



NORTH CAROLINA
DEPARTMENT OF
COMMERCE
DIVISION OF EMPLOYMENT
SECURITY

Helpful Hints for Signing in to – *des.nc.gov*

- You must have a valid email address.
- Only one email account can be used per claimant.
- No shared email accounts are allowed.
- DES will send a message with a link to your valid email address. Click on the link to complete the sign-up process.
- For you to create a new username and password, the link provided is only valid for one time use and only for 60 minutes. After 60 minutes, a new email with a new link can be provided.
- You will have five attempts to sign in correctly.
- **If you are locked out of your account, you need to contact the DES Customer Call Center at 888-737-0259 to unlock your account.**

****While signing up, click on questions marks (?) to the right of each field to learn additional and helpful information.****

- Customers will be signed out after 60 minutes of inactivity.

After completing your claim, be sure to sign out and close your browser to protect your username and password from fraudulent activity.