

Did you know you can now file your weekly claims via text?

July 2020

Filing via text is fast, easy and secure!

If you would like to take advantage of this new option, please **text the word START to 36230** from the mobile phone number that you have on file with us. You will be asked to provide the last 4 digits of your Social Security number.

Once we confirm your identity, you will be prompted to answer the weekly eligibility questions. Then you will receive a confirmation message verifying that you have submitted your weekly claim successfully.

If you choose to use this feature, you will **not** receive a reminder notice or text message alerting you to file your weekly claim. Each week, if you would like to file your weekly claim via text message, you must begin by texting the word **START to 36230** from the same mobile phone number we have on file.

Filing via text message is not currently available to all claimants, but we hope to make it available to everyone soon. Please see below for an overview of our Terms of Service. You can read the complete Terms of Service on our website [here](#). In addition, we will send you a short survey so that, if you choose, you can provide feedback.

Again, if you would like to file your next weekly claim via text message, please text the word **START to 36230**.

Thank you!

Ohio Unemployment Benefits: Text-to-File Terms of Service

1. The Ohio Department of Job and Family Services is now permitting claimants to file their weekly claims for unemployment benefits via mobile phone text message. If you choose to use this "text-to-file" service (referred to as "service"), it will allow you to respond via text message to a series of weekly eligibility questions. If you opt in for this service, you will receive a text message confirming your enrollment. When using this service to file your weekly claims, you will receive a text message confirming you have filed successfully. If there are problems with your weekly claim, you will receive text instructions explaining what to do.
 2. You can cancel this service at any time by texting the word **STOP to 36230**. You will receive a text message to confirm your cancellation. After this, you will no longer receive text messages from us regarding this service. If you want to join again, just sign up as you did the first time, and we will start sending text messages to you again.
 3. If you are experiencing issues with the service, you can reply with the keyword **HELP** for more assistance, or you can get help by calling 877-644-6562.
 4. Data carriers are not liable for delayed or undelivered messages.
 5. As always, text message and data rates may apply for any messages sent to you from us and to us from you. Message frequency will vary. If you have any questions about your text or data plan, it is best to contact your wireless provider.
 6. If you have any questions regarding privacy, please read our privacy policy: [Privacy Policy](#)
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