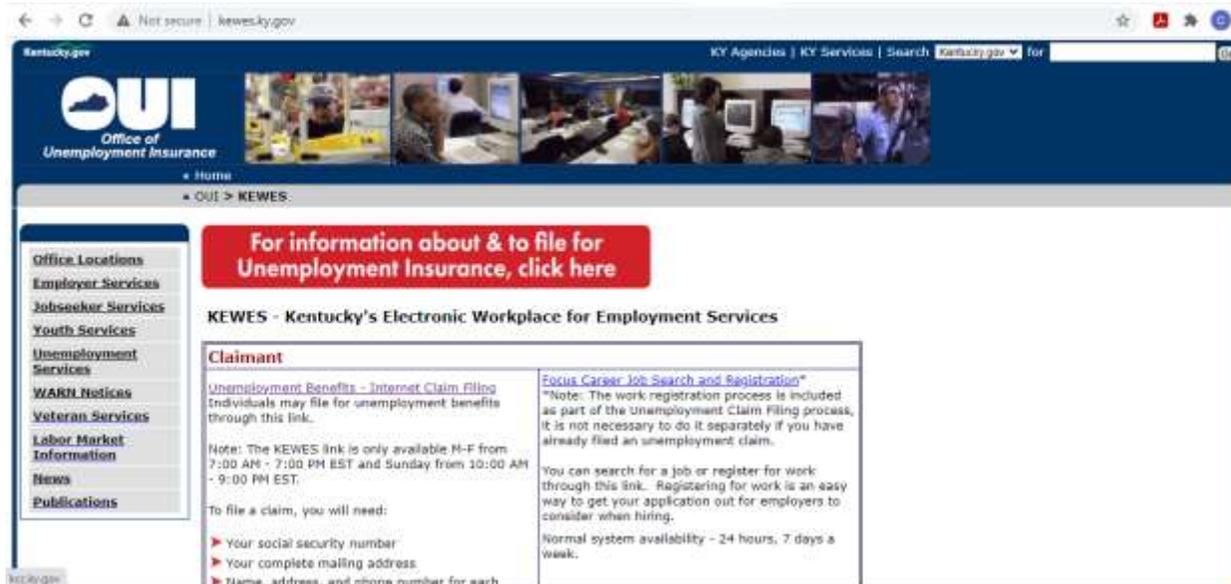# How to Use Your New Unemployment PIN to Access the Unemployment Website

Get to the screen asking for the PIN Number.

Go to kewes.ky.gov and click on the Unemployment Benefits – Internet Claim Filing hyperlink.

Clicking Unemployment Benefits – Internet Claim Filing hyperlink redirects you to uiclaims.des.ky.gov/ebenefit/eben.htm

Click **I Agree** button at the bottom of this screen.

This redirects you to the screen below.

Select to tell the system you are not a robot and then click Submit.
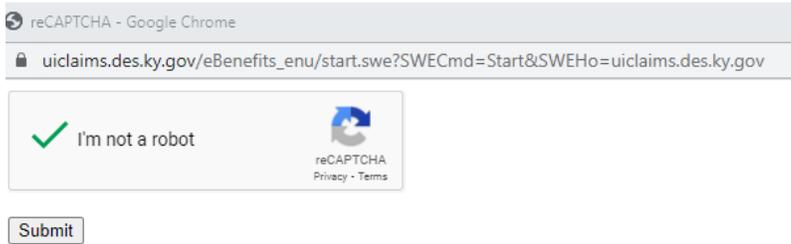
Then you get to the screen where you type in your SSN and your new PIN number.

This is the part where you need to call 502-564-2900 to get your PIN. The phone number doesn't really work to put callers in the queue. It states that your PIN has been mailed and to press 1 if you need to speak with a representative. Then, when you press 1, it says all representatives are busy at this time and to try your call again later. Then, it disconnects the call and hangs up on you. But have persistence!!! Back to back, I called 96 times in a row in 25 minutes before it finally put me in the queue. If you are lucky enough to get inside the queue, DON'T HANG UP!!! It might be the only chance you get. Make sure you have good battery life on your cell phone because it could be a long wait!

My experience was this. The representative answered after 30 minutes. He asked me some verification questions like my name, the last four digits of my SSN, my birthdate, and my address. Then, he said he was setting up an account to get me my PIN number. He said he needed to set up a secret question and answer. He asked me "What was my favorite restaurant?" I gave him an answer and then he gave me my PIN. I was going to try it immediately on the kewes.ky.gov screen where you enter your SSN and PIN. He told me he needed to finalize some things in the system and to not try the new PIN on the website for about 10 minutes. It needed time to sync with the system. I did tell him to report to his supervisor that the phone system isn't putting people into the queue right and he said he wasn't aware of that and he would let someone know. I tested the phone number by calling it a few times throughout the day. The phone number still isn't working and disconnects the call. But if you follow this guide, you'll only need to call to get your PIN.

So you think you are home free now that you have managed to get your PIN. You should just be able to log on, right? Unfortunately, there's more to do.

You can try to log in now but I got an error message that said: **The login verification code is no longer valid. Please press Close below and return to the home page and request a new Login Verification Code.**

Click Close and you are forced to close the browser window.
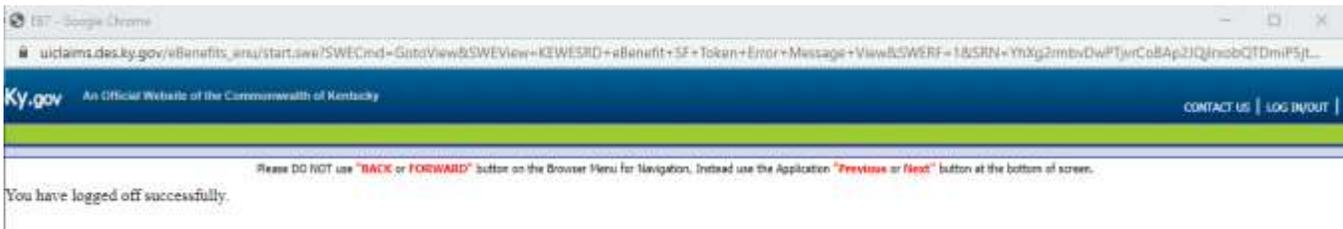
This is the point where most people get frustrated. I was so frustrated by this point. Most people would feel that they either give up or attempt to call the 502-564-2900 number again for more assistance. But you don't need to do this. Continue to follow this guide instead (scroll to the next page).

I wasn't interested in calling the phone number and being hung up on 95 or more times again. After poking around the Unemployment website looking for help, I found this PIN Assistance article they created.

PIN Assistance

Secure Login

Claimants will need to register a new account and create a password that complies with new requirements. When creating your password you should write it down and store it in a safe place.

New User: If you have never applied for unemployment before, you are a new user registering for the first time

Existing User: If you have previously filed for unemployment, you are an existing user,

Register

- To begin, select the "Register" link at https://uiclaimsportal.ky.gov. After clicking the link, you will be greeted by a welcome screen. Follow the instructions on the screen to continue registration.
- Next screen you will provide your Social Security Number (SSN) and do a test to identify objects in a picture.
- Next screen you will enter your new Username, which must be a valid email address.
- A User Registration Verification Code will be sent to your email address and it is required to complete registration. You may need to check your "spam" or "junk" folder in your email account.
- Next, provide a new, complex 12-digit password and confirm. Additional information about password requirements can be found in the information button.
- If you are a new user registering for the first time you will have to provide your first and last name, mailing address and phone number.
- You will have to confirm your SSN again and enter your eight digit PIN that was mailed to the address on file with your UI account.
- Next, enter the User Registration Verification Code sent via email.
- New and existing users will be prompted to setup a security question and answer.
- Once you have completed all information click the "Register" button on the bottom right of the screen. If you successfully register, you can login with your username (email address) and password by navigating back to the Login page.

For your own security, please remember not to provide personal information in response to any electronic communications regarding security breaches.

If you need additional assistance with your account registration and PIN you may call (502) 564-2900. This will only be for account registration and PIN assistance.

So it seems that you need to go to https://uiclaimsportal.ky.gov to "register" for an account (even though the rep did that on the phone when he asked me to create a secret question and answer).

Close all your other unemployment windows and head to the above website.

This is the main page of https://uiclaimsportal.ky.gov

Since my phone representative quickly created an account for me somehow in his system, he didn't tell me what the password was. So, if you click Log In, you can't log in. But it seems to let you Register even though the rep already created an account somewhere. I don't know where the secret question of my favorite restaurant plays in. It was never used or needed. Maybe it is used to verify you over the phone if you ever have to call back.

Click Register. You are taken to the following screen.
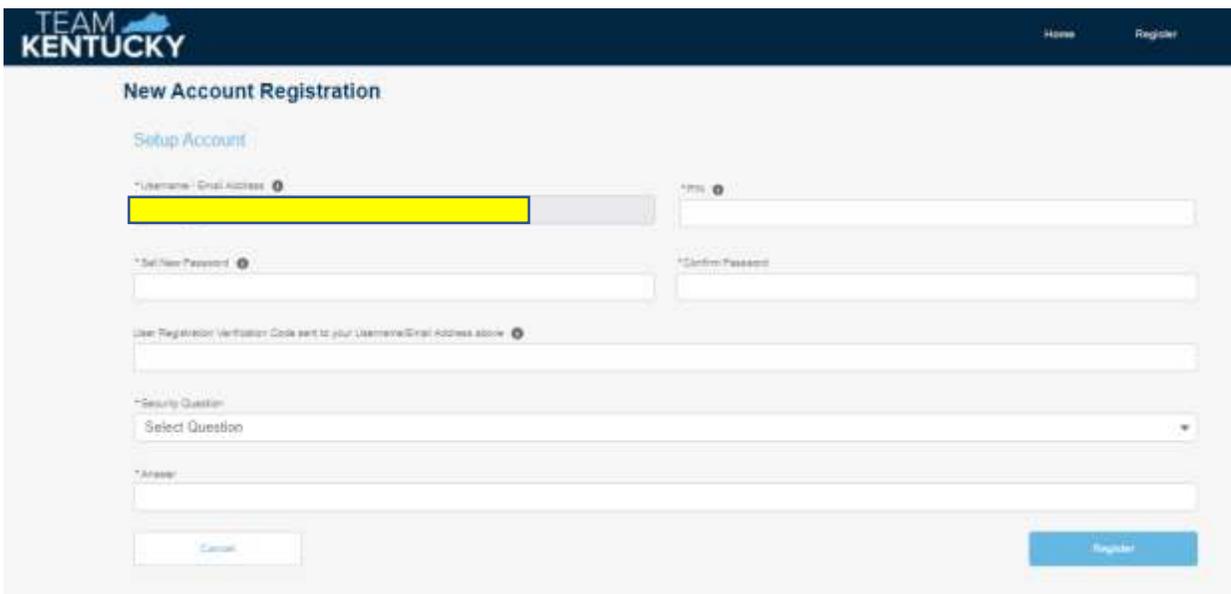

Scroll down and click the Next button.

Type in your SSN and tell it you aren't a robot and then click Continue.
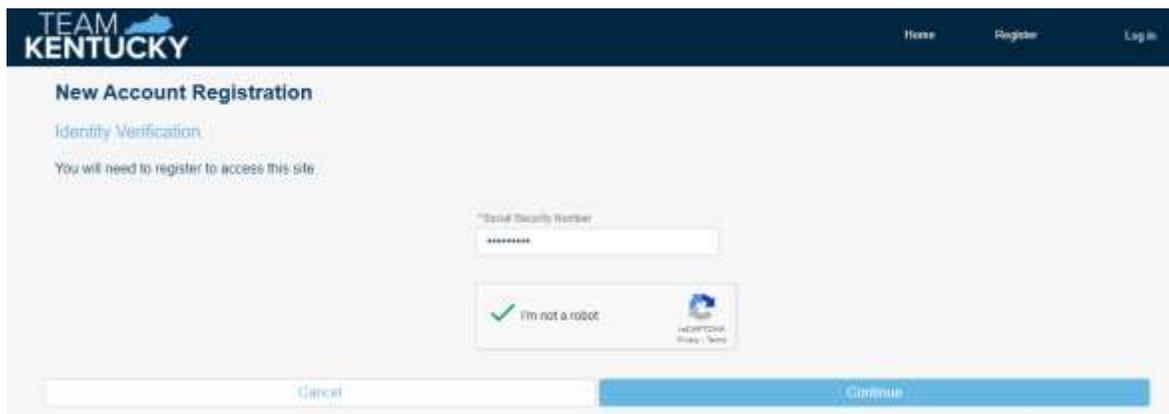
The next screen will ask you your email address. Type the email address that you want a verification code sent to and click Continue.

You end up on this screen. I covered up the email address for privacy reasons.

At this point, you enter the PIN you were given over the phone in the PIN textbox.

You need to pick a new password. Here's the password criterion:

You need to pick a security question and answer.

Finally, you need the User Registration Verification Code sent to your email. This is when I figured out the representative had sent a code to my email and me registering again had sent a second code to my email address. So, enter the most recent code that you received from kyui_noreply because when you put your email on the previous screen, it auto-sends a second email. Mine came to my Inbox. If you don't see it, check your Spam folder.

Once you have all that information entered correctly, click Register and it will register you an account.

Now you have to log into your newly created account. Click Login and log in with your email address and newly created password (the 12 character one…not the PIN and not the Verification Code).

Remember this from before? **The login verification code is no longer valid. Please press Close below and return to the home page and request a new Login Verification Code.**

This is the elusive "home page" screen to request a new Login Verification Code.
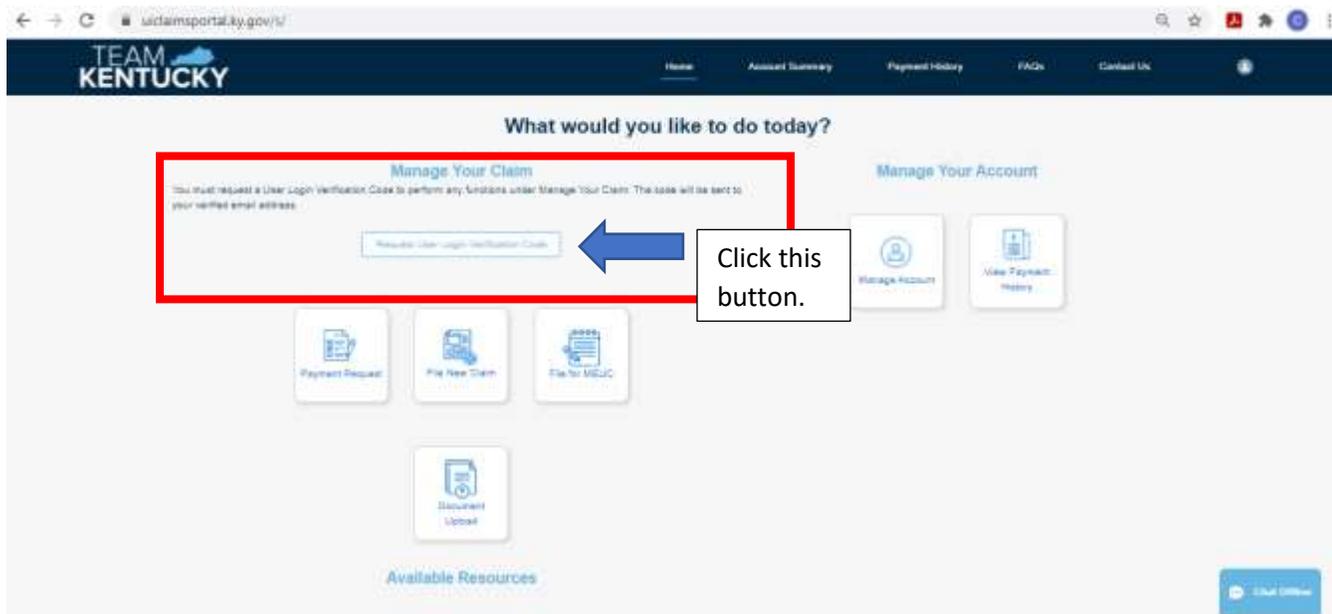
This will generate the final Login Verification Code that you'll need to finish this process.

Also note – there doesn't seem to be an option in here yet to reset your PIN, only your password. So the PIN you were given by the rep on the phone is the PIN you need to remember. It doesn't allow you to modify it at this time. If you forget it, you get to call 502-564-2900 to try and get in queue again so DON'T FORGET YOUR PIN NUMBER!!! Write it down and don't lose it.

Navigate yourself back to this screen. You can actually click the Payment Request button and it will redirect you to this page.


Log out and close all of your other unemployment windows. I got an error later on when I was entering my hours for having two windows open so make sure you close everything.

Type your SSN and the PIN the rep gave you over the phone and then hit Submit.

Then, it finally works and takes you to the next screen where you can enter the most recent Login Verification Code from your email Inbox.
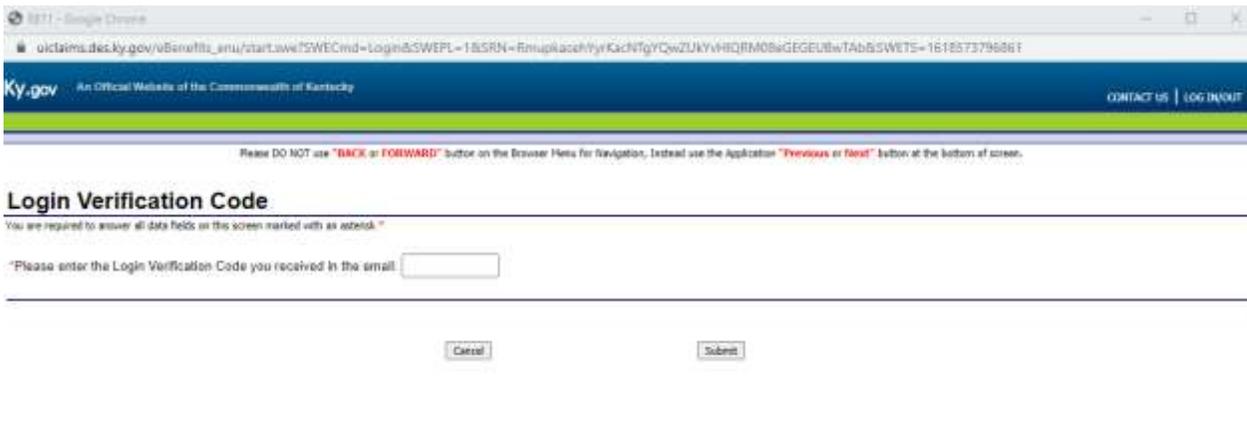
Once you enter the Login Verification Code, it finally takes you into the main screen where you can choose Payment Request and put in your hours.
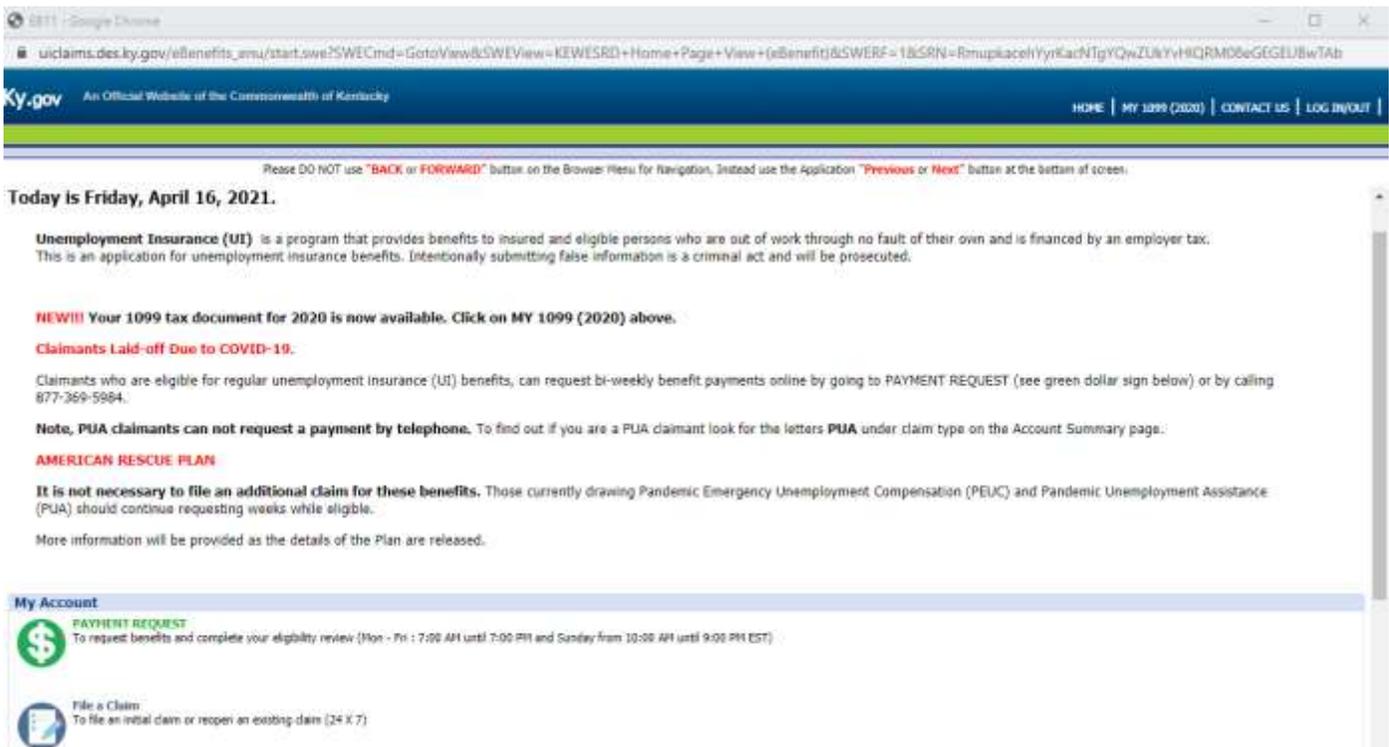
Also note, I tried to log in the next day and it's asking for another Login Verification Code so you must log in at https://uiclaimsportal.ky.gov and request a new Login Verification Code every single time you want to access the unemployment site to request payment. There's no ability to have the browser "trust this page" at this time.

I additionally called Andy Beshear's office at 502-564-2611 to report my frustration with this whole process and I was informed that a decent amount of step-by-step instructions were sent with the PIN numbers. However, this isn't helpful if you haven't received the PIN letter yet. I was also informed the call queue is only 150 slots so you need to keep calling and hope that someone has just finished up their call and there's an open slot in the call queue. Otherwise, you get that message that everyone is busy and it disconnects the call. Also, call before 8 p.m. because even though they have reps available and taking calls until 9 p.m., you can't get into the queue after 8 p.m. It says the office is currently closed.

I was also informed that there are videos available on the main website kcc.ky.gov. The councilmember I spoke to said you should always visit kcc.ky.gov for information and updates. I told her I had been accessing unemployment through kewes.ky.gov because I didn't know. I hadn't been made aware that the kcc.ky.gov website even existed. I had always navigated it through kewes.ky.gov. On the kcc.ky.gov website, there are videos about halfway down the page that detail most of what I've included in these instructions.