



How to File Unemployment Claims Online

Filing online is fast and easy. Follow the steps below to create an account, file for benefits, and manage your account online.

Create your account

First, create an account on Hawaii Unemployment Insurance (UI) claims website: <https://huiclaims.hawaii.gov>. You will need an email address.

A few minutes after creating your account, you will receive an email with a temporary password. Once you get this email, return to the website to create a permanent password and file your claim.

Apply for unemployment insurance

To apply online, visit the Hawaii UI claims website: <https://huiclaims.hawaii.gov>. This online service is available:

- Monday to Friday, 6:30 a.m. to 11:00 p.m.
- Weekends and holidays, 9:00 a.m. to 11:00 p.m.

All times are Hawaii Standard Time.

For details, watch our instructional video:

<https://labor.hawaii.gov/ui/instructional-video-for-filing-unemployment-insurance-online>

If you need more help, contact us.



UI Call Center: (808) 762-5752 or (833) 901-2272



Contact Form: <https://labor.hawaii.gov/ui/contact-form>

Before submitting your application, check your answers carefully. Once you file, you cannot change them. If you think you made a mistake, contact us.

Information you will need to apply for benefits

Before you start your application, have the following information ready. You cannot change it after you submit.

- Social Security number
- Bank account number and routing number (you can find these on your personal check). If you want to use a savings account, ask your bank for this information.
- Your employment information for the past 18 months, including:
 - Employer's name, address, and phone number
 - Dates you worked for each employer
 - Reason you left or separated from each job
- Alien registration number or I-94 or unexpired passport number (if you are not a U.S. citizen)

File your weekly or biweekly claims

After you apply for unemployment insurance or reopen a claim, you must file a claim for each week you want to receive benefits. You must submit claims online at Hawaii UI claims website: <https://huiclaims.hawaii.gov/>.

1. Log in to your account.
2. Choose "Claim Certification."
3. Follow the instructions to file claims for the applicable weeks.

Check your answers carefully before filing your claim. Once you file, you cannot change them. If you think you made a mistake, contact us.

Due dates for weekly claims

Weekly claims are due within 7 days after the last day of the week (Saturday).

Example: You are filing for the week that started on Sunday, 8/17 and ended on Saturday, 8/23. You have seven days, 8/24 through 8/30 (shown in gray), to file your weekly claim.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Due dates for biweekly claims

A biweekly claim covers the past two weeks, starting on Sunday in the first week and ending on Saturday in the second week.

- When filing a biweekly claim, you must file for each week separately.
- Biweekly claims are due within 7 days after the last day of the second week (Saturday).

Example: You are filing for two weeks, starting on Sunday, 8/10 and ending on Saturday, 8/23. You have seven days, 8/24 through 8/30 (shown in gray), to file your biweekly claim.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

IMPORTANT: When filing a biweekly claim, you must file for each week separately. Submit the first week, then the second week. If you do not file for both, you may not get paid for two weeks.

Keep track of deadlines

- You can download a list of due dates for filing claims from the confirmation page or the email confirmation we send you.
- You can also visit our website and choose “Claim Inquiry” or “My Claim Status” to see when your next claim is due.
- Write important dates on a calendar or set reminders on your phone so you do not miss due dates for filing claims and get paid on time.

If you stop filing claims

If you do not file claims for two or more weeks in a row, you must reopen your claim to continue receiving benefits. Your benefits may be denied until you reopen your claim. Log in to your claimant portal and choose “Additional Claim” or “Reopen Claim.”

Manage your account

You can check information about your claim and update your account online. Log in to your account then go to “Manage My Account” and choose “Claim Inquiry.” From there, you can:

- See your payments
- Check the claims you filed
- Find out why a week is pending
- View your filing schedule
- Change your mailing address
- Update your profile

Get help in your language

If you need free help to understand this document in your language, please contact us using the information below.

Unemployment Insurance (UI) Call Center

(808) 762-5752 or (833) 901-2272 (toll-free)

UI Website: [Labor.Hawaii.gov/UI](https://labor.hawaii.gov/UI)

TTD/TTY: Dial 711; ask for (808) 586-8842

Oahu Claims Office

830 Punchbowl St
Room 110
Honolulu, HI
96813-5080

Hilo Claims Office

1990 Kinoole St
Room 101
Hilo, HI
96720-5293

Kona Claims Office

Ashikawa Building
81-990 Halekii St
Room 2087
Kealahou, HI
96750-0167

Maui Claims Office

54 South High St
Room 201
Wailuku, HI
96793-2198

Kauai Claims Office

4370 Kukui Grove St
Suite 3-214
Lihue, HI
96766-2001