
The following user’s guide was designed to help get you started when filing a first-time application (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.

Before you begin, please review the step-by-step guide for “How to Register with the New Multi-Factor Authentication (MFA) System” by clicking HERE.
Getting Started

• Click on the Login / Register box.

Click the LOGIN button. This will take you to the new Multi-Factor Authentication (MFA) login page.
Helpful Tips for Registering:

1. Claimants will need an active e-mail address which will serve as their user name.
2. It is important to complete the registration process in one sitting. Most users are able to register within 5-10 minutes.
3. If you do not see your activation e-mail, check your spam or junk mail folders.
4. Forwarding the e-mail or clicking on the “Activate” link in the verification e-mail more than once may result in an error.
5. If possible, we recommend accessing the site on a desktop computer.
6. If the next page doesn’t load, try closing the window and signing back in through GetKansasBenefits.gov.
7. For claimants getting a server error, try accessing the site from Internet Explorer, Firefox or Safari. Some users experience errors when using Google Chrome or Microsoft Edge.
8. Claimants who get the error “e-mail account already exists” or “you do not have permission to perform the requested action” will need to call the Contact Center for assistance on their account. Please let the representative know which error is shown.

Multi-Factor Authentication Guide

Before you begin, please review the step-by-step guide for “How to Register with the New MFA System” by clicking HERE.
Continuing the Application Process

- After successfully logging in, you will be taken to the claimant dashboard. Click on the **Get Kansas Benefits (GKB)** button.

Once registered, you will now login with your EMAIL ADDRESS and enter the MFA code sent to you.
After you click on **APPLY FOR BENEFITS**, you will begin the process of entering the rest of your personal information.

- 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.
• 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.

• When finished with the Citizenship & Statistical Information click on NEXT. You should be at the EXCLUSIONARY QUESTIONS page.
• 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.
• The next series of questions deal with your most recent employment. To begin, select **ADD EMPLOYER**.

![Employment History Form](image)

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

![Employer Search Form](image)

• 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.
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, location of work and Reason for Leaving.

When you 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 get 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 agreement, and 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 50 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.

<table>
<thead>
<tr>
<th>JASPER JACOBSON</th>
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<tbody>
<tr>
<td><strong>NOTICE:</strong> Please read and print prior to selecting the Submit Claim button.</td>
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<tr>
<td><strong>Filing for unemployment:</strong></td>
</tr>
<tr>
<td><strong>What happens next?</strong></td>
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<tr>
<td>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.</td>
</tr>
<tr>
<td><strong>Filing Weekly</strong></td>
</tr>
<tr>
<td>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.</td>
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<tr>
<td>We recommend filing your weekly claim online at <a href="http://www.GetKansasBenefits.gov">www.GetKansasBenefits.gov</a></td>
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<tr>
<td>Free Internet access is available through many public organizations, such as local workforce centers, public libraries and some schools.</td>
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<tr>
<td>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.</td>
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<th>Your Work Search</th>
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<td>You must actively seek work while claiming unemployment benefits. You must apply for two jobs every week and also complete one other job seeking activity—three total activities each week. 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. We have created a Work Search Activity Log you can use to keep records of your activities. It can be downloaded from our website.</td>
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<td><strong>Union Members:</strong> As a member in good standing of a union that customarily places its members in employment, you are exempt from the requirement to look for work on your own outside of the union hiring hall.</td>
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<td>- [ ] I have read and understand the information contained in this statement.</td>
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<td>- [ ] Is this claim related to COVID-19 (coronavirus)?</td>
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<th>Certification</th>
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<td>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?</td>
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<td>- [ ] Yes</td>
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<th>BACK</th>
<th>SUBMIT CLAIM</th>
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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](http://www.getkansasbenefits.gov site).
• 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)](https://www.getkansasbenefits.gov/FAQs.aspx).

• 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](https://www.getkansasbenefits.gov/FAQs.aspx) section of the Benefits website at [https://www.getkansasbenefits.gov/FAQs.aspx](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](https://www.getkansasbenefits.gov/).