

In-Person Unemployment Services

Make an appointment

Our experts handle thousands of claims each week. You can schedule an in-person appointment if you have an issue with your claim. We will help you resolve any problems.



Step 1: Visit myunemployment.nj.gov and click “check claim status.”

Step 2: Sign in to access your claim status. Click “Schedule Appointment Online” to access the online scheduler.

Step 3: Click “UI In Person (20 Minutes).”

Step 4: The scheduler window will show our location options with their next available appointments. Select the location and time that is most convenient.

What to expect



During your appointment, a representative will review the issues with your claim. We also may need more information, records, or documentation to evaluate your claim.

It’s not always possible to resolve your case the day of your visit. However, we will prioritize your claim after your visit.

Please follow any instructions given to you during your appointment. Be sure to check your email and claim status in the days following your visit.

ID.me help



There are three ways to verify your identity, which you must do for your claim to move forward. Choose the method that’s convenient for you.

Step 1: Go to uid.nj.gov to create an account and log in, OR use this QR code:



Step 2: Choose how to verify your identity:

- Self-service (fastest option)
- Video chat
- In-person (appointment only)

Learn more at myunemployment.nj.gov/identity

Appealing a decision?



Your hearing date may take some time to arrive. Continue to certify

weekly for benefits while you await your hearing. You will only receive benefits for the weeks you have certified and have been found eligible.

You can certify for benefits Sunday to Friday from 8am-7pm.

If the reason for the hearing is related to your employment, your former employer will be notified of the interview and has the right to participate. You may represent yourself or you may be represented at your own expense by an attorney or a non-attorney.



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