

# First Time User Login Instructions

Revised 11/29/2023



1. Create an Account
2. Email Verification
3. Multi-Factor Authentication
4. Identity Verification

## ATTENTION:

- Registration will take 10-20 minutes and must be completed in one sitting
- Delete all cookies and cache, if problems are experienced
- Your email will be your new username

To apply for unemployment benefits go to [GetKansasBenefits.gov](https://getkansasbenefits.gov) and click on **Log in/Register**.



You will be taken to the **Benefits Login** page where you will choose **Create Account: Register**



## Benefits Login

**Note:** Login and registration are required for utilizing the online unemployment insurance benefits system. You may use this service to file an initial claim, continue an existing claim or check the status of an existing unemployment insurance claim. Please also note the KDOL Benefits site has been updated for security enhancements and review the [step-by-step guide](#) before creating an account.

Sign In:

Login

Create Account:

Register

### MFA System Hours of Service:

Sunday from noon to Monday at 9:15 p.m.  
Tuesday through Friday from 7 a.m. to 9:15 p.m.  
Saturday from 8 a.m. to Sunday at 5 a.m.

# Sign up

Create an Account and follow the instructions provided below.



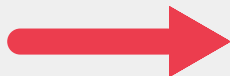
Items in **red** cannot be changed once submitted, enter these correctly and remember what you entered.



## Create Account

To create your account fill in the following information:

- **Email** – A unique email is required to create your account.
- Personal Identification Number (PIN) – Create a four-digit number. It cannot be all 0000, 9999 or start with a 0.
- **Social Security Number (9 Digits)**
- Legal first name
- Middle initial (optional)
- Legal last name
- Phone number
- Street address
- City
- State
- Zip code
- **Date of Birth (mm/dd/yyyy)**
- Security word



If you receive this screen, you have incorrectly entered account details. Correct the red highlighted areas and click **Register**.

**Create New Account**

Email Address:

Confirm Email Address:

PIN: ?

Confirm PIN: ?

Social Security Number:

Confirm Social Security Number:

First Name:

Middle Initial:

Last Name:

Phone:

Street Address:

City:

State:

Zip Code:

Date of Birth: (mm/dd/yyyy)

Security Word:

**REGISTER**

[Returning User?](#)

**PLEASE ENTER CORRECT DETAILS**

**Create New Account**

Email Address:

Confirm Email Address:

PIN: ?

Confirm PIN: ?

Social Security Number:

Confirm Social Security Number:

First Name:

Middle Initial:

Last Name:

Phone:

Street Address:

City:

State:

Zip Code:

Date of Birth: (mm/dd/yyyy)

**Please enter a valid DATE OF BIRTH**

Security Word:

**REGISTER**

**PLEASE ENTER CORRECT DETAILS**

[Returning User?](#)

2

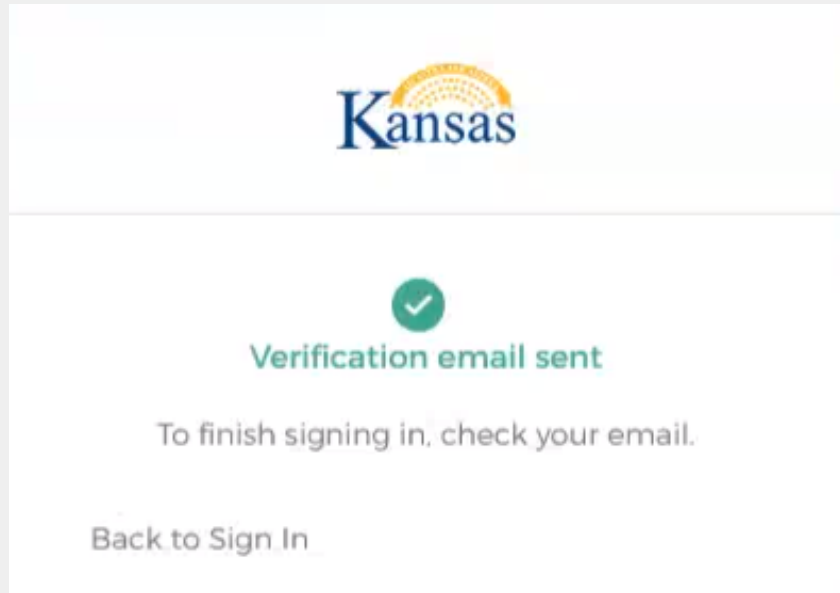
## Email Verification

A **Verification email** will be sent to the email address that you provided. The email will be from **noreply@ui.kdol.ks.gov**. Click the **Activate Account** button in the email.

**DO NOT click the button more than once.**  
**DO NOT forward the email.**  
**DO NOT wait more than 24 hours to click the link.**

If you do not receive an email within the next five minutes, check your spam folder.

You will click the **Activate Account** button.



Dear FRED,

The Kansas Department of Labor is consolidating access to all applications into a single access point. This means you can conveniently access all the applications you normally use through a single secure home page. Below is your user account. Click the following link to activate:

[Activate Account](#)

This link expires in 24 hours.

Your username is [REDACTED]

Your sign-in page is <https://sso.dol.ks.gov>

If you experience difficulties accessing your account, please contact support (1-800-292-6333).

Welcome to kansas, [REDACTED]  
Create your kansas account



Enter new password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 5 passwords

Repeat new password



Add a phone number for resetting your password or unlocking your account using SMS (optional)

Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

 Add Phone Number

## Enter new password

You will be asked to enter a new password.

## Security Image

Choose a security image, then click *Create My Account*.



Click a picture to choose a security image

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.



Create My Account

### 3

## Multi-Factor Authentication (MFA)

MFA protects you from fraudsters and identity thieves who may try to access your account and personal data. This adds an additional layer of security to your account and requires you to enter a code, received via phone call, email or text for verification.

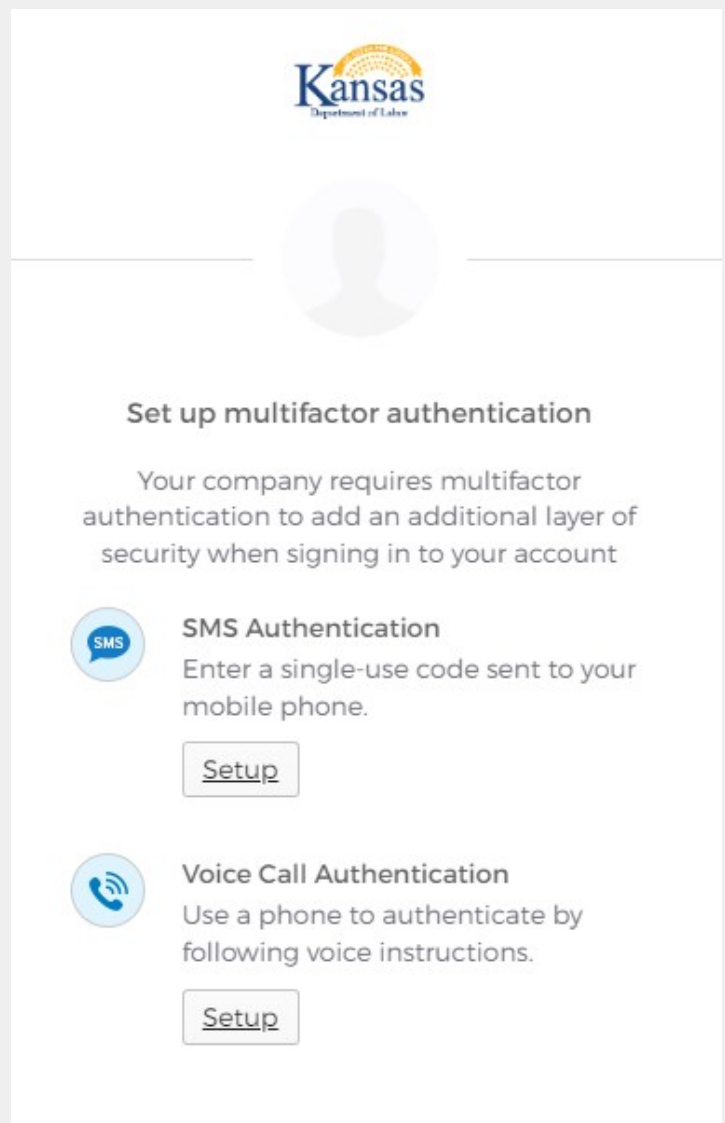
One of the following below must be completed:

### Text Preference 1:

- Click the **Setup** button.
- Enter mobile phone number
- Click the blue **Send** code button
- Wait for the system to send a text message to the mobile phone number entered
- Enter the code provided
- Click the blue **Verify** button

### Voice Call Preference 2:

- Click the **Setup** button.
- Enter your phone number to receive voice calls (mobile phone recommended)
- Click the blue **Call** button
- Wait for the system to call the phone number entered with an audible code
- Answer the call
- Enter the code provided over the call
- Click the blue **Verify** button



The screenshot shows the 'Set up multifactor authentication' page for the Kansas Department of Labor. At the top is the Kansas Department of Labor logo. Below it is a placeholder for a user profile picture. The main heading is 'Set up multifactor authentication', followed by the text: 'Your company requires multifactor authentication to add an additional layer of security when signing in to your account'. There are two options for authentication: 'SMS Authentication' and 'Voice Call Authentication'. Each option has a corresponding icon (SMS bubble and phone handset) and a 'Setup' button.

**Kansas**  
Department of Labor

Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your account

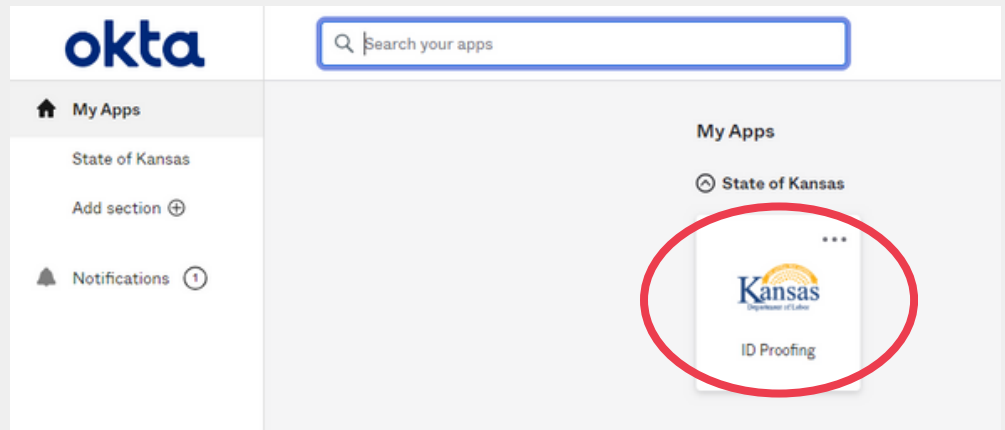
**SMS Authentication**  
Enter a single-use code sent to your mobile phone.  
[Setup](#)

**Voice Call Authentication**  
Use a phone to authenticate by following voice instructions.  
[Setup](#)

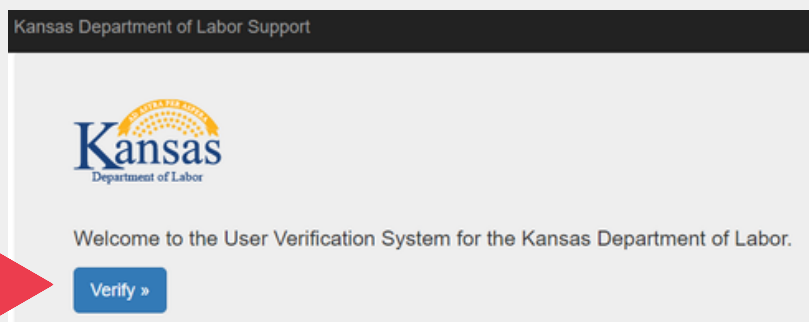
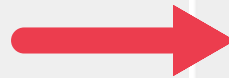
4

## Identity Verification

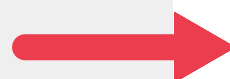
Click **ID Proofing** to verify your identity.



Click the blue **Verify »** button



Answer the questions and click **Verify**.



Kansas Department of Labor Support

What color was your 1987 GMC Step Van?

Help Text: May include vehicles that were previously owned, leased or co-signed by you

☐ Dark Blue

☒ Red

☐ Silver

☐ White

☐ I have never been associated with this vehicle

Which of the following addresses have you ever been associated with?

Help Text: The addresses listed may be partial, misspelled or contain minor numbering variations from your actual address

☒ 15213 Foster Street

☐ 414 North Mill Street

☐ 421 Chestnut Street

☐ 514 Lincoln Street

☐ I have never been associated with any of these addresses

Which team nickname is associated with a college you attended?

Help Text: Select the athletic team name on the college you have attended.

☒ Gaels

☐ Pioneers

☐ Trojans

☐ Vikings

☐ None of the above

Verify

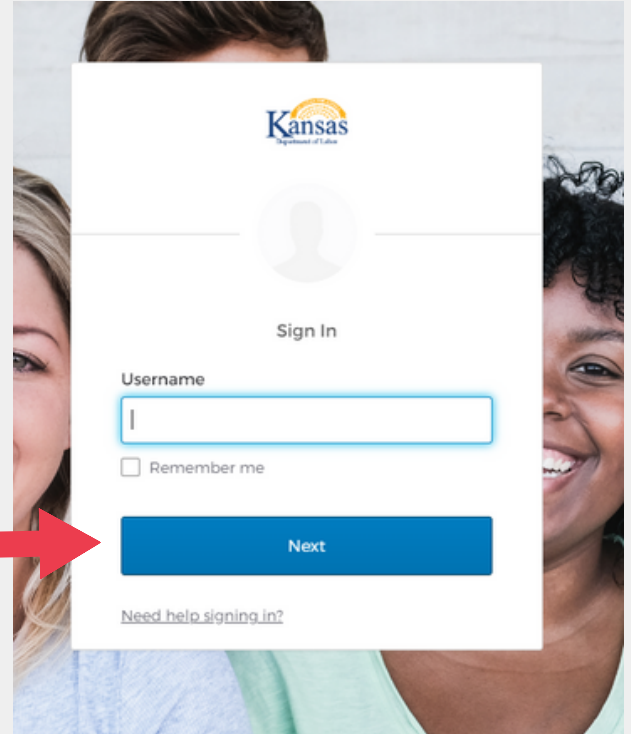
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Version: 2.0.16.3



## What happens if you followed these steps and still cannot log in?

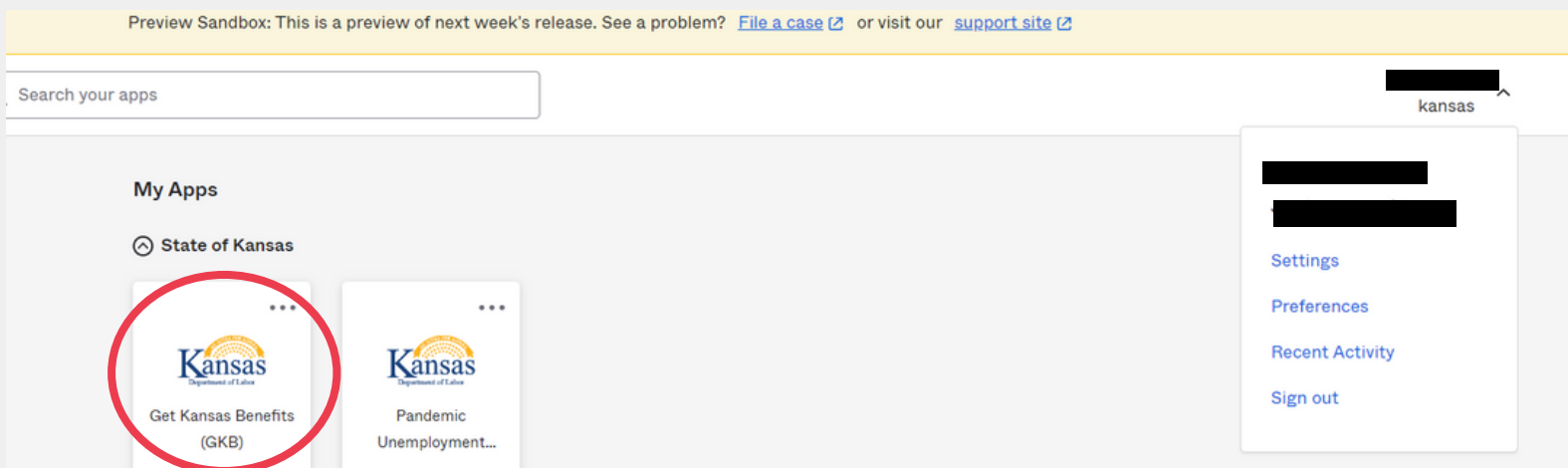
You will need to go to <https://uiassistance.getkansasbenefits.gov> and create a **Portal Request**. Upload a copy of the following:

- Driver's license or Identity Document (ID)
- Social Security Card



## Claimant Dashboard

With account registration now complete, you will arrive at the dashboard page. This will be your log in page going forward for **Get Kansas Benefits (GKB)**.



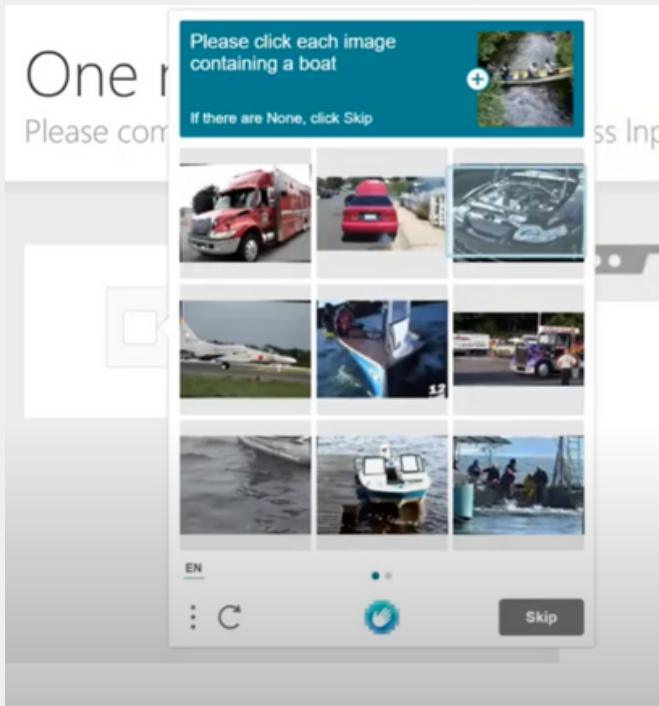


## Self-Service Account Settings

From the **What Would You Like To Do?** page, you can update your information by clicking ***Change Your Personal Information***

From here, you can update:

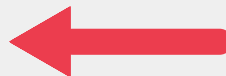
- Name
- Phone number
- Address
- Residency information
- PIN
- Security word

A screenshot of the 'WHAT WOULD YOU LIKE TO DO?' page on the Kansas Department of Labor website. The page has a white background with a blue header containing the Kansas Department of Labor logo and navigation links: Unemployment, Employers, Workers Compensation, Labor Relations, and Industrial Safety and Health. Below the header, the title 'WHAT WOULD YOU LIKE TO DO?' is displayed in large blue letters. A list of blue buttons with white text follows: 'APPLY FOR BENEFITS', 'FILE A WEEKLY CLAIM', 'CHECK YOUR CLAIM STATUS', 'CHANGE YOUR PERSONAL INFORMATION', 'PAYMENT OPTIONS', '1099-G ADDRESS CHANGE', 'REQUEST 1099-G REPRINT', 'VIEW FAQs', and 'LOGOUT'. At the bottom, there are links for 'About Us', 'Contact Us', 'Privacy and Security', and 'Intranet'. A red arrow points to the 'CHANGE YOUR PERSONAL INFORMATION' button.

You may be required to complete a CAPTCHA when logging into your account. A CAPTCHA is a type of challenge response test used to determine whether the user is human.

### Complete CAPTCHA

Complete the CAPTCHA by selecting all appropriate images.



If you have any further questions or issues, contact the Kansas Department of Labor Unemployment Insurance Contact Center:

Kansas City: (913) 596-3500

Topeka: (785) 575-1460

Wichita: (316) 383-9947

Toll-Free (800) 292-6333