



HAVING TROUBLE SIGNING INTO UNEMPLOYMENT?

1 TRY TO RESET YOUR USERNAME AND PASSWORD

Go to this website:

<https://huiclaims.hawaii.gov/#/forgot-credentials>

You will need to know the answers to your three security questions to reset your username and/or password.

If you cannot remember your unemployment insurance (UI) login information or the answers to your security questions, then you can call UI to have them delete your account but not your application. The information that you have already put into your application is connected to your SSN and past claim information should appear in the new account that you create.

2 DELETE THE ACCOUNT THAT YOU DON'T KNOW THE LOGIN INFORMATION FOR

Call the Password Reset phone number:

833-901-2272 that can also be found on the website here:

<https://huiclaims.hawaii.gov/#/>

Ask the person to delete your account but **NOT YOUR APPLICATION.**

3 CREATE A NEW ACCOUNT

Use your SSN and Email to create an account

Tip: Record your login information on your phone or other device that is secure and only accessible to you

The username you create

The password you create

Your Three Security Questions and Answers