

NM Dept. of Workforce Solutions Unemployment Insurance Application Quick Instructions

How to file for unemployment insurance benefits

Online (recommended) – www.jobs.state.nm.us

By phone (not recommended due to long hold times) – 877 664 6984

Note: if applying via phone, be sure to call on the date designated by DWS based on the last digit of your SSN. If your SSN ends in 0-3 call on Monday, if 4-6 call on Tuesday, if 7-9 call on Wednesday. If you missed your day to call this week, then you may on either Thursday or Friday.

DWS Call Center is currently open **7:00 am to 7:00 pm M-F** (temporarily expanded hours)

Info you will need in order to file a new claim:

Your Social Security number

Alien registration # and expiration date (if non-citizen)

Your employment history, including:

- Employer names, addresses, phone numbers for all employers in past 18 months
- Start and end dates of employment for the above employers

Social Security numbers and dates of birth for all dependents

If union job - union name, local union #, phone # and name of union contact person

If a separated member of the military, form DD214 info

If a separated federal employee, form SF8 info

Your email address (optional)

If you want direct deposit, your bank account # and routing # (Note: if no bank account, you can opt to get your benefits on a DWS-issued debit card)

When applying – have paper & pen handy (to write down questions and instructions)

How to create an online account with NM Dept. of Workforce Solutions:

Note: If you have recently filed for UI/already have an account for online access to the DWS Claims System, you do not need to create an account. Instead you should just log in with your username and password.

- Go to www.jobs.state.nm.us, click “Log In” in upper right hand corner of screen, select “Individual” from the drop-down menu
- Make sure you have a good email address (one you have access to, and which is linked to either a cell # or another email address in case you get locked out/forget your password)
- Make sure your internet browser’s pop-up blocker is disabled (to disable pop-up blocker in most browsers you need click on the “gear” icon in upper right corner, select “internet options” from drop-down menu)
- Click “Create Account”
- Create a username and enter your basic info
- Review your info & check to make sure your email address is correct, then click “send email”
- You’ll receive 2 emails, one containing your username (for your reference) and a second email containing your temporary password along with a link you’ll need to click on in order to complete your account set-up
- Check your email’s junk or spam folders if you don’t find these DWS emails in your email inbox
- The link sent to change from your temporary password to the permanent one **WILL EXPIRE IN 8 HOURS** so be sure to click the link and change to a permanent password. (The temporary password will also expire in 8 hours). **DO NOT** cut and paste the temporary password (because if you cut and paste a “space” in addition to the temp password, it will not be read

correctly). Best to physically write down the temp password on a piece of paper and type it in after clicking the link.

- If you get locked out of your DWS account, click “forgot password” and the system will send you an email with a new temporary password and link to change your password.
- If that doesn’t work, contact DWS tech support at nmdws.techsupport@state.nm.us or by phone at 877 664 6984
- Select 3 security questions, create your answers, click “submit,” and continue to the log in page
- On the log in page, enter your username and password – you are now logged in to NM DWS’s “My Workforce Connection” online claims system

How to Apply for Benefits

1. If you are applying for UI benefits for the first time, click “Apply for Benefits” in the top left corner of your screen
2. If you have applied for UI benefits using the DWS online claims system before, just log in using your SSN and password (enter these toward the bottom of the screen in the spaces provided). You will only need to do this ONCE.

Use the NM DWS “My Workforce Connection” account to view details of your claim anytime, and to file your weekly certifications (certifications can be filed any day of the week EXCEPT Saturday)

Although work search requirements are temporarily suspended (for 4 weeks), you still **MUST** certify your claim (check in) weekly in order to remain eligible for benefits

Note that it may take 4-6 weeks to process your UI claim

For general information on unemployment insurance and other information, go to dws.state.nm.us, click on “Job Seekers.”

Two helpful videos, including one further explaining how to create an account at: <https://www.dws.state.nm.us/COVID-19-Info>