

FREQUENTLY ASKED QUESTIONS

HOW TO FILE WEEKLY CLAIM CERTIFICATIONS

If you were laid off or had your hours reduced as a result of the COVID-19 pandemic and were approved to receive unemployment insurance benefits, you must file a weekly claim certification. Your certification needs to be filed each week that you are unemployed in order for you to receive your benefit payment. There are two options to file your weekly claim certification:

1. Online using WebCert at <https://secure-2.dllr.state.md.us/WebCert/Logon.aspx>
2. Or you may call the TeleCert by calling 410-949-0022.

These FAQs will help you complete your certification without issue no matter which method you use to file.

When you visit the WebCert application, you will arrive at the Log On page. The first time that you visit the page, you will need to follow the instructions to establish security questions and a PIN. Please maintain a record of your PIN & Security Questions.

Once you have followed the Log On procedures, you will arrive at the Claim Certification questions. These questions are identical to those that you will hear if you file by phone.

Claim Certification Questions

- 1) “Were you able and available to work full time in your occupation without restrictions?”**

During the state of emergency and stay at home order declared by the Governor of Maryland, it can be difficult to know if you are able and available to work. Please answer this question affirmatively as long as you take reasonable steps to preserve contact with your regular employer and do not refuse an offer of suitable employment. This answer will avoid any unnecessary issues with your weekly claim certification and potential delay of your benefit payment.

- 2) “Did you attend school or training during the week?”**

Please answer this question accurately by selecting YES (or pressing 1 if filing by phone) if you did attend school or training, and selecting NO (or pressing 2 if filing by phone) if you DID NOT attend school or training.

3) “Did you actively look for work during the week?”

The Secretary of Labor has ordered a temporary exemption to the requirement that claimants search for work each week. Each claimant will receive the exemption for 10 weeks from the first week that they file a claim certification.

Please answer this question accurately by selecting YES (or pressing 1 if filing by phone) if you did actively look for work during the week and selecting NO (or pressing 2 if filing by phone) if you DID NOT actively look for work during the week. Due to the exemption, even if you answer NO, you will not be denied your benefit payment.

4) “Did you work or earn money during the week?”

Please answer this question accurately by selecting YES (or pressing 1 if filing by phone) if you did work or earn money during the week and selecting NO (or pressing 2 if filing by phone) if you DID NOT work or earn money during the week. If the answer is YES, then you will be asked to report the amount of your earnings.

Questions from Claimants

5) Do I have to report ALL of my earnings?

Yes. Please report ALL gross earnings in the week that you earn them, even if you have not received any payment. “Gross earnings” means the total income that you earned before any taxes or adjustments were taken out.

6) What if I try to file my claim certification and receive a message stating, “Our records indicate that you are attempting to file an untimely weekly claim certification for benefits for the weekending (Date). Weekly claim certifications must be submitted by 5:00 p.m. on Friday following the weekending date. To reestablish your claim or if you have any questions, call an Unemployment Insurance Claim Center?”

Many claimants have experienced technical issues that caused them to miss the window to file their weekly claim certifications. Please be assured that this will NOT negatively impact the ultimate payment of the full benefit amount for which you are eligible. The answer to the question below (Question 7) will provide you with the steps to follow to file claim certifications for each of your missing week(s) starting Thursday, April 9th. We thank you for your patience and understanding during this time of extremely high claim load.

7) I did not file a claim certification on time. How should I proceed?

We have implemented a new solution and updated our systems to allow you to file ALL the weekly claim certifications you have been unable to file since filing your initial claim. Starting Thursday, April 9th, you will be able to file ONLINE for each of those missing week(s). Each missing week has to be filed one business day at a time.

Here are specific instructions on how to file untimely weekly claim certifications

- a. **You will not need to contact a claim center by phone to request payment for the weeks that you did not submit a timely claim certification.** We have reopened your claim certification week(s) so that you may file your missed requests for benefit payment entirely **ONLINE**.
- b. **You will be able to file the missing claim certifications ONLINE between 8 a.m. and 5 p.m. Monday through Friday. Remember, each missing week must be filed one business day at a time.** As the chart below illustrates, you will need to wait until the next business day after filing a missing claim certification before the next week’s claim certification will be available.

Schedule for Filing an Untimely Weekly Claim Certification						
Sun	Mon	Tues	Wed	Thurs	Fri*	Sat
Cannot file for missing week.	File online 8 a.m. to 5 p.m.	File online 8 a.m. to 5 p.m. If you file after 5 p.m., the next week’s certification will be available starting Tuesday at 8 a.m.	Cannot file for missing week.			

*If you file for a missed week after 5 p.m. on Friday, the next week’s claim certification will NOT be available until 8 a.m. the following Tuesday.

- c. **Once you file all of your missing claim certifications, you will be up-to-date and current on your claim status.** Once you are current on your claim status, you will need to timely file weekly claim certifications each week that you are unemployed. These regular weekly claim certifications can be filed between Sunday at 12:01 a.m. to Friday at 5 p.m.
- 8) I followed the above instructions to file missed weekly claim certifications. Now I am getting an error that says, “Our records indicate that you have already filed your weekly claim certification WebCert for the week ending XX/XX/XXXX. You may not file again for the same week.” What should I do?**

Some customers are experiencing difficulty filing their prior weeks of unemployment using the instructions provided above. If you have received the message above, please be assured that we will update your claim on your behalf which will get you up-to-date in your unemployment claim. This will enable you to file your next weekly certification on 04/12/2020.

- 9) I followed the specific instructions on how to file an untimely weekly claim certification and was able to file one week. Now I receive an error that says it is too early to file my claim certification that is due this week: “Our records indicate that it is too early to file your weekly claim certification for the week ending XX/XX/XXXX.” What should I do?**

After filing an untimely weekly claim certification, you must wait until the next business day until you can file another claim certification. This is true even if the next claim certification that you wish to file is the one that is currently due. Please be patient and know that you will be paid for the full amount of your benefit eligibility. Please review the calendar provided above (Question 7) to ensure that you are waiting the necessary amount of time between filing claim certifications.

- 10) What if I am unable to file my claim certification because I have forgotten my PIN?**

If you originally filed online, you may reset your PIN by selecting the link “Forgot your PIN?” which can be found next to the fields where you enter your Social Security Number and PIN. You will need to have your Social Security Number and the answers to your security questions ready in order to complete the PIN reset process. If you originally filed by phone and forget your PIN, please speak with a Claims Specialist at 410-949-0022.

For assistance with any other issue involving the online claim certification application, please select the link on the left-hand side of the screen which says WebCert HELP. Once you click on that heading, it will take you to the WebCert HELP page. For assistance with the telephone claim certification, please speak with a Claims Specialist at 410-949-0022.