

How to Submit a Technical Assistance Request Using the UI Assistance Portal

Created 8/21/2023



ATTENTION:

- *If you have already signed up for an online account and are having issues logging in, please follow the steps below:*

Go to [GetKansasBenefits.gov](https://getkansasbenefits.gov) and select the UI Assistance Portal.

Log in / Register
File an application or a weekly claim

UI Assistance Portal ←
Submit unemployment forms or identification documents

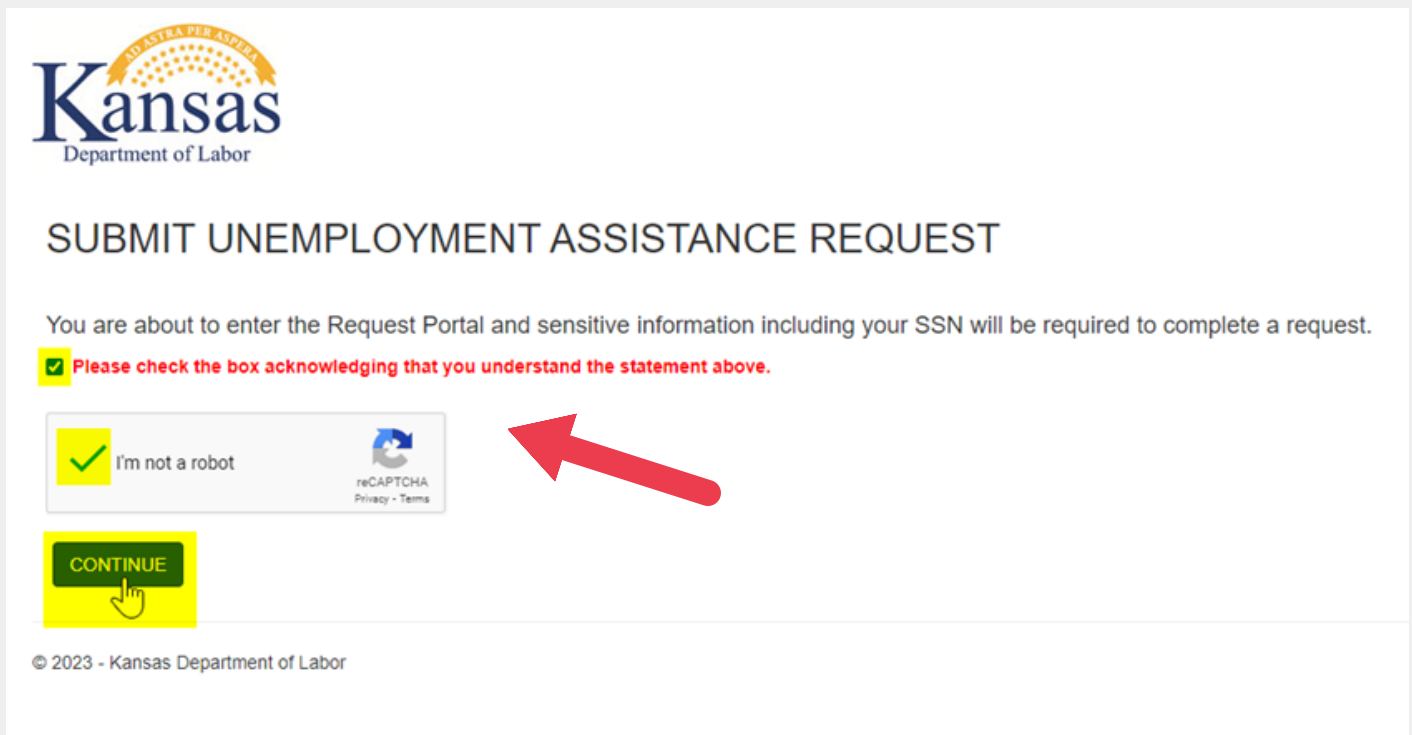
Benefits Calculator


When will you file for Unemployment Benefits?
July 2023

Enter the amount you earned before taxes were deducted for the following periods:

Apr - Jun 2022	Jul - Sep 2022
0.00	0.00
Oct - Dec 2022	Jan - Mar 2023

On the next screen check the box acknowledging that you understand the statement and check the box *I'm not a robot*, then click *CONTINUE*.






SUBMIT UNEMPLOYMENT ASSISTANCE REQUEST

You are about to enter the Request Portal and sensitive information including your SSN will be required to complete a request.

☒ Please check the box acknowledging that you understand the statement above.

☒ I'm not a robot 

[Privacy - Terms](#)

CONTINUE

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Click on the link at the top of the next page titled *Submit Unemployment Assistance Request*.



Unemployment Assistance Request

Click the below link to submit an Unemployment Assistance Request

[Submit Unemployment Assistance Request](#)

Welcome to the Kansas Department of Labor Unemployment Insurance Assistance Self-Service Portal.

From the first dropdown, select *I am an Individual*, then on the second dropdown select *I need to Request technical assistance*, then select *Next*.

Unemployment Assistance Request

I am an★

Employer

Individual

I need to★

Cancel

Next

As a reminder, if you are a Pandemic Unemployment Assistance (PUA) claimant or applicant, this web portal can only assist you with technical issues, 1099 tax disputes, submission of identity documents or a complaint, or KPUA 222 Weekly Claims.

KDOL has several portal options available for employers and individuals (claimants). The web portal allows for one submission per request type. We appreciate your patience while KDOL works your request. If you have additional questions, please contact the call center.

As an individual, the options are:
Ask a claims question:

As an employer, the options are:
Request Account Assistance:

Unemployment Assistance Request

I am an★ Individual

I need to★

Cancel

Next

Submit ID Docs to Fraud

1099 Protest/Dispute

Make a repayment

Request a Waiver

Request technical assistance

Submit Claim Forms

Task UI Service Request View

Submit a Cust Srv Complaint

Ask an unemployment insurance tax question

As a reminder, if you are a Pandemic Unemployment Assistance (PUA) claimant or applicant, this web portal can only assist you with technical issues, 1099 tax disputes, submission of identity documents or a complaint, or KPUA 222 Weekly Claims.

KDOL has several portal options available for employers and individuals (claimants). The web portal allows for one submission per request type. We appreciate your patience while KDOL works your request. If you have additional questions, please contact the call center.

As an individual, the options are:
Ask a claims question:
Check the status of a UI claim and/or benefits
Report missing UI benefit payment(s)
Fix an incorrect response on an initial or weekly claim

As an employer, the options are:
Request Account Assistance:
Ask a question
Ask a question
Submit a Cust Srv Complaint
Ask an unemployment insurance tax question

Fill out the information for Personal Information and Address Information, then select *Next*.

Unemployment Assistance Request

Personal Information

First Name★

Last Name★

Phone Number★

Email Address★

(either SSN or UID is required)★

UID

Social Security Number

Date of Birth

MM/DD/YYYY

Address Information

Mailing Address

City

State

ZIP

Cancel

Next

Choose one option from the top and then fill out the “Briefly describe your issue” section. To help expedite your request you can click *Add* at the bottom and attach a copy of the front and back of your Social Security card and driver’s license/state ID, then scroll down to select *Submit*.

Unemployment Assistance Request

If you are experiencing technical difficulties, please fill out the web form below.

Request Type

Request technical assistance

- ☐ I need assistance resetting my login information
- ☐ I'm locked out of my online account

Briefly describe your issue*

First Name

Last Name

Phone Number

Email Address

Last 4 digits of

Social Security Number

UID

Date of Birth

Mailing Address

City

State

ZIP

Please submit any requested forms or additional documentation below. This portal only allows for one submission per request type, so please click (Add) to attach multiple forms to the same request.

Attachments

 Add  No Records

Please submit any requested forms or additional documentation below. This portal only allows for one submission per request type, so please click (Add) to attach multiple forms to the same request.

Attachments

 Add  No Records

Comments

File Type

Size

Attachment Name

Date and Time

Cancel

Submit

After your request has been submitted and received by our agency, a representative will contact you by either telephone or email to let you know your account has been fixed or if additional information is needed.