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.
After clicking the ‘Create Account’ button, the **Account Creation** page is displayed.

![Account Creation Page](image)

**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:

<table>
<thead>
<tr>
<th>Confirm E-mail Address</th>
<th>E-mail Validation</th>
<th>Account Information</th>
<th>Personal Information</th>
<th>Confirmation</th>
</tr>
</thead>
</table>

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.
Guide No. 6 – UI Claimant with no NY.GOV ID

- 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 ‘xxxxxxxxx@xxxxxx.com’ or ‘xxxxxxxxx@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.

![Account Creation – E-mail Validation](image)

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

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.*
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.
After clicking the ‘Continue’ button, the **Account Creation – Personal Information** page is displayed:

### 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.
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:

- Verify your information by entering the PIN you previously created.
- Enter the PIN and click the ‘Continue’ button.
After clicking the ‘Continue’ button, the Account Creation – Confirmation page is displayed.

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.
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:
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:

- 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.
After clicking the ‘Submit’ button, the Account Overview Landing Page is displayed:

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.
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.