

How to Set Up a UI OnlineSM Account



The following information will assist you in creating a UI OnlineSM account and provide you with helpful information on how to register, manage, and protect your account.

Getting Started

To create a UI OnlineSM account, you will need:

- First and last name as it appears on your Unemployment Insurance (UI) claim
- Date of birth
- E-mail address*
- Social Security number
- EDD Customer Account Number

* If you do not have an e-mail account, or you share an e-mail account with another person, you will need to create your own e-mail address to protect your privacy and the confidentiality of your UI claim.

If you are a new UI customer, allow 10 business days to receive your *Employment Development Department (EDD) Customer Account Number*, (DE 5614) letter by mail. This notification also contains your name as provided to the EDD when you filed your claim.

If you have lost or misplaced your EDD Customer Account Number, contact the EDD by phone at 1-800-300-5616 for assistance.

Once you have all of the required information, visit www.edd.ca.gov/UI_Online to register.

Creating a Username and Password

During the registration process, you will be asked to create a username and password following the instructions on the screen. To further protect your account, you will also be asked to select a personal image and caption. Lastly, to assist with password recovery, you will be asked to choose four security questions and provide an answer to each question.

www.edd.ca.gov/UI_Online

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Customers with an Existing SDI Online Account

If you have registered for an SDI Online Account whether or not you filed a Disability Insurance (DI) or Paid Family Leave claim, you must use the same username and password to register for UI OnlineSM. When registering, select the “Register Using SDI Login” button to expedite the registration process for UI OnlineSM.

If you have misplaced or forgotten your SDI Online username or password, visit the SDI Online FAQ page at http://www.edd.ca.gov/Disability/FAQ_State_Disability_Insurance_Online.htm for complete instructions on how to recover this information.

Completing the Registration Process

Once you have created a new UI OnlineSM account, an e-mail notification will be sent within a few minutes to the e-mail address provided at the time of registration. You must access this e-mail message, select the unique link, and follow all instructions within 48 hours to complete the registration process. If you do not select the unique link within 48 hours, you must start the registration process over from the beginning.

If you do not receive this important e-mail message, check your junk/spam folder. To ensure e-mails from the EDD appear in your inbox, add noreply@edd.ca.gov to your address book.

Managing your UI OnlineSM Account

- Safeguard your username and password at all times.
- Check for important notifications from the EDD by accessing your UI OnlineSM inbox on a regular basis.
- Save your confirmation number when certifying for benefits.
- Ensure your contact information is up to date for the EDD to send you important information about your claim.

Protect the security of your UI OnlineSM Account

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

Assistance for your UI OnlineSM Account

If you need assistance while using UI OnlineSM, you may use the built-in help feature to assist you in completing the required fields. Simply select the ? icon or access the help text from the link in the upper right hand corner of the screen. Additional online tools, including instructional video tutorials and FAQs are available at www.edd.ca.gov/UI_Online.

If you need technical assistance with your UI OnlineSM 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 Pacific time, Monday through Friday, except on state holidays.

Important Information about Browser Compatibility and Pop-up Blockers

UI OnlineSM 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 OnlineSM.

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