Instructions for Claimant Password Reset in UI Online

Mass.gov

Department of Unemployment Assistance

Password Reset

Step 1 of 5

- 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.

WARNING

This system may contain U.S. Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may subject the individual to criminal and civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and 7431. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

☐ I have read and understand the information above. I understand that DUA will verify the information that I provide.*

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

Please provide your Social Security Number

| Social Security Number: | | * |
| Confirm your Social Security Number: | | * |

[Next]

IF YOU ARE NOT USING YOUR PERSONAL COMPUTER, PLEASE FOLLOW THESE SAFETY TIPS:

- Log out before you walk away from the computer
- Do not save your login information
- Do not save any files or forms to a Public Computer
- When prompted, always opt to Open a File
- For more details, please click here.

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Password Reset

Step 2 of 5

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.

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: ****lot@detma.org
- ○ Text Message: ***-***-0265
- ○ Voice Call: ***-***-0265

[Previous] [Next]

- **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

Step 4 of 5

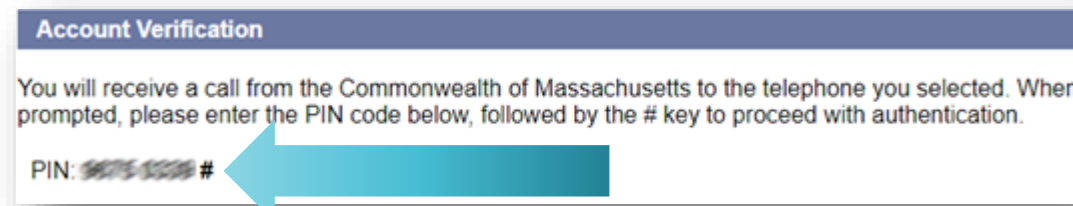## Password Reset for UI Online Users

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.

Account Verification

Sending a text message to your phone (***-***-8578). Click the link in the message to proceed with authentication.

Or enter the verification code below.

Verification Code: [ ] *

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

Cancel   Next

- 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.
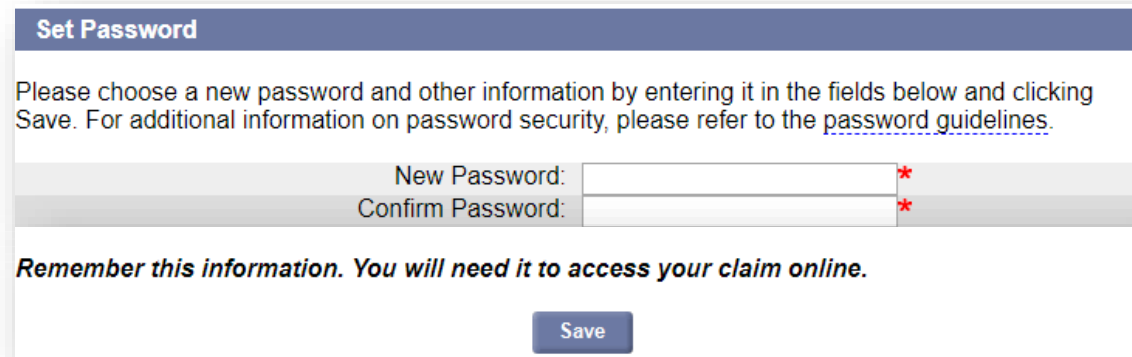
Account Verification

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: [redacted] #

Password Reset

Step 5 of 5

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 Legacy Users

Step 2B

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 Legacy Users

Step 3B

Password Reset for WebCert and TeleCert Users

- Enter the personal information requested

- The answer to your security question is <u>not</u> 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.
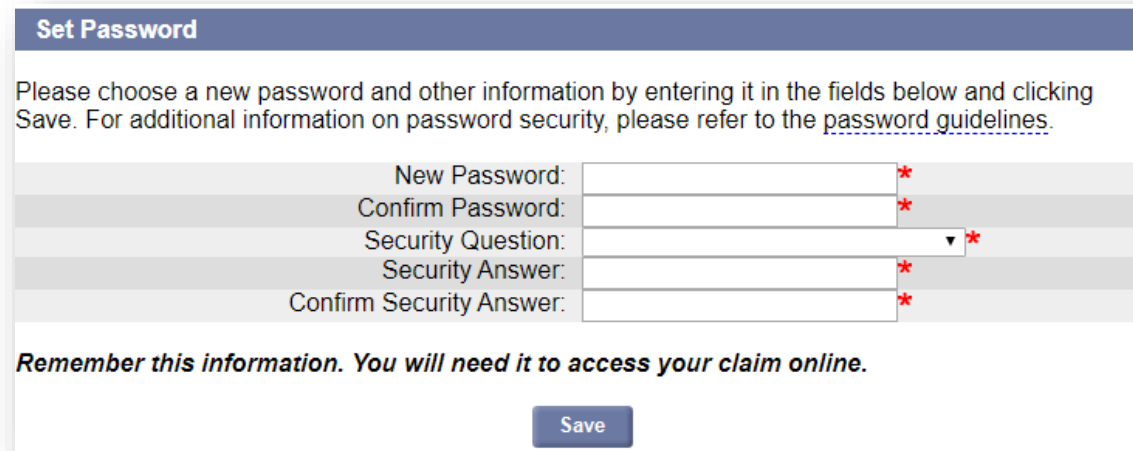
Password Reset for Legacy Users

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.

Set 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: _____ *
Confirm Password: _____ *
Security Question: [____ ▼] *
Security Answer: _____ *
Confirm Security Answer: _____ *

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

[Save]

- After saving your new password, the system will automatically log you in.

Password Reset

Failed Login

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