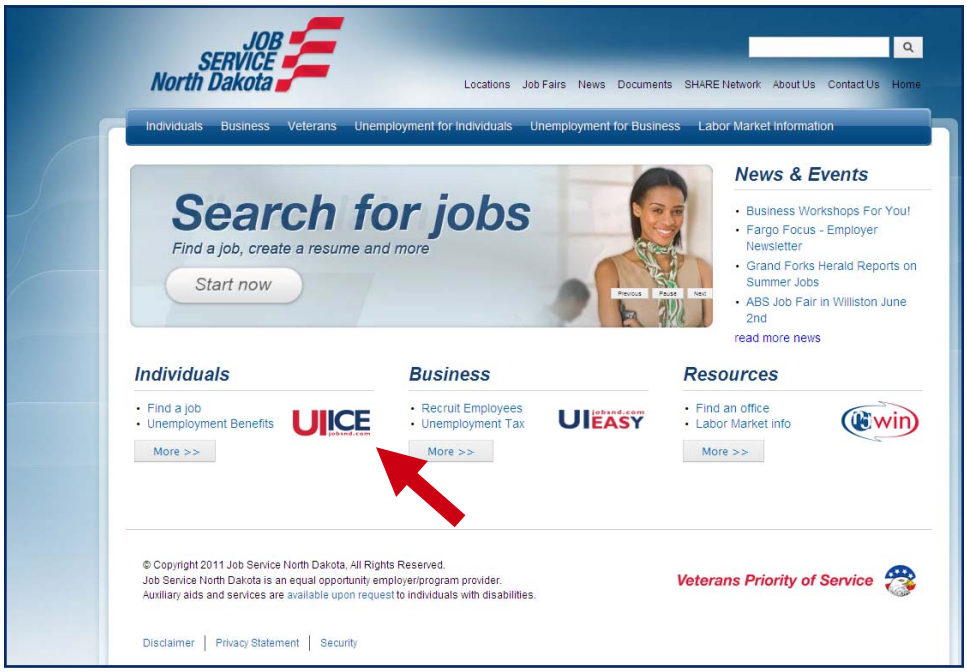
Unemployment Insurance
UI ICE Reference Guide

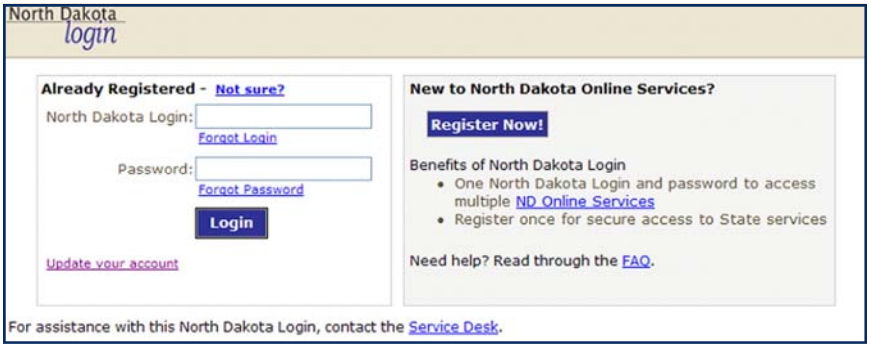
Unemployment Insurance

You can file an unemployment insurance claim, complete weekly certifications, choose your payment option, complete reemployment activities, check your claim status and file an appeal online at *UI ICE*.

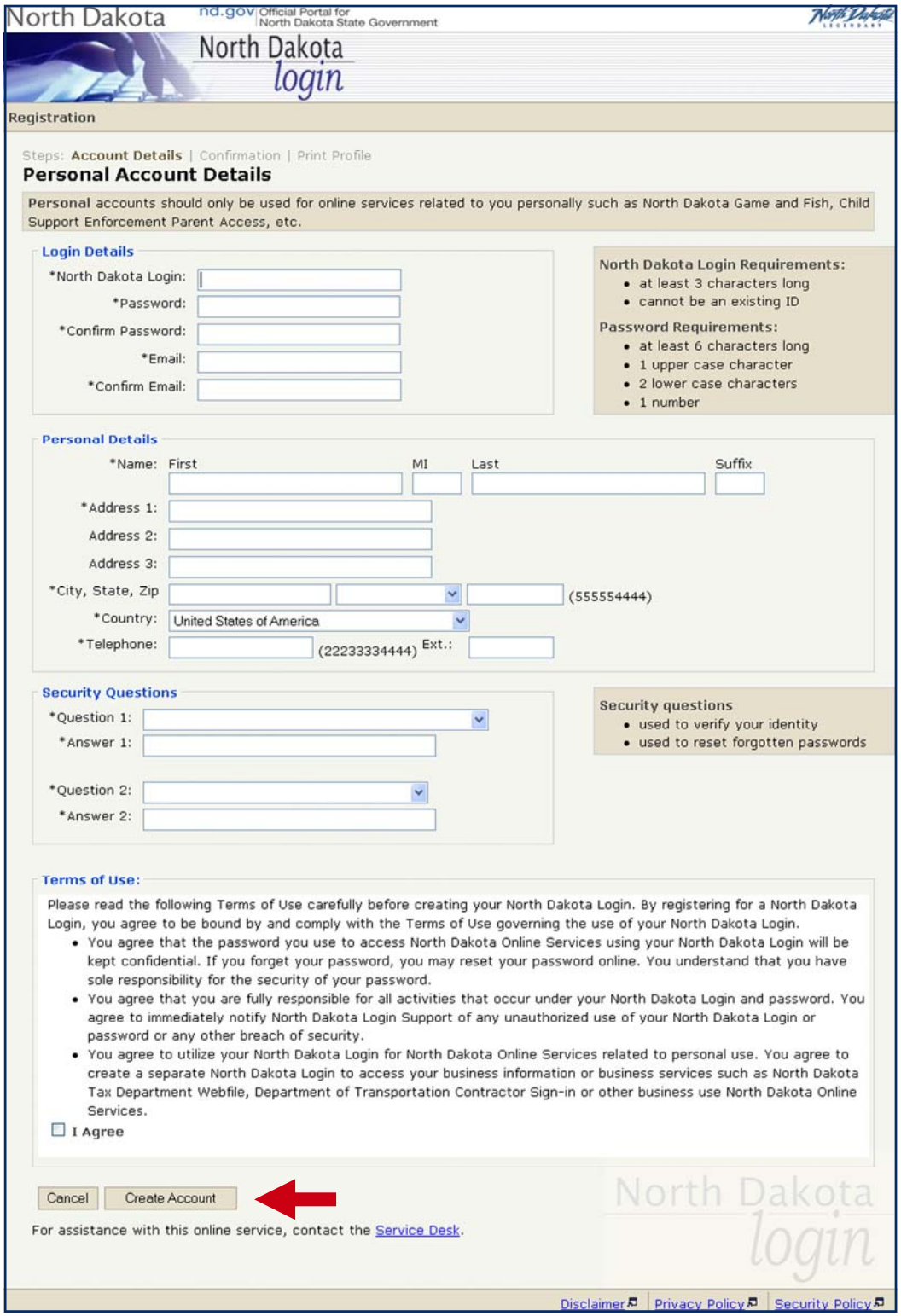
1. **How do I complete online Unemployment Insurance activities on *UI ICE*?** Go to jobsnd.com and click on the *UI ICE* logo.



2. If you have an existing North Dakota Login and Password from signing up for a hunting or fishing license or another online state activity, enter your **"Login"** and **"Password"** and click the **"Login"** button.

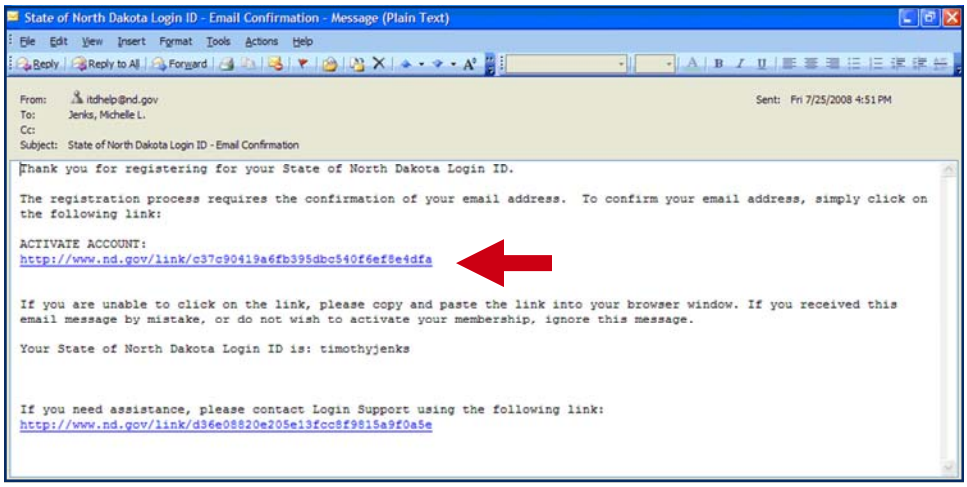


3. If you do not have an existing North Dakota Login ID, you will need to create one. You will need a valid e-mail address to set up your North Dakota Login ID and Password. If you do not have an e-mail address, you can set one up on yahoo.com, hotmail.com or any other free e-mail account. To set up a Login ID, click the **"Register Now"** button and a dialog box will open. Fill in the necessary information and click on the **"Create Account"** button at the bottom of the page.



After you click the **"Create Account"** button, you will be transferred to a confirmation page. The confirmation page lets you know that your login was created successfully. You will also be notified that the Login ID and Password must be activated prior to use, and that an e-mail will be sent to your e-mail address explaining the activation process.

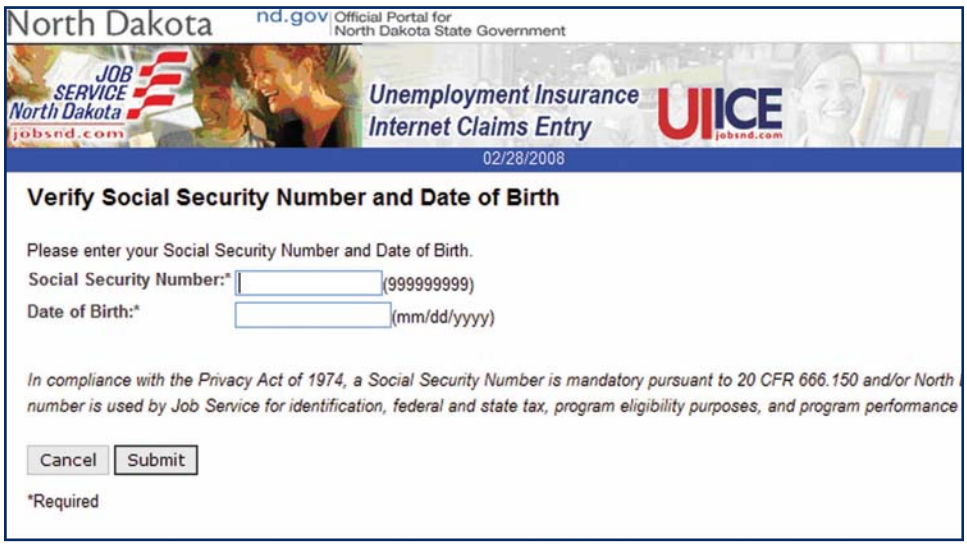
Go to your e-mail address to find the e-mail sent by the State of North Dakota Information Technology Department. To follow is an example of the e-mail you will receive. Click on the first link in the e-mail.



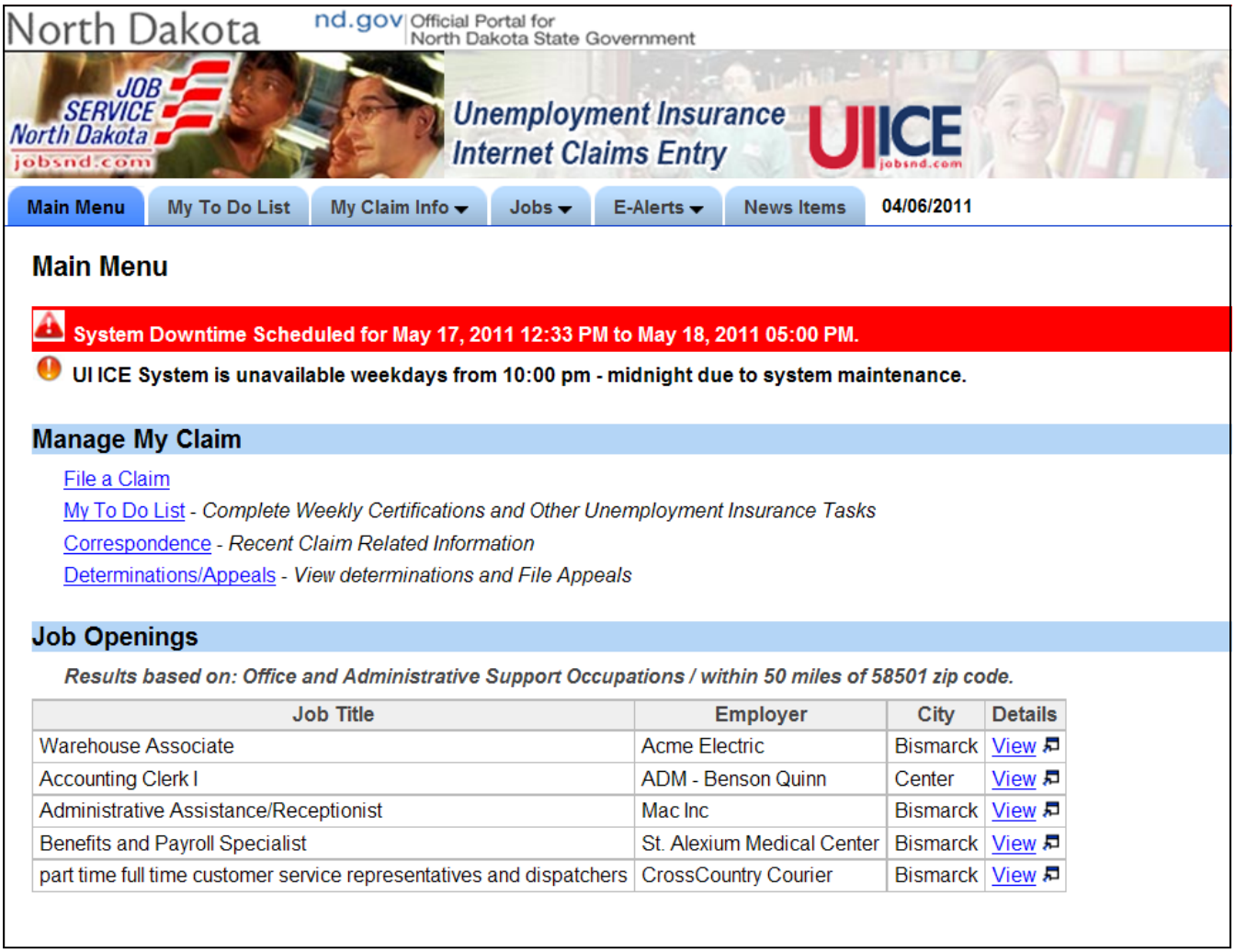
When you click the **"Activate Account"** link within the confirmation e-mail, you will arrive at an **"Account Activation Confirmation"** page. Click the **"Return to Login"** button.

You will be automatically routed to the ***UI ICE*** login screen where you will enter your new North Dakota Login ID and Password.

4. Once you enter your Login ID and Password, enter your Social Security Number and date of birth on the **"Verify Social Security Number and Date of Birth"** page.



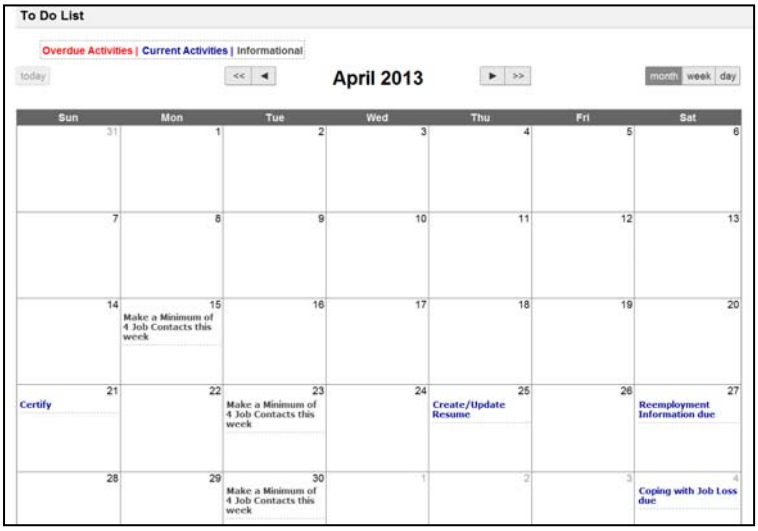
5. The *UI ICE* Main Menu has several options available depending on the status of your claim. If you need to file a claim, click the "**File a Claim"** link. If you have filed a claim in the current benefit year but have not completed a certification for two weeks or more, you will need to reopen your claim using the "**Reopen Claim**" link.



6. After you have filed or reopened your claim, complete the items listed under "**My To Do List.**" These items displayed will be dependent on whether or not you are returning to your employer.

   In order to receive a benefit payment you must click on **"Certify"** to complete weekly certifications. If you are not returning to your employer, you must link into items such as **"Cover letters and Resumes due," "Interview Skills Video," "Create/Update Resume,"** or **"Complete Fact Finding."**

7. Click on the links provided to complete your requirement on the "**My To Do List**". If your required activities are overdue, they will show up in red on your "**My To Do List**" calendar.



8. Select the "**My Claim Info**" tab at the top of the page to find valuable information concerning your claim. Information varies depending on the status of your claim and includes:
   - *Current Claim Information/Filing Status* — View the amount remaining or information on your claim, the benefit year end date and the date you filed your claim.
   - *Most Recent Claim* — View information about your recent claim.
   - *Determinations/Appeals* — View information concerning decisions on issues that were established on your claim and file an appeal if you are within the appeal deadline date.
   - *Wage History* — View information concerning your wage history. Simply put in the start and end date and click on the "**Search**" button.
   - *Certification/Payment* — View information concerning your last certification such as your payment amount or the reason no payment was made.
   - *Payment History* — View payment information for a given time period. Simply put in the start and end date and click on the "**Search**" button.
   - *Change Earnings* — Update earnings for the previous certification.
   - *Change Demographics* — Change your phone number, address or other personal information.
   - *Change PIN* — Change your personal identification number if you know your previous PIN.
   - *Change Tax Withholdings* — Change your federal or state tax withholding status.
   - *Forms* — View and select a wide variety of unemployment insurance forms.
   - *Resources* — View resources such as the Unemployment Insurance Claimant Guide and unemployment insurance law.
   - *1099-G Tax Information* — View and print your latest tax information.

9. Job Openings are posted under the "**Jobs**" tab on the Main Menu.

10. Important information such as system downtimes that may impact your ability to access ***UI ICE*** or affect your claim can be found on the Main Menu.

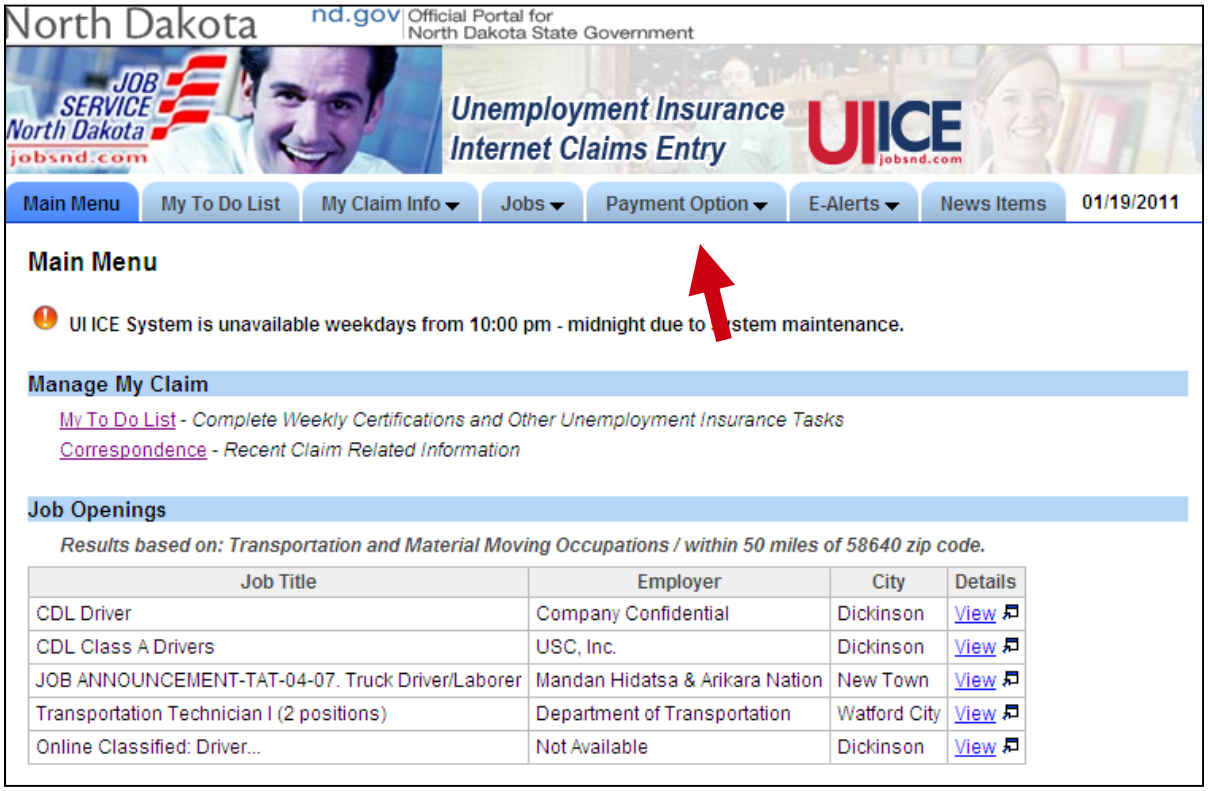
11. Items of interest such as potential delays in payment and job fairs are displayed under the "**News Items**" tab on the Main Menu.

12. The majority of your correspondence is available on ***UI ICE***. You can access letters and other information by selecting the **"Correspondence"** link on the Main Menu or under the "**E-Alerts**" tab.

13. You can choose electronic correspondence, reminders, and announcements on ***UI ICE***. These electronic e-mails or text messages will inform you that you have information on ***UI ICE*** to complete or view. Select the "**E-Alerts**" tab and choose **"Modify Consent Options."** If you select to receive e-alerts by text message, you must confirm the text message. You can modify or remove your e-alert information at any time.

    IMPORTANT: You will not receive unemployment insurance letters by mail if you choose the "**Electronic Correspondence"** option.

14. Once you file a new claim, you will have the opportunity to select direct deposit as your payment choice. You will be able to change your payment option (direct deposit or debit card) at any time during your claim. You can also change your checking or savings selection or your routing or account information. You can make these changes by going to the "**Payment Option**" tab as shown below.



15. You must enter the Personal Identification Number (PIN) you chose when you filed your claim to view confidential information on the **"Payment Option", "Certify", "Payment History", "Wage History", "Change Earnings", "Change Demographics", "Change PIN",** and **"Change Tax Withholdings"** pages.

Job Service North Dakota Offices

Bismarck
1601 E Century Ave
Bismarck, ND 58503
Ph: 701-328-5000
Fax: 701-328-5050

Devils Lake
301 College Dr S
Devils Lake, ND 58301
Ph: 701-662-9300
Fax: 701-662-9310

Dickinson
66 Osborn Dr
Dickinson, ND 58601
Ph: 701-227-3100
Fax: 701-227-3111

Fargo
1350 32nd St S
Fargo, ND 58103
Ph: 701-239-7300
Fax: 701-239-7350

Grand Forks
1501 28th Ave S
Grand Forks, ND 58201
Ph: 701-795-3700
Fax: 701-795-3750

Jamestown
1307 12th Ave NE, Ste 3
Jamestown, ND 58401
Ph: 701-253-6200
Fax: 701-253-6222

Minot
3416 N Broadway
Minot, ND 58703
Ph: 701-857-7500
Fax: 701-857-7550

Wahpeton
524 2nd Ave N
Wahpeton, ND 58075
Ph: 701-671-1550
Fax: 701-671-1575

Williston
422 1st Ave W
Williston, ND 58801
Ph: 701-774-7900
Fax: 701-774-7925

TTY Relay ND
800-366-6888
7-1-1

UNEMPLOYMENT INSURANCE
JSND-4054 (R. 06.16)

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Auxiliary aids and services are available upon request to individuals with disabilities.