



PIN Assistance

Secure Login

Claimants will need to register a new account and create a password that complies with new requirements. When creating your password you should write it down and store it in a safe place.

New User: If you have never applied for unemployment before, you are a new user registering for the first time

Existing User: If you have previously filed for unemployment, you are an existing user,

Register

- To begin, select the "Register" link at <https://uiclaimsportal.ky.gov>. After clicking the link, you will be greeted by a welcome screen. Follow the instructions on the screen to continue registration.
- Next screen you will provide your Social Security Number (SSN) and do a test to identify objects in a picture.
- Next screen you will enter your new Username, which must be a valid email address.
- A User Registration Verification Code will be sent to your email address and it is required to complete registration. You may need to check your "spam" or "junk" folder in your email account.
- Next, provide a new, complex 12-digit password and confirm. Additional information about password requirements can be found in the information button.
- If you are a new user registering for the first time you will have to provide your first and last name, mailing address and phone number.
- You will have to confirm your SSN again and enter your eight digit PIN that was mailed to the address on file with your UI account.
- Next, enter the User Registration Verification Code sent via email.
- New and existing users will be prompted to setup a security question and answer.
- Once you have completed all information click the "Register" button on the bottom right of the screen. If you successfully register, you can login with your username (email address) and password by navigating back to the Login page.

For your own security, please remember not to provide personal information in response to any electronic communications regarding security breaches.

If you need additional assistance with your account registration and PIN you may call (502) 564-2900. This will only be for account registration and PIN assistance.