



We advance the economic well being of all Kansans through responsive workforce services.

# *Unemployment Insurance Desk Guide*

An easy reference to file  
unemployment claims online

## Welcome to online filing!

The Kansas Department of Labor is committed to providing unemployment benefits to those qualified individuals without unnecessary delays. We will work to ensure that benefit claims will be processed quickly and correctly, and will eliminate red tape wherever possible.

We've improved and streamlined our online application process—filing your benefits online is fast, easy to understand and secure. We've created this reference guide to help you along the way.

This guide is simple and straightforward. Just read along with each page of the application and follow the instructions given. On each page, we've recreated what you'll see on your computer screen as you complete your benefits application.

At the back of this guide, you'll find additional resources to help you check the status of your claim and update your file, as well as find even more resources for Kansas employment services.

Additionally, we are always interested in improving the way we provide unemployment information and services to our customers. Your feedback is extremely important to me and I would ask that you spend a few minutes filling out the survey at the end of the online application.

Thank you,

Lana Gordon  
Secretary  
Kansas Department of Labor

# Getting started

Begin by going to the Unemployment Insurance website at [www.GetKansasBenefits.gov](http://www.GetKansasBenefits.gov). Click on the link that reads, “Apply for Unemployment Benefits.”

The screenshot shows the homepage of the Kansas Department of Labor. At the top, there is a navigation bar with links for Home, About KDOL, Newsroom, KansasEmployer.gov, GetKansasBenefits.gov, Contact Us, Español, and Intranet. The main header features the Kansas Department of Labor logo and a group photo of diverse professionals. A sidebar on the left lists various services such as Unemployment, Employers, Workers Compensation, Labor Market Information, Labor Relations, Workplace Safety, Workplace Laws, Agency Guidance, and Overpayments. The central content area is titled 'GetKansasBenefits.gov' and includes a yellow arrow pointing to the 'Apply for Unemployment Benefits' link. Below this link are sections for 'File a weekly claim' and 'Login'. A 'Latest News' section on the right contains an article about the reduction of Emergency Unemployment Compensation (EUC) payments as of March 31, 2013, and provides contact information for the Unemployment Contact Center.

Kansas.gov



**DEPARTMENT OF LABOR**



[Get Kansas Benefits Home](#) | 
 [KDOL Home](#) | 
 [Forms](#) | 
 [Related Links](#) | 
 [System Requirements](#) | 
 [Contact Us](#) | 
 [Log Off](#)

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**Kansas Unemployment Insurance System Application for Initial Claim**



**Please print this Unemployment Insurance Application Checklist.**  
It contains all the information you will need to complete your claim application correctly.

**Unemployment Insurance Desk Guide**  
As easy reference to filing unemployment claims online

**When to use this system**  
You can file an unemployment insurance claim online:

- Sunday at noon – Monday at midnight
- Tuesday – Friday from 7 a.m. – midnight
- Saturday from 7 a.m. – 10:00 p.m.

**Checklist applies to Extended?**

**A few words before you get started**  
We know you are anxious to file your claim for unemployment benefits and to start collecting payment as soon as possible.

**Can you file for unemployment benefits? The answer is yes if:**

- You are currently unemployed
- You are currently working part-time

If you are still working full time but expect to be unemployed soon, you need to wait until you are no longer working before applying for benefits.

**How to file for your unemployment benefits via telephone tutorial**  
Watch the entire video now or look for this image when completing the application for additional help.

**Video Transcript**  
You may also submit your unemployment insurance application by phone. Call the **Kansas Unemployment Contact Center**.

[Continue](#)

Now you're ready to get started filing your initial claim. This page provides information about the hours you can file online and tells you if you are eligible to apply for unemployment benefits.

Before moving on, be sure to click the button that opens the "Application Checklist." The checklist details all the personal and employment information you'll need to complete your application.

Print a copy of the checklist for your use. (See page 24 in this guide for a copy of that checklist.)

We'll also ask you for an e-mail address. If you don't have an e-mail address, there are free services available such as gmail at Google.com and Yahoo! mail at Yahoo.com.

Once you have assembled all of your documents, you're ready to move on. Click on "**Continue.**"

The screenshot shows the Kansas Department of Labor website interface. At the top, there is a navigation bar with links: 'GetKansasBenefits Home', 'KCOL Home', 'Forms', 'Related Links', 'System Requirements', 'Contact Us', and 'Log Off'. The main header features the 'Kansas Department of Labor' logo and a group photo of diverse people. Below the header, a sidebar on the left contains several menu items: 'Apply for benefits', 'File a new claim', 'Check claim status', 'Change personal information', 'Or look through our frequently Asked Questions, Questions and Answers Booklet', 'Kansas Unemployment Update', and 'Find a job: KansasWorks.com'. A promotional box on the sidebar says 'Quicker than by phone. FILE ONLINE TODAY! Click Claim Collect'. The main content area is titled 'Kansas Unemployment Insurance System Application for Initial Claims'. It contains the following text: 'You must answer all questions in the unemployment insurance application. After completing your application, you must click on the "Submit Claim" button. Please wait for the Claimant Determination Page to appear. Your application is not accepted until you see this page. Print and keep the Claimant Determination Page for your records. This is your proof that you filed a claim.' Below this is a disclaimer: 'The information requested in this unemployment insurance application is required by law. There are penalties for making false statements in order to receive benefits not due to you. We use the information you provide to determine if you are eligible to receive benefits. Note: your information will be made available to our employers to process your application. Remember, only the claimant is authorized to use this system. If you allow someone else to file your claim, you and that person are committing fraud. The law provides penalties for making false statements or withholding material information in order to claim benefits not due to you. This includes penalties for perjury about your citizenship status. I have read and understand all of the above information and wish to continue with the internet unemployment insurance application. I understand I must complete the application and wait for the Claimant Determination Page for my claim to be processed. Under penalty of perjury, all information I provide is true and correct to the best of my knowledge.' At the bottom of the main content area, it says 'Now let's begin the claim process.' and features an 'Exit' button and an 'Accept and continue' button. A legend at the bottom indicates that a red asterisk (\*) denotes a required field. The footer includes the URL 'GetKansasBenefits.gov'.

**Please read and follow the instructions.**

Read this page carefully. It explains the rules pertaining to your unemployment application.

Once you read and fully understand the instructions, click on the **“Accept and continue”** button to begin the claim process.

 Need help? Look for this image throughout the application for additional help. The video will open in a separate window; you will not lose any of your information.

## Create Your User Name and Password

You need a user name and password to file your application. This allows you to save your information, check on the status of your claim and make changes to your personal information.

Create user name and password 

Already have a user name and password?

Forgot your user name and password?

## User name and password

If you are new to this system, click on the “**Create User Name/Password**” button and follow the instructions.

Remember that your password is case sensitive, which means it recognizes capital letters and lower-case letters. Write down the information you enter, because you’ll have to type it exactly the same way each time you visit our online system.

If you have already used the system and have a user name and password, click on the “**Login**” button and enter the information the same way you created it.

If you have forgotten your user name or password, click on the “**Help**” button. (Also see information at the bottom of page 6)

 Need help? Look for this image throughout the application for additional help. The video will open in a separate window; you will not lose any of your information.

### Create User Name and Password

\* User Name:  
Enter a User Name that you will not forget, such as your last name and first initial. Your User Name must be at least 6 characters in length and should not contain spaces.

\* Password: (Enter a password of at least 6 characters that you assign yourself. Your password is case sensitive.)

\* Verify Password:  
Re-enter the same password that you entered above.

Choose a user name you won’t forget. It should be **at least six characters long, with no spaces**.

Your password must also be at least six characters long. Remember, your password is case sensitive, so you must enter it exactly as you created it, with capital or lower-case letters, each time you use this system.

Verify your password and click on “**Continue**.”



Need help? Look for this image throughout the application for additional help. The video will open in a separate window, you will not lose any of your information.

To file a claim, you must have a Personal Identification Number. Fill out the information below to create your PIN.

#### User PIN Information

- \* Social Security Number:  
Enter your 9 digit social security number. (Enter as XXXXX XXXXX)
- \* Verify Social Security Number:  
Re-enter the same 9 digit social security number you entered above.
- \* PIN Number:  
If you already have a Personal Identification Number (PIN), enter it here. If not, create a PIN to be used as your electronic signature. Your PIN must be a 4 digit number. Do not use 0000 or 9999 for your PIN. You will need to use your PIN each time you use our system, whether through the Internet or our Unemployment Contact Center. Your PIN restricts access to your records, so it is important that you do not reveal your PIN to anyone.
- \* Verify PIN:  
Re-enter the same 4 digit Personal Identification Number you entered above.

(Only Click Once)

Continue

Legend: \* = required



Kansas Unemployment Insurance System

## Your PIN

Continue following the instructions to create your Personal Identification Number (PIN).

First, enter your Social Security number, without any spaces or dashes. Then verify it by entering it again.

Next, create a **four-digit PIN**. Don't use 0000 or 9999. Your PIN restricts access to your records, so keep it in a safe place and don't share it with anyone else.

Once you're done, click **"Continue."**

 Need help? Look for this image throughout the application for additional help. The video will open in a separate window; you will not lose any of your information.

Please select and answer 6 different questions from the drop down boxes below. You will be asked for this information if it becomes necessary to reset your password. Your responses are case sensitive. If asked these questions in order to reset your password you'll need to type the response exactly as you do now.

### User Registration - Security Questions

\* #1 What is the name of your first pet?

\* #2 Where did you go to high school?

\* #3 What month was your youngest sibling born?

\* #4 What is the color of your first car?

\* #5 What is your grandfather's middle name?

\* #6 What is your favorite vacation spot?

### User Registration - E-mail Address

\* E-mail Address

You need to supply us with an e-mail address so we can send you a temporary password in case you forget your password. If you don't have an e-mail account, you can sign up with any of the [Free E-mail Providers](#) that are available on the Internet. (Don't worry; this link will open a new browser window so you can easily return to this page.)

Legend: \* = required  Kansas Unemployment Insurance System

## Security questions

Next, we're going to ask you six security questions to protect your information.

If you forget your password and need to reset it, we'll ask you two of these questions to verify your identity. There are more possible security questions for you to select on the drop-down menu on each line.

Make sure you answer all of the questions and remember your answers.

Your answers are case sensitive, so remember where you used capital letters and lower-case letters.

We need you to provide us with your e-mail address. If you don't have an e-mail address, click on the link "[Free E-mail Providers.](#)" This will open a new window (you'll still be in the system), and allow you to sign up for a free e-mail account.

 Need help? Look for this image throughout the application for additional help. The video will open in a separate window; you will not lose any of your information.

### Account Reset - step 1

Please type in your last name.

Please type your SSN (XXXXXXXX)

Please type your date of birth (MM/DD/YYYY)

Please type your mother's maiden name

Legend: \* = required  Kansas Unemployment Insurance System

It is possible to reset your password online. You can access this assistance by clicking on "Help" on the "Create Your User Name and Password" page (see page 4 in this guide). When you request this assistance online, this is the first screen you will see.

 Need help? Look for this image throughout the application for additional help. The video will open in a separate window, you will not lose any of your information.

Your User Name is:

For security purposes your password has been reset.

You will be prompted to renew your password upon clicking "Continue".

Legend: \* = required  Kansas Unemployment Insurance System

 Need help? Look for this image throughout the application for additional help. The video will open in a separate window, you will not lose any of your information.

For security purposes, you are required to change your password.

**Change Password**

\* New Password  
Enter a password of at least 6 characters that you assign yourself.

\* Confirm New Password  
Re-enter the same password that you entered above.

Legend: \* = required  Kansas Unemployment Insurance System

 Need help? Look for this image throughout the application for additional help. The video will open in a separate window, you will not lose any of your information.

**Change Password**

Your Password has been successfully updated.

Legend: \* = required  Kansas Unemployment Insurance System

 Need help? Look for this image throughout the application for additional help. The video will open in a separate window, you will not lose any of your information.

For security purposes, you are required to change your PIN number.

Do not use 0000 or 9999 for your PIN.

This process may take a few moments, please do not click the "Continue" button more than once.

**Please enter your Personal Identification Number**

\* Please choose a new Personal Identification Number

Legend: \* = required  Kansas Unemployment Insurance System

## Password security

After entering your personal information, you will be asked two of your six security questions. If these are answered correctly, you will see the following information that helps you set a new password.

You are then required to reset your PIN. You may select the same PIN you used before.

Once you have entered the PIN, you will receive a confirmation page saying it has been changed (see below).

Our records indicate you provided this agency with an update to your personal information. This e-mail notification is being sent to you for your records only - you do not need to respond or take any other action at this time.

If you feel that you have received this e-mail notification in error, and that you did not submit an update to your personal information, please call the Kansas Unemployment Call Center. If calling from the Topeka area, call (785) 575-1460; from the Kansas City area, call (913) 596-3500 or from the Wichita area, call (316) 383-9947. If calling from outside these areas, call 1-800-292-6333.

**Please answer the following questions**

- \* 1. During the last 18 months, have you worked outside the state of Kansas?  Yes  No
- \* 2. During the last 18 months have you worked for the federal government? This includes employment with NAF, AAFES, etc.  Yes  No
- \* 3. During the last 18 months, have you performed any active military service of 90 days or more, other than training with a National Guard or reserve unit?  Yes  No
- \* 4. In the last 12 months, have you filed a claim for benefits against any state other than Kansas?  Yes  No

[Continue](#)

Legend: \* = required



Kansas Unemployment Insurance System

## The application process

Once you've logged in, we'll ask you four "yes" or "no" questions. Answer them accurately.

Click the "**Continue**" button and follow the instructions.

Depending on how you respond to the questions, you may be directed to complete your application by calling our Unemployment Contact Center.

**Your Personal Information**

Social Security Number                      XXX-XX-3333

Enter the following personal information for yourself

\* First Name

Middle Initial

\* Last Name

Enter your mailing address, including your apartment or lot number, if you have one. Enter your complete mailing address to ensure that you receive your debit card for benefit payments and other important Unemployment Insurance information.

\* Mailing Address

\* City (Do not abbreviate)

\* State

\* Zip Code

It is necessary that you have an e-mail address so that a new password can be sent to you in the event you forget your password. If you do not already have an e-mail account, you can obtain one from any of the free services that are available on the Internet. As a convenience to you we have provided a link to several of these services below. You may use one of those or choose your own. **Free E-mail Providers** (The link will open a new browser window so you can easily return to this page.)

\* E-mail Address

\* Please select the state in which you reside.

\* If you currently reside outside the state of Kansas and work or look for work in the state of Kansas on a regular basis, select yes, otherwise select No.

Yes  No

Provide a telephone number where you can be reached or receive messages during daytime hours. Please enter your area code and 7 digit telephone number without parentheses or dashes.

Telephone Number (  )  -

\* Highest Level of Education Completed

\* Have you served on Active Duty in the United States Armed Forces?  Yes  No

If Yes, what is your Veteran Type?

If No, Are you the spouse of a person who is on Active Duty, who has a 100% service-connected disability, or who died on Active Duty or from a service-connected disability?  Yes  No

\* Have you worked as a Seasonal Farmworker/Migrant during the past 12 months?  Yes  No

## Personal information

On this page, enter your personal information, including your Social Security number, name and address (including your apartment, lot or PO Box number), as well as your e-mail address. Select the state where you live from the drop-down menu.

Under **“Highest Level of Education Completed,”** click on the arrow to pull down a menu of choices and choose the one that best describes you.

If you have served on active duty in the U.S. Armed Forces, you will need to provide your veteran type. Click on the arrow to pull down a menu of choices and choose the one that applies to you.

\* Gender  Male  Female

\* Date of Birth   
Enter as MM/DD/YYYY

If you are known to your employer by another name, please enter it here:

\* We are required by the U.S. Department of Justice to gather information regarding applicants' race and ethnic characteristics. This information is for statistical reporting only. Please check the box that applies to you.

White  
 Black  
 Asian  
 American Indian or Alaska Native  
 Native Hawaiian or Other Pacific Islander  
 Not listed above or I do not wish to supply this information

\* Ethnic Heritage  
 Latino / Hispanic  
 Non Latino / Hispanic  
 None of the above

\* Are you a citizen or National of the United States?  Yes  No

If no, enter your Employment Authorization Number.

Your Employment Authorization Number is a 10-digit number that usually begins with the letter A and can be found on one of the following documents issued to you by the Immigration and Naturalization Service: I-551, I-151, I-688, I-688A.

Enter your employment authorization expiration date   
Enter as MM/DD/YYYY

\* For security purposes, enter your Mother's Maiden Name. Enter last name only.

For security purposes, enter your Driver's License or State ID Number, if you have one.

Enter your number without spaces or dashes.

Select the state that issued the Driver's License or ID number.

## Personal information (continued)

Don't forget to enter your birth date in this format: MM/DD/YYYY. If your birthday is Jan. 30, 1960, you would enter: 01/30/1960.

If you are not a citizen or national of the United States, you must enter your 10-digit Employment Authorization Number.

To complete your personal information, enter your mother's maiden name (the maiden name is the last name of your mother prior to any marriages).

Enter your driver's license number or state ID number without any dashes and click on the arrow to select the state that issued your ID.

Make sure you fill in all the answers.

When you are finished, click the **"Continue"** button to proceed.

Please note: If you stop while entering your personal information and leave the system before you reach the "Initial Claim" questions and begin filing your actual claim, your personal information will not be saved.

### Residency Information

- \* You selected Kansas for the state in which you live. Please select the county in which you live.

- \* Please select the city in which you live. If your city is not listed, select "Other".

[Continue](#)[Back](#)

Legend: \* = required



Kansas Unemployment Insurance System

## Residency information

On this page we'll ask you two questions about where you live. Click on the arrow to select the correct information from the drop-down menu.

Click on "**Continue**" to proceed.

Because you must show that you earned insured wages during the past 18 months to be eligible for unemployment benefits, we will need information concerning your employment for the past 18 months in order to process your claim. Report all employers, including part-time or temporary jobs. If you are still working for an employer, report that employer as well.

Because we do not have your employer in our current listing, select "My last employer is not in the list, I need to search for my employer." Then, complete the remainder of the questions on the page and click the Continue button to search for your last employer. If you worked for more than one employer over the past 18 months you will need to search for and include all the employers you worked for over the past 18 months.

#### Search Tips

##### Avoid common mistakes that will delay your application:

"Last Employer" means the last job you worked at prior to completing this application. If you are currently working part-time or in a temporary position, you must report this employer as your last employer.

If your record contains a company name that is unfamiliar to you, please look at your paycheck stubs to see if the name displayed is the corporate name for one of your employers.

#### No Employer Record.

#### Select Employer

- My last employer is not in the list, I need to search for my employer.
- I don't have any more employers to add for this claim.

The information collected here will be used to assist in auto-registering you on KansasWorks.com.

#### Additional Information

\* What is the job title of your primary occupation?

\* Select the job family that best fits your primary occupation

[Continue](#) [Back](#)

Legend: \* = required



Kansas Unemployment Insurance System

## Previous employer search

This page is very important when processing your claim, so be very thorough. You need to report **all** of your past employers from the past 18 months. That includes any part-time or temporary jobs you held, **no matter how long you worked there.**

The application asks for your last employer. That is the employer you worked for immediately before filing this application.

If any of your employers during that time don't automatically appear, you must search for them in our database. Choose the button that says, "**My last employer is not in the list, I need to search for my employer.**" Click on the "**Search Tips**" link for instructions on using the search engine (see page 13).

Once you have searched for all of your employers in the past 18 months and added them to the list, select the button that reads, "**I don't have any more employers to add for this claim.**"

Provide your job title from your **most recent** employer. Then click on the arrow to pull down a list of occupations. Select the classification that best describes your last job. We'll use this information to register you automatically on **KANSASWORKS.com**, a statewide job assistance site.

### Search Tips

#### Employer Search

You can search our system for your Kansas employer if you are unsure of their mailing address. Enter the employer name to begin the search. To improve the search capability, enter the city where your employer is located. When you find your employer's name, click on the "Add to Work History" link to add it to your employment history record.

\* Enter the company name:

\* Enter the city where your employer is located:

Search Back

If your employer is not listed above, you may search again or [Click here to manually enter your employer's information](#)

Legend: \* = required



Kansas Unemployment Insurance System

## Previous employer search

(continued)

To search for your employer, enter the full company name. Then enter the city where your employer is physically located and click on the **"Search"** button.

If you get a message that says **"No search results found,"** check your paycheck stubs to find the corporate name for your employer. Use that name in your search.

If you are still having difficulty, try searching using a single key word from the name of your employer. Example: instead of **"Kansas Department of Labor"** just search for **"Labor."**

If our database does not turn up your employer, click on the link to enter the name of your employer manually.

## Employer Search Results

Company Information	Click to add to work history
1. PIZZA HUT 1700 SW WANAMAHER RD TOPEKA,Kansas 66604 (620) 231-0159	<a href="#">Add to Work History</a>
2. PIZZA HUT 2007 SE 29TH ST TOPEKA,Kansas 66605 (620) 231-0159	<a href="#">Add to Work History</a>
3. PIZZA HUT 2119 SW GAGE BLVD TOPEKA,Kansas 66614 (620) 231-0159	<a href="#">Add to Work History</a>
4. PIZZA HUT 2310 NW TOPEKA TOPEKA,Kansas 66608 (620) 231-0159	<a href="#">Add to Work History</a>
5. PIZZA HUT 3406 SW TOPEKA BLVD TOPEKA,Kansas 66611 (620) 231-0159	<a href="#">Add to Work History</a>
6. PIZZA HUT 500 SW 10TH AVE TOPEKA,Kansas 66612 (620) 231-0159	<a href="#">Add to Work History</a>
7. K & N PIZZA HUTS INC 5877 SW 29TH TOPEKA,Kansas 66614 (913) 272-3176	<a href="#">Add to Work History</a>

## Search example

For example, we entered the employer name, “**Pizza Hut,**” and chose “**Topeka**” as the employer location. Our database search turned up these choices.

When you find your employer in the search, click on the link that says, “**Add to Work History.**”

To process your claim, you MUST enter your last employer in the Last Employer Information section. If the employer shown in the Last Employer Information section below is not your last employer, remove it by clicking the Change Order button. We'll send you back to the list of your employers so you can select the correct employer or search for the correct employer.

**Avoid common mistakes that will delay your application:**

"Last Employer" means the last job you worked at prior to completing this application. If you are currently working part-time or in a temporary position, you must report this employer as your last employer.

If your record contains a company name that is unfamiliar to you, please look at your paycheck stubs to see if the name displayed is the corporate name for one of your employers.

When the correct employer information is shown below, enter your first day worked and last day worked for this employer, your reason for leaving work and your gross earnings as instructed below. After you answer the severance pay question regarding your last employment, click the Continue button.

**You have reported your Last Employer as PIZZA HUT.**

Last Employer Information

**PIZZA HUT**

\* Enter First Day Worked:  (MM/DD/YYYY)

\* If you worked for this employer on more than one occasion, enter the date you began work during your last period of employment.

\* Enter Last Day Worked:  (MM/DD/YYYY)

If you worked for this employer on more than one occasion, enter the last day you worked during your last period of employment.

\* Reason for Leaving:  [Click here for help with Reason for Leaving](#)

\* Enter your gross wages from this employer: .00

above. Gross wages are wages before any deductions are taken out of your check. To determine your gross wages, multiply your hourly wage times the number of hours you worked for this employer during the period you listed above. **DO NOT** enter your hourly rate. If you worked for this employer 12 months or more, enter your total gross wages for the last 12 months only. If you worked less than 12 months, enter your total gross wages from this employment.

[Change Order](#)

Severance Pay

\* Are you currently receiving severance pay from your last employer?  
 Yes  No

[Continue](#) [Back](#)

Legend: \* = required

Kansas Unemployment Insurance System

## Employment information

Follow the prompts and enter in the first day you worked for this employer. If you worked for this employer on more than one occasion, enter the date you began work during your last period of employment.

Enter in the last day you worked for this employer. Again, if you worked for this employer on more than one occasion, enter the last day you worked during your last period of employment.

Enter the reason you left this employer by clicking the arrow and pulling down the list of possible reasons. To help you decide the best answer, click on the link that describes the different reasons (see next page). Please note that a Labor Dispute can refer to a strike or an employer lock out.

It is very important that the information on this page be from your LAST EMPLOYER. If this isn't your last employer but a previous employer, click on the button at the bottom of the page that reads, "**Change Order.**" You'll see a list of your employers. Click the button next to your last employer, then click "**Continue.**"

Next, enter your gross wages. You will need to enter your total gross wages earned from the employer that you just listed. Gross wages are wages before any deductions are taken out of your paycheck.

**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. This does not include disciplinary actions.
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 contractual dispute with your employer.
Lack of Work/Employer Bankruptcy	Work is not available as a direct result of the employer declaring bankruptcy.
Lack of Work/Business Closed in Kansas	Work is not available due to the closure of one or more business locations in the state of Kansas.

Close

Legend: \* = required



Kansas Unemployment Insurance System

**Employment information**

(continued)

If you were a salaried employee, indicate your annual gross salary in the space provided.

If you were an hourly employee, determine your gross wages by multiplying your hourly wage times the number of hours you worked for this employer during the period you listed above. DO NOT enter your hourly rate. If you worked for this employer 12 months or more, enter your total gross wages for the last 12 months only. If you worked less than 12 months, enter your total gross wages from this employment.

**NOTE:** If you need to make any changes to any of the past employers you listed, click on the **“Change Order”** button and select the employer you wish to edit.

Indicate whether you are receiving severance pay from your past employer, then click **“Continue.”**

**Initial Claims Questions**

- \* 1. Are you a member of a placement union and get work only through the union hiring hall? Yes  No
- 1a. If No, are you laid off from your most recent employer? Yes  No
- 1b. If question 1a is answered Yes, select the reason for your layoff. Weather Related ▾
- \* 2. Are you receiving Social Security disability payments due to a physical impairment or handicap as defined in the Social Security Act of 1974? Yes  No
- \* 3. Are you an officer of a corporation? Yes  No
- \* 4. Are you self-employed? Yes  No
- \* 5. During the last 18 months, have you worked for a school district or an employer who contracts work to schools? (Some examples of contract services are bus transportation, school nurses, cafeteria workers and paraprofessionals) Yes  No
- 5a. If yes, do you have a reasonable assurance of work in the same or similar capacity in the next school year or term? Yes  No
- \* 6. Are you currently on a substitute employee list for any school district? Yes  No

If you are having difficulty completing this claim application and want to save your information and continue filing later, either through the unemployment contact center or through the Internet, click on **Save and File Later**. (YOUR INFORMATION WILL BE SAVED FOR 14 DAYS.) If you have completed all of the required information and want to continue filing your claim on the internet, click on **Continue Filing Claim**.

**Please do not click the Continue or Save button more than once.** It may take a few seconds before the confirmation screen appears.

Continue Filing Claim

Save and File Later

Back

Legend: \* = required



Kansas Unemployment Insurance System

## Initial claims questions

Answer all of the questions on this page. This will help us determine if you are eligible to receive unemployment benefits.

If at any time you are having difficulty completing this claim application, or need to stop and continue later, you can click on the **“Save and File Later”** button. This will save your information for **14 DAYS**.

You’ll just need your user name, password and PIN that you entered at the beginning of this process to access your information again.

If you have completed all of the required information and want to continue filing your claim on the Internet, click on **“Continue Filing Claim.”**

Please do not click the **“Continue Filing Claim”** or **“Save and File Later”** button more than once. It may take a few seconds before the confirmation screen appears.

Please verify your answers to the Initial Claims Questions. If you need to make any changes, click on the Back button and change any incorrect answer.

### Initial Claims Questions

- |   |                  |
|---|------------------|
| 1. Are you a member of a placement union and get work only through the union hiring hall?   | No               |
| 1a. Are you laid off from your last employer?   | Yes              |
| 1b. If question 1a is answered Yes, select the reason for your layoff.  | Permanent Layoff |
| 2. Are you receiving Social Security disability payments due to a physical impairment or handicap as defined in the Social Security Act of 1974?  | No               |
| 3. Are you an officer of a corporation?   | No               |
| 4. Are you self-employed?   | No               |
| 5. During the last 18 months, have you worked for a school district or an employer who contracts work to schools? (Some examples of contract services are bus transportation, school nurses, cafeteria workers and paraprofessionals) | No               |
| 5a. If yes, do you have a reasonable assurance of work in the same or similar capacity in the next school year or term?   |                  |
| 6. Are you currently on a substitute employee list for any school district?   | No               |

**IF YOU WOULD LIKE TO REVIEW ALL OF YOUR CLAIM INFORMATION, PLEASE CLICK ON THE REVIEW CLAIM INFORMATION BUTTON, THIS WILL BE YOUR LAST CHANCE TO CHANGE YOUR INFORMATION!**

[Continue](#)
[Back](#)
[Review Claim Information](#)

Legend: \* = required



Kansas Unemployment Insurance System

## Verify your answers

Review all of your answers. If they are correct, click on **“Continue.”** If you want to review your whole claim application from the very beginning, click on **“Review Claim Information.”**

**PLEASE NOTE:** This will be your LAST chance to make any changes to your application.

**Jack A Doe**

**NOTICE: Please read and print prior to selecting the Accept/Submit Claim button.**

**Filing for Unemployment:****What happens next?**

To qualify for unemployment benefits, you must be able to work, be available for work and be taking action to find work for each week that you claim unemployment benefits.

**File weekly**

Stay in contact with your employer or placement union for each week that you claim unemployment benefits. You must file a weekly claim on the Internet or by telephone to receive your weekly unemployment payments.

**We recommend filing your weekly claim online at [www.GetKansasBenefits.com](http://www.GetKansasBenefits.com)**

Free Internet access is available through many public organizations, such as local workforce centers, public libraries and some schools.

By filing online, you will also avoid long-distance charges as there is no toll-free telephone number available for the Weekly Claim Line. You can file your weekly claim for payment Sunday through Friday.

**Read the book**

In the next few days, we'll mail you a booklet that explains your rights and responsibilities when filing for unemployment insurance benefits. **The booklet, "Unemployment Insurance Benefits," explains what you must do to receive benefits.**

Please read the booklet carefully-you are responsible for meeting the requirements. If you do not receive the booklet within 5 working days, please contact the Kansas Unemployment Contact Center and we'll send you another copy.

## What happens next?

You're almost done!

Read over the next pages very carefully. It outlines the steps you'll need to take if you are approved for unemployment benefits.

You can also find this information on the Web at [www.GetKansasBenefits.com](http://www.GetKansasBenefits.com). Click on the Frequently Asked Questions link. Please review the information in the booklet or on the Internet site carefully before filing your first weekly claim.

#### Filing an additional claim?

If you are filing an additional claim, we'll send you a quick reference postcard with our Contact Center telephone numbers and other important reminders.

While filing online is the fastest and easiest way to submit your weekly claim, you can also **file weekly claims by telephone**.

#### Keep good records

You are required to make several job contacts either in person, on the web or by mail for each week you claim benefits. Keep an accurate record of your job contacts as you will periodically be required to supply a written record of your job contacts to the unemployment contact center.

To assist you in your job search, we have automatically registered you with KANSASWORKS Deployment. Information about your registration with KANSASWORKS will appear on the confirmation page you will receive after completing this application.

I have read and understand the information contained in this statement.

#### Certification

If you deliberately make a false statement or withhold information to receive benefits, you are committing an act of fraud. Do you certify that all information given during this application process is true and correct to the best of your knowledge?

Yes

#### PLEASE PRINT THIS PAGE FOR YOUR RECORDS!

**Please do not click the Accept/Submit button more than once.**  
It may take a few seconds before the confirmation screen appears.

Accept / Submit Claim

Legend: \* = required



Kansas Unemployment Insurance System

Please read this page carefully. It reminds you that we'll be sending you a booklet that explains your rights and responsibilities when filing for unemployment insurance benefits. Please read the booklet carefully. You are responsible for meeting the requirements. If you do not receive the booklet within five working days, please contact the Kansas Unemployment Contact Center and we'll send you another copy.\*

This page also informs you that we have automatically registered you with **KANSASWORKS**, a job search organization. Further information about how **KANSASWORKS** can help you will appear on the confirmation page after you complete this application.

Once you're finished reading this section, click on **"I have read and understand the information contained in this statement."**

By clicking on the **"Yes"** button, on the Certification statement, you are verifying that all of the information you've provided in your application is true and that you understand that if you've deliberately provided false information, you are committing a felony. If this is correct, click on the **"Yes"** button and click on the **"Accept/Submit Claim"** button.

We encourage you to print this page for your records because it outlines the next steps in the unemployment benefits process.

\* The Questions and Answers booklet is also available online at [www.GetKansasBenefits.gov](http://www.GetKansasBenefits.gov) on the Frequently Asked Questions page under "Additional Information."



Need help? Look for this image throughout the application for additional help. The video will open in a separate window, you will not lose any of your information.

### Claimant Determination

**NOTICE: PLEASE READ THE BELOW PARAGRAPH AS IT CONTAINS IMPORTANT INFORMATION CONCERNING YOUR ELIGIBILITY.**

Information provided in your unemployment application raises a question concerning your eligibility to receive unemployment insurance benefits. To complete your application and speed up the processing of your claim, you must provide additional information about why you left your job. Please open the link below and complete all the questions in the new window. When you complete all of the additional questions, close that window and return to this page.

[Click Here to Provide Separation Information](#)

**NOTICE: PLEASE READ, COMPLETE NECESSARY INFORMATION AND PRINT COPIES FOR YOUR RECORDS.**

Your unemployment claim application filed on 10/14/2010, effective 10/10/2010, has been successfully accepted. It is not necessary to telephone the Unemployment Contact Center to verify your claim.

File your first weekly claim on the first Sunday (afternoon or evening) or Monday (before 7:00 p.m.) after you file your application for unemployment benefits. Continue filing each week in order to receive unemployment benefits. If there is a state holiday, payments will be delayed.

For more information about filing weekly claims, please visit our [Frequently Asked Questions](#).

The application process for filing for unemployment benefits includes automatic registration with KANSASWORKS Deployment as a courtesy service to you. We encourage you to use the following link to access your account to search and apply for job openings: <https://deployment.ajla.net>

## Claimant determination

Congratulations! You have successfully filed your initial claim for unemployment benefits. **DO NOT** call the Kansas Unemployment Contact Center to verify your claim.

At this point you may be requested to answer some additional questions. This is done so that you do not have to print off and mail in additional information we need to determine your eligibility for benefits.

When you select “**Click Here to Provide Separation Information,**” you go to a questionnaire that collects the additional information. The questionnaire is considered “intelligent” because it only asks questions directly related to the answers you provided on your initial claim application.

For example, if there is a question about why you left your employer, you might see this screen asking for an explanation.

There also will be an opportunity to provide detailed information about the incident once you continue.

### - Reason for Discharge

Select the final incident that caused you to be discharged from Wal-Mart.

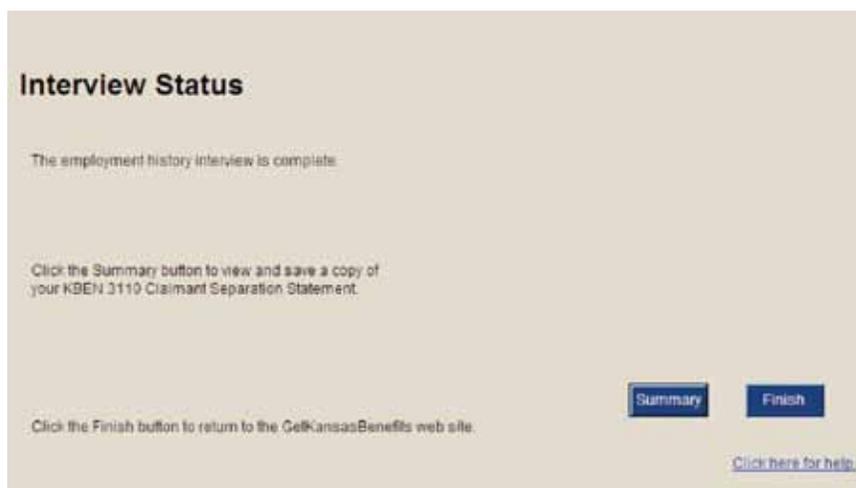
Select one

- Select one
- Absenteeism/tardiness
- Violation of company rule
- Work performance
- Did not have required job skills
- Alleged alcohol incident
- Alcohol use
- Alleged drug incident
- Failed urinary analysis
- Damage to property/equipment
- Dishonesty
- Dispute/conflict with superior
- Dispute/conflict with co-worker
- Other

Legend: \* = required

[View My Answers](#)

[Click here for help.](#)



You will still receive a copy of the Claimant Separation Statement (K-BEN 3110) with your scheduled call letter (K-BEN 80), but claimants who answered the questions online don't have to return it to KDOL. You still may submit any additional documents to the Contact Center within seven days.

You should continue to file weekly claims every Sunday (afternoon or evening) or Monday (until 7 p.m.), after you've filed this initial claim, even if you haven't yet heard from us. This will ensure that you continue to receive your benefits in a timely fashion. **DON'T FORGET TO FILE YOUR WEEKLY CLAIM.**

You can click on the link, "**Need answers?**" to learn more about filing weekly claims.

Please review the information in the Questions and Answers booklet or on the Internet site carefully before filing your first weekly claim.

Make sure you read through your entire confirmation page. Look for any instructions to download, complete and return specific forms. Failure to do so could delay your claim.

If you are requested to download additional forms to be returned to the Unemployment Contact Center, those forms can be found on the **www.GetKansasBenefits.gov** website by clicking the "forms" link.

## Take the survey

We know being unemployed is tough. We are continually striving to improve this process to make this time a little easier.

Please consider taking the short online survey that will appear after you submit your claim. It's only four questions, and your input will help us to improve this process in the future.

**Claimant Online Satisfaction Survey**

**How Are We Doing?**

We know it's difficult to be unemployed and that's why it's so important for us to know how to better serve you.

As part of an ongoing improvement process, we would appreciate your feedback on your online experience. This survey is only four questions long and should only take a couple of minutes to complete. Your input can help us to further improve the online filing experience in the future. (All submissions are anonymous.)

**1. How did you hear that you could file for unemployment benefits online? (Check all that apply)**

<input type="checkbox"/> Kansas Department of Labor Web site	<input type="checkbox"/> Kansas City Star/KansasCity.com	<input type="checkbox"/> Television ad
<input type="checkbox"/> Topeka Capital Journal/CJOnline.com	<input type="checkbox"/> Yahoo.com	<input type="checkbox"/> Radio ad
<input type="checkbox"/> Wichita Eagle/Kansas.com	<input type="checkbox"/> Careerbuilder.com	<input type="checkbox"/> Referral from the Kansas Department of Labor contact center
<input type="checkbox"/> Other (please specify)		

**2. How easy was it to use our online filing system?**

Difficult

Somewhat easy

Easy

**3. If you could improve one section of the online filing form, which would it be?**

Entering in my personal information.

Entering in my past employment information.

Answering eligibility questions.

None, the form is fine as is.

Other (please specify)

**4. Where did you complete this online application?**

At a Workforce Center

At a public library

From a home or personal computer

Other (please specify)

## Unemployment Insurance Checklist

*Information you need to file an unemployment insurance claim*

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**Can you apply for unemployment insurance benefits? You should apply immediately when your job has ended or your employer has reduced your work hours.**

- Your unemployment insurance claim DOES NOT begin on the date your job ended or your hours were cut back. You must apply first.
- Claims start on the Sunday of the week you submit your unemployment insurance application.

**Gather information. Have the following items ready before applying:**

- **Your information:**
  - Social Security number
  - Name (including prior names, e.g., maiden or married names)
  - Complete home mailing address, including ZIP code
  - Telephone number (if you have one)
  - E-mail address
  - The county you live in
  - Driver's license number or ID card
  - Employment authorization number and expiration date (if a non-citizen)
  - Form SF-50, W-2 and check stubs (if you were a federal employee within the past 18 months)
  - DD 214 Member #4 Form (if you served in the military in the past 18 months)
- **Your employer's information:**
  - The company name for all your employers from the past 18 months as it appears on your paycheck stub or W-2 form
  - Complete mailing address for those employers, including ZIP code and the city in which the business is physically located
- **Employment history:**
  - Your start and end dates with each employer you worked for in the past 18 months including month, day, year. (It doesn't matter how long you worked there!)
  - Your total wages earned with each employer and how you were paid (hourly, weekly, monthly)
  - Your reason for leaving each of those employers (quit, fired, laid off, leave of absence, etc.)

**Frequently Asked Questions**

**Filing an initial claim**

- [File an application for unemployment](#)
- [Monthly Authentication](#)
- [Need to file another initial claim](#)
- [Additional questions on the initial application](#)
- [Calculating the UIWA/TBA Amounts](#)
- [Alternative Carbons for Benefit Amount Determination](#)

**Weekly claim**

- [File a weekly claim online or by phone](#)
- [Payment Information and Debit Card](#)

**Self Service**

- [Check Claim Status](#)
- [Change Personal Information \(Address, PIN, password\)](#)

**Not receiving payment?**

- [Appeals process](#)
- [Denial of Benefits](#)
- [E-File](#)
- [Scheduled Call Notices](#)
- [Unemployment Liability](#)

**Other Available Programs**

- [Automatic Reinstatement for Job Departures](#)
- [Emergency Unemployment Compensation Application](#)
- [Education/Training](#)
- [Extended Benefits Programs](#)
- [Withholding](#)

**Additional information**

- [Account setup \(PINs and passwords\)](#)
- [Form 1099-G](#)
- [Questions and Answers Booklet](#)
- [Tips - General information](#)
- [TDPS frequently asked questions](#)

Disclaimer: The information stated here 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](#).

## Checking the status of your claim or changing your personal information

You can obtain information concerning the status of your claim anytime through our website by selecting an option under **Self Service** on the Frequently Asked Questions page. You can also check your status through our telephone weekly claims line.

You can receive the following information about your claim:

- The last three weeks you claimed.
- The date and amount of your payment.
- The amount of benefits remaining.
- If a payment was not issued, the system may be able to tell you the reason.
- If the amount of your payment is reduced because of other earnings, pensions, child support deductions or any other reasons, the system will tell you the amount of the deduction and the reason for it.

When you select “Check Claim Status” or “Change Personal Information,” it takes you to the Privacy Policy page. Select “Continue” at the bottom of the page. On the next screen select “Login” to enter your User Name and Password and access your account.

## Resources for employment services

In addition to the auto-registration with **KANSASWORKS** that is part of your unemployment application, there are other sources for employment services found on the [www.GetKansasBenefits.gov](http://www.GetKansasBenefits.gov) website.

From the home page, select the link "Find a job."

The screenshot shows the homepage of the Kansas Department of Labor's unemployment benefits website. The header includes the Kansas logo and the text 'DEPARTMENT OF LABOR'. A navigation bar contains links for Home, About KDOL, Newsroom, KansasEmployer.gov, GetKansasBenefits.gov, Contact Us, Español, and Intranet. The main content area is divided into several sections:

- Unemployment**: A sidebar menu with links for Employers, Workers' Compensation, Labor Market Information, Labor Relations, Workplace Safety, Workers' Liens, Agency Guidance, and Overpayments.
- GetKansasBenefits.gov**: A central section with a 'Login' button and instructions to file a weekly claim. It includes contact numbers for Kansas City, Topeka, Wichita, and toll-free numbers.
- Unemployment Contact Center Hours**: A section detailing office hours from Monday through Friday, 9:00 a.m. to 4:15 p.m., excluding state holidays.
- Report Unemployment Insurance & Workers Compensation FRAUD**: A prominent warning section.
- KANSERVE**: A section for Skills, Education & Resources for Veteran Employment.
- Latest News**: A section with multiple news items regarding emergency unemployment compensation payments, claimant questions about benefit reductions, and frequently asked questions about overpayment debt.
- Frequently Asked Questions**: A section with links for Benefits Available, Report Fraud, and Find a Job.
- Other Resources**: A section with links for Forums, Related links, System Requirements, Privacy Notice, and Employer Payroll Tax.

Two yellow arrows are overlaid on the image: one points to the 'Find a Job' link in the left sidebar, and the other points to the 'Find a job' link in the bottom right section of the page.