

Get Answers to Your Unemployment Benefit Questions

Call Monday – Friday 8:00 A.M. to 4:30 P.M.

651-296-3644 (Twin Cities calling area)

1-877-898-9090 (Greater Minnesota)

1-866-814-1252 (TTY for the hearing impaired)

New Applicant

(no previous account or password)

1. Make your **language choice**
(English, Spanish, Hmong, Somali).
2. Enter your **Social Security number**.
3. **Press 1** To apply for benefits, or;
Press 2 For frequently requested information.

If you press 2, you will hear:

Press 2 For Web address, Customer Service

Center hours, and phone instructions

Press 3 When to apply for benefits

Press 4 What information you need to apply

Press 5 Who qualifies

Press 6 How benefits are calculated

Press 7 Overview of the application process

Press 8 For a question about a topic not listed

Press 9 To apply for benefits now

Press 1 To repeat the menu.

Press 0 To speak with a representative.

Returning Applicant

(if you have an account and password)

1. Make your **language choice**
(English, Spanish, Hmong, Somali).
2. Enter your **Social Security number**.
3. **Enter your password, press #** (pound sign).

You will hear important messages about your account. When the messages end, you will hear the following:

Press 1 (You will hear different options, such as: repeat the information; request a benefit payment; reactivate your account, or; apply for benefits).

Press 2 For other options.

If you press 2, you will hear:

Press 1 To change your address, password, or payment options.

Press 2 For account balance or other account information.

Press 3 For answers to commonly asked questions or to speak with a customer service representative.

If you press 3, you will hear:

Press 2 How benefits are calculated

Press 3 Where benefits are deposited

Press 4 For appeal information

Press 0 To speak to a representative.

Press 1 to repeat the menu.

Forgot your Password?

(or accidentally locked your account)

1. Make your **language choice**
(English, Spanish, Hmong, Somali).
2. Enter your **Social Security number**.
3. **Press #** (pound sign).

After you press #, you will hear:

Press 1 To confirm your identity and select a new password.

Press 2 To have a temporary password mailed to you at the address we have on record.

Press 3 To speak to a representative.

(You will be asked questions to confirm your identity so your private information is kept secure).



Minnesota Department of Employment and Economic Development
Unemployment Insurance Program

P.O. Box 75576 ▪ St. Paul, MN 55175-1252 ▪ www.uimn.org ▪ Fax: 651-205-4007

Upon request, this information is available in an alternative format such as Braille, large print, audiotape or computer disk.

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