

NEWS RELEASE

For Immediate Release: Aug. 18, 2015

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Labor Department Pilots Internet Chat Tool for Unemployment Insurance

Unemployment insurance claimants are now able to get their questions about unemployment from a claims specialist online through a tool called click-to-chat.

The online tool is currently being implemented in beta with plans to expand it by mid-2016 to include additional languages, starting with Spanish.

According to department officials, the instant-messaging tool is an alternative to making a phone call for customers with questions about unemployment insurance. With a click of a button, customers can communicate live and in real time with a claims specialist.

Click-to-chat uses the same security measures and protocols currently used by the Labor Department to keep information secure and is compatible with Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, Apple Safari and most other Internet browsers.

Claimants can find the chat tool at

<http://labor.idaho.gov/dnn/idl/UnemploymentInsurance/UnemploymentBenefits/QuestionsAnswers.aspx>. It is also available on lobby computers in each Idaho Department of Labor local office.

The system will be available from 8 a.m. to 5 p.m. MDT Monday through Friday.

Claimants who prefer to speak directly with a claims specialist in English or Spanish can continue to call (208) 332-8942.

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