

Filing Your Unemployment Application

You can apply for benefits **online 24 hours a day, seven days a week!**

<https://des.nc.gov/apply-unemployment/filing-your-unemployment-application>

Note: Unemployment applications are NOT filed in person in Gaston County!

If you want to apply online, you must create an “online account” to file an application for Unemployment Insurance online.

Your account also provides access to the Claimant Self-Service Portal, where you can get information about your claim at any time, such as:

- Claim status.
- Payment detail.
- Documents and determinations sent to you regarding your claim.
- Address, payment method, and tax withholding updates.

To create your online account, you will need your Social Security Number and a valid email address.

Create Your Online Account

1. Select [Sign Up](#) on the DES webpage link above.
 2. Enter your Social Security Number twice.
 3. Select 'Next.'
 4. You will then reach the 'Account Creation' page. Here you will:
 - Create a user name.
 - Enter your email address twice.
 - Create a pin number.
 - Enter your contact phone number.
 - Create a password.
 5. Select 'Create Account.'
 6. After your new account is created, an email will be sent to the email address you provided during your account creation. Select the link in the email to activate the account. The link is only valid for one hour. You can now [Sign In](#) to the website using your user name and password.
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If you need *personal assistance*, contact the Customer Call Center at **888-737-0259**

Monday through Friday, from 8 a.m. to 4:30 p.m.

During the COVID-19 pandemic, when call volumes are high: Simple unemployment application questions can be answered by calling your local NCWorks Career Center – Gaston at (704) 853-5328. You may also request that a career center staff member place your name and phone number on the Unemployment “Contact List” that is sent to DES (Division of Employment Security). A call center representative from DES will contact you, usually within 48-72 hours, to assist you with your unemployment claim questions! *Please be patient – they will contact you just as quickly as they can.*

Note: During times of career center closure to the public, due to COVID-19, some career center services may be provided virtually.



UNEMPLOYMENT BENEFITS - After you file your claim, your last employer has 10 days to respond to DES. Your claim may be 'pending', and no payment will be released during the 10 days. If there are no issues, it will take about 14 days from the time you file to receive payment.

- The fastest and most efficient way to file a new claim is to create an online account and file online at des.nc.gov.
- If you're temporarily out of work or your working hours have been reduced due to COVID-19, choose 'coronavirus' as your reason for separation when filing your claim.
- Remember, you must complete a Weekly Certification each week to receive benefits for that week. Sign into your online account to complete your Weekly Certification. (see page 3 Q&A for additional details)
- Eligibility, the exact amount of benefits, and the duration period of those benefits cannot be determined until **after** you file your claim.
- After you file your claim, your last employer is given, by law, 10 days to respond to DES about your claim. No payment will be released until after this 10-day period.
- If there are no issues with a claim, individuals typically receive payment within *about* 14 days of filing their initial claim.