



The Commonwealth of Massachusetts  
Executive Office of Labor and Workforce Development  
Department of Unemployment Assistance  
UI Policy & Performance

# REQUEST BENEFIT PAYMENT FOR CLAIMANTS



Department of Unemployment Assistance | Mass.gov

# Department of Unemployment Assistance



- 1 Click Log in to UI Online for Claimants



# Log in to Request Benefit Payment

## Welcome to Massachusetts Unemployment Insurance (UI) Online Application

### IMPORTANT UNEMPLOYMENT FRAUD SCAM ALERT

Please be aware of current scams. Massachusetts residents have received text messages and emails that include a link requesting claimants enter their login and password on a site that looks similar to UI Online. If you have received such a message, please do not respond. Responses to requests from DUA should only be uploaded through your secure account at <https://uionline.detma.org/Claimant/Core/Login.ASPX> or <https://ui-cares-act.mass.gov/PUA/>. DUA will never ask you to reply to a text or email with your personal information.

### 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.\*

### Please provide your Social Security Number

Social Security Number:  \* **1** Enter SSN#  
 Confirm your Social Security Number:  \*

Next

**2**

Click 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](#).

## Welcome to Massachusetts Unemployment Insurance (UI) Online Application

### UI Online User

Password:  \* [Forgot password?](#) **3** Enter Password

Login

**4**

Click Login



# MULTI-FACTOR AUTHENTICATION

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

1 Select Verification Method

Previous Next 2 Click Next

## 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:  \* 3 Enter Verification Code

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

Cancel Next 4 Click Next



# REQUEST BENEFITS PAYMENT FOR THE WEEK- HOME PAGE

[Change Claim](#) [Change Claimant](#) [Leave Claimant](#)

Name: <b>DZUYVWZEYG, AXEBLRGCJW</b>	Claimant ID: <b>11582537</b>	Claim ID: <b>2020-01</b>
Effective Date: <b>6/21/2020</b>	Benefit Year End: <b>6/19/2021</b>	Claim Status: <b>Active</b>

Welcome, **DZUYVWZEYG, AXEBLRGCJW** [Show Profile Details](#) Need Help? ▾

**!** Work search requirements previously waived during the State of Emergency will be reinstated **effective June 13, 2021** for all regular Unemployment Insurance (UI) claimants *including those receiving [Pandemic Emergency Unemployment Compensation \(PEUC\)](#) and those on [Extended Benefits \(EB\)](#).*

Claimants will be required to conduct three work search activities per week in order to satisfy this weekly requirement.

More information and resources are available online at [mass.gov/dua](http://mass.gov/dua).

Claimant ID: 11582537

**!** Thank you for sending the information we requested. Due to current volume, additional time may be needed to determine if you qualify for benefits. We will let you know if we need more information.

**Important!** Please continue to request benefits for each week you are unemployed. If you do not, you may lose your right to the benefits for those weeks or you may be paid late.

<p><b>Claim Information</b></p> <p><a href="#">Request benefits for week of 4/11/2021 - 4/17/2021</a></p> <p><a href="#">View Weeks Claimed</a></p>	<p>Weekly Benefit Amount: <b>\$228</b></p> <p>Dependency Allowance: <b>\$0</b></p> <p>Potential Remaining Balance: <b>\$3,309</b></p> <p>Potential Weeks Left: <b>15</b></p>	<p>Benefit Year: <b>6/21/2020 - 6/19/2021</b></p> <p>Last Requested Week: <b>4/4/2021 - 4/10/2021</b></p>
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You have no recent payments

**Recent Payments**

There were no payments made in the last 90 days.

[View Payment History](#)

**Payment Preferences**

[Manage Payment and Tax Options](#)

Federal Tax Withholding: **10.00%**

State Tax Withholding: **0.00%**

Payment Method: **Direct deposit**

**1** Click Request benefits for week



# REQUEST BENEFITS PAYMENT FOR THE WEEK

My Home Page	<p><b>Request Payment Home Page</b></p>
My Inbox	<p>Claiming Week <b>Sunday, 05/30/2021 through Saturday, 06/05/2021.</b></p> <p>Your current payment method is <b>Debit card.</b></p>
<p>View and Maintain Account Information</p> <p>Estimate Future Benefits</p> <p><b>Request Benefit Payment</b></p> <p>View And Request 1099G</p> <p>View UI Records</p> <p>Request TOP Application</p>	<p>To progress through the Request Payment Screens, always use the "<b>Previous</b>" or "<b>Next</b>" buttons provided at the bottom of the page. Do not use the "Back" button at the top of your Internet browser window.</p> <p>Once you begin the process, you may return any time prior to Saturday, 06/12/2021 at 9:59 P.M. in order to submit your certification. Your data will be saved until that time.</p> <p>For more information click on the links below:</p> <ul style="list-style-type: none"> <li><a href="#">When do I request payment for Benefits?</a></li> <li><a href="#">What do I need to request payment for benefits?</a></li> <li><a href="#">What earnings need to be reported?</a></li> <li><a href="#">How do I report earnings?</a></li> <li><a href="#">What if I am working on commission?</a></li> <li><a href="#">How do I report Holiday Pay?</a></li> <li><a href="#">What is Waiting Week?</a></li> <li><a href="#">How do I close my Claim?</a></li> <li><a href="#">How do I change my payment method (Direct Deposit, Debit Card)?</a></li> <li><a href="#">How do I change my Tax Withholding?</a></li> <li><a href="#">What is a Compensable Week?</a></li> </ul>
	<p>Claiming Week <b>Sunday, 05/30/2021 through Saturday, 06/05/2021.</b></p> <p><a href="#">Why would I want to decline benefits for this week?</a></p>
	<p style="text-align: right;"> <span>Decline Benefits</span> <span>Request Benefits</span> <span><b>1</b></span> <span>Click Request Benefits</span> </p>



# CONFIRM CLAIMANT'S ADDRESS

My Home Page

My Inbox

- View and Maintain Account Information
- Estimate Future Benefits
- Request Benefit Payment**
- View And Request 1099G
- View UI Records
- Request TOP Application

## Contact Information Verification

The following information is what we currently have on file. If any of this information is incorrect or has changed, please click the **Update** button below to make the required changes.

Otherwise click on the **Confirm** button to confirm the information is correct.

### Mailing Address

Address Line 1: **1 Main St**  
 Address Line 2:  
 City: **Westford**  
 State: **Massachusetts**  
 Zip: **01886-2550**  
 Country: **United States Of America**

### Residential Address

Address Line 1: **1 Main St**  
 Address Line 2:  
 City: **Westford**  
 State: **Massachusetts**  
 Zip: **01886-2550**  
 Country: **United States Of America**

### Telephone Numbers

Mobile Phone: **(978) 799-1000**  
 Home Phone:

### Email Address

Email Address: **em@gmail.com** **Not Verified**

Update Confirm **1** Click Confirm



# WORK SEARCH – INITIAL QUESTIONS

Name: QVFWRTCORV, UZCPLQOHD  
 Effective Date: 1/10/2021

Claimant ID: 10548226  
 Benefit Year End: 1/8/2022

Claim ID: 2021-01  
 Claim Status: Active

COVID-19

## Initial Questions

To progress through the Request Payment Screens always use the **Previous** or **Next** buttons provided at the bottom of the page. Do not use the "Back" button at the top of your web browser window.

Please answer the following questions carefully for the **week of Sunday, 05/23/2021 through Saturday, 05/29/2021**.

- Did you work or collect earnings during the week listed above?  Yes  No\*  
 This includes [Full-Time](#), [Part-Time](#), [Temporary Work](#), [Self Employment](#), [Military Employment](#) or [Holiday Pay](#)
- During the week listed above:  
 Were you offered employment?  Yes  No\*  
 Did you quit or were you discharged from a job?  Yes  No\*
- During the week listed above, did you receive or apply for income from any other sources that you have not previously reported to us?  Yes  No\*  
 Please click [Here](#) for examples of other income sources.
- During the week listed above:  
 Did you complete 3 [work search activities](#)?  Yes  No\*  
 Were you able to work?  Yes  No\*  
 Were you available to work? (Select "No" if you were in training/school.)  Yes  No\*

Previous

Next

1

Click Next



**New question! Did you complete 3 work search activities?**



# COLLECT EARNINGS

Change Password | Logoff \* Indicates Required Field

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My Home Page

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My Inbox

---

View and Maintain Account Information

Estimate Future Benefits

**Request Benefit Payment**

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View UI Records

Request TOP Application

## Collect Earnings

You indicated that you received or applied for **income that you have not previously reported to us.**

For the **week of Sunday, 5/30/2021 through Saturday, 6/5/2021**, please identify the income Source(s)(Check all that apply).

Enter total number of hours worked during the week listed above:  \*

Did you earn wages from [military service](#) (before deductions)?  Yes  No\*

Did you earn [part-time wages](#)(not from military service or self-employment)?  Yes  No\*

Enter total amount of [net earning](#) from [self-employment](#) that you previously have not reported:

Have you [returned to work](#) full time during week listed above?  Yes  No\*

If Yes, please enter the date you returned to work:  (mm/dd/yyyy)

Previous Next 3 Click Next

1 **If you said you worked, report hours**

2 **Click Yes/No for next 3 questions about earnings**



**This screen only appears if you said you worked or collected earnings during the benefit week.**



# PART-TIME EARNINGS

## Part-Time Earnings

You indicated on the previous screen that you worked part-time (not in the military or self-employment). Please enter your previous employer and wages earned by selecting 'Add Employer'. If you earned wages for more than one employer, select 'Add Employer' again

Employer Name	Wages Earned
NORTH READING AUTO INC	100.00

**1** Fill out earnings amount

**2** Add Employer only if not listed

**3** Click Next once earnings have been entered



# WORK SEARCH REQUIREMENTS

Claimants must confirm that they have read the work search requirements

**Claimant Information** [Change Claim](#) [Change Claim](#)

Name: <b>DZUYVWZEYG, AXEBLRGCJW</b>	Claimant ID: <b>11582537</b>	Claim ID: <b>2020-01</b>
Effective Date: <b>6/21/2020</b>	Benefit Year End: <b>6/19/2021</b>	Claim Status: <b>Active</b>

**Work Search Requirements**

**Important!** To qualify for unemployment benefits, you **must**:

- Complete at least 3 work search activities during each week you are requesting benefits;
- Keep a detailed written log of your work search activities for each week; and
- Provide a copy of your log to DUA if **we ask for it**.

What counts as productive work search efforts?

**Warning!** If you do not meet DUA's work search requirements, you will not qualify for benefits for that week. If you received benefits, but did not qualify, you will have to pay DUA back.

Click here if you read and understood the information above.\*

**1** Confirm you have read requirements

**2** Click Next

Previous Next



# WORK SEARCH VERIFICATION QUESTIONNAIRE

Claimants must answer what activities they have performed while looking for a job for the week they are requesting benefits

## Work Search Verification Questionnaire

In order to successfully process your Request for Payment for the period of **Sunday, 5/23/2021** through **Saturday, 5/29/2021**, please answer the following questions regarding your work search activities.

What activities did you perform while looking for a job? \*

- Reviewed job listings on the internet, newspapers or professional journals
- Used online job matching systems, including the Massachusetts Employment System Internet-based system, to submit applications/résumé search for matches or request referrals, and/or apply for jobs.
- Mailed a job application and/or résumé, as instructed in a public job notice.
- Sent job application to employer who may reasonably be expected to have openings for suitable work.
- Interviewed with potential employer in person or by telephone.
- Completed a job application in person or online with employers who may reasonably be expected to have openings for suitable work.
- Networked with colleagues or friends.
- Registered for work with private employment agency or placement service.
- Contacted professional association(s).
- Reported to the Union Hall, if this is your primary work search method.
- Made in-person visit with employers who may reasonably be expected to have job openings.
- Participated in skills assessments for occupation matching at Career Center.
- Obtained or followed up on job referrals at Career Center.
- Attended job search seminars, career networking meetings, job fairs, or employment-related workshops that offer instruction in improving individuals' skills for obtaining employment.
- Participated in instructional workshop at Career Center.
- Used the employment resources available at Career Centers to obtain/use local labor market information.
- Registered for work and reemployment services with a local Career Center.
- None
- Other job search activities

1 Check what activities you have performed

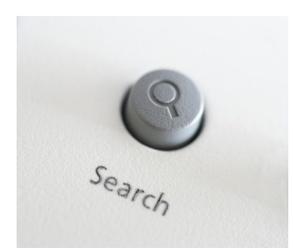
You are required to have a record of sufficient work search activities for each week that you request benefits and may be asked to submit proof of your work search activities at any time during your claim.

For a printable form to help you track your work search activities, [Click here](#)

Click here for a work search log form

Previous Next

2 Click Next



# WORK SEARCH ACTIVITY LOG

You can “Add” your work search activities for the week you are requesting benefits.

**Claimant Information** [Change Claim](#) [Change Claimant](#) [Leave Claimant](#)

Name: <b>DZUYVWZEYG, AXEBLRGCJW</b>	Claimant ID: <b>11582537</b>	Claim ID: <b>2020-01</b>
Effective Date: <b>6/21/2020</b>	Benefit Year End: <b>6/19/2021</b>	Claim Status: <b>Active</b> <span style="color: red;">COVID-19</span>

**Work Search Log**

Week Beginning: **4/11/2021** Week ending: **4/17/2021**

**Important!** You must be capable of working, available for work, and actively seeking work in order to be eligible for unemployment benefits. You must keep a detailed written log of your work search activities for each week that you claim benefits.

No records found...

- Click the **ADD** button to create a new work search log.
- To edit, select the work search log entry and click **EDIT** button.
- To delete, select the work search log entry and click **REMOVE** button.

**1** Add work search for the week requested

**2** Click Next

Add Remove Edit

Previous Next



# WORK SEARCH LOG

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[My Inbox](#)

[View and Maintain Account Information](#)

[Estimate Future Benefits](#)

[Request Benefit Payment](#)

[View And Request 1099G](#)

[View UI Records](#)

[Request TOP Application](#)

## Work Search Details

Enter work search log details:

Date:

Type:

Name Employer/Agency:

Person Contacted:

Contact Method:

Contact Information (e.g. Phone number, Website, Name, Email or Street address):

Type of Work:

Results:

**1** Fill out work search information

[Previous](#) [Submit](#) **2** Click Submit



# WORK SEARCH – SUMMARY – PART 1

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View and Maintain Account Information

Estimate Future Benefits

Request Benefit Payment

View And Request 1099G

View UI Records

Request TOP Application

## Summary

If you would like to change your answer in any section below, click the **Modify Answers** button in that section to jump to the questions of that section. Depending on your responses, you may need to answer new questions, or reconfirm existing answers. If you do not think the questions apply, examine your answers in the **Initial Questions** section carefully.

Please review your responses carefully for the **week of Sunday, 5/30/2021 through Saturday, 6/5/2021**.

## Initial Questions

- Did you work during the reporting period listed above? Yes  
 This includes [Full-Time](#), [Part-Time](#), [Temporary](#), [Self](#), or [Military](#) employment.
- During the week listed above:  
 Were you offered employment? No  
 Did you quit or were you discharged from a job? No
- During the week listed above, did you receive or apply for income from any other sources that you have not previously reported to us? No  
 Please click [Here](#) for examples of other income sources.
- During the week listed above:  
 Did you complete 3 work search activities? Yes  
 Were you able to work? Yes  
 Were you available to work? (Select "No" if you were in training/school.) Yes

1

Verify all information and modify if needed

Modify Answers

## Collect Earnings

- Enter total number of hours worked during the week listed above: 20
- Did you earn wages from the Military services [military wages](#) (before deductions)? No
- Did you earn [part-time wages](#)(not from military service or self-employment)? Yes
- You have reported no on-call employers.
- Enter total amount of [net earning from self-employment](#) that you previously have not reported:
- Have you [returned to work full time](#) during week listed above? No
- If Yes, please enter the date you returned to work:

2

Check information

## Part-Time Earnings

You indicated on the previous screen that you worked part-time (not in the military or self-employment). Please enter your previous employer and wages earned by selecting 'Add Employer'. If you earned wages for more than one employer, select 'Add Employer' again



# WORK SEARCH – SUMMARY – PART 2

[Modify Answers](#)

## Work Search Requirements

I have read and understand the above information

## Work Search Verification Questionnaire

What activities did you perform while looking for a job?

Made in-person visit with employers who may reasonably be expected to have job openings.

Obtained or followed up on job referrals at Career Center.

Attended job search seminars, career networking meetings, job fairs, or employment-related workshops that offer instruction in improving individuals' skills for obtaining employment.

## Work Search Log

Date	Type	Name	Person Contacted	Contact Type
6/3/2021	Employer	CVS	Bob Smith	In Person

[Modify Answers](#)

## Important Information about Your Unemployment Benefits

- 1) Claiming unemployment benefits for someone else is against the law.
- 2) Unauthorized use of someone else's debit card is against the law.
- 3) Accessing someone else's unemployment insurance claim is against the law.
- 4) Collecting unemployment benefits while you are working full-time, even if the job is only temporary, is against the law. If you have returned to work full-time stop claiming your unemployment insurance benefits the first full week of employment.
- 5) Failing to report all income to DUA is against the law. If you obtain a part-time job, you must report your gross earnings (before taxes) during the week that the work is performed. You may have to estimate what your earnings will be if you have not been paid yet.
- 6) If you are separated from a job while collecting unemployment benefits, you must report this separation to the Department of Unemployment Assistance (DUA), even if you only worked there for one day or if the job is temporary.

**1** Verify all information and modify if needed

There are serious penalties for fraudulent collection of unemployment benefits. If you have any questions, please contact the DUA Fraud Hotline at 1-800-354-9927.

## Acknowledgement

I certify that the information I have provided is true and correct. I know that Massachusetts Law provides penalties and/or imprisonment for false statements to obtain benefits and that DUA actively pursues fraudulently collected benefits. I hereby acknowledge that DUA will verify my information to assure its accuracy.\*

**2** Certify that the information is true and correct

[Submit](#)

**3** Click Submit



# CONFIRMATION PAGE

My Home Page

## Confirmation Page

My Inbox

## Request Receipt

Your request for benefits for the week of **Sunday, 5/30/2021 through Saturday, 6/5/2021** has been received on: **June 11, 2021 00:00 AM.**

View and Maintain Account Information  
 Estimate Future Benefits  
 View And Request 1099G  
 View UI Records  
 Request TOP Application

## Payment Request Status

You have submitted a Continued Claims Benefit Request. To view this and other requests as well as payment history, select **View and Maintain My Account**, the **Payment Information**.

[Print/Save](#) this confirmation for your records.

## Weekly Benefit Request Status

The last eligible week for which you may claim benefits is the week ending **5/28/2022**.

You have requested all eligible weeks. Return Sunday of Next week to next week to continue requesting benefits.

## Claim Status

You can **Request Weekly Benefits** or select **View and Maintain My Account Information** from 5:00 A.M. to 10:00 P.M. (*Eastern Time*) daily.

Home Page



Click Home Page



**THANK YOU**