

## FILE FOR UNEMPLOYMENT INSURANCE BENEFITS

The unemployment insurance program helps workers who are unemployed through no fault of their own **and are fully able and available to work**. It provides temporary income to eligible Workers while they look for new work.

To receive unemployment insurance benefits in North Dakota, you must first file a claim. You can file a benefit claim at your convenience—online or by phone.

Since unemployment insurance weeks run from Sunday through Saturday, file your claim by Saturday of the week you wish to start your claim. *Your unemployment insurance claim cannot be back-dated and is effective the Sunday of the week in which it is filed.*

Have this information available before you file.

- Social Security Number
- Government issued ID
- Alien Registration Number (if you are not a U.S. citizen)
- A valid email address
- Employment history for the past 18 months, including:
  - Each employer's name, address and phone number
  - Employment dates (month/year)
  - Why you are no longer employed
- Final work day prior to filing your claim (last day physically worked)
- Details of severance / pension pay
- Union name, address and hall number (if applicable)
- DD-214, Member Copy 4 (if you were in the military in the last 18 months)
- SF-50 or SF-8 (if you were a federal employee in the last 18 months)
- Most recent pay stub (helpful, but not mandatory)

### *File Faster with UI ICE*

The Unemployment Insurance Internet Claims Entry (*UI ICE*) system provides a secure, convenient way to file for unemployment insurance benefits. File from almost anywhere you

have an Internet connection. It's easy and convenient—plus, it's generally faster than filing by phone.

- Go to [jobsnd.com](http://jobsnd.com).
- *Click* Unemployment Benefits to arrive at the Unemployment for Individuals page.
- *Click Log into UI ICE* to arrive at the North Dakota login screen.
- If you already have a North Dakota Login ID and password, enter them and click *Login* here. If not, simply *click Register Now* and create an account.
- Once you have created an account, log in to *UI ICE* and enter your Social Security Number and date of birth. The system will validate your information for security purposes and determine the options available to you.
- Under Manage My Claim, Click on File a Claim

You will be asked to *enter your personal information, select a 4-digit Personal Identification Number, you will be asked a series of questions* to determine your eligibility for benefits. Provide accurate, detailed, and complete information to speed the process. Make sure to carefully read Claimant Responsibilities and Eligibility Requirements before submitting your claim.

#### [File by Phone at 701-328-4995](#)

You can file an unemployment insurance claim by phone (if you have worked for one employer the last 18 months). using the Interactive Voice Response (IVR) telephone system. You will be asked several questions to confirm your identity and employment status.

Speak your answers clearly into your phone or use the touch-tone keypad (using 1 for yes and 2 for no). For best results, call from a quiet location, do not use the speakerphone, and when using a cell phone stay in a location with a strong signal.

If you are disconnected when filing your claim, call back during the same week and resume your claim where you left off. Stay on the line until you receive confirmation that your claim has been accepted.

#### [Find More Answers in the Claimant Guide](#)

Reference the Unemployment Insurance Claimant Guide or watch “How to” videos for additional information to answer most unemployment insurance questions on [jobsnd.com](http://jobsnd.com).

### Remember to Certify

Weekly certification is used to verify that you were unemployed during the week and are eligible to receive benefits. You must maintain your eligibility and complete weekly certifications to receive benefits.

*Simply establishing a claim does not start benefit payments to you.*

You can certify online through UI ICE or by phone at 701-328-4995.

### System Availability

The unemployment insurance online and phone systems are available seven days a week except from 10 p.m. to midnight, Monday through Friday, when system maintenance is performed.

North Dakota has nine Local Offices to help with questions on posting your resume and looking for a new job. In addition to the Local Offices, there is one Central Office that can help with your Unemployment Claim and questions about your claim.

Job Service North Dakota Central Office:

Job Service North Dakota Unemployment Insurance Claims  
PO Box 5507  
Bismarck, ND 58506-5507  
Ph: 701-328-4995  
Fax: 701-328-2728