

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:
press 1 for English, 2 for Spanish,
3 for Hmong, or 4 for Somali.
(If you need another language, press 1 and
follow the steps below to speak to a
representative and request an interpreter.)
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:
press 1 for English, 2 for Spanish,
3 for Hmong, or 4 for Somali.
(If you need another language, press 1 and
follow the steps below to speak to a
representative and request an interpreter.)
2. Enter your **Social Security number**.
3. **Enter your password, press the # key.**

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

- Press 1** (You will hear different options such as:
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:
press 1 for English, 2 for Spanish,
3 for Hmong, or 4 for Somali.
(If you need another language, press 1 and
follow the steps below to speak to a
representative and request an interpreter.)
2. Enter your **Social Security number**.
3. **When you hear the prompt to enter your
password, press the # key.**

After you press the # key, you will hear:

- Press 1** To confirm your identity and select a
new password.
- Press 2** To have a temporary password mailed
to you, please remain on the line and speak
with 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 4629 ▪ St. Paul, MN 55101-4629 ▪ 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.

English
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