

## COVID-19 Pandemic Unemployment Payment



An Roinn Gnóthaí Fostaíochta  
agus Coimirce Sóisialaí  
Department of Employment Affairs  
and Social Protection

### How to claim the emergency payment

Covid-19 Pandemic Unemployment Payment has been introduced for anyone whose employer is unable to continue to pay them. The payment is available to all **employees** and the **self-employed** who have lost employment due to the pandemic. You will get a payment of **€203 per week for up to 6 weeks** (as applicable).

#### To receive the payment follow these steps;

1. Apply for the COVID-19 Unemployment payment using the form on the next page.
2. Post it to **FREEPOST PO BOX 12896 Dublin 1**.
3. Apply for Jobseekers within 6 weeks to ensure you continue to receive a payment (if applicable) after the emergency payment has finished.

Once this normal Jobseekers claim is subsequently received, the Department will process these claims and reconcile payments at that time. This will involve backdating increased payments for certain customers.

#### Important

You **DO NOT NEED** to go the **Intreo Centre**, you can apply in the following ways:

1. An application form for the new Covid-19 Pandemic Unemployment Payment can be **downloaded** from our website **[www.gov.ie/jobseekers](http://www.gov.ie/jobseekers)** and returned to **FREEPOST PO BOX 12896 Dublin 1**;
2. You can apply for Jobseekers support through our online portal **[www.MyWelfare.ie](http://www.MyWelfare.ie)**, (you will need a Public Services Card); or
3. Phone us on **1890 800 024** or **01 2481398** and we will send you the relevant application form for the new payment.

Note - Please keep checking your Bank Account as payment may issue in advance of us formally notifying you.



Name of DP/DO:



## How to claim Jobseeker's supports

You will need to apply for Jobseekers to ensure you continue to receive a payment after the 6 weeks of the emergency payment have ended.

There are 3 schemes you can apply for;

1. If you have been **laid off temporarily** without pay, you can apply for a Jobseeker's payment;

- You can **apply online** through **MyWelfare.ie**, you will need your public services card (PSC) to do this,
- Or you can complete the paper form, **UP1 – Jobseeker's Allowance/ Benefit Application Form**.

2. If you are **self-employed** and your business has closed, you can apply for Jobseeker's Benefit (self-employed);

- You need a **UP1B JBSE – Jobseeker's Self Employed Application Form**.

3. If your **hours have been reduced** or you have been put on short-time working by your employer you can apply for a Short Time Work Support payment;

- You need a **UP1 – Jobseeker's Allowance/Benefit Application Form** and a **UP14STWS – STWS Employer Declaration**.

All the above payments can be paid into your **bank account** or **Post Office**.

### Making your online application (Jobseekers Payment)

- You will need your Public Services Card (PSC), your mobile and your email
- Create a verified MyGovID account, either through MyWelfare.ie or MyGovID.ie
- Complete the Jobseekers form, uploading photos / scans of documents required
- Any communication will be through the MyWelfare inbox, you will be notified on the email address provided

### Making your paper application (UP1, UP1B JBSE, UP14STWS)

- Download forms for all schemes at **www.gov.ie/jobseekers**
- Email a request for a paper/PDF application pack for all schemes to **info@welfare.ie**
- Phone **1890 800 024** or **01 2481398** and we will send you the relevant pack
- Call to your local Intreo Centre or Social Welfare Branch Office
- Send your completed application form to **PO Box 12896 Dublin 1**

### Additional Information that maybe required

- The Department will contact you if we need any additional information.
- Make sure to include your phone/mobile number and email address if you have one.
- If you do not have a Public Service Card (PSC) please submit a copy of Photo ID i.e. Passport, Driving Licence and proof of address i.e. utility bill.



## How to apply for Jobseekers online

### You will need:

- Your Public Services Card (PSC)
- Your mobile phone
- Your email
- You may also need access to your bank account information and/or your partner's information including PPSN, payslips depending on the type of claim

### Follow these steps

1. Open [MyWelfare.ie](https://mywelfare.ie) and login using your [MyGovID verified account](#). If you don't have a MyGovID account you can set one up following the steps on the next page.
2. Click on the [Out of work payments](#) option and select [Find out more](#). On the next screen, select [Apply now](#). The application form is the same for Jobseekers Benefit/ Allowance or Credits. Read through what you will be asked about and then click [Begin application](#).
3. Read carefully through the application form selecting all options that are appropriate to you at this time. Click [Save and Continue](#) at the bottom to move onto the next page.
4. If you have any other documents that you wish to attach to your claim, select [Yes](#) when asked and use a scanner or a photo to upload them.
5. Once you have submitted the application, you will receive a [notification to your MyWelfare.ie inbox](#). You will receive an email everytime you receive a notification. If more information is required, you will receive a notification and you can upload your document(s) within this message, you will see a click here option.

## Having trouble? These are some common issues...

- **Address** - Make sure that your address correct.
- **Post office** - Input the post office address you would like to collect from. If only one option comes up on the list, make sure you select that option or it will send you back to that page after you save.
- **Employment situation** - 'Which of the following best describes your employment situation'. This question asks for your current status which is either 'Fully Unemployed' or 'Part-Time Unemployed'.
- **Employers address** - Employer's address can only be 50 characters or less, shorten the address if necessary. If you were on a course, that was your last employer.
- **Days / hours worked** - No decimal places are allowed.
- **Country picker** – England, Wales and Scotland are on the list as the UK.
- **Error messages** - Error messages don't immediately disappear when you've corrected the error so click the save button.
- **Communication after you've applied** - You will be communicated through the notification inbox on the MyWelfare site if the Deciding Officer needs anymore information. Please read any notifications you receive.

## Creating a verified MyGovID account

### You will need:

- Your Public Services Card (PSC)
- Your mobile phone
- Your email

You will need a verified MyGovID account to apply for Jobseekers online. Set one up by clicking [Create Account](#) on MyWelfare.ie or going to [MyGovID.ie](#).

### Basic account

- You will need access to your email account as you will be emailed a one-time code. Once you have inputted the code, you now have a basic account.

### Verified account

- Now you need to verify your account; Click on the [Verify my Basic Account](#) button.
- The next step will require using your [Public Service Card](#) and [mobile phone number](#). If your mobile phone number was verified during your PSC appointment, you will receive a one-time code sent by text message.
- If you don't have a verified phone number, a code will be sent to you in the post. Once you receive this [6 digit code](#), input it and your account is verified.
- With your verified MyGovID account set up go back and [login to MyWelfare.ie](#), you will receive a one-time code to your phone each time you log-in.

## Having trouble? These are some common issues...

- **We could not verify your information** - Your name should be the same as what we have on our system, which is the same as your PSC, do you have a middle name perhaps? Try it again.
- **I can't remember my password** – Select 'Having Trouble Logging In' and you can reset your password.
- **Change of phone number or email address** - If you change your phone number or email then you cannot use that login information anymore. You must set up a new MyGovID account using the new phone number and a new email. Your MyWelfare account will remain the same; it's just your log in details that you are changing.
- For further help, go to the **Help and Support section** at the bottom right of the page.