

# Claimant Portal: Quick Start Guide

## New to Claimant Portal? Start Here!

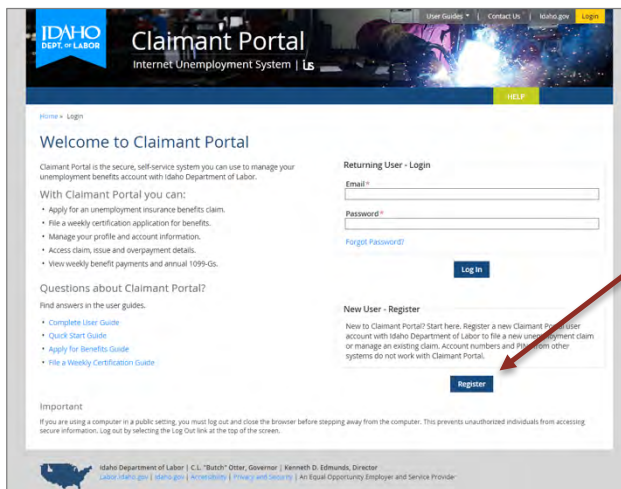
Claimant Portal is the secure, self-service system you can use to manage your unemployment benefits account with the Idaho Department of Labor. Account login information and PINs from other systems cannot be used to log in to Claimant Portal.

Follow these three simple steps to get started in Claimant Portal.

### Step 1: Register a New Claimant Portal User Account

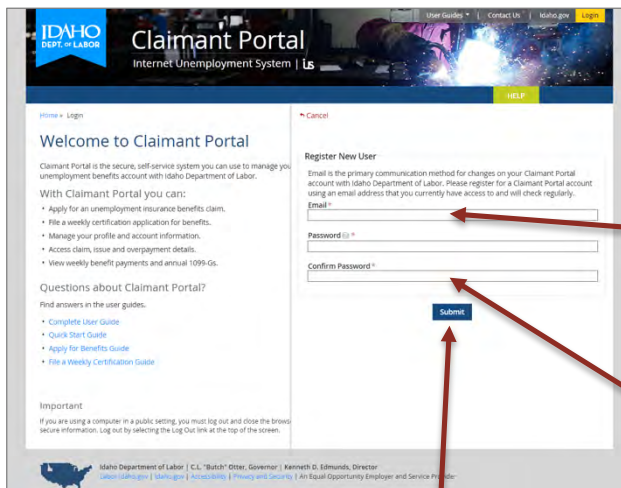
Use email verification to register a new Claimant Portal account with Idaho Department of Labor. Before you can log in to Claimant Portal for the first time, you must verify your email address.

**Note:** You will need an email address in order to register for a Claimant Portal account. If you do not have an email address, please set one up before you register.



Visit the Claimant Portal website at:  
[labor.idaho.gov/ClaimantPortal](http://labor.idaho.gov/ClaimantPortal).

Under the *New User – Register* section of the screen, click the blue *Register* button.



The Register New User slider screen will be displayed on the right-hand side of the screen.

Type an *Email* address that you have access to and can check frequently.

Type your *Password* and retype the same password in the *Confirmation Password* field.

Click the *Submit* button to register your account.

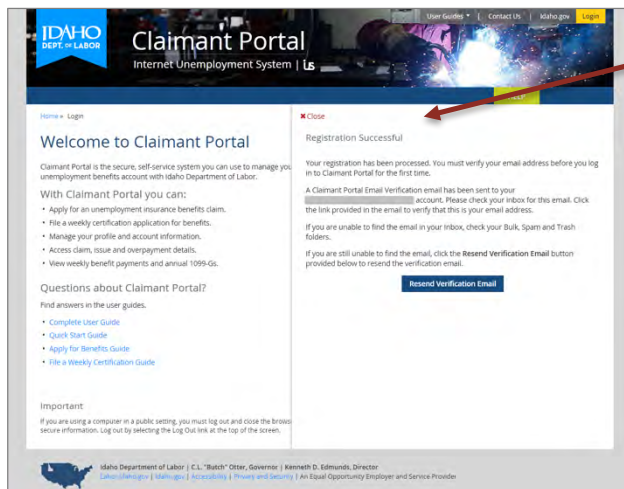


[labor.idaho.gov](http://labor.idaho.gov)

Idaho Department of Labor  
C.L. "Butch" Otter, Governor · Paul J. Spannkebel, Interim Director  
An Equal Opportunity Employer and Service Provider. Reasonable accommodations are available upon request. Dial 711 for Idaho Relay Service.



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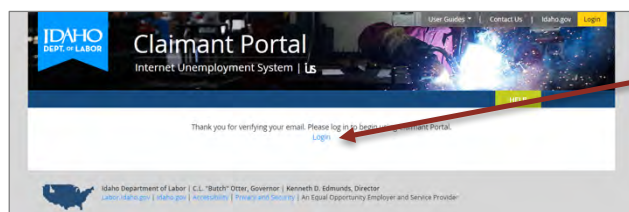
The Registration Successful slider screen will display the email address you used to register your unemployment benefits account with the Idaho Department of Labor.

An email with the subject line *Claimant Portal Email Verification* will be immediately sent to the email address you used to register.

Open your email account and open the *Claimant Portal Email Verification* email.

**If you do not see the email in your Inbox**, check your bulk, spam and trash folders. If you are still unable to find the email, click the *Resend Verification Email* button and try to verify your email again.

**If you do see the email in your Inbox**, click the email verification *link*. The Claimant Portal *Thank You* screen will open in your default Internet browser.

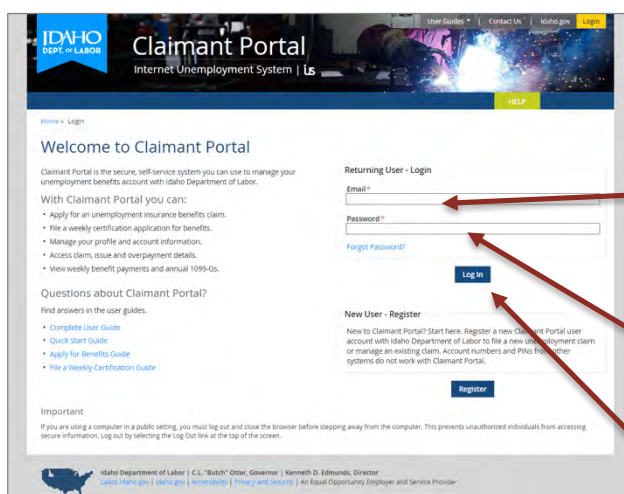


Click the *Login* hyperlink to return to the Claimant Portal welcome screen.

Continue to Step 2.

## Step 2: Log In To Claimant Portal

Use the login feature to access your newly registered Claimant Portal account.



Begin on the Claimant Portal welcome screen.

In the Returning User - Login section of the screen, type your full *Email* address.

Type your *Password* in the Password field.

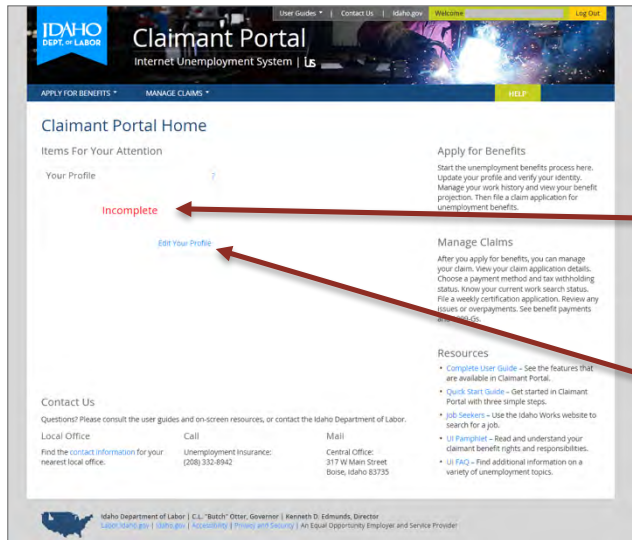
Click the *Log In* button to be securely logged in and access the Claimant Portal Home screen.

Continue to Step 3.

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## Step 3: Update Your Claimant Portal Profile

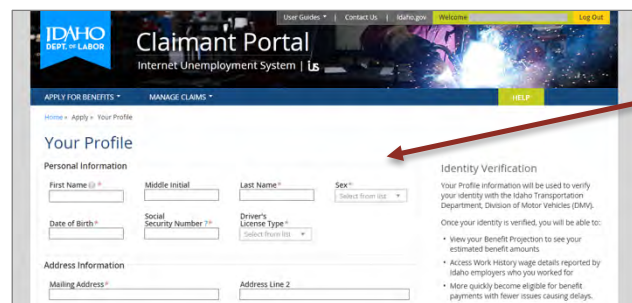
Use this feature to update your personal, contact, and demographic information and have your identity verified with the Idaho Department of Transportation, Division of Motor Vehicles (DMV).



Begin on the Claimant Portal home screen.

The Your Profile flip card displays a status of *Incomplete*. You must complete your profile to access other areas of Claimant Portal.

Click the *Edit Your Profile* hyperlink to access the Your Profile screen.



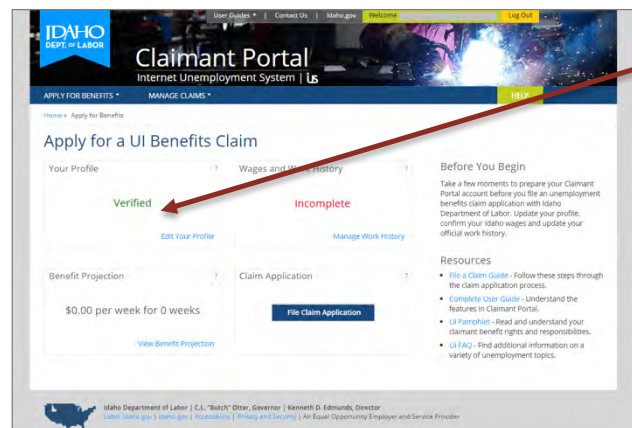
Type all required and pertinent information into your profile.

***It is important that all information you provide is accurate and true.*** Your name must appear the same as it does on your Driver's License or Identification Card. Do not use nicknames or

abbreviations. If you provide an incorrect name, you will delay payment of any benefits for which you may be eligible. When you provide your Social Security number, you agree to have this information sent to the Social Security Administration and the DMV for identity verification.

Click the *Submit* button to save your profile information and run the DMV identity verification check.

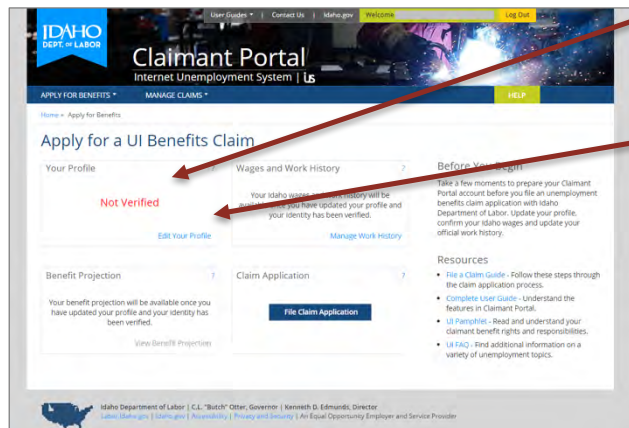
**If your identity is verified successfully**, the Your Profile flip card will display a *Verified* status and you will be able to access all features in Claimant Portal.



You can continue to *What Happens Next* on page 4 of this quick start guide.

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If your identity is not verified, the Your Profile flip card will display a *Not Verified* status and you will only have limited access to basic features in Claimant Portal.



Please try to verify your identity again.

Simply click the *Edit Your Profile* hyperlink and review the details you had entered to make sure there were no typos.

Make any necessary corrections and resubmit your changes in Claimant Portal. Your profile information will be checked again.

If your identity still cannot be verified, please contact the DMV to confirm the accuracy of your information on record with the DMV.

- If the DMV has **incorrect** information on file for you, it must be corrected with the DMV first. Once fixed, return to the Claimant Portal and resubmit your profile to initiate identity verification again.
- If the DMV has **correct** information on file for you but you still cannot verify your identity in Claimant Portal, please contact a Claim Specialist with Idaho Department of Labor at (208) 332-8942.

**Note:** You can file an unemployment benefits claim or file a weekly certification for benefits with an unverified identity. However, an identity verification issue will be pended to your account and reviewed by Idaho Department of Labor.

If you do not have an Idaho driver's license, you will not be able to view known Idaho wages on the *work history* and *benefit projection* screens in Claimant Portal. If you do get an Idaho driver's license in the future, you must add your Idaho driver's license number to your profile, resubmit your profile, and have your identity verified again.

## What Happens Next? It's Up To You.

### Manage Your Work History

Before you file a claim, you must confirm your Idaho wages and work history for the past two years. Follow the *Manage Your Work History* how-to process in the complete [Claimant Portal User Guide](#).

### View Your Benefit Projection

See how much you could be eligible for if you file an unemployment benefits claim. Follow the *View Your Unemployment Benefit Projection* how-to process in the complete [Claimant Portal User Guide](#).

### File an Unemployment Benefits Claim Application

File an unemployment benefits claim application and find out if you are eligible for benefits. Follow the steps provided in the [File a Claim Quick Guide](#).

### File a Weekly Certification Application

File a certification application for each week that you want to draw benefits from your unemployment claim. Follow the steps provided in the [File a Certification Quick Guide](#).