



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

UI Online

Introduction to the Claimant User Guide

Massachusetts UI Online System

Department of Unemployment Assistance (DUA)

Commonwealth of Massachusetts

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Introduction to the Claimant User Guide

The Massachusetts *UI Online* System provides individuals and businesses in Massachusetts with a fast, interactive way to conduct their activities related to Unemployment Insurance (UI) over the web.

Use the UI Online system to do all of the following, and more:

- Apply for benefits
- Request weekly benefit payments
- Reopen an inactive claim
- Review and (if appropriate) edit some of your account information, including:
 - Contact Information
 - Dependent Information
 - Monetary and Issue Summary
 - Payment History
 - Payment Method Options
 - Tax Withholding Options
 - Child Support Summary
- Manage Debt
- File an appeal
- Estimate Future Benefits
- Request a 1099G

What this Claimant User Guide Covers

The Claimant User Guide provides detailed descriptions of many of the activities that claimants or former claimants can perform using the Massachusetts Department of Unemployment Assistance (DUA) UI Online system.

(You can also see the *UI Online Quick Start for Claimants* if you just need a list of activities, links, and getting started steps.)

In addition to this Preface, this document includes the following sections:

- Login, Password, and Navigation
- Applying for Benefits
- Requesting Benefit Payments
- Reopening a Claim
- Claimant Activities (such as revising contact information, checking on issues, filing appeals, and more).

Audience

This user guide is targeted to the claimants who have a UI Online account or need to set up an account with the Department of Unemployment Assistance (DUA).

Text Conventions

Text conventions have been used in this document to highlight the content being described. (Note that these conventions are distinct from conventions in use in the software itself.)

Convention	Meaning/Usage	Example
Bold	Button Input	Click Next to progress to the next screen. Enter the Last Name .
<u>Underline</u>	Link Lengthy screen item	Click the <u>Request Replacement</u> Check link. Put a check by the <u>What if my employer is not listed</u> box.
<i>Italics</i>	Emphasis	This page is <i>only</i> available to Staff.
"Quotes"	Section name	See the section, "Applying for Benefits."

UI Online System Requirements

To run the UI Online software the following are required:

- A connection to the Internet
- Web browser software. Any of the following browsers are recommended:
 - Microsoft Internet Explorer, versions 6, 7, 8.
 - Mozilla Firefox, version 1, versions 1, 2
 - Apple Safari, versions 2, 3
 - Netscape Navigator, versions 8, 9
- Adobe Acrobat Reader, versions 7, 8

IMPORTANT BROWSER SETTINGS:

- Add <http://www.mass.gov/dua> to your list of Trusted Sites.
- Disable pop-up blockers.

Feedback

Your comments are important to us. Please feel free to provide feedback at:

<http://www.mass.gov/lwd/feedback.html>