Applying for Unemployment Insurance (UI) online

A Help Guide

For information on the Alaska Unemployment Insurance program visit: labor.alaska.gov/unemployment
Applying for UI over the Internet is fast, easy and secure!

To apply over the Internet go to my.alaska.gov

Here’s what you need to get started:

- Your Social Security Number.
- Your current mailing and physical address.
- Your telephone number or a contact number.
- If you are not a U.S. citizen, your Alien Registration Number, type of card and expiration date.
- Your most recent employer’s name (company name), address and phone number.
- DD 214, Member – 4 (if you served in the military in the past 18 months).
- Your dates of employment and the reason you are no longer working for your last employer (e.g., quit, fired, lack of work, laid-off, etc.).
- Hours and gross wages earned in the last week you worked. To calculate your wages, multiply the hours you worked by your hourly pay. This equals wages earned.
- Information about any retirement income you are receiving.

The information you provide will be used to determine your eligibility for UI benefits. It is important that your information is accurate and complete for all questions asked.
If you want your UI payments to be deposited into your bank you will need:

- Your bank routing number
- Your account number

If you chose not to use direct deposit and you are determined to be eligible to receive UI benefits, you will automatically receive your benefits on the Key2Benefits debit card provided by KeyBank.

In this example the routing number is 015708055 and the account number is 80380059177.

IMPORTANT!

- You have 20 minutes per page to complete the process before the system will log you out. If this happens you must log back on and re-enter your information on your application.
- If you need to stop before you complete the application your information will not be saved. You will need to start from the beginning.
- Read all instructions carefully.
- Complete each screen from top to bottom.
- Questions/information marked with a red dot are required. You will not be able to continue to the next page until all required questions/information have been answered/provided.
- You can click on this icon to get additional help or information about the page or question you are working on.
- Do not use the back arrow. If you need to make a change or check your answer on a previous page, use the previous button located at the bottom on each page.

Your information WILL NOT BE SAVED if you log off before you submit and receive a confirmation number.

The Division of Employment and Training Services is responsible for protecting the Unemployment Insurance Trust Fund. Those who collect, or attempt to collect benefits dishonestly will be disqualified, will have to repay the benefits received, will be charged an additional amount equal to one-half the amount of the wrongfully claimed benefits and be subject to other civil and criminal penalties.
There are 10 main sections to the application process:

1. **Initial claim data** — These questions will help determine your eligibility for UI benefits from Alaska.
2. **Personal information** — Your name, address (both mailing and physical), phone number, email, etc.
3. **Eligibility information** — This information is used to determine your eligibility for benefits i.e. do you have child care, transportation, are you attending school, etc.
4. **Deductible income information** — You will be required to give additional information if you expect to receive any vacation, sick, severance pay, etc.
5. **Employment history** — Have you worked for the military, federal government, or in another state in the last 18 months.
6. **Select last employer** — This page will list the employer(s) that UI has on file for you at the time you file.
7. **Employment information** — You will need to provide your last employer’s name, address, phone number, dates of employment, wages, position, location and current employment status.
8. **Registration information** — Questions to determine if you will need to register in the Alaska Labor Exchange System (ALEXsys) for work.
9. **Certification page** — You certify and agree that you have read the information, and understand what you need to do to continue the claim process.
10. **Confirmation page** — This page will give you a confirmation number, and provide helpful links to access direct deposit and register in ALEXsys.

If you already have a myAlaska account click here.

To create a myAlaska account click here and go to next page.

myAlaska
my.alaska.gov
If you DO NOT have a myAlaska account, follow these instructions

How do I choose a username?
- Your username should be something that you will remember. You will need this each time you log in to myAlaska.
- Your username must be between one and 120 characters long, and may contain only letters, numbers and the following characters: - _ @.
- Spaces and any other special characters are not allowed within usernames.
- It is not currently possible to change your username after it has been created.

Password requirements:
- Must be between six and 50 characters long
- May contain letters, numbers and special characters.
- Something that only you will know.
- Not related to your username or your secret question and answer.
- Difficult for others to guess.

What is the secret question?
- This Forgotten Password Question is used in case you lose your password and our system needs to verify that it is really you trying to reset your password.
- Choose a personal question to which only you will know the answer.
- The answer to your secret question is not case sensitive.

Why does myAlaska require my email address?
- Your email address is used to help verify your identity during enrollment and to help re-establish your account if you ever lose your user name.
- Without a valid email address you will be unable to register with myAlaska. myAlaska will send an email to this address during the enrollment process.

Creating a user name and password in myAlaska

TIPS

You can click on this icon to get additional information or instructions
After you register and sign into myAlaska, you will return to the myAlaska home page. From here you will click on "Unemployment Insurance Benefits" located under "Services for Individuals."
You may see this page when opening a new UI claim or reopening an existing claim:

Initial claim data page

The first two questions on this page are asking about your work between these dates.

Indicates required field.

To help determine your eligibility, you need to report where you have worked in the last 18 months.
When answering yes or no to a question, you may see a drop-down box. There are three types of boxes that may open up. Examples of these are shown here.

- **Dependents** are defined as your natural children, stepchildren by marriage, legally adopted children or your legal ward. Dependents must be unmarried, and under the age of 18 or disabled. They must also live with you or you must be providing more than 50 percent of their financial support. You cannot claim your spouse as a dependent.

- If you answer “No” to this question, you will need to enter your Alien registration number then use the drop-down boxes to select the correct answer.

- If you answer “YES” to this question means you could not accept a job because of this obligation.

- If offered a job, do you have a way to get to work such as walk, bus, drive, taxi.
If your last employer is not listed, select this option.

**Select Last Employer page**

Your most recent employer could also be an out-of-state employer.

Depending on your answers you may need to supply additional information.
This is an example of additional instructions you need to follow.

Answering “YES” means you are in good standing with your dispatching Union and can be dispatched to any Union employer requesting your skills.

This is the contact information for the company you worked for last. If you worked for two employers in the same week report the last employer you were scheduled to work for.

Depending on your answer(s) you may need to fill out additional information.
It is very important to read your CERTIFICATION PAGE. This page gives you additional instructions you must follow. Failure to comply with all instructions will result in a delay or denial of UI benefits.

You will find a confirmation number here.

labor.alaska.gov/unemployment

Remember to sign out of myAlaska.

Please take a moment to send us your comments about our online unemployment application.
After you have opened a UI claim you will need to file for benefits every two weeks in order to receive payment.

This step is fast, easy, and secure over the Internet!

You will need:

- myAlaska ID and password.
- Your Social Security Number.
- Dates you were not able or available to work each week.
- Dates you refused an offer of work or job referral.
- If attending school or a training program, you will need the name of the school or training program, dates of attendance and class schedule.
- Date(s) and reason for any travel outside of your local residence.
- Date(s) of move, if you relocated.
- Your retirement amount if it has changed or you just started receiving your retirement pay.
- The amount of any vacation, sick, severance, bonus, or holiday pay.
- Your most recent employer’s name (company name), address and phone number.
- Hours and gross wages earned in the last week you worked. To calculate your wages, multiply the hours you worked by your hourly pay. This equals wages earned.
- Your work search information:
  - Date
  - Employer name
  - Method of search (i.e., in-person, mail, phone or Internet)
- If additional information is requested please give as much detail as possible. This will help prevent your UI payment from being delayed.
- To file for your weekly benefits you will go to myAlaska, click on unemployment benefits and then select “weeks claim.”

After you certify your claim you will be given a confirmation number. Keep this number for your records as proof of filing timely.
The following pages are examples of the screens you may see when filing for your weekly UI benefits.

Any request for information or a question that has a red dot is required. You will not be able to continue to the next page until you have provided the required information. For additional help or instructions some screens provide a help icon. Click on this symbol to get more instructions.

Is this you?

Unemployment Insurance

Client Authentication

Important: The information displayed below has been prefilled from your MyAlaska profile. If you wish to update this information, you will need to do so through your MyAlaska profile. Note: You must use the same MyAlaska account each time you access the unemployment insurance website. You may want to use the same account information that you use for your Alaska Permanent Fund Dividend if you receive one. Please record your MyAlaska account information for future reference. To insure your privacy and the security of your information, remember to logout of the myAlaska website when you have finished your session.

- SSN (999999999)
- First Name
- Middle Initial
- Last Name
- Birthdate (mm/dd/yyyy)

Please select from the following options.
- File UI benefits for weeks ending 10/4/2014 and 10/11/2014
- File a new claim or reopen an existing UI claim
- Current UI Claim Status and Work Search Requirements
- Direct Deposit - Start, change, or verify direct deposit account
- Debit Card Enrollment
- Card Holders: View your account information online at www.Key2Benefits.com
- Get help finding a job, ALEXsys
- 1099/Tax Information

The UI Claimant Handbook explains the claim processes and requirements. It is your responsibility to read and familiarize yourself with the contents of the handbook.

Please review the top ten things you should know about filing a claim.

You will have 20 minutes to complete each page of the application before timing out.

Please visit our assurances page to learn about the privacy and security of information provided for your UI claim. If you have questions about filing a claim, qualifying for a claim, or about the UI Program, see our Unemployment Insurance Benefits website. To contact a claim center representative click here.
Verify your personal information:

Questions may change without notice

Be sure to read each question completely before selecting your answer.

Depending on your answer, you may see additional questions.
The majority of overpayments are due to misreported work and earnings. If it is determined fraudulent information was submitted you must repay all benefits paid during the week affected, along with a penalty equal to 50 percent of the overpayment.

Additionally, you will be disqualified from receiving future benefits. The period of disqualification is at least six weeks, up to a maximum of 52 weeks.

Wages are the total amount you earned that day and **NOT** your hourly rate. Example: If you worked 8 hours and earn $10 an hour, you would report 8 hours worked and $80 in wages.

To report self-employed earnings, you will fill out this form. When reporting self-employment earnings you are reporting the net income, which is the amount you earn after expenses.
Registration information

The information you provide will help to determine Job Service registration requirements for your claim. This information is needed to provide the best customer service to our clients.

Questions may change without notice. Be sure to read each question completely before selecting your answer.

Work Search Questionnaire

Read and follow all instructions to prevent a delay or denial of UI benefits.
Certification page

Remember to sign out of myAlaska.

You will find a confirmation number here.

Confirmation page

It is very important to read your CERTIFICATION PAGE. This page gives you additional instructions you must follow. Failure to comply with all instructions will result in a delay or denial of UI benefits.

labor.alaska.gov/unemployment

Remember to sign out of myAlaska.
We are an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.