# Unemployment Insurance Changes Due to COVID-19 (Coronavirus)

The North Carolina Employment Security Division is publishing instructions and guidance on the following webpage: https://des.nc.gov/need-help/covid-19-information  to help you understand new changes to the state's unemployment system, due to the current impacts of the COVID-19 coronavirus in North Carolina.

***These changes were ordered by Governor Cooper on Tuesday, March 17, 2020, as outlined in his [Executive Order 118](#).***

We are working to ensure that necessary unemployment insurance benefits will be available to eligible North Carolinians affected by job loss due to the COVID-19 coronavirus disease in our state.

On this page, you will find answers and instructions:

- For people seeking to apply for unemployment insurance benefits, due to the COVID-19 situation
- For employers seeking guidance for how to navigate the new changes to the unemployment insurance system

This page will be updated frequently with new information as it becomes available, as we continue to monitor all available data and evaluate its impact on both workers and employers.

For people facing job loss due to the COVID-19 coronavirus situation, Governor Cooper's Executive Order specifically addresses:

- Individuals who are separated from employment;
- Individuals who have had their work hours reduced,
- Individuals who are prevented from working due to a medical condition or under direct quarantine orders as a result of COVID-19.

 If you're temporarily out of work OR your working hours have been reduced *due to COVID-19*, file a claim for unemployment benefits online and *choose one of those two separation reasons* on the screen where you'll enter and submit your claim information.

As an individual, your eligibility, exact amount of benefits, and duration period of those benefits cannot be determined until after you file and submit your claim.