

PUERTO RICO EMPLOYERS: DESEMPLEO DIGITAL IS NOW LIVE

Effective September 1, 2026, the Puerto Rico Department of Labor and Human Resources (DTRH) launched Desempleo Digital, its new platform for the Unemployment Insurance program and the Employer Portal, replacing infrastructure that was roughly 40 years old.

Although it is too early to assess how the system will perform in practice, employers should consider creating and activating their accounts promptly and becoming familiar with the platform, available at trabajo.pr.gov. Desempleo Digital is designed to centralize employer accounts, documents, communications, payments, and other transactions related to Unemployment Insurance and SINOT obligations, including claims, determinations, appeals, and charges, along with access to the SIDES Electronic Response Portal.

Employers should also consider designating a specific person—or authorized representative—to monitor the platform, respond to requests, and keep track of applicable deadlines. This role can also be filled by a Third-Party Administrator (TPA), with the specific scope depending on the relationship established with the employer.

As with any new system, there will be a learning curve during the initial rollout. Our Labor & Employment team is available to assist employers with the new platform, including serving as an authorized representative or TPA, and with any other related employment matters.

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