

Welcome to UI Online

A new way to
file and access
your Unemployment
Insurance claim

www.mass.gov/dua



This information is also
available at www.mass.gov/dua



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE

What is UI Online?

UI Online is a new web-based system developed to serve claimants and employers more efficiently. Key benefits are:

- **Self-service** – You can perform more transactions on your own, rather than waiting to speak to a claims agent on the phone.
- **Expanded hours** – You can request weekly benefit payments or access your account information more conveniently with expanded hours between 5:00 a.m. and 10:00 p.m. daily.
- **Security** – You can be assured that your personal information will be protected by the security measures and safeguards built into UI Online.

Please refer to page 7 for a list of UI Online services.



UI Online Computer Requirements

- Computer with Internet connection
- Recommended web browsers
 - Microsoft Internet Explorer 6, 7, 8, or 9
 - Mozilla Firefox 1 or 2
 - Apple Safari 2 or 3
 - Netscape Navigator 8 or 9
 - Google Chrome
- Adobe Acrobat Reader 7 or 8

Tip: UI Online will time out after 30 minutes of inactivity.

Important Browser Settings:

- Add <https://uionline.detma.org> to your list of trusted sites.
- Disable pop-up blockers.
- For help with browser settings, go to www.mass.gov/dua.

Activate Your UI Online Account

To activate your account:

1. Go to www.mass.gov/dua, click **UI Online for Claimants**, then select **Log in to my Account**.
2. Log in to UI Online with:
 - your Social Security Number (SSN) and existing WebCert password, or
 - your SSN and existing TeleCert 4-digit Personal Identification Number (PIN).
3. UI Online will prompt you to:
 - create your new password, and
 - select your security question and answer
4. After you log in, you will see your Home Page where you can access a menu of services.

If you cannot access UI Online because the password or PIN you entered is incorrect, you must call 617-626-6800 to reset your password.

Tip: Once you have activated your account, write down your new password, security question, and answer. Keep them in a safe place. If you forget your new password, you can reset it by clicking **Forgot Password**.

Request Benefit Payment

To request your weekly benefit payment (claim or certify for the week),

1. Go to www.mass.gov/dua, click **UI Online for Claimants**, then select **Log in to your Account**.
(You must have activated your account first - see page 4.)
2. Select **Request Benefit Payment**.
3. Answer the eligibility questions. Please read carefully, as questions have changed.
You will also be prompted to provide information regarding your work search.

Note:

- If you need to reopen your claim, select **Reopen Claim**.
- If your benefit year has ended and you need to file a new claim, select **Apply for Benefits**.

Tip: Use the buttons at the bottom of the page to navigate between pages. **Do not use the back button.**

Review/Edit Your Information

Once you have logged in, select **View and Maintain Account Information** to:

- **Review/edit your personal information** – update your address and telephone numbers.
- **Verify your account and payment information** – view your claim status, claim balance, benefit year start and end dates, and the status of your extension benefits, if eligible. If you need documentation to apply for assistance programs, you can print a copy of your monetary determination.
- **Add a dependent** – provide your dependent's SSN and name, and answer questions to add a new dependent.
- **Review/edit your preferences** – change your payment method or elect tax withholding.
- **Sign up for electronic correspondence** (available in English only) – you will receive email alerts that indicate you have correspondence in your UI Online Inbox. You will automatically receive correspondence by U.S. mail if you do not sign up for electronic correspondence.

Claimant Service Options

Action	UI Online	TeleCert (Automated)	TeleClaim (Staffed)
Apply for unemployment benefits*	√		√
Reopen/reactivate an existing claim*	√		√
Request weekly benefit payment	√	√	
Submit weekly work search*	√		
Check account balance and claim status	√		√
Verify last payment amount and date	√	√	
Set up/change payment method: direct deposit or debit card	√	√	
Elect tax withholding	√		√
Change address*	√		√
Request overpayment waiver or set up payment plan*	√		√
File an appeal*	√		
Set up and view electronic correspondence*	√		
Print 1099G form	√		
Add a dependent*	√		√
Change password or PIN	√	√	

TeleClaim: 617-626-6800 or 877-626-6800, from area codes 351, 413, 508, 774, or 978

TeleCert: 617-626-6338

TeleCert Check Claim Status: 617-626-6563

TeleCert PIN Service: 617-626-6943

*New Online Services

Need Help?

Resources are readily available to help you access UI Online.



Online Help - Go to www.mass.gov/dua for:

- frequently asked questions (FAQs)
- user guides

Note: DUA will post important information and advisories about UI Online.



Phone Support - Call 617-626-6800 or 877-626-6800 (from area codes 351, 413, 508, 774, or 978) Monday to Friday from 7:30 a.m. to 7:00 p.m.* (July 1 to August 2) for:

- technical support
- password reset
- questions concerning your claim

* We will return to regular hours on August 5, which are 8:30 a.m. to 4:30 p.m.



Email - Send your question or request to DUA using online forms available on our website. Please allow at least 48 hours for your email to be answered.

An equal opportunity employer/program. Auxiliary aids and bilingual services are available upon request. For hearing impaired relay services, please call 1-800-439-0183 or 711.