

Employer Password Reset Guide

Employers who have forgotten their UI Online password can now use the self-service UI Online Password reset feature to reset their password, if DUA has a valid **email address**, **landline phone number** or **mobile phone number** listed in their UI Online System Administrator Profile. There are instructions listed below for each verification method: **Email Verification**, **Text Message Verification** and **Voice Call Verification**.

Please note: This will only work for employers that know their User ID. If you do not know your User ID please contact UIEmployerHelp@detma.org

Step #1: Go to the Employer Login Page and click on “Forgot Password”:

Massachusetts Division of Unemployment Assistance : Employer Login

To access Employer account information, enter your User ID and Password. For purposes of authentication, using your Password is considered the same as using your signature.

User ID: *

Password: * [Forgot password?](#)

Login

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Step #2: Enter your UI Online User ID and click “Next”:

Logon * Indicates Required Field

Employer Registration
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Password Reset

In order to reset your password, you need to provide your User ID:

User ID: *

Note: Your User ID is a system generated ID, not your email address.

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Remember: Your UI Online user ID always begins with a letter and the password must be 8 characters long.

Step #3: Click on the radio button next to your preferred notification method and click “Next”. (The number of options they get depends on the number of contact fields they’ve provided us in UI Online)

Logon * Indicates Required Field

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For your protection, an additional security step is required. A verification code will be sent by the method you choose below. (Standard message and data rates may apply.)

Select a Verification Method

Email: ****lor@detma.org

Text Message: ***-***-5108

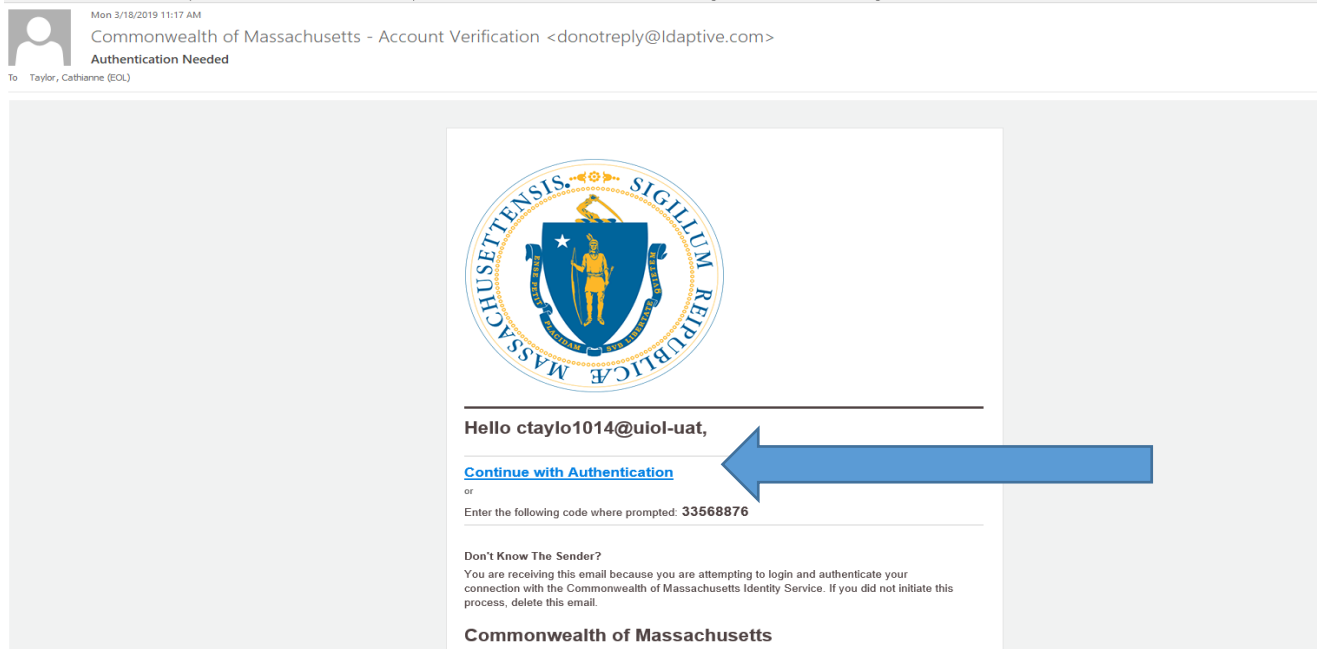
Voice Call: ***-***-5108

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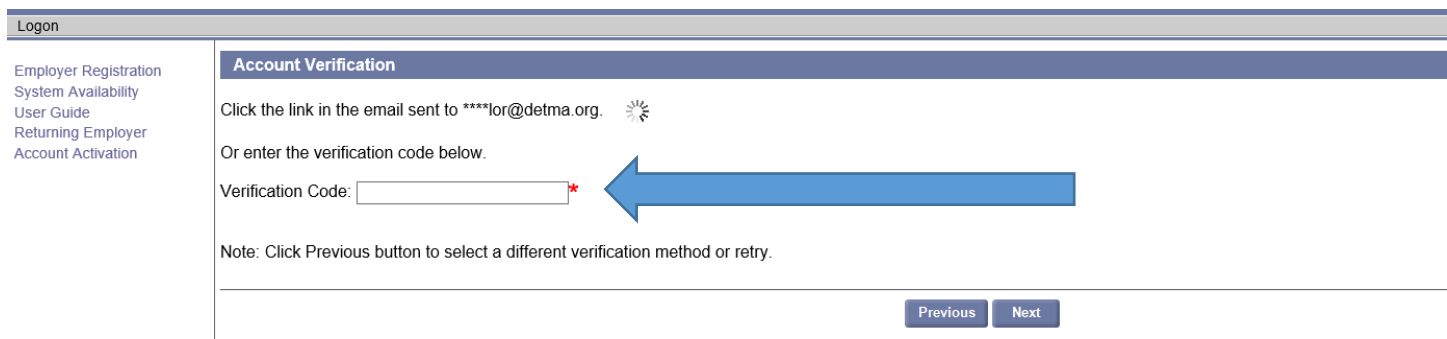
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Email Verification

If you have chosen the email verification method, you will receive an email from the Commonwealth of Massachusetts providing you with a verification code and link to continue to the password reset process:



For the email option, click on the link “Continue with Authentication” or cut and paste the code provided into the verification screen:



Hint: Clicking on the link is the easiest way to complete the verification process!

Once you click on the “Continue with Authentication” link, you will get the confirmation screen on the next page:



Authentication Successful

Please close this browser tab and return to your session to continue.

Close out of the authentication message in the browser to return to your UI Online session:

Once you have completed the authentication process, your UI Online session will bring you to the reset password screen where you can create a new password:

Logon * Indicates Required Field

Reset Password

Please choose a new password and other information by entering it in the fields below and clicking Save. For additional information on password security, please refer to the [password guidelines](#).

New Password: *

Re-enter new password: *

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The same UI Online password guidelines apply:

Password Guidelines

A new password **must** conform to the following requirements:

- At least 8 characters in length
- No more than 35 characters in length
- Not previously used within this system
- Does not contain a space (i.e. " ")
- Contains all four (4) of the following:
 - Uppercase character (e.g. A-Z)
 - Lowercase character (e.g. a-z)
 - Numeric digit (e.g. 0-9)
 - Non-alphanumeric character (e.g. !, @, #, \$, %, ^, & or *)

Additionally, a new password **should not**:

- Spell a word or series of words that can be found in a standard dictionary
- Spell a word with a number added to the beginning and/or end
- Be based on any personal information such as name, pet, birthday, etc.

Text Message Verification

If you have chosen the text message verification method, you will receive a text from the Commonwealth of Massachusetts Account Verification (844) 802 7719 with a verification code and link to continue the reset process:

Logon	* Indicates Required Field
Employer Registration System Availability User Guide Returning Employer Account Activation	<p>For your protection, an additional security step is required. A verification code will be sent by the method you choose below. (Standard message and data rates may apply.)</p> <p>Select a Verification Method</p> <p><input type="radio"/> Email: ****@detma.org</p> <p><input checked="" type="radio"/> Text Message: ***-***-5108</p> <p><input type="radio"/> Voice Call: ***-***-5108</p> <p style="text-align: right;"><input type="button" value="Previous"/> <input type="button" value="Next"/></p>

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Either click the link in the text message or enter the verification code.

Logon	* Indicates Required Field
Employer Registration System Availability User Guide Returning Employer Account Activation	<p>Account Verification</p> <p>Sending a text message to your phone (***-***-5108). Click the link in the message to proceed with authentication. 📶</p> <p>Or enter the verification code below.</p> <p>Verification Code: <input type="text"/>*</p> <p>Note: Click Previous button to select a different verification method or retry.</p> <p style="text-align: right;"><input type="button" value="Previous"/> <input type="button" value="Next"/></p>

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Once you have completed the authentication process, your UI Online session will bring you to the reset password screen where you can create a new password:

Logon	* Indicates Required Field
	<p>Reset Password</p> <p>Please choose a new password and other information by entering it in the fields below and clicking Save. For additional information on password security, please refer to the password guidelines.</p> <p>New Password: <input type="text"/>*</p> <p>Re-enter new password: <input type="text"/>*</p> <p style="text-align: center;"><input type="button" value="Save"/></p>

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The same UI Online password guidelines apply as specified above in the **Email Verification** section.

Voice Call Verification

If you have chosen the voice call verification method, you will receive a call from the Commonwealth of Massachusetts' Multi Factor Authentication number (844) 802 7719.

* Indicates Required Field

For your protection, an additional security step is required. A verification code will be sent by the method you choose below. (Standard message and data rates may apply.)

Select a Verification Method


- Email: ****doe@test.com
- Text Message: ***-***-1828
- Voice Call: ***-***-1828
- Voice Call: ***-***-6819

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When you answer the phone you will be prompted to enter the PIN code displayed on the screen followed by the # key.

Account Verification

You will receive a call from the Commonwealth of Massachusetts to the telephone you selected. When prompted, please enter the PIN code below, followed by the # key to proceed with authentication.

PIN: 

Note: Click Cancel button to select a different verification method or retry.

Cancel Next

Once you have completed the authentication process, your UI Online session will bring you to the reset password screen where you can create a new password:

Logon

* Indicates Required Field

Reset Password

Please choose a new password and other information by entering it in the fields below and clicking Save. For additional information on password security, please refer to the [password guidelines](#).

New Password: *

Re-enter new password: *

Save

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The same UI Online password guidelines apply as specified above in the **Email Verification** section.