

myVermont - Improved Security for your Claimant Portal

The Department of Labor is joining other state agencies who are now using a platform called myVermont. This system provides added levels of security for your personal information in state systems and protects your benefits, while preventing fraud. myVermont uses a multi-factor authentication (MFA) system. What is multi-factor authentication? MFA provides enhanced security of personal data, requiring the user to enter a code once the system has identified them. MFA typically involves a code that is provided to the user that must then be entered into the system, providing a second layer of security.

Please follow the steps below to set up the myVermont account, login to the UI Claimant portal, troubleshoot possible difficulties and ask for help.

- [Don't Have an Email Address?](#)
- [Already Have a myVermont Account?](#)
- [Set Up a New myVermont Account](#)
- [How do I Access the UI Claimant Portal for my Weekly Claims?](#)
- [Troubleshooting](#)
- [Frequently Asked Questions](#)

Don't Have an Email Address?

All claimants must have an account in myVermont to access the UI claimant portal; the myVermont account requires an email address. Each claimant must use their own email address that matches the email address attached to their account in the UI Claimant Portal. There can be no shared email addresses.

If you do not have an email address, there are several email providers (listed below) who offer an email address at no cost. A few providers are listed below. Please note: The email providers below are not affiliated with the state; your email messages will not be seen by or stored on any of the state systems.

Gmail: <https://www.google.com/gmail/about/#>

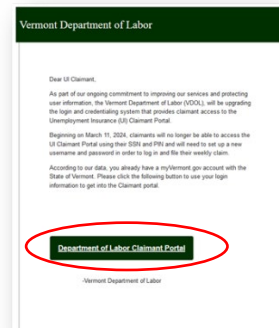
Yahoo: <https://login.yahoo.com/account/create>

Microsoft Outlook: <https://outlook.live.com/owa/>

Already Have a myVermont Account?

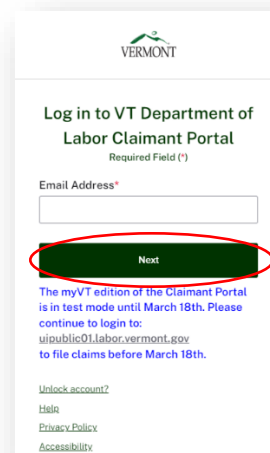
Great! It is necessary to authenticate your account before accessing the UI Claimant Portal. The Department of Labor will send an email with a link to login and create your myVermont account.

1. Open the email sent by the Department of Labor (from State of Vermont, DOL_NoReply@mail.state.vt.us) and **click on the login link**.



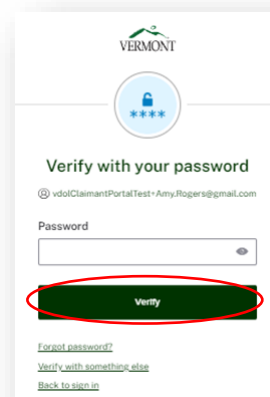
2. Login to the UI Claimant Portal by entering the email address associated with your myVermont account. **Click on Next**.

If you need additional help, click on the options listed at the bottom of this box (Unlock account? Help. Privacy Policy. Accessibility).



3. Verify the password associated with your myVermont account. Enter it into the Password box. **Click on Verify**.

Please note: if using a shared/public computer the State of Vermont does not recommend you save your password on any device.



4. Next, choose how you would like to receive your multi-factor authentication (MFA) code. You can choose for this code to be sent to:
 - a. Your phone via text or a voice call,
 - b. An authenticator app (such as Microsoft Authenticator),
 - c. Okta Verify

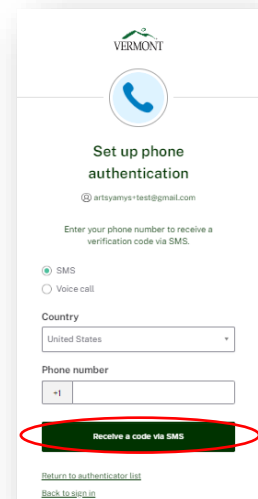
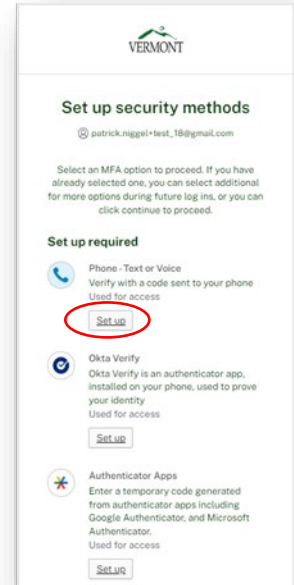
Think about how you will be filing your claims and what would be the easiest for you. Many users find voice and text options simpler to use, but the other options offer more security. For information connected to security methods, go to <https://info.my.vermont.gov/help-vdol>.

Once you have selected, **click the Set up button below your choice.**

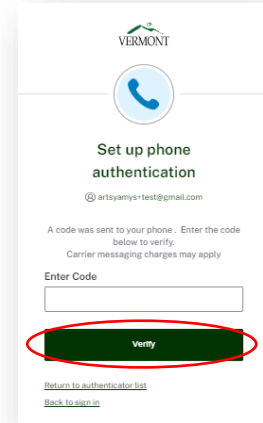
The following steps will be connected to using Phone (text or voice) authentication.

5. Next, set up phone authentication for your myVermont account (should that be the method you chose). **Choose if you would like to receive the code via SMS (text) or voice call.** The default country is United States. **Then enter your phone number** (or the phone number where you will receive the code).

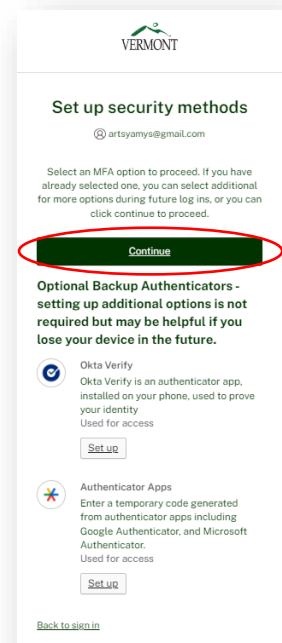
Please note, this phone number can be changed later, but it will remain as the number on file for your authentication every time you login to the portal.



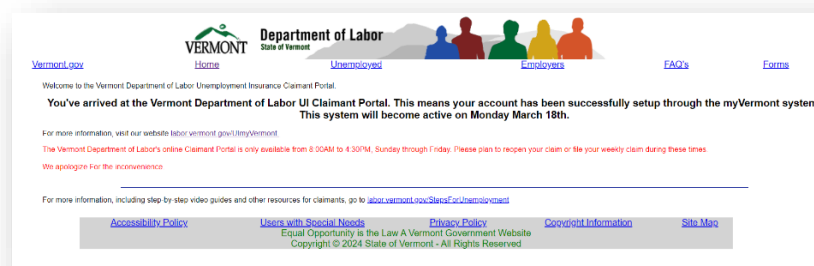
6. **Enter the code** that was sent through your preferred method of authentication in the field below. **Click on Verify.**



7. myVermont will give you the option to add an additional method of authentication as a back-up. **This is optional.**
- If you would like to set up a second method, click on the Set up button and follow the steps.
 - If you do not want to set up an additional method, **click on Continue.**



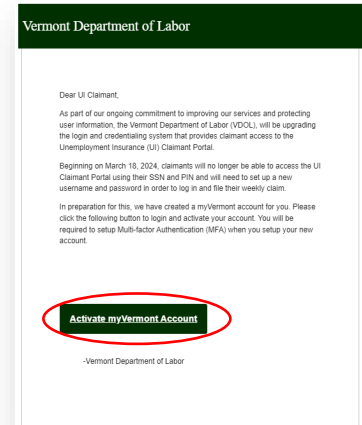
8. You have successfully logged in and created your myVermont account! You can begin submitting your claim using myVermont starting March 18th.



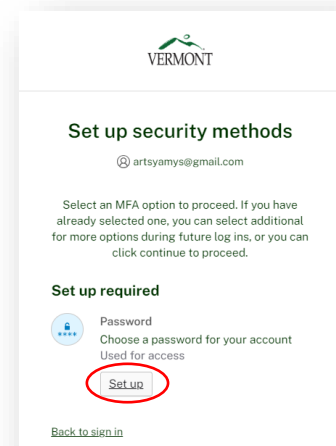
Set Up a New myVermont Account

If you are new to myVermont, please follow the steps below to set up your account.

1. Open the email sent by the Department of Labor (from State of Vermont, DOL_NoReply@mail.state.vt.us) and **click on the login link**.



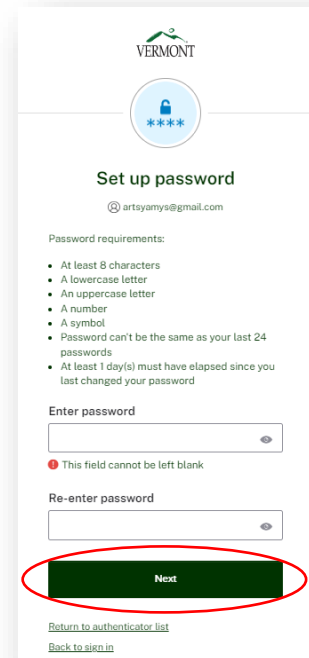
2. The next step is to set up the security information associated with your account. **Click on the Set up button**.



3. Set up a password. The password must meet the requirements listed:
 - a. At least 8 characters
 - b. A lowercase letter
 - c. An uppercase letter
 - d. A number
 - e. A symbol
 - f. Password can't be the same as your last 24 passwords
 - g. At least 1 day(s) must have elapsed since you last changed your password (not an issue for new accounts).

Make a note of your password. **Enter and reenter your password in the boxes provided. Click Next.**

Please note: if using a shared/public computer the State of Vermont does not recommend you save your password on any device.

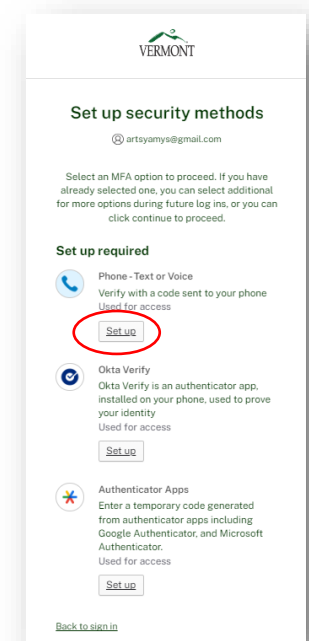


4. Next, choose how you would like to receive your multi-factor authentication (MFA) code. You can choose for this code to be sent to:
 - a. Your phone via text or a voice call,
 - b. An authenticator app (such as Microsoft Authenticator),
 - c. Okta Verify

Think about how you will be filing your claims and what would be the easiest for you. Many users find voice and text options simpler to use, but the other options offer more security. For information connected to security methods, go to <https://info.my-dev.vermont.gov/help-vdol>.

Once you have selected, **click the Set up button below your choice.**

The following steps will be connected to using Phone (text or voice) authentication.

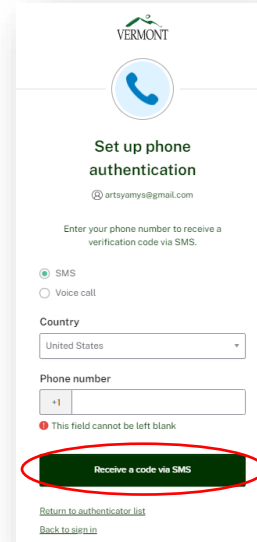


5. Next, set up phone authentication for your myVermont account. **Choose if you would like to receive the code via SMS (text) or Voice call** (the system will call the phone number and provide a code). The default country is United States. Then **enter your phone number** (or the phone number where you will receive the code). **Click on Receive a code via SMS (or Voice call).**

Please note, this phone number can be changed later, but it will remain as the number on file for your authentication every time you login to the portal.

6. Enter your myVermont password. Click on Verify.

7. Enter the code provided and click on Verify.



VERMONT

Set up phone authentication

@artsyamys@gmail.com

Enter your phone number to receive a verification code via SMS.

SMS
 Voice call

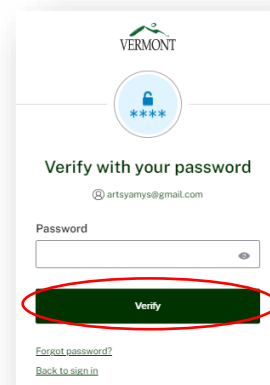
Country
United States

Phone number
+1

This field cannot be left blank

Receive a code via SMS

[Return to authenticator list](#)
[Back to sign in](#)



VERMONT

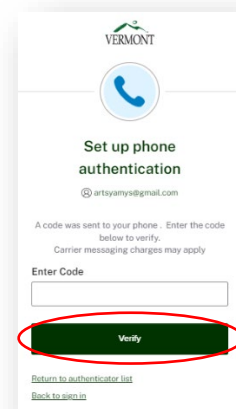
Verify with your password

@artsyamys@gmail.com

Password

Verify

[Forgot password?](#)
[Back to sign in](#)



VERMONT

Set up phone authentication

@artsyamys@gmail.com

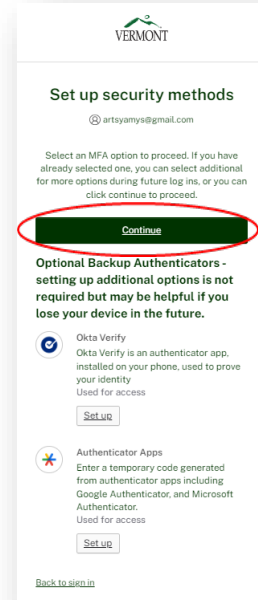
A code was sent to your phone. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

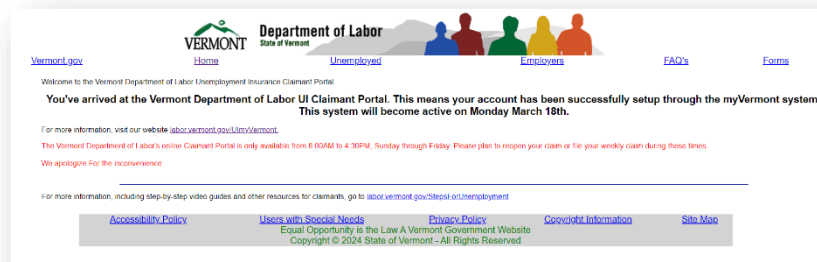
Verify

[Return to authenticator list](#)
[Back to sign in](#)

8. The myVermont system provides the option to add an additional method of authentication as a back-up. **This is optional.**
 - a. If you would like to set up a second method, click on the Set up button and follow the steps.
 - b. If you do not want to set up an additional method, **click on Continue.**



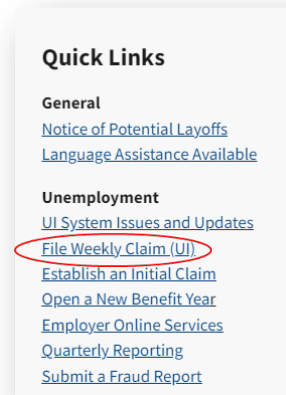
9. You have successfully logged in and created your myVermont account! You can begin submitting your claim using myVermont starting March 18th.



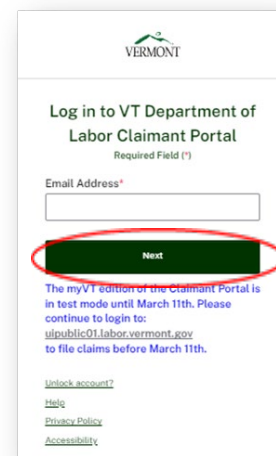
How do I Access the UI Claimant Portal for my Weekly Claims?

After setting up a myVermont account, claimants can file weekly claims through the UI Claimant Portal.

1. To access the UI Claimant Portal, visit the Department of Labor’s website, www.labor.vermont.gov, and **click on File Weekly Claim (UI)** under Quick Links on the right-hand side of the website. The login screen for myVermont will open.

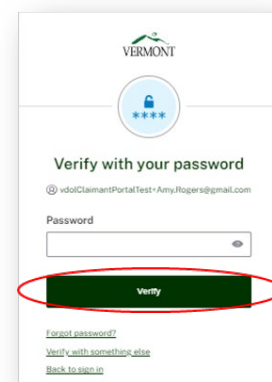


2. **Enter the email address** connected to your myVermont account and the UI Claimant portal. **Click on Next.**



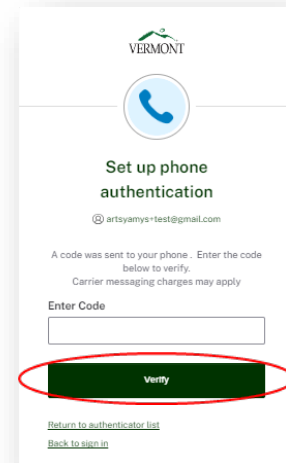
3. **Enter the password for your myVermont account that was previously set up. Click on Verify.**

myVermont will then send a code to the multi-factor authentication method that was chosen as part of the set-up process.




4. For this example, we are using the phone authentication option. **Enter the code that was sent to your chosen MFA method. Click on Verify.**

You will then be directed to the UI Claimant Portal to enter your claim.



VERMONT



Set up phone authentication

@artsyamys+test@gmail.com

A code was sent to your phone. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code

Verify

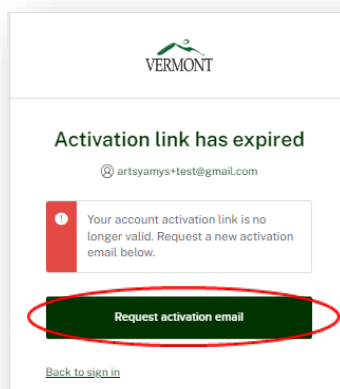
[Return to authenticator list](#)
[Back to sign in](#)

Troubleshooting

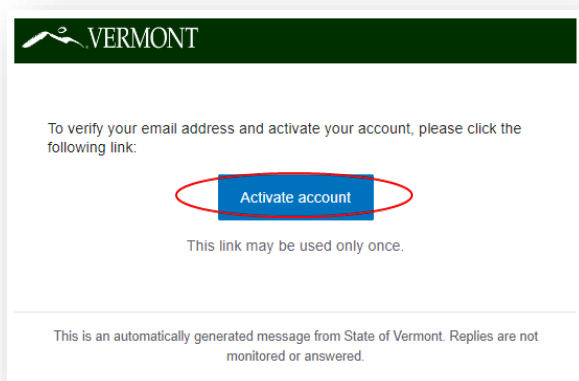
The help page for myVermont can be found on the info.my.vermont.gov webpage or going directly to <https://info.my.vermont.gov/help-home>. This page will provide links for common issues. Check below for step-by-step instructions for some common problems that may arise.

- **Activation Link Expired**

1. Activation links sent by email will expire after 24 hours. To reactivate the link, click on the original activation link in your email. The “Activation Link has expired” screen will appear. **Click on Request Activation email button.**



2. myVermont will send you an email with a new link to activate your account. **Click on the Activate Account button.** The link can only be used once.

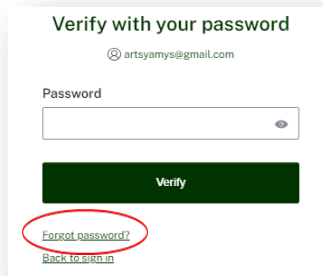


3. Follow the steps to set up your myVermont account.

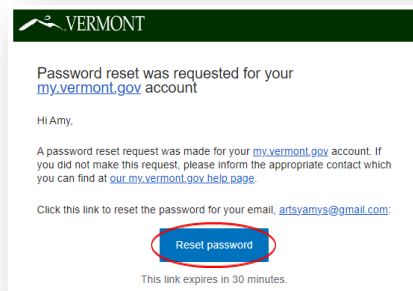
- **Password Resets**

1. Go to info.my.vermont.gov. In the upper right-hand corner, **click on Login.**
2. **Enter your email address and click on Next.**

3. On the Verify with your Password screen, under the Verify button, **click on Forgot Password?**



4. On the Get a Verification Email screen, **click on the Send me an Email button.**
5. The system will need to verify your email. **Open your email account** (this would be your Gmail or other email provider) and **click on the link that was sent to your email.**

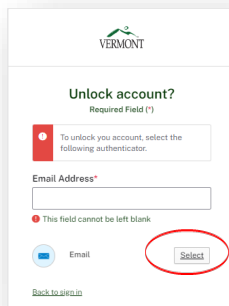


6. **Follow the steps to set up a new password.** This will follow the same steps for creating a password with myVermont in an earlier section.

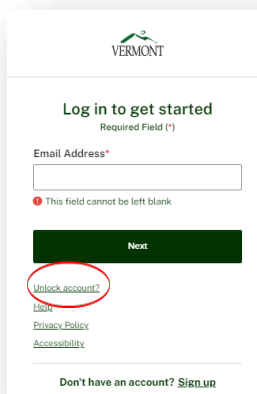
- **Unlock Account**

If a password is entered incorrectly 3 times, your myVermont account will be locked for 30 minutes. If this happens, an email which includes a link to unlock the account will be sent to the email address on file in myVermont after 30 minutes. To unlock your account immediately:

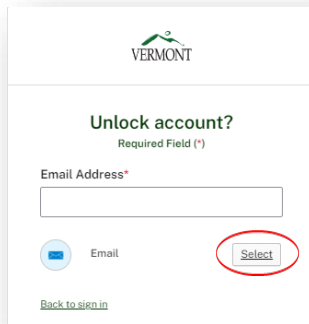
1. Go to info.my.vermont.gov and **click on Login** in the upper right-hand corner.
OR if you received a pop up alerting you to a locked account (see below), **enter your email address and click on Select** (skip to step 4).



2. On the login screen, **click on Unlock account.**

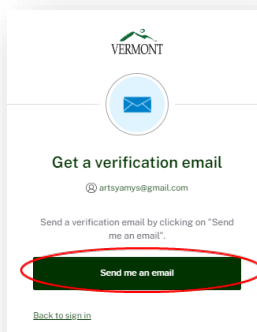


3. Enter your email address and click on Select.



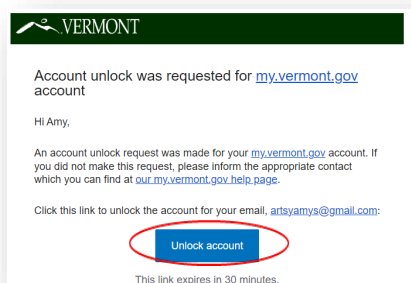
The screenshot shows the 'Unlock account?' page with the Vermont logo at the top. Below the title is a 'Required Field (*)' label. There is an 'Email Address*' input field. Below the input field are two radio buttons: 'Email' (selected) and 'Select'. The 'Select' button is circled in red. At the bottom left, there is a link that says 'Back to sign in'.

4. Click on Send me an email.



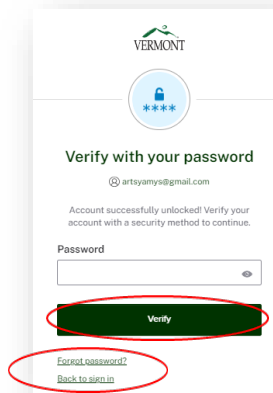
The screenshot shows the 'Get a verification email' page with the Vermont logo at the top. Below the title is an email icon and the email address '@artsyams@gmail.com'. Below that is the instruction 'Send a verification email by clicking on "Send me an email"'. A green button labeled 'Send me an email' is circled in red. At the bottom left, there is a link that says 'Back to sign in'.

5. Open your email account and open the email from myVermont (the email address will be myvt-noreply@vermont.gov).



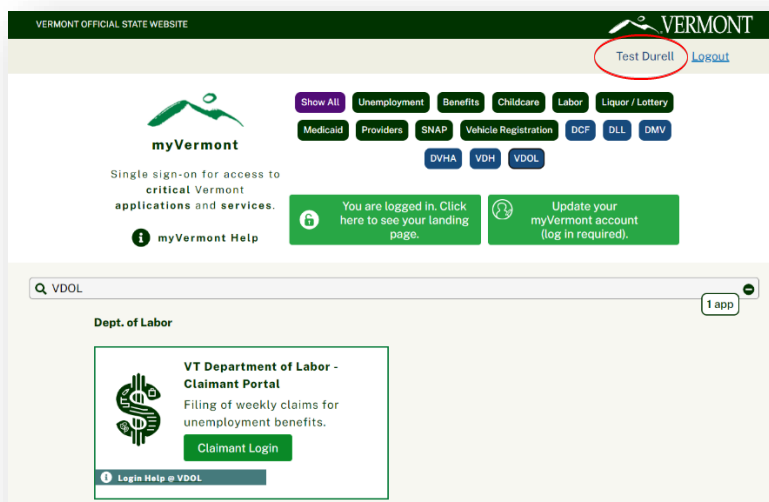
The screenshot shows an email from myVermont. The header has the Vermont logo. The main text says 'Account unlock was requested for my.vermont.gov account'. Below that is 'Hi Amy,'. The next paragraph says 'An account unlock request was made for your my.vermont.gov account. If you did not make this request, please inform the appropriate contact which you can find at our [my.vermont.gov help page](https://my.vermont.gov/help).' Below that is 'Click this link to unlock the account for your email, artsyams@gmail.com:' and a blue button labeled 'Unlock account' is circled in red. At the bottom, it says 'This link expires in 30 minutes.'

6. Enter your password and click on Verify. If your account has been locked because you don't remember your password, click on Forgot password and follow the steps.



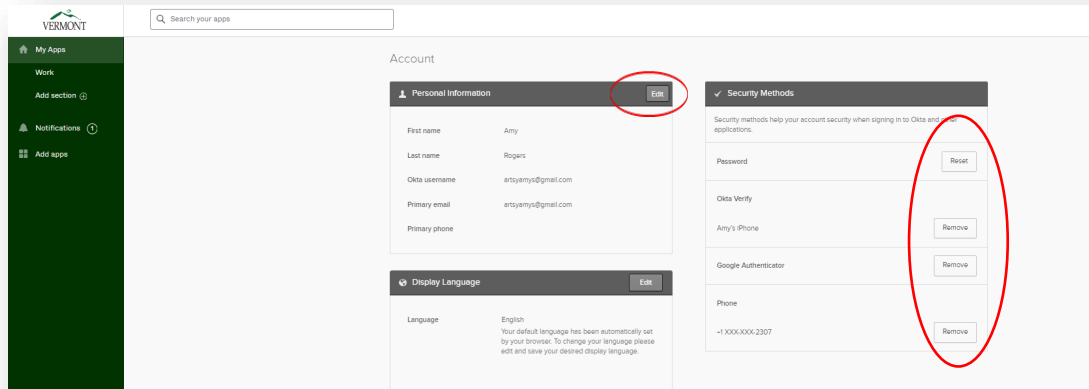
- **Name Changes, Email and MFA Updates**

1. Your name and email can be updated after you have logged into the system. Go to info.my.vermont.gov and click on Login at the top right. After entering your email address and password you will be given access to the myVermont system and redirected to info.my.vermont.gov.
2. **Click on your name** in the upper right-hand corner.



3. You will be directed to the myVermont user information page. Here you can edit your name, email address, display language, password and remove an MFA option. Click on edit next to Personal Information to edit your name and email address. To update your phone, password, or MFA option, click on the button next to the item listed under Security Methods. Follow the steps to update your information. **Please note: If you remove all of your MFA options, you will be prompted to add a new**

MFA the next time you login to the UI Claimant Portal.



If you still have questions that have not been answered above, try one of the following options:

- For additional help, refer to <https://info.my.vermont.gov/help-vdol>.
- Visit one of the Career Resource Centers across the state. Click on this link for a list <https://labor.vermont.gov/workforce-development/job-centers>.
- If you are unable to reset your password, unlock your account, change your name, or update your MFA options or need additional help that isn't listed here, please reach out to the Claims Center at 877-214-3332 and choose the option for myVermont questions.

Frequently Asked Questions

1. Is it necessary to have a phone to set up a myVermont account?

Claimants can use one of three authentication methods. All three methods require the use of a phone to receive an MFA code. A shared phone can be used, but the claimant must be able to access the phone when filing their weekly claim to be able to receive the code, whether via text or voice call. Career Resource Centers will have designated phones available by the computers at each site for claimants to use.

2. Claimants who file via IVR (Interactive Voice Response) can file without a myVermont account. In what circumstances would they need to set up an account?

If a claimant filing via IVR is filing past the 10-week mark and has a work search requirement, it will be necessary for them to create a myVermont account.

3. How will new claimants know to set up myVermont account?

All claimants will receive information in their claimant welcome packets and information from the CSR when their account is set up on the phone.

4. Do I need to have an email account to access myVermont?

Yes. Each person filing a claim for unemployment must have their own email address. Shared email addresses are not allowed. And the email address must match what is in the UI Claimant Portal. This information can be updated by following the directions in the Troubleshooting section.

5. Is it possible to change the language for the myVermont dashboard? And if so, what languages are supported?

The login screen and account management page can support the following languages if your browser is configured to use that language. The following languages are available:

- 简体中文 (Simplified Chinese)
- 繁體中文 (Traditional Chinese)
- Čeština (Czech)
- Dansk (Danish)
- Nederlands (Dutch)
- English
- Suomi (Finnish)
- Français (French)
- Deutsch (German)
- ελληνικά (Greek)
- Magyar (Hungarian)
- Bahasa Indonesia
- Italiano (Italian)
- 日本語 (Japanese)
- 한국어 (Korean)
- Malay
- Norsk Bokmål (Norwegian)
- język polski (Polish)
- Português (Brazilian Portuguese)
- Română (Romanian)
- Русский (Russian)
- Español (Spanish)
- Svenska (Swedish)
- ภาษาไทย (Thai)
- Türkçe (Turkish)
- українська (Ukrainian)
- Tiếng Việt (Vietnamese)