

## 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).

The screenshot shows the 'Online Services For Individuals' page from 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 on the left and a list of services on the right. The sign-in form includes fields for 'Username' and 'Password', a 'Sign In' button, and a link for 'Forgot your Username or Password?'. Below the sign-in form is a link for 'Create Account', which is circled in red. The 'Create Account' link is also highlighted with a red box. The 'Create Account' link is accompanied by the text 'If you do not have a NY.GOV Account' and a link to 'NY.GOV - Terms of Service'. The right side of the page lists various services available to users, including filing a claim, claiming benefits, and changing banking information. It also provides information on 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 \*

Newdol [ ] User

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

Confirm E-mail Address \* Newdol@mailinator.com

Captcha \* [?] [?]

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

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

sDepte Going Out reCAPTCHA™

sDepte Going Out stop spam. read books.

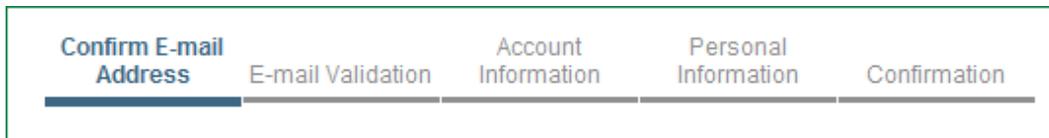
Click 'Continue' after you type the words.  
Trouble reading the words? Click 'Refresh' for a new set of words.

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 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.

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- 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 ‘xxxxxxx@xxxxx.com’ or ‘xxxxxxx@xxxxx.net,’ and that the address isn’t used by anyone else.

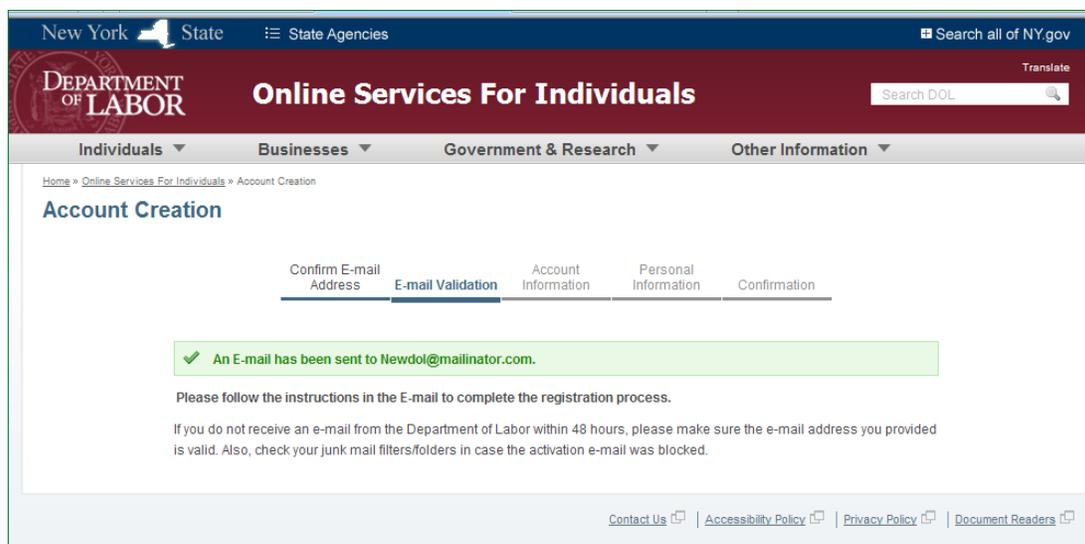
*Note: The ‘?’ to the right of the title ‘E-mail Address’ describes the rules for e-mail addresses and offers a link to get a free e-mail account, should you need one.*

- 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  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.



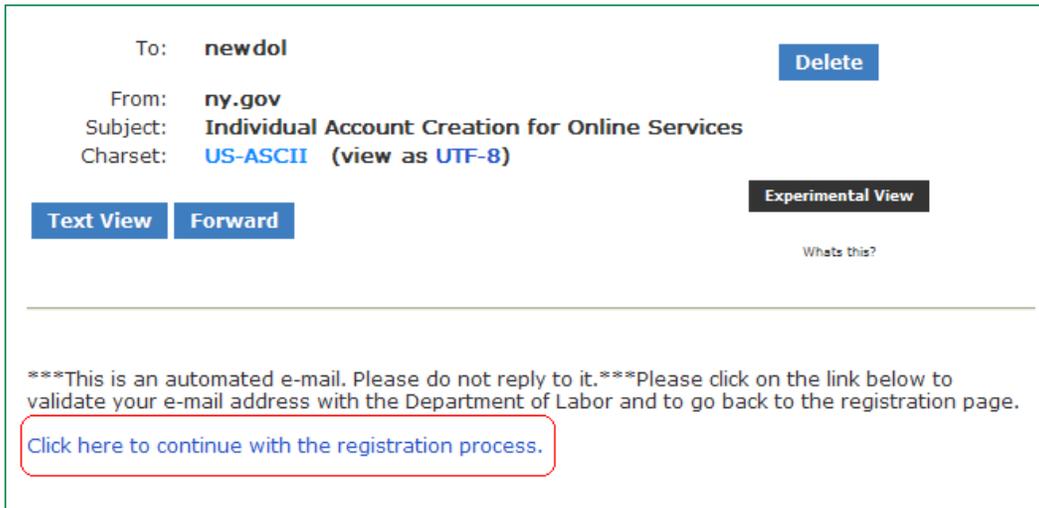
### Action 2 – E-mail Validation: Validate that you can receive e-mail from DOL.

- 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.*

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⇒ 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.*

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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

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 \*

Newdol [ ] [ ] User

Username\* [?] newdoluser828 Check for availability

Password\* [?] [ ]

Confirm Password\* [ ]

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

Confirm E-mail Address\* Newdol@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 is the first name of my childhood best friend? [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.
  - 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.
  - **The answers are not case-sensitive.**
- Click the 'Continue' button to go to the next step of Account Creation.

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

The screenshot shows the 'Online Services For Individuals' page for the New York State Department of Labor. The page title is 'Account Creation - Step 3 - Unemployment Insurance Registration'. The navigation bar includes 'Individuals', 'Businesses', 'Government & Research', and 'Other Information'. The 'Personal Information' step is highlighted, and the 'Date of Birth' and 'SSN' fields are filled with '08/28/1980' and '447 - 48 - 4687' respectively. A 'Continue' button is located at the bottom right of the form area.

## 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.

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

The screenshot displays the 'Online Services For Individuals' portal for the New York State Department of Labor. The page is titled 'Account Creation - Step 3 - Unemployment Insurance Registration'. A progress bar at the top indicates the current step is 'Personal Information'. A blue message box instructs new users to click 'Continue'. The form includes fields for 'Date of Birth' (08/28/1980) and 'SSN' (447 - 48 - 4687). A 'Continue' button is located at the bottom right of the form area.

- Click the 'Continue' button.

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⇒ After clicking the 'Continue' button, the following **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*	Newdol	<a href="#">Edit</a>
Middle Initial		
Last Name*	User	
Username*	newdoluser828	
Password*	xxxxxx	
E-mail Address*	Newdol@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	<a href="#">Edit</a>
SSN*	XXX - XX - 4687	

If the information above is correct, click 'Submit'

[Submit](#)

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

## 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.

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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 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.

The screenshot shows the 'Online Services For Individuals' page. At the top, there is a navigation bar with 'New York State' and 'State Agencies' on the left, and a search bar on the right. Below this is a dark red header with the 'DEPARTMENT OF LABOR' logo and the text 'Online Services For Individuals'. A secondary navigation bar contains links for 'Individuals', 'Businesses', 'Government & Research', and 'Other Information'. The main content area is titled 'Online Services For Individuals' and features a sign-in form on the left. The form includes a 'Username' field with the text 'newdouser828', a 'Password' field with masked characters, and a 'Sign In' button. Below the form are links for 'Forgot your Username or Password?' and 'Create Account'. To the right of the form, there is a 'Welcome to Online Services' section with a list of services available online, such as filing claims and changing banking information. Below this, there are two columns detailing when users can file claims 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'.

New York State State Search all of NY.gov

DEPARTMENT OF LABOR Online Services For Individuals Search DOL Translate

Individuals Business Government & Research Other Information

Home » Online Services For Individuals

### Online Services For Individuals

Username  
newdouser828

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**

- 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

**When you can claim weekly benefits**

- 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. 3 – New UI Claimant – Creating Your NY.GOV ID

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

The screenshot shows the 'Account Overview' page for a user named Marie Antoinette. The page is part of the 'Online Services For Individuals' portal. It features a navigation menu with categories: Individuals, Businesses, Government & Research, and Other Information. The main content area is titled 'Account Overview' and includes several sections:

- My Account Services:** Account Overview, Account Profile, Password Hint Questions, Change Password.
- Continue to:** Unemployment Benefits (File a Claim/Certify).
- Job Search:** A search box with 'keywords...', a 'zip' field, a distance dropdown set to '<5 miles', and a 'Job Search' button.
- UI Important Information:** Links to Extended Benefits, Work Search Requirements, and Resources for Families.
- Tools:** Link to Benefits Calculator.
- UI Warnings and Advisories:** A list of warnings including '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...'. Each warning has an external link icon.
- Important Links:** A grid of links categorized into Job Seekers, Career Development, Statistics, and Online Services.

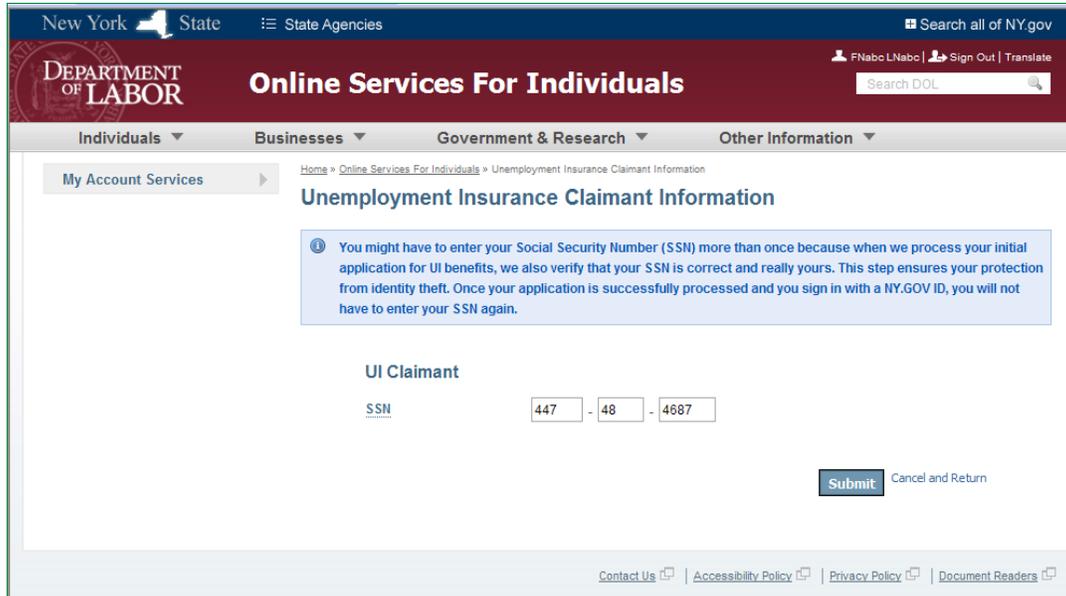
At the bottom of the page, there are links for Contact Us, Accessibility Policy, Privacy Policy, and Document Readers.

*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.

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



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 menu has 'Individuals', 'Businesses', 'Government & Research', and 'Other Information'. The current 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, the 'UI Claimant' section has an 'SSN' label and three input fields containing '447', '48', and '4887'. A 'Submit' button and a 'Cancel and Return' link are at the bottom right. Footer links include 'Contact Us', 'Accessibility Policy', 'Privacy Policy', and 'Document Readers'.

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

- Enter a valid Social Security Number.
- Click the 'Submit' button.

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

The screenshot shows the 'Online Services For Individuals' portal for the Department of Labor. The page title is 'Unemployment Insurance Claimant Information'. A blue banner at the top of the form area says: 'Please create a new Personal Identification Number (PIN) and enter your Mother's Maiden Name below.' The form fields are:

- SSN: 447 - 48 - 4687
- Create PIN\* [?]: [Four dots]
- Confirm PIN\*: [Four dots]
- Mother's Maiden Name\*: mom

At the bottom right of the form, there are 'Submit' and 'Cancel and Return' buttons. The footer contains links for 'Contact Us', 'Accessibility Policy', 'Privacy Policy', and 'Document Readers'.

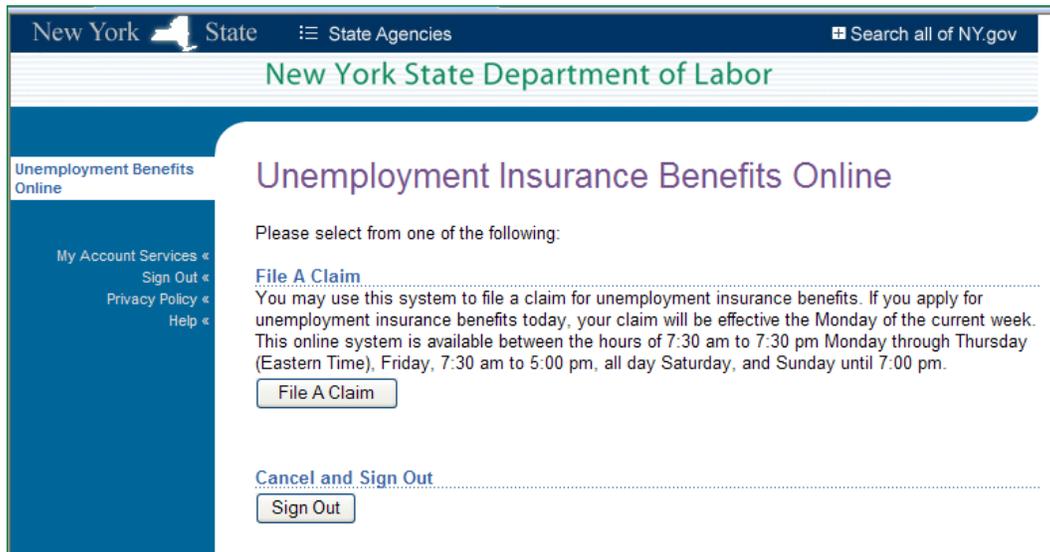
### Step 4: Enter Personal Information.

- 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.

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⇒ 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.