

Important Information

PIN & Determinations Information - Updated 4/13/20

PIN and Determinations: If you filed a new Initial Claim application, you will receive a Claim Confirmation Letter via U.S. Postal Service usually within 7-10 business days that will include your Personal Identification Number or PIN.

Due to current volumes, **you may not receive your PIN in time to file biweekly, but you will be able to file for recent and missed weeks once your PIN arrives.**

You will also receive your Notice of Financial Determination Letter via U.S. Postal Service usually within 10-15 business days, but it currently could be longer.

Reopens: If you just reopened your existing claim, this will be the only time you should do so unless you go back to work and are subsequently unemployed.

A staff member must manually process the reopen that you just submitted, and the department is working through the thousands of reopens we receive, daily.

It may be possible that your biweekly claims are not ready for you to file on your filing date. Please be patient and do not further delay your claim by using this application to reopen your claim, again.

If the biweekly filing system tells you on your filing date that your weeks are inactive, simply try filing your biweekly claims one time each day until you are able to successfully file. Biweekly filing is not available on Saturdays.

If you opened a claim within the last twelve months, your PIN and Notice of Financial Determination were issued when you opened your original claim.

If you need to reset your PIN, please email uchelp@pa.gov, **just one time to avoid delays.** Please include your full name and the last four digits of your social security number.