Use these instructions if:

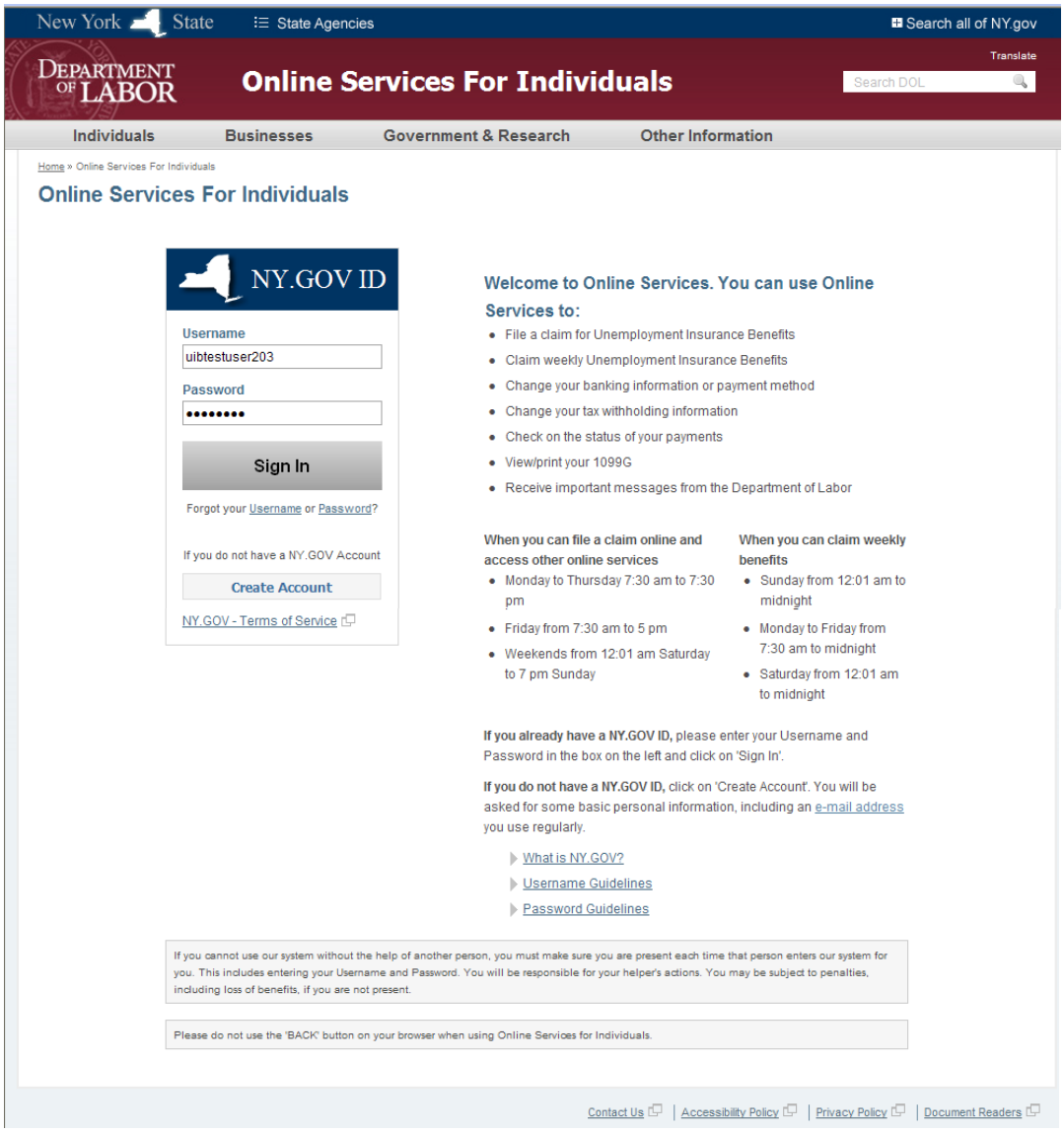
- **You have created a NY.GOV account at another NYS agency, such as DMV**

  and

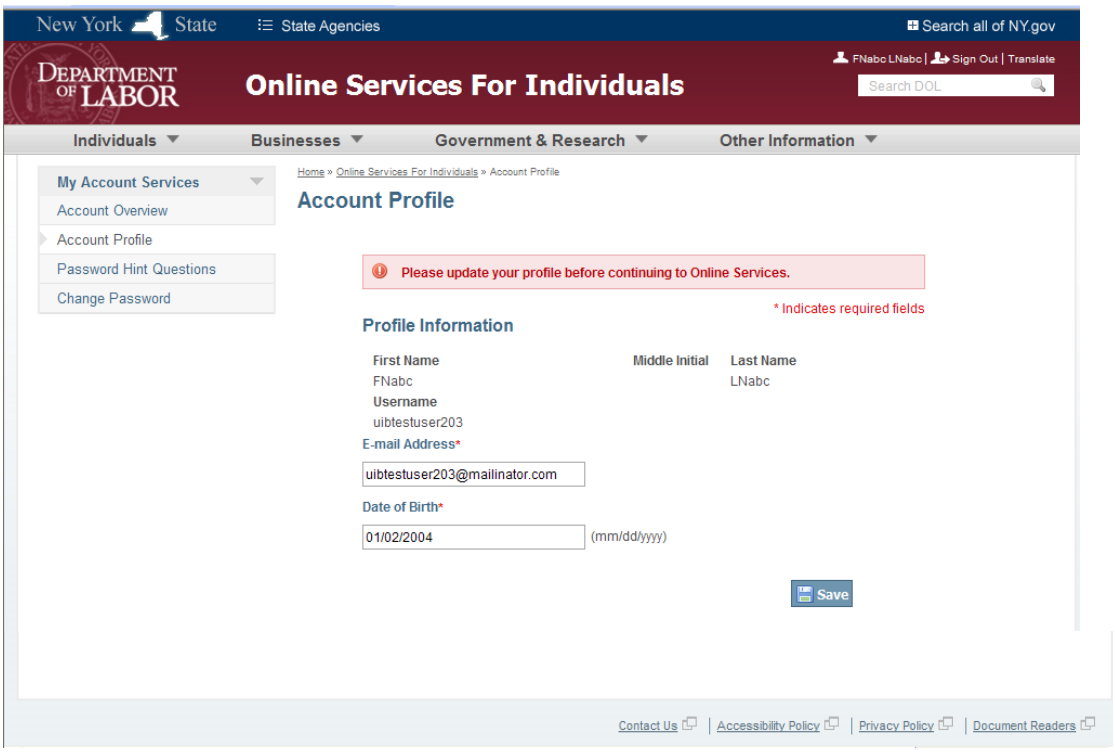
- **You have no previous or current UI claim**

Example: Your NY.GOV ID was created at another agency, such as DMV

Step 1: On the Department of Labor (DOL) **Online Services for Individuals** page, sign in with the Username and Password that you created at another agency and click the 'Sign In' button.



⇨ After clicking the 'Sign In' button, the **Account Profile** page is displayed, as shown below, along with a message to update your profile.

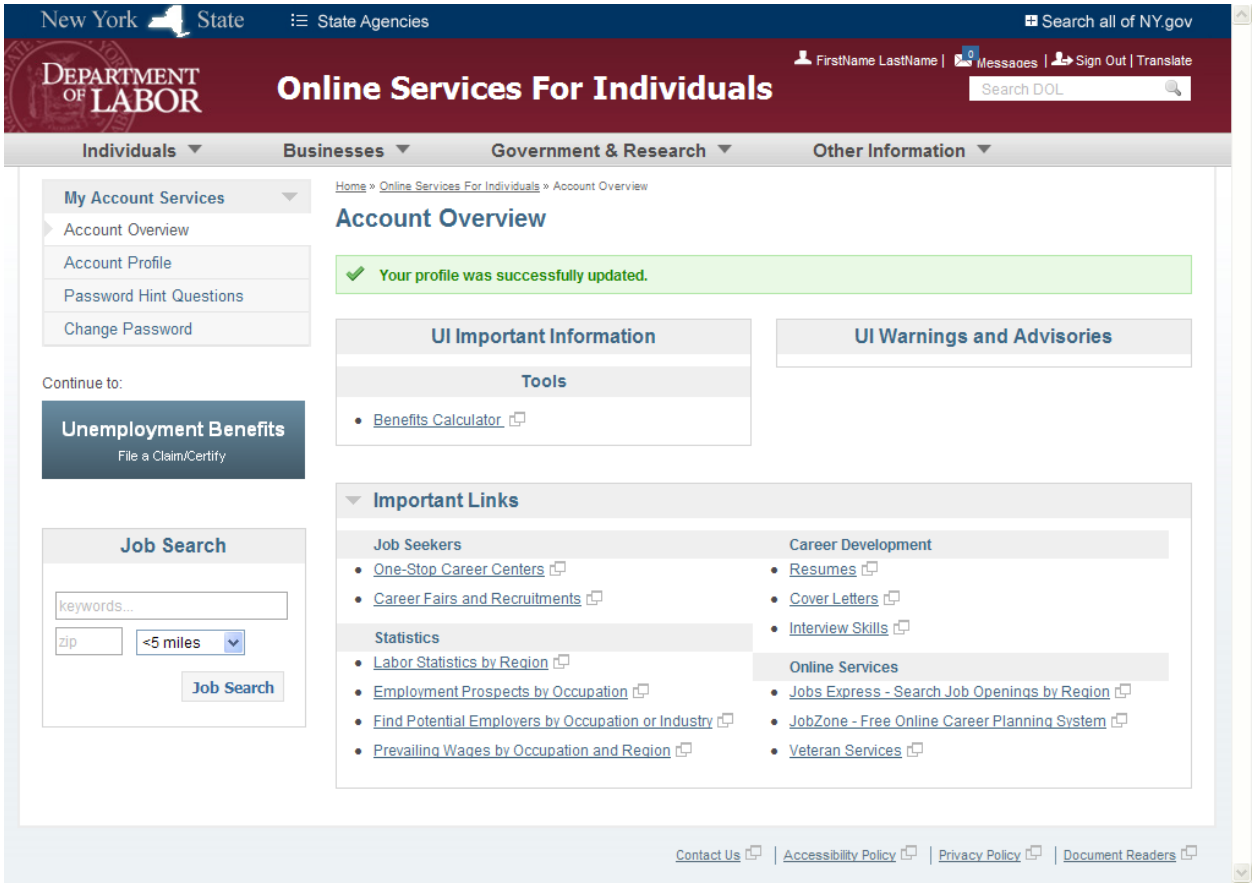


Because you have an existing NY.GOV account from another agency, the system requests that you update the profile and confirm that the e-mail address and date of birth are valid.

Step 2: Confirm profile information.

- Review the profile information and make changes, if required. *No change is required if the information is still correct.*
- Click the 'Save' button.

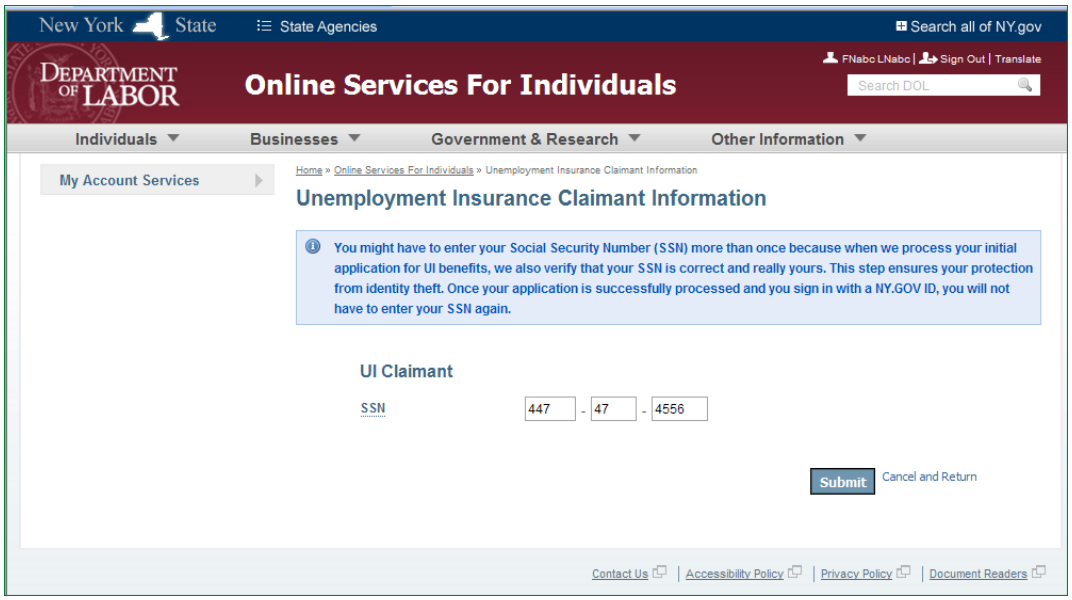
⇨ After clicking the 'Save' button, the **Account Overview** page is displayed as shown below, along with a message that the profile was successfully updated. You will see this message even if you made no changes to your profile information.



Step 3: Click the 'Unemployment Benefits' button to file a new claim.

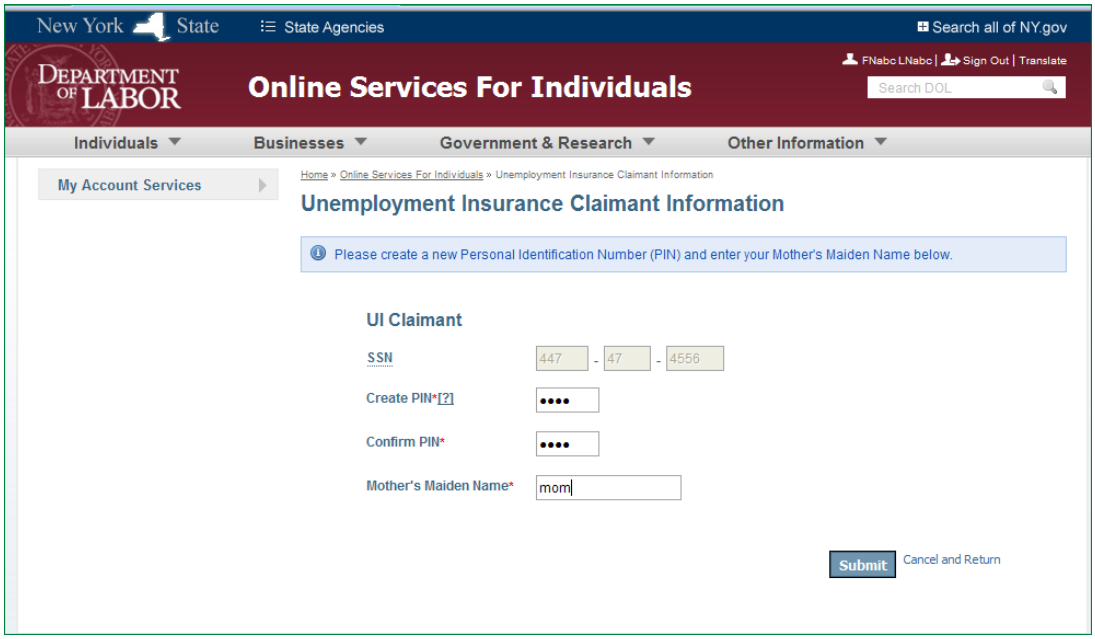
Note: This page offers links to more information, and the link to the UI Benefits application. In the upper right corner of the screen is a link to the Message Inbox ('Messages'), and a small blue number that tells you if you have any new messages. In this screen shot, the message indicator says '0', meaning no new messages.

⇨ **Because you do not have a previous or current Unemployment Insurance (UI) claim, your personal information is not on file with the DOL.** In order for this data to be stored, the system must complete the claim processing. Thus, you will see the following screen each time you sign in, until your claim is successfully processed. Refer to the blue information message shown below:



Step 4: Enter your Social Security Number (SSN) and click the 'Submit' button.

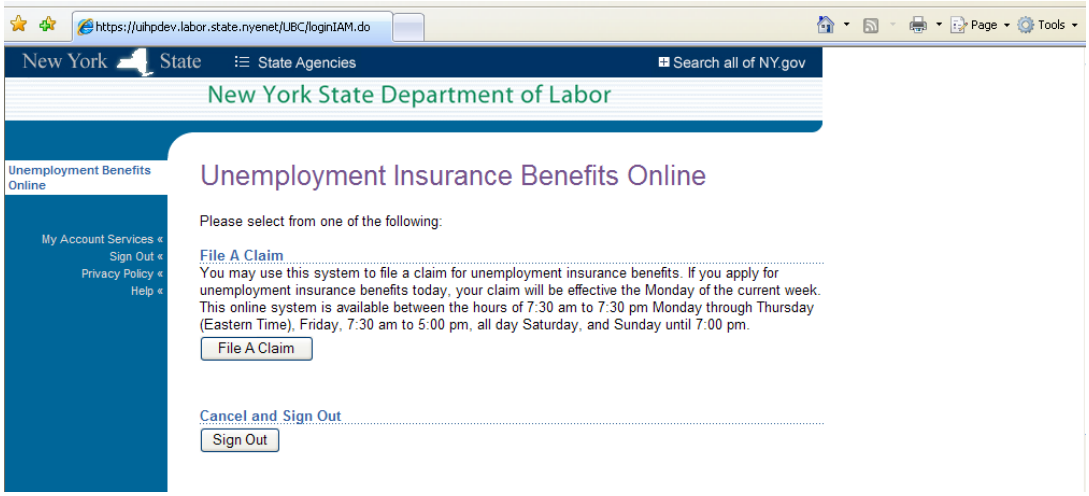
⇨ When the system determines there is no data on file for your SSN (you have no previous or current UI claim), you will be prompted for additional information on the following page:



Step 5: Create a PIN and enter your Mother's Maiden Name.

- Enter a 4-digit numeric Personal Identification Number (PIN).
- Confirm PIN by entering the same number.
- Enter Mother's Maiden Name.
- Click the 'Submit' button.

⇨ After clicking the 'Submit' button, the account creation process is complete and the system displays the following screen:



Because you have not previously filed a UI claim, the system only presents options to 'File a Claim' or to 'Sign Out'.

- Click the 'File A Claim' button to begin the claim process.
- Click the 'Sign Out' button to leave the DOL website.