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

UI Online Claimant User Guide

Claimant Login, Password, and Navigation

Massachusetts UI Online System

Department of Unemployment Assistance (DUA)

Commonwealth of Massachusetts

Version 1.01
June 25, 2013

Document Revision History

Date	Version	Responsible	Reason for Revision
6/25/13	1.01	PS	Initial Version

Open Items

Date entered	Open Item	Responsible	Closed date

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Claimant Login, Password, and Navigation

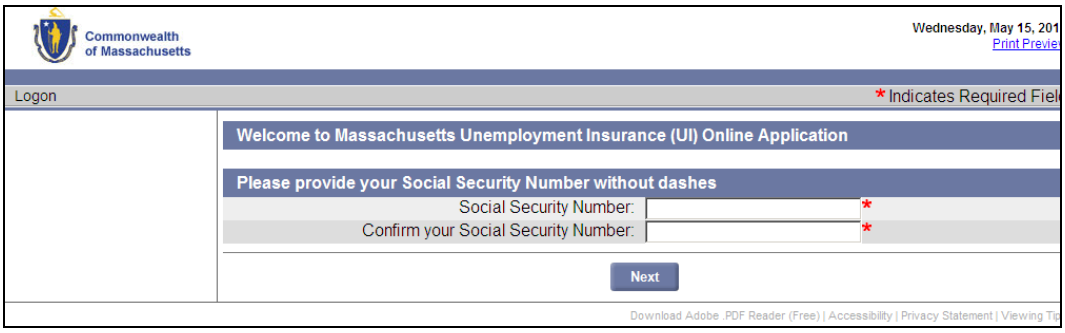
This section provides instructions on logging in, logging off, resetting a password, and navigating in UI Online. The instructions apply to claimants who have already applied for benefits using UI Online, and to claimants who have an existing account.

- If you have not already applied for benefits, see the instructions in the section, "Applying for Benefits."
- If a Staff member at the Department of Unemployment Assistance (DUA) actually completed the application for you, but now you are ready to log in, see the section "Setting a Password if DUA Completed Your Application."
- If you are a returning WebCert user, see "WebCert Claimant Login."
- If you are a returning TeleCert user, see "TeleCert Claimant Login."
- If you used to file your weekly certification on paper, see "Login for Claimants who Filed Weekly Certifications by Paper."
- To learn about your Home Page, see "The Claimant Home Page."
- To reset your password, see "Changing Your Password."
- If you cannot log in see "Failed Login."
- To learn about your Inbox, see "My Inbox."

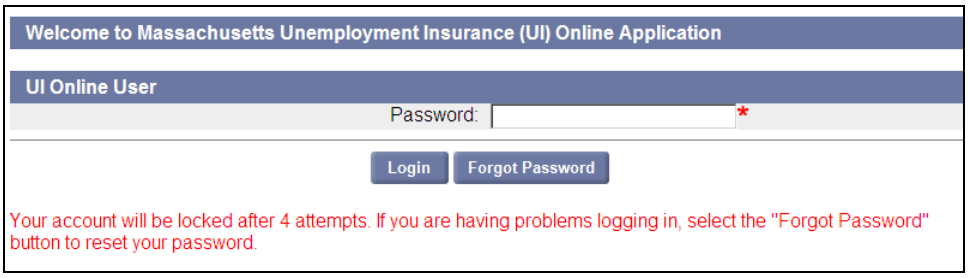
CLAIMANT LOGIN

Once the application for benefits has been completed you can log in as follows:

1. Navigate to http://www.mass.gov/dua.
2. Click **UI Online for Claimants**.
3. Click the **Log in to my Account** button. The **Welcome** page appears.



4. Enter your Social Security Number in both fields. Click **Next**.
5. Enter your UI Online password.



6. Click **Login**.

CLAIMANT LOGOFF

Log out of UI Online by clicking the **Logoff** link in the upper left corner of any page.

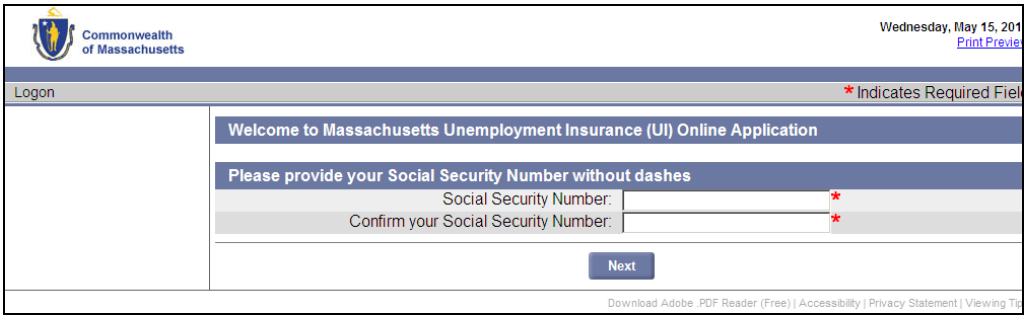
WEBCERT CLAIMANT LOGIN

If you previously set up a WebCert account, you can start using UI Online.

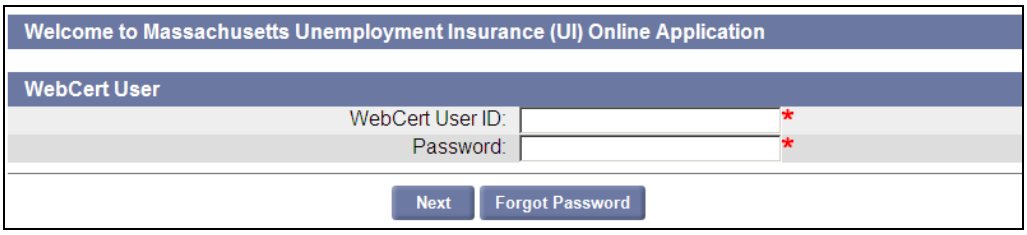
- You will need your **WebCert User ID** and **WebCert Password** to log in.
- If this information is forgotten, you use **date of birth**, **gender**, and **Security Question** and **Answer**.

Follow these steps to access UI Online.

1. Navigate to http://www.mass.gov/dua.
2. Click **UI Online for Claimants**.
3. Click the **Log in to my Account** button. The **Welcome Page** appears.

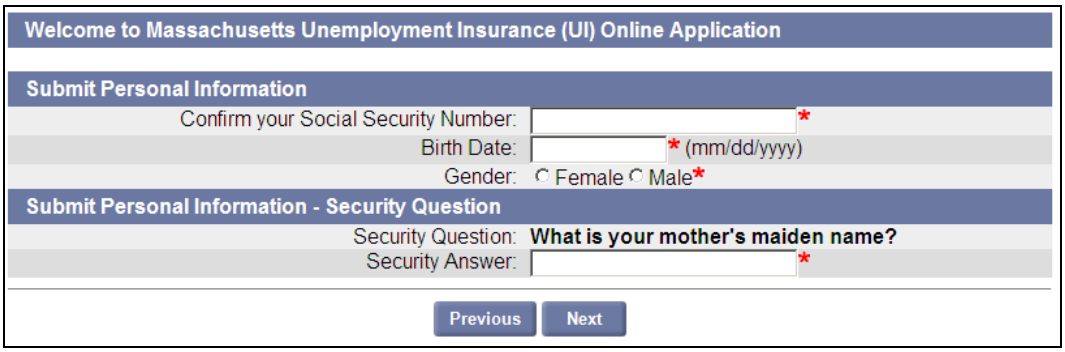


4. Enter your Social Security Number in both fields. Click **Next**.
5. Enter your WebCert User ID and Password and click **Next**, or click **Forgot Password**.



Just for claimants who clicked **Forgot Password**: Enter the following information and click **Next**.

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

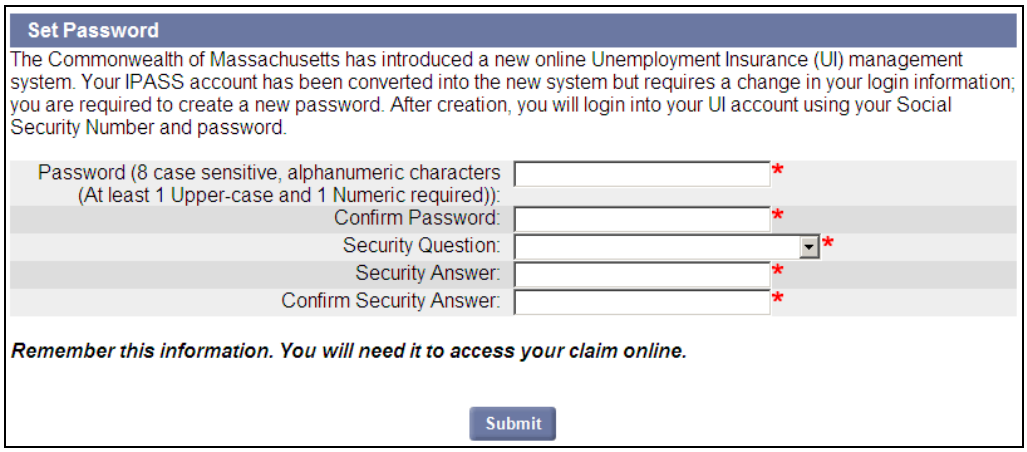


NOTE: Three attempts can be made to submit personal information. If all three attempts fail due to incorrect information, then on the fourth attempt, the **Contact Staff** page appears. See "Failed Login."

NOTE: If the Webert User ID, WebCert Password, and WebCert Security Answer are all forgotten, see "Failed Login."

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

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



7. Your **Claimant Home** page displays.

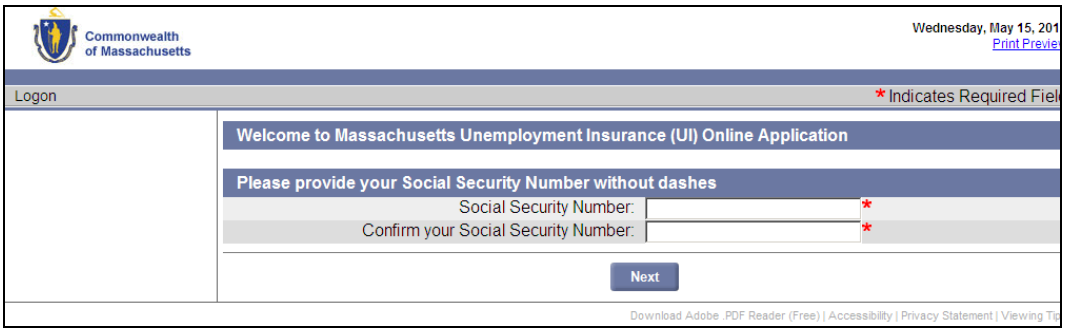
TELECERT CLAIMANT LOGIN

If you previously set up a TeleCert account, you can start using UI Online.

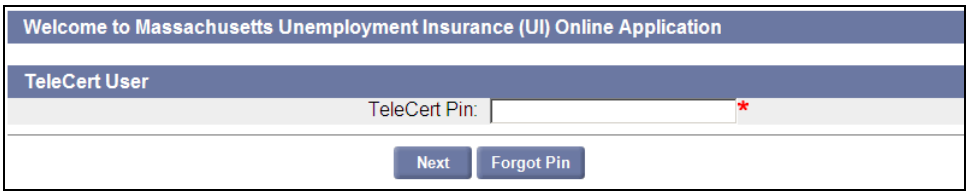
- You will need a TeleCert **PIN** to log in.
- If this information is forgotten, you use **date of birth**, **gender**, and **Security Question** and **Answer**.

Follow these steps to access UI Online.

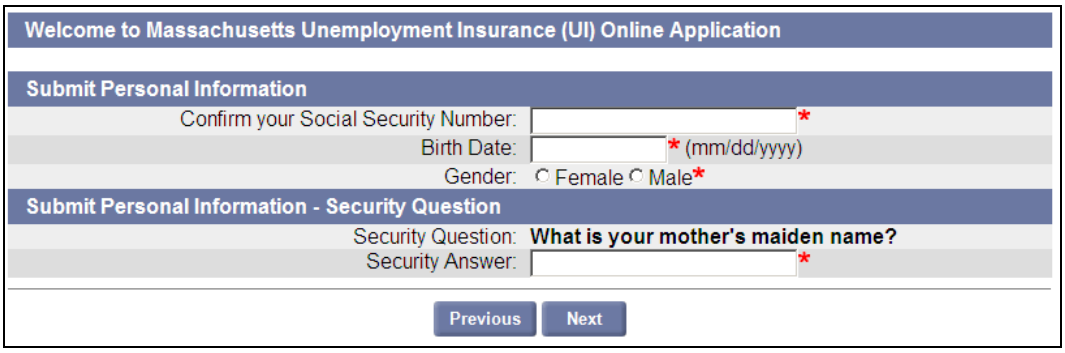
1. Navigate to http://www.mass.gov/dua.
2. Click **UI Online for Claimants**.
3. Click the **Log in to my Account** button. The **Welcome** page appears.



4. Enter your Social Security Number in both fields. Click **Next**.
5. Enter your **TeleCert PIN** and click **Next,** or click **Forgot Pin**.



6. Enter the following information and click **Next**.
   - Social Security Number
   - Birth Date
   - Gender
   - Security Answer (Mother's maiden name)

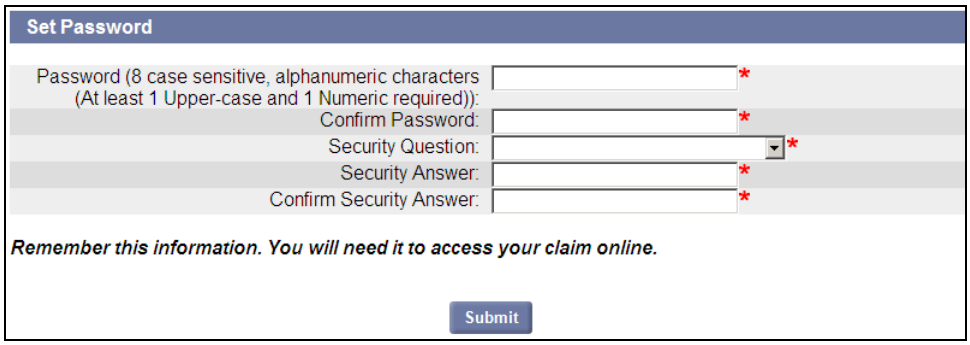


NOTE: Three attempts can be made to submit personal information. If all three attempts fail due to incorrect information, then on the fourth attempt, the **Contact Staff** page appears. See "Failed Login."

NOTE: If the TeleCert User ID, TeleCert Password, and TeleCert Security Answer are all forgotten, see "Failed Login."

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

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



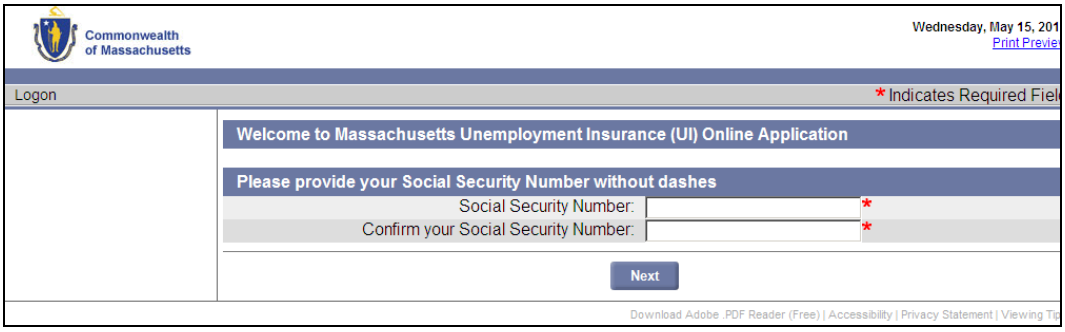
8. Your **Claimant Home** page displays.

LOGIN FOR CLAIMANTS WHO FILED WEEKLY CERTIFICATIONS BY PAPER

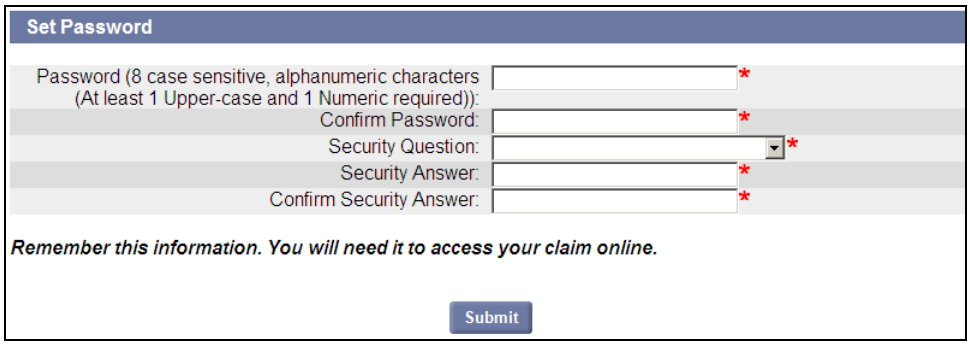
If you previously requested benefits or information using a paper CertCard, you can start using UI Online.

Follow these steps to access UI Online.

1. Navigate to http://www.mass.gov/dua.
2. Click **UI Online for Claimants**.
3. Click the **Log in to my Account** button. The **Welcome** page appears.



4. Enter your Social Security Number in both fields. Click **Next**.
5. Follow the prompts.
6. When the **Set Password** page displays. Do the following:
   - Enter a Password in both password fields.
   - Select a Security Question.
   - Enter the Security Answer in both answer fields.
   - Click **Submit**.



7. Your **Claimant Home** page displays.

SETTING A PASSWORD IF DUA COMPLETED YOUR APPLICATION

This section only applies if a **Staff member completed the application** for benefits on your behalf. Staff cannot set a claimant password, so you must still set a password the first time you log in.

NOTE: If you applied for benefits without Staff assistance, you will have already set your password.

1. Make sure you know your Security Question and Security Answer (these were discussed during your phone call with DUA).
2. Follow the directions in the **Forgot Password** section.

CHANGING YOUR PASSWORD

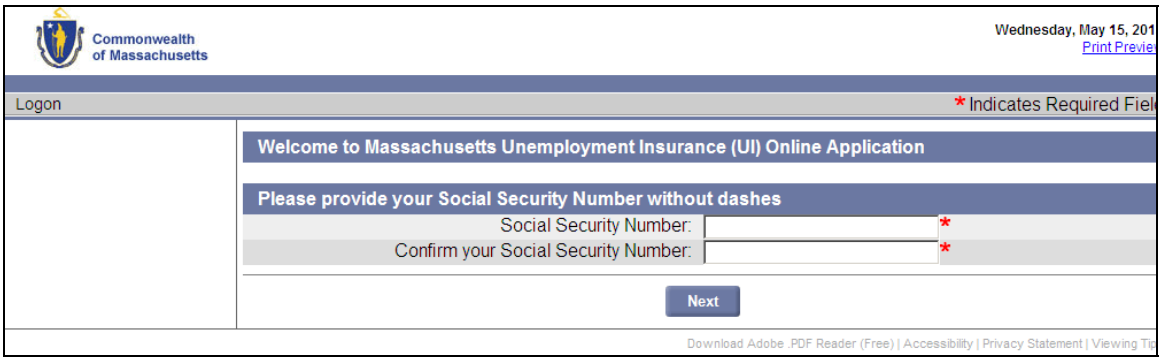
You can change your own password as follows:

- Before logging in, using the **Forgot Password** button.
- While logged in, using the **Change Password** link.

FORGOT PASSWORD

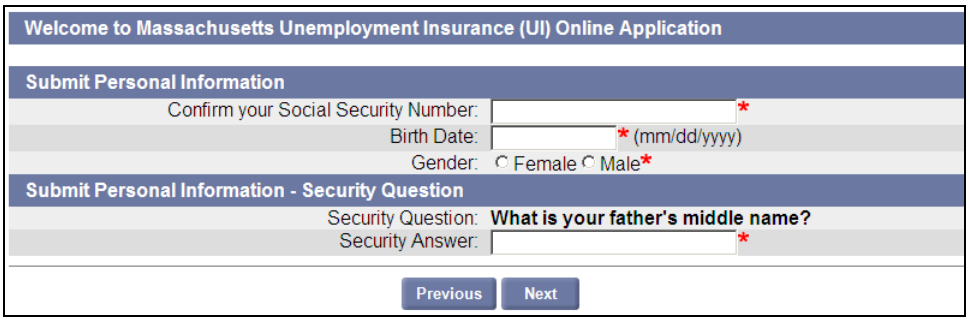
If you have forgotten your password, follow these steps:

1. Navigate to http://www.mass.gov/dua.
2. Click **UI Online for Claimants**.
3. Click the **Log in to my Account** button. The **Welcome** page appears.
4. Enter your Social Security Number in both fields. Do not use dashes. Click **Next**.

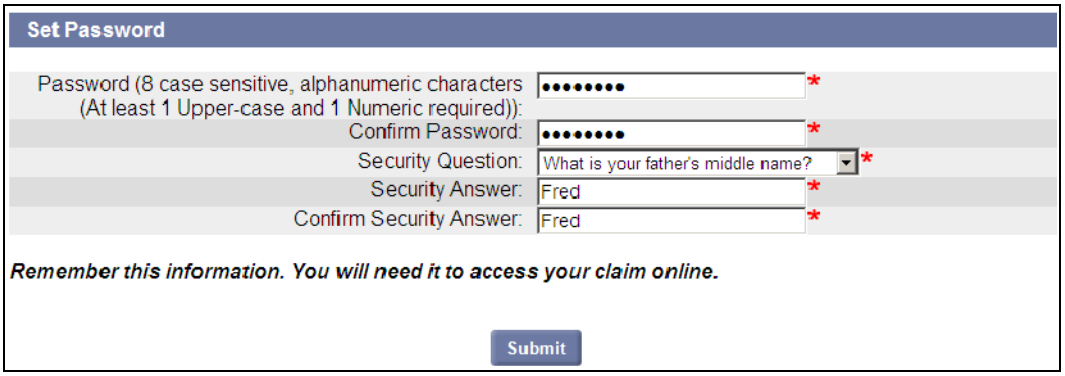


5. On the **Password** page, click **Forgot Password**.

6. The **Submit Personal Information** page appears.



7. Fill in the requested information:
   - Social Security Number
   - Birth Date
   - Gender
   - Security Answer
8. Click **Next**. The **Set Password** screen appears.

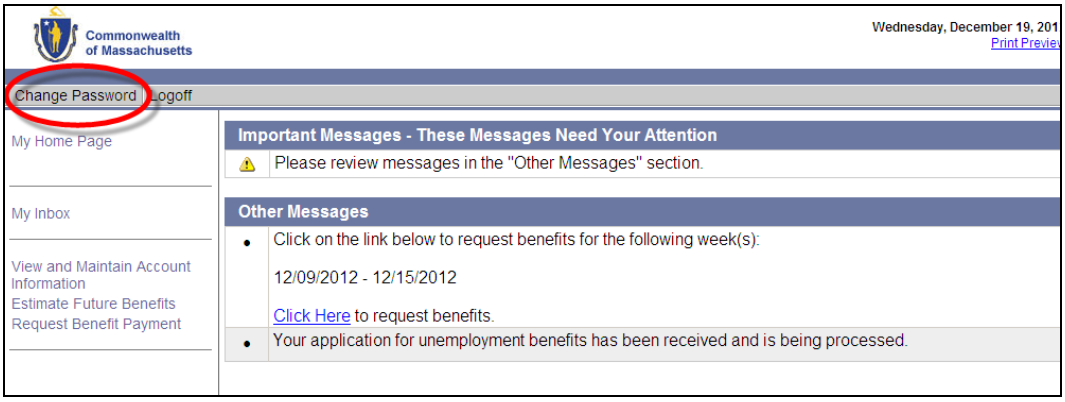


9. Enter information in the fields on the screen:
   - Type in a new password (in the top two fields)
   - Select a new Security Question.
   - Type in the answer to the Security Question (two times).
   - Click **Submit**.
10. Your **Claimant Home** page appears.

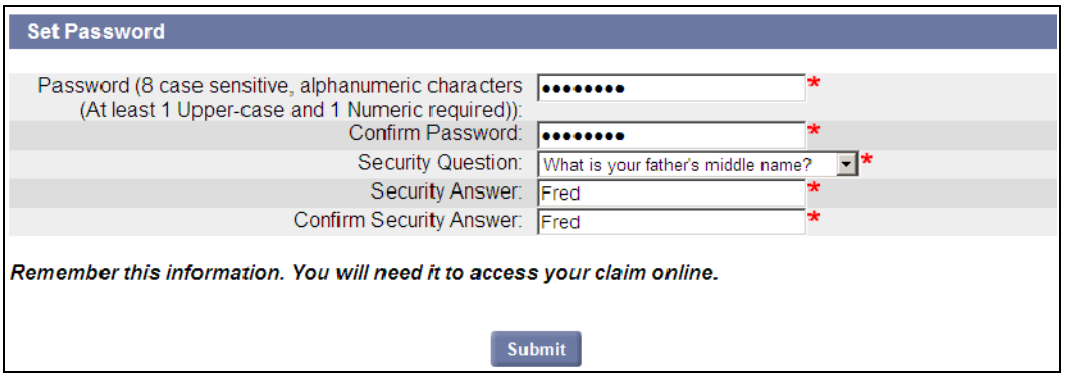
CHANGE PASSWORD

If you know your password but you want to change it for security reasons, follow these steps:

1. Log in to UI Online.
2. On your **Claimant Home** page, click the **Change Password** link in the upper left corner of the page.



3. The **Set Password** screen appears.



4. Enter information in the fields on the screen:
   - Type in a new password (in the top two fields).
   - Select a new Security Question.
   - Type the Security Answer twice.
   - Click **Submit**.
5. Your Claimant **Home Page** reappears.

FAILED LOGIN

If you have been unable to log in because you forgot your password (or PIN information), and you are unable to proceed using the instructions in the “Forgot Password” section, you will need to contact the Department of Unemployment Assistance (DUA) at (617) 626-6800. A DUA Staff member can help get your password reset.

Follow the instructions provided by DUA to proceed.

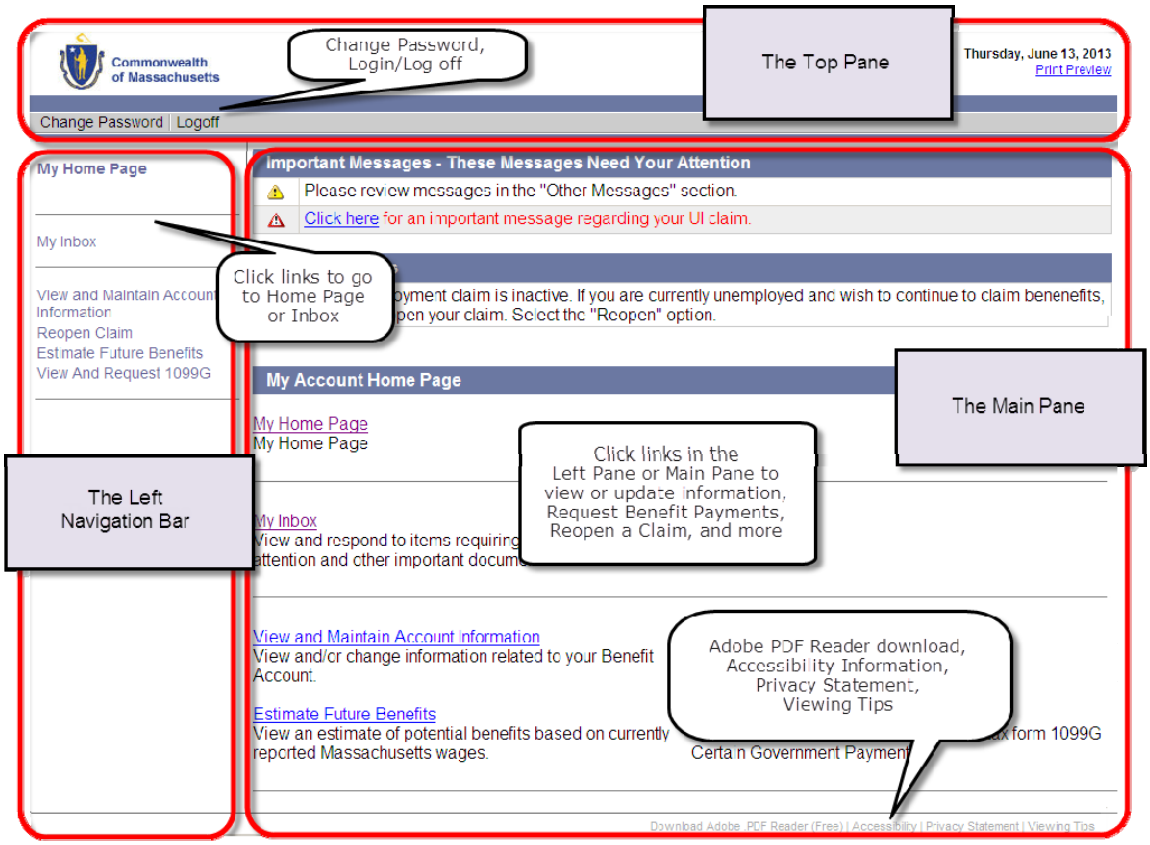
NAVIGATION AND SOFTWARE TIPS

This section provides information about navigating and using UI Online, including:

- The Claimant Home page
- System Timeout
- Helpful Hints – Assistive Content
- Additional Tips

The Claimant Home Page

The first page that appears after you log in to the system is the **My Home** page.



The **Home** page has three areas: the **left navigation bar**, the **top pane**, and the **main pane**.

- The top pane has links to **Change Password**, **Login**, and **Logoff**.
- The **left navigation bar** has links you can click to bring up the main UI Online **functions**. When you click links in UI Online, the list in the left navigation bar expands to show the additional functions that are available.
- The left navigation bar also has the **My Home Page** link. Click this link at any time to return to the Home page.
- The **My Inbox** link brings you to the Inbox where you can view and act on your important messages from DUA.
- The main pane is divided into these areas:
  - Important Messages - information you should read right away because it may impact your claim.
  - Other Messages - system generated messages with guidance about your claim.
  - My Account Home Page - displays many of the links from the left navigation bar.

System Timeout

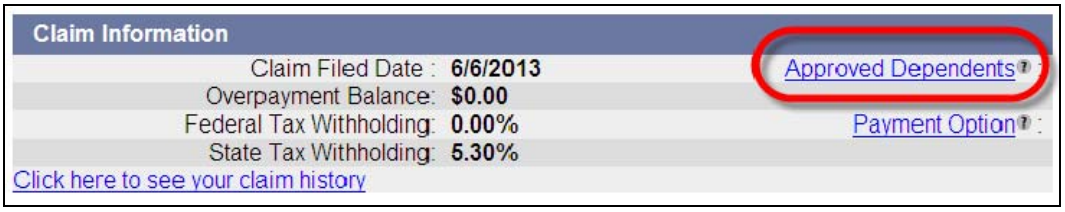
The UI Online system times out after approximately 20 minutes. If you are entering detailed data, save frequently; otherwise if a timeout does occur, the data may be lost. (Save by clicking the Save button or by navigating to the next page and then returning to the previous page.)

Helpful Hints – Assistive Content

Most pages in UI Online provide helpful hints about using the system right on screen. In addition, there are links that you can click to bring up a separate window with more in-depth information about a topic. This information is known as **Assistive Content** in UI Online.

Assistive Content links are blue and underlined, with a small question mark to the right.

An example of an assistive content link **Approved Dependents** is below:



Click the Assistive Content link to display information about the phrase in a separate window.

Click **Close** to close the Assistive Content window.

Additional Navigation Tips

Do not use your browser's **Back** or **Forward** buttons to navigate in UI Online. Click the **Previous** or **Next** (or Save or Submit) buttons that are provided on each UI Online page.

Use the **My Home** link to return to your Home page at any time.

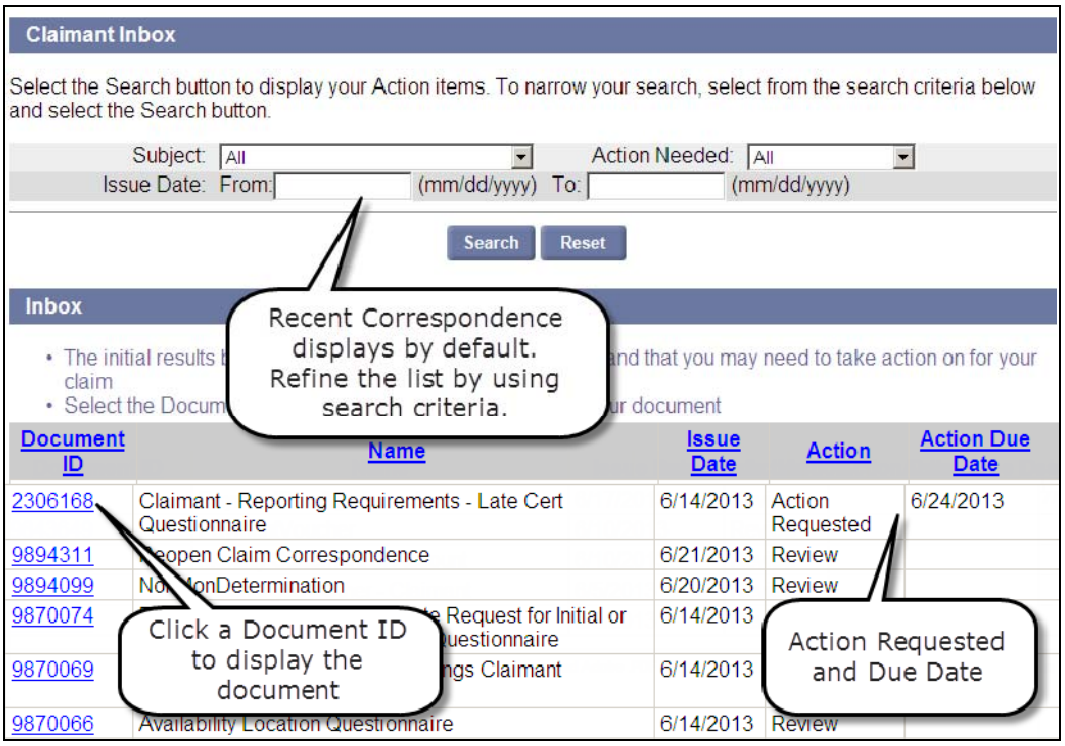
Data in some **tables in UI Online can be sorted by column**. Columns that can be sorted have a bold blue underlined column heading. Click the column heading to sort data by that column. Click again to reverse the sort order.

MY INBOX

Check your Inbox frequently to see if there are any notifications from DUA. Check your Inbox by clicking the **My Inbox** link in the left navigation pane, or in the main pane of the Home Page.

Notifications appear in a list with these columns:

- Document ID (a link; click to display the document itself)
- Name
- Issue Date
- Action (Review, or Action Requested)
- Action Due Date (if any)

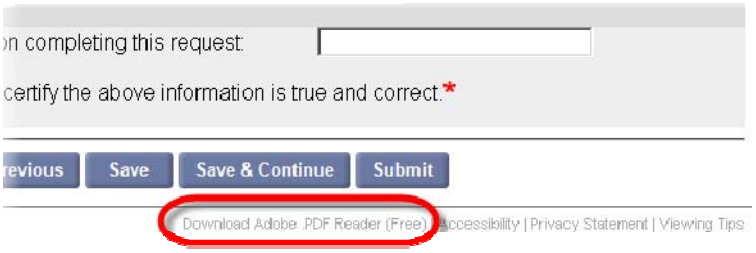


Displaying a Document

To display a document that is listed in your inbox, click the link in the **Document ID** column. The document displays.

- If the document requires action, the content of the document displays within the page. Typically what appears is a Questionnaire. You can answer the questions directly on the page. (See "Filling in a Questionnaire.")
- If the document is a Notification only, it launches a PDF file.

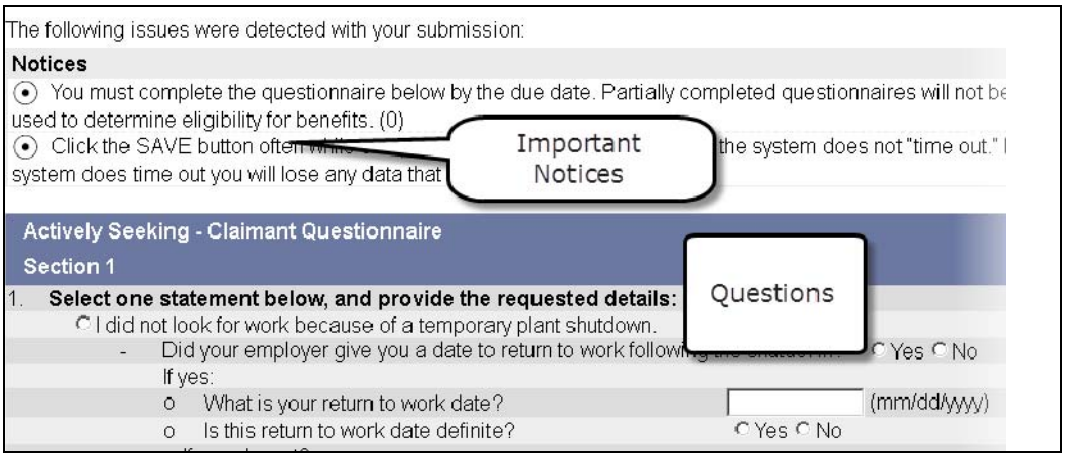
  NOTE: Adobe Acrobat Reader can display PDF files. If you need to install Adobe Acrobat Reader on your computer, click **Download Adobe .PDF Reader (Free)** at the lower right corner of the page.



Filling in a Questionnaire

To fill in a Questionnaire:

1. Review all the Notices at the top of the page.

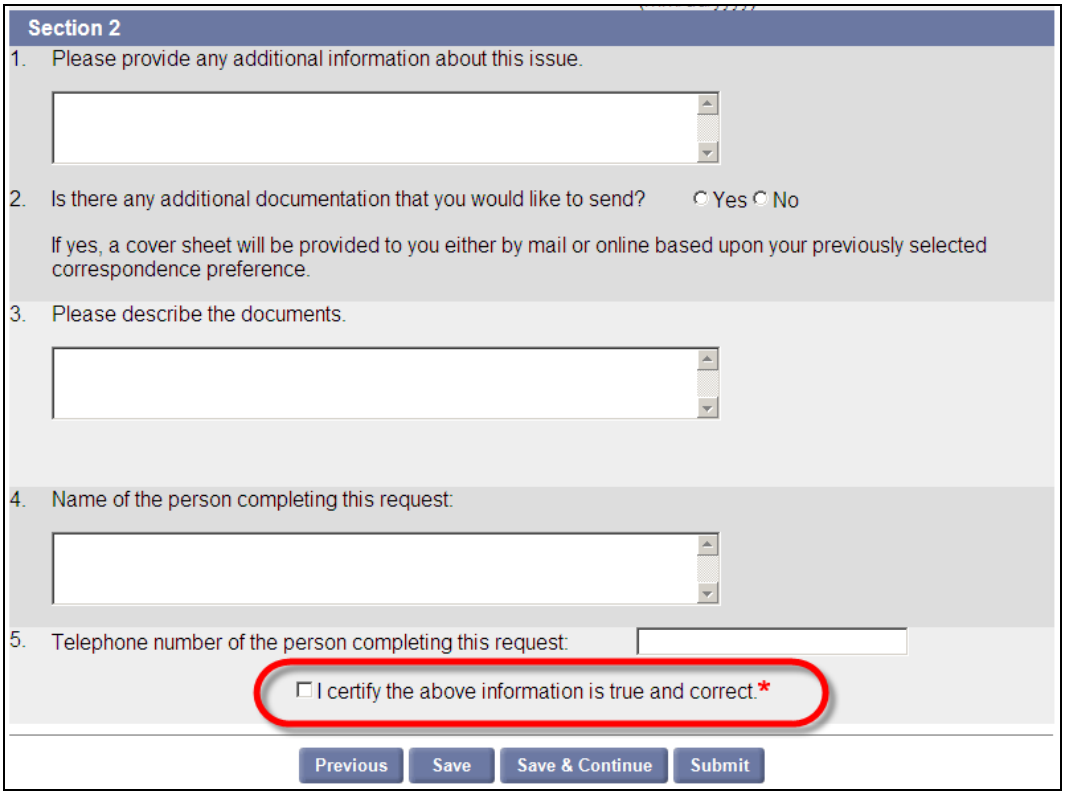


2. Answer all relevant questions on the page.
3. If you answer **Yes** to Section 3, Question 2 about having additional documentation to submit, a cover sheet will be provided to you:
   - If you get your correspondence electronically, a notification with a printable cover will go into your inbox.
   - If you get your correspondence by mail, a cover sheet will be mailed to you.
4. Click **Save** if the Questionnaire is long, just in case the system times out.

5. Click **Save and Continue** if you cannot complete the Questionnaire in one session. This returns you to the Inbox.

6. When you are finished, put a check in the certification box.

7. Click **Submit**.



If you have omitted any answers, the Questionnaire does not get submitted, and UI Online lists each omission in the Notices section at the top of the page. Each notice will reference the item number of the Questionnaire.

NOTE: If you click **Save & Continue**, the Questionnaire is saved until its due date. Once the due date passes, the Questionnaire will be purged.

Saving a Questionnaire

To save a Questionnaire while you are working on it, click **Save**.

To save a Questionnaire and return to the Inbox, click **Save & Continue**.