



# How to Create Your MyNCUIBenefits Account for Unemployment Insurance (UI) Benefits

## Creating a MyNCUIBenefits account lets you:

- File a claim for unemployment.
- Complete your weekly certifications.
- Check your claim status.

## To create MyNCUIBenefits account, you will need:

- A personal email address to verify your online account registration.
- Your Social Security Number **and** Alien Number & expiration date (if you are not a U.S. citizen).

## Steps to Create a MyNCUIBenefits Account

- 1 Go to [des.nc.gov](http://des.nc.gov).
- 2 Scroll down and click Create a MyNCUIBenefits Account on the lefthand side of the screen.
- 3 Select I am an Individual/Claimant, requiring DES unemployment insurance claim services.
- 4 Click "I'm not a robot" and then click Next.
- 5 Enter your Social Security Number and then click Next.
- 6 On the User Account Creation page:
  - Create a username. (Must be between 8 and 30 characters)
  - Enter your current, valid email address.
  - Enter your current phone number.
  - Create a password (Must be at least eight characters and include an uppercase letter, a lowercase letter, a number 1-9, and a symbol).
- 7 Click Create Account.
- 8 To finish setting up your account we will send you a confirmation email with a link. You must click the link to finish creating your online account.

## Sign-in to your MyNCUIBenefits account (or if you already have an MyNCUIBenefits account)

Once you complete Steps 1 to 8, you can start your claim. To do this, click **MyNCUIBenefits Individual Sign In** in the top right corner of [des.nc.gov](http://des.nc.gov) and enter your username and password to open your MyNCUIBenefits account.

If you forgot your password or username, you can reset them by clicking either the [Forgot My Password](#) or [Forgot Username](#) on the sign-in page. DES will send you an email with a link and a one-time passcode to reset your password.

## What if my account is locked?

Your MyNCUIBenefits account will automatically be unlocked after 30 minutes, and you can try to sign-in again or reset the password yourself.

Questions?



[des.nc.gov](http://des.nc.gov)



Call 888-737-0259

