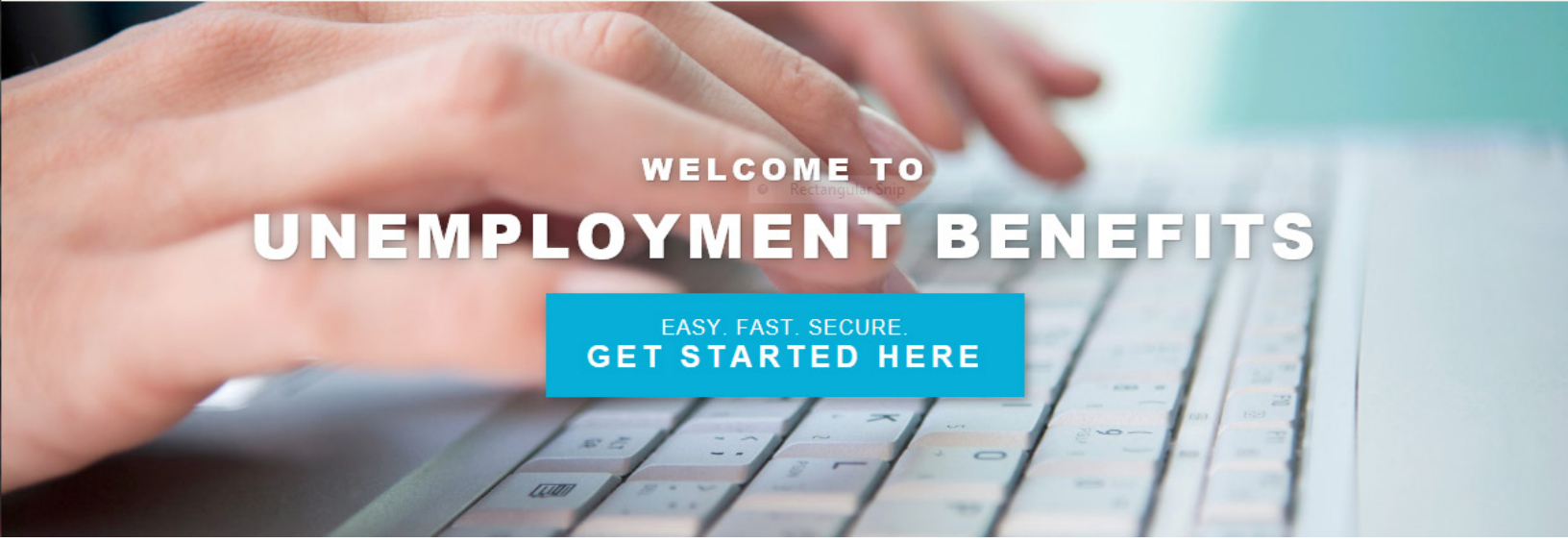


A Guide to Setting Up Your Initial Claim for Unemployment Benefits in Kansas at www.GetKansasBenefits.gov

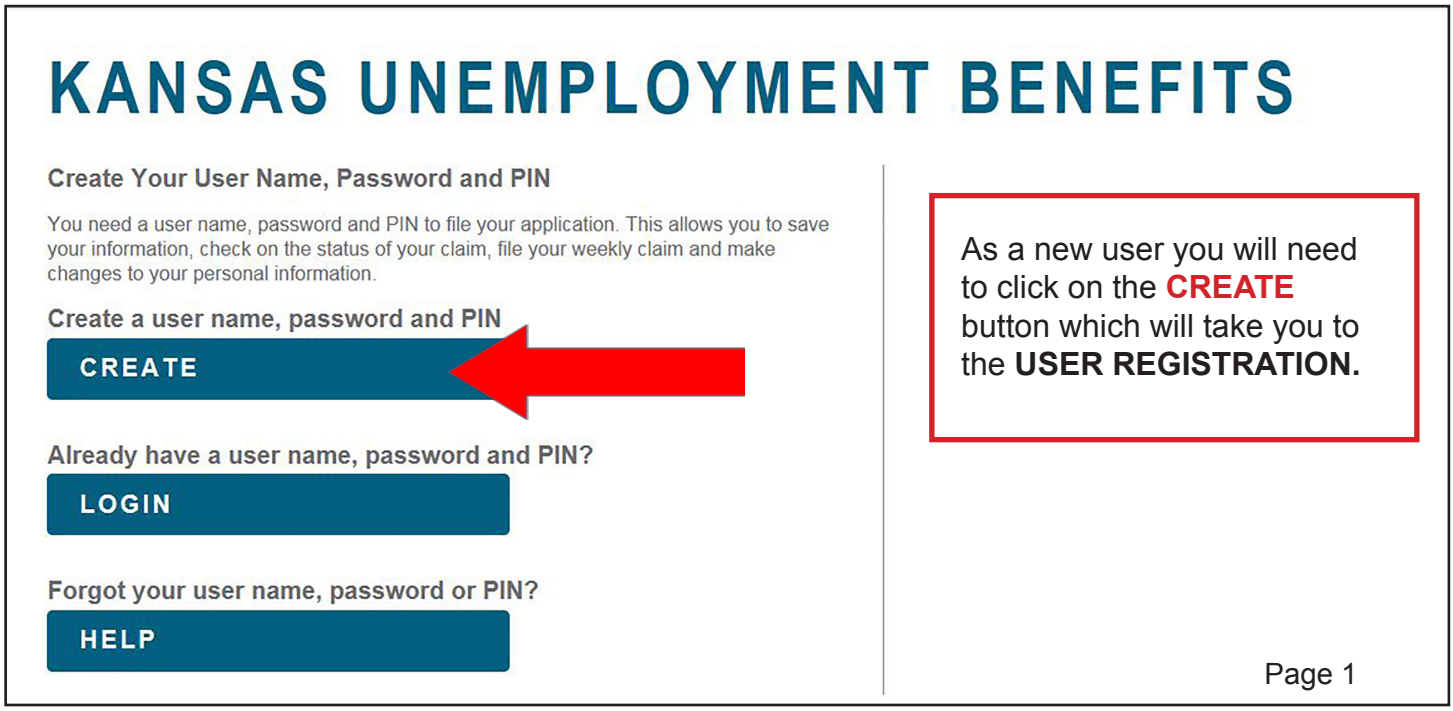
The following user's guide was designed to help get you started when filing a first-time claim (initial claim) for unemployment benefits online in Kansas. You will be asked to set up your account and provide identifying information that is unique to you.

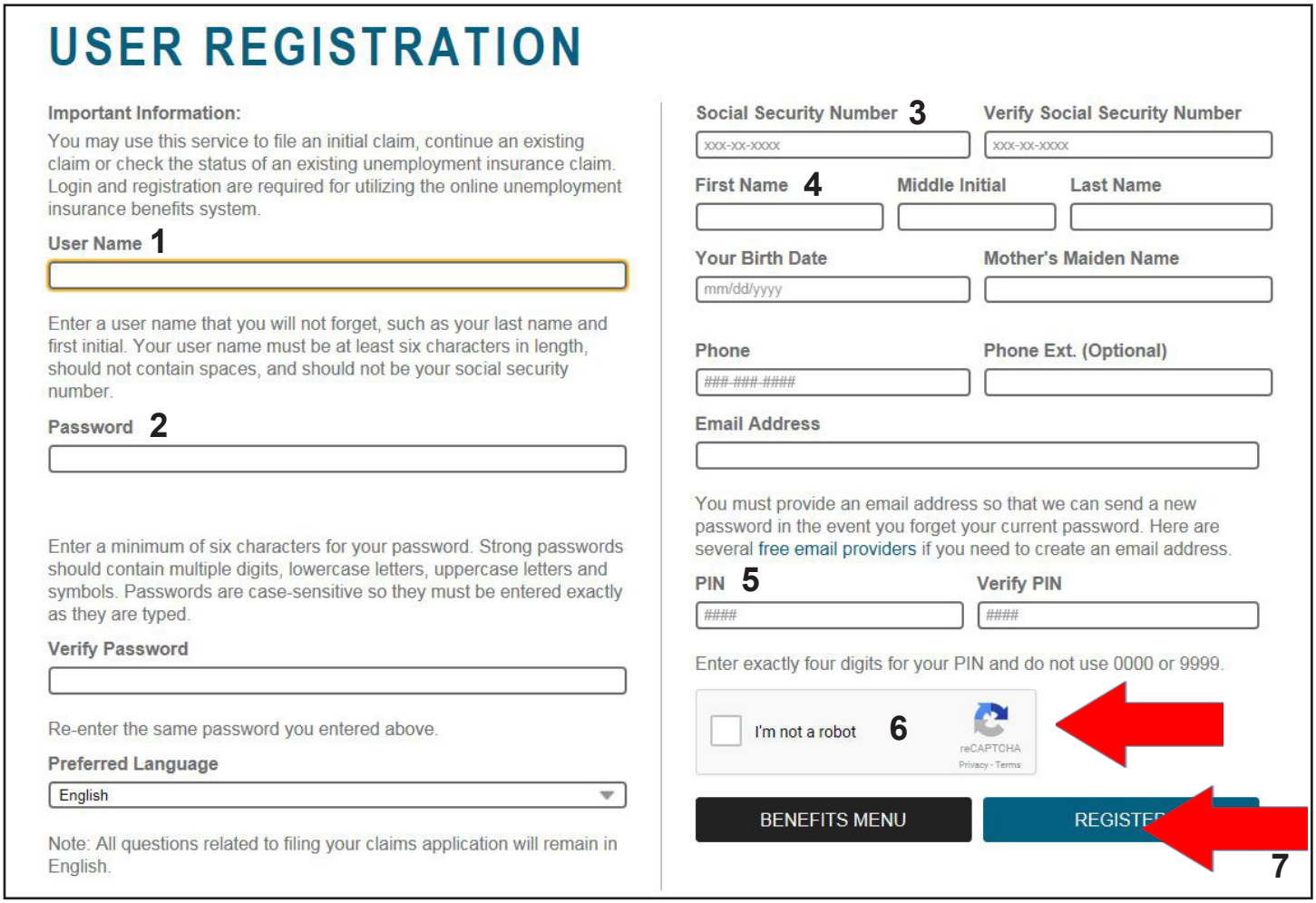
Kansas
Department of Labor

K-BEN-P 0959 (2-17)

Getting Started

- Begin by going to the Unemployment Insurance website at [www.GetKansasBenefits.gov.](http://www.GetKansasBenefits.gov)
- Click on the **GET STARTED HERE** box near the top of the page.

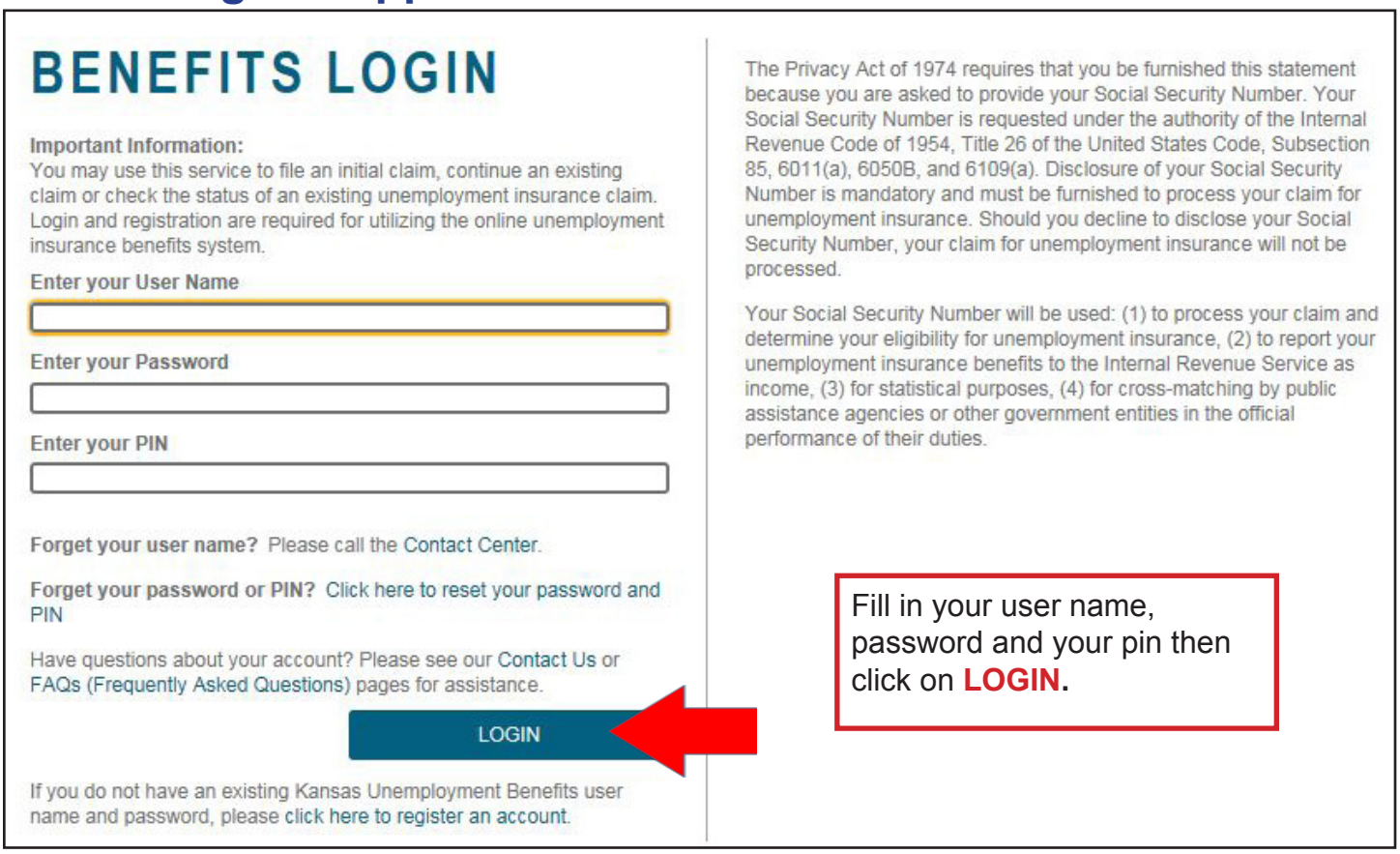




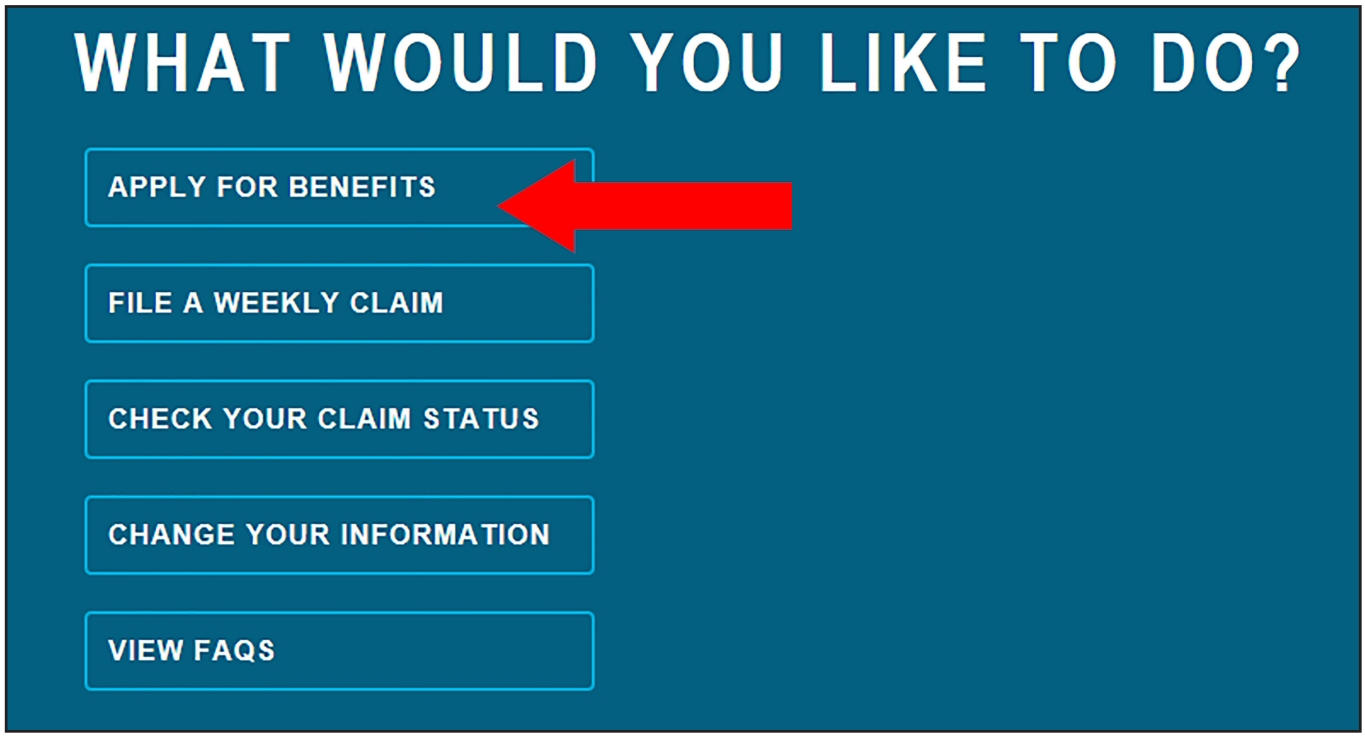
Important Information:

1. Choose a user name you won't forget. Your user name must be at least six characters long and should not contain spaces.
2. 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.
3. Enter your Social Security Number
4. 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.
5. Your PIN should be exactly four digits. Do not use 0000, 9999 or 1234.
6. Next you will see the reCAPTCHA box. Click in the box that says *I am not a robot.*
7. Then click on **REGISTER.** You will get a notice that an email has been sent and you 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.

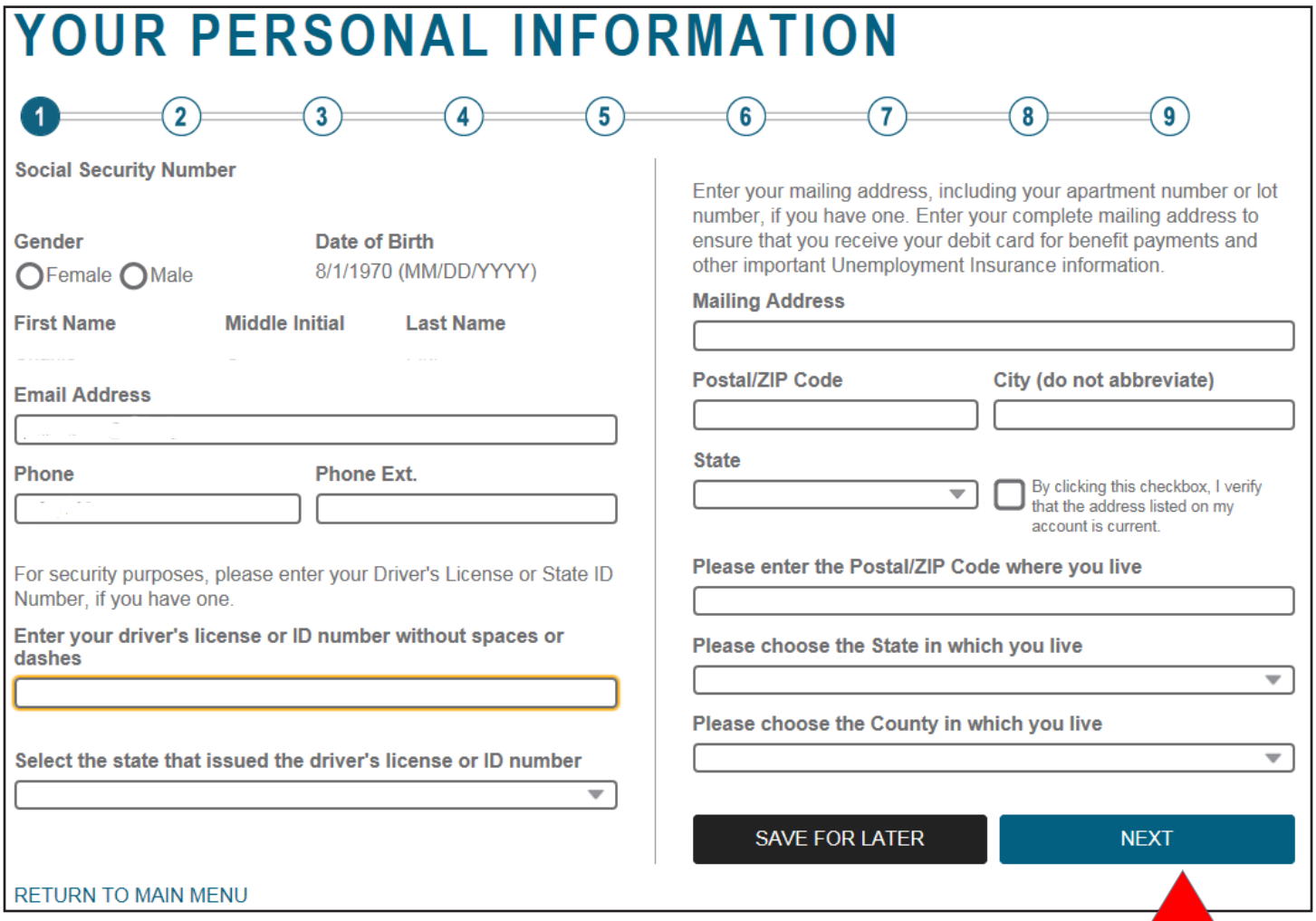
Continuing the Application Process



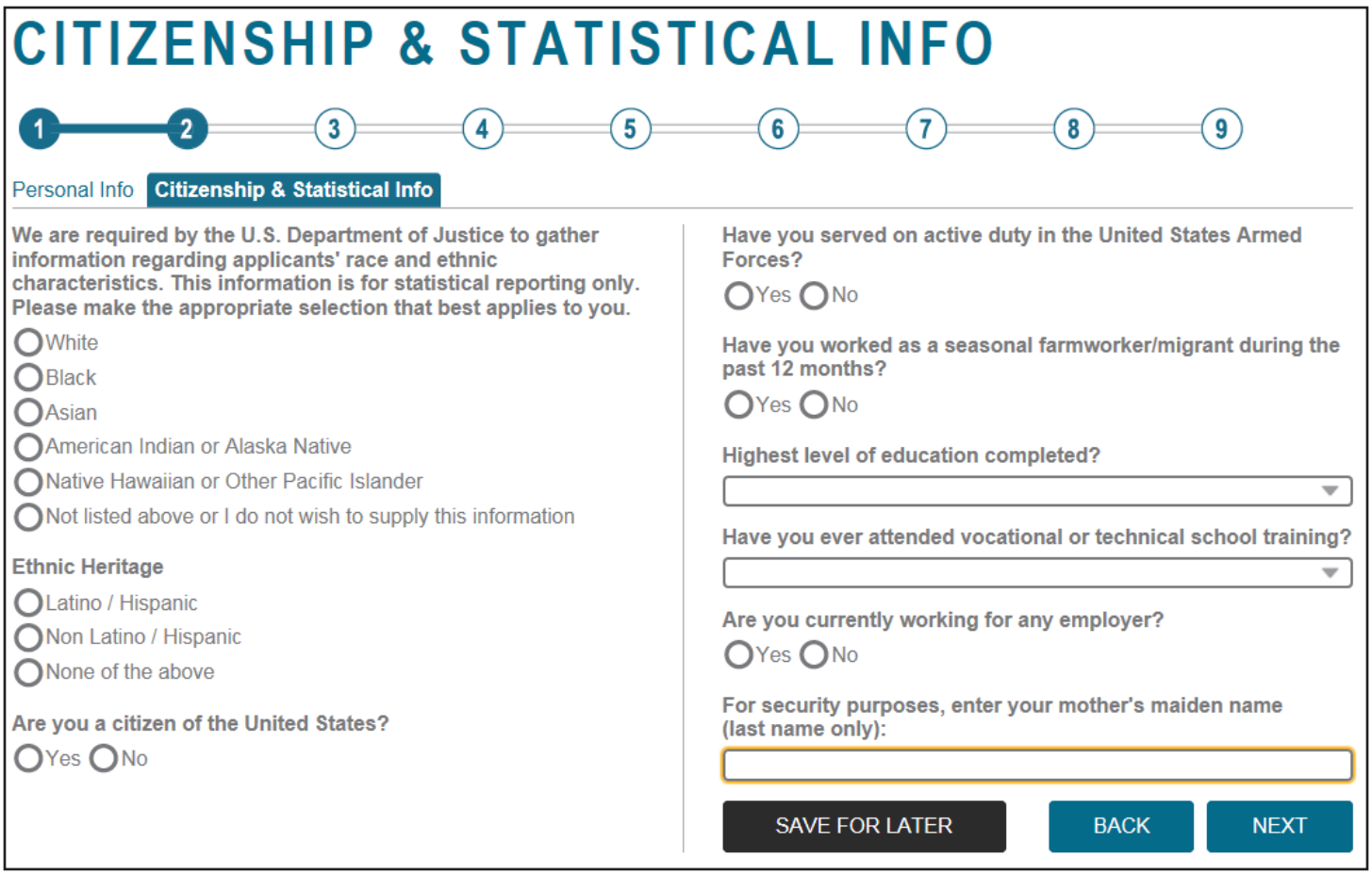
- After successfully logging in, you will be asked **WHAT WOULD YOU LIKE TO DO?** Click on the **APPLY FOR BENEFITS** button.



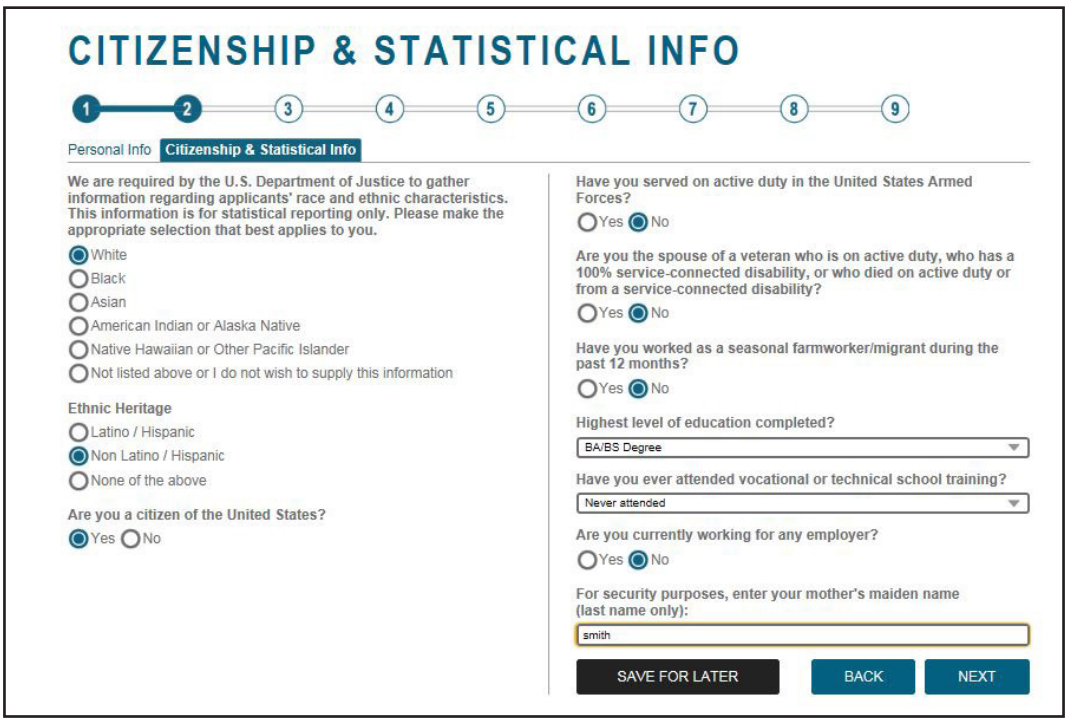
- After you click on **APPLY FOR BENEFITS**, you will begin the process of entering the rest of your personal information.



- 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.

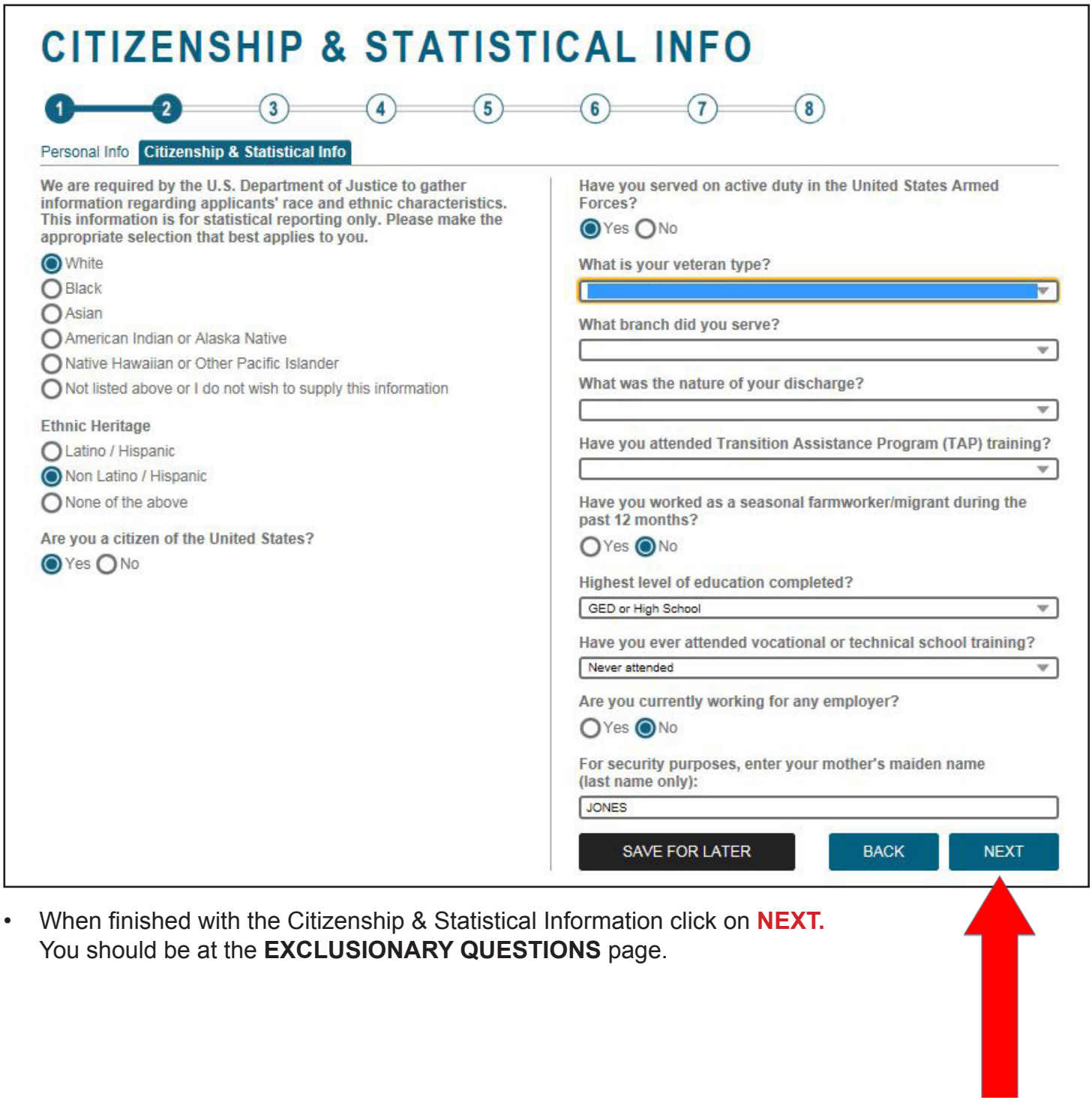


- Some answers that you provided may bring up another set of questions. For example, if you answer “no” to the “Have you served on active duty in the United States Armed Forces,” you will see the box below with additional questions.

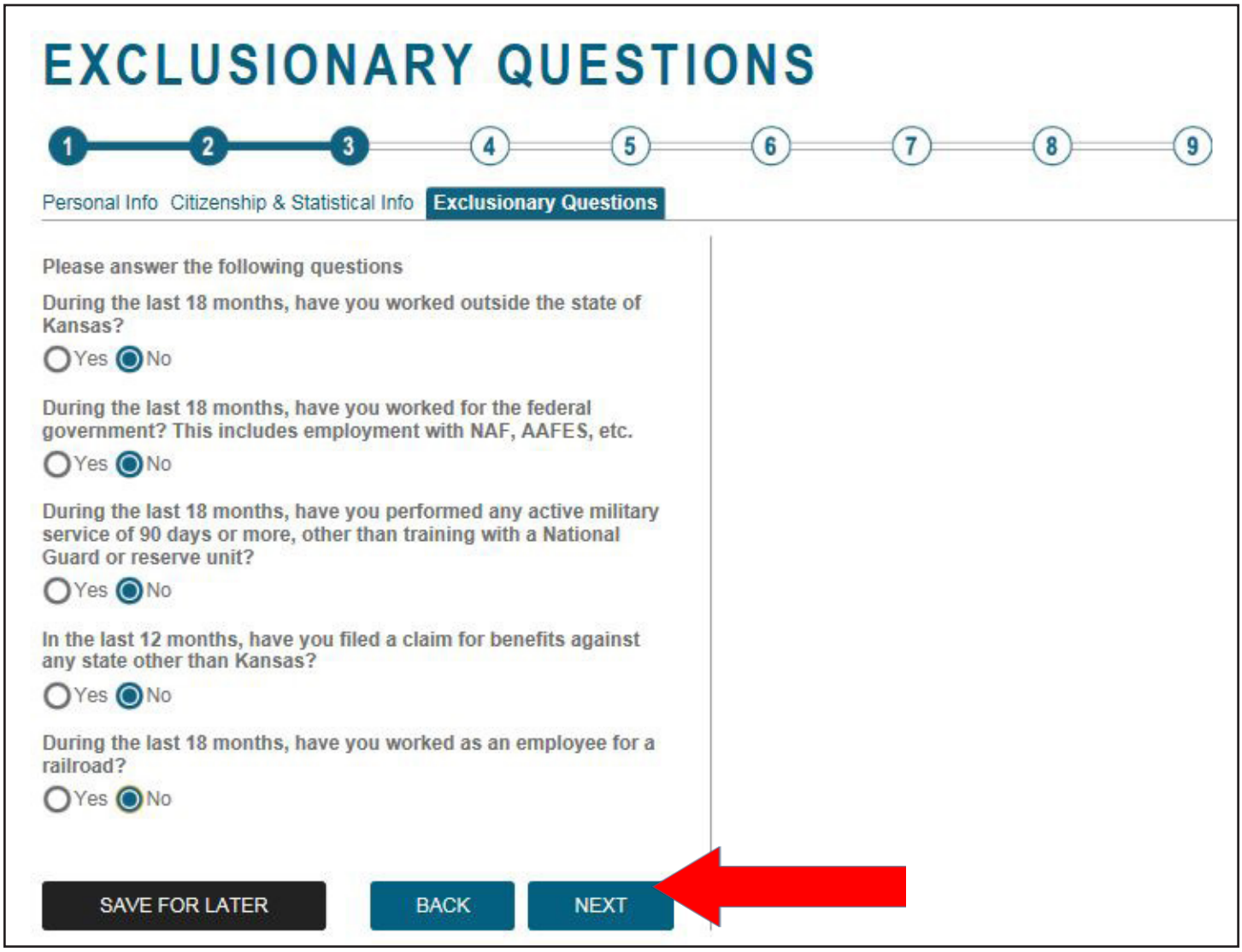


- If you answer “yes” to “Have you served on active duty in the United States Armed Forces,” you will see the box on the next page with additional questions.

- Answer additional questions on active duty in the United States Armed Forces.

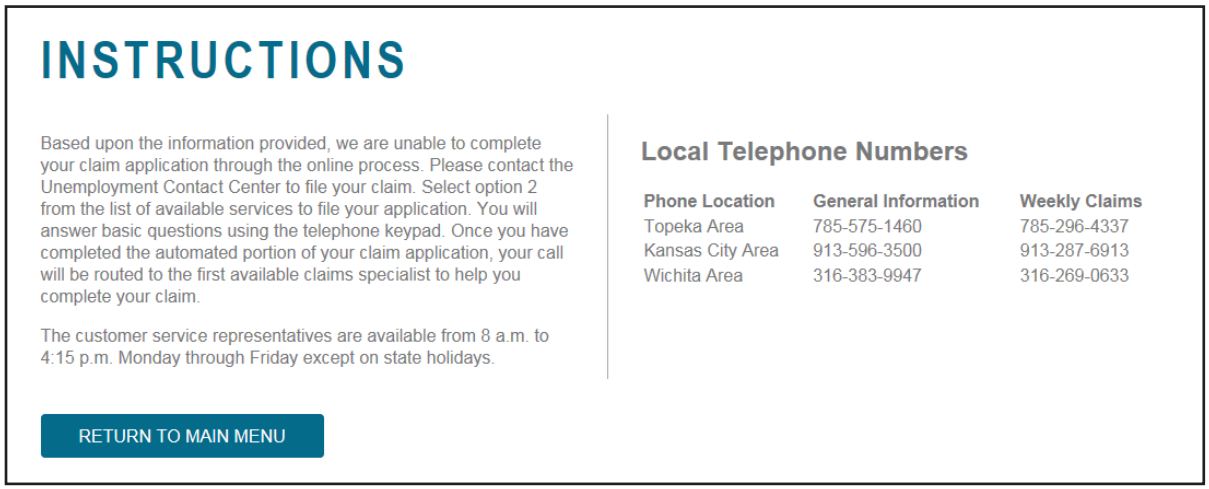


- When finished with the Citizenship & Statistical Information click on **NEXT.**
  You should be at the **EXCLUSIONARY QUESTIONS** page.

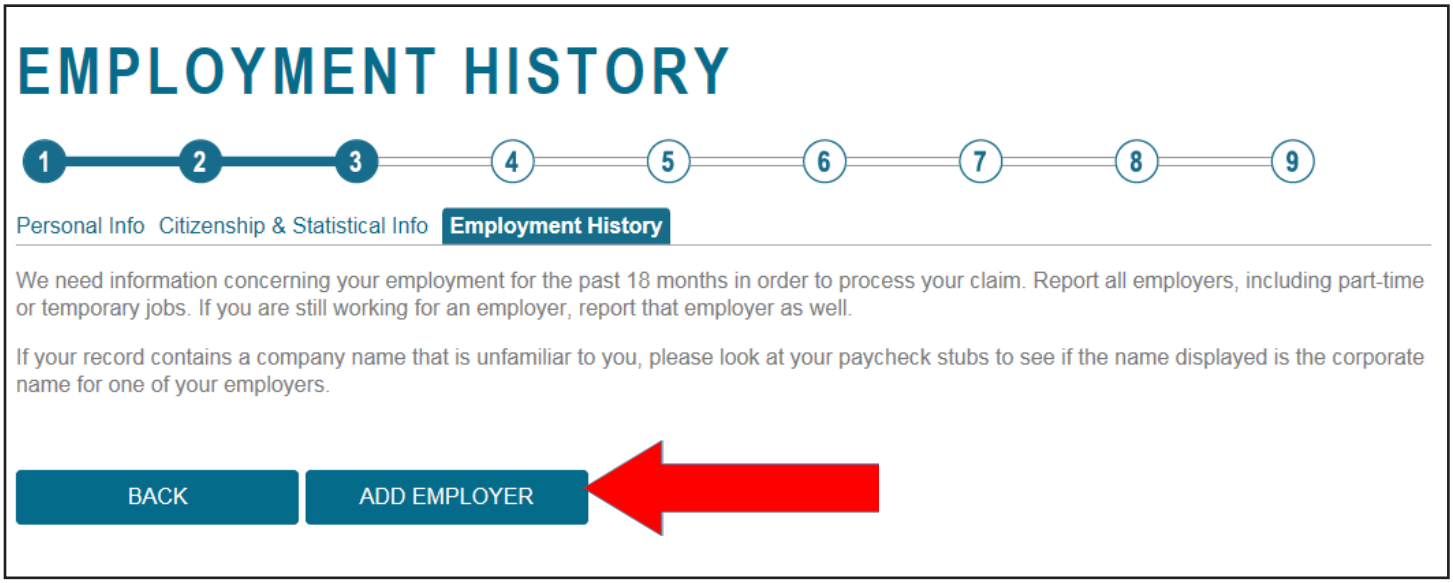


- Responses to some of these **EXCLUSIONARY QUESTIONS** may require that you speak with a customer service representative at the Unemployment Insurance Contact Center. A **INSTRUCTIONS** page will come up with the local telephone numbers for the Contact Center representative (see below).

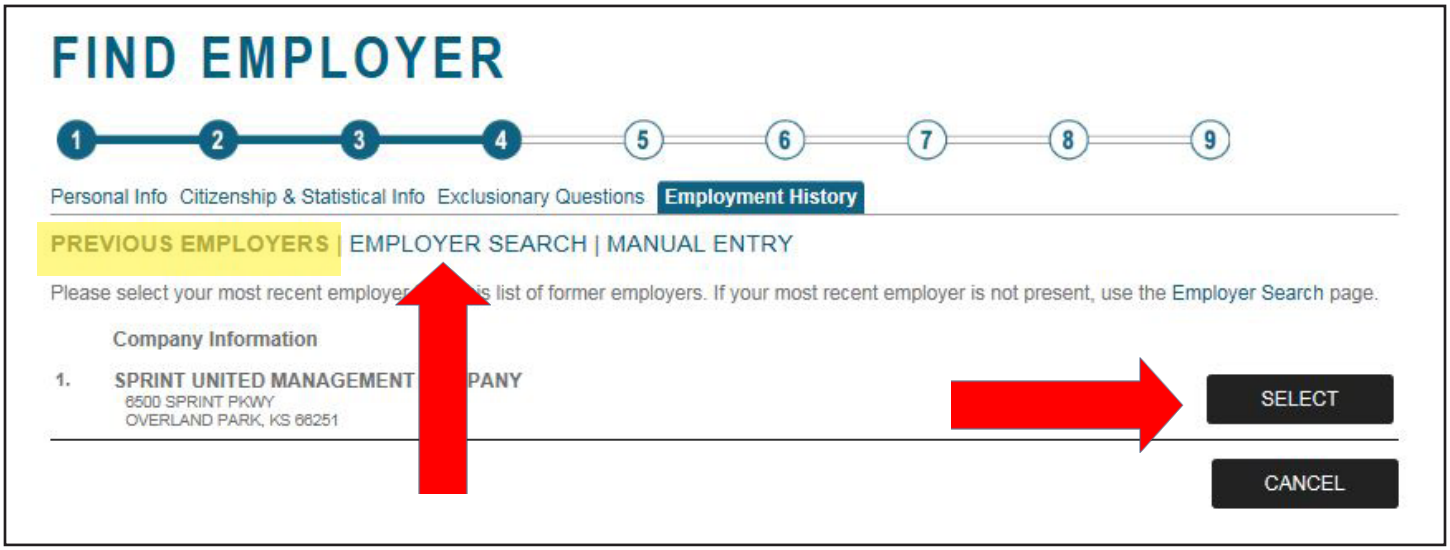
- If you do not receive the message to call the contact center proceed by clicking on **NEXT**.



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

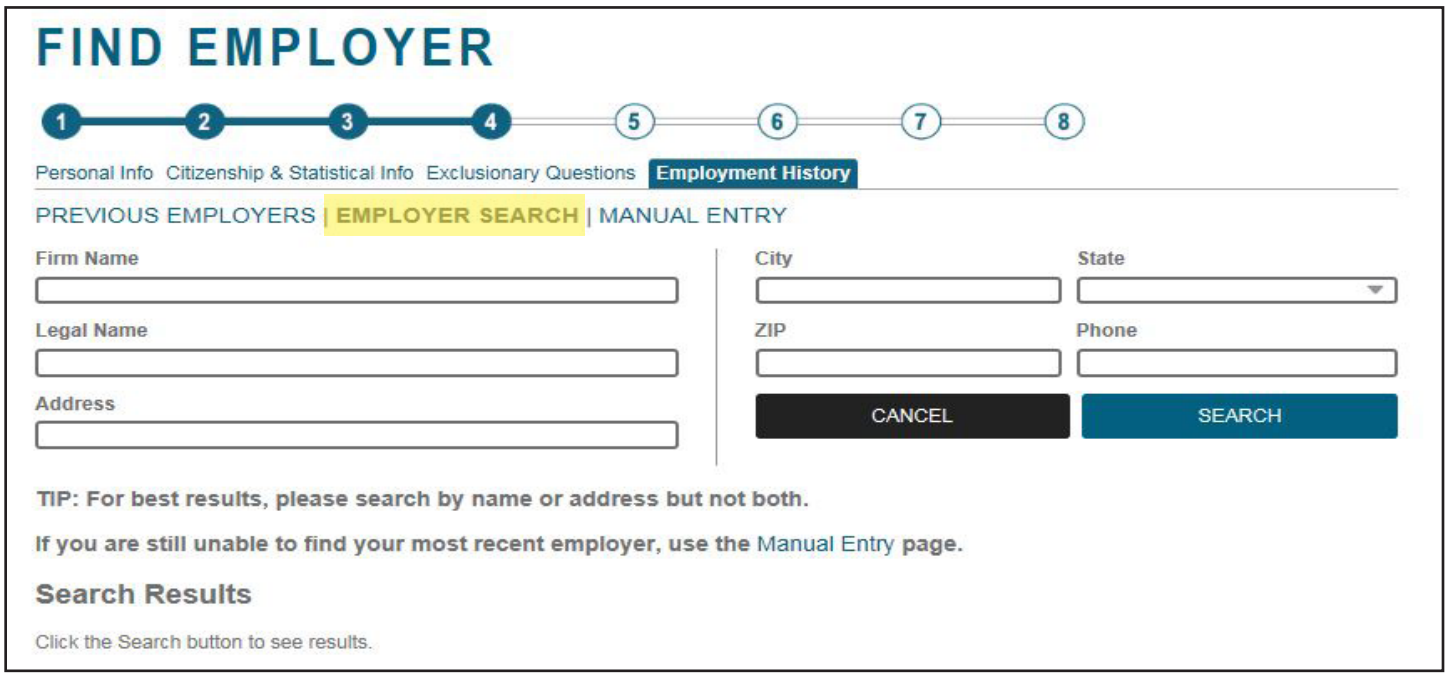


- The computer system will first attempt to find if there is any information about your employment on file with the agency.

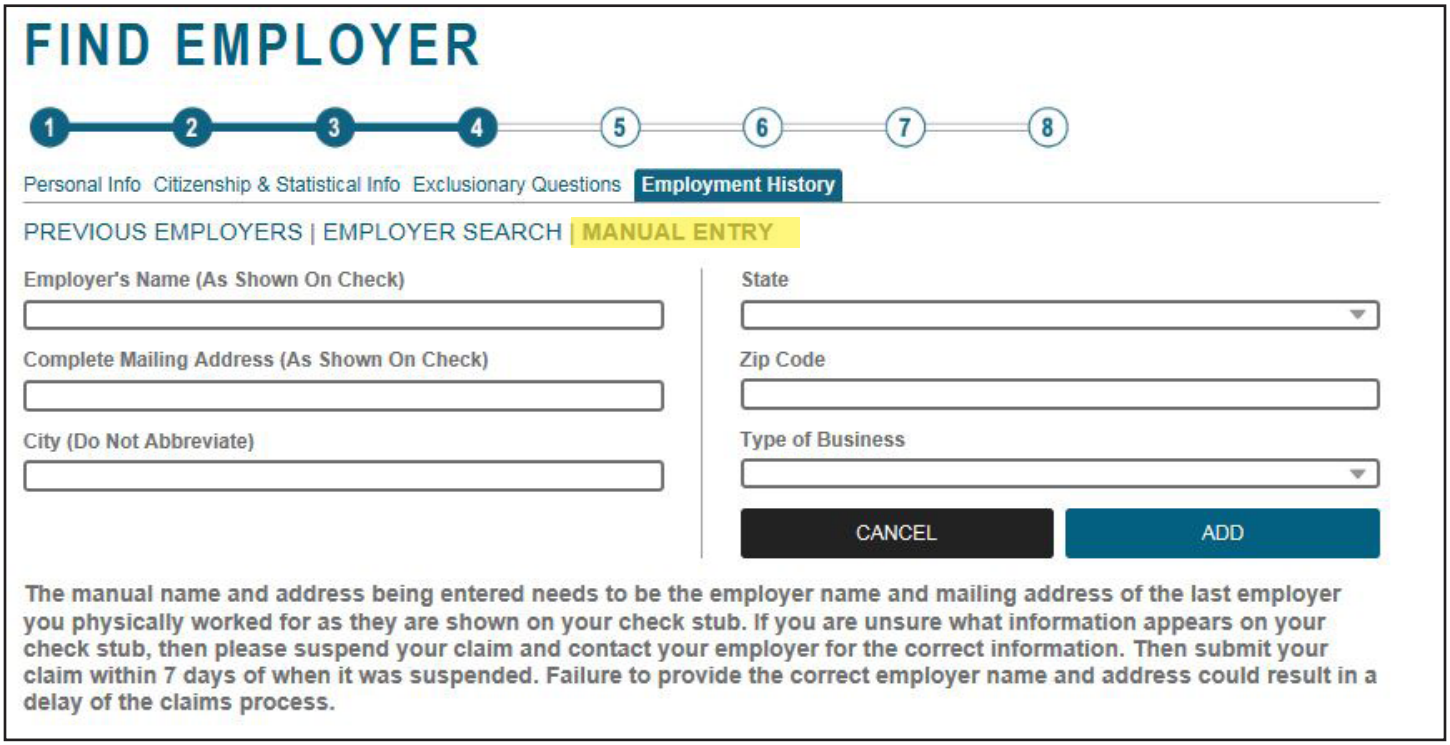


- If the employer is correct click on **SELECT**. The next page will ask for additional questions about your employment.
- If not continue to EMPLOYER SEARCH.

- If Employer information is not found, you will need to use the **EMPLOYER SEARCH** button to add your information.



- If you do not find your Employer with the Employer Search you can click on Manual Entry. The manual name and address needs to be the employer name and mailing address of the last employer you physically worked for as it appears on your check stub.



EMPLOYER INFORMATION

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

- Employer Information requires you to enter your first day physically worked, last day physically worked, locaton physically worked 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.

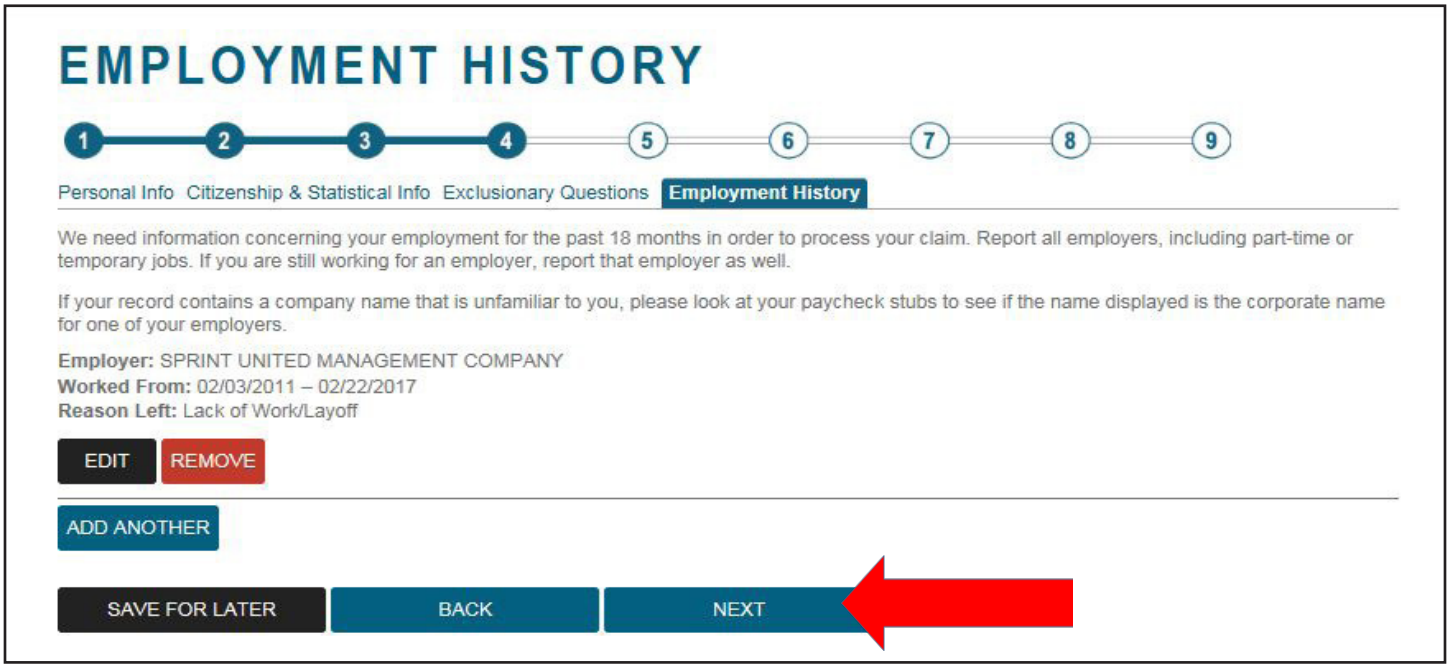
Labor Dispute
You are a member of a labor union and are unemployed because of a strike or contractual dispute with your employer.

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

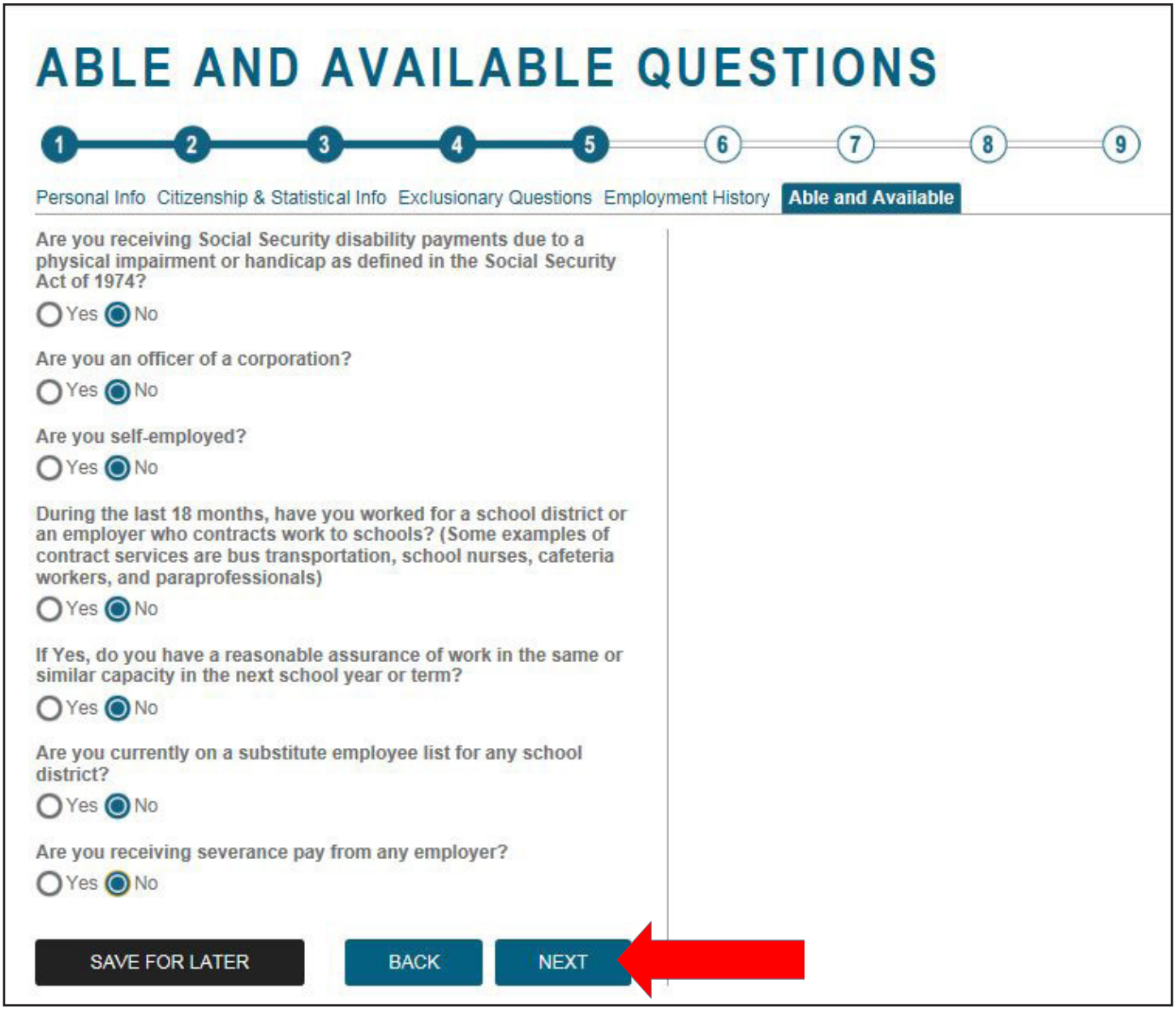
Business Closed in Kansas
Work is not available due to the closure of one or more business locations in the state of Kansas.

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.



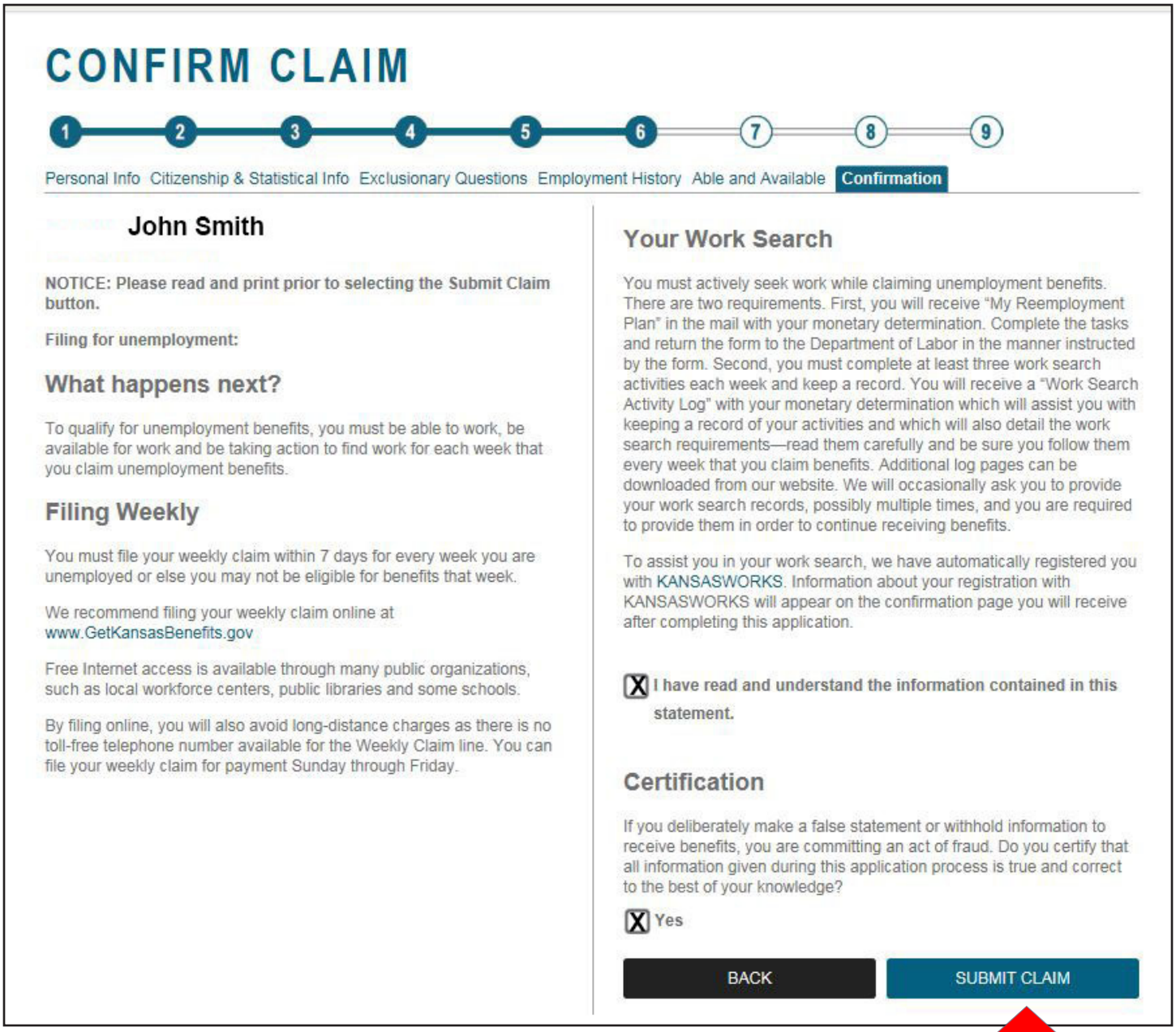
- Some responses to the Able and Available Questions may trigger the need for additional information. In many cases, the forms(s) needed to provide that information are online and this page will provide you links to those forms.

- **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.**

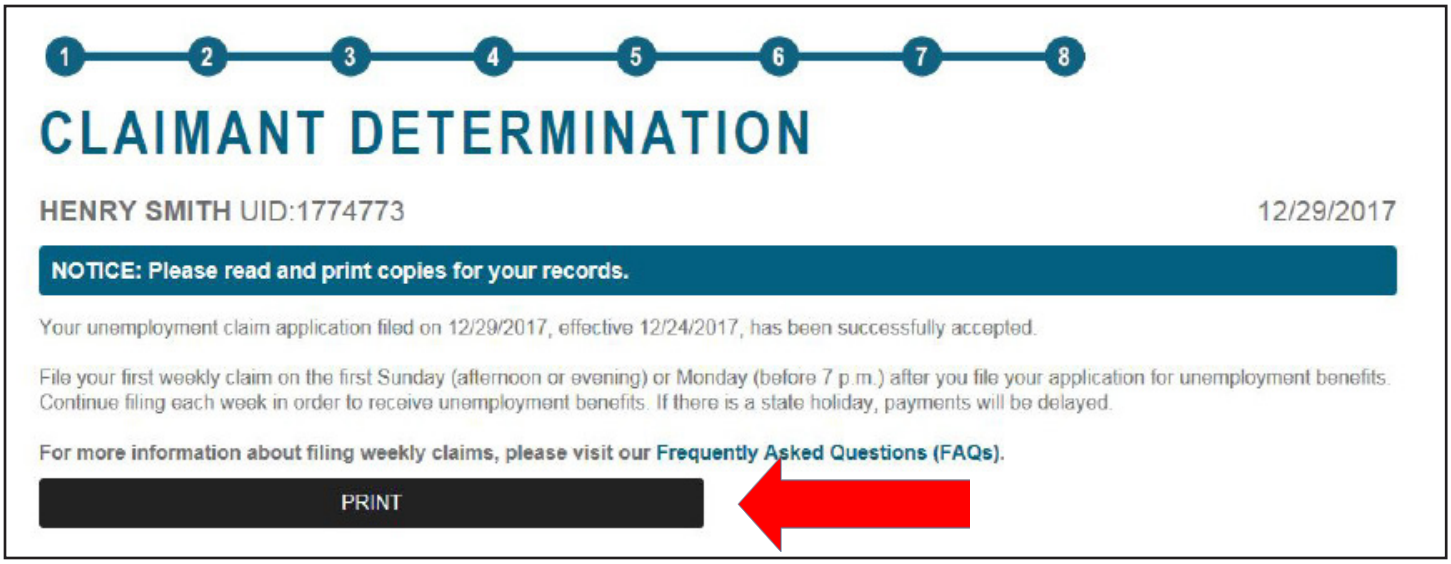
- Failure to complete and mail the form(s) within seven (7) days will result in your being ineligible to receive benefits. Remember to always have the printed forms available when you contact the Unemployment Contact Center.

- 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.



- 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.



- 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 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.

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Kansas
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