



FOR IMMEDIATE RELEASE

May 10, 2021

Workshops Begin This Week to Help Pennsylvanians Prepare for Transition to New Unemployment Compensation System

24 virtual workshops will be held

User guides and other resources online now

Harrisburg, PA – The Pennsylvania Department of Labor & Industry (L&I) today reminded Pennsylvanians that [virtual workshops](#) are available beginning this week to help individuals, employers and third-party administrators prepare for next month's transition from an outdated, 40-year-old legacy system to a new modern computer system.

This week's workshops are part of a series of 24 workshops and other easy-to-use tools and helpful resources L&I is providing to users, including the legislative, advocate, and employer communities, to guide them through the transition to the new system. Once the transition is complete, the new system will enable quicker and easier filing of UC claims.

This Week's Workshop Dates and Links

- [Wednesday, May 12 at 2:00 PM \(English\)](#)
- [Thursday, May 13 at 6:00 PM \(English\)](#)
- [Thursday, May 13 at 7:30 PM \(Spanish\)](#)

A full list of scheduled workshops and the links to connect to them are available [here](#).

Workshop topics include:

- How to log in to the new system;
- Payment information;
- Status updates;
- Appeals;
- Fact-finding;
- Frequently Asked Questions (FAQs) and more.

Questions about the new UC system should be submitted [here](#). L&I will address the most frequently asked questions in future workshops.

Scheduled workshops will be offered in English and Spanish on a variety of days and times, including evenings and weekends. Recordings of each workshop will be uploaded to this [page](#) on www.uc.pa.gov.

Helpful Resources

In addition to the instructional workshops, the following [user guides](#) are available to help Pennsylvanians prepare for the new UC system.

Claimant User Guides:

- [How to login](#)
- [File weekly certifications](#)
- [Open a new claim](#)
- [Overpayment management](#)

Employer User Guides:

- [Request relief from charges](#)
- [Granting access to Third-Party Administrators](#)

Claimant and Employer User Guides:

- [Appeal process](#)
- [Fact-finding](#)

The transition to the new UC system is expected to begin May 30. During that time, the UC Service Center will remain open via phone and email. Representatives will still be able to take new inquiries from users and place them in a queue for when the new system comes online. They will also be able to assist individuals who are experiencing issues and will be able to answer questions about the offline period and the new UC system generally.

For more information on the new system and unemployment programs, please visit www.uc.pa.gov or follow L&I on [Facebook](#) or [Twitter](#).