Thank you for using the new modernized District of Columbia Unemployment Insurance Benefits System (UIBS).

The new UIBS is an innovative system designed to improve your experience and streamline our services – so that you can receive your benefits easier. The new UIBS portal is a one-stop destination for all claim-related activities – claim filing, checking claim status, filing appeals, and weekly certifications – in an accessible, streamlined, and user-friendly way. Among the many benefits that the system provides are:

- o Streamlined customer communications
- o Integrated identity verification through the ID.me fraud prevention tool
- o Self-service access to 1099 forms
- o Modern data models and APIs
- o Mobile-friendly user experience

> **REQUIRED**: To use UIBS, all claimants **MUST** verify their identities through the new **ID.me + DOES portal**. It only takes a few minutes to protect your identify. **Verify Now!**

Understanding ID.me

Q: What is ID.me?

ID.me is our trusted and federally certified technology partner for secure digital identity verification. ID.me helps ensure that you are you, and not someone pretending to be you. This enables you to request access to your benefits. The ID.me online identity verification service is available 24 hours per day, 7 days a week. Most claimants are able to complete their ID.me identity verification using a self-guided process that only takes a few minutes.

Q: How do I access ID.me?

1. Visit the ID.me + DOES portal and click "Verify with ID.me" to create an ID.me account or use your existing account.
2. On the sign-in page, click "Create an ID.me account" to create an ID.me account or enter your email and password to use your existing account. **Do NOT create a new ID.me account with different information if you already have an ID.me account**. If you have forgotten your ID.me login information, use the "forgot password" option on the sign-in page.

Accessing the New Unemployment Insurance Benefits System

Q: What types of mobile devices can I use to access the Unemployment Insurance Benefits System?
The new benefits system is mobile-friendly allowing claimants to access and manage their claims conveniently from any smartphone or tablet.

Q: How do I access the new Unemployment Benefits system?
You can access the new benefits system at dcnetworks.org.

Q: How do I log into my Unemployment Benefits account?
1. Ensure that you have created an ID.me account using ID.me + DOES portal or the QR code below.

2. Open **dcnetworks.org** and the claimant portal appears.

3. Click **Sign In/Register.**

4. Go to **Option 1 – Already Registered**

5. Enter **User Name** and **Password**

6. Click **Sign In**

7. If your Message box appears**,** click on the **Close** button to close your message box.

   Your "Welcome to My Dashboard" page appears.
   This is the Dashboard that you will work from to manage your claims and associated documentation.

Filing Unemployment Insurance Benefits Claims

Q: How do I apply for benefits?

1. Unemployment Insurance claims in the District of Columbia are filed online at dcnetworks.org. If you do not have internet access or have a disability requiring assistive technology, please visit your local American Job Center for assistance. For a listing of job centers, click HERE. Click Here for a step-by-step instruction video on filing for benefits.

2. If you are filing a District of Columbia unemployment claim from another state and do not live in a county bordering the District of Columbia, you must register for employment services in the state of your residence.

Q: What information do I need when I apply for benefits?

1. **Individual Personal Information**

   - Social Security number
   - Complete home mailing address, including ZIP code.
   - Telephone number
   - Valid email address
   - County where you live.
   - Driver's license number or State ID card number
   - If you select direct deposit, your bank routing number and account number.

2. **Most Recent Employer Information and Employment History**

   - The company names of all your employers from the past 18 months as they appear on your paycheck stubs or W-2 forms.
   - Complete mailing addresses of employers, including ZIP code and the city in which the business is physically located.
   - Your start and end dates with each employer, including month, day, and year.
   - Your reason for leaving each employer (lack of work, voluntary quit, discharge, leave of absence)
   - If a non-citizen: Documentation issued by US Citizenship and Immigration Services
   - If you served in the military the past 18 months, DD 214 Member #4 Form
   - If you worked for the federal government as a civilian employee in the last 18 months, Standard Form 8 or Standard Form 50. Also, compile your total wages earned with the federal employer in the last 18 months and indicate how you were paid (hourly, weekly, and monthly

3. **Direct Deposit Information**

Q: How long will it take to apply for benefits?
After you have an ID.me account, plan to spend one hour completing the initial claim.

Q: If I filed a claim in the old system, will I be able to access it in the new system?

Yes, claim(s) and associated documentation submitted in the legacy Unemployment Insurance Benefit System will be available to in the new system. This includes claims that have been submitted and are in the determination process.

Q: If I filed weekly certifications in the old system, will I be able to access them in the new system?

Yes, weekly certifications and associated documentation that was entered or submitted in the legacy DC Unemployment Benefit System will be available in the new system.

Managing Your Claim

Q: How do I file a weekly certification?

After you file your new claim, file weekly claims online at **dcnetworks.org** for every week you are unemployed, or your hours are reduced. You must file a weekly claim for any week that you want payment or waiting week credit, even if your new claim is still being processed, your eligibility is being decided, or you have an appeal pending.

To file a weekly claim:

From your "Welcome to My Dashboard" page, you can use several options to file your weekly certification:

1. Under "**My Dashboard Assistant**", scroll left to right until "**File for Weekly Benefits**" appears and click on it, or
    Under "**Unemployment Status**", select "**File Certification.**"

2. Your list of Weekly Certifications will appear with guidance for filing your weekly certification.

Q: How do I check the status of my claim?

From your "Welcome to My Dashboard" page, there are two options for Checking Claim Status:

1. Under "**My Dashboard Assistant**", scroll left to right until "**My Unemployment Claims Status**" appears and click on it or
    Under "**Unemployment Status**", select "**Claim Status**".

2. Your Claim Status will appear with updates for your review.

Q: How do I send a message to DOES?

From your "Welcome to My Dashboard" page:

- Under "**My Dashboard Assistant**", scroll left to right until "**Contact Us Directly**" appears and click on it.
- A screen will appear that enables you to choose how and when to contact Assistance Centers.

Q: How do I access a copy of my 1099 form?

From your "Welcome to My Dashboard" page, you can use several options to access a copy of your 1099 form:

1. Under "**My Dashboard Assistant**", scroll left to right until "**Unemployment Services**" appears and click on it.
    or
    Under "**Unemployment Status**", select "**Form 1099-G.**"

    A screen of Unemployment Services options will appear.

2. Select the "**Form 1099-G Information**" service and choose your selections.

For general information about UI benefits, please visit www.unemployment.dc.gov.