

How To

CREATE A NEW ACCOUNT

In the Claimant Portal



1. When you access the system for the first time, click the button to Create an Online Account.

Welcome to the Kansas Department of Labor


New user?

OR

User ID

Password (Case Sensitive)

[Forgot user ID?](#) [Forgot Password?](#)



Chat with Amelia, your unemployment virtual assistant.


Amelia can help answer some common questions and concerns. With an account, she can tell you your status or help with password reset.

Think someone's filed as you?

2. You will see the New User Signup screen, where you will be prompted for information.

New User Sign Up

Social Security Number

Confirm Social Security Number 

First Name

Middle Initial

Last Name

Date of Birth

Phone Number

Verify Phone Number by

Home Address

Country

Zipcode

Street Address

City

State

Is your mailing address different?

Email Address

Some fields are marked with an information icon — an “i” in a circle. Click the icon for more information about that field.

Enter your Social Security number twice, your first and last name, your date of birth and your phone number. To continue, the system will verify your phone number. Select to get a verification code by text message or phone call. Enter the validation code in the pop-up and click Submit to continue your registration.

Social Security Number	Confirm Social Security Number	
<input type="text" value="***-**-9999"/>	<input type="text" value="***-**-9999"/>	
First Name	Middle Initial	Last Name
<input type="text"/>	<input type="text" value="Optional"/>	<input type="text"/>
Date of Birth		
<input type="text" value="mm/dd/yyyy"/>		
Phone Number	Verify Phone Number by	
<input type="text" value="999 999-9999"/>	<input type="button" value="text message"/> <input type="button" value="call me"/>	

Validation code has been sent to the phone number entered

Enter Validation Code Received ::

[Resend Verification Code :](#)

[Change Phone Number or Phone Number Verification Method](#)

[Unable to verify](#)

3. Then enter your mailing and email addresses. Your email will be validated later in the registration process, so double-check to make sure you enter it correctly.

Home Address	
Country	Zipcode
<input type="text" value="United States"/>	<input type="text"/>
Street Address	
<input type="text"/>	
<input type="text" value="Optional"/>	
City	State
<input type="text"/>	<input type="text"/>
Is your mailing address different?	
<input type="button" value="yes"/> <input type="button" value="no"/>	
Email Address	
<input type="text"/>	

4. Next, create a user ID that starts with a letter and is between 6 and 30 characters. Then create a password. As you enter your password, the system will display the length and character requirements and indicate whether you have met them. When done, confirm your password. You will need to remember your user ID and password to access the system.

The registration form contains the following fields:

- User ID:** A text input field with an information icon (i) to its right.
- Password:** A text input field with a visibility icon (eye) to its right.
- Confirm Password:** A text input field with a visibility icon (eye) and an information icon (i) to its right.
- Security Question 1:** A dropdown menu with a downward arrow.
- Answer 1:** A text input field.
- Security Question 2:** A dropdown menu with a downward arrow.
- Answer 2:** A text input field.
- Security Question 3:** A dropdown menu with a downward arrow.

5. Next, select three security questions and provide your answers. You cannot use the same security question more than once. When you're done, click Next. The CAPTCHA has to be completed as well.

This section of the form includes:

- Security Question 1:** A dropdown menu.
- Answer 1:** A text input field.
- Security Question 2:** A dropdown menu.
- Answer 2:** A text input field.
- Security Question 3:** A dropdown menu.
- Answer 3:** A text input field.
- Verification:** A checkbox labeled "I'm not a robot" next to a CAPTCHA image.
- Next Button:** A blue button with the text "Next", highlighted with a yellow border and a yellow arrow pointing to it from the right.

6. You'll see a login page to activate your account. Enter your user ID and password and click the Login button. The system will send a code to the email address you provided.

Please login to activate your account.

User ID
amelameahart

Password (Case Sensitive)

Forgot user ID? Forgot Password?

Login

A yellow arrow points to the Login button.

7. A pop-up window will appear prompting you to enter the verification code. Enter that code and click Verify.

Activate your account

A verification code has been sent to your email address: b*****r@k****v

Check your junk folder if you don't see it in your inbox.

Enter code

Update email address

Close Verify

A yellow arrow points to the Verify button.

8. As you enter the Claimant Portal, a pop-up tour showing a sample homepage will appear. You can click through the tour to see the various features. If you would like to disable this pop-up for future visits to the system, deselect the checkbox to show this screen when you log in. When you're done, click the Close button to exit the tour and access your homepage.

Help - A sample Home page

The menu shows the three main pages: the **Home** page, the **Weekly** page where you'll perform required tasks each week. And **History** where you can explore your individual unemployment journey in detail. You can change account settings, view and print official notices or show this help. The financial summary lets you view past payments and their details.

Now	Coming up	Waiting for
<p>\$221 payment 05/05 Typically deposits in 2-4 days</p>	<p>This week's activities You can tell us about your work search activities any time</p> <p>\$221 payment 05/10</p>	<p>Nothing pending</p>

The three cards in the middle of your **Home** page display *hints* which guide you through the process and help you better understand the current situation. The **Current** card shows hints that you should check now, while the hints on the **Coming up** card can be taken care of later. Finally, the **Pending** card shows things that you're waiting for, such as a payment that hasn't processed yet.

Show when I log in

Close

A yellow arrow points to the 'Show when I log in' checkbox.

Congratulations! You are now set up in the new system. You can file claims, file weekly certifications, access documentation, update personal information and more.