How to Apply for NYS Unemployment Insurance Benefits
When to Apply

If you are filing a new unemployment insurance claim, the day you should file is based on the first letter of your last name.

1. If your last name starts with A - F, file your claim on **Monday**
2. For last names starting with G - N, file your claim on **Tuesday**
3. For last names starting with O - Z, file your claim on **Wednesday**

If you missed your filing day, file your claim on Thursday, Friday or Saturday.
What You Will Need To Apply

● Your Social Security number
● Your driver license or Motor Vehicle ID card number (if you have either one)
● Your complete mailing address and zip code
● A phone number where they can reach you from 8 am - 5 pm, Monday–Friday
● Your Alien Registration card number (if you are not a U.S. Citizen and have a card)
● Names and addresses of all your employers for the last 18 months, including those in other states
● Your first and last date of work
● Employer Registration Number (EIN) or Federal Employer Identification Number (FEIN) of your most recent employer. You can find the EIN or FEIN number on your W-2 Forms. You may also find it by Googling the company you work for (Example: Amy’s Bread EIN number). If you do not have your W-2 or cannot find your EIN or FEIN number online, contact your employer immediately.
● Access to a computer and some paper and a pen to write things down
Step 1: Go to Unemployment Website

- Go to https://www.ny.gov/services/get-unemployment-assistance
- Click on the “Get” button
Step 2: Filing a New Claim
-Click on “File a New Unemployment Insurance Claim Here”
Step 3: Login Prompt

- Click on “Login”
Step 4: Login Screen
-To create your NY.gov ID, click on “Don’t have an Account?”
-If you already have an account, enter your Username and Password to sign in
Step 5: Create your NY.gov Account

- Fill in your information and create your Username
- Write your username down on a piece of paper in case you forget
- Click on “I’m not a robot” and complete the task, then click on “Create Account”
Step 6: Confirm Account Information
-Review the information and click on “Continue”
Step 7: Account Activation Email Message
-Go to your email and find the message from NY.gov to complete the registration
Step 8: Activation Email Message

- From your email, open the message from noreply@labor.ny.gov
- Click on link to complete the registration
- This will bring you back to the NY.gov website
Step 9: Set Up Your Security Questions
- Select 3 questions from the drop-down list and type each answer
- Write down the questions and answers on a piece of paper in case you forget

You are now ready to activate your NY.gov ID.

During this process, you will need to
• Set 3 valid secret questions and answers.
• Set a new password.

Secret Questions

* indicates required field

*Question 1
What was the name of my first pet?
*Answer

*Question 2
What was my first grade teacher's last name?
*Answer

*Question 3
What is your favorite vegetable or fruit?
*Answer

Continue
Step 10: Set Up Your Password
-Type a new password and click on “Set Password”
Step 11: Password Confirmation

- Write your password down on a piece of paper in case you forget

Password Change Information

Your new password has been set.

Use this new password the next time you log into your account.

CONTINUE
Step 12: Account Creation
- Click on “Go to MyNy”
Step 13: Confirm Your Social Security Number
-Enter your SSN and click on “Next”
Step 14: PIN and Security Answer

- Create a 4-digit PIN number and type in your Mother’s Maiden Name; then click on “Submit”
- Write down this information on a piece of paper in case you forget

You are required to create a 4-digit Personal Identification Number (PIN) in order to use this system. Your PIN is a private electronic signature. The use of your mother’s maiden name and your PIN is required for security purposes.

The PIN you create is important to remember. You will need it if you call the Telephone Claims Center (TCC). You are responsible for the use of your PIN. Never share your PIN with anyone. You could lose up to 20 weeks of benefits if you allow another person to use your PIN.

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.
Step 15: Unemployment Insurance Benefits Homepage
-Click on “File a Claim”

Unemployment Insurance Benefits Online

Please select from one of the following:

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.

Get your NYS 1099-G

You may use this option to view and print 1099Gs. (Make sure to close document window after viewing/printing.) Each year 1099G information for the prior calendar year will be available after January 9.
Step 16: Filing a New Claim

- Review information and click on “Continue”

Unemployment Insurance Benefits - Filing a New Claim

Can I apply for Unemployment Insurance benefits?
If you apply for Unemployment Insurance benefits today, your claim will be effective 4/13/2020. If you have worked or will work four or more days or earn more than $504.00 gross pay between 4/13/2020 - 4/19/2020, you cannot file your claim at this time. You must wait until next Monday, 4/20/2020, in order to file if you are still unemployed.

What information will I need to file a claim?
To complete the online application, you will need the following information:

- Valid New York State driver’s license or Non-Driver Photo Identification Card number (if you have either one)
- Your complete mailing address and zip code
- Telephone number where we can contact you between 8 am and 5 pm Monday through Friday
Step 16: Filing a New Claim (cont’d)

- Complete name, address, zip code and phone number of your most recent employer
- Alien Registration card number (if you are not a U.S. Citizen)
- If you are unable to print, have a pen and paper available to write down important information
- If you choose to have direct deposit of your weekly benefits, you must have a check handy in order to enter your bank routing and checking account numbers

If you currently reside in Canada or your most recent employer has a Canadian address, you must file for unemployment insurance benefits by calling the Telephone Claims Center at 1-888-209-8124.

If you have not worked in New York State in the last 18 months, but worked in one or more states other than NYS, you may be able to establish a claim with one of the states which you worked. If you have not worked in New York State in the last 18 months, but worked in two or more other states, you may be able to establish a combined wage claim with any of the states in which you worked. Your wages will be combined and your benefits will be calculated under the law of the state in which you file your combined wage claim. This may increase your benefit amount. You should know that state unemployment laws, weekly benefit amounts, and eligibility requirements vary between the states. [Click here](#) for information and filing instructions in other states.

[Continue]
Step 17: Application (Step 1)
-Answer each question and click “Next”
Step 18: Application (Step 2)

- Answer each question and click “Next”
Step 19: Application (Step 3)
-Fill in your information and scroll down
Step 19: Application (Step 3, cont’d)
-Fill in your information and click “Next”
Step 20: Application (Step 4)
-Fill in your information and scroll down
Step 20: Application (Step 4, cont’d)
-Fill in your information and click “Next”
Step 21: Application (Step 5)

- Answer each question and scroll down

6. Do you want 10% of your weekly Unemployment Insurance benefits withheld for Federal taxes?
   - Yes  ○ No

7. Do you want 2.5% of your weekly Unemployment Insurance benefits withheld for State taxes?
   - Yes  ○ No

8. Would you like to register to vote or make changes to your current voter registration?
   ○ Yes  ○ No

9. Ethnicity
   - Do not wish to answer
Step 21: Application (Step 5, cont’d)
-Answer each question and click “Next”

10. Race
- Do not wish to answer

11. Are you a person with a disability?
- No

12. Did you lose all your employment due to lack of work?
- Yes  No
Step 22: Application (Step 6)

-Answer each question and click “Next”

**Earnings**

Was all the money you earned in 2019 and up until today in 2020 from running your own business?

- Yes  No

Was all the money you earned in 2019 and up until today in 2020 from being self-employed?

- Yes  No

Did you earn any money in 2019 and up until today in 2020 from working for someone else?

- Yes  No
Step 23: Application (Step 7)

- Answer each question and click “Next”

Are you unable to reach your place of employment due to an imposed quarantine or because you were advised by a medical provider to self-quarantine because of COVID-19?

- Yes  - No

Are you the major breadwinner of your household because the head of household died from COVID-19?

- Yes  - No

Were you diagnosed with COVID-19 or seeking a medical diagnosis as a result of symptoms?

- Yes  - No

Were you scheduled to begin employment but could not start as a direct result of COVID-19?

- Yes  - No
Step 24: Application (Step 8)
-Answer each question and click “Next”
Step 25: Application (Step 9)
- Click on the drop down list and select “Direct Deposit” or Key2benefits card
- Fill in your bank information if using Direct Deposit and click “Next”
Step 26: Application (Step 10)
-Fill in your annual net income (this information should be on your tax documents) and click “Next”
Step 27: Information Review
- Review ALL information and scroll down

Review Your Claim
You have completed the Unemployment Insurance Benefits application. Verify that the information you have provided is complete and accurate by reviewing your application.

Personal Circumstance

This week, beginning Monday 4/20/20, how many days have you worked 0

This week, beginning Monday 4/20/20, were your gross earnings more than $504 false

What as the last date that you worked 3/6/2020

Are you filing this claim because your workplace closed, were you isolated or you were quarantined due to COVID-19, also known as the Coronavirus? true
Step 27: Information Review (cont’d)
- Review ALL information and click “Submit”
Step 28: Confirmation Page

- Review ALL information and click “Sign Out”
- You may want to save or print out this page for your records

Submission Confirmed

Thank you for submitting your unemployment insurance claim with the New York State Department of Labor.
To complete your claim, a Department of Labor call center agent will call you within 72 hours. You do not need to contact the Department of Labor -- we will contact you at the number that is listed in your claim. To verify that a caller is from the Department of Labor, they will verify the date you filed your claim.

** IMPORTANT - READ AND PRINT THIS PAGE **

Read and print this page for your records. If you cannot print this page, you should write down the information below so that your claim can be processed. Complete All Questionnaires

The information that you have provided on the web application has been saved. However, to complete your claim, you will need to speak with a claims specialist to provide additional information about your claim.

Complete All Questionnaires
Complete All Questionnaires

You may receive questionnaires in the mail that must be completed and returned. Failure to do so will delay your claim or result in the denial and/or suspension of benefits. The Department of Labor will determine your eligibility for benefits based on the information we receive. Failure to complete forms or questionnaires may affect your eligibility for benefits. If we determine that you are not eligible for benefits, you will receive a Notice of Determination from us in the mail explaining why. If we determine that you are not eligible to receive benefits, you may be required to repay some or all of these benefits. In addition, if we determine that you made willfully false statements to obtain benefits, you may be required to pay additional monetary penalties and forfeit benefits you may claim in the future. Failure to repay any benefits you receive improperly may result in the Department of Labor taking legal action against you.
### Personal Identification Number (PIN)

Remember the PIN you set today. You will use your PIN to identify yourself when you claim your weekly benefits or inquire about your claim on the telephone. NEVER tell anyone your PIN. Claiming Unemployment Insurance fraudulently (or allowing someone else to access your claim using your PIN) is a serious offense and can lead to severe penalties, including criminal prosecution and imprisonment.

*IF you are a person with a disability who is unable to access our services without the assistance of another person, you may allow another person to assist provided you are present each time the services are accessed including the entry of the PIN. You will be held accountable for the actions of your agent and may be subject to penalties including forfeiture of benefits if you are not present when your agent accesses our service.*
NEED ASSISTANCE?

If You are Hearing Impaired and:

• use video relay service, you may ask the video relay operator to call the Telephone Claims Center at 1-888-783-1370
• use TTY/TDD, fist call a relay operator at 1-800-662-1220, and ask the operator to call the 1-800-662-1220, and ask the operator to call the Telephone Claims Center at 1-888-783-1370
• are being assisted by another person, you may ask that person to call the Telephone Claims Center at 1-888-783-1370

Only hearing impaired individuals will receive service at the numbers.

Callers who have difficulty using the telephone, for any reason, may request that a friend or relative assist them in calling the Telephone Claims Center at 1-888-209-8124. Translation services are also available.
Step 28: Confirmation Page (cont’d)

Only hearing impaired individuals will receive service at the numbers.

Callers who have difficulty using the telephone, for any reason, may request that a friend or relative assist them in calling the Telephone Claims Center at 1-888-209-8124. Translation services are also available.

OTHER NEW YORK STATE PROGRAMS

Find out about other New York State programs and services at myBenefits (www.mybenefits.ny.gov). MyBenefits is an online tool where anyone can quickly and confidently check their eligibility for a range of work supports and other benefits. By answering a simple set of questions, people in New York State can find out if they qualify for benefits such as nutrition assistance, various tax credits and Home Energy Assistance Program.
1. If your confirmation page stated that someone from the Department of Labor will call you to finish your claim, then you will need to wait for that call. Even though they say someone will call within 72 hours, it may take longer than that. Please be patient and make sure your voicemail on your phone is not full.

2. If your confirmation page stated that you are approved, then you will need to log onto the NYS Dept of Labor (https://www.labor.ny.gov/) EACH WEEK to file your claim (more info and guide to weekly claims here) You can also call their Tel Service line at (888) 581-5812 to make the claims by phone, but the online system is strongly recommended.

3. When you are ready to return to work, you will need to terminate your unemployment benefits.
Hot Bread Kitchen’s COVID-19 Hotline
(929) 282-4554
M–F 8am–6pm

More resources for individuals