



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.
- 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 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



Call 888-737-0259

