

ES/UI Connectivity – Questions and Answers

Q: What is ES/UI Connectivity?

A: A process where customers provide Unemployment Insurance and Employment Services information in one online location. This will enable UI and ES to share information and provide better customer service. The customer will no longer have to provide duplicate registration information for UI and DEWS.

Q: How does this new process work?

A: After establishing a NY.Gov account, the customer will select either Job Zone or UI and then proceed to the new Integrated Workforce Registration (IWR) page. Here the customer will enter registration information that will be shared with both UI and ES for future services the customer may pursue. Once a customer completes the IWR process, they will be directed to the UI Online Benefits page or JobZone, whichever one was selected.

Q: When will this new process take effect?

A: Beginning October 7, there will be a rollout to all claimants over a one-month period as shown below.

WEEK	FIRST LETTER OF LAST NAME
1	A – D
2	E – K
3	L – Q
4	R – Z

Q: If the individual is not a new customer, will any information be pre-populated in the IWR?

A: Yes, the fields will be pre-filled when possible. The customer can change this information if needed. Any information pre-filled in the UI application will be highlighted in yellow.

Q: Will our phone systems be affected?

A: No. The certification and original claim questions will remain the same.

Q: Will only new customers be directed to the IWR?

A: No. All online customers (new and existing) will go through the IWR during the rollout, and then once a year thereafter. At the yearly mark, customers can update outdated info as needed and confirm data that is correct.

Q: What happens if the IWR is not functioning properly?

A: If the IWR is not operable, customers will go directly to the UI Benefits Online page or JobZone.

Q: What should we do if a customer with a technical issue pertaining to NY.Gov or the IWR calls us?

A: Refer all customers with technical issues to the DOL Contact Center at 888-469-7365.

Q: Will current claimants have to enter information on the IWR that was entered previously on their UI claim?

A: If the user has an open claim, some of the fields will pre-populate with the information from OSOS.

Q: What if a customer calls because h/she can't enter all his/her employers in the Work History Section on the IWR?

A: A maximum of 20 employers can be entered. The claimant should be told that only entering 20 employers is acceptable. If the claimant has any concerns, h/she should be referred to his/her local NYS Career Center.