

Client zone Jenda – Q&A

We have prepared a list of the most frequently asked questions and their answers for you. If you haven't found a solution to your problem here, please contact our call center operators, who will be happy to assist you. You can find the contact information at the bottom of this page.

Why is an online application easier? How much time will I save?

First and foremost, you don't need to go anywhere or gather any official documents. You can submit an online application anytime, without being dependent on the office's working hours. The application is simple and intuitive to fill out; attachments can be photographed with a smartphone and uploaded. A built-in helper provides guidance and explains what information to enter in each field and the available options. This significantly reduces the time you spend submitting your application.

What do I need to complete an online application?

It's simple – you only need a smartphone, laptop, or tablet with internet access. To log in to Jenda, you'll need an electronic citizen identity. That's all! If any documents need to be submitted, you don't have to go through the hassle of scanning them – just upload a photo of them.

Can I submit an online application even if I'm not good with modern technology?

Absolutely! We designed the Jenda client portal to be simple and intuitive. We regularly collect feedback from clients to ensure continuous improvement. And how are we doing? Jenda has received top ratings from applicants! Our data clearly shows that online applications are user-friendly, straightforward, and quick.

Did you know that the oldest client to apply for a housing allowance through Jenda was over 90 years old? See, anyone can do it! And if you still feel unsure, your children or someone close to you can help.

How can I check the status of my application?

With Jenda, you can track the status of your application anytime and from anywhere online. We'll keep you updated on any changes via email notifications or SMS messages to your mobile phone.

What documents do I need?

Thanks to digitalization, we have connected various government services, so you don't need to provide much of the information that the state already has about you – we'll retrieve it ourselves. If additional documents are required, we'll notify you through Jenda about what we need.

We may ask you to provide the following documents:

Job Seeker Registration:

- Employment record (proof of job termination) – zápočtový list (doklad o ukončení zaměstnání)
- Proof of Self-Employment Termination
- Proof of completing continuous preparation for a future profession (e.g., high school diploma, degree certificate, etc.)



Funded by
the European Union



Project EURES+3Z Up! Developing foreign employment services

- Medical Certificate (Proof of Health Restrictions) – doklad o zdravotním omezení (lékařský posudek)

Unemployment Benefits

- Informative personal record of pension insurance – evidenční list důchodového pojištění
- Employment record (proof of job termination) – zápočtový list (doklad o ukončení zaměstnání)
- Proof of other income-generating activities
- For self-employed individuals: confirmation of the period of participation in pension insurance and the assessment base for social security contributions and state policy contributions
- Confirmation of average monthly net earnings.

Can I submit the applications in any way other than through Jenda?

You have two options. You can submit the application yourself through the Jenda Client Portal – easily on your mobile phone after logging in with your bank identity or Mobile eGovernment key. This is called Self-Service Submission, where you handle everything from the comfort of your home without having to visit the office.

The second option is Assisted Submission. If for any reason you don't want to or can't submit the application through the Jenda Client Portal, you can visit a local labour office. You'll need to bring the necessary documents for verification and identify yourself, for example, with an ID card. An employee of the Labour Office will fill out the application with you digitally in the Jenda Client Portal. There is no need to fill out a paper application.

How is document verification ensured?

For applications where no documentation is required, Jenda will inform the client that documents are not needed, and the labour office will gather the necessary information itself:

- For example, from the Czech Social Security Administration. It will retrieve details such as previous employment, the last average monthly net earnings for calculating unemployment benefits, other activities performed, or children under 15 years old. The back office will automatically compile the data and any documents provided, and the client will not receive any request for additional documents.

For some applications, there may be a requirement for the client to provide additional documents. The client can upload these documents directly when submitting the application. If the documents are not available at that moment, the application can still be submitted, and the documents can be uploaded later.

- If the client uploads a document, it is checked by the back office. If an incorrect attachment is submitted (e.g., wrong photo, incorrect file type, or unreadable document), the document is returned to the Jenda Client Portal for correction and completion. The client will receive a notification via email or SMS that the attachment has been returned.



Funded by
the European Union



Project EURES+3Z Up! Developing foreign employment services

- If the client was required to submit a document but hasn't done so, a request will be sent to the Jenda Client Portal, to the data box, or by mail if the client is not using Jenda.

The sooner the application is complete, the faster it can be processed, and a decision made.

What happens with the submitted application?

An application submitted through Jenda – whether assisted at the labour office or self-served from home – is transferred to the ISZaměstnanost information system. The client will receive a submission number, which can be used to search for the application, and will also be notified that their application has been assigned a file reference number. The notification will be sent to the client via the method they selected in Jenda – either by email or SMS.

The client will receive a Certificate of Submission (Osvědčení o úkonu) from the labour office, which serves as confirmation of all the information and documents submitted with the application. In the case of a self-service submission, the certificate is available in Jenda. The client can open it at any time, and it remains stored there. No further confirmation is required. In the case of a submission at a branch, the client will receive a paper certificate, which they will sign, and the certificate will stay with the client. The staff member at the branch will scan the signed certificate, and the client will then have access to it again in Jenda.

The application is further processed in the back office, where the entire application, all supporting documents, and compliance with the legal requirements for inclusion in the register or granting unemployment benefits are checked. If anything is missing, a request will be sent to the client. If everything is in order, the client will be included in the registry. The back office is one of the offices at the labour office where applications from all over the country are processed.

The application is transferred from the back office to the contact office for completion if:

1. The application is rejected (meaning the client is not included in the register or does not receive unemployment benefits),
2. A positive decision is made on the unemployment benefits application,
3. The application involves a foreign element (e.g., the client has income from abroad, has worked abroad, etc.),
4. It is necessary to send the client a request by mail to submit missing documentation.

Which tasks will be performed at the contact office?

Labour offices no longer have to worry about some administrative tasks, as they are moved to the back office. This allows staff to focus more on providing expert consulting to clients – active job search assistance, job placement, recommending suitable job positions, or helping with resumes. Additional services include counseling for retraining courses, recommendations for advisory programs, participation in projects, group counseling, participation in recruitment processes, and job fairs. The contact office is also involved in client interactions for personal document submission, such as temporary incapacity, starting a job, certificates of retraining, and others.

Clients can easily choose their contact office in Jenda when submitting an application for job placement based on their place of residence.



Funded by
the European Union



Project EURES+3Z Up! Developing foreign employment services

By when should I register after the end of employment?

Registration at the labour office is not mandatory. However, if you are registered as a job seeker, you do not have to pay for health insurance during the registration period. To avoid a gap in health insurance coverage, you need to register within 30 days of the end of your employment (except in specific cases). You can register starting from the next working day after the end of your employment. If you manage to register within 3 working days after the end of your employment, your registration will be considered to start the following day after your employment ends. This is important if you are applying for unemployment benefits.

I have completed my studies, by when should I register?

After graduation (if you do not continue your studies at a university), you can apply to the Labour Office of the Czech Republic for job placement and register as a job seeker after the summer holidays, i.e. at the beginning of September. If you continue your studies after graduation, e.g. at a university, you do not need to register with the Labour Office of the Czech Republic.

If you are a university graduate, you do not need to register with the Labour Office for one full calendar month after finishing your studies. For example, if you passed your state exams in June, you can register with the Labour Office as late as the beginning of August.

Do I need to apply for employment intermediation? Is it not enough to apply for unemployment benefits?

It is important to understand that you always apply first and foremost for job placement. You cannot apply "only" for unemployment benefits. You also cannot request registration as a job seeker solely to meet the requirements for receiving social benefits or to ensure payment of health and social insurance.

When am I eligible for unemployment benefits?

You are eligible for unemployment benefits if, within the last two years before registering with the Czech Labour Office, you have accumulated at least 12 months of pension insurance, either through employment, self-employment, or substitute periods. Additionally, you must not be receiving an old-age pension. Simply put, if you have worked for at least 12 months in the past two years, and during that time pension insurance was deducted from your income, including from part-time jobs, you may qualify. Substitute periods, such as receiving an invalidity pension for grade 3 disability, personally caring for a child under the age of four, or caring for a dependent person, are also taken into account.

How long can I receive unemployment benefits?

The Czech Labour Office provides unemployment benefits for a limited period, known as the support period, which is based on your age:

- **Up to 50 years old:** 5 months
- **Over 50 to 55 years old:** 8 months
- **Over 55 years old:** 11 months

The length of the support period is determined by the applicant's age on the date of submitting the unemployment benefit application.



Funded by
the European Union



Project EURES+3Z Up! Developing foreign employment services

What is the amount of unemployment benefits?

The amount of unemployment benefits depends on your income from the last job and is as follows:

- **65%** for the first two months of the support period
- **50%** for the next two months
- **45%** of your average monthly net income from the last job for the remaining period.

For self-employed individuals (OSVČ), the Labour Office considers the last assessment base in the relevant period, recalculated to a monthly basis.

If the job seeker voluntarily terminated the last employment without a serious reason or by mutual agreement with the employer before being registered as a job seeker, the unemployment benefit rate will be **45%** of the average monthly net income or assessment base for the entire support period.

The project EURES+3Z Up! is co-financed by the European Social Fund under the operational programme employment plus and the state budget of the Czech Republic under no. CZ.03.01.04/00/22_002/0000170.



Funded by
the European Union



Project EURES+3Z Up! Developing foreign employment services