

UI ONLINE USER GUIDE

Unemployment Insurance



UI OnlineSM User Guide



CONTENTS

Welcome to UI OnlineSM.

The UI Online User Guide provides information on how to file a claim, certify for benefits, get payment information, and manage your claim.

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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.

Benefit Programs Online

Benefit Programs Online is a secure portal for Employment Development Department (EDD) customers to access UI OnlineSM and UI Online MobileSM.

Registration

To register for Benefit Programs Online:

1. Visit **www.edd.ca.gov/BPO** to get started.
2. Select **Log In or Register**.
3. Under New Registration select **Register** to begin.

Access UI Online

To access UI Online through your Benefit Programs Online login:

1. Visit **www.edd.ca.gov/BPO** to get started.
2. Select **Log In or Register**.
3. Enter your email and password to log in.
4. Select **UI Online** or **UI Online Mobile** from the Benefit Programs Online homepage.

Password Recovery

If you have forgotten your Benefit Programs Online password:

1. Visit **www.edd.ca.gov/BPO** to get started.
2. Select **Log In or Register**.
3. Enter your email.
4. Select **Log In**.
5. Select **Forgot Password** to begin the process of setting your new password.

Note: If you cannot remember the answers to your security questions, you will need to contact the EDD.

Security and Account Management

To start the update process for your Benefit Programs Online account, follow these steps:

1. Log in to your Benefit Programs Online account.
2. Select the **My Profile** at the top of the page.
3. Select the item you wish to update. The options are email, password, security questions, personal image, and caption.

Locked Out of Benefit Programs Online

You will be locked out of Benefit Programs Online if you exceed the maximum number of login attempts. If you are locked out, you must wait at least one hour before you try again.

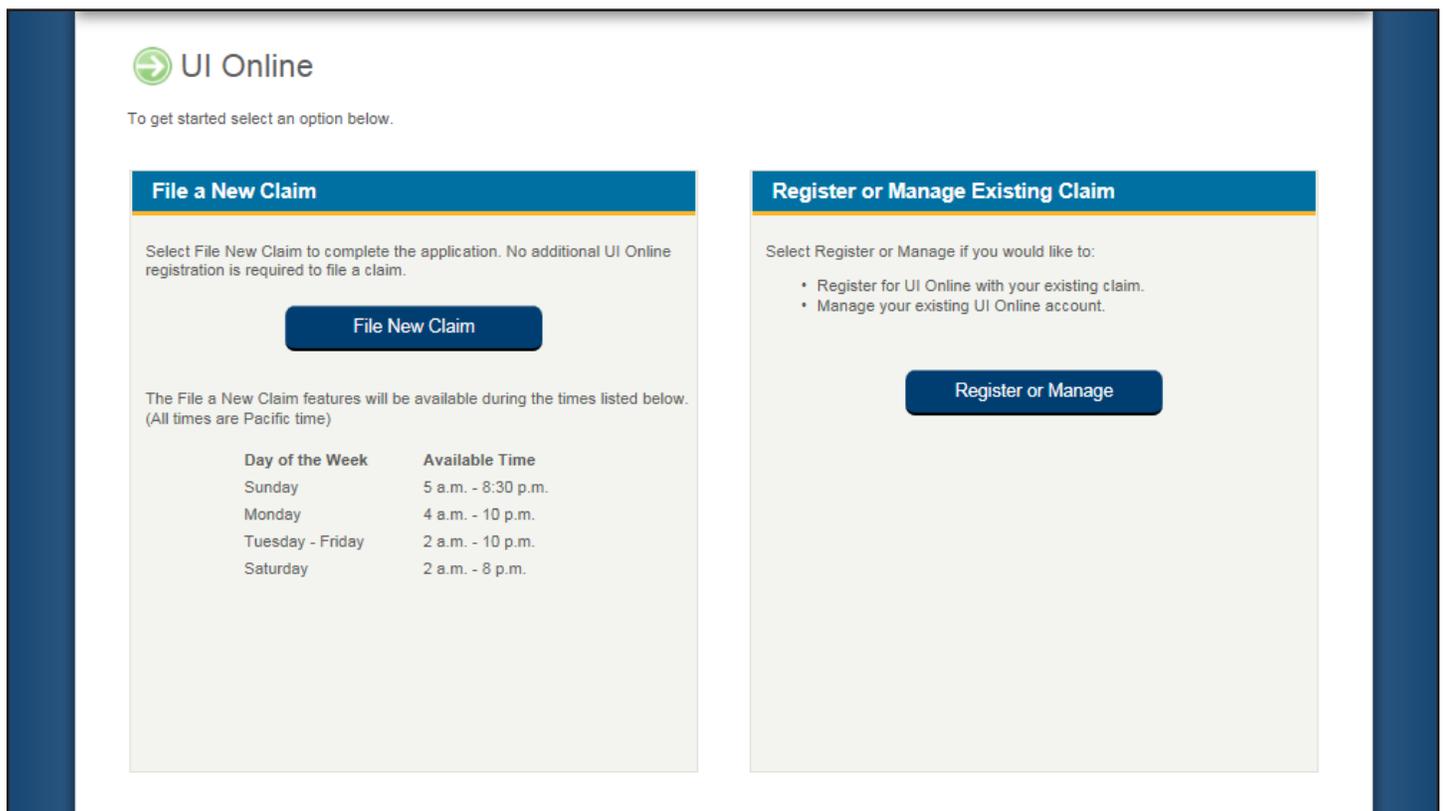
Important: If you still need assistance, contact the EDD to speak to a representative.

File a Claim

UI OnlineSM is the fastest way to file your Unemployment Insurance claim.

1. Log in to Benefit Programs Online and select **UI Online** to get started.
2. Select **File a Claim**.
3. Read the **Unemployment Insurance Claim Filing Instructions**. Select **Next** to continue.
4. Provide your general information, last employer information, and employment history. Answer the certification questions and report earnings, if applicable.
5. Review the information you provided on the **Summary Page** and then select **Submit**.
6. Save the confirmation number you are given.

Note: After submitting your claim, a confirmation page will display. You may keep your confirmation number for your records



The screenshot shows the UI Online homepage. At the top left is the UI Online logo, which consists of a green circle with a white arrow pointing right, followed by the text "UI Online". Below the logo is the text "To get started select an option below." There are two main columns of content. The left column is titled "File a New Claim" and contains the text "Select File New Claim to complete the application. No additional UI Online registration is required to file a claim." Below this text is a blue button labeled "File New Claim". Underneath the button is a note: "The File a New Claim features will be available during the times listed below. (All times are Pacific time)". Below this note is a table with two columns: "Day of the Week" and "Available Time". The right column is titled "Register or Manage Existing Claim" and contains the text "Select Register or Manage if you would like to:" followed by a bulleted list: "• Register for UI Online with your existing claim." and "• Manage your existing UI Online account." Below the list is a blue button labeled "Register or Manage".

UI Online

To get started select an option below.

File a New Claim

Select File New Claim to complete the application. No additional UI Online registration is required to file a claim.

File New Claim

The File a New Claim features will be available during the times listed below.
(All times are Pacific time)

Day of the Week	Available Time
Sunday	5 a.m. - 8:30 p.m.
Monday	4 a.m. - 10 p.m.
Tuesday - Friday	2 a.m. - 10 p.m.
Saturday	2 a.m. - 8 p.m.

Register or Manage Existing Claim

Select Register or Manage if you would like to:

- Register for UI Online with your existing claim.
- Manage your existing UI Online account.

Register or Manage

UI OnlineSM Home Page

The UI Online Home page is the first page to display after registering for UI Online and selecting Register or Manage. 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 header with the CA.GOV logo and the text "California Employment Development Department". A navigation bar contains links for Home, Certify for Benefits, Payment Activity, Claim History, Form 1099G, Personal Profile, Inbox, and Contact Us. The main content area is titled "UI Online Home" and is divided into three sections: Notifications, Appointments, and Claim Summary. The Notifications section shows a "Certify for Benefits" notification with a bell icon and a "Certify for Benefits" button. The Appointments section lists two appointments: a phone interview on 05/02/2015 and an in-person appointment on 05/10/2015, each with a "Reschedule" button. The Claim Summary section displays financial information like "Last Payment Issued: \$243.00 on 02/20/2015" and "Claim Balance: \$8,100.00", along with certification status for two weeks. A footer contains links for "Back to Top", "Contact EDD", "Conditions of Use", "Privacy Policy", and "Equal Opportunity Notice", and a copyright notice for 2014 State of California.

Help | Log Out

CA.GOV California Employment Development Department

Home Certify for Benefits Payment Activity Claim History Form 1099G Personal Profile Inbox Contact Us

→ UI Online Home

Notifications

Certify for Benefits

You have week(s) available to certify. To be considered timely, certify the week(s) by 05/14/2015. Failure to certify timely for benefits may affect your eligibility for the week(s).

[Certify for Benefits](#)

You have unread messages in your Inbox.

Appointments

05/02/2015
10:00 a.m. - 12:00 p.m.

Phone Appointment

[Reschedule](#)

05/10/2015
02:00 p.m.

In-Person Appointment

Personalized Job Search Assistance
2450 E. Lincoln Ave., Suite 200
Anaheim, CA 92806

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.

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.

Claim Summary

Last Payment Issued
\$243.00 on 02/20/2015

Benefit Year
02/01/2015 - 01/30/2016

Claim Balance
\$8,100.00

Work Search Requirements
You must be able and available for work and look for full-time work each week.

Weekly Benefit Amount
\$324.00

Week 1 Certification Status
Waiting Period Served for week ending 02/07/2015

Week 2 Certification Status
Paid for week ending 02/14/2015

[View Payment Activity](#)

[Back to Top](#) [Contact EDD](#) [Conditions of Use](#) [Privacy Policy](#) [Equal Opportunity Notice](#)

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More About Your UI OnlineSM Home Page

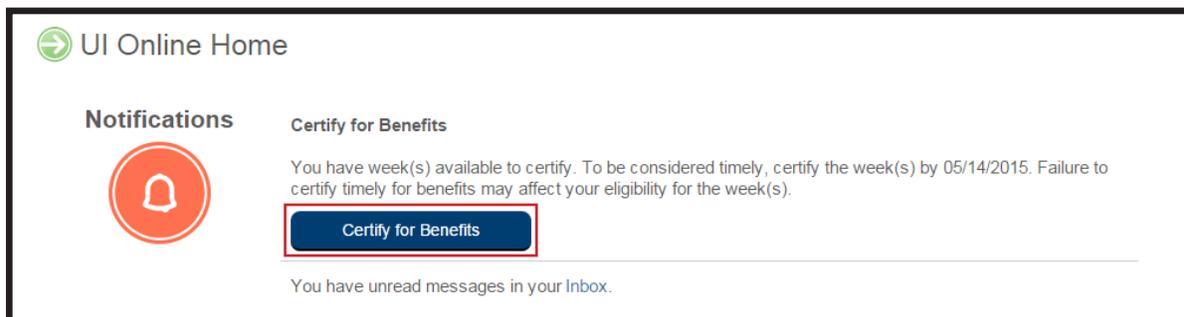
The following three sections may be displayed based on the status of your claim:

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 **Certify for Benefits** to begin the certification process. If no weeks are available for certification, you will be advised what date to check back.

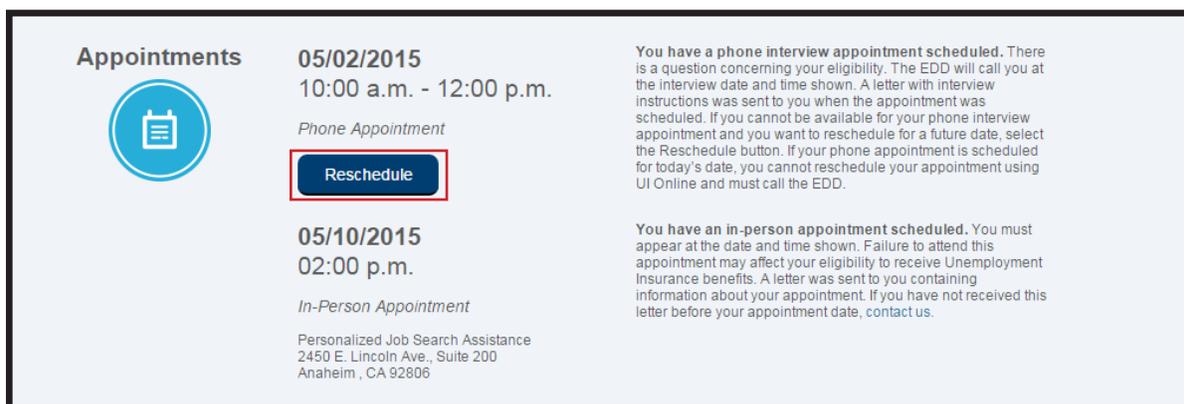
Reopen Your Claim: Sometimes it will be necessary to reopen your claim to resume claiming benefits. If you are required to reopen your claim, you will be advised in this section. Simply select **Reopen Your Claim** and provide all the required information. See the Reopen Your Claim section of this user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



The screenshot shows the 'UI Online Home' header with a right-pointing arrow icon. Below it, the 'Notifications' section is highlighted with a red border. It features a red bell icon in a circle. To the right of the icon, the text reads 'Certify for Benefits' followed by a paragraph: 'You have week(s) available to certify. To be considered timely, certify the week(s) by 05/14/2015. Failure to certify timely for benefits may affect your eligibility for the week(s)'. Below this text is a blue button with the text 'Certify for Benefits' highlighted with a red border. At the bottom of the notification area, it says 'You have unread messages in your Inbox.'

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 **Reschedule**. Keep in mind that changing to a later date may further delay your benefit payments if you are determined eligible.



The screenshot shows the 'Appointments' section with a blue calendar icon in a circle. It lists two appointments. The first is for '05/02/2015' at '10:00 a.m. - 12:00 p.m.', labeled as a 'Phone Appointment'. A blue button with the text 'Reschedule' is highlighted with a red border. The second appointment is for '05/10/2015' at '02:00 p.m.', labeled as an 'In-Person Appointment'. Below this appointment, the address is listed: 'Personalized Job Search Assistance, 2450 E. Lincoln Ave., Suite 200, Anaheim, CA 92806'. To the right of the appointments, there are two paragraphs of text explaining the appointment details and the consequences of not attending.

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 **View Payment Activity** to view your payment history for all processed payments.

Claim Summary

Last Payment Issued
\$243.00 on 02/20/2015

Claim Balance
\$8,100.00

Weekly Benefit Amount
\$324.00

Benefit Year
02/01/2015 - 01/30/2016

Work Search Requirements
You must be able and available for work and look for full-time work each week.

Week 1 Certification Status
Waiting Period Served for week ending 02/07/2015

Week 2 Certification Status
Paid for week ending 02/14/2015

[View Payment Activity](#)

Accessing the Features of UI OnlineSM

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 to view our educational tutorials.

CA.Gov California Employment Development Department

Help Log Out

Home Certify for Benefits Payment Activity Claim History Form 1099G Personal Profile Inbox Contact Us

UI Online Home

Notifications

Certify for Benefits

You have week(s) available to certify for benefits. To be considered timely, certify the week(s) by 11/29/2015. Failure to certify timely for benefits may affect your eligibility for the week(s).

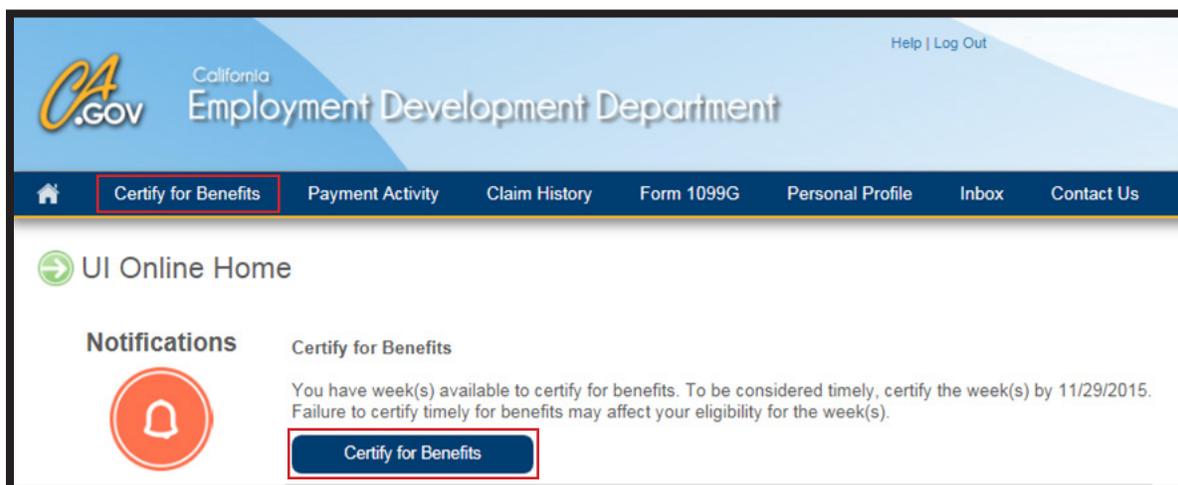
[Certify for Benefits](#)

Certify for Benefits

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

1. Log in to Benefit Programs Online and access 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 **Certify for Benefits** 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 keep your claim on track, a notification will be sent to your personal email when there is a new message in your UI OnlineSM **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 Benefit Programs Online and access 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

Date	Subject	Action
02/25/2015	Messages for Week Ending Date(s) : 02/14/2015, 02/21/2015	Delete
02/23/2015	Messages for Week Ending Date(s) : 01/31/2015, 02/07/2015	Delete
01/28/2015	Messages for Week Ending Date(s) : 01/17/2015, 01/24/2015	Delete
01/14/2015	Messages for Week Ending Date(s) : 01/03/2015, 01/10/2015	Delete
12/31/2014	Messages for Week Ending Date(s) : 12/20/2014, 12/27/2014	Delete
12/17/2014	Messages for Week Ending Date(s) : 12/13/2014	Delete
12/16/2014	Messages for Week Ending Date(s) : 12/06/2014, 12/13/2014	Delete
11/20/2014	Messages for Week Ending Date(s) : 11/15/2014	Delete
11/13/2014	Messages for Week Ending Date(s) : 11/01/2014, 11/08/2014	Delete
10/29/2014	Messages for Week Ending Date(s) : 10/18/2014, 10/25/2014	Delete
10/16/2014	Messages for Week Ending Date(s) : 10/04/2014, 10/11/2014	Delete
10/01/2014	Messages for Week Ending Date(s) : 09/20/2014, 09/27/2014	Delete
09/29/2014	Messages for Week Ending Date(s) : 08/16/2014, 08/23/2014	Delete
09/29/2014	Messages for Week Ending Date(s) : 08/30/2014, 09/06/2014	Delete
09/29/2014	Messages for Week Ending Date(s) : 09/13/2014	Delete
08/28/2014	DE 238 Additional Instructions	Delete

Return to Homepage

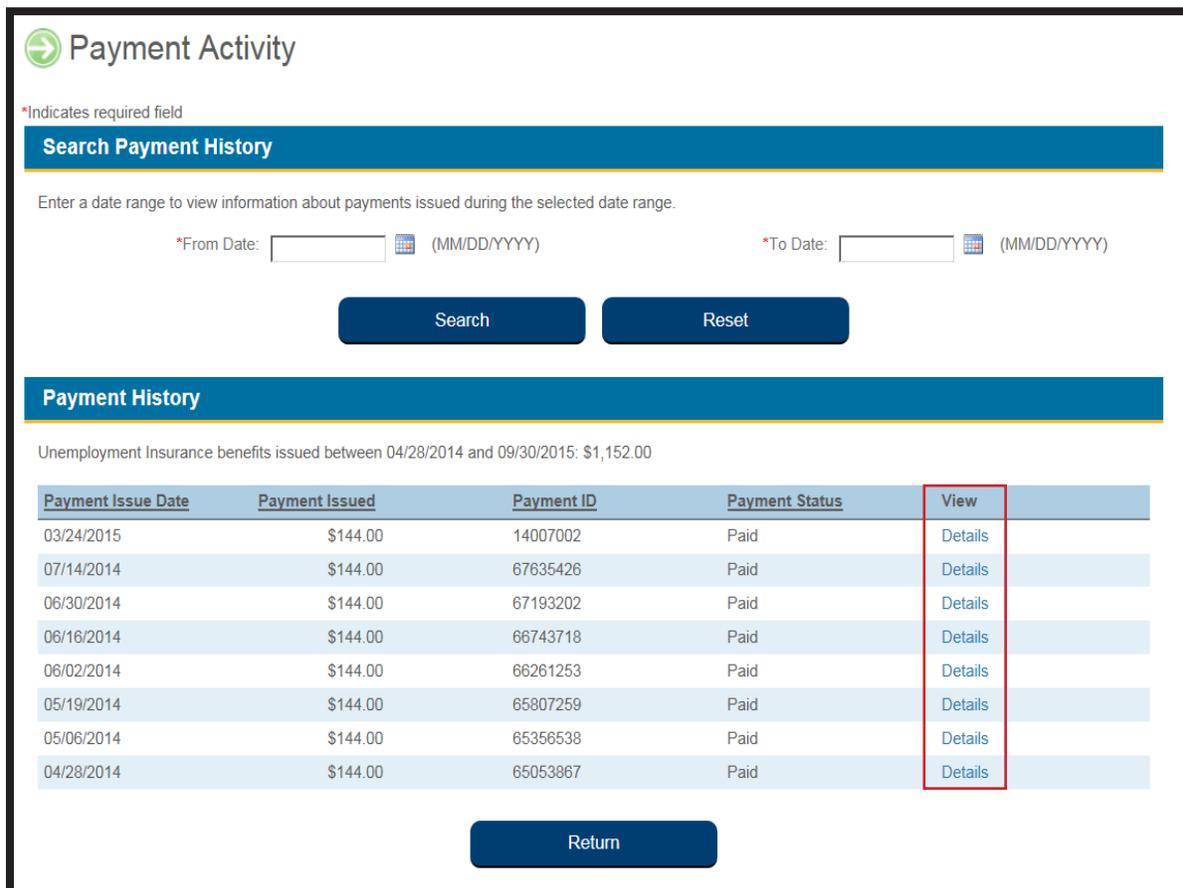
Payment Activity

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 Benefit Programs Online and access your UI OnlineSM account.
2. Select **View Payment Activity** 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 green arrow icon and the title 'Payment Activity'. Below this is a blue header for 'Search Payment History'. A note indicates that an asterisk (*) denotes a required field. The search form includes two date input fields: '*From Date:' and '*To Date:', both with calendar icons and the format '(MM/DD/YYYY)'. Below the input fields are 'Search' and 'Reset' buttons. A second blue header is labeled 'Payment History'. Underneath, a summary line reads: 'Unemployment Insurance benefits issued between 04/28/2014 and 09/30/2015: \$1,152.00'. A table follows with columns for 'Payment Issue Date', 'Payment Issued', 'Payment ID', 'Payment Status', and 'View'. The 'View' column contains 'Details' links for each row. A red box highlights the 'Details' links in the 'View' column. At the bottom of the table area is a 'Return' button.

Payment Issue Date	Payment Issued	Payment ID	Payment Status	View
03/24/2015	\$144.00	14007002	Paid	Details
07/14/2014	\$144.00	67635426	Paid	Details
06/30/2014	\$144.00	67193202	Paid	Details
06/16/2014	\$144.00	66743718	Paid	Details
06/02/2014	\$144.00	66261253	Paid	Details
05/19/2014	\$144.00	65807259	Paid	Details
05/06/2014	\$144.00	65356538	Paid	Details
04/28/2014	\$144.00	65053867	Paid	Details

Claim History

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

1. Log in to Benefit Programs Online and access 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 **Certification** 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	08/23/2014		UI Mobile	Excessive Earnings	\$0.00	\$900.00		Certification
03/23/2014	08/16/2014		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

UI Online also provides access to update your contact information and personal preferences.

1. Log in to Benefit Programs Online and access your UI OnlineSM 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**, or **Personal Preferences**.
4. Update your information and select **Submit** to save your changes.

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.

Personal Profile

Your Personal Profile contains your personal information and preferences. You can update your contact information, preferences, and manage your security profile, including changing your password.

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: John Smith
Date of Birth (MM/DD/YYYY): 01/01/1900

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

Contact Information

Mailing Address: 123 Main Street
Anytown, CA 95814-0000
United States

Residential Address: 123 Main Street
Anytown, CA 95814-0000
United States

Primary Phone Number: Home: (916) 555-5555
Alternate Phone Number: Cell: (916) 555-5555
Alternate Phone Number:
E-mail: email@email.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 Tele-CertSM: **No** (Note: If you select yes, the EDD will not mail the paper Continued Claim Form (DE 4581) to you.)

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

[Return to Homepage](#)

Form 1099G Tax Information

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

1. Log in to Benefit Programs Online and access your UI Online account.
2. Select the Form 1099G tab from the top of your **Home** page.
3. Select **Print** to print Form 1099G information for the most recently completed tax year or select **Request Duplicate** to request an official copy of the most recent tax year.
4. 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 1-866-401-2849 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.

1099G Certain Government Payments

Name: **FirstName M LastName** SSN/ECN: **XXX-XX-1026**

Tax Year 2012

Table A

Box 1. Unemployment Compensation (UC): **\$4,520.00**

Type of UC Payments		Box 3a. 2012 Benefits Repaid: \$0.00	
UI Benefits:	\$4,520.00	Box 3b. Prior Year(s) Benefits Repaid:	\$0.00
DUA Benefits:	\$0.00	Box 4. Federal Income Tax Withheld:	\$0.00
DI Benefits:	\$0.00		

Table B

Box 1. Paid Family Leave Amount: **\$0.00**

Type of Paid Family Leave (PFL) Payments		2012 Benefits Repaid: \$0.00	
PFL Payments:	\$0.00	Prior Year(s) Benefits Repaid:	\$0.00

[Request Duplicate](#) [Print](#)

View Form 1099G

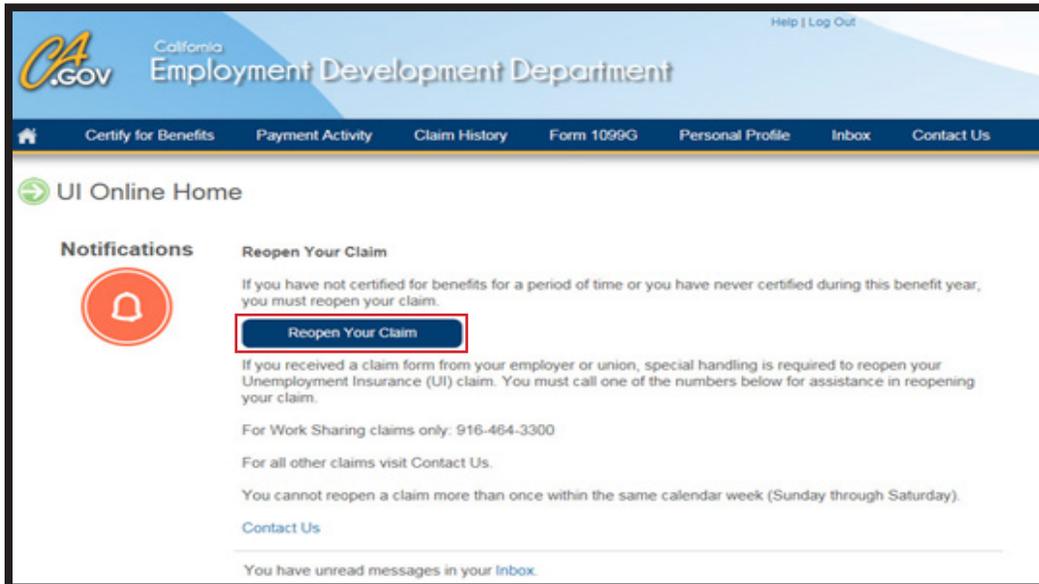
Year of Form 1099G	Action
2014	None Issued
2013	View
2012	View
2011	View
2010	None Issued

[Return](#)

Reopen Your Claim

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

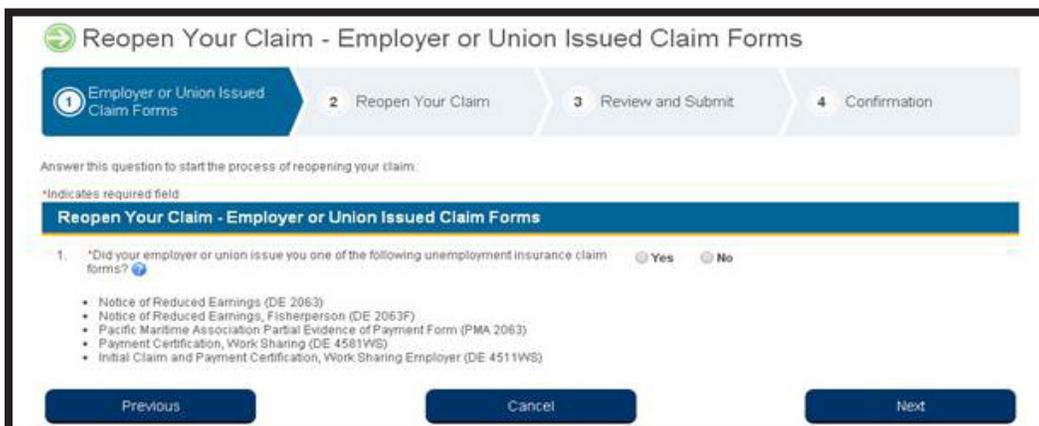
1. Select **Reopen Your Claim**.
2. Verify your contact information, and select **Next**.



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 the 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 **Next** to continue.

Important: Do not use Back 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 **Previous** at the bottom of the page.

You may select **Save as Draft** 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 **Submit**.

Review and Submit

 Employer or Union Issued Claim Forms

 Reopen Your Claim Last Employer Details

 **Review and Submit**

 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, this 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, Fishersperson (DE 2063F)

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

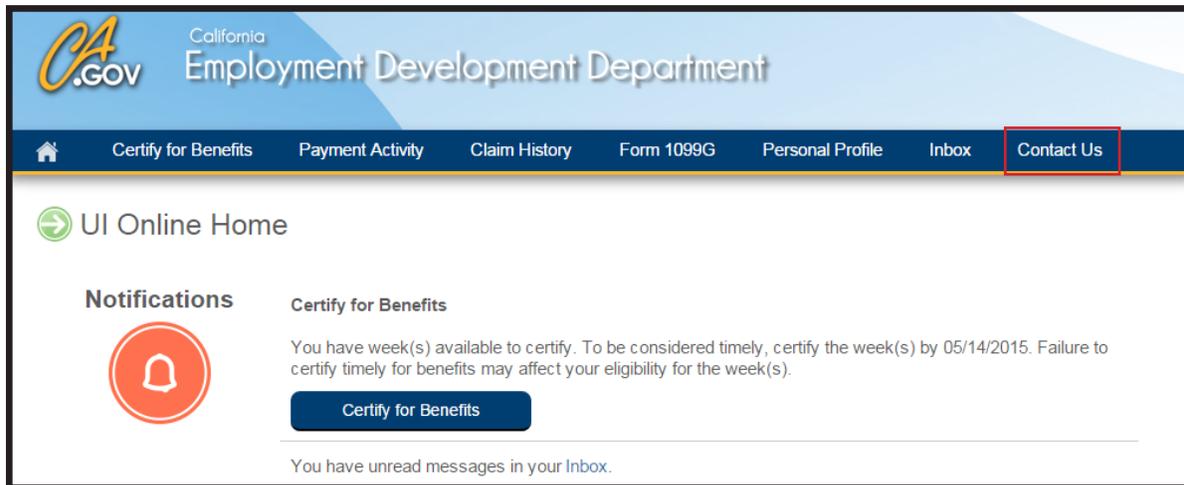
When you successfully submit your request to reopen your claim, the **Reopen Your Claim – Confirmation** page will appear.



For more detailed information on how to reopen your claim using UI OnlineSM, refer to the More UI Online Resources section on page 17 of this guide to find links to instructional videos.

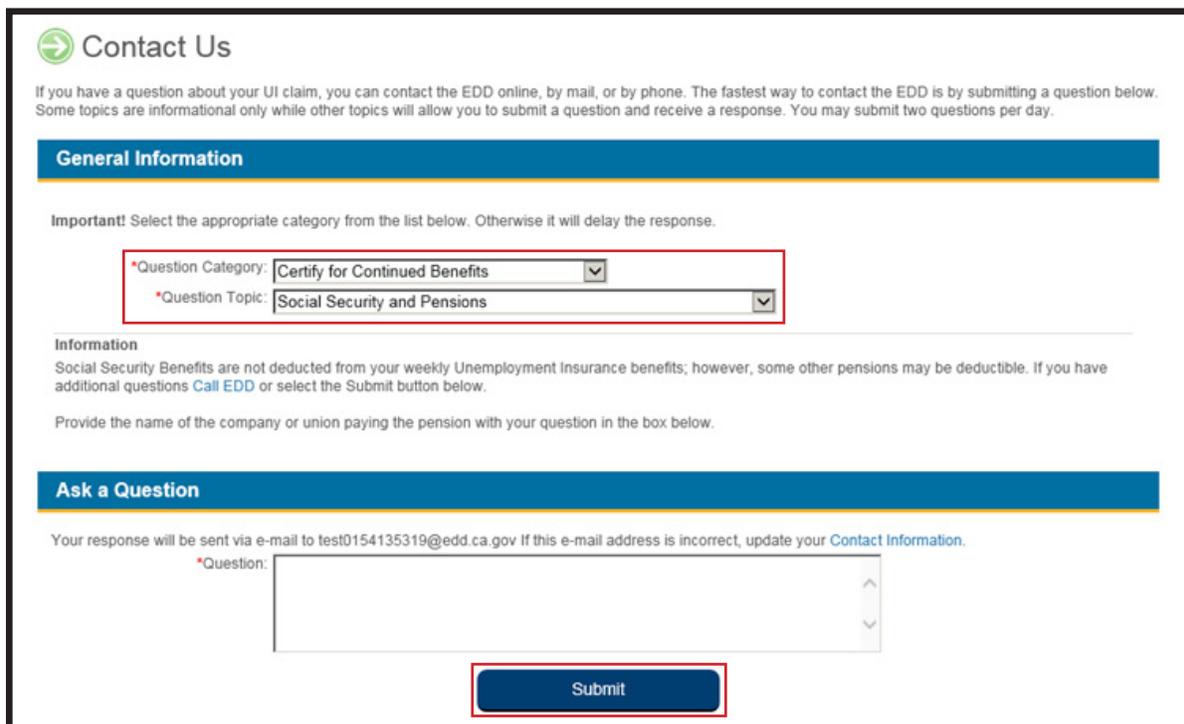
Contact Us

You can ask the EDD a question about your UI claim using your UI OnlineSM 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 **Submit**. Due to high demand, please allow 5-7 days for a response.



Assistance With Your UI OnlineSM Account

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.

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 Pacific Time, Monday through Friday, except on state holidays.

Protect the Security of Your UI Online Account

Never share confidential information such as your Social Security number, Employment Development Department (EDD) Customer Account number and, Benefit Programs Online login information. If you suspect that your UI Online account has been compromised, change your Benefit Programs Online login information including your password, personal image and personal image caption. Immediately contact the EDD for further assistance. Remember to log out of UI Online and Benefit Programs Online when using shared or public computers to further protect your confidential information.

More UI Online Resources

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 FAQs:**
http://www.edd.ca.gov/Unemployment/FAQ_-_UI_Online.htm
- **UI Online Videos:**
http://www.edd.ca.gov/Unemployment/FAQ_-_UI_Online.htm
http://www.edd.ca.gov/Unemployment/UI_Online_Videos.htm
- **Benefit Programs Online FAQs:**
http://www.edd.ca.gov/FAQ_-_Benefit_Programs_Online.htm

UI ONLINE USER GUIDE

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.