

Use these instructions if:

- You have a completed initial unemployment insurance claim on file with UI Benefits
- and
- You do *not* have a NY.GOV ID

How to create a NY.GOV ID

Step 1: From the UI Benefits Online page, click the 'Use NY.Gov ID now' link to display the Sign In page.

Step 2: Click the 'Create Account' button, circled in red below.

The screenshot shows the 'Online Services For Individuals' page for the New York State Department of Labor. The page features a navigation bar with 'Individuals', 'Businesses', 'Government & Research', and 'Other Information'. The main content area is titled 'Online Services For Individuals' and contains a sign-in form with fields for 'Username' and 'Password', a 'Sign In' button, and a 'Create Account' button. The 'Create Account' button is circled in red. To the right of the sign-in form, there is a list of services available online, including filing a claim, claiming weekly benefits, and changing banking information. Below this, there are two columns detailing when users can file a claim online and when they can claim weekly benefits. At the bottom of the page, there are links for 'Contact Us', 'Accessibility Policy', 'Privacy Policy', and 'Document Readers'.

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⇒ After clicking the 'Create Account' button, the **Account Creation** page is displayed.

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 » Account Creation

Account Creation

Confirm E-mail Address | E-mail Validation | Account Information | Personal Information | Confirmation

* Indicates required fields

First Name * | Middle Initial | Last Name *

ExistingDOL | | User

E-mail Address * [?] | ExistingDOL@mailinator.com

Confirm E-mail Address * | ExistingDOL@mailinator.com

Captcha * [?]

Type the two words separated by space in the text box below:

Salt | artwke | stop spam, read books.

Salt artwke

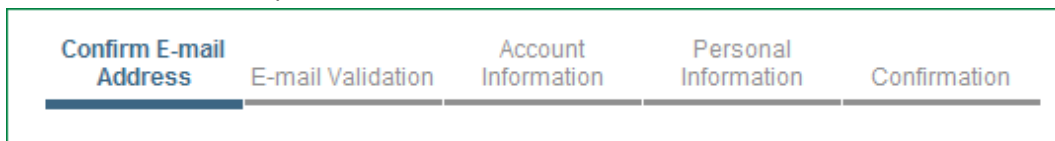
Click 'Continue' after you type the words.
Trouble reading the words? Click 'Refresh' for a new set of words.

Continue | Cancel and Return

Contact Us | Accessibility Policy | Privacy Policy | Document Readers

Step 3: You must perform **5 Actions** to create the NY.GOV ID.

These 5 Actions are indicated at the top of each screen, as shown:



As you progress through the actions, the highlighted action on the progress bar will advance.

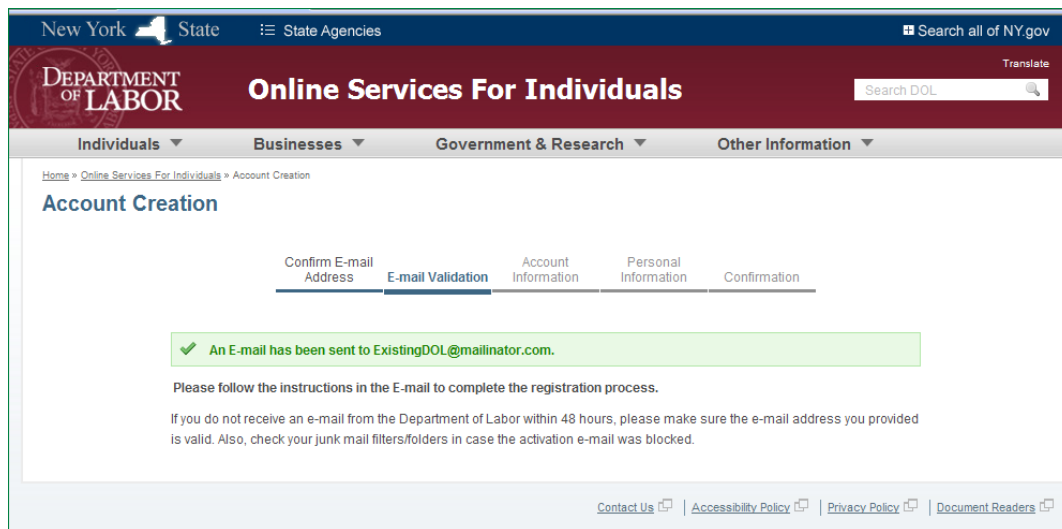
Action 1 – Confirm E-mail Address.

- Provide First Name, Middle Initial (**optional – 1 character only**) and Last Name. The first and last name can contain only letters and dashes (-), apostrophes (') or spaces in the middle of the name. If the first or last name does not follow these rules, an error message will be displayed, and you will have another chance to correct the information.

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- Provide a valid e-mail address that you can access to collect e-mail. “Valid” simply means the e-mail address conforms to the standard e-mail format of ‘xxxxxxxx@xxxxxx.com’ or ‘xxxxxxxx@xxxxxx.net,’ etc.
Note: The ‘?’ to the right of the title ‘E-mail Address’ describes the rules for e-mail addresses and offers a link to get a free e-mail account, should you need one.
- Enter the ‘CAPTCHA’ code. A ‘CAPTCHA’ is used to make sure a person, not a computer program, is reading the web page.
Note: If the ‘CAPTCHA’ code is too difficult to read, click the small, circular ‘Refresh’ icon to the right of the CAPTCHA box for a new word.
- Click the ‘Continue’ button.

⇒ After clicking the ‘Continue’ button, the **Account Creation – E-mail Validation** page displays, as shown below. Notice it tells you that an e-mail was sent to the address you provided.

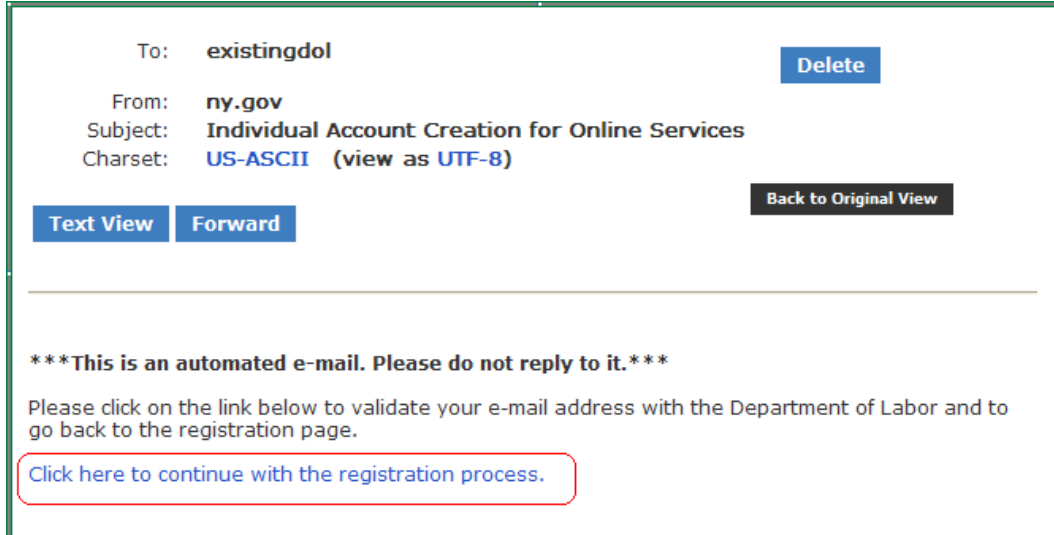


Action 2 – E-mail Validation: Validate that you can receive e-mail from DOL.

- Access your e-mail account and open the e-mail that was sent to you from DOL. *Note: If you do not see an e-mail in your Inbox, check your ‘Junk’ or ‘Spam’ folders.*

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⇒ Sample e-mail sent by the Department of Labor is shown below:



- The e-mail will contain the link ‘Click here to continue with the registration process,’ shown above.
- Click the link to return to the DOL website and complete the registration process, where the following **Account Creation – Account Information** page is displayed. *Note: You must click on the link within **48 hours** of receiving the e-mail, or you will have to return to the website to begin the registration process again.*

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⇒ After clicking on the link in the e-mail, the **Account Creation – Account Information** page is displayed:

New York State State Agencies Search all of NY.gov Translate

DEPARTMENT OF LABOR Online Services For Individuals Search DOL

Individuals Businesses Government & Research Other Information

Home » Online Services For Individuals » Account Creation

Account Creation

Confirm E-mail Address E-mail Validation **Account Information** Personal Information Confirmation

* Indicates required fields

First Name * Middle Initial Last Name *

ExistingDOL [] User []

Username* [?] existingdoluser828 [Check for availability](#)

Password* [?] []

Confirm Password* [?] []

E-mail Address* [?] ExistingDOL@mailinator.com

Confirm E-mail Address* ExistingDOL@mailinator.com

Password Hint Questions and Answers

(Answers are not case sensitive)

Question 1* What was the name of my first pet? [v]

Answer* test1 []

Question 2* What was my first grade teachers last name? [v]

Answer* test2 []

Question 3* What was your childhood phone number including area code (eg. 551... [v]

Answer* test3 []

[Continue](#)

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

Action 3 – Account Information: Create a Username and Password, and select Password hint questions to use if you forget your Password.

- Provide a valid Username:
 - Uppercase or lowercase letters are acceptable.
 - Numbers are acceptable.
 - E-mail address format is acceptable
 - No more than 128 total characters.

Note: The 'Check for Availability' button on the right allows you to check if the chosen Username is available.

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- Create a Password. The Password must:
 - Be different from your Username.
 - Contain at least eight (8) characters.
 - Include at least one uppercase letter, one lowercase letter, and one number.
 - Be different from your previous 12 Passwords.
 - Have no more than 128 total characters.
- Select 3 password hint questions from the drop-down menus and provide answers for each question.
 - All the answers must be different.
 - The answers should be information you can easily remember. You may want to write them down, as you will need this information in the future if you forget your Password or Username.
 - **The answers are not case-sensitive.**
- Click the 'Continue' button to go to the next step of Account Creation.

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⇒ After clicking the 'Continue' button, the **Account Creation – Personal Information** page is displayed:

New York State State Agencies Search all of NY.gov Translate

DEPARTMENT OF LABOR Online Services For Individuals Search DOL

Individuals Businesses Government & Research Other Information

Home » Online Services For Individuals » Account Creation

Account Creation - Step 3 - Unemployment Insurance Registration

Confirm E-mail Address E-mail Validation Account Information **Personal Information** Confirmation

Date of Birth* [?] 08/28/1980 (mm/dd/yyyy) * Indicates required fields

SSN* 041 - 96 - 5751

Continue

Contact Us Accessibility Policy Privacy Policy Document Readers

Action 4 – Personal Information: Provide Date of Birth and Social Security Number (SSN).

- Enter the Date of Birth in “mm/dd/yyyy” format.
- Provide a valid Social Security Number (SSN).
- Click the 'Continue' button.

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⇒ Because the system has recognized that **your SSN is already on file with the DOL**, the following screen displays, asking you to enter the PIN you previously created:

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 » Account Creation

Account Creation - Step 3 - Unemployment Insurance Registration

Confirm E-mail Address E-mail Validation Account Information **Personal Information** Confirmation

Please provide the Personal Identification Number (PIN) that you already created with the UI Benefits application.

* Indicates required fields

Date of Birth* [?] 08/28/1980 (mm/dd/yyyy)

SSN* 041 - 96 - 5751

4-Digit PIN* [.....]

[Forgot PIN](#)

[Continue](#)

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- Verify your information by entering the PIN you previously created.
- Enter the PIN and click the 'Continue' button.

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⇒ After clicking the 'Continue' button, the **Account Creation – Confirmation** page is displayed.

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 » Labor Online Services » Online Services For Individuals » Account Creation

Account Creation - Confirmation

Confirm E-mail Address E-mail Validation Account Information Personal Information **Confirmation**

* Indicates required fields

Account Information

First Name*	ExistingDOL	Edit
Middle Initial		
Last Name*	User	
Username*	existingdoluser828	
Password*	xxxxxx	
E-mail Address*	ExistingDOL@mailinator.com	

Password Hint Questions and Answers

Question 1*	What was the name of my first pet?
Answer*	test1
Question 2*	What was my first grade teachers last name?
Answer*	test2
Question 3*	What is the first name of my childhood best friend?
Answer*	test3

Personal Information

Date of Birth*	XXXX/1980	Edit
SSN*	XX - XX - 5751	

If the information above is correct, click 'Submit'

[Submit](#)

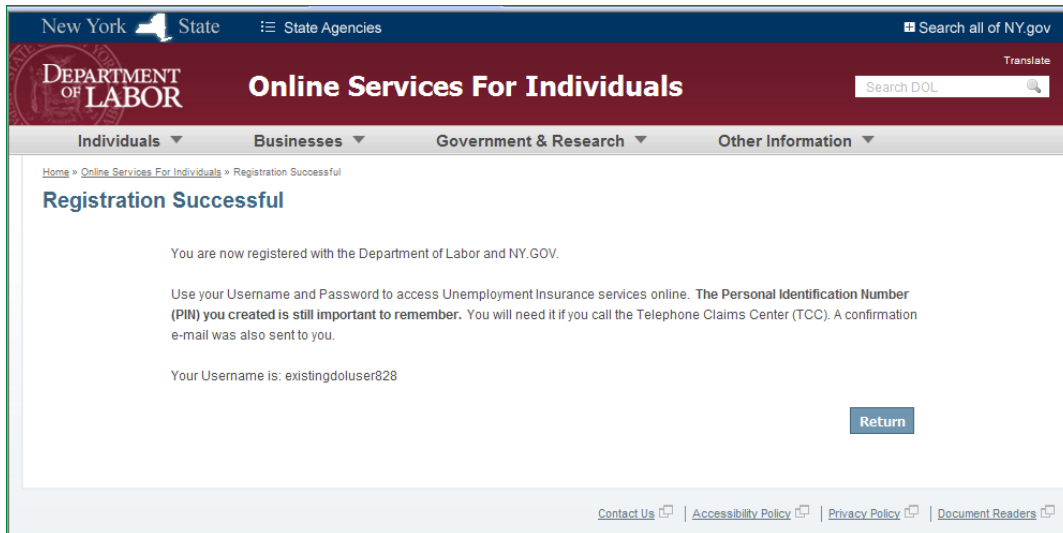
[Contact Us](#) | [Accessibility Policy](#) | [Privacy Policy](#) | [Document Readers](#)

Action 5 – Confirmation: Review your information and edit if changes are needed.

- Review and verify the information. Two 'Edit' buttons (at right) provide the option to make any changes, if needed.
- Click the 'Submit' button.

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⇒ After clicking the 'Submit' button, the following **Registration Successful** page is displayed:

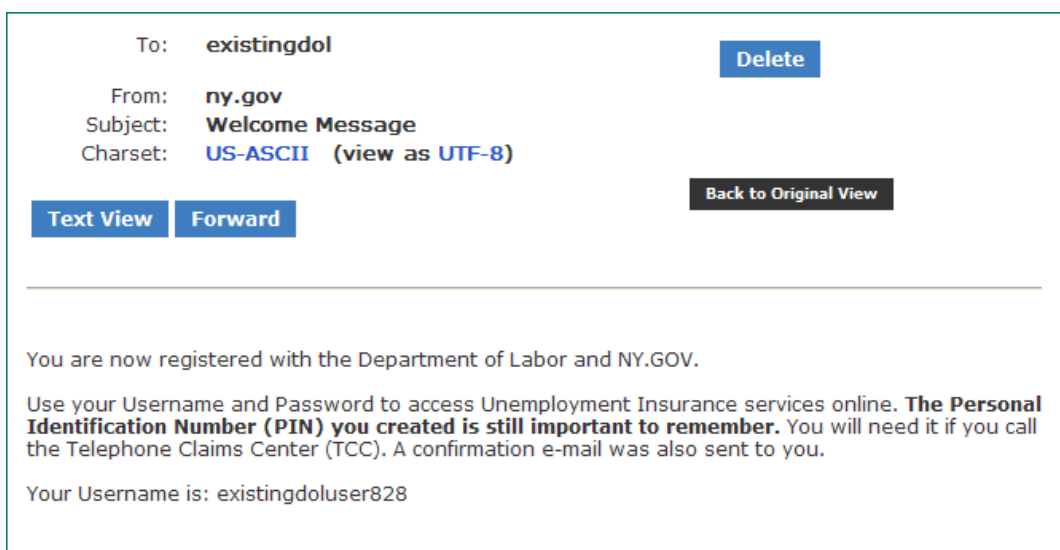


Account Creation is Complete – You can now use your NY.GOV ID to access the system.

Note: A confirmation e-mail is sent automatically to the e-mail address that you provided (see sample e-mail below), and the Username you chose is displayed.

- You have now successfully created an online account and can log in to the NY.GOV website to access your account and file UI claims.
- You can click on the 'Return' button to go to the NY.GOV Sign In page, where you can enter your new Username and Password to access the UI Benefits application.

⇒ Sample of the confirmation e-mail sent from the Department of Labor:



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How to Sign In with a NY.GOV ID

Once you have successfully registered and created your new NY.GOV account, you may continue with the Sign In process.

⇒ After navigating to the NY.GOV Sign In page:

The screenshot shows the 'Online Services For Individuals' page on the NY.GOV website. The page has a dark blue header with the New York State logo and 'State Agencies' menu. Below the header is a navigation bar with 'Individuals', 'Businesses', 'Government & Research', and 'Other Information' tabs. The main content area features a sign-in form on the left and a list of services on the right. The sign-in form includes fields for 'Username' (containing 'existingdoluser828') and 'Password' (masked with dots), a 'Sign In' button, and links for 'Forgot your Username or Password?' and 'Create Account'. Below the form is a link to 'NY.GOV - Terms of Service'. The services list includes: 'Welcome to Online Services. You can use Online Services to:' followed by a bulleted list of services like 'File a claim for Unemployment Insurance Benefits', 'Claim weekly Unemployment Insurance Benefits', etc. There are also sections for 'When you can file a claim online and access other online services' and 'When you can claim weekly benefits' with their respective schedules. At the bottom, there are links for 'Contact Us', 'Accessibility Policy', 'Privacy Policy', and 'Document Readers'.

- Enter Username and Password.
- Click the 'Submit' button.

Note: In text just below the Password data-entry box, there are links for you to click on if you have forgotten your Username or Password. There are also links to the NY.GOV Terms of Service.

If you are Spanish-speaking, there is a 'Translate' button in the upper-right corner. This button is always available on the top navigation bar of each screen.

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⇒ After clicking the 'Submit' button, the Account Overview Landing Page is displayed:

The screenshot shows the 'Online Services For Individuals' account overview page. The header includes the New York State logo, 'State Agencies', and a search bar. The user is logged in as 'Marie Antoinette' with links for 'Messages', 'Sign Out', and 'Translate'. The main navigation bar has categories: 'Individuals', 'Businesses', 'Government & Research', and 'Other Information'. The page content is divided into several sections:

- My Account Services:** A sidebar menu with options: 'Account Overview' (selected), 'Account Profile', 'Password Hint Questions', and 'Change Password'. Below this is a 'Continue to:' section with a prominent 'Unemployment Benefits' button labeled 'File a Claim/Certify'.
- Job Search:** A section with a 'keywords...' input field, a 'zip' field, a '<5 miles' dropdown, and a 'Job Search' button.
- UI Important Information:** A box containing links for 'Extended Benefits', 'Work Search Requirements', and 'Resources for Families'.
- Tools:** A box containing a link for 'Benefits Calculator'.
- UI Warnings and Advisories:** A box listing several warnings such as 'Beware of text messages, email and phone scams', 'Beware of companies charging...', 'Verify receipt of benefits...', 'If you're claiming Extended Benefits...', 'You may not be eligible for benefits when outside the United States...', 'What if my benefit history shows 0?', and 'If your address or phone number changes...'.
- Important Links:** A section with sub-categories: 'Job Seekers' (One-Stop Career Centers, Career Fairs and Recruitments), 'Statistics' (Labor Statistics by Region, Employment Prospects by Occupation, Find Potential Employers by Occupation or Industry, Prevailing Wages by Occupation and Region), 'Career Development' (Resumes, Cover Letters, Interview Skills), and 'Online Services' (Jobs Express - Search Job Openings by Region, JobZone - Free Online Career Planning System, Veteran Services).

At the bottom of the page, there are links for 'Contact Us', 'Accessibility Policy', 'Privacy Policy', and 'Document Readers'.

From this page, you can perform a number of options.

- Click on the 'Unemployment Benefits' button to file a claim, certify, change payment method or see payment history.
- View messages in the Message Inbox by clicking on the link in the upper right corner. Notice that when you have a new message, a small blue number is displayed to notify you that you have an incoming message.
- Modify account information, such as hint questions or Password.

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⇒ If you click the ‘Unemployment Benefits’ button, the **Unemployment Insurance Benefits Online** page displays. There will be no further SSN validation, as this task was completed during account creation.

The screenshot shows the New York State Department of Labor website. At the top, there is a navigation bar with 'New York State', 'State Agencies', and a search box. Below this is the 'New York State Department of Labor' header. The main content area is titled 'Unemployment Insurance Benefits Online'. On the left, there is a sidebar with 'Unemployment Benefits Online' and 'My Account Services' including 'Sign Out', 'Privacy Policy', and 'Help'. The main content area contains a prompt: 'Please select from one of the following:'. There are five main sections, each with a title, a description, and a button:

- File A Claim**: You may use this system to file a claim for unemployment insurance benefits. If you apply for unemployment insurance benefits today, your claim will be effective the Monday of the current week. This online system is available between the hours of 7:30 am to 7:30 pm Monday through Thursday (Eastern Time), Friday, 7:30 am to 5:00 pm, all day Saturday, and Sunday until 7:00 pm. Button: [File A Claim](#)
- Claim weekly benefits for your current claim**: You may use this system to claim benefits for last week, the week beginning Monday, 5/14/2012 and ending Sunday, 5/20/2012. This system is available Monday through Friday from 7:30 am until midnight and all day Saturday and Sunday. To claim benefits for a previous week, you must call the Telephone Claims Center at 1-888-209-8124 (1-877-358-5306 for out-of-state residents). Button: [Claim Weekly Benefits](#)
- Inquire about your payment history**: You will be provided with current claim information, the date your last payment was released, and a history of all benefit payments processed. This online system is available between the hours of 7:30 am to 7:30 pm Monday through Thursday (Eastern Time), Friday, 7:30 am to 5:00 pm, all day Saturday, and Sunday until 7:00 pm. Button: [View Payment History](#)
- Payment and Tax Withholding Options, and View/Print 1099G**: You may use this system to change your current payment option or your current Federal and/or State tax withholding options. You may also use this system after January 15 each year to view and print the 1099G for the prior calendar year. This online system is available between the hours of 7:30 am to 7:30 pm Monday through Thursday (Eastern Time), Friday, 7:30 am to 5:00 pm, all day Saturday, and Sunday until 7:00 pm. Button: [Payment and Tax Withholding Options, and View/Print 1099G](#)
- Cancel and Sign Out**: Button: [Sign Out](#)