Steps to protect your UI account and lower your exposure to cyber fraud

PROTECT YOUR UNEMPLOYMENT INSURANCE (UI) ACCOUNT FROM CYBER FRAUD

Create a Strong Password

Include a combination of upper and lowercase letters, numbers, and special characters. Avoid reusing passwords, easy-to-guess words such as, family member names, pet names, and birthdates. Consider using a password manager tool to securely create and store your passwords. Never write down your passwords.

Review your UI Claim Often

Make sure your password, direct deposit banking information, and address have not been changed.

Beware of Fraud Schemes

People try to steal your personal information by getting you to click on a link in an email or text message which often contain threats about your UI benefits if you do not respond. If you receive such a message, immediately contact NCDES, and check the website for alerts on scams affecting UI claimants.

Enable Multi-Factor Authentication (MFA)

If offered, enable MFA to help protect your UI account. MFA adds a second layer of security by requiring a one-time code from a secondary device, such as your cell phone, to complete the login process.

Use Secure Internet Connections

If you need to use public Wi-Fi to access your UI account, go to a secure site such as a public library or a North Carolina workforce office. If using Wi-Fi from other public locations, use a Virtual Private Network. Always make sure no one can see your login credentials.

Update Device Software

Ensure the software for your computer, smartphone, and other electronic devices is updated often. Be sure to add anti-virus and anti-malware software for monitoring.

REPORT ANY SUSPICIOUS ACTIVITY ON YOUR ACCOUNT IMMEDIATELY TO NCDES!

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EMPLOYMENT SECURITY