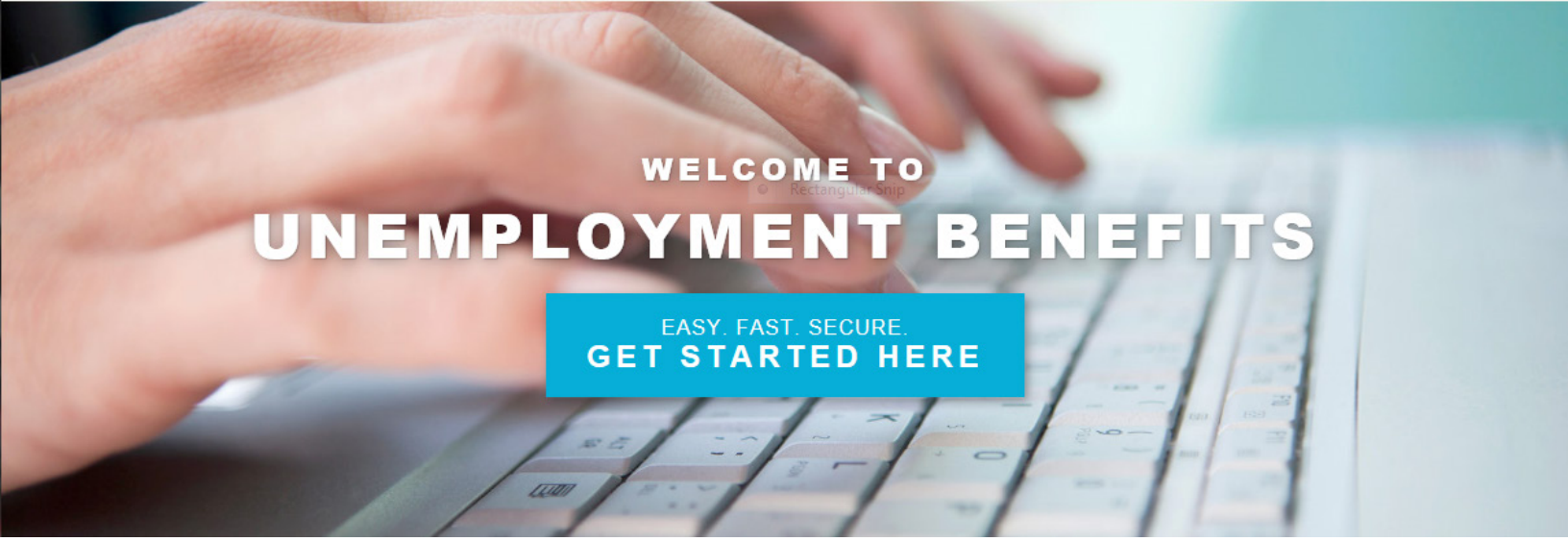


A Guide to Setting Up Your Initial Claim for Unemployment Benefits in Kansas at www.GetKansasBenefits.gov

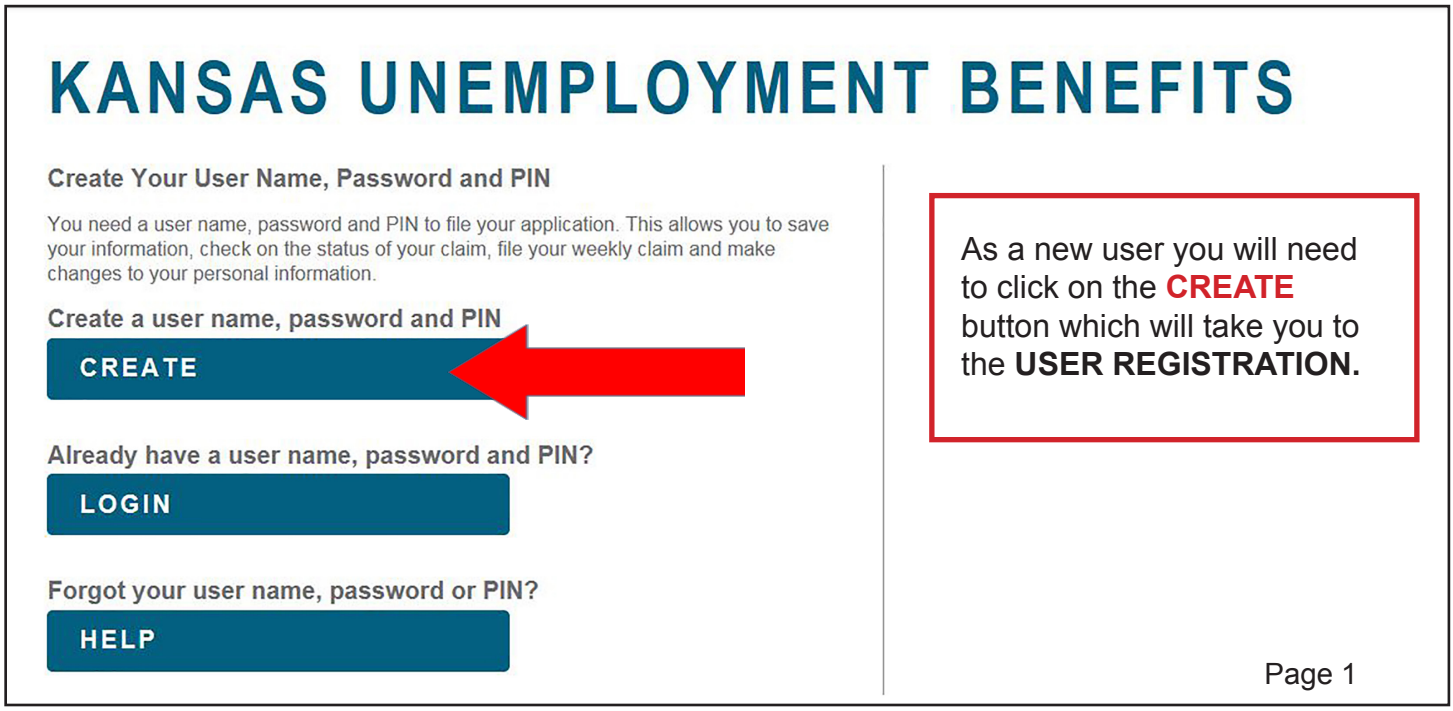
The following user's guide was designed to help get you started when filing a first-time claim (initial claim) for unemployment benefits online in Kansas. You will be asked to set up your account and provide identifying information that is unique to you.

Kansas
Department of Labor

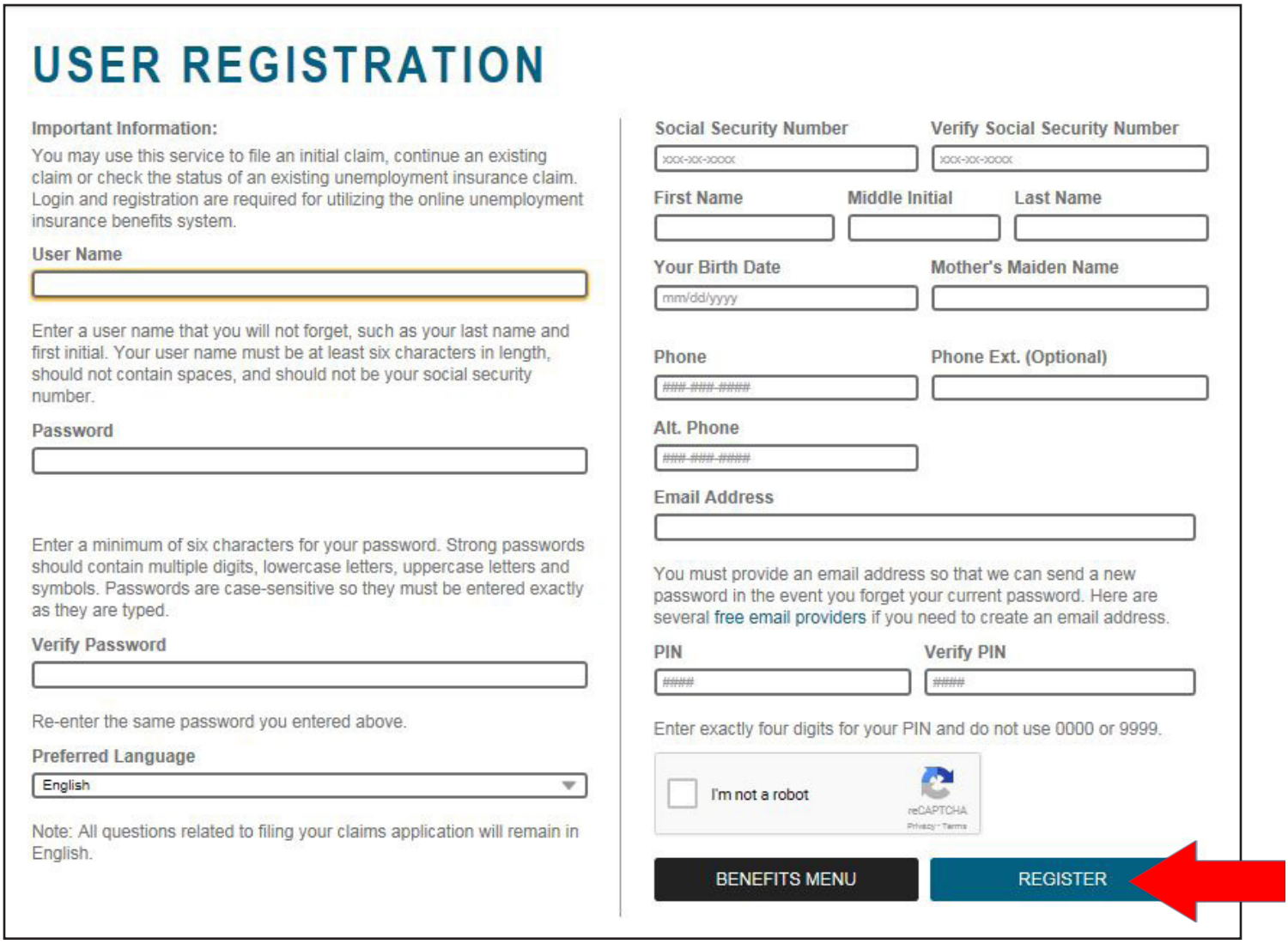
K-BEN-P 0959 (2-17)

Getting Started

- Begin by going to the Unemployment Insurance website at www.GetKansasBenefits.gov.
- Click on the **GET STARTED HERE** box near the top of the page.



As a new user you will need to click on the **CREATE** button which will take you to the **USER REGISTRATION.**



Important Information:

- Choose a user name you won't forget. Your user name must be at least six characters long and should not contain spaces.
- Enter a minimum of six characters for your password. Strong passwords should contain multiple digits, lowercase letters, uppercase letters and symbols. Remember, your password is case sensitive. Write down the information you enter and keep it somewhere secure. You'll have to type it exactly the same way each time you visit our online system.
- Enter your Social Security Number
- Enter your contact information along with your email address. This address will be used to send a temporary password in the event you forget your current password. Several free email providers are linked to this page.
- Your PIN should be exactly four digits. Do not use 0000, 9999 or 1234. After entering all required information, click on **REGISTER.** You will get a notice that an email has been sent and you will must click on verify your account. This will take you back to the benefits site where you can continue.
- You will then be asked to Login again.

Continuing the Application Process

BENEFITS LOGIN

Important Information:
You may use this service to file an initial claim, continue an existing claim or check the status of an existing unemployment insurance claim. Login and registration are required for utilizing the online unemployment insurance benefits system.

Enter your User Name

Enter your Password

Enter your PIN

Forget your user name? Please call the Contact Center.

Forget your password or PIN? Click here to reset your password and PIN

Have questions about your account? Please see our Contact Us or FAQs (Frequently Asked Questions) pages for assistance.

LOGIN

If you do not have an existing Kansas Unemployment Benefits user name and password, please click here to register an account.

The Privacy Act of 1974 requires that you be furnished this statement because you are asked to provide your Social Security Number. Your Social Security Number is requested under the authority of the Internal Revenue Code of 1954, Title 26 of the United States Code, Subsection 85, 6011(a), 6050B, and 6109(a). Disclosure of your Social Security Number is mandatory and must be furnished to process your claim for unemployment insurance. Should you decline to disclose your Social Security Number, your claim for unemployment insurance will not be processed.

Your Social Security Number will be used: (1) to process your claim and determine your eligibility for unemployment insurance, (2) to report your unemployment insurance benefits to the Internal Revenue Service as income, (3) for statistical purposes, (4) for cross-matching by public assistance agencies or other government entities in the official performance of their duties.

Fill in your user name, password and your pin then click on **LOGIN**.

- After successfully logging in, you will be asked **WHAT WOULD YOU LIKE TO DO?** Click on the **APPLY FOR BENEFITS** button.

WHAT WOULD YOU LIKE TO DO?

- APPLY FOR BENEFITS
- FILE A WEEKLY CLAIM
- CHECK YOUR CLAIM STATUS
- CHANGE YOUR INFORMATION
- VIEW FAQS

- After you click on **APPLY FOR BENEFITS**, you will begin the process of entering the rest of your personal information.

YOUR PERSONAL INFORMATION

1 2 3 4 5 6 7 8 9

Social Security Number

Gender
Female Male

Date of Birth
8/1/1970 (MM/DD/YYYY)

First Name **Middle Initial** **Last Name**

Email Address

Phone **Phone Ext.**

For security purposes, please enter your Driver's License or State ID Number, if you have one.

Enter your driver's license or ID number without spaces or dashes

Select the state that issued the driver's license or ID number

Enter your mailing address, including your apartment number or lot number, if you have one. Enter your complete mailing address to ensure that you receive your debit card for benefit payments and other important Unemployment Insurance information.

Mailing Address

Postal/ZIP Code **City (do not abbreviate)**

State

By clicking this checkbox, I verify that the address listed on my account is current.

Please enter the Postal/ZIP Code where you live

Please choose the State in which you live

Please choose the County in which you live

SAVE FOR LATER NEXT

RETURN TO MAIN MENU

- Make sure this information is complete, and keep it up-to-date, as this is what we will use if we need to contact you or verify your identity.

- After you have completed this page, select the **NEXT** button. If you are unable to continue, you can select the **SAVE FOR LATER** option.

- After you click on **NEXT** you will be directed to the **CITIZENSHIP & STATISTICAL INFO** which is required demographic information.

CITIZENSHIP & STATISTICAL INFO

1 2 3 4 5 6 7 8 9

Personal Info | **Citizenship & Statistical Info**

We are required by the U.S. Department of Justice to gather information regarding applicants' race and ethnic characteristics. This information is for statistical reporting only. Please make the appropriate selection that best applies to you.

- White
- Black
- Asian
- American Indian or Alaska Native
- Native Hawaiian or Other Pacific Islander
- Not listed above or I do not wish to supply this information

Ethnic Heritage

- Latino / Hispanic
- Non Latino / Hispanic
- None of the above

Are you a citizen of the United States?

Yes No

Have you served on active duty in the United States Armed Forces?

Yes No

Have you worked as a seasonal farmworker/migrant during the past 12 months?

Yes No

Highest level of education completed?

Have you ever attended vocational or technical school training?

Are you currently working for any employer?

Yes No

For security purposes, enter your mother's maiden name (last name only):

SAVE FOR LATER | BACK | NEXT

- Some answers that you provided may bring up another set of questions. For example, if you answer "yes" to the "Have you served on active duty in the United States Armed Forces," you will see the box below with additional questions.

CITIZENSHIP & STATISTICAL INFO

1 2 3 4 5 6 7 8 9

Personal Info | **Citizenship & Statistical Info**

We are required by the U.S. Department of Justice to gather information regarding applicants' race and ethnic characteristics. This information is for statistical reporting only. Please make the appropriate selection that best applies to you.

- White
- Black
- Asian
- American Indian or Alaska Native
- Native Hawaiian or Other Pacific Islander
- Not listed above or I do not wish to supply this information

Ethnic Heritage

- Latino / Hispanic
- Non Latino / Hispanic
- None of the above

Are you a citizen of the United States?

Yes No

Have you served on active duty in the United States Armed Forces?

Yes No

Are you the spouse of a veteran who is on active duty, who has a 100% service-connected disability, or who died on active duty or from a service-connected disability?

Yes No

Have you worked as a seasonal farmworker/migrant during the past 12 months?

Yes No

Highest level of education completed?

BA/BS Degree

Have you ever attended vocational or technical school training?

Never attended

Are you currently working for any employer?

Yes No

For security purposes, enter your mother's maiden name (last name only):

smith

SAVE FOR LATER | BACK | NEXT

- When finished with the Citizenship & Statistical Information click on **NEXT.** You should be at the **EXCLUSIONARY QUESTIONS** page.

EXCLUSIONARY QUESTIONS

1 2 3 4 5 6 7 8 9

Personal Info | Citizenship & Statistical Info | **Exclusionary Questions**

Please answer the following questions

During the last 18 months, have you worked outside the state of Kansas?

○ Yes ◉ No

During the last 18 months, have you worked for the federal government? This includes employment with NAF, AAFES, etc.

○ Yes ◉ No

During the last 18 months, have you performed any active military service of 90 days or more, other than training with a National Guard or reserve unit?

○ Yes ◉ No

In the last 12 months, have you filed a claim for benefits against any state other than Kansas?

○ Yes ◉ No

During the last 18 months, have you worked as an employee for a railroad?

○ Yes ◉ No

SAVE FOR LATER | BACK | NEXT

- Responses to some of these **EXCLUSIONARY QUESTIONS** may require that you speak with a customer service representative at the Unemployment Insurance Contact Center. A **INSTRUCTIONS** page will come up with the local telephone numbers for the Contact Center representative (see below).

- If you do not receive the message to call the contact center proceed by clicking on **NEXT**.

INSTRUCTIONS

Based upon the information provided, we are unable to complete your claim application through the online process. Please contact the Unemployment Contact Center to file your claim. Select option 2 from the list of available services to file your application. You will answer basic questions using the telephone keypad. Once you have completed the automated portion of your claim application, your call will be routed to the first available claims specialist to help you complete your claim.

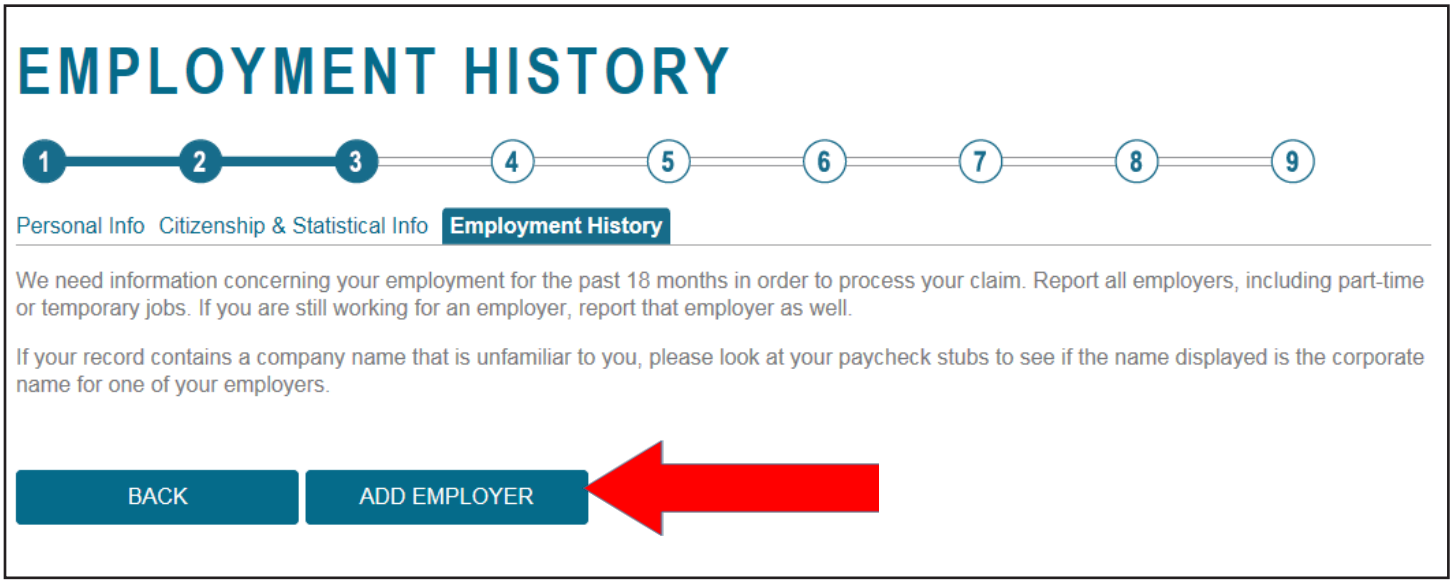
The customer service representatives are available from 8 a.m. to 4:15 p.m. Monday through Friday except on state holidays.

Local Telephone Numbers

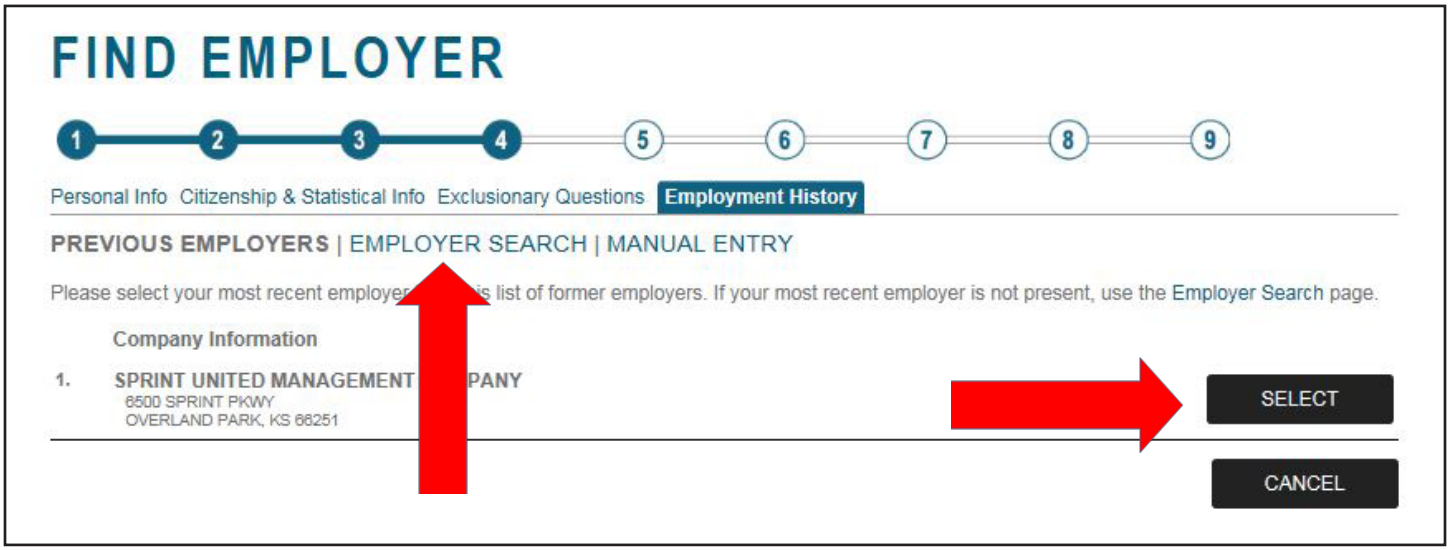
Phone Location	General Information	Weekly Claims
Topeka Area	785-575-1460	785-296-4337
Kansas City Area	913-596-3500	913-287-6913
Wichita Area	316-383-9947	316-269-0633

RETURN TO MAIN MENU

- The next series of questions deal with your most recent employment. To begin, select **ADD EMPLOYER.**



- The computer system will first attempt to find if there is any information about your employment on file with the agency.



- If no information is found, you will have to use the **EMPLOYER SEARCH** button to add your information.

- If the employer is correct click on **SELECT**. The next page will ask for additional questions about your employment.

EMPLOYER INFORMATION

1 2 3 4 5 6 7 8 9

Personal Info | Citizenship & Statistical Info | Exclusionary Questions | **Employment History**

SPRINT UNITED MANAGEMENT COMPANY

Enter First Day Physically Worked

02/03/2011

Enter Last Day Physically Worked

02/22/2017

Location Worked (City, State)

OVERLAND PARK, KS

Reason for Leaving

Lack of Work/Layoff

Help with Reason for Leaving

Select the reason for your layoff.

Permanent Layoff

Are you a member in good standing of a union and get work only through the union hiring hall?

○ Yes ◉ No

What is the title of your primary occupation?

communications specialist

Primary Job Duty #1:

communications

Primary Job Duty #2:

communications

CANCEL | SAVE

- Select the correct information if more than one option is presented.
- Employer Information requires you to enter your first day physically worked, last day physically worked, locaton of work and Reason for Leaving.
- When click on Reason for Leaving you will see blue text that directs you to the **HELP - REASON FOR LEAVING,** which will give the definitions for each reason for leaving. **(See chart below).** Some of the selections will ask for additional information.
- When you have completed this page click on **SAVE.**

HELP - REASON FOR LEAVING

Quit
Leaving work voluntarily when work is still available to you, including voluntary retirement. If you worked for a temporary employment agency and you did not ask for a new job assignment within 24 hours of when your last assignment ended, you must report your separation as Quit.

Fired
Your employer chose to end your employment when work is still available.

Leave of Absence
You are temporarily off work, with the employer's knowledge, and you have a specific date to return to work.

Lack of Work/Laid Off
Work is not available because your work is interrupted by bad weather; your work is seasonal or you are still working for your employer but your hours have been reduced by the employer.

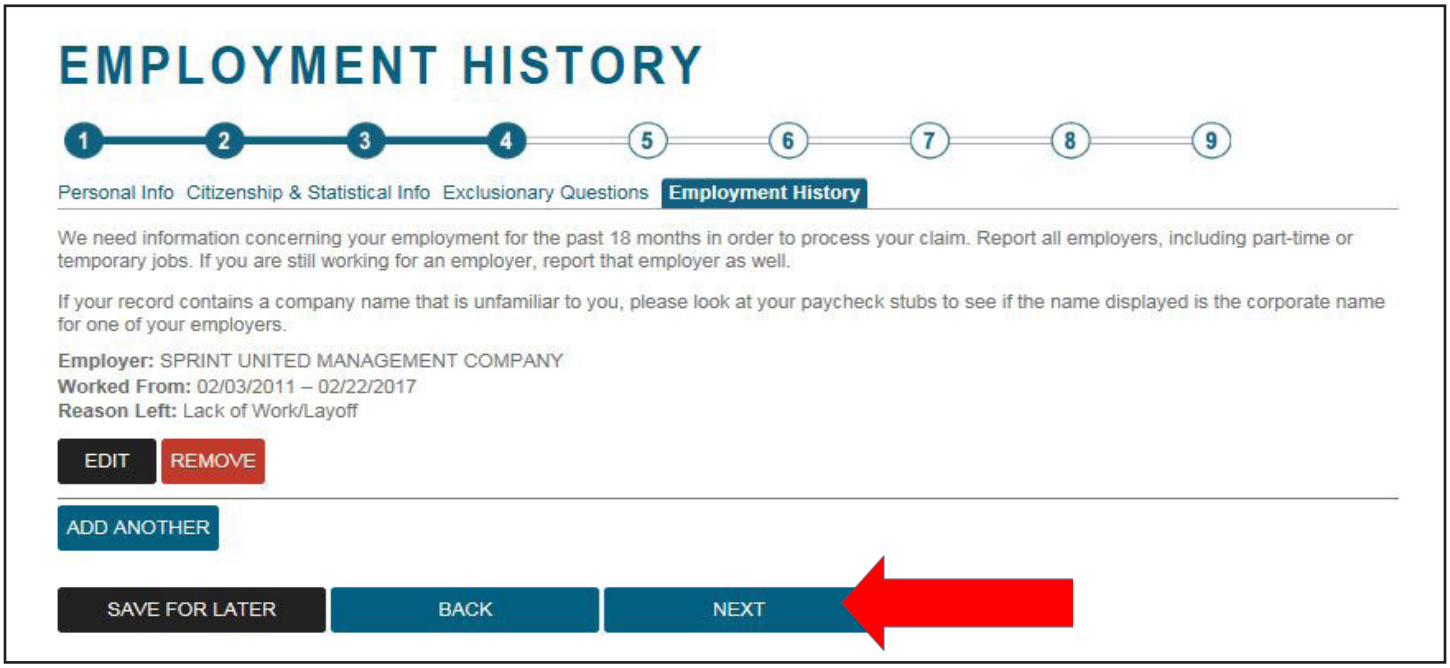
Labor Dispute
You are a member of a labor union and are unemployed because of a strike or contractual dispute with your employer.

Employer Bankruptcy
Work is not available as a direct result of the employer declaring bankruptcy.

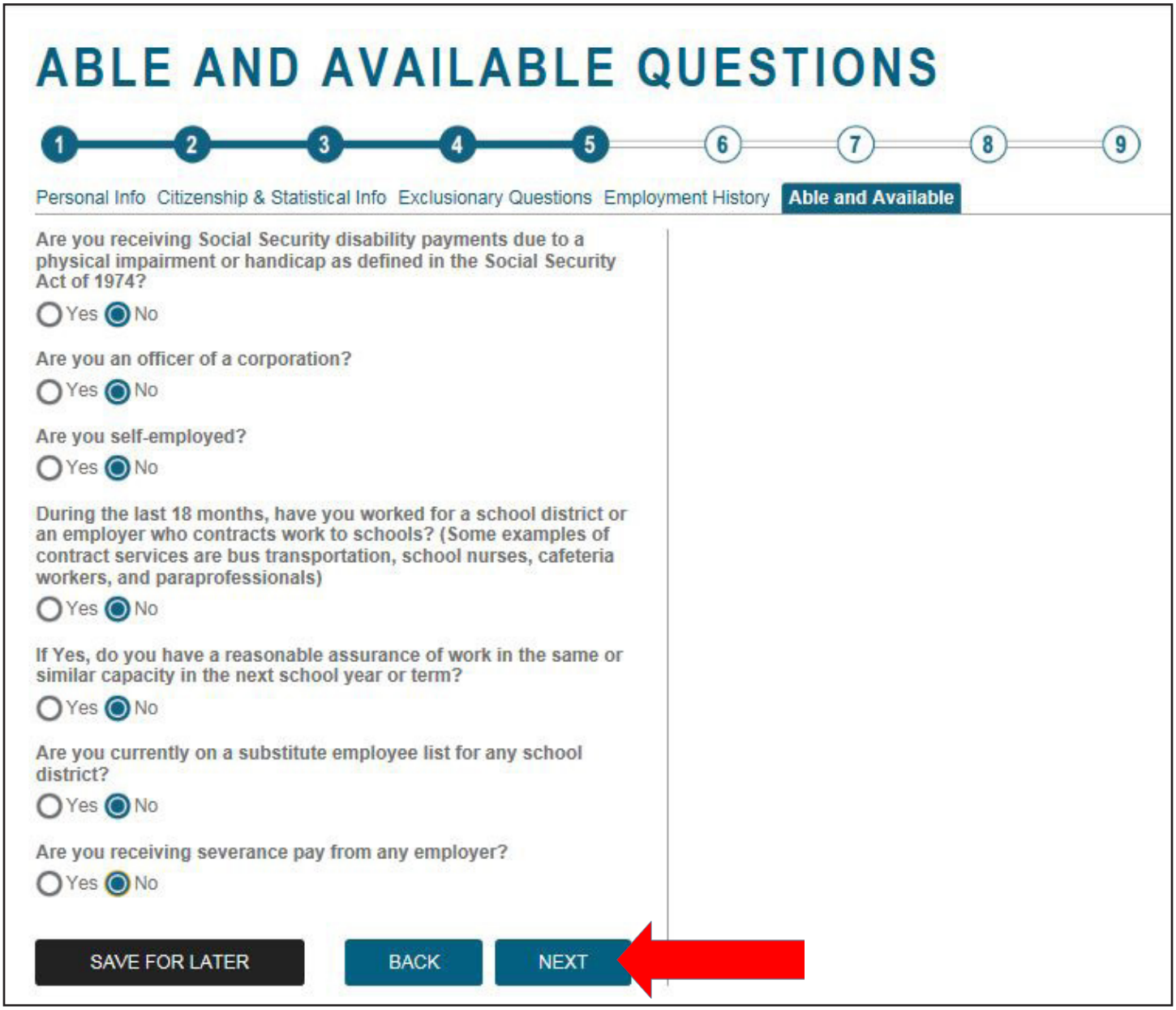
Business Closed in Kansas
Work is not available due to the closure of one or more business locations in the state of Kansas.

Worker Adjustment and Retraining (WARN)
Your employer provided you with a Worker Adjustment and Retraining (WARN) notice that your plant is closing, a mass layoff will occur, or 500 or more employees will be laid off.

- You can now review and correct the information you entered for Employment History. If you have another Employer you can add it at this time. When completed, click **NEXT**.



- The next series of questions deal with your ability and availability to obtain new employment.



- Some responses to the Able and Available Questions may trigger the need for additional information. In many cases, the forms(s) needed to provide that information are online and this page will provide you links to those forms.

- **NOTE:** Most of the requested forms can be completed and submitted online. If you are asked to submit supporting documents, they must be mailed or faxed to the address or fax number shown on the form(s), **they must be received within seven (7) days.**

- Failure to complete and mail the form(s) within seven (7) days will result in your being ineligible to receive benefits. Remember to always have the printed forms available when you contact the Unemployment Contact Center.

- Click on **NEXT** to the **CONFIRM CLAIM** page.

- You have now completed the filing to set up a new unemployment insurance benefits claim. Read the information on the **CONFIRM CLAIM** page carefully and print a copy for your records. Check the boxes to acknowledge your understanding and certify the accuracy of the information you have provided. Click **SUBMIT CLAIM** when you are finished checking your information.

CONFIRM CLAIM

1 2 3 4 5 6 7 8 9

Personal Info | Citizenship & Statistical Info | Exclusionary Questions | Employment History | Able and Available | **Confirmation**

John Smith

NOTICE: Please read and print prior to selecting the Submit Claim button.

Filing for unemployment:

What happens next?

To qualify for unemployment benefits, you must be able to work, be available for work and be taking action to find work for each week that you claim unemployment benefits.

Filing Weekly

You must file your weekly claim within 7 days for every week you are unemployed or else you may not be eligible for benefits that week.

We recommend filing your weekly claim online at www.GetKansasBenefits.gov

Free Internet access is available through many public organizations, such as local workforce centers, public libraries and some schools.

By filing online, you will also avoid long-distance charges as there is no toll-free telephone number available for the Weekly Claim line. You can file your weekly claim for payment Sunday through Friday.

Your Work Search

You must actively seek work while claiming unemployment benefits. There are two requirements. First, you will receive "My Reemployment Plan" in the mail with your monetary determination. Complete the tasks and return the form to the Department of Labor in the manner instructed by the form. Second, you must complete at least three work search activities each week and keep a record. You will receive a "Work Search Activity Log" with your monetary determination which will assist you with keeping a record of your activities and which will also detail the work search requirements—read them carefully and be sure you follow them every week that you claim benefits. Additional log pages can be downloaded from our website. We will occasionally ask you to provide your work search records, possibly multiple times, and you are required to provide them in order to continue receiving benefits.

To assist you in your work search, we have automatically registered you with KANSASWORKS. Information about your registration with KANSASWORKS will appear on the confirmation page you will receive after completing this application.

☒ **I have read and understand the information contained in this statement.**

Certification

If you deliberately make a false statement or withhold information to receive benefits, you are committing an act of fraud. Do you certify that all information given during this application process is true and correct to the best of your knowledge?

☒ **Yes**

BACK | SUBMIT CLAIM

- After you click on **SUBMIT CLAIM** you will see the page **PROCESSING CLAIM.** You will receive an email titled Kansas Unemployment Benefits Account Verification. Click on Verify your account and it will take you back to www.getkansasbenefits.gov site.

1 2 3 4 5 6 7 8 9

CLAIMANT DETERMINATION

John Smith UID:549886 2/21/2017

NOTICE: Please read and print copies for your records.

Your unemployment claim application filed on 2/21/2017, effective 2/19/2017, has been successfully accepted.

File your first weekly claim on the first Sunday (afternoon or evening) or Monday (before 7 p.m.) after you file your application for unemployment benefits. Continue filing each week in order to receive unemployment benefits. If there is a state holiday, payments will be delayed.

For more information about filing weekly claims, please visit our Frequently Asked Questions (FAQs).

The application process for filing for unemployment benefits includes automatic registration with KANSASWORKS as a courtesy service to you.

We encourage you to use the following link to access your account to search and apply for job openings on KANSASWORKS.com.

Your KANSASWORKS.com User Name is: **Smijo!22**
Your KANSASWORKS.com Temporary Password is: **514580723**
Open Kansas Works Login Page

The first time you access your account, you will be requested to set up your own password. If you have previously registered with KANSASWORKS, for your protection your password may have been reset, therefore, you will need to use this Temporary Password. For assistance with your job search, contact your local Workforce Center at 877-509-6757 or KANSASWORKS.com

PRINT RETURN TO MAIN MENU

- The **CLAIMANT DETERMINATION** tells you that your claim application has been filed and has been successfully accepted. This does not mean you will automatically receive benefits. Read the information on this form for instruction for your first week filing. For more information go to the Frequently Asked Questions (FAQs).

- You have been given your **KANSASWORKS** user name, temporary password and the link to the Open Kansas Works login page.

- You can now print this sheet or return to the main menu which gives you the option to view the FAQs.

- You will receive an ***Unemployment Insurance Monetary Determination*** letter based on the information you provided concerning your past employment. Keep in mind that a monetary determination does not automatically mean you will receive benefits. Additional information may be needed from you and/or your employer to make sure you are entitled.

- If you have more questions, refer to the Frequently Asked Questions section of the Benefits website at https://www.getkansasbenefits.gov/FAQs.aspx. The information listed in the FAQs does not have the effect of law or regulations, but may help answer questions you have about your claim. If you have questions or a problem with your claim that is not covered on this site, please contact the Unemployment Contact Center.