

Use these instructions if:

- You have created a NY.GOV account at another NYS agency, such as DMV
- and
- You have no previous or current UI claim

Example: Your NY.GOV ID was created at another agency, such as DMV

Step 1: On the Department of Labor (DOL) **Online Services for Individuals** page, sign in with the Username and Password that you created at another agency and click the 'Sign In' button.

New York State State Agencies Search all of NY.gov

DEPARTMENT OF LABOR Online Services For Individuals Search DOL Translate

Individuals Businesses Government & Research Other Information

Home » Online Services For Individuals

Online Services For Individuals

Username
uibtestuser203

Password
••••••

Sign In

[Forgot your Username or Password?](#)

If you do not have a NY.GOV Account

Create Account

[NY.GOV - Terms of Service](#)

Welcome to Online Services. You can use Online Services to:

- File a claim for Unemployment Insurance Benefits
- Claim weekly Unemployment Insurance Benefits
- Change your banking information or payment method
- Change your tax withholding information
- Check on the status of your payments
- View/print your 1099G
- Receive important messages from the Department of Labor

When you can file a claim online and access other online services	When you can claim weekly benefits
<ul style="list-style-type: none">• Monday to Thursday 7:30 am to 7:30 pm• Friday from 7:30 am to 5 pm• Weekends from 12:01 am Saturday to 7 pm Sunday	<ul style="list-style-type: none">• Sunday from 12:01 am to midnight• Monday to Friday from 7:30 am to midnight• Saturday from 12:01 am to midnight

If you already have a NY.GOV ID, please enter your Username and Password in the box on the left and click on 'Sign In'.

If you do not have a NY.GOV ID, click on 'Create Account'. You will be asked for some basic personal information, including an [e-mail address](#) you use regularly.

- ▶ [What is NY.GOV?](#)
- ▶ [Username Guidelines](#)
- ▶ [Password Guidelines](#)

If you cannot use our system without the help of another person, you must make sure you are present each time that person enters our system for you. This includes entering your Username and Password. You will be responsible for your helper's actions. You may be subject to penalties, including loss of benefits, if you are not present.

Please do not use the 'BACK' button on your browser when using Online Services for Individuals.

[Contact Us](#) | [Accessibility Policy](#) | [Privacy Policy](#) | [Document Readers](#)

Guide No. 4 – New UI claimant who already has a NY.GOV ID

⇒ After clicking the 'Sign In' button, the **Account Profile** page is displayed, as shown below, along with a message to update your profile.

The screenshot displays the 'Account Profile' page for a user with an existing NY.GOV ID. The page features a navigation menu on the left with 'My Account Services' expanded to show 'Account Profile'. A prominent red message box at the top of the main content area reads: 'Please update your profile before continuing to Online Services.' Below this, the 'Profile Information' section contains several fields: 'First Name' (FNabc), 'Middle Initial' (LNabc), 'Last Name' (LNabc), 'Username' (uibtestuser203), 'E-mail Address*' (uibtestuser203@mailinator.com), and 'Date of Birth*' (01/02/2004). A 'Save' button is located at the bottom right of the form. The page also includes a search bar at the top right and a footer with links for 'Contact Us', 'Accessibility Policy', 'Privacy Policy', and 'Document Readers'.

Because you have an existing NY.GOV account from another agency, the system requests that you update the profile and confirm that the e-mail address and date of birth are valid.

Step 2: Confirm profile information.

- Review the profile information and make changes, if required. *No change is required if the information is still correct.*
- Click the 'Save' button.

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⇒ After clicking the 'Save' button, the **Account Overview** page is displayed as shown below, along with a message that the profile was successfully updated. You will see this message even if you made no changes to your profile information.

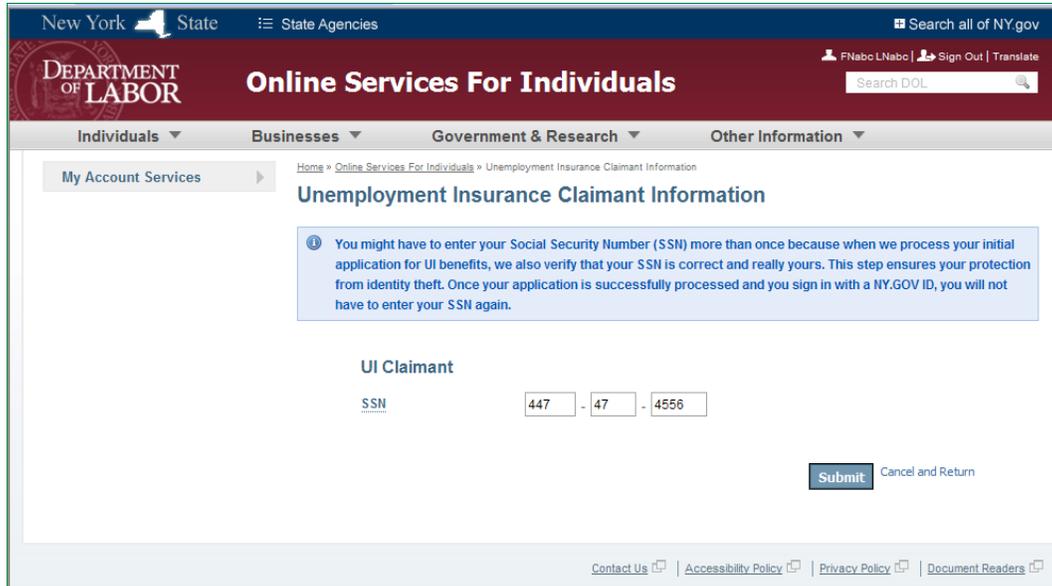
The screenshot displays the 'Account Overview' page for a user with a NY.GOV ID. The page features a dark blue header with the New York State logo and 'DEPARTMENT OF LABOR Online Services For Individuals'. A navigation bar includes 'Individuals', 'Businesses', 'Government & Research', and 'Other Information'. A sidebar on the left lists 'My Account Services' (Account Overview, Account Profile, Password Hint Questions, Change Password) and 'Unemployment Benefits' (File a Claim/Certify). The main content area shows a green success message: 'Your profile was successfully updated.' Below this are sections for 'UI Important Information' (Tools: Benefits Calculator) and 'UI Warnings and Advisories'. The 'Important Links' section is divided into Job Seekers, Career Development, Statistics, and Online Services, each with several links. A 'Job Search' box is located on the left side of the main content area. The footer contains links for Contact Us, Accessibility Policy, Privacy Policy, and Document Readers.

Step 3: Click the 'Unemployment Benefits' button to file a new claim.

Note: This page offers links to more information, and the link to the UI Benefits application. In the upper right corner of the screen is a link to the Message Inbox ('Messages'), and a small blue number that tells you if you have any new messages. In this screen shot, the message indicator says '0', meaning no new messages.

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⇒ Because you do not have a previous or current Unemployment Insurance (UI) claim, your personal information is not on file with the DOL. In order for this data to be stored, the system must complete the claim processing. Thus, you will see the following screen each time you sign in, until your claim is successfully processed. Refer to the blue information message shown below:

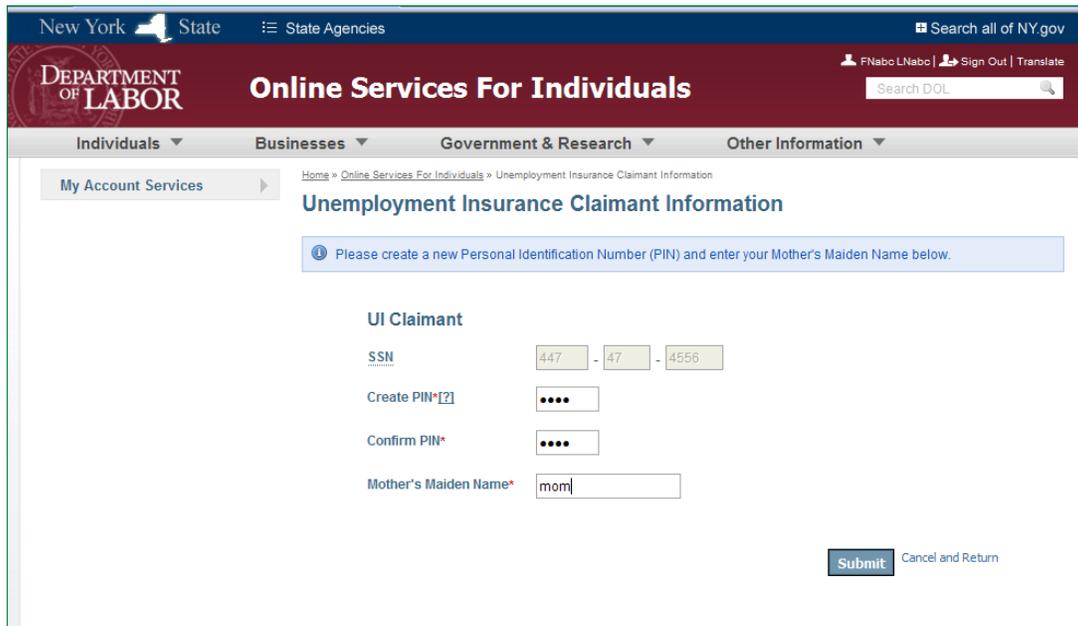


The screenshot shows the New York State Department of Labor's online services portal. The page title is "Online Services For Individuals" and the sub-page is "Unemployment Insurance Claimant Information". A blue information message states: "You might have to enter your Social Security Number (SSN) more than once because when we process your initial application for UI benefits, we also verify that your SSN is correct and really yours. This step ensures your protection from identity theft. Once your application is successfully processed and you sign in with a NY.GOV ID, you will not have to enter your SSN again." Below this message, the "UI Claimant" section has a label "SSN" followed by three input fields containing the numbers "447", "47", and "4556". A "Submit" button is located to the right of the input fields, with a "Cancel and Return" link next to it. The footer contains links for "Contact Us", "Accessibility Policy", "Privacy Policy", and "Document Readers".

Step 4: Enter your Social Security Number (SSN) and click the 'Submit' button.

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⇒ When the system determines there is no data on file for your SSN (you have no previous or current UI claim), you will be prompted for additional information on the following page:



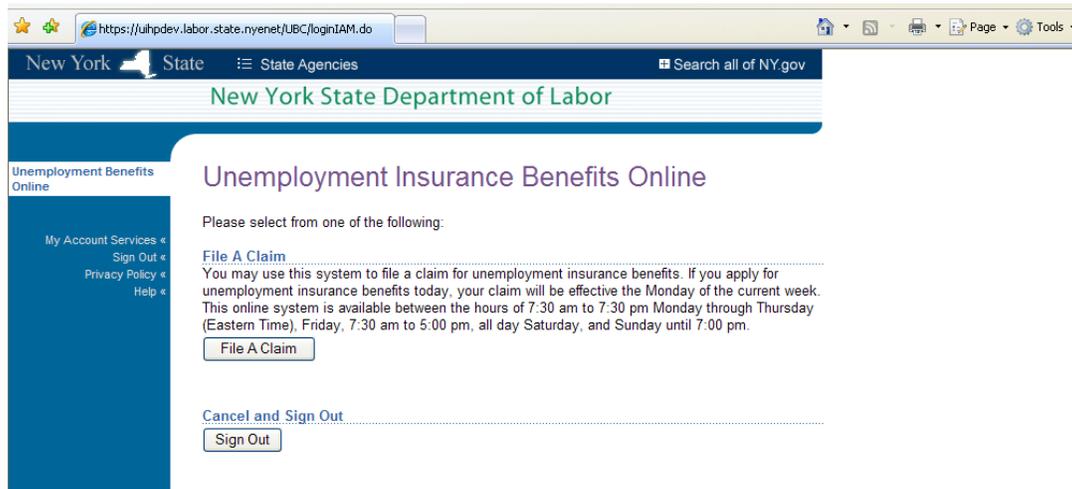
The screenshot shows the New York State Department of Labor website. The header includes the state logo, "State Agencies", and a search bar. The main navigation bar has "Individuals", "Businesses", "Government & Research", and "Other Information". The page title is "Unemployment Insurance Claimant Information". A blue box contains the instruction: "Please create a new Personal Identification Number (PIN) and enter your Mother's Maiden Name below." The form fields are: "SSN" (447 - 47 - 4566), "Create PIN* [?]" (masked with dots), "Confirm PIN*" (masked with dots), and "Mother's Maiden Name*" (mom). A "Submit" button and a "Cancel and Return" link are at the bottom right.

Step 5: Create a PIN and enter your Mother's Maiden Name.

- Enter a 4-digit numeric Personal Identification Number (PIN).
- Confirm PIN by entering the same number.
- Enter Mother's Maiden Name.
- Click the 'Submit' button.

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⇒ After clicking the 'Submit' button, the account creation process is complete and the system displays the following screen:



Because you have not previously filed a UI claim, the system only presents options to 'File a Claim' or to 'Sign Out'.

- Click the 'File A Claim' button to begin the claim process.
- Click the 'Sign Out' button to leave the DOL website.