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)

If you are a New Applicant

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.

When 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.

If you have an Account and a 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. When you hear the prompt, enter your
   password and then 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, re activate your
   account, or apply for benefits).
   Press 2 For other options.

   When 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.

   You will hear the following:
   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.

If you Forgot your 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. When you hear the prompt to enter your
   password, press the # key.

   If you do not have a security question on file:
   You will be connected to a representative.

   If you have a security question on file:
   Answer your security question using the
   keypad on your phone (up to 8 characters) and
   press the # key.

   • If you do not answer your security
     question correctly, after several
     attempts, you will either be connected to
     a representative or hear: “Press 2 to
     speak to a representative”.

   • If you answer your security question
     correctly, follow the prompts to reset
     your password. To speak to a
     representative, you can now follow the
     steps in “If you have an Account and a
     Password”.

Minnesota Department of Employment and Economic Development
Unemployment Insurance Program
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Upon request, this information can be made available in an alternative format for the disabled.

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