



Unemployment Insurance Changes Due to COVID-19 (Coronavirus)

Unemployment applications are NOT filed in person!

You can *apply for benefits online 24 hours a day, seven days a week!*
<https://des.nc.gov/apply-unemployment/filing-your-unemployment-application>

If you need *personal assistance, contact the Customer Call Center at 888-737-0259*
Monday through Friday, from 8 a.m. to 4:30 p.m.

If you want to apply online, you must create an “online account” to *file an application for Unemployment Insurance online.*

Your account also provides access to the Claimant Self-Service Portal, where you can get information about your claim at any time, such as:

- Claim status.
- Payment detail.
- Documents and determinations sent to you regarding your claim.
- Address, payment method, and tax withholding updates.

To create your online account, you will need your Social Security Number and a valid email address.

Create Your Online Account

1. Select [Sign Up](#) on the DES webpage link above.
2. Enter your Social Security Number twice.
3. Select 'Next.'
4. You will then reach the 'Account Creation' page. Here you will:
 - Create a user name.
 - Enter your email address twice.
 - Create a pin number.
 - Enter your contact phone number.
 - Create a password.
5. Select 'Create Account.'
6. After your new account is created, an email will be sent to the email address you provided during your account creation. Select the link in the email to activate the account. The link is only valid for one hour. You can now [Sign In](#) to the website using your user name and password.

NOTE: If you don't have access to a computer, there are computers available for your use at your local NCWorks Career Center.
You must call and make an appointment first!

An Equal Opportunity Employer/Program. Auxiliary Aids and Services are available upon request to individuals with disabilities.