

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

CREATE AN ONLINE ACCOUNT AT [DES.NC.GOV](https://des.nc.gov)

- File a claim for unemployment
- Complete your Weekly Certifications
- Check your Claim Status

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.
 - Enter your email address twice.
 - Create a PIN number.
 - Enter your contact phone number.
 - Create a Password.

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. You must activate your account before you can Sign In. An email with instructions to activate your account will be sent to the email address you used when creating your account. Follow the instructions in the email; the activation link in the email is only valid for one hour.
6. 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.