Alaska
Unemployment Insurance
Online Help Guide

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We are an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.
Getting Started

We take fraud seriously. Alaska law imposes severe penalties for attempting to collect benefits to which you are not entitled. Fraud is knowingly making a false statement, misrepresenting a material fact, or withholding information to obtain benefits. All fraud cases are subject to criminal prosecution, fines (you will be required to repay the benefits and any penalties), and imprisonment.

The information you provide will be used to determine your eligibility for Unemployment Insurance (UI) benefits. It is important that your information is accurate and complete for all questions asked. Failure to provide correct information may result in your UI benefits being denied.

Applying for UI online is fast, easy, and secure. You can apply for UI benefits, online, any day and time of the week. Go to my.alaska.gov.

You will need the following information:
- Your Social Security Number.
- Your current mailing and physical address.
- A telephone number where you can be contacted.
- Your most recent employer's name, address, and phone number (as shown on your pay stub).
- Your dates of employment and the reason you are no longer working, for example (quit, fired, lack of work, on-call, or working part-time). It is important to provide your last, actual, physical, day of work, when completing the online application.
- Your total hours worked and gross wages earned in the last week you worked.
- Information about any retirement income you are receiving.
- *If you served in the military in the past 18 months, you will need to fax copy 4 of your DD214.
- *If you are not a U.S. citizen, you will need your Alien Registration Number, the type of card you have, and the expiration date.

To begin, go to my.alaska.gov. Under Services for Individuals, select Unemployment Insurance Benefits. You will need to enter your username and password. If you are new to MyAlaska, you will need to create an account (see instructions on the next page of this help guide). If you forgot your username or password, select Forgot my Username or Forgot my Password. You will be sent an email to the original email address you used to set up your MyAlaska account, with a link to change your username or password. If you no longer have access to the original email, you will need to contact the UI claim center at (907) 269-4700 between the hours of 10 a.m. and 3 p.m. Monday through Friday, and ask a claims representative to reset your MyAlaska account so you can create a new account.
Register for MyAlaska

If you do not have a MyAlaska account, you will need to select **New User: Register for a MyAlaska Account**. You will see the following information:

- **Username**: You will need to create a username, you cannot use the same username as before and the username must be different from anyone else. For example, if you choose “NorthernLights” and you either had that username before, or someone else has that username, you will have to choose a different, unique, username.
- **Password**: You must choose a password that is between 6 and 50 characters long.
- **Verify Password**: You must verify your password by retyping the password.
- **Secret Question**: If you forget your password, you may be asked to answer a secret question to gain access to your MyAlaska account.
- **Email Address and Verify Email Address**: You must enter a valid email address, and verify the address by retyping the email address.
- **You must read and accept the User Agreement to continue.**

**Important Information!**

You will have **20 minutes per screen** to complete the application, after 20 minutes our system will log you out, **your information will not be saved**, and you will have to start over. **It is important to understand that you do not have 20 minutes to complete the entire application, you have 20 minutes per screen.**

Please use the PREVIOUS and CONTINUE buttons to navigate the online application. If you use the BACK and FORWARD buttons on your Internet browser, you may receive unpredictable results.
Filing a New Claim

Once you have access to MyAlaska, and have selected Unemployment Insurance Benefits you are ready to begin filing your online application for UI benefits.

Client Authentication screen, you will need to enter, and re-enter to verify, your full Social Security Number. You will then need to enter your first and last name (middle initial is optional), and your birthdate. Your birthdate must be in the format mm/dd/yyyy, for example 01/01/2001, 1/1/01 will not be accepted.

You will need to read the information and check the box (I have read and understand) to be able to continue.

If your information does not match what we have in our system, you will be directed to call the UI claim center.
Client Menu screen, select **File a new claim or reopen an existing UI claim** to begin the online application. From this screen you can also check your **Current UI claim status** and **Work Search Requirements**, how to set up **Direct Deposit**, or **Debit Card Enrollment**, help finding a job with **AlaskaJobs**, and **1099/Tax Information**.
After selecting **File a new claim or reopen an existing UI claim** You will need to read the information on the **Filing Information Screen** prior to continuing the application.

**Initial Claim Data** screen will require you to answer questions about where you worked during the current base period (the base period of your claim is the first 4 of the 5 completed quarters immediately before the quarter in which you file your claim).

Pay close attention to the dates provided when you answer the questions. The dates below are only an example, the dates you see when filing will reflect the current base period.
**Personal Information** screen will require you to provide a current mailing and physical address, and a telephone number. It is important to keep a good mailing address and phone number on file with UI while filing for benefits. You are responsible for and will be held liable for the content of all correspondence sent to you concerning your UI claim. You have the option to prepay some of the taxes that may be due by having 10% of your UI benefits deducted each week. You may change your deduction at a later date by contacting the UI claim center.

Federal Regulations require a deduction equal to 10 percent of your weekly benefit amount. If you answer yes to this question, 10 percent of your weekly benefit amount will be sent to the Internal Revenue Service (IRS) each time you receive a payment, a record of the total deductions made will be sent to the IRS, and Form 1099G will be mailed to you by January 31, of the following year. If you answer no to this question, you will be responsible for paying any taxes due on the UI benefits you received during the year.
Eligibility Questions screen will require you to answer each question. If you do not understand a question, you can select the question mark with the blue circle for more information. You will see the current base period dates when you file your application.

If you answer no to this question, you will be prompted to provide this information:
- Are you a citizen of Canada?
- Alien Registration Number
- Work authorization status
- Document type
- Document expiration date

You will see your actual base period dates when you file your application. Answering yes to this question means you were not able to work in any occupation for at least seven weeks in a base period quarter because of an illness, injury, or disability.

You must be available to accept full-time work in your normal occupation or other occupation in which you have training or experience to receive UI benefits. If you restrict hours, wages or conditions of employment to a point, which will limit your chances of obtaining work, it may be determined that you are not available for full-time work.

The Eligibility Questions screen continued. You will need to answer each question to be able to continue with the application.

Deductible Income Questions
- Did you or will you receive any Vacation, Sick, Severance, Bonus, Holiday or Retirement Pay?

Employment History
- Were you in active military duty status since 4/1/2020?
- Were you employed as a civilian by the Federal government since 4/1/2020?
- Were you employed in Alaska for any employer other than the military or a Federal civilian employer since 4/1/2020?
- Were you employed in a state other than Alaska since 4/1/2020?

You will be required to report additional payments you receive from your employer when you file for UI benefits.

You do not need to report your Social Security monthly retirement benefit.
*If you worked in more than one state, you will be contacted for a claim choice. You have the option to combine the wages from all the states you worked in and choose which state you want to file against. If we are unable to make contact with you, your UI claim will be based on the wages you earned in Alaska only.

**Last Employment Information** screen requires you to provide employment information about your most recent job before completing this application. Your UI benefits are based upon all the employer’s you worked for during the current base period, not just your last employer. **If you have more than one job, provide information about the employer you worked for immediately before completing this application.** If you do not see your current employer as a choice to select, you will need to select (last employer not listed) and type the information into the boxes on the (last employment information) screen. Please use the employer name, address, and phone number as shown on your pay stub.

*It is very important to report the reason you are no longer working (Separation Reason). Your employer will be contacted to verify the information you provide. If you were fired from your job, choose Discharged, not Laid Off/Lack of Work. If you are still working, choose working full-time, part-time, or on-call, depending on your current situation.
**Registration Information** screen obtains information to determine your registration requirements. It is important to provide correct information. **Failure to provide correct information may result in your UI benefits being denied.**

We have used (Anchorage and Job Center Midtown) as an example. You will see your actual city and job center listed on your application. If you do not see this question, it means our application software has already determined that you are more than 55 road miles from an Alaska job center based upon the zip code you provided.

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<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
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<tr>
<td>Is your town/village more than 55 road miles from the Anchorage Job Center Midtown?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Do you have a definite date you will be going back to full-time work?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Are you normally dispatched through a referring union?</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Will you be relocating outside of Alaska within 14 days?</td>
<td>Yes</td>
<td>No</td>
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</table>

Answer yes to this question if an employer has given you a definite date to return to full-time work. The information you provide may be verified with the employer.

Answer yes to this question if you are dispatched to work by a dispatching union. You must be in good standing, on the out of work list, and eligible for dispatch in your area of residence to meet the UI dispatching requirements. The information you provide may be verified with your union.
**Certification Page** screen is the final step of the online application. This screen gives you additional instructions; failure to follow the instructions may result in your UI benefits being denied. **You must read the information and check each box before submitting the application.**

You can register and post a resume online on [AlaskaJobs](https://alaskajobs.alaska.gov) by visiting [alaskajobs.alaska.gov](https://alaskajobs.alaska.gov) on the Internet.

These dates are only an example, pay close attention to the dates you are given on your application. You must file weekly certifications to request payment of UI benefits.
Alaska law requires UI benefits be paid by electronic funds transfer (Debit Card) or electronic payment to an account (Direct Deposit). You can set up direct deposit to have your benefits deposited into your personal checking or savings account. If you choose not to use direct deposit, you will automatically receive a Key2Benefits debit card provided by KeyBank within two weeks of submitting your application for UI benefits.

You will only receive a debit card if it is determined you are eligible for UI benefits.

Direct Deposit

You can set up direct deposit during the UI application process, or at any other time, by visiting my.alask.gov and selecting Unemployment Insurance Benefits then Direct Deposit. You will need your 9 digit routing number and either your (checking or savings) account number, as shown in the example below.

**Direct deposit**

You can set up, reactivate or cancel your direct deposit by selecting “Direct Deposit” on our online Benefit Internet Filing (BIF) system. You will need the following information to establish direct deposit:

1. The routing number is 9 digits surrounded by |
2. The account number (do not include hyphens or other special characters)
3. Do not enter the check number

**IMPORTANT:** Direct deposit is automatically suspended if it has not been used for a year or more. Your benefits will be issued by debit card until direct deposit is re-established.
Filing for Weekly UI Benefits Online

After you have opened a UI claim, you will need to file a weekly certification every week, which will determine if you are eligible to receive a payment. Filing your certification online is fast, easy, and secure. You can file your weekly certification, online, any day and time of the week. Go to my.alaska.gov. Under Services for Individuals, select Unemployment Insurance Benefits and sign into your account. Choose (File for UI benefits for weeks ending X/X/YYYY). Your current week to claim date will be shown.

You will be required to answer every question. You will not be able to continue to the next screen until you have provided the required information. If you do not understand a question, you can select the question mark with the blue circle for more information.

Personal Information is where you will be required to verify your current mailing and physical address, and telephone number each time you file a certification.
**Weeks Claimed** screen will require you to answer specific questions about the week you are claiming. You will see the actual week ending date of your current filing cycle when you file your certification. You must answer each question, to be able to continue to the next screen. Depending on your answers, you may be required to provide additional information.

**If you worked**, you will be required to provide the employer's name, address, and phone number, and your total hours and gross wages earned during the week. The information you provide will be verified with your employer. **Failure to provide accurate information may result in your UI benefits being denied, and you will be required to repay the benefits, and any penalties.**

Answer yes to this question if you are self-employed and actually spent any hours on your business, whether you had earnings or not. Even if you did not have earnings, and will not receive payment for the self-employment services, you must still report the hours you spent on your business. If you are self-employed but did not spend any hours on your business, and did not have any earnings for the week, answer no.
Reported Income screen is used when you worked in a specific week because you are required to report your hours and gross wages. To begin, select Add Employer.

The majority of overpayments are due to misreported work and earnings. If it is determined fraudulent information was submitted, you must repay all benefits paid during the week affected, along with a penalty equal to 50 percent of the overpayment, and you will be disqualified from receiving future benefits for up to 52 weeks.

You will see the actual week ending date of your current filing cycle.

Select Add Employer to go to the Wage Entry screen where you will be able to enter your employer’s name, your pay rate, first and last day of work, your current work status, and your total hours and gross earnings for the week.

The Wage Entry screen will require you to provide information about your work and earnings for the week. The calendar week begins with a Sunday and ends with a Saturday. You will need to enter information into each box; you cannot leave a box blank. You must enter your employer’s name, your pay rate, your first and last day of work, and your current work status under Separation Reason as shown in the example below. If you did not work on one of the days during the week, enter zero (0) for the Hours and Earnings.

Our software will calculate your total hours worked and gross earnings, you will need to certify that the totals are correct.
*The dates below are only for this example; you will see the actual dates of your current filing cycle when you file your certification.

Wage Entry


- **Employer**: TANANA CHIEFS CONFERENCE INC
- **Pay Rate**: $15.00
- **Pay Unit**: Per Hour
- **First day of work**: 09/06/2021
- **Last day of work**: 09/08/2021
- **Separation Reason**: Working Part-Time

You must enter gross wages for the work you performed (including tips or commission), even if you have not been paid. For partial hours, report in 15 minute increments. Example: If you worked 7 1/4 hours during the day, report as 7.5. If you worked 7 ¾ hour, report as 7.75.

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<td>Hours</td>
<td>5.00</td>
<td>5.00</td>
<td>5.00</td>
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</tr>
<tr>
<td>Earnings</td>
<td>75.00</td>
<td>75.00</td>
<td>75.00</td>
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**Total hours between 9/5/2021 and 9/11/2021**: 15

**Total gross earnings 9/5/2021 and 9/11/2021**: $225.00

By answering yes, you are certifying that the information is correct.

Before going to the next screen of the application, review your work and earnings on the **Reported Income** screen. If you need to edit or delete any information, you can select **Edit/Delete**.
**Self-employed** net earnings during the week you are claiming are reported on this questionnaire. You are required to report your total hours and net earnings (after expenses). To calculate your net earnings, subtract your business expenses from your total income earned during the week of self-employment, and enter the information for each day of the week.

*The dates given below are for the example only; you will see the actual dates of your current filing cycle.

If you did not, and will not receive payment for the self-employment services, you must still report the hours you spend on your business, and report ZERO (0) for the earnings.

Your total hours and net earnings will automatically be calculated. You must review this information, paying close attention to the total hours and total net earnings amount, and make any corrections before certifying the totals are correct.
Alaska’s Work Search Requirements

The work search information you provide will be reviewed and selected for audit. You must keep a record of all your work search contacts while filing for UI benefits. Failure to follow work search requirements will result in your UI benefits being denied.

Depending on your location, you will be required to make and report either one (1) or two (2) work search contacts each week. Work search information is given to you when you file your new claim application, and a letter is mailed to the mailing address you provided within seven (7) days of filing your new claim application.

If you have questions about work search requirements, you can call the UI claim center at (907) 269-4700 between the hours of 10 a.m. and 3 p.m. Monday through Friday.

A valid work search must include the following information:

- The name of the employer contacted.
- The date you contacted the employer.
- How you contacted the employer (in person, by phone, or Internet).
- The employer’s contact information (if the contact was made in person provide the address, if by phone provide the phone number, if on the Internet provide the website or email address).

A valid work search does not include contacting a job center office (unless that is the method the employer has requested) a private employment agency where a fee is charged, or calling the UI claim center. If you are using a job search engine such as AlaskaJobs or Craigslist to search for work, you must give the posting number if the employer name is not available. AlaskaJobs, Craigslist, and other job search engines will not be accepted as the employer name.

If you report that you did not search for work during the week, you will be asked to provide a reason for not performing the work search. You will receive notice on the certification page that a claim center representative will contact you for additional information. There is no need to call the claim center while your claim is being reviewed.