UI Online Claimant User Guide

Applying for Benefits

Massachusetts UI Online System
Department of Unemployment Assistance (DUA)
Commonwealth of Massachusetts

Version 1.01
June 25, 2013
### Document Revision History

<table>
<thead>
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<th>Date</th>
<th>Version</th>
<th>Responsible</th>
<th>Reason for Revision</th>
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<td>6/25/13</td>
<td>1.01</td>
<td>PS</td>
<td>Initial Version</td>
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### Open Items

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<th>Open Item</th>
<th>Responsible</th>
<th>Closed date</th>
</tr>
</thead>
</table>
# Table of Contents

- **Overview of Applying for Benefits** ................................................................. 4
- **Get Your Information Ready** ............................................................................ 5
- **What to Expect** .................................................................................................. 6
- **Questionnaires** .................................................................................................. 8
- **Start the Application** ............................................................................................ 9
- **Getting Started** .................................................................................................. 11
- **Information Checklist** ......................................................................................... 12
- **Data Privacy Authorization** ................................................................................ 13
- **Work Information / Earnings Information** .............................................................. 14
- **Benefit Claim Effective Date** .............................................................................. 15
- **Work Hours** ......................................................................................................... 16
- **Initial Questions** .................................................................................................. 17
- **Out-of-Country Advisory** .................................................................................... 18
- **Address Validation** ............................................................................................. 19
- **Federal Civilian Work History** ............................................................................. 20
- **Federal Employment - Out-of-State** ..................................................................... 21
- **Out-of-State Benefits History** ............................................................................. 22
- **Out-of-State Benefits** ......................................................................................... 23
- **Out-of-State Work History** ................................................................................... 24
- **Out-of-State Advisory** .......................................................................................... 25
- **No Employment Within the Last 15 Months** ......................................................... 26
- **Claimant Authentication** ...................................................................................... 27
- **Applicant Personal Identification Information** ....................................................... 28
- **Set Password** ........................................................................................................ 29
- **Notes on Stopping and Resuming Work on a Claim** ........................................... 30
- **Contact Information** ............................................................................................ 31
PERSONAL INFORMATION ............................................................................................................. 32
WORK AUTHORIZATION INFORMATION ........................................................................................ 33
NON-MASSACHUSETTS CHILD SUPPORT STATE INFORMATION .................................................. 34
NON-MASSACHUSETTS CHILD SUPPORT COUNTY INFORMATION .................................................. 35
NON-MASSACHUSETTS CHILD SUPPORT SUMMARY ....................................................................... 36
NON-MASSACHUSETTS CHILD SUPPORT CONFIRMATION .............................................................. 37
DEPENDENT CHILDREN SUMMARY ................................................................................................. 38
DEPENDENT CHILD DETAILS .......................................................................................................... 39
DEPENDENCY ALLOWANCE - AUTHENTICATION - CLAIMANT QUESTIONNAIRE ............................. 40
WORK INFORMATION .................................................................................................................... 41
OCCUPATION SEARCH .................................................................................................................... 42
ADDITIONAL OCCUPATION INFORMATION .................................................................................... 43
TAX WITHHOLDING OPTIONS ........................................................................................................ 44
PAYMENT OPTIONS ........................................................................................................................ 45
ABOUT EMPLOYMENT AND EMPLOYER INFORMATION ............................................................... 46
   UPDATING A MASSACHUSETTS EMPLOYER THAT IS ALREADY LISTED ........................................... 47
   DID NOT WORK FOR MASSACHUSETTS EMPLOYER THAT IS ALREADY LISTED ................................. 47
   SEARCHING FOR A MASSACHUSETTS EMPLOYER ........................................................................... 49
   ADDING AN EMPLOYER FROM SEARCH RESULTS ............................................................................ 49
   ADDING A MASSACHUSETTS EMPLOYER MANUALLY (WHEN NO EMPLOYER IS FOUND) ................. 50
   ADDING A NON-MASSACHUSETTS EMPLOYER MANUALLY ............................................................. 51
   ADDING A FEDERAL CIVILIAN EMPLOYER ....................................................................................... 52
   ADDING A MILITARY EMPLOYER ..................................................................................................... 53
EMPLOYMENT QUESTIONS AND QUESTIONNAIRES ................................................................. 55
   MOST RECENT EMPLOYMENT PERIOD FOR THIS EMPLOYER ......................................................... 55
   CORPORATE OFFICER/SHAREHOLDER (SEPARATED) .................................................................... 55
   CORPORATE OFFICER/SHAREHOLDER (ACTIVE) ............................................................................ 55
SOLE PROPRIETORSHIP/PARTNERSHIP ................................................................................................... 56
REASON FOR QUIT .................................................................................................................................... 56
REASON FOR BEING DISCHARGED ........................................................................................................... 57
STILL EMPLOYED .................................................................................................................................... 57
LEAVE OF ABSENCE ............................................................................................................................... 57
REASON FOR BEING SUSPENDED .......................................................................................................... 58
SCHOOL EMPLOYEES ............................................................................................................................ 58
LABOR DISPUTE - STRIKE ...................................................................................................................... 58
LABOR DISPUTE - LOCKOUT .................................................................................................................. 58
CONVICTION ........................................................................................................................................... 59
ADDITIONAL AND COMPLETE EMPLOYMENT .................................................................................... 60
ELIGIBILITY INFORMATION .................................................................................................................. 61
ADDITIONAL ELIGIBILITY QUESTIONS AND QUESTIONNAIRES ...................................................... 62
IMPORTANT INFORMATION ABOUT YOUR UNEMPLOYMENT BENEFITS ..................................... 63
APPLICATION NOT YET COMPLETE ................................................................................................. 64
To Modify Entries in the Review and Edit Contents Area .................................................................... 64
Submit the Application ............................................................................................................................ 65
CONFIRMATION ..................................................................................................................................... 66
PROTECTING YOUR PRIVACY AND OTHER INFORMATION ............................................................ 67
COMPLETING THE APPLICATION ......................................................................................................... 68
THE CLAIMANT HOME PAGE ............................................................................................................. 68
Applying for Benefits using UI Online

This section describes how to file an initial claim for unemployment benefits using the web-based UI Online system. It provides instructions and sample screen shots for the pages and fields that appear in most claims. While this guide cannot describe every variation in the flow of pages (and should not be used as a reference on Unemployment Insurance law, or DUA policies and procedures), where possible, it provides detailed sequences and screen shots.

**IMPORTANT NOTES:**

- To use the Massachusetts UI Online system, you need a computer with Internet access.
- An application for benefits can be saved if it is not completed in a single session.
- An application for benefits is saved if you fill in the **Set Password** page, and then move to the next page. The following information must be filled in on the Set Password page:
  - Password
  - Security Question
  - Security Answer
- Once an application is saved, you can return and complete the application before 9:59 PM Saturday of the same week. (After 9:59 PM, all incomplete applications are purged.)
- If a Staff member starts and completes the application for benefits on your behalf, they will not set a password for you (for security reasons). You can set your own password by following the **Forgot Password** process.

**Overview of Applying for Benefits**

You can apply for Massachusetts unemployment benefits by going to the Department of Unemployment Assistance website. Fill in the application for benefits by progressing through a series of web pages where information is entered and then saved.

The process is not identical for everyone, because not all pages apply to all claimants. Only the pages that are relevant to your claim will appear.
GET YOUR INFORMATION READY

When you apply for unemployment benefits, you will be asked to provide some key pieces of information that help identify you and help determine what your benefit might be. These are some of the kinds of information you’ll need.

- All claimants: Social Security Number.
- If you have dependents and wish to claim the dependency allowance: Social Security Number, age, date of birth, and gender of all dependents.
- If you have any non-Massachusetts Child Support orders: the State and County.
- If you are a non-citizen:
  - The type of authorization card, or work authorization document and number
  - Alien identification number
  - Card number
  - Card Expiration date
  - Passport number

- If you previously requested weekly benefits on paper, through the TeleCert system, or through the WebCert system:

<table>
<thead>
<tr>
<th>Claimant</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Former WebCert users</td>
<td>WebCert User ID and Password OR the WebCert Security Answer</td>
</tr>
<tr>
<td>Former TeleCert users</td>
<td>TeleCert PIN OR TeleCert Security Answer</td>
</tr>
<tr>
<td>Former paper filers</td>
<td>Date of birth and gender</td>
</tr>
</tbody>
</table>

This is not the entire list, but the UI Online system provides a complete list on the Information Checklist page, early on in the application.
WHAT TO EXPECT

Each page in the application has a progress bar along the top. Each stage of the claim is listed by number and name in the progress bar. The current stage is indicated with a blue circle.

Some of the pages that appear in each stage of the claim are listed below, with notes about what to expect generally while applying for benefits.

<table>
<thead>
<tr>
<th>Stage</th>
<th>Quick Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Initial Questions Stage</strong></td>
<td></td>
</tr>
<tr>
<td>Getting Started with the Massachusetts UI Online Application</td>
<td>See Frequently Asked Questions if you need more information about applying for benefits.</td>
</tr>
<tr>
<td>Information Checklist</td>
<td>Find out what information should be gathered before continuing with the application for benefits.</td>
</tr>
<tr>
<td>Data Privacy Authorization</td>
<td>Read the terms of using UI Online; check the box to indicate agreement.</td>
</tr>
<tr>
<td>Benefit Claim Effective Date</td>
<td>Select the applicable date.</td>
</tr>
<tr>
<td>Work Hours</td>
<td>Enter hours typically worked, and hours worked the effective week.</td>
</tr>
<tr>
<td>Disaster Unemployment Assistance (DUA)</td>
<td>This page appears if there is a disaster in effect.</td>
</tr>
<tr>
<td>Initial Questions</td>
<td>Answer questions about your work and residence. One or more pages may appear.</td>
</tr>
<tr>
<td>Address Validation</td>
<td>Choose the closest possible match to your address.</td>
</tr>
<tr>
<td>Claimant Authentication</td>
<td>Enter your Social Security Number, name, date of birth, gender, and (optional) Driver’s License Number and State of issue.</td>
</tr>
<tr>
<td><strong>Stage</strong></td>
<td><strong>Quick Notes</strong></td>
</tr>
<tr>
<td>-------------------</td>
<td>---------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Pages in the Stage</strong></td>
<td></td>
</tr>
<tr>
<td>Set Password</td>
<td>Set a password, and a Security Question and Security Answer.</td>
</tr>
<tr>
<td><strong>General Information Stage</strong></td>
<td></td>
</tr>
<tr>
<td>Contact Information</td>
<td>When you reach this page, the claim has been saved, and can be filled in any time before Saturday at 9:59 PM of the same week.</td>
</tr>
<tr>
<td>Personal Information</td>
<td>One or more pages ask you for some more information.</td>
</tr>
<tr>
<td>Work Information</td>
<td>Provide work information.</td>
</tr>
<tr>
<td>Occupation Search</td>
<td>Search for your occupation.</td>
</tr>
<tr>
<td>Occupation Search Results</td>
<td>Select the closest occupation.</td>
</tr>
<tr>
<td>Additional Occupation Information</td>
<td>Enter how long you have done this type of work.</td>
</tr>
<tr>
<td>Tax Withholding Options</td>
<td>Select Federal only, Massachusetts only, Federal and Massachusetts, or none.</td>
</tr>
<tr>
<td>Payment Options</td>
<td>Select Direct Deposit or Unemployment Debit Card.</td>
</tr>
<tr>
<td><strong>Employment Information Stage</strong></td>
<td></td>
</tr>
<tr>
<td>Additional and Complete Employment</td>
<td>This page lists the Employers already on record.</td>
</tr>
<tr>
<td></td>
<td>Update each Employer you worked for.</td>
</tr>
<tr>
<td></td>
<td>Delete any Employer you did not work for.</td>
</tr>
<tr>
<td></td>
<td>Add any Employers not already on the list.</td>
</tr>
<tr>
<td>Detailed Employment update Information (or equivalent)</td>
<td>One or more pages may follow with some basic questions about each Employer.</td>
</tr>
<tr>
<td>Additional and Complete Employment</td>
<td>This page reappears each time you submit information about an Employer.</td>
</tr>
<tr>
<td>Eligibility Information</td>
<td>Add information page for other income, training, etc.</td>
</tr>
<tr>
<td>Important Information about Your Unemployment Benefits</td>
<td>This page provides includes information about job search requirements, availability, location, and the Career Center.</td>
</tr>
<tr>
<td><strong>Review, Edit and Submit Stage</strong></td>
<td></td>
</tr>
<tr>
<td>Application Not Yet Complete</td>
<td>This page summarizes most of the information you already entered, and lets you go back and edit if you need to.</td>
</tr>
</tbody>
</table>
### Claim Complete

<table>
<thead>
<tr>
<th>Claim Complete</th>
<th>Quick Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirmation</td>
<td>This page provides information about the claim, the benefits, staying eligible for benefits, and requesting weekly benefits.</td>
</tr>
<tr>
<td>Protecting Your Privacy - Claimant Information - Resources</td>
<td>This page provides advice protecting claimant privacy, viewing information and notices on the claim, keeping the account active, and accessing job search resources and services.</td>
</tr>
</tbody>
</table>

### Questionnaires

Note that as you proceed in the application for benefits, you may be asked to fill in a Questionnaire. A Questionnaire has fields for additional information that is needed in order to process your application.

For more information on filling in a Questionnaire, see “Filling in a Questionnaire,” located in the section, “Claimant Login, Password, and Navigation.”
START THE APPLICATION

Follow these steps to apply for benefits

2. Click UI Online for Claimants.
3. Click the Apply for Benefits button. The Welcome page appears.

4. Enter your Social Security number in each field. Click Next.
5. If the Getting Started page displays, skip the rest of the steps below, and turn directly to the section: “Getting Started.” Otherwise, see Step 6.
6. Enter the requested information.

For returning WebCert filers: enter the WebCert User ID and Password and click Next, or click Forgot Password.

For returning TeleCert filers: enter the TeleCert Pin and click Next, or click Forgot PIN.

For returning paper filers: enter follow the prompts and click Next.
7. For all TeleCert filers, and for WebCert filers who clicked **Forgot**: enter the following information and click **Next**.

```
Welcome to Massachusetts Unemployment Insurance (UI) Online Application
Submit Personal Information
Confirm your Social Security Number:
Birth Date: (mm/dd/yyyy)
Gender: Female Male
Submit Personal Information - Security Question
Security Question: What is your father’s middle name?
Security Answer:
```

- Social Security Number
- Birth Date
- Gender
- Security Answer

8. For any WebCert, TeleCert, or CertCard filer who is unsuccessful:

Contact DUA Staff and follow their instructions. Then continue with **Step 10**.

```
The following issue was detected with your submission.
Errors
X The information that you entered does not match our records (0)
Contact Staff
The login credentials you have entered could not be verified. Please contact Division of Unemployment Assistance regarding access to your account.
```

9. The **Set Password** page displays. Do the following:

- Enter the Password in both password fields.
- Select a Security Question.
- Enter the Security Answer in both answer fields.
- Click **Submit**.

```
Set Password
Password (8 case sensitive, alphanumeric characters (At least 1 Upper-case and 1 Numeric required)): 
Confirm Password:
Security Question:
Security Answer:
Confirm Security Answer:
```

Remember this information. You will need it to access your claim online.

10. Your **Claimant Home** page displays.

- Click the **Apply for Benefits** link. In this document, turn directly to “Getting Started.”
- If no Apply for Benefits link appears, you are not eligible to apply (most likely because a claim is already active, or there are no applicable programs).
GETTING STARTED

This page has links with answers to questions that many claimants have about Unemployment Insurance policies, using the system, using the browser, and system security.

1. Click any question link to display its answer.

2. Click **Start the Unemployment Benefits Application** to proceed to the **Information Checklist** page.
INFORMATION CHECKLIST

The Information Checklist provides details about the information you may need to gather in order to complete the application for benefits.

1. Review all information requirements to be sure you have everything ready.
2. Click **Next.**

![Diagram showing the Unemployment Initial Claim Submit Process]

**Information Checklist**

Information you will need to supply in order to apply for unemployment benefits:

- Your Social Security Number
- If you are not a citizen of the United States, your alien registration number
- Your residential address
- Your mailing address
- Your telephone number
- Your birth date
- Your employment history (most recent 15 months) which includes:
  - The names of all your employers
  - Employer addresses
  - Employer phone numbers
  - Reasons for separation from your employers
  - Employment start and end dates
  - Recall dates
- The Social Security numbers and dates of birth for your dependents
- Your union name and local number (if you are a member of a union)
- If you were in the **Military**, you will need information from your DD-214 Member 4 (not mandatory to apply)
- If you were a **Federal Employee**, you will need information from your SF-8 (not mandatory to apply)
- Your e-mail address (optional)
- If you want to use direct deposit you will need your **bank account number** and **bank routing number**

Select **Print** if you would like to see this list in a printer-friendly window.
DATA PRIVACY AUTHORIZATION

The Data Privacy Authorization page describes why information is requested and how it is used, and provides the conditions for using UI Online.

1. Review the information on the page.

2. If you read and agree with the Data Privacy Authorization, select Yes, and click Next to proceed to the Benefit Claim Effective Date page.
WORK INFORMATION / EARNINGS INFORMATON

These pages may display if you previously received and/or applied for unemployment benefits.

1. If the **Work Information** page displays, select **Yes** or **No** to indicate whether you worked since the date indicated.

   ![Work Information](image1)

2. Click **Next**.

3. If the **Earnings Information** page displays, select **Yes** or **No** to the question about work and earnings since the date shown.

4. Select **Yes** or **No** to indicate whether you worked since the date indicated.

   ![Earnings Information](image2)

5. Click **Next**.
BENEFIT CLAIM EFFECTIVE DATE

Designate the benefit claim effective date.

1. Choose the most recent Sunday, or the Sunday prior to it, if appropriate.

2. Click **Next** to proceed to the **Work Hours** page.
WORK HOURS

Provide information about the number of hours you typically worked on the Work Hours page.

1. Enter the number of hours worked the first week of the claim.
2. Enter the number of hours normally worked.
3. Click Next.
INITIAL QUESTIONS

The Initial Questions page requests information about your work, UI filings, and address.

1. Select or enter all required answers. Make sure that all appropriate employment types are selected.

2. Click Next.

NOTE: If you had Federal Civilian employment or out-of-state employment you may see one or more of the pages in the list below. Otherwise, turn to the part of this document that corresponds to the page you see on screen.

- Federal Civilian Work History
- Federal Employment – Out-of-State
- Out-of-State Benefits History
- Out-of-State Work History
- Out-of-State Employment
OUT-OF-COUNTRY ADVISORY

If this page appears, no benefits are available from Massachusetts.

- If the out-of-country address was selected in error, click Previous, correct the entry, and proceed in the application.
- Otherwise, click Exit.
ADDRESS VALIDATION

On the **Address Validation** page, select the address that is closest to your address. Click **Next**.

**NOTE:** If applicable, select the address with the 9-digit extended Zip code (known as “Zip +4”).
FEDERAL CIVILIAN WORK HISTORY

This page appears if ”Employed as a Federal Civilian” was checked on the Initial Questions page.

1. Select the last Federal duty station.

2. Select Yes or No to the question on FEMA employment.

3. Click Next.
FEDERAL EMPLOYMENT - OUT-OF-STATE

This page appears if "Employed in Massachusetts" was NOT checked, and "Employed as a Federal Civilian" WAS checked on the Initial Questions page.

If this page appears, no benefits will likely be available from Massachusetts. The page lists the state websites for non-Massachusetts states where you can learn more about the programs available from the non-Massachusetts state(s) where employment took place.

Note that the claim can be completed, in case additional Massachusetts programs still apply to you.

- To continue the application, click Next.
- To stop without completing the application, click Exit.

<table>
<thead>
<tr>
<th>State Unemployment Insurance Contact Information</th>
<th>State Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alaska</td>
<td>Alaska Internet Filing</td>
</tr>
<tr>
<td>Alabama</td>
<td>Alabama Internet Filing</td>
</tr>
<tr>
<td>Arkansas</td>
<td>Arkansas Internet Filing</td>
</tr>
<tr>
<td>Arizona</td>
<td>Arizona Internet Filing</td>
</tr>
<tr>
<td>California</td>
<td>California Internet Filing</td>
</tr>
<tr>
<td>CANADA</td>
<td>CANADA Internet Filing</td>
</tr>
<tr>
<td>Colorado</td>
<td>Colorado Internet Filing</td>
</tr>
<tr>
<td>Connecticut</td>
<td>Connecticut Internet Filing</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>District of Columbia Internet Filing</td>
</tr>
<tr>
<td>Delaware</td>
<td>Delaware Internet Filing</td>
</tr>
<tr>
<td>Florida</td>
<td>Florida Internet Filing</td>
</tr>
<tr>
<td>Georgia</td>
<td>Georgia Internet Filing</td>
</tr>
<tr>
<td>Hawaii</td>
<td>Hawaii Internet Filing</td>
</tr>
</tbody>
</table>
OUT-OF-STATE BENEFITS HISTORY

This page appears if "Have you applied for unemployment benefits from a state other than Massachusetts was answered Yes on the Initial Questions page.

1. Select every non-Massachusetts state in which you applied for benefits.
2. Click Next.
OUT-OF-STATE BENEFITS

This page appears if "Have you applied for unemployment benefits from a state other than Massachusetts was answered Yes on the Initial Questions page, and a State was selected on the Out-Of-State Benefits History page.

1. Answer Yes or No for every non-Massachusetts state in which you applied for benefits.

2. Click Next.
OUT-OF-STATE WORK HISTORY

This page appears if "Employed in Non-Massachusetts" was checked on the Initial Questions page.

1. Select every non-Massachusetts state in which you worked during the last two years.

2. Click **Next**.

### Out-Of-State Work History

- Alabama
- Arkansas
- Connecticut
- Delaware
- Florida
- Georgia
- Idaho
- Illinois
- Iowa
- Kansas
- Louisiana
- Maine
- Michigan
- Minnesota
- Missouri
- Montana
- New Hampshire
- New Jersey
- New Mexico
- New York
- North Dakota
- Ohio
- Oregon
- Pennsylvania
- Rhode Island
- South Carolina
- Tennessee
- Texas
- Utah
- Vermont
- Washington
- West Virginia
- Wisconsin
- Arizona
- California
- Colorado
- District of Columbia
- Hawaii
- Indiana
- Kentucky
- Maryland
- Mississippi
- Nebraska
- Nevada
- New Hampshire
- New Jersey
- New Mexico
- New York
- North Dakota
- Ohio
- Oregon
- Pennsylvania
- Rhode Island
- South Carolina
- Tennessee
- Texas
- Utah
- Vermont
- Washington
- West Virginia
- Virginia
- U.S. Virgin Islands
- Wisconsin
OUT-OF-STATE ADVISORY

This page appears if "Employed in Massachusetts" was NOT checked, and "Employed in Non-Massachusetts" WAS checked on the Initial Questions page.

If this page appears, no benefits will likely be available from Massachusetts. The page lists the state websites for non-Massachusetts states where you can learn more about the programs available from the non-Massachusetts state(s) where employment took place.

Note that the claim can be completed, in case additional Massachusetts programs still apply to you.

- To continue the claim, click **Next**.
- To stop without completing the application, click **Exit**.

<table>
<thead>
<tr>
<th>State</th>
<th>Telephone</th>
<th>State Unemployment Insurance (UI) Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alaska</td>
<td>888-252-2557</td>
<td>Alaska UI</td>
</tr>
<tr>
<td>Alabama</td>
<td>800-234-5382</td>
<td>Alabama UI</td>
</tr>
<tr>
<td>Arkansas</td>
<td>501-807-2390</td>
<td>Arkansas UI</td>
</tr>
<tr>
<td>Arizona</td>
<td>877-600-2722</td>
<td>Arizona UI</td>
</tr>
<tr>
<td>California</td>
<td>800-300-5616</td>
<td>California UI</td>
</tr>
<tr>
<td>CANADA</td>
<td>800-206-7218</td>
<td>CANADA UI</td>
</tr>
<tr>
<td>Colorado</td>
<td>800-388-5515</td>
<td>Colorado UI</td>
</tr>
<tr>
<td>Connecticut</td>
<td>800-354-3305</td>
<td>Connecticut UI</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>202-724-7000</td>
<td>District of Columbia UI</td>
</tr>
<tr>
<td>Delaware</td>
<td>800-794-3032</td>
<td>Delaware UI</td>
</tr>
<tr>
<td>Florida</td>
<td>800-204-2418</td>
<td>Florida UI</td>
</tr>
<tr>
<td>Georgia</td>
<td>404-232-3990</td>
<td>Georgia UI</td>
</tr>
<tr>
<td>Hawaii</td>
<td>877-215-5793</td>
<td>Hawaii UI</td>
</tr>
<tr>
<td>Iowa</td>
<td>800-562-4092</td>
<td>Iowa UI</td>
</tr>
<tr>
<td>Idaho</td>
<td>208-332-3570</td>
<td>Idaho UI</td>
</tr>
<tr>
<td>Illinois</td>
<td>800-344-5573</td>
<td>Illinois UI</td>
</tr>
<tr>
<td>Indiana</td>
<td>800-831-6499</td>
<td>Indiana UI</td>
</tr>
<tr>
<td>Kansas</td>
<td>800-232-6333</td>
<td>Kansas UI</td>
</tr>
<tr>
<td>Kentucky</td>
<td>877-368-5984</td>
<td>Kentucky UI</td>
</tr>
<tr>
<td>Louisiana</td>
<td>866-783-5567</td>
<td>Louisiana UI</td>
</tr>
<tr>
<td>Maryland</td>
<td>800-827-4389</td>
<td>Maryland UI</td>
</tr>
<tr>
<td>Maine</td>
<td>800-593-7900</td>
<td>Maine UI</td>
</tr>
<tr>
<td>Michigan</td>
<td>800-500-0017</td>
<td>Michigan UI</td>
</tr>
<tr>
<td>Minnesota</td>
<td>877-898-9090</td>
<td>Minnesota UI</td>
</tr>
<tr>
<td>Missouri</td>
<td>800-320-2519</td>
<td>Missouri UI</td>
</tr>
<tr>
<td>Mississippi</td>
<td>888-844-3577</td>
<td>Mississippi UI</td>
</tr>
<tr>
<td>Montana</td>
<td>406-444-2545</td>
<td>Montana UI</td>
</tr>
<tr>
<td>North Carolina</td>
<td>877-841-9017</td>
<td>North Carolina UI</td>
</tr>
<tr>
<td>North Dakota</td>
<td>701-328-4995</td>
<td>North Dakota UI</td>
</tr>
</tbody>
</table>
NO EMPLOYMENT WITHIN THE LAST 15 MONTHS

*If this page appears, no benefits are available from Massachusetts.*

Note that the claim can be completed, in case additional Massachusetts programs still apply to you.

- To return to the previous page, click **Previous**.
- To continue the claim, click **Next**.
- To stop without completing the application, click **Exit**.

---

Unemployment Initial Claim Submit Process

1. **Initial Questions**
2. **General Information**
3. **Employment Information**
4. **Review, Edit and Submit**
5. **Claim Submitted**

**No Employment Within the Last 15 Months**

You indicated you were not employed since 4/1/2012. You may not be entitled to Massachusetts Unemployment Benefits.

However, if you have received workers compensation benefits within the prior 15 months, an official determination of benefit entitlement will be mailed to you after your application is processed.

If you would like to complete the benefit application, select **Next**. To stop the benefit application session, select **Exit**.
CLAIMANT AUTHENTICATION

The required information entered on the **Claimant Authentication** page is validated against Social Security Administration (SSA) records.

**NOTE:** This page may not display if you had previously received and/or applied for unemployment benefits with Massachusetts.

1. Enter all required information, and (optionally) the requested Driver’s License information. Do not put dashes in the SSN.

2. Click **Submit** and proceed to the **Set Password** page.

**NOTE:** The information on the page is validated in real time against SSA records. There may be a slight delay while the information is validated.

**NOTE:** Even if your Social Security Number cannot immediately be validated with the Social Security Administration, the application can still be completed. However, there may be some delay in the first payment (assuming your Social Security Number can be validated). You must follow the instructions on the **Applicant Personal Identification Information** page.
APPLICANT PERSONAL IDENTIFICATION INFORMATION

This page appears if the Claimant Authentication page is submitted and rejected three times because the Social Security Number cannot be authenticated.

1. Review the information on the page. Collect and mail information as instructed.

2. Click **Next** to continue with the application.

![Applicant Personal Identification Information]

(Embedded table and instructions)

**NOTE:** Remember, mail photocopies of the documents, as these documents are destroyed and not returned to you. A printable cover sheet will be available to attach to the photocopies upon completion of the unemployment benefit application. Additionally, you may receive a letter requesting this personal identification information. If you mail the personal identification information prior to receiving the letter, please disregard the request.
SET PASSWORD

**NOTE:** This page does not display if you are a returning WebCert, TeleCert, or paper filer.

Set your password as follows:

1. Enter a Password in both password fields.
2. Select a Security Question. Enter the Security Answer in both answer fields.
3. Click **Submit**.
NOTES ON STOPPING AND RESUMING WORK ON A CLAIM

If you have gotten as far as setting the password and gone onto the next page, then if necessary, you can close out of the application, and then return to it at a later time, as long as you do so before 9:59 PM of the Saturday of the week when the claim was created.

Resume by performing these steps:

1. Log in using your Social Security Number and the password you already set.
2. When the Claimant Home page appears, click **Apply for Benefits**.
3. Click through the screens and fill in information as needed.
CONTACT INFORMATION

Provide a mailing address (if different than the residential address), telephone number, preferred language, and correspondence preference on the Contact Information page. Click Submit.

NOTES:
- If your mailing address is the same as your residential address, check the box in the Mailing Address section instead of filling in the fields.
- If your correspondence preference is electronic, you must provide an email address.
- If your preferred language is not in the first drop-down list, select it from the second list.
- If the preferred language is not English, electronic correspondence cannot be selected.
PERSONAL INFORMATION

To complete the **Personal Information** page:

1. Enter or select the required information.

2. Click **Next**.
WORK AUTHORIZATION INFORMATION

This page displays if you are not a U.S. citizen.

1. Select a work authorization card or select Other work authorization document, and enter a work authorization document name.

2. Enter the card or document number and expiration date, and Passport number.

3. Click Next.
NON-MASSACHUSETTS CHILD SUPPORT STATE INFORMATION

This page appears if you stated that you are required by a non-Massachusetts court to pay child support.

1. Select the non-Massachusetts state.

2. Click Next.
NON-MASSACHUSETTS CHILD SUPPORT COUNTY INFORMATION

This page appears if you stated that you are required by a non-Massachusetts court to pay child support.

1. Select a County.

2. Click Next.
NON-MASSACHUSETTS CHILD SUPPORT SUMMARY

This page appears if you stated that you are required by a non-Massachusetts court to pay child support.

1. Review the State or Territory and County information.
   - To add additional counties, click Add and repeat the steps on the previous two pages.
   - To delete counties, put a check to the right of a county name and click Delete.

2. When all information is correct, click Next.
NON-MASSACHUSETTS CHILD SUPPORT CONFIRMATION

This page appears if you stated that you are required by a non-Massachusetts court to pay child support.

1. Review the State or Territory and County information. To correct an entry, click Previous, make corrections, and return to this page.

2. Click Next.
DEPENDENT CHILDREN SUMMARY

This page appears if you asked to apply for a dependency allowance. You must fill in the page for the application to be considered.

1. Fill in the page as follows.

   - To add a dependent child to the list, click **Add**, and see “Dependent Child Details” on the next page.

   ![Add, Edit, Delete buttons]

   - To edit a dependent child in the list, click **Edit**, and see “Dependent Child Details” on the next page.

   ![Dependent Children Summary table]

   - To delete a child’s information from the list, select the child and click **Delete**.

2. To save the information on the Dependent Children Summary page and proceed with the application, click **Next**.
DEPENDENT CHILD DETAILS

This page appears if you asked to apply for a dependency allowance. You must fill in the page for the application to be considered.

1. Enter information about the dependent child.

2. Click Next to return to the Dependent Child Summary page.
DEPENDENCY ALLOWANCE - AUTHENTICATION - CLAIMANT QUESTIONNAIRE

In some cases this page appears if you asked to apply for a dependency allowance. You must fill in the page for the application to be considered.

1. Complete the Questionnaire as directed.

2. Click Submit. The Dependent Children Summary page redisplayed with the new information.

3. Click Next.
WORK INFORMATION

1. Enter or select the requested answers.

2. Click **Next**.
1. Enter your job title and click **Search**.

2. The Occupation Search Results display.

3. Review the Job Titles. If necessary, move between pages by clicking the page numbers above the Previous and Next buttons.

4. Select the Job Title that is closest to the Occupation.

5. Click **Next**.
ADDITIONAL OCCUPATION INFORMATION

1. Enter the number of years that this work has been performed.

   ![Additional Occupation Information Table]

2. Click Next.
TAX WITHHOLDING OPTIONS

You can choose to have Federal, State, Federal and State, or No tax withheld from your weekly benefit.

1. Select the preferred tax withholding option.

   ![Tax Withholding Options](image)

2. Click **Next**.
PAYMENT OPTIONS

You can receive your benefit payment via Unemployment Debit Card or Direct Deposit:

1. Select the preferred payment option.

2. If direct deposit is selected, the page expands immediately with fields for direct deposit information.
   - Select Checking or Savings.
   - Enter a Routing Transit Number. Click Verify. The Bank Name appears under the Verify button.
   - Enter and reenter the Bank Account Number.

3. Click Next.
ABOUT EMPLOYMENT AND EMPLOYER INFORMATION

When you reach the Employment Information stage of the claim, by default, the Additional and Complete Employment page lists Massachusetts Employers (if any) who have reported wages for you during your base period.

At this point in the claim:

- The Status of every Employer listed on the page is INCOMPLETE.
- Each Employer must be reviewed and updated on the Detailed Employment page to change the status to COMPLETE.
- Any employers not already listed should be added to the list.

NOTE: If your Social Security Number could not be verified on the Claimant Authentication page, then the Detailed Employment page is not prefilled with any Employers.

There is a different Detailed Employment page for each type of Employer:

- Massachusetts Employers
- Non-Massachusetts Employers
- Federal Civilian Employers
- Military Employers

IMPORTANT NOTE: When an Employer is updated or added to the claim, any Questionnaires about that Employer appear in sequence right after that Employer’s detailed information page has been saved. Once all Questionnaires for that Employer have been filled in, the claim displays the Additional and Complete Employment page again. At that point, an additional Employer can be updated or added. The same sequence is followed for this Employer – namely all Questionnaires for it must be filled in before any further employers are added.

For simplicity in this document, each type of Detailed Employment page will be described first; then all the Questionnaires that might follow will described.
IMPORTANT NOTE: The pages that follow provide detailed information on the following:

- Updating a Massachusetts Employer that is Already Listed
- Did Not Work for an Employer that is Already Listed
- Searching for a Massachusetts Employer
- Adding an Employer from Search Results
- Non-Massachusetts Employment
- Federal Civilian Employment
- Military Employment
- Employment Questions and Questionnaires

To skip this information, go to the Eligibility Information section on page 62.

Updating a Massachusetts Employer that is Already Listed

If a Massachusetts Employer is already listed on the Additional and Complete Employment page, update the information as follows:

1. Click the Update button to the right of the Massachusetts Employer name. The Massachusetts Detailed Employment Information page appears. (See the following page.)
2. Provide information as requested:
   - Select Yes for the question “Did you work for this Employer?”
   - Enter address information if different; start and end dates; and select answers to employment questions.
   - Enter Occupation information.
   - Enter Separation reason.
3. Click Next.

Did Not Work for Massachusetts Employer that is Already Listed

If you did not work for a Massachusetts Employer that is listed on the Additional and Complete Employment page, do the following:

1. Click the Update button to the right of the Massachusetts Employer name. The Massachusetts Detailed Employment Information page appears.
2. Select No for the question “Did you work for this Employer?”
3. Click Next.

The Additional and Complete Employment page redisplays with a notation that you stated you did not work for the Employer.
Massachusetts Detailed Employment Information
Our Department records show that you worked for:

Massachusetts Employer Legal Name: MA-051
Massachusetts Employer Doing Business As (DBA) Name:

Employer Legal Address: 19 STANFORD ST
Employer Physical Location Address: 19 STANFORD ST

BOSTON Massachusetts 021142502
BOSTON Massachusetts 021142502

Did you work for this employer?  ○ Yes ○ No*

*If ‘Yes’, complete the following information:
*If ‘No’, select the Next button. This will remove this Massachusetts employment from your employment list.

Most Recent Work Address
Physical location where work was performed, if different from above:
Address Line 1: ____________________________
Address Line 2: ____________________________
City: _____________________________________
State: __________________ Zip: _____________

Enter your total period of employment with this employer:
Employment Start Date*: 10/1/2010 (mm/dd/yyyy)
Employment End Date*: 12/2/2011 (mm/dd/yyyy)

Have you had multiple periods of employment with this employer since 10/1/2010? ○ Yes ○ No
Are you considered working on call* for this employer? ○ Yes ○ No
Did you work full time for this employer? ○ Yes ○ No
Are you a member of a corporation or a shareholder of this company? ○ Yes ○ No
Are you a sole proprietor*, a partner in a partnership, or do you work for a family member who owns/operates a sole proprietorship and/or partnership at this company? ○ Yes ○ No
Are you a school Employee? ○ Yes ○ No

Occupational Information
Job Title: Artists and Related Workers, All Other

Reason For Separation from this employer

Layoff: Some examples are: lack of work, temporary layoff, seasonal layoff, reduction in force (RIF), your position was eliminated, your employer’s business closed/plant shutdown (temporarily or permanently)
Quit: You decided to leave your employment. This includes found other job, work-related, personal, or medical reasons, change in residence etc.
Discharged/Dismissed/Terminated: Your employer decided to end your employment for reason other than layoff.
Still Working: This includes full-time, part-time, and on-call employment.
Leave of Absence: You and your employer have an agreement that you will take some time off work and you anticipate that you will return to work with this employer in the future.
Suspension: Your employer will temporarily not allow you to work. For example: Pending an investigation or disciplinary action. (If for medical reasons, go to leave of absence.)
Educational Institution: You have a reasonable assurance to return to employment with an educational institution.
Strike: You are currently unemployed as a direct or indirect result of a strike.
Lockout: You are currently unemployed as a direct or indirect result of a lockout.
Conviction: You were discharged by your employer or quit your job due to a conviction of a felony or misdemeanor.
Searching for a Massachusetts Employer

If a Massachusetts Employer is not listed on the Additional and Complete Employment Information page, first try searching for it.

1. Select Massachusetts from the Employment Type drop-down list.

2. Click Add. The Massachusetts Employer Search page appears.

3. Enter one or more search parameters and click Search. The search results appear in a list below the Search grid.

Adding an Employer from Search Results

1. Perform the steps in Searching for a Massachusetts Employer.

2. Select the Employer.

3. Click Next. The Massachusetts Detailed Employment Information page appears. (See the previous page.)

4. Provide information as requested:
   - Select Yes for the question “Did you work for this Employer?”
   - Enter address information if different; start and end dates; and select answers to employment questions.
5. Click **Next**.

**Adding a Massachusetts Employer Manually (when no Employer is found)**

1. Perform the steps in **Searching for a Massachusetts Employer**.

2. When no Employer is found, click **Search** two more times. The "After doing multiple searches" selector appears.

3. Select "After doing multiple searches" and click **Next**. The **Massachusetts Detailed Employment Information** page appears where you can enter the Employer name and other information.
4. Provide information as requested:
   - Enter an Employer Name
   - Enter address information if different; start and end dates; and select answers to employment questions.
   - Enter Occupation information.
   - Enter a Separation reason.
5. Click **Next**.

**Adding a Non-Massachusetts Employer Manually**

To add a non-Massachusetts Employer:

1. Select **non-Massachusetts Employment** from the **Employment Type** drop-down list in the **Provide Additional Employers** area of the **Additional and Complete Employment** page.

2. Click **Add**. A blank **Employer** page displays.
3. Provide information about the non-Massachusetts Employer as requested:
   - Enter an Employer Name
   - Enter address information if different; start and end dates; and select answers to employment questions.
   - Enter Occupation information.
   - Enter a Separation reason.
4. Click Next.

**Adding a Federal Civilian Employer**

To add a Federal Civilian Employer:

1. Select Federal Civilian Employment from the Employment Type drop-down list in the Provide Additional Employers area of the Additional and Complete Employment page.

2. Click Add.

3. Provide information about the Federal Civilian Employer as requested:
Applying for Benefits

- Answer **Yes** to the question: "You previously said you worked for a Federal Civilian Employer. Is this correct?"
- Put a check next to a Department / Agency OR
- Select a department from the drop-down list AND
- Select more detailed department information if needed.

4. Click **Next**.

5. Provide information about the Federal Civilian Employer as requested:
   - Enter address information; start and end dates; and select answers to employment questions.
   - Enter Occupation information.
   - Enter a Separation reason.

6. Click **Next**.

**Adding a Military Employer**

To add a Military Employer:

1. Select **Military Employer** from the **Employment Type** drop-down list in the **Provide Additional Employers** area of the **Additional and Complete Employment** page.

2. Click **Add**.
3. Provide information about the Military Employer as requested:
   - Enter the Branch of Service.
   - Enter the Military Service Start Date.
   - Enter the Military Service End Date
4. Click **Next**.
EMPLOYMENT QUESTIONS AND QUESTIONNAIRES

This section provides some of the question pages and Questionnaires that may appear as a result of the answers and selections on the Detailed Employment Information pages.

NOTE: Not every claimant sees these pages.

Most Recent Employment Period for this Employer

This page appears if the Question: Have you had multiple periods of employment with this Employer is answered Yes on the Detailed Employment Information page.

1. Enter the most recent Start and End dates.

2. Click Next.

Corporate Officer/Shareholder (Separated)

This page appears if the Question: Are you a member of a corporation or a shareholder of this company is answered Yes on the Detailed Employment Information page.

Answer Yes or No and click Next.

Corporate Officer/Shareholder (Active)

This page appears if the statement I am permanently separated from <company name> is answered Yes on the Corporate Officer/Shareholder (separated) page.

Answer Yes or No and click Next. If a Questionnaire displays, answer all relevant questions and submit.
Sole Proprietorship/Partnership

This page appears if the Question: Are you a sole proprietor, a partner in a partnership, or do you work for a family member who owns/operates a sole proprietorship and/or partnership at this company? is answered Yes.

Answer Yes or No and click Next. If a Questionnaire displays, answer all relevant questions and submit.

Reason for Quit

This page appears if the separation reason selected was Quit.

1. Select the reason. Click Next.

2. On the following pages, select the detailed information that best applies.

3. Complete the Questionnaire as directed.

4. Click Submit.
Reason for Being Discharged

This page appears if the separation reason selected was Discharged.

1. Select the reason. Click **Next**.

2. On the following pages, select the detailed information that best applies.

3. Complete the Questionnaire as directed.

4. Click **Submit**.

Still Employed

This page appears if the separation reason selected is Still Employed.

Select the reason. Click **Next**. If a Questionnaire displays, answer all relevant questions and submit.

Leave of Absence

The Leave of Absence – Claimant Questionnaire appears if the reason for separation is Leave of Absence.

1. Complete the Questionnaire as directed.

2. Click **Submit**.
Reason for Being Suspended

This page appears if the separation reason selected is Suspended.

1. Select the reason. Click **Next**.
2. On the following pages, select the detailed information that best applies.
3. Complete the Questionnaire as directed.
4. Click **Submit**.

School Employees

The School Employees – Reasonable Assurance – Claimant Questionnaire appears if the separation reason selected is School Employee.

1. Complete the Questionnaire as directed.
2. Click **Submit**.

Labor Dispute - Strike

The Labor Dispute – Strike - Claimant Questionnaire appears if the separation reason selected is Labor Dispute - Strike.

1. Complete the Questionnaire as directed.
2. Click **Submit**.

Labor Dispute - Lockout

The Labor Dispute – Lockout - Claimant Questionnaire appears if the separation reason selected is Labor Dispute - Lockout.

1. Complete the Questionnaire as directed.
2. Click **Submit**.
Conviction

*The Conviction - Claimant Questionnaire appears if the separation reason selected is Conviction.*

1. Complete the Questionnaire as directed.
2. Click **Submit**.
ADDITIONAL AND COMPLETE EMPLOYMENT

After each Employer has been added, and all questionnaires (if any) have been filled in, the Additional and Complete Employment page redisplay.

Once ALL Employers have been added to the page and the status for each is Complete, click Next to continue to the Eligibility Information page.
ELIGIBILITY INFORMATION

The Eligibility Information page collects additional information about:

- Union Pension Fund payments
- Other Pension Fund payments
- Workers’ Compensation payments
- Vacation or Personal Time Off Pay
- Severance Pay
- Participation or training for a sporting event as coach, athlete, or referee
- Current enrollment in a school or training program

Answer Yes or No to each question and click Next.
**ADDITIONAL ELIGIBILITY QUESTIONS AND QUESTIONNAIRES**

After the **Eligibility Information** page, some additional pages may appear asking questions that are relevant to your application. Answer all questions and proceed until you reach the **Important Information about Your Unemployment Benefits**.

**NOTE:** Not all claimants will have additional pages with questions.

See the following table for some of the question pages or Questionnaires that might appear.

<table>
<thead>
<tr>
<th>Page</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eligibility Information and Union Pension</td>
<td>This page appears if you had income from a Union Pension Fund.</td>
</tr>
<tr>
<td>Pension - Union Pension - Claimant Questionnaire</td>
<td>This Questionnaire appears if you had income from a Union Pension Fund.</td>
</tr>
<tr>
<td>Eligibility Information - Pension or Retirement Claim</td>
<td>This page appears if you had income from a Pension Fund.</td>
</tr>
<tr>
<td>Pension - Union Pension - Claimant Questionnaire</td>
<td>This Questionnaire appears if you had income from a Pension Fund.</td>
</tr>
<tr>
<td>Workers Compensation Employer</td>
<td>This page appears if Workers’ Compensation was received.</td>
</tr>
<tr>
<td>Other Pay and Benefits - Workers Compensation - Claimant Questionnaire</td>
<td>This Questionnaire appears if Workers’ Compensation was received.</td>
</tr>
<tr>
<td>Eligibility Information - Vacation or Personal Time Off (PTO) Pay</td>
<td>This page appears if there was Vacation or Personal Time Off Pay</td>
</tr>
<tr>
<td>Eligibility Information - Separation Pay</td>
<td>This page appears if you received Severance Pay.</td>
</tr>
<tr>
<td>Sport-Related Employer</td>
<td>This page appears if you are being paid to participate in or train as a coach, athlete, or referee.</td>
</tr>
<tr>
<td>Eligibility Information – School/Training</td>
<td>This page appears if you are currently enrolled in school.</td>
</tr>
</tbody>
</table>
IMPORTANT INFORMATION ABOUT YOUR UNEMPLOYMENT BENEFITS

This page provides important information on work search, availability, location, and the Career Center.

1. If you have read and understood the information on the page, put a check in the box.
2. Click Next to proceed.

Please read and certify:

a. You must make at least 3 attempts to look for work on 3 different days of each week that you are unemployed and you must keep a record of your Work Search Activity Log in case you are asked by DUA to send it to us for review and verification of those attempts.

b. You must be able to work, available to work, and actively seeking work in order to be eligible for unemployment benefits. You must respond to all DUA requests for information in a timely manner or a decision will be made without your statement that may affect your right to collect unemployment benefits.

c. If you move and change your address or your telephone number you must update your contact information in the UI Online system immediately.

d. You must register with a Massachusetts One-Stop Career Center and attend a Career Center Seminar to receive your unemployment benefits. For a listing of career centers, please follow the web address: http://www.mass.gov/careercenter.

Massachusetts Law provides penalties and/or imprisonment for false statements used to obtain unemployment benefits. DUA will actively pursue fraudulently collected benefits to the fullest extent of the law.

☐ I have read and understand the information above. I understand that DUA will verify the information that I provide.
APPLICATION NOT YET COMPLETE

The Application Not Yet Complete page contains instructions on completing the application, and gives the opportunity to modify information in the claim before submitting it.

1. Review the instructions.

2. Scroll down to the Review and Edit Contents area, and review the information in each panel.

To Modify Entries in the Review and Edit Contents Area

1. Click the Modify button under the section that displays the information you want to edit.

   NOTE: There are several Modify buttons on the page. Choose the one that falls closest under the section to edit.

2. This returns to a page on or before the one where the information was originally entered.

3. Click Next until the page to be edited is reached again.
**NOTE:** Most previously entered information is retained, but some data may need to be reentered before you can progress through the application.

4. Edit the data.

5. Click **Next** until the **Application Not Yet Complete** page is reached again.

**NOTE:** Changes to certain answers may cause new pages or fields to be added to claim.

### Submit the Application

1. Once you have verified that all the information provided on the page is correct:
   - Scroll to the **Identify Verification** area of the **Application Not Complete** page.
   - Put a check in the box to indicate that you have answered all questions fully and truthfully.
   - Enter your Social Security Number.

2. Click **Submit the Unemployment Benefit Application** button.
CONFIRMATION

This page provides information about the claim, the benefit, staying eligible for benefits, and requesting benefits. Click Next to proceed to the next page.
PROTECTING YOUR PRIVACY AND OTHER INFORMATION

This last page of the claim provides you with some guidelines: Protecting Privacy, Online Claimant Information, and Job Search Resources and Services.

When this page appears, you are done applying for benefits.

Protecting Your Privacy

If you are in a public place or are otherwise concerned about others viewing your information, we strongly advise exiting the web browser after reviewing the information on any of the unemployment benefit web pages.

Online Claimant Information

Information about your unemployment benefit claim is available online. After filing your unemployment benefit claim, each time you log in with your social security number and password, you will be able to do the following:

- **View Your Claim Action Items:** When additional information is needed to process your claim or payment, your "Claim Home Page" will display messages advising you what you need to do.
- **Request Benefit Payments:** Every week you are required to submit a request for benefit payment. Your "Claim Home Page" will inform you of the time frame in which to make a timely request for benefit payment.
- **View Your Claim Information:** You have the ability to view any benefit determinations, payment information such as payment dates and amounts, as well as your general claim information.
- **Maintain Your Claim Information:** You have the ability to change your address, update your tax withholding or change your payment method.

Select the Return to Your Claim Home page link at the bottom of this page to access your claim information.

Job Search Resources and Services

Massachusetts One-Stop Career Centers serve as a vital link, connecting workers and employers to bring about economic opportunity. These centers offer a variety of employment-related services for job seekers and businesses including:

- Public/Private sector jobs and employment information - access up-to-date local, statewide and national job listings
- Career Center Seminars – learn about a wide variety of services to help you with your job search
- Career Counselors – dedicated job counselors can work with you on your job search; help you write your resume, access online job banks and connect you with hiring employers
- Exploring Career Options – research career, job and employment options in a variety of industries and locations
- Other programs – learn about programs and services for veterans, disabled workers, unemployed workers and families receiving transitional support

Not all services are available at each One-Stop Career Center. Visit the Massachusetts Department of Unemployment Assistance website at [www.mass.gov/dua](http://www.mass.gov/dua) for a complete listing of services and One-Stop Career Centers.

For a printer-friendly version of this information, click here.

Return To Home Page
COMPLETING THE APPLICATION

Click the Return to Home Page link to view the Claimant Home page, or click Logoff to exit.

THE CLAIMANT HOME PAGE

The Claimant Home page displays links that let you view and maintain information, request benefits (when applicable), display the Inbox, and more.

For detailed information on accessing UI Online, see the section, “Claimant Login, Password, and Navigation.” The section has information on:

- Claimant login
- Claimant logoff
- WebCert, TeleCert, and CertCard user login to UI Online
- Setting a password if DUA completed the application for you
- Forgot password process
- Resetting a password
- Navigation tips
- My Inbox

For detailed information on activities to perform within your account, see the section, “Claimant Activities.” When it is time to request your weekly benefit payment, the Request Benefit Payment link automatically appears on your Home page. Click the link to request payment. See “Requesting Weekly Benefits” for more information.