

# Unemployment Insurance



## UI Online<sup>SM</sup> User Guide

Thank you for registering for a UI Online account. To help you discover the many benefits and conveniences of certifying for continued benefits and managing your claim online, the Employment Development Department (EDD) has developed this UI Online User Guide.

The UI Online User Guide will help you get started, beginning with the login process.

The EDD recommends that you refer to this guide to help manage your claim in UI Online.

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**Important Information About Browser Compatibility and Pop-up Blockers:** UI Online is compatible with the latest versions of Internet Explorer, Google Chrome, and Mozilla Firefox. Additionally, you must disable pop-up blockers to access features of UI Online.

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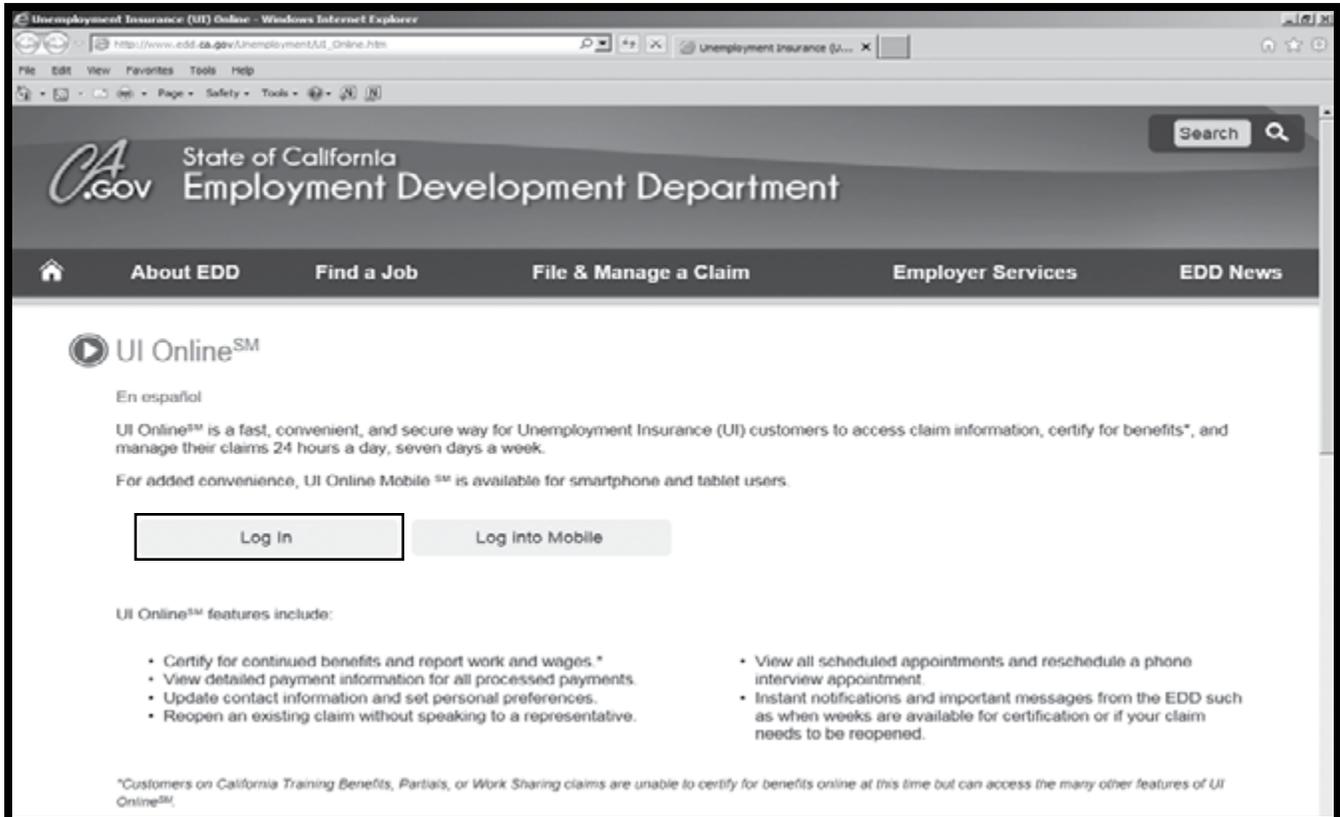
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# Log In

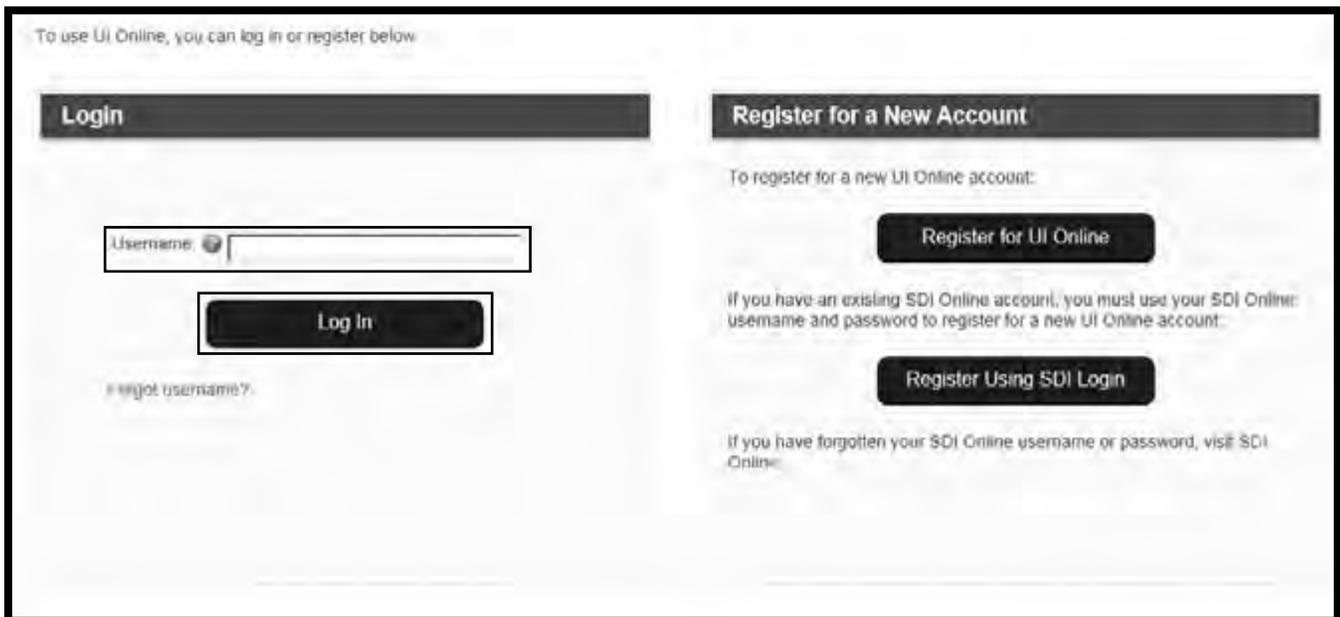
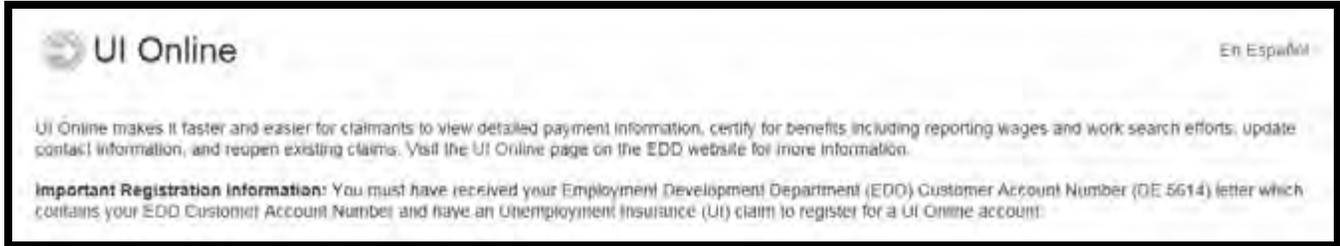
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To use UI Online, you must first begin with the login process

1. Visit [www.edd.ca.gov/UI\\_Online](http://www.edd.ca.gov/UI_Online).
2. Select the **Log In** button in the middle of the screen.



3. Enter your username and select the **Log In** button.



# Password

Once you have entered your username, follow these steps to log in to your UI Online account.

1. Verify your personal image and personal image caption.

**Note:** If you did not enter the username correctly, you may not see the correct personal image caption. This helps you to verify that you entered the username correctly. If you do not recognize either your personal image or personal image caption, do not enter your password. Refer to the Security Information section on this screen for instructions.

2. Enter your password.
3. Select the **Log In** button.

Log In to UI Online - Password

To log in to UI Online, read the Security information section, verify your personal image and personal image caption, and then enter password. Your account will be locked if you enter your password incorrectly three times in a row.

\*Indicates required field

**Login**

Personal Image:

Personal Image Caption: I also love veggies

Username: test49@3224039

\*Password:

[Forgot Password?](#)

**Security Information**

You selected your personal image and caption when you registered for UI Online. Recognizing your personal image and caption is part of the security of your UI Online account.

If you do not recognize your personal image or caption, DO NOT enter your password. Return to the UI Online Login page and **check the username you entered is correct**. If you are new to UI Online, be **sure that you have completed the initial login process** by selecting your unique link in the "Notification of EDD Online Account Created" e-mail.

Contact EDD immediately if you entered the correct username and have completed initial log-in, but the wrong personal image and/or caption is displayed. You may also contact UI Online Technical Support at 1-800-300-5616 from 8 a.m. to 5:00 p.m. (PT), Monday through Friday, except on state holidays by selecting option 6 from the Main Menu.

**Log In** **Cancel**

# UI Online Home Page

The first screen that you will see when you log in is your **UI Online Home** page. From here, you can get important notifications, view all appointments, reschedule a phone interview appointment, and get a summary of your claim, including your last payment issued. You can also access the many features of the system by selecting one of the tabs at the top of this page.

The screenshot displays the UI Online Home page for the California Employment Development Department. At the top, there is a navigation bar with tabs for Certify for Benefits, Payment Activity, Claim History, Form 1089G, Personal Profile, Inbox, and Contact Us. The main content area is divided into three sections: Notifications, Appointments, and Claim Summary.

**Notifications:** A bell icon indicates a notification. The notification text reads: "Certify for Benefits. You have week(s) available to certify for benefits. To be considered timely, certify the week(s) by 04/26/2016. Failure to certify timely for benefits may affect your eligibility for the week(s)." Below this is a "Certify for Benefits" button. Another notification states: "Certification Received. Your certification for 02/14/2016-02/27/2016 has been received." A third notification says: "You have unread messages in your inbox."

**Appointments:** A calendar icon indicates appointments. Two appointments are listed: 1) "05/02/2016 08:00 a.m. to 10:00 a.m. Phone Appointment" with a "Reschedule" button and a note: "You have a phone interview appointment scheduled. There is a question concerning your eligibility. The EDD will call you at the interview date and time shown. A letter with interview instructions was sent to you when the appointment was scheduled. If you cannot be available for your phone interview appointment and you want to reschedule for a future date, select the Reschedule button. If your phone appointment is scheduled for today's date, you cannot reschedule your appointment using UI Online and must call the EDD." 2) "04/03/2016 01:30 pm In-Person Appointment" with a note: "You have an in-person appointment scheduled. You must appear at the date and time shown. Failure to attend this appointment may affect your eligibility to receive Unemployment Insurance benefits. A letter was sent to you containing information about your appointment. If you have not received this letter before your appointment date, contact us." Below the appointment details is the address: "Personalized Job Search Assistance, 800 CAPITOL MALL, Sacramento, CA 95814".

**Claim Summary:** A dollar sign icon indicates claim summary. The summary includes: "Last Payment Issued: \$466.00 on 02/16/2016", "Claim Balance: \$3,728.00", and "Weekly Benefit Amount: \$233.00". A "View Payment Activity" button is located below the weekly benefit amount. To the right, it shows "Benefit Year: 12/06/2015 - 12/03/2016", "Work Search Requirements: You must be able and available for work and look for full-time work each week.", "Week 1 Certification Status: Updated for week ending 02/20/2016", and "Week 2 Certification Status: Updated for week ending 02/27/2016".

At the bottom of the page, there is a footer with links for "Back to Top", "Contact EDD", "Conditions of Use", "Privacy Policy", and "Equal Opportunity Notice", along with the text "Copyright © 2014 State of California".

# More About Your UI Online Home Page

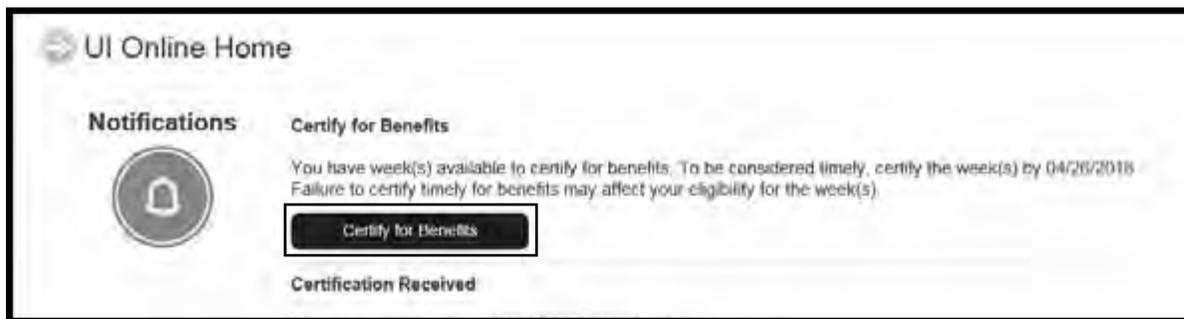
The following three sections may be displayed based on the current status of your claim:

**Notifications** This section will only appear if you need to take action on your claim. The following are the most common messages in your Notifications section

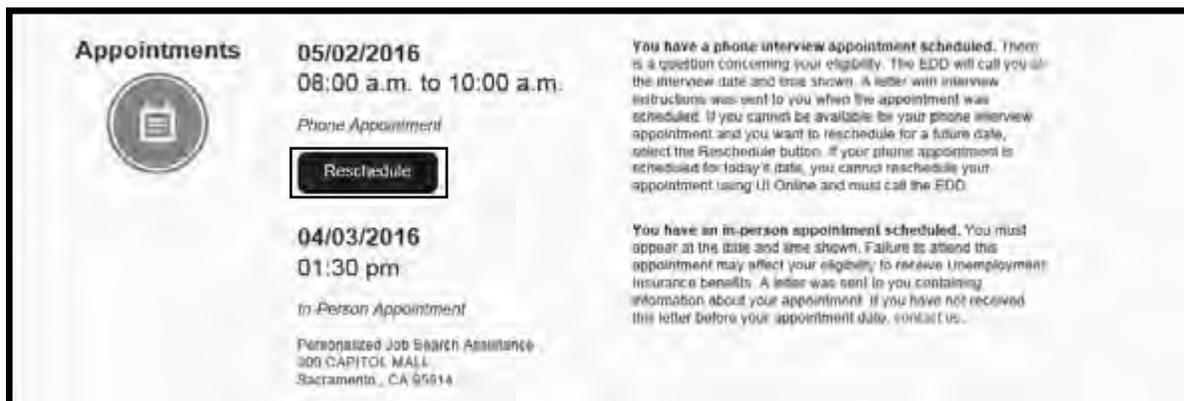
**Certify for Benefits** You will see the notification below when you have weeks available to certify for benefits. Select the **Certify for Benefit** button to begin the certification process. If no weeks are available for certification, you will be advised what date to check back

**Reopen Your Claim:** Sometimes it will be necessary to reopen your claim to resume claiming benefits. If you are required to reopen your claim, you will be advised in this section. Simply select the **Reopen Your Claim** button and provide all the required information. See the Reopen Your Claim section of this user guide for more detailed instructions.

**Maximum Benefits Paid** Your claim is valid for one year, but the benefits may be paid in full before that year expires. If you have exhausted your benefits or your claim has expired, a notification will appear in this section

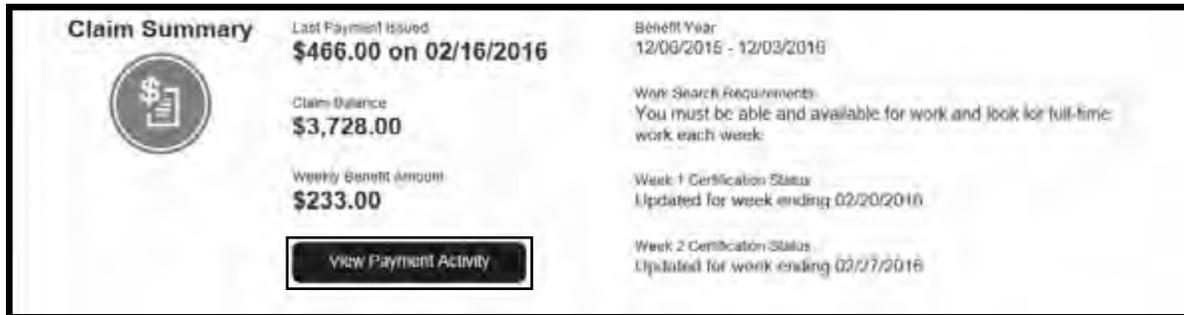


**Appointments:** If you have an appointment, you will find details about it in this section. Phone interview appointments can be changed to a later date by selecting the **Reschedule** button. Keep in mind that changing to a later date may further delay your benefit payments if you are determined eligible.



**Claim Summary:** This section gives you a quick snapshot of your claim, including the last payment issued, claim balance, weekly benefit amount, benefit year begin and end date, work search requirements, and your most recent certification status (if applicable)

From this screen, you can select the **View Payment Activity** button to view your payment history for all processed payments.



The screenshot displays a 'Claim Summary' section with a circular icon containing a dollar sign and a document. The text is organized into two columns. The left column lists 'Last Payment Issued' as \$466.00 on 02/16/2016, 'Claim Balance' as \$3,728.00, and 'Weekly Benefit Amount' as \$233.00. A 'View Payment Activity' button is located below these items. The right column shows the 'Benefit Year' as 12/09/2015 - 12/03/2016, 'Work Search Requirements' as 'You must be able and available for work and look for full-time work each week', 'Week 1 Certification Status' as 'Updated for week ending 02/20/2016', and 'Week 2 Certification Status' as 'Updated for week ending 02/27/2016'.

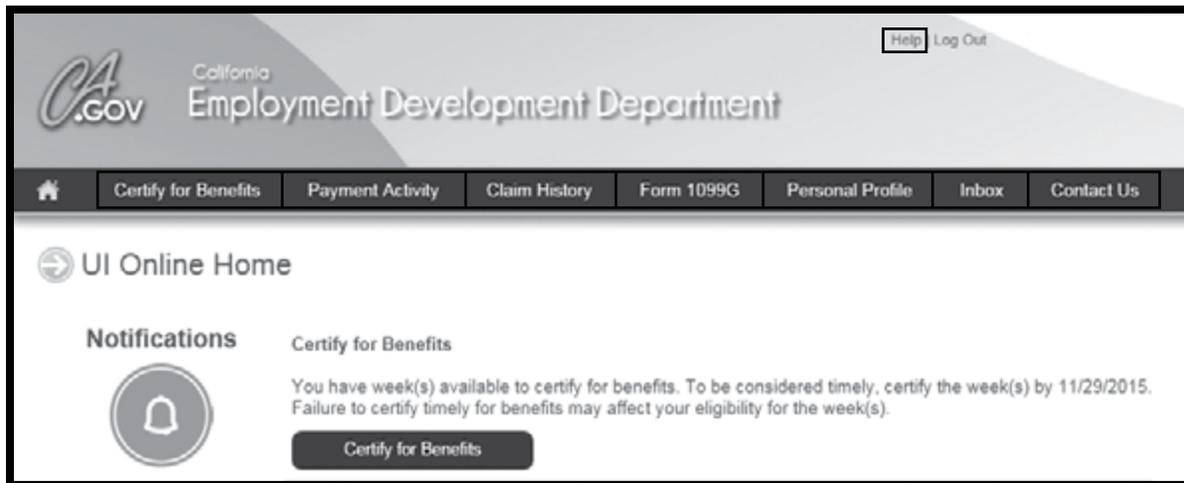
Field	Value
Claim Summary	
Last Payment Issued	\$466.00 on 02/16/2016
Claim Balance	\$3,728.00
Weekly Benefit Amount	\$233.00
Benefit Year	12/09/2015 - 12/03/2016
Work Search Requirements	You must be able and available for work and look for full-time work each week
Week 1 Certification Status	Updated for week ending 02/20/2016
Week 2 Certification Status	Updated for week ending 02/27/2016

# Accessing the Features of UI Online

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Navigating UI Online is easy. The key features of UI Online appear at the top of your **Home** page. Select the desired tab to get started. For example, if you want to make changes to your personal information, select the Personal Profile tab

Throughout UI Online, help text is available by placing your cursor over the  icon or by selecting the **Help** link from the top right hand corner. For more information, visit [www.edd.ca.gov/UI\\_Online](http://www.edd.ca.gov/UI_Online) to view our educational tutorials.



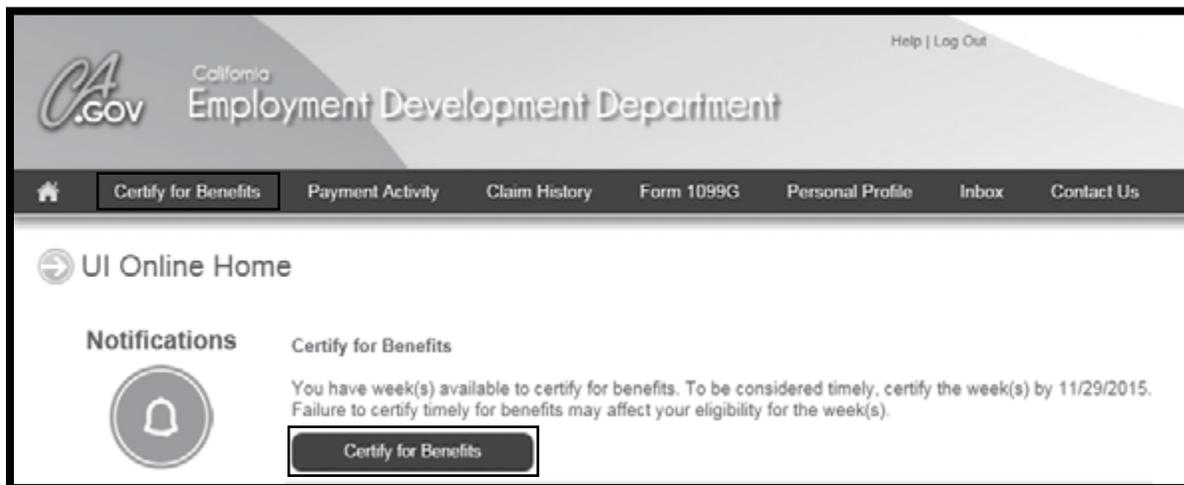
# Certify for Benefits

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Certifying for benefits and reporting work and earnings with UI Online is fast and easy.

1. Log in to your UI Online account.
2. Check the Notifications section of your **UI Online Home** page to see if weeks are available for certification
3. Select the **Certify for Benefit** button if weeks are available. You can also navigate there by selecting the Certify for Benefits tab
4. Answer the certification questions and report earnings, if applicable
5. Review and submit your answers.
6. Save the confirmation number you are given

**Note:** Customers on Partial or Work Sharing claims are unable to certify for benefits online at this time but can access the many other features of UI Online.

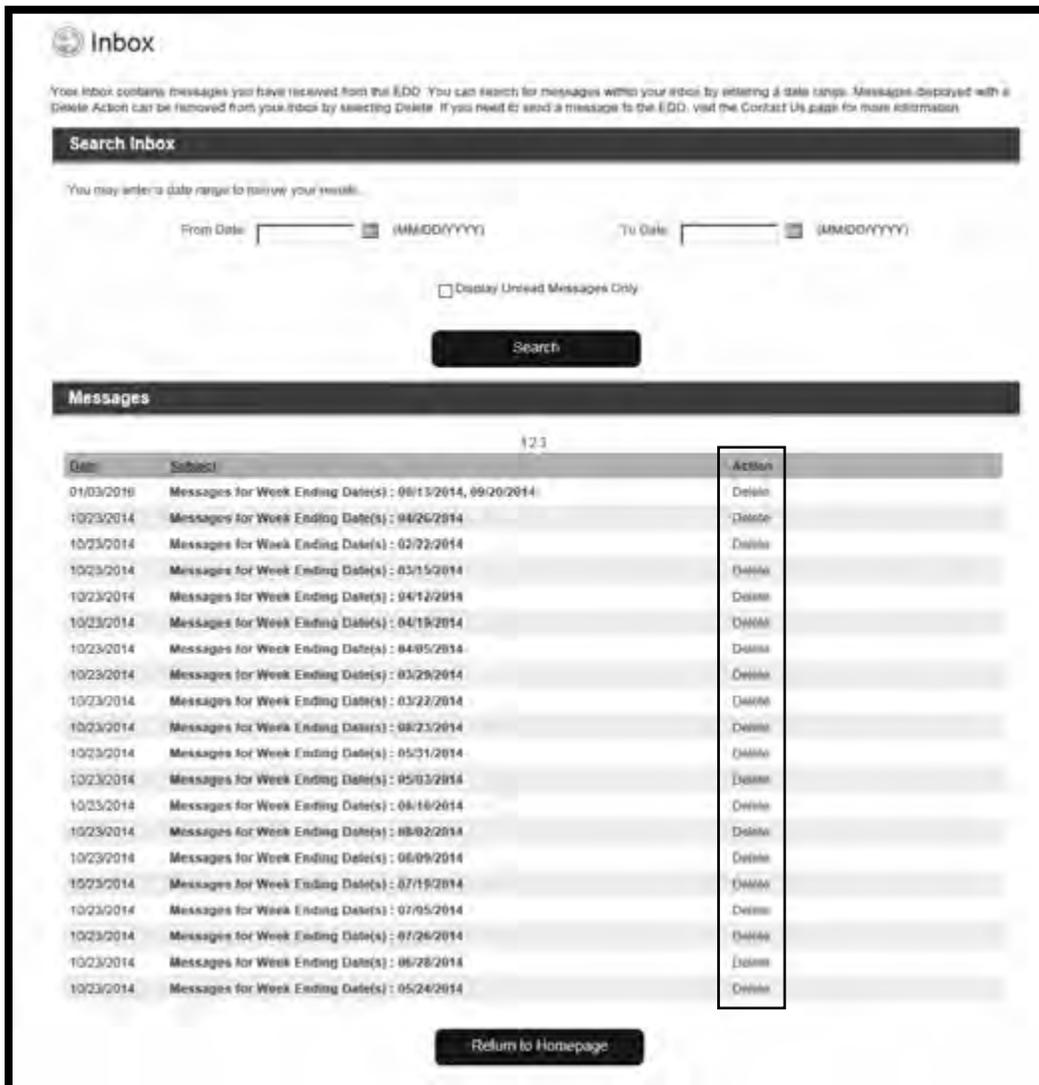


# Inbox

Stay up to date with your claim. To help you keep your claim on track, a notification will be sent to your personal email when there is a new message in your UI Online **Inbox**. It is important to read these messages as soon as possible because they contain important information about your UI claim and may require immediate action.

Accessing messages in your Inbox is simple.

1. Log in to your UI Online account.
2. Select the Inbox tab from the top of your **Home** page.
3. Enter an optional date range to help you find messages quickly .
4. Read your messages.
5. Select the **Delete** link if you want to permanently remove the message from your Inbox.



**Inbox**

Your Inbox contains messages you have received from the EDD. You can search for messages within your inbox by entering a date range. Messages displayed with a Delete Action can be removed from your inbox by selecting Delete. If you need to send a message to the EDD, visit the Contact Us page for more information.

**Search Inbox**

You may enter a date range to narrow your results.

From Date:  (MM/DD/YYYY) To Date:  (MM/DD/YYYY)

Display Unread Messages Only

**Search**

**Messages**

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Date	Subject	Action
01/03/2014	Messages for Week Ending Date(s) : 01/13/2014, 01/20/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 01/26/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 02/02/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 03/15/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 04/12/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 04/19/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 04/05/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 03/29/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 03/22/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 08/25/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 05/01/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 05/03/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 04/16/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 08/02/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 06/09/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 07/19/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 07/05/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 07/26/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 06/28/2014	Delete
10/23/2014	Messages for Week Ending Date(s) : 05/24/2014	Delete

**Return to Homepage**

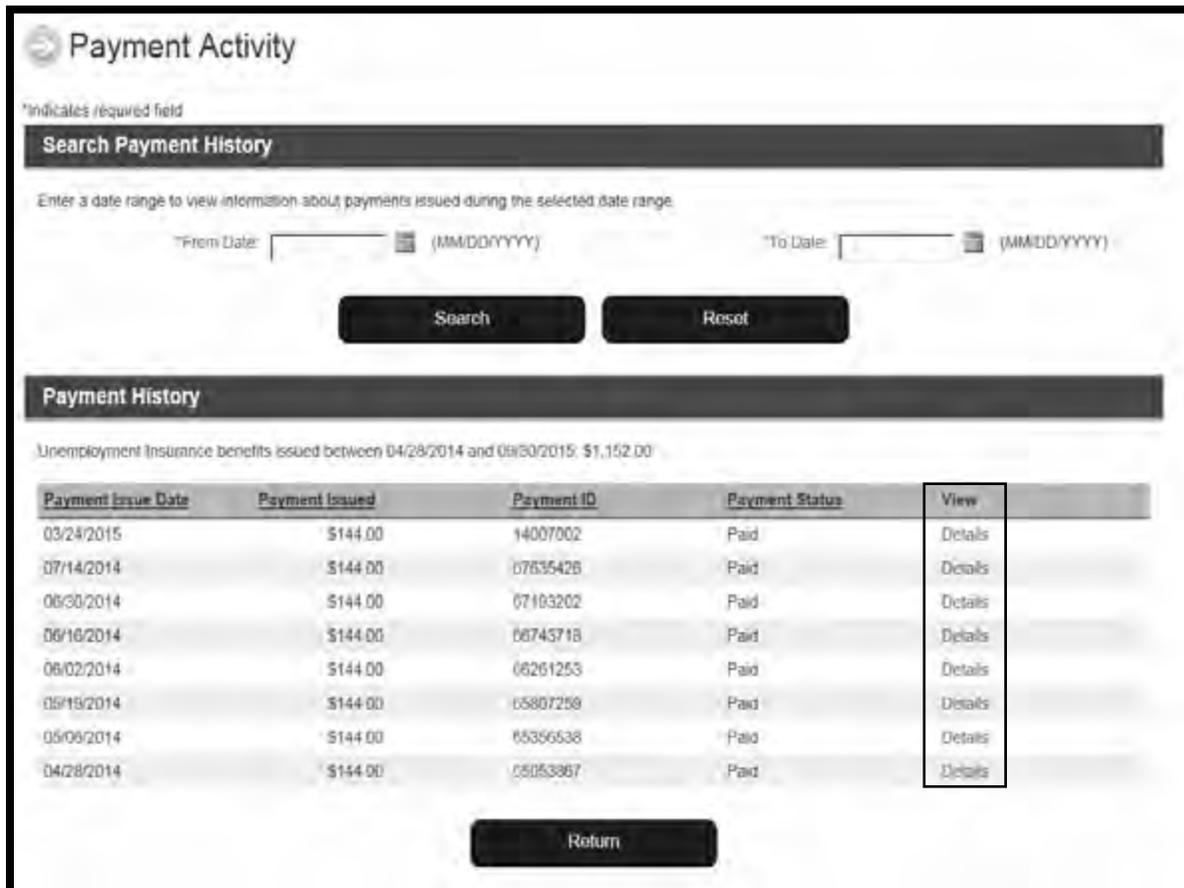
# Payment Activity

There are two ways to get payment information. You can view your payment activity by following the steps below, or you can also view information such as your payment status and confirmation numbers on your **Claim History** screen as outlined on the Claim History section of this guide.

Detailed payment information is available for all processed payments including a complete breakdown on how each payment was calculated. Additionally, you can search for a particular week(s) by entering a date range in the Search Payment History section.

1. Log in to your UI Online account.
2. Select the **View Payment Activity** button or the Payment Activity tab from your **Home** page.
3. Select the **Details** link under the View column for the desired week.

Below is an example of the **Payment Activity** page that displays the complete history of your payment activity.



The screenshot shows the 'Payment Activity' page. At the top, there is a search bar labeled 'Search Payment History' with a note '\*Indicates required field'. Below the search bar, there is a text prompt: 'Enter a date range to view information about payments issued during the selected date range.' This is followed by two date input fields: 'From Date: (MM/DD/YYYY)' and 'To Date: (MM/DD/YYYY)'. Below these fields are two buttons: 'Search' and 'Reset'.

Below the search section is a section titled 'Payment History'. It contains a summary: 'Unemployment Insurance benefits issued between 04/28/2014 and 09/30/2015: \$1,152.00'. Below this is a table with the following columns: 'Payment Issue Date', 'Payment Issued', 'Payment ID', 'Payment Status', and 'View'. The table contains 8 rows of data, each with a 'Details' link in the 'View' column.

Payment Issue Date	Payment Issued	Payment ID	Payment Status	View
03/24/2015	\$144.00	14007002	Paid	Details
07/14/2014	\$144.00	07635426	Paid	Details
06/30/2014	\$144.00	07103202	Paid	Details
06/16/2014	\$144.00	06745718	Paid	Details
06/02/2014	\$144.00	06261253	Paid	Details
05/19/2014	\$144.00	05807259	Paid	Details
05/05/2014	\$144.00	05395538	Paid	Details
04/28/2014	\$144.00	05053867	Paid	Details

At the bottom of the table, there is a 'Return' button.

# Claim History

With UI Online, you can view and print the claim history for all of your certified weeks

1. Log in to your UI Online account.
2. Select the Claim History tab from the top of your **Home** page.
3. Select the **Transactions** link under the Transaction Details column to see how your payment was calculated.
4. Select the **Certificatio** link under the Additional Views column to view your certification information, including your responses to the certification questions

Below is an example of the **Claim History** page.

**Note:** The status of your payment for each week can be found in the Status column (e.g., Paid, Waiting Period, Disqualified, Reissued, etc.)

 **Claim History**

You can review your claim history, including transaction details, for previously certified weeks. For more explanation about the information on claim history, select Help at the top-right corner of the page.

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Benefit Year Begins	Benefit Week Ending Date	Confirmation Number	Method	Status	Current Authorized Amount	Reported Earnings	Transaction Details	Additional Views (Opens in new window)
03/23/2014	09/23/2014		UI Mobile	Excessive Earnings	\$0.00	\$900.00		Certification
03/23/2014	09/16/2014		UI Mobile	Excessive Earnings	\$0.00	\$900.00		Certification
03/23/2014	08/09/2014	20150324W0000003	UI Online	Paid	\$72.00	\$0.00	Transactions	Certification
03/23/2014	08/02/2014	20150324W0000003	UI Online	Paid	\$72.00	\$0.00	Transactions	Certification
03/23/2014	07/26/2014	Not Applicable	Paper	Reissued	\$0.00	\$0.00		
03/23/2014	07/26/2014	Not Applicable	Paper	Reissued	\$0.00	\$0.00		
03/23/2014	07/26/2014	Not Applicable	Paper	Excessive Earnings	\$0.00	\$145.00		Certification
03/23/2014	07/19/2014	Not Applicable	Paper	Reissued	\$0.00	\$0.00		
03/23/2014	07/19/2014	Not Applicable	Paper	Reissued	\$0.00	\$0.00		
03/23/2014	07/19/2014	Not Applicable	Paper	Excessive Earnings	\$0.00	\$145.00		Certification
03/23/2014	07/12/2014	Not Applicable	Tele-Cert	Paid	\$72.00	\$0.00	Transactions	Certification
03/23/2014	07/05/2014	Not Applicable	Tele-Cert	Paid	\$72.00	\$0.00	Transactions	Certification
03/23/2014	06/28/2014	Not Applicable	Tele-Cert	Paid	\$72.00	\$0.00	Transactions	Certification
03/23/2014	06/21/2014	Not Applicable	Tele-Cert	Paid	\$72.00	\$0.00	Transactions	Certification
03/23/2014	06/14/2014	Not Applicable	Tele-Cert	Paid	\$72.00	\$0.00	Transactions	Certification
03/23/2014	06/07/2014	Not Applicable	Tele-Cert	Paid	\$72.00	\$0.00	Transactions	Certification
03/23/2014	05/31/2014	Not Applicable	Tele-Cert	Paid	\$72.00	\$0.00	Transactions	Certification
03/23/2014	05/24/2014	Not Applicable	Tele-Cert	Paid	\$72.00	\$0.00	Transactions	Certification
03/23/2014	05/17/2014	Not Applicable	Tele-Cert	Paid	\$72.00	\$0.00	Transactions	Certification
03/23/2014	05/10/2014	Not Applicable	Tele-Cert	Paid	\$72.00	\$0.00	Transactions	Certification

[Return](#)

# Personal Profile

Another feature that UI Online offers is being able to update your contact information, personal preferences, and security profile without speaking to a representative

1. Log in to your UI Online account.
2. Select the Personal Profile tab from the top of your **Home** page.
3. Select the link that corresponds to the information you wish to update: **Contact Information**, **Personal Preferences**, **Password**, **Security Questions**, or **Personal Image**.

**Note:** To update your personal information (i.e., your name, Social Security number, or date of birth), select **Contact Us** to find the phone numbers to use to call and speak with a representative.

4. Update your information and select the **Submit** button to save your changes.

**Personal Profile**

Your Personal Profile contains your personal information and preferences. You can update your contact information, language preferences, and manage your security profile, including changing your password. You can even go paperless by changing your correspondence and certification method under Personal Preferences.

If you need to update your name or date of birth, you will have to contact the EDD and speak to a representative.

**Personal Information**

Name: Firstname MiddleName Lastname  
Date of Birth (MM/DD/YYYY): 06/07/1974

[Contact Us](#) to modify this information.

**Contact Information**

Mailing Address: 2025 W El Camino Ave Apt 17  
Sacramento, CA 95833 5678  
United States

Residential Address: 2025 W El Camino Ave Apt 17  
Sacramento, CA 95833-5678  
United States

Primary Phone Number: Unspecified: (978) 889-8987  
Alternate Phone Number:  
Alternate Phone Number:  
E-mail: EmailAddress@Domain.com

Visit [Contact Information](#) to modify this information.

**Personal Preferences**

Spoken Language: English  
Written Language: English  
Correspondence Method: Paper (Note: Certain documents will continue to be mailed.)  
Only certify using UI Online or EDD Tax-cert: No (Note: If you select yes, the EDD will not mail the paper continued form (DE 4581) to you. Customers on the Partial of Work Sharing claims are unable to certify for benefits online at this time but can access the many other features of UI Online.)

Visit [Personal Preferences](#) to modify this information.

**Security Profile**

Update Your [Password](#) [Security Questions](#) or [Personal Image](#)

[Return to Homepage](#)

# Form 1099G Tax Information

You can use UI Online to view, print, or request copies of your past five years of your Form 1099G

1. Log in to your UI Online account.
2. Select the Form 1099G tab from the top of your **Home** page.
3. Select the **Print** button to print Form 1099G information for the most recently completed tax year.
4. Or select the **Request Duplicate** button to request an official copy of the most recent tax year.
5. Confirm or modify your mailing address to be mailed an official copy of your Form 1099G for the most recently completed tax year.

For previous tax years, scroll to the View Form 1099G section, select the **View** link next to the desired year, and follow all instructions.

**Form 1099G**

Below is your most recent Form 1099G (Certain Government Payments) information for the previous tax year(s). The Form 1099G reports the total taxable unemployment compensation issued to you from the EDD and is reportable on your federal income tax return.

If the EDD previously issued you an original Form 1099G and then separately issued you a corrected or amended Form 1099G, you must contact the EDD at 1-866-401-2349 to obtain the corrected copy for your records. The corrected or amended copy is not available online.

Visit the Frequently Asked Questions - Form 1099G for more information.

To have an official copy of the most recent tax year mailed to you by the EDD, select the Request Duplicate button. Allow 7-10 business days for the document to be mailed.

You can also print this page for informational purposes, however it is NOT an official document.

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**1099G Certain Government Payments**

Name: FirstName M LastName SSN/EIN: XXX-XX-9999

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**Tax Year 2012**

**Table A**

Box 1: Unemployment Compensation (UC):	\$0.00
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**Type of UC Payments**

UI Benefits:	\$0.00	Box 3a: 2012 Benefits Report:	\$0.00
DUA Benefits:	\$0.00	Box 3b: Prior Year(s) Benefits Report:	\$0.00
DI Benefits:	\$0.00	Box 4: Federal Income Tax Withheld:	\$0.00

**Table B**

Box 1: Paid Family Leave Amount:	\$1,888.00
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**Type of Paid Family Leave (PFL) Payments**

PFL Payments:	\$1,888.00	2012 Benefits Report:	\$0.00
		Prior Year(s) Benefits Report:	\$0.00

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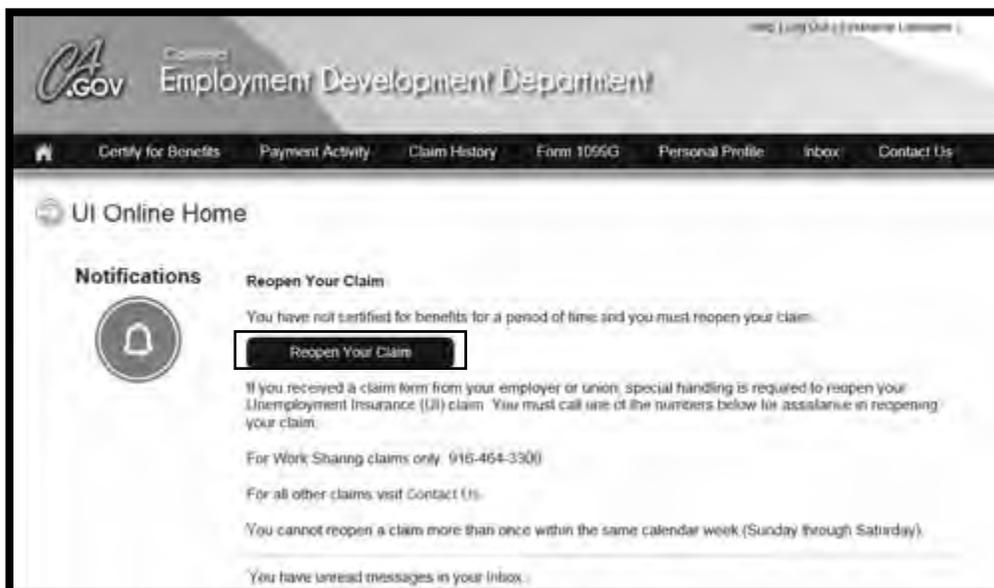
**View Form 1099G**

Year of Form 1099G:	Action:
2016	None issued
2014	None issued
2013	None issued
2012	View
2011	None issued

# Reopen Your Claim

If you need to reopen a UI claim and you are eligible to do so, the **Reopen Your Claim** button will automatically display in the Notifications section of your **Home** page:

1. Select the **Reopen Your Claim** button.
2. Verify your contact information, and select **Next**.



3. Verify your union status when the **Reopen Your Claim-Employer or Union Issues Claim Forms** page appears. All customers are asked this question when reopening a claim.

If your employer or union issued you any of the forms listed, answer “Yes” and then select **Next**. The system will advise you that you will not be able to reopen your claim online and will provide you with other options to reopen your claim. However, if you were not issued any of the forms listed, answer “No” and select the **Next** button to continue.

**Important:** Do not use the Back button on your browser. Select the **Previous** to return to the previous screen.



4. Enter all of the required information, including last employer details and eligibility information. When reopening your claim, you may be asked to answer additional questions to provide more information.
5. Review all of the information you provided on the **Review and Submit** page.

To change your information, select the **Previous** button at the bottom of the page.

You may select the **Save as Draft** button at the bottom of the page to finish the process at a later time.

**Important:** Your draft will only be saved until 11:59 p.m. on Saturday of the week you entered your information. If you don't submit your request by this time, you will need to start the process over.

6. If your information is accurate, check the acceptance box, enter your mailing address ZIP Code, and then select the **Submit** button.

**Review and Submit**

Employer or Union Issued Claim Forms    Reopen Your Claim Clarification    **3 Review and Submit**    4 Confirmation

Review the information below:

For changes or corrections, select the Previous button to return to the previous page.

If the information is correct, follow these steps:

- check the Acknowledgement box;
- enter your mailing address ZIP Code; and
- select the Submit button.

By following these steps, the submission serves as your electronic signature that you answered the certification questions correctly and honestly.

Note: You will NOT be able to change any answers once the Submit button is selected.

\*Indicates required field

**Reopen Your Claim - Employer or Union Issued Claim Forms**

1 Did your employer or union issue you one of the following unemployment insurance claim forms? **No**

- Notice of Reduced Earnings (DE 2063)
- Notice of Reduced Earnings, Fisherman (DE 2063F)
- Pacific Maritime Association Partial Evidence of Payment Form (PMA 2063)
- Payment Certification, Work Sharing (DE 4581WS)
- Initial Claim and Payment Certification, Work Sharing Employer (DE 4511WS)

**Acknowledgement**

I have read and understand each of the questions, and I have reviewed and agree with the answers to each of the questions I am submitting through this automated system. I certify that each of the answers is true and correct for this certification period. I know the law provides penalties if I make false statements or withhold facts to receive benefits. I declare under penalty of perjury that I am a U.S. Citizen or National or an Alien in satisfactory immigration status and permitted to work by the United States Citizenship and Immigration Service. I understand when submitting my request for benefits my submission is considered the same as my signature.

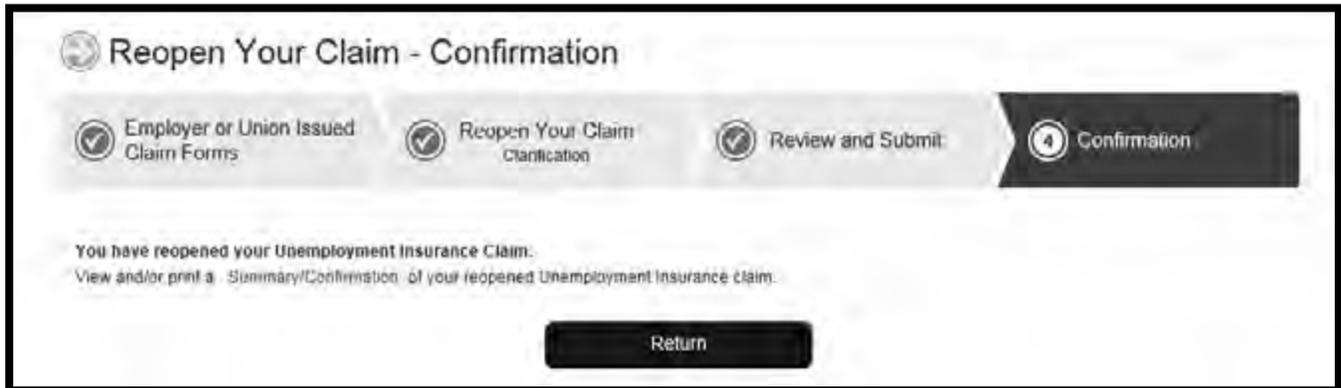
**\*You must indicate your acceptance of the statement by checking the box before your certification can be submitted.**

Entering your ZIP Code and submitting your information indicates that you have provided honest and correct answers to the Department.

Enter your mailing address ZIP Code

Previous    Save as Draft    Cancel    Submit

When you successfully submit your request to reopen your claim, the **Reopen Your Claim – Confirmation** page will appear.

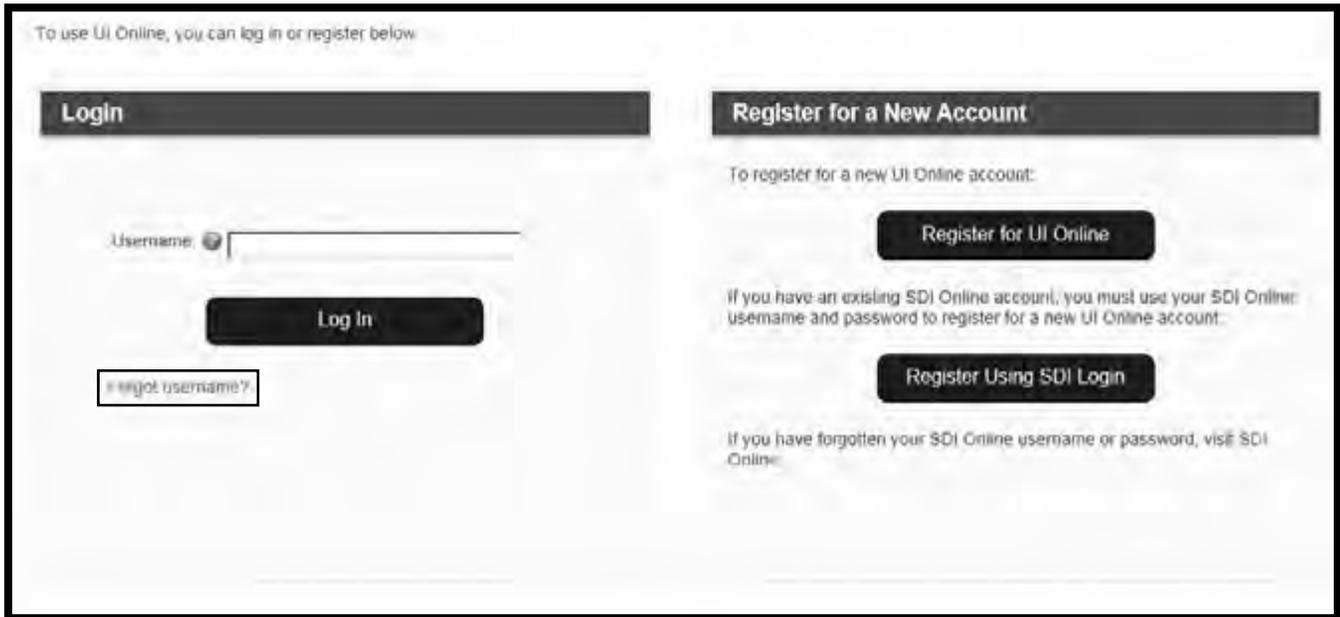


For more detailed information on how to reopen your claim using UI Online, refer to the More UI Online Resources section on page 25 of this guide to find links to instructional videos

# Forgot Username

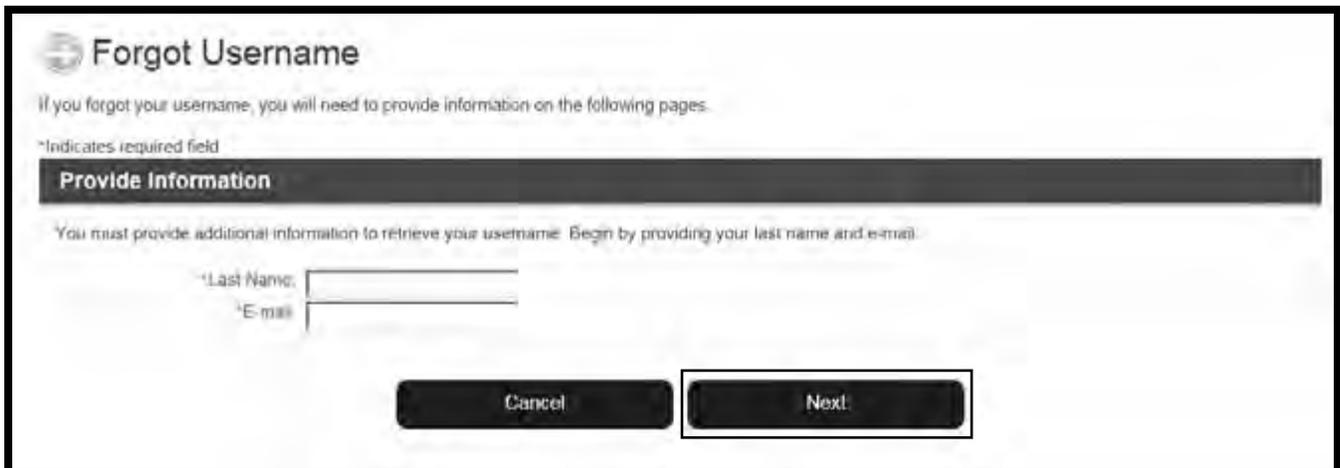
If you have forgotten your username, follow the instructions below to retrieve it.

1. Select the **Forgot username?** link on the UI Online login page.



The screenshot shows the UI Online login page. At the top, it says "To use UI Online, you can log in or register below". There are two main sections: "Login" and "Register for a New Account". In the "Login" section, there is a "Username" input field, a "Log In" button, and a "Forgot username?" link. In the "Register for a New Account" section, there is a "Register for UI Online" button, a note that existing SDI Online accounts must use their SDI Online username and password to register, a "Register Using SDI Login" button, and a note that if the SDI Online username or password is forgotten, the user should visit SDI Online.

2. On the **Forgot Username** page enter your last name and the email address you provided when you registered for UI Online. Then select **Next** to continue.



The screenshot shows the "Forgot Username" page. It has a heading "Forgot Username" and a sub-heading "Provide Information". Below the heading, it says "If you forgot your username, you will need to provide information on the following pages." and "Indicates required field". The "Provide Information" section is highlighted with a dark background. It contains the text "You must provide additional information to retrieve your username. Begin by providing your last name and e-mail." and two input fields: "Last Name" and "E-mail". At the bottom, there are "Cancel" and "Next" buttons. The "Next" button is highlighted with a white border.

3. Provide the answers to the two security questions and select the **Next** button to continue.

Security Question 1

Enter your answer to the security question. If you forgot the answer to your security question, Contact EDD.

\*Indicates required field

Answer Security Question 1

Question 1: What is the title of your favorite song?      \*Answer to Question 1:

Previous      Cancel      Next

Once you have successfully answered the questions, your username will be sent to the email address associated with your UI Online account.

# Forgot Password

If you have forgotten your password but you know your username and the email address that you used to register for your UI Online account, you have two options. You can either request a password hint to help you remember your password or you can reset your password by requesting a temporary password by completing the following steps.

1. Begin by entering your username on the **UI Online Login** page and select **Log In**.
2. On the next page, select the **Forgot Password?** link.

**Log In to UI Online - Password**

To log in to UI Online, read the Security information section, verify your personal image and personal image caption, and then enter password. Your account will be locked if you enter your password incorrectly three times in a row.

\*Indicates required field

**Login**

Personal Image: 

Personal Image Caption: I also love veggies

Username: test4983224039

\*Password:

[Forgot Password?](#)

**Security Information**

You selected your personal image and caption when you registered for UI Online. Recognizing your personal image and caption is part of the security of your UI Online account.

If you do not recognize your personal image or caption, DO NOT enter your password. Return to the UI Online Login page and check the username you entered is correct. If you are new to UI Online, be sure that you have completed the initial login process by selecting your unique link in the "Notification of EDD Online Account Created" e-mail.

Contact EDD immediately if you entered the correct username and have completed initial log-in, but the wrong personal image and/or caption is displayed. You may also contact UI Online Technical Support at 1-800-300-5616 from 8 a.m. to 5:00 p.m. (PT), Monday through Friday, except on state holidays by selecting option 6 from the Main Menu.

**Log In** **Cancel**

3. Provide your username and email address and select **Next**.

**Forgot Password**

If you forget your password, you will need to provide information on the following pages:

\*Indicates required field

**Provide Information**

You must provide additional information to retrieve your password. Begin by providing your username and e-mail.

\*Username:

\*E-mail:

**Cancel** **Next**

4. Answer the first security question and select **Next**.

The screenshot shows a web form titled "Security Question 1". At the top left is a circular icon with a question mark. Below the title is the instruction: "Enter your answer to the security question. If you forgot the answer to your security question, Contact EDD." Below this is a small asterisk and the text "Indicates required field". A dark grey bar contains the text "Answer Security Question 1". Below this bar, the question is displayed: "Question 1: What was the name of your first boss?". To the right of the question is an input field with a small asterisk and the label "Answer to Question 1". At the bottom of the form are three buttons: "Previous", "Cancel", and "Next".

5. Answer the second security question and select **Submit**.

The screenshot shows a web form titled "Security Question 2". At the top left is a circular icon with a question mark. Below the title is the instruction: "Enter your answer to the security question. If you forgot the answer to your security question, Contact EDD." Below this is a small asterisk and the text "Indicates required field". A dark grey bar contains the text "Answer Security Question 2". Below this bar, the question is displayed: "Question 2: Who is your least favorite movie star?". To the right of the question is an input field with a small asterisk and the label "Answer to Question 2". At the bottom of the form are three buttons: "Previous", "Cancel", and "Submit".

6. Select the option to have your password hint displayed or the option to have a temporary password sent to your email address, and then select **Submit**.

**Forgot Password Options**

If you forgot your password, you can either display a password hint, or you can have a temporary password sent to your e-mail. Choose an option below and select the Submit button.

**Options to Retrieve Forgotten Password**

Display password hint  Send me a temporary password

**Submit** **Cancel**

If you chose the password hint option, your password hint will display. Enter your password, and then select **Log In** to continue onto your UI Online account.

**Password Hint**

Your password hint is below. If you know your password, enter it below and select the Log In button. If you do not remember your password, select the Cancel button.

\*Indicates required field

**Hint**

Your Password Hint: test  \*Enter Password:

**Log In** **Cancel**

If you selected the option to reset your password, a temporary password will be sent to your email. Follow the instructions included in that email to reset your password and access your account.

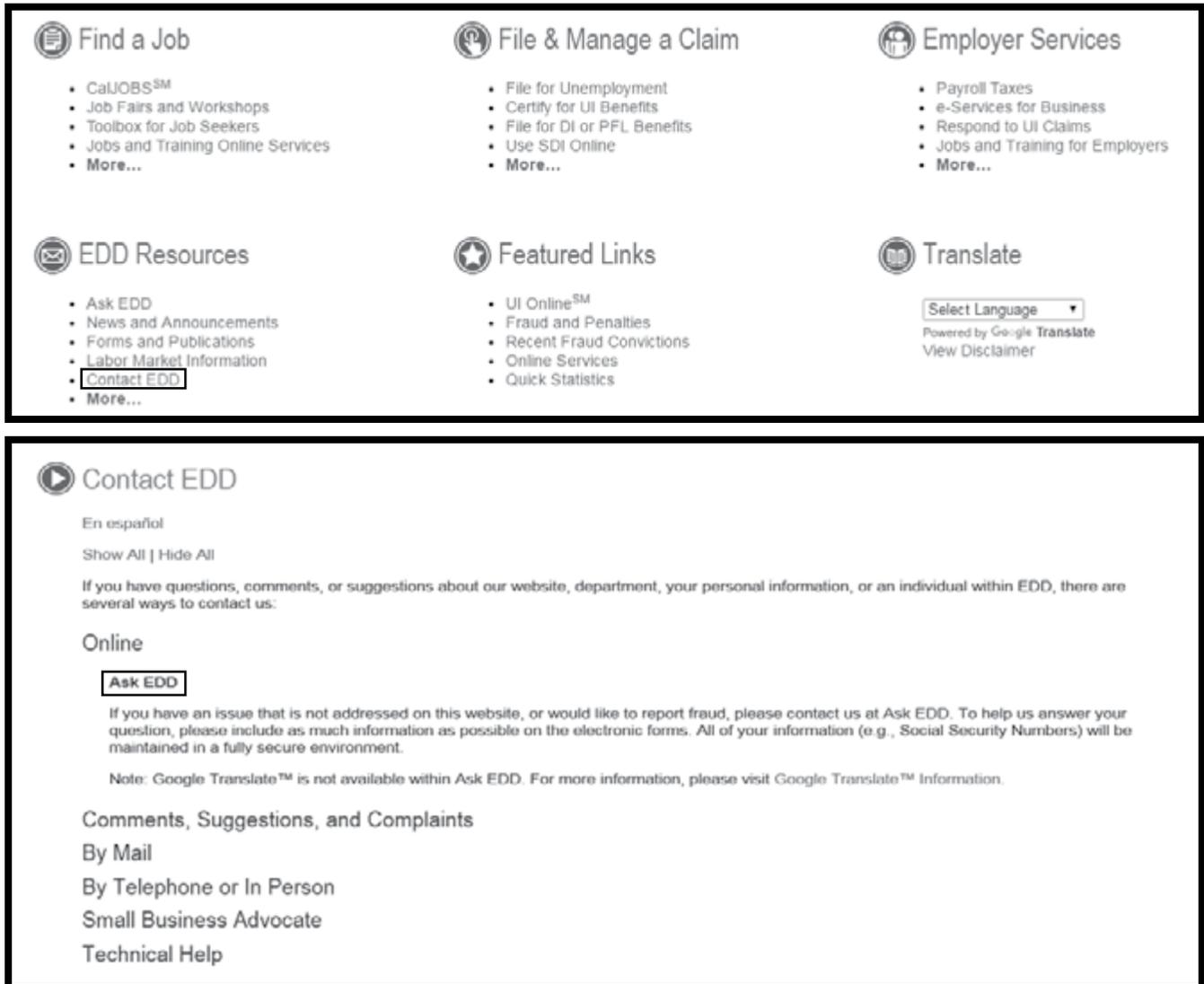
**Password Sent**

A temporary password has been sent to the e-mail you provided. Follow the instructions in the e-mail to log in to UI Online.

**Return**

# Forgot Answers to Security Questions

If you forget the answers to your security questions, you will need to contact the EDD at [www.edd.ca.gov](http://www.edd.ca.gov). Select **Contact EDD** and then select the **Ask EDD** link.



Use the drop down menus on the **Ask EDD** page as follows:

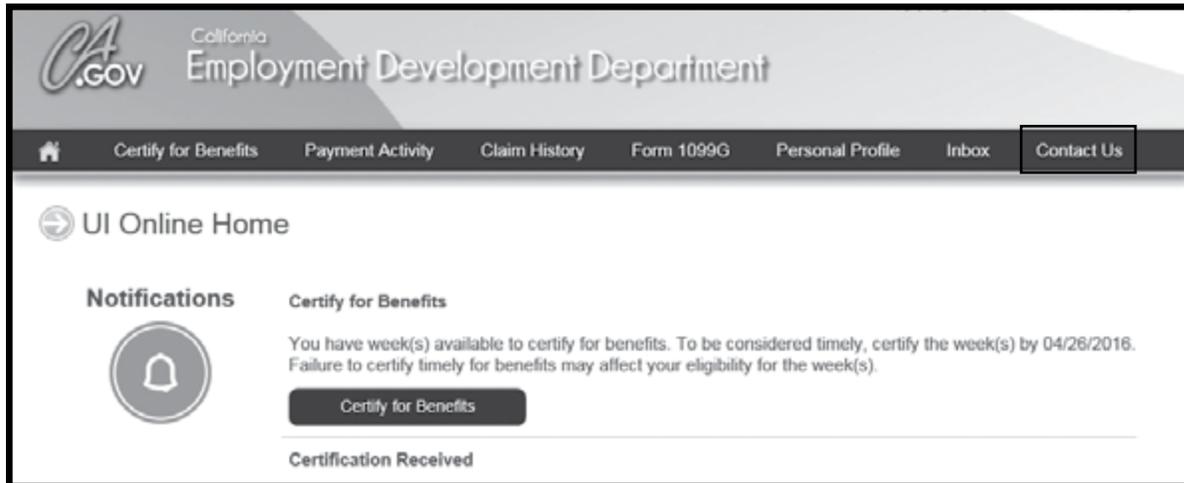
1. Select a category: Unemployment Insurance Benefit
2. Select a sub-category: UI Online
3. Select a topic: UI Online – I Forgot the Answer to my Security Question(s) (Ask EDD)
4. Select the Continue button.
5. Provide the contact information and select the **Submit** button.

The EDD will contact you via email about your security question(s).

**Note:** Once you log into your account, be sure to update your Security Profile, including your security questions and answers, on the **Personal Profil** page.

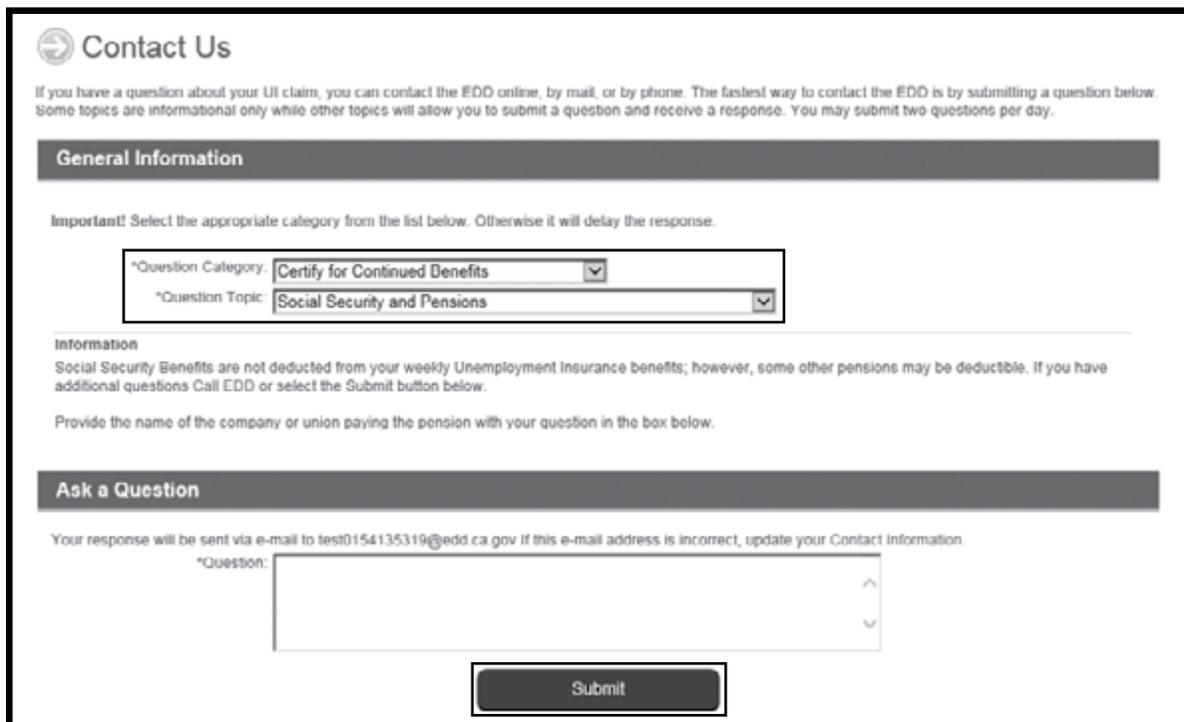
# Contact Us

You can ask the EDD a question about your UI claim using your UI Online account. Select the **Contact Us** link from the top of your **UI Online Home** page:



You will be taken to the **Contact Us** page. In the General Information section, you will be asked to select both a question category and question topic from the drop down menus. Information about your chosen topic, or how to access the information using your UI Online account, will appear on screen.

If the EDD needs more information to answer your question, the Ask a Question section will appear. Enter your question in the box provided. Then select the **Submit** button. Due to high demand, please allow 5-7 days for a response.



# Assistance With Your UI Online Account

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UI Online has a built-in help feature to assist you in completing required fields. Simply select the  icon or select the **Help** link in the upper right hand corner of the screen. Additional online tools, including helpful instructional video tutorials and FAQs, are available at [www.edd.ca.gov/UI\\_Online](http://www.edd.ca.gov/UI_Online).

If you need technical assistance with your UI Online account, such as help with registration, password resets, and site navigation, you may contact the EDD at 1-800-300-5616. Representatives are available from 8 a.m. to 12 noon (PT), Monday through Friday, except on state holidays.

## Protect the Security of Your UI Online Account

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Never share confidential information such as your Social Security number, EDD Customer Account number, or UI Online username and password with anyone. If you suspect that your UI Online account has been compromised, change your password, personal image, and personal image caption immediately. If necessary, contact the EDD for further assistance. And remember, always log off from UI Online when using a shared or public computer to further protect your confidential information

## More UI Online Resources

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The EDD has worked hard to make sure you have access to the support you need to successfully manage your claim with UI Online. Below are links to tools to help you learn more about UI Online and its many features.

- **UI Online<sup>SM</sup> FAQs:**  
[http://www.edd.ca.gov/Unemployment/FAQ\\_-\\_UI\\_Online.htm](http://www.edd.ca.gov/Unemployment/FAQ_-_UI_Online.htm)
- **UI Online<sup>SM</sup> Questions and Contact Information:**  
[http://www.edd.ca.gov/Unemployment/UI\\_Online\\_Questions\\_and\\_Contact\\_Information.htm](http://www.edd.ca.gov/Unemployment/UI_Online_Questions_and_Contact_Information.htm)
- **UI Online<sup>SM</sup> Videos:**  
[http://www.edd.ca.gov/Unemployment/UI\\_Online\\_Videos.htm](http://www.edd.ca.gov/Unemployment/UI_Online_Videos.htm)

[www.edd.ca.gov/UI\\_Online](http://www.edd.ca.gov/UI_Online)



State of California  
Labor and Workforce Development Agency  
Employment Development Department

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.