Use these instructions if:

- **You do not have a NY.GOV ID**

  and

- **you have no previous or current unemployment insurance claim**

How to Sign In and 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: On the Sign In page, click 'Create Account' (circled in red below).

⇨ After clicking the 'Create Account' button, the **Account Creation** page is displayed:

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

These 5 Actions are indicated at the top of each screen in an action progress bar, as shown:
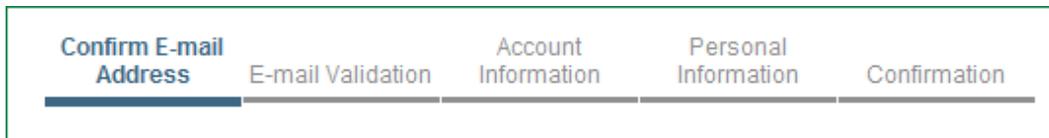
As you progress through the actions, the highlighted action on the progress bar will advance.

Action 1 – Confirm E-mail Address: Provide a valid e-mail address.

- You must 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 first or last names do not follow these rules, an error message will be displayed, and you will have another chance to correct the information.

- You must 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@xxxxx.com' or 'xxxxxxxx@xxxxx.net,' and that the address isn't used by anyone else.

  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.

- You must enter the 'CAPTCHA' code. A 'CAPTCHA' is used to make sure that 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 ![refresh icon] *for a new word.*

- Click the 'Continue' button.

⇨ After clicking the 'Continue' button, the **Account Creation – E-mail Validation** page is displayed, as shown below. Note that an e-mail message was sent to the address you provided.
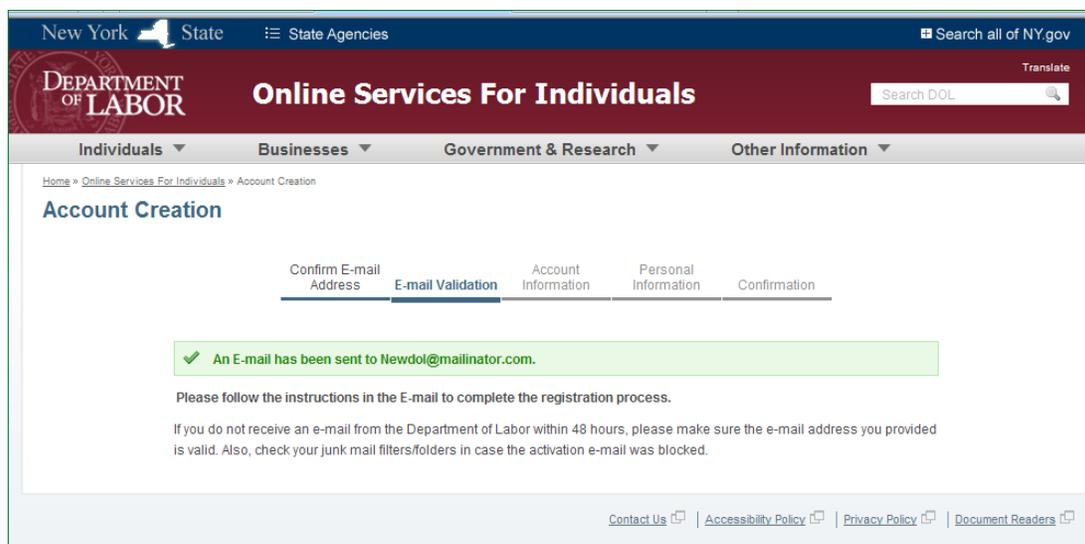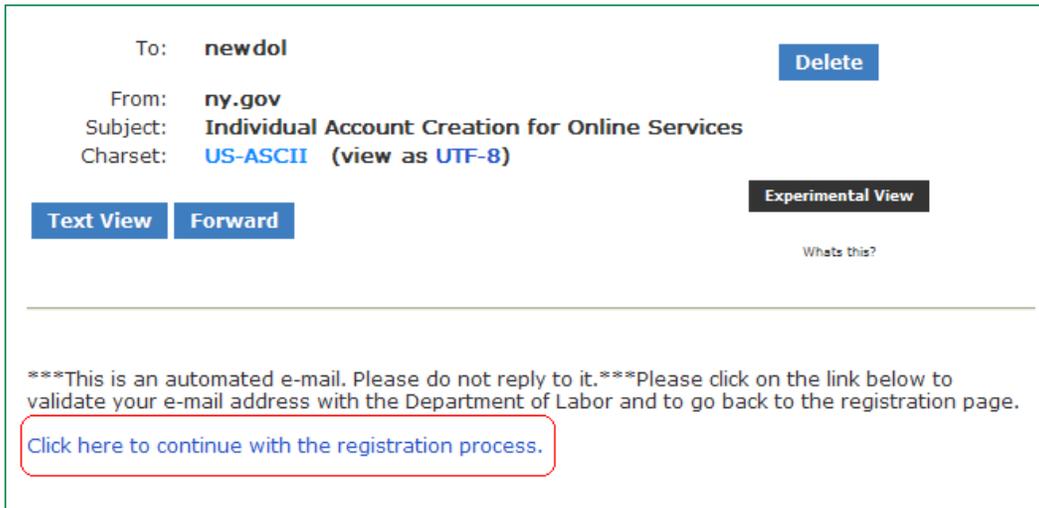

Action 2 – E-mail Validation: Validate that you can receive e-mail from DOL.

- Access your e-mail account and open the e-mail 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 from the Department of Labor (DOL) 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:

    o   Uppercase or lowercase letters are acceptable.

    o   Numbers are acceptable.

    o   E-mail address format is acceptable

    o   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:

    o Be different from your Username.

    o Contain at least eight (8) characters.

    o Include at least one uppercase letter, one lowercase letter, and one number.

    o Be different from your previous 12 Passwords.

    o Have no more than 128 total characters.

- Select 3 password hint questions from the drop-down menus and provide answers for each question.

    o All the answers must be different.

    o Each answer should be information that you can easily remember. You may want to write down the answers, as you will need them in the future if you forget your Password or Username.

    o **The answers are not case-sensitive**.

- Click the 'Continue' button to go to the next step of Account Creation.

⇨ The system will display the **Account Creation – Personal Information** page.

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

- Enter the Date of Birth (DOB) in "mm/dd/yyyy" format.

- Provide a valid Social Security number (SSN).

- Click the 'Continue' button.

⇨ You will get a message to click the 'Continue' button, as shown below.

- Click the 'Continue' button.

⇨ After clicking the 'Continue' button, the following **Account Creation – Confirmation** page is displayed:

Action 5 – Confirmation: Review the 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.

After reviewing, 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 address that you provided (see sample e-mail below), and the Username you chose is shown.*

- You have now successfully created an online account and can sign in to the NY.GOV website to access your account and file UI claims.

- You can click 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.

⇨ A sample of the confirmation e-mail is shown below:

How to Sign In with a NY.GOV ID

Step 1: On the DOL Online Services for Individuals page, enter the Username and Password that you created, and click the 'Sign In' button.

⇨ After clicking the 'Sign In' button, the **Account Overview** page is displayed:

Note: This page offers links to information, a Message Inbox, and the link to the UI Benefits Online application. The new Message Inbox can be accessed by the Messages link in the upper right corner of the screen. A small blue square contains a number; if you have no new messages this number will be zero.   If you have new messages, the number will be 1 or higher (depending on the number of messages).

Step 2: Click the 'Unemployment Benefits' button to file a new claim.

⇨ **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 has been successfully processed. Refer to the blue information message shown below:

Step 3: Enter your Social Security Number (SSN).

- Enter a valid Social Security Number.

- Click the 'Submit' button.

⇨ The system determines there is no data on file for that SSN, and the following screen is displayed:

Step 4: Enter Personal Information.

- The system prompts you to create a Personal Identification Number (PIN), and enter your Mother's Maiden Name (MMN).

- Enter 4 numbers in the 'Create PIN' field, and enter the same 4 numbers in the 'Confirm PIN' field.

- Enter MMN.

- Click the 'Submit' button.

⇨ The NY.GOV ID creation process is complete and the system displays the **Unemployment Insurance Benefits Online** page.
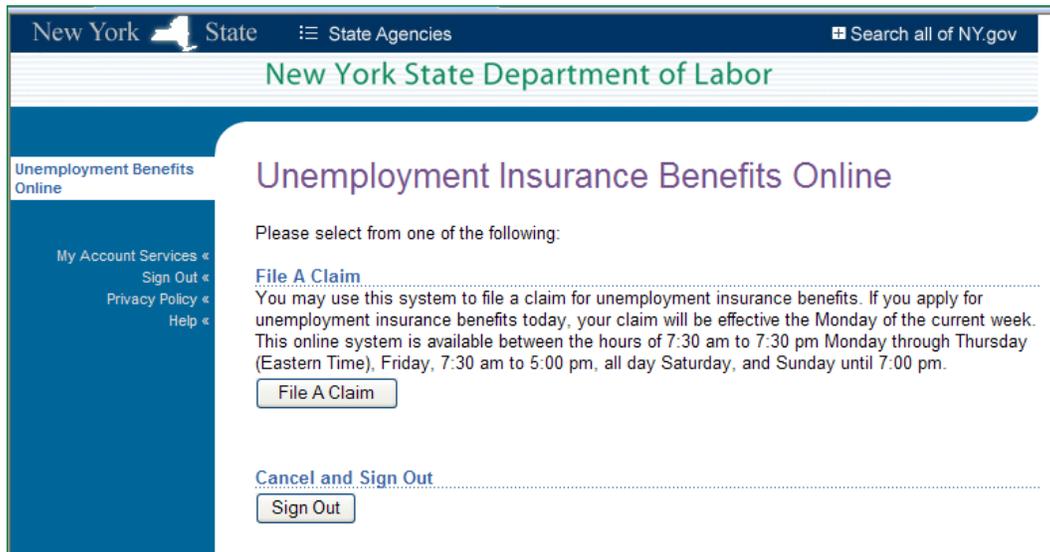
Because you do not have a previous UI claim, the system only presents options to 'File a Claim' or to 'Sign Out'.

- Click the 'File A Claim' button to begin the claim process.

- Click 'Sign Out' to leave the DOL website.