

## Unemployment Insurance – [info.my.vermont.gov](http://info.my.vermont.gov) Frequently Asked Questions

- 1. What is [info.my.vermont.gov](http://info.my.vermont.gov)?**
  - The new login system utilizes a service called myVermont to provide secure system access with multi-factor authentication (MFA). This system allows for additional security of personal information.
  
- 2. What is Multi-Factor Authentication?**
  - Multi-factor Authentication (MFA) is an authentication method that requires the user to provide two or more verification factors to gain access to a resource such as an application or online account. Rather than just asking for a username and password, MFA requires one or more additional verification factors, such as phone call, text message, or email for authentication.
  
- 1. What if I already have a myVermont account through another state agency?**
  - If you already have an account through another state agency, you **do not** need to create a new account.
  - Many Vermont State agencies already use this platform such as, Vermont Department of Health, Vermont Department of Children and Families and The Vermont Department of Motor Vehicles.
  
- 2. Will this change how I file for benefits?**
  - The steps to get to the claimant portal, and how you file for benefits, will stay the same.
  - You can file for benefits through the UI Claimant Portal by going to <https://uipublic01.labor.vermont.gov/Claimantportal/portal/login.aspx>
  
- 3. How do I reset my password?**
  - Go to [info.my.vermont.gov](http://info.my.vermont.gov) and enter your email address → click password → then reset.
  - An email will be sent to the provided email (if an account exists) with a link for resetting
  
- 4. How can I unlock my account?**
  - An account becomes locked for 30 minutes if the user enters the password wrong 3 times consecutively over any time period. When this happens, an email is automatically sent to the user with a link for beginning the unlock process.
  - The user may also go to [my.vermont.gov](http://my.vermont.gov) and click “Unlock Account” to begin the process
  
- 5. Can I update my name?**
  - A user can update their name and email once they have successfully logged in.
    - To get to the account maintenance screen:
      - [info.my.vermont.gov](http://info.my.vermont.gov) → click login at the top right → “Update account” after logging in.
  
- 6. Who can I contact if I am having issues setting up my account?**
  - If you encounter difficulties during the activation process, our Vermont Job Centers are set up to provide claimants with direct assistance.
  - You can visit a local Job Center Monday – Thursday from 9:00am to 4:00pm or call your local Job Center. [Find a Vermont Job Center near you.](#)