

HOW TO CREATE YOUR ONLINE ACCOUNT FOR UNEMPLOYMENT BENEFITS

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NC DEPARTMENT
of COMMERCE
EMPLOYMENT SECURITY

Create your online account at des.nc.gov

Need Assistance?
DES Customer Call Center
888-737-0259

Due to extremely high call volume, you may experience long wait times.

North Carolina
Division of
Employment
Security

STEPS TO CREATE AN ONLINE ACCOUNT

1. Click on 'Create an Online Account' on the DES homepage, des.nc.gov.
2. Enter your Social Security Number twice.
3. Select 'Next.' On the 'User Account Creation' page:
 - Create a User Name (Remember: you will need this to sign in).
 - Enter a **valid** email address twice.
 - Create a PIN number (Used for telephone weekly certifications only).
 - Enter your contact phone number.
 - Create a Password (Must be at least 8 characters and include an uppercase letter, lowercase letter, number 1-9 and special character).

IMPORTANT: Use a valid email address when you create your account. You will need to access that email to activate your account.

4. Select 'Create Account.'
5. Check your valid email account for an instructional email on how to activate your account.
6. The activation link in the email is only valid for one hour.
7. You must activate your account before you can Sign In.
8. You can now Sign In at des.nc.gov. Use the User Name and Password you entered when creating your Online Account in Step 3.

WHAT IF I AM TRYING TO SET UP AN ONLINE ACCOUNT, AND IT TELLS ME I ALREADY HAVE ONE?

If you remember your User Name, enter it on the Sign In page, and click the 'I Forgot my Password/Reset Password' link. Check your email for a link to reset your Password.

If you don't remember your User Name, click the 'I forgot my User Name' link, and enter your email address. Check your email for your User Name.

WHAT IF MY ACCOUNT IS LOCKED?

Your account will automatically be unlocked after 30 minutes, and you can try to Sign In again or reset the Password yourself.