

# STATE OF ARKANSAS



## DEPARTMENT OF WORKFORCE SERVICES

Welcome To

# ArkLine

Arkansas' Interactive Voice  
Response System for Filing  
Weekly Unemployment  
Insurance Benefits  
by Telephone

1-501-907-2590

Available

Sunday 12:01 am to 6:00 pm

Monday through Friday

6:00 am to 6:00 pm

A proud partner of the  
**americanjobcenter**  
network

\*\*\* Servicios de Interpretación/Traducción disponibles por medio de su oficina local. --- Ewōr Jerbal in ukok ikijien jeje im kennaan ilo opij ko ijo kwoj pād ie. --- Các Dịch Vụ Thông Dịch/Phiên Dịch có sẵn qua văn phòng địa phương của quý vị. --- ຫ້ອງການປະຈຳທ້ອງຖິ່ນຂອງທ່ານໃຫ້ບໍລິການນາຍ ມາສາດລະການແປອອກສາມ --- Interpretation/Translation services available through your local office.\*\*\*

By using your touch-tone telephone Arkansas Department of Workforce Services provides a quick and efficient way to file your weekly claim for benefits. **ArkLine** provides you with updated information and limits the required number of visits to the claims office. In addition, **ArkLine** can be used to verify when your UI payment was made.

- To get general information, press "1".
- To get payment information, press "2".
- To file your weekly claim, press "3".

**Read the following instructions carefully before you make your first call:**

### TO FILE WEEKLY CLAIM BY TELEPHONE YOU NEED:

- A touch-tone or dial-pulse telephone.
  - Your social security number.
  - Your personal identification number or PIN.
  - Your total gross earnings and hours worked for the week you are claiming.
- If you use a dial-pulse telephone, set switch to tone.

**NOTE:** A **cellular** or **cordless** phone is **not recommended**.

### YOUR PERSONAL IDENTIFICATION NUMBER

Your personal identification number (PIN) may be any four digit number you choose that will be easy for you to remember. As you select your own PIN, it is suggested that you do not use your birthdate, numbers of your home address, or last four digits of your social security number. Do not use numbers in a sequence (such as, 1234) or the same four numbers (such as, 1111 or 2222). The first time you call **ArkLine**, the computer will ask for your social security number. You will then be asked to enter the four digit number you have chosen to be your PIN. Use this number each time you call to claim week-ly benefits or to inquire about your claim. Your PIN should not be given to anyone, including family members. This protects your claim from others.

### TO CHANGE YOUR PIN

If you want to change your personal identification number (PIN) you may do so at any time. Just access your file using your old PIN, then follow the instruction to key in your new PIN. If you forget your PIN, you should contact your local office, in person or by phone for assistance. Local office

personnel do not have access to your PIN, but can reset your claim to accept a new PIN.

### FILING YOUR WEEKLY CLAIM

Once you have entered the **ArkLine** system by entering your social security number, and identified yourself with your personal identification number (PIN), the computer will respond. Listen carefully. It will tell the claim week ending date to be filed, and will ask you questions which can be answered "yes" or "no" by keying a number on the telephone pad; "1" for "yes" or "2" for "no".

1 = YES

2 = NO

After each answer the system will repeat your answer to you and ask if this is correct. You will respond again with "1" for "yes" or "2" for "no".

When **ArkLine** asks if you worked during the applicable time period, if the answer is "yes," the system prompts you to enter the number of hours you worked rounded down to the nearest whole hour. For example, if you worked (seven hours and thirty minutes) you would enter a 7 followed by the # key. If you worked whole hours (twenty eight hours) enter 28 followed by the # key. Enter the total amount earned before deductions. For example, if your gross earnings were



(two hundred fifty three dollars and twenty one cents) you would enter 25321 followed by the # key. If there were no cents then enter 25300. If you worked for more than one employer during the week, be sure to report the combined total of hours worked and gross amount of wages earned.

**NOTE:** If you did work during the week you are claiming, report your gross earnings for the week even if you have not received your pay. It is important that you enter the amount you earned, not the amount you were paid.

**FAILURE TO REPORT GROSS EARNINGS ACCURATELY CAN RESULT IN PROSECUTION FOR FRAUDULENTLY CLAIMING UNEMPLOYMENT BENEFITS.**

**Do not hang up until ArkLine tells you that your claim certification was accepted or instructs you to call your local office. If you disconnect before confirming your answers, there is no record that you called.**

### TO CHANGE YOUR MAILING ADDRESS

To report an address change, **ArkLine** will instruct you to contact your local office, in person or by phone, to provide your new address. If you do not report within seven (7) days, your address will not be changed. If you leave the state temporarily to look for work, you can

continue to file for benefits for up to two weeks. If you are out of state longer than two weeks or you move out of state, you must contact the Arkansas Interstate Unit at 866-392-7284. If you move your residence to another area within the state, you should call your local DWS office to have your address changed to your new residence.

### THE ADVANTAGES OF CLAIMING BY TELEPHONE

- If eligible, you will receive your weekly benefits faster.
- There is no weekly claim form for you to fill out.
- There is no weekly claim form to be lost or damaged in the mail.
- There is no postage.
- Any mistakes with your weekly claim are detected immediately.

Every effort has been made to ensure fast, convenient, and reliable service for unemployed workers.

### HEARING IMPAIRED OR NON-ENGLISH SPEAKING

If you are hearing impaired or do not speak English or Spanish, you will need to contact your local office in person or by phone for instructions. The **ArkLine** system can be accessed to provide general information and to file your

Weekly claims in English or in Spanish.

### TO OBTAIN GENERAL INFORMATION

You may obtain general information about the unemployment insurance program by pressing "1". Accessing this general information does not require you to provide a social security number or PIN. Instant access to information on eligibility requirements for unemployment insurance, the waiting period, work search requirements, and the appeal process is available.

### BENEFIT PAYMENT INFORMATION

**ArkLine** allows you to get information about your unemployment Insurance benefits by telephone. You will be required to use your PIN to obtain this information. For example, if your question is:

"Has my payment been made?" Choose option "2" for information about your latest benefit payment. The system will tell you the week ending date of the last week you claimed, the date it was processed, and the amount of the payment. Allow at least one business day after filing by telephone before calling for payment information.

## WARNING



**FRAUD:** To willfully withhold information or deliberately give the wrong information is a **crime** and is punishable by law, which could include a fine and/or imprisonment.



**EARNINGS:** Be sure to report your **gross earnings** during the week that you earn the wages regardless of when they are paid.



**SCHOOLING:** If you are attending **approved training**, make sure a school official signs the schooling certification in your Handbook each week.

If you drop out of school, you must contact your local office immediately.



**WORK SEARCH:** You must make your assigned **work search** contacts each week. If you have to report the contacts, be sure to list them in your Handbook.

"Equal Opportunity Employer/Program"  
"Auxiliary aids and services are available upon request to individuals with disabilities."

TDD/TTY Voice 1-800-285-1121

TDD 1-800-285-1131