Instructions for Claimant Password Reset in UI Online

Department of Unemployment Assistance
• Go to the **UI Online login screen**: https://uionline.detma.org/Claimant/Core/Login.ASPX

• When prompted, you will be asked to enter your Social Security number twice.
Password Reset for UI Online Users

- You will see the screen below. Click the **Forgot password** link.

**Note:** If your last unemployment insurance claim was filed before **7/1/2013**, you will get the WebCert User or TeleCert User logon screen and need to follow instructions starting on page 7 “Password Reset for Legacy Users”
Password Reset

Step 3 of 5

Password Reset for UI Online Users

- You will be presented with Multi-Factor Authentication (MFA) verification options.
- Choose your preferred MFA Verification Method, based on the options provided, to receive your authentication code.

Note: If you no longer can access any of the presented Verification Methods or if we do not have your contact information on-file, you will need to contact DUA to confirm your identity. See page 10 “Failed Login” for additional information.
Password Reset for UI Online Users

If verifying by Email or Text Message, you will have two options.

- Click the link in the received message, follow the instructions, and the next page will appear automatically, or
- Enter the received code on the Account Verification page shown below and click Next to continue.

- If verifying by Voice Call, a random PIN will be given to you on the Account Verification page shown below. Answer your phone when it rings and enter this PIN when prompted, followed by # key. After verification, the next page will appear automatically.
Password Reset for UI Online Users

• After successfully completing the MFA verification process, you will need to set a new password on this page.
  • The password must be at least 8 characters long, contain at least one uppercase letter, one lowercase letter, one number and one symbol. For more details, select “password guidelines” link.

• After saving your new password, the system will automatically log you in.
Password Reset for WebCert and TeleCert Users

- If your last unemployment insurance claim was filed before 7/1/2013, you will get the WebCert User or TeleCert User logon screen.
- WebCert Users – click the Forgot password link, unless you remember your WebCert credentials.
- TeleCert Users - click the or Forgot pin link without entering PIN.
Password Reset for WebCert and TeleCert Users

- Enter the personal information requested

- The answer to your security question is not case sensitive.

- The Security Question section may not be shown in some cases.

- Three attempts can be made to submit personal information. If on the third attempt the system still can't verify the information you've provided, please close your browser and try again the next day.

- If you cannot recollect the answer to your security question, you will need to contact DUA to confirm your identity. See page 10 “Failed Login” for additional information.

Instructions for Claimant Password Reset in UI Online
Password Reset for Legacy Users

Step 4B

Password Reset for WebCert and TeleCert Users

- After successfully verifying personal information, you will need to set a new password on this page.
  - The password must be at least 8 characters long, contain at least one uppercase letter, one lowercase letter, one number and one symbol. For more details, select “password guidelines” link.
  - The Security Question and Answer fields may not be shown in some cases.

- After saving your new password, the system will automatically log you in.
If you are still unable to login after following the instructions in this guide:

- You will need to contact the Department of Unemployment Assistance (DUA) so that a DUA Staff member can help get your password reset.

- To contact DUA, go to the link below and scroll down until you see the “Contact Us” section. [https://www.mass.gov/orgs/department-of-unemployment-assistance](https://www.mass.gov/orgs/department-of-unemployment-assistance)