

State of Illinois

Department of Employment Security



**TELE-SERVE**

**TELEPHONE EXPRESS LINE**

**(312) 338-IDES**

**(312) 338-4337**

**Certify for Unemployment Benefits by Phone**

**Tele-Serve Hours**

**3:00 a.m. - 7:30 p.m.**

**Monday through Friday**

**IDES Claimant Services**

**1-800-244-5631**

**1-866-322-8357 TTY**

**IDES**  
ILLINOIS DEPARTMENT OF  
EMPLOYMENT SECURITY

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**Save time —**  
Certify for unemployment  
benefits by phone!

Once you file for unemployment insurance at a local IDES office or via the Internet, you must then “certify” to your eligibility for benefits. The best way to certify for benefits is the internet. You can certify for benefits online at **[www2.illinois.gov/ides/certify](http://www2.illinois.gov/ides/certify)**.

**Call Tele-Serve: (312) 338-4337**

Available

Monday through Friday

3:00 a.m. to 7:30 p.m.

TDD/TTY. . . 1-800-662-3943

Monday through Friday

8:30 a.m. to 5:00 p.m.

With Tele-Serve, you can:

- certify to your eligibility for unemployment insurance benefits
- reopen a claim for unemployment insurance
- check the status of your unemployment claim
- request federal income tax form 1099G
- obtain other IDES information

**If you do not call in to certify, you will not receive your unemployment insurance benefits.**

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## Three steps to using Tele-Serve

1. File for unemployment benefits in person at a local IDES office or Illinois workNet Center or on the Internet at <https://www2.illinois.gov/ides>.
2. IDES will mail you a letter with your assigned call-in day. If you do not receive this information within two weeks from the date you filed your claim, contact your local IDES office.
3. Call Tele-Serve on the scheduled day every two weeks.
  - The first time you call, you will create a personal identification number (PIN). Save this, you'll need it every time you call
  - Enter your PIN and answer the automated questions using a touch-tone phone.



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When you call, have the following information available:

- Your Social Security number and your PIN
- Any gross wages you earned (before taxes and holiday pay) during this certification period
- Paper and pencil to record any information given to you during your call



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If you cannot certify via telephone because you do not speak or read either English or Spanish, or you do not have access to a touch-tone phone, contact your local IDES office within one week after filing your claim to arrange for special accommodations.

Eligible claimants will receive their benefit payments via a debit card or, if elected, through direct deposit usually three days after they certify.

### **If You Miss your Call Day**

If you miss your regular call day (Monday, Tuesday or Wednesday), you may still call on Thursday or Friday of that same week. You may also call on your regular call day in the following week (or Thursday or Friday of that week). Payment of benefits will be based on certifying for benefits in a timely manner and meeting the eligibility requirements of the Illinois Unemployment Insurance Act.

### **Keep your PIN!**

- Write down and keep your PIN. You will need it every time you call in. Your PIN is valid for your entire benefit year.
- The PIN Maintenance option on Tele-Serve allows you to change your PIN if you feel it is no longer secure.
- If you forget your PIN, contact your local IDES office to have your PIN reset.

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**Note:** Your PIN has the same legal effect as your signature has on a paper document. DO NOT give your PIN to anyone. If you believe someone knows your PIN or if you forget your PIN, call your local IDES office immediately. The existing PIN will be reset so that you can establish a new PIN by phone. Do not reveal your PIN to anyone. IDES personnel do not have access to your PIN; they can only reset it. It is your responsibility to ensure that your PIN is not misused.

**Quick Guide  
Menu Options  
(312) 338-4337**

**Press**

- ① To claim weeks of unemployment
- ② To reopen your claim
- ③ Check the status of your claim (also benefits reported to the IRS)
- ④ Establish or change your PIN
- ⑤ IDES general information

**Certification Questions**

- Have you received or will you receive holiday pay during the period of Sunday [week 1 beginning date] through Saturday [week 2 ending date]? (Have holiday pay amount available.)
- Did you work during the period of Sunday [week 1 beginning date] through Saturday [week 2 ending date]? (Have earnings before taxes available.)

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- Has your dependency status changed during this certification period?
  - Were you able and available to work each week?
  - Did you actively look for work for the week of Sunday [week 1 beginning date] through Saturday [week 2 ending date]?
  - Are you receiving or have you applied for Social Security benefits?
  - Other than Social Security, are you receiving or have you applied for a retirement or disability pension?
  - Did you attend school or receive training?
  - Do you have a current workers' compensation claim or do you expect to receive workers' compensation for a temporary disability?
  - Has your phone number changed?
  - Has your mailing address or name changed? (*Note: Extended Benefit claimants will be asked additional questions.*)

If you earned in excess of your amount in any week you must reopen your claim. Tele-Serve will reopen your claim automatically as long as you meet certain requirements.

### **Address and Name Changes**

- Postal service will not forward IDES mail.
- Call your local office during business hours.
- Tele-Serve will tell you the number to call.



## **Important!**

- Do not hang up until Tele-Serve tells you your claim has been accepted.
- Guard your PIN. You are responsible for all activity on your claim.
- Record your work search efforts each week on the form provided by IDES.

### **Nondiscrimination**

IDES is an equal opportunity employer and complies with all state and federal nondiscrimination laws in the administration of its programs. Auxiliary aids and services are available upon request to individuals with disabilities. Contact the office manager of the IDES office nearest you or the IDES Equal Opportunity Officer at (312) 793-9290 or TTY (telephone line for people who are deaf) (888) 340-1007.

*Note: The information contained in this brochure is subject to change at any time. For the latest information, visit the IDES website at [www2.illinois.gov/ides/](http://www2.illinois.gov/ides/)*

State of Illinois  
Illinois Department of Employment Security  
33 S. State Street, FI 9  
Chicago, IL 60603-2901  
1-888-367-4382, TTY 1-888-340-1007  
[www2.illinois.gov/ides/](http://www2.illinois.gov/ides/)