



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

UI Online Claimant User Guide

Applying for Benefits

Massachusetts UI Online System

Department of Unemployment Assistance (DUA)

Commonwealth of Massachusetts

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Applying for Benefits using UI Online

This section describes how to file an initial claim for unemployment benefits using the web-based UI Online system. It provides instructions and sample screen shots for the pages and fields that appear in most claims. While this guide cannot describe every variation in the flow of pages (and should not be used as a reference on Unemployment Insurance law, or DUA policies and procedures), where possible, it provides detailed sequences and screen shots.

IMPORTANT NOTES:

- To use the Massachusetts UI Online system, you need a computer with Internet access.
- An application for benefits can be saved if it is not completed in a single session.
- An application for benefits is saved if you fill in the **Set Password** page, *and then move to the next page*. The following information must be filled in on the Set Password page:
 - Password
 - Security Question
 - Security Answer
- Once an application is saved, you can return and complete the application before 9:59 PM Saturday of the same week. (After 9:59 PM, all incomplete applications are purged.)
- If a Staff member starts and completes the application for benefits on your behalf, they will not set a password for you (for security reasons). You can set your own password by following the **Forgot Password** process.

Overview of Applying for Benefits

You can apply for Massachusetts unemployment benefits by going to the Department of Unemployment Assistance website. Fill in the application for benefits by progressing through a series of web pages where information is entered and then saved.

The process is not identical for everyone, because not all pages apply to all claimants. Only the pages that are relevant to your claim will appear.

GET YOUR INFORMATION READY

When you apply for unemployment benefits, you will be asked to provide some key pieces of information that help identify you and help determine what your benefit might be. These are some of the kinds of information you'll need.

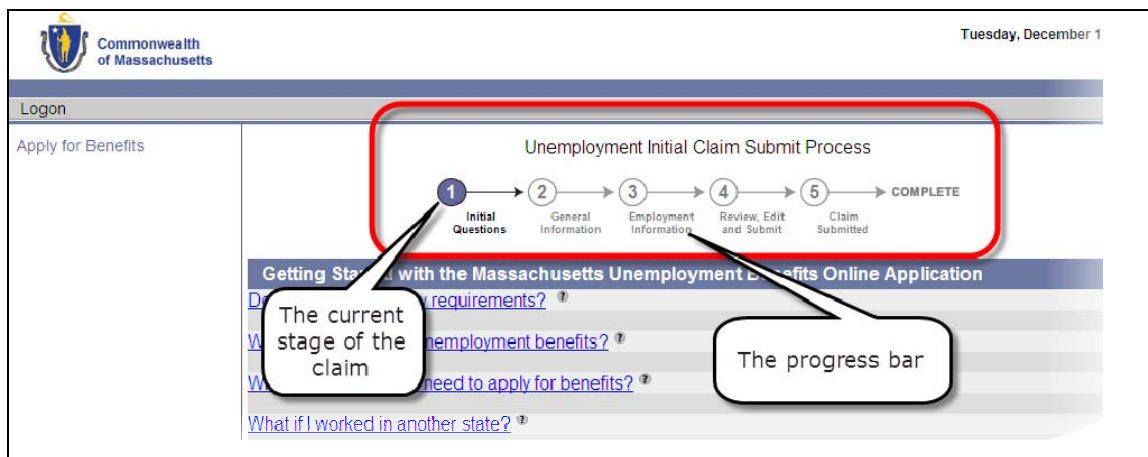
- All claimants: Social Security Number.
- If you have dependents and wish to claim the dependency allowance: Social Security Number, age, date of birth, and gender of all dependents.
- If you have any non-Massachusetts Child Support orders: the State and County.
- If you are a non-citizen:
 - The type of authorization card, or work authorization document and number
 - Alien identification number
 - Card number
 - Card Expiration date
 - Passport number
- If you previously requested weekly benefits on paper, through the TeleCert system, or through the WebCert system:

Claimant	Information
Former WebCert users	WebCert User ID and Password OR the WebCert Security Answer
Former TeleCert users	TeleCert PIN OR TeleCert Security Answer
Former paper filers	Date of birth and gender

This is not the entire list, but the UI Online system provides a complete list on the **Information Checklist** page, early on in the application.

WHAT TO EXPECT

Each page in the application has a progress bar along the top. Each stage of the claim is listed by number and name in the progress bar. The current stage is indicated with a blue circle.



Some of the pages that appear in each stage of the claim are listed below, with notes about what to expect generally while applying for benefits.

Stage	Quick Notes
Pages in the Stage	
Initial Questions Stage	
Getting Started with the Massachusetts UI Online Application	See Frequently Asked Questions if you need more information about applying for benefits.
Information Checklist	Find out what information should be gathered before continuing with the application for benefits.
Data Privacy Authorization	Read the terms of using UI Online; check the box to indicate agreement.
Benefit Claim Effective Date	Select the applicable date.
Work Hours	Enter hours typically worked, and hours worked the effective week.
Disaster Unemployment Assistance (DUA)	This page appears if there is a disaster in effect.
Initial Questions	Answer questions about your work and residence. One or more pages may appear.
Address Validation	Choose the closest possible match to your address.
Claimant Authentication	Enter your Social Security Number, name, date of birth, gender, and (optional) Driver's License Number and State of issue.

Stage Pages in the Stage	Quick Notes
Set Password	Set a password, and a Security Question and Security Answer.
General Information Stage	
Contact Information	When you reach this page, the claim has been saved, and can be filled in any time before Saturday at 9:59 PM of the same week.
Personal Information	One or more pages ask you for some more information.
Work Information	Provide work information.
Occupation Search	Search for your occupation.
Occupation Search Results	Select the closest occupation.
Additional Occupation Information	Enter how long you have done this type of work.
Tax Withholding Options	Select Federal only, Massachusetts only, Federal and Massachusetts, or none.
Payment Options	Select Direct Deposit or Unemployment Debit Card.
Employment Information Stage	
Additional and Complete Employment	This page lists the Employers already on record. Update each Employer you worked for. Delete any Employer you did not work for. Add any Employers not already on the list.
Detailed Employment update Information (or equivalent)	One or more pages may follow with some basic questions about each Employer.
Additional and Complete Employment	This page reappears each time you submit information about an Employer.
Eligibility Information	Add information page for other income, training, etc.
Important Information about Your Unemployment Benefits	This page provides includes information about job search requirements, availability, location, and the Career Center.
Review, Edit and Submit Stage	
Application Not Yet Complete	This page summarizes most of the information you already entered, and lets you go back and edit if you need to.

Stage Pages in the Stage	Quick Notes
Claim Complete	
Confirmation	This page provides information about the claim, the benefits, staying eligible for benefits, and requesting weekly benefits.
Protecting Your Privacy - Claimant Information - Resources	This page provides advice protecting claimant privacy, viewing information and notices on the claim, keeping the account active, and accessing job search resources and services.

Questionnaires

Note that as you proceed in the application for benefits, you may be asked to fill in a Questionnaire. A Questionnaire has fields for additional information that is needed in order to process your application.

For more information on filling in a Questionnaire, see "Filling in a Questionnaire," located in the section, "Claimant Login, Password, and Navigation."

START THE APPLICATION

Follow these steps to apply for benefits

1. Navigate to <http://www.mass.gov/dua>.
2. Click **UI Online for Claimants**.
3. Click the **Apply for Benefits** button. The **Welcome** page appears.

Commonwealth of Massachusetts

Wednesday, May 15, 2011 [Print Preview](#)

Logon * Indicates Required Field

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

Please provide your Social Security Number without dashes

Social Security Number: *

Confirm your Social Security Number: *

Next

Download Adobe PDF Reader (Free) | Accessibility | Privacy Statement | Viewing Tips

4. Enter your Social Security number in each field. Click **Next**.
5. If the **Getting Started** page displays, skip the rest of the steps below, and turn directly to the section: "Getting Started." Otherwise, see **Step 6**.
6. Enter the requested information.

For returning WebCert filers: enter the **WebCert User ID** and **Password** and click **Next**, or click **Forgot Password**.

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

WebCert User

WebCert User ID: *

Password: *

Next Forgot Password

For returning TeleCert filers: enter the **TeleCert Pin** and click **Next**, or click **Forgot PIN**.

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

TeleCert User

TeleCert Pin: *

Next Forgot Pin

For returning paper filers: enter follow the prompts and click Next.

7. For all TeleCert filers, and for WebCert filers who clicked **Forgot**: enter the following information and click **Next**.

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

Submit Personal Information

Confirm your Social Security Number: *

Birth Date: * (mm/dd/yyyy)

Gender: Female Male*

Submit Personal Information - Security Question

Security Question: **What is your father's middle name?**

Security Answer: *

- o Social Security Number
 - o Birth Date
 - o Gender
 - o Security Answer
8. For any WebCert, TeleCert, or CertCard filer who is unsuccessful:
Contact DUA Staff and follow their instructions. Then continue with **Step 10**.

The following issue was detected with your submission:

Errors

⊗ The information that you entered does not match our records (0)

Contact Staff

The login credentials you have entered could not be verified. Please contact Division of Unemployment Assistance regarding access to your account.

9. The **Set Password** page displays. Do the following:
- Enter the Password in both password fields.
 - Select a Security Question.
 - Enter the Security Answer in both answer fields.
 - Click **Submit**.

Set Password

Password (8 case sensitive, alphanumeric characters (At least 1 Upper-case and 1 Numeric required)): *

Confirm Password: *

Security Question: *

Security Answer: *

Confirm Security Answer: *

Remember this information. You will need it to access your claim online.

10. Your **Claimant Home** page displays.
- Click the **Apply for Benefits** link. In this document, turn directly to “Getting Started.”
 - If no Apply for Benefits link appears, you are not eligible to apply (most likely because a claim is already active, or there are no applicable programs).

GETTING STARTED

This page has links with answers to questions that many claimants have about Unemployment Insurance policies, using the system, using the browser, and system security.

Unemployment Initial Claim Submit Process

Getting Started with the Massachusetts Unemployment Benefits Online Application

[Do I meet the eligibility requirements?](#) ⓘ
[When should I file for unemployment benefits?](#) ⓘ
[What information will I need to apply for benefits?](#) ⓘ
[What if I worked in another state?](#) ⓘ
[How will my unemployment benefits be determined?](#) ⓘ
[How are benefits paid?](#) ⓘ
[Can I file if I was in the Military or worked for the Federal Government?](#) ⓘ
[Web page viewing tips](#) ⓘ
[System Security](#) ⓘ

Click a link to see the answer to a question
Click to begin applying

Start the Unemployment Benefits Application

Note : Do not select the 'Back' button on your browser. Instead, use the Previous and Next buttons.

Upon completion of your application, you must select the "Submit your Unemployment Benefit Application" button to process the application.
Your application will NOT be processed if you exit before you submit your unemployment benefit application.

It would be beneficial to be connected to a printer in order to print important documents.

1. Click any question link to display its answer.
2. Click **Start the Unemployment Benefits Application** to proceed to the **Information Checklist** page.

INFORMATION CHECKLIST

The Information Checklist provides details about the information you may need to gather in order to complete the application for benefits.

1. Review all information requirements to be sure you have everything ready.
2. Click **Next**.

Unemployment Initial Claim Submit Process

① → ② → ③ → ④ → ⑤ → COMPLETE

Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Information Checklist

Information you will need to supply in order to apply for unemployment benefits:

- Your Social Security Number
- If you are not a citizen of the United States, your alien registration number
- Your residential address
- Your mailing address
- Your telephone number
- Your birth date
- Your employment history (most recent 15 months) which includes:
 - The names of all your employers
 - Employer addresses
 - Employer phone numbers
 - Reasons for separation from your employers
 - Employment start and end dates
 - Recall dates
- The social security numbers and dates of birth for your dependents
- Your union name and local number (if you are a member of a union)
- If you were in the [Military](#) [®] you will need information from your DD-214 Member 4 (not mandatory to apply)
- If you were a [Federal Employee](#) [®], you will need information from your SF8 (not mandatory to apply)
- Your e-mail address (optional)
- If you want to use direct deposit you will need your [bank account number](#) [®] and [bank routing number](#) [®]

Select [Print](#) if you would like to see this list in a printer-friendly window.

[Previous](#) [Next](#)

DATA PRIVACY AUTHORIZATION

The **Data Privacy Authorization** page describes why information is requested and how it is used, and provides the conditions for using UI Online.

1. Review the information on the page.

Unemployment Initial Claim Submit Process

```

graph LR
    1((1)) --> 2((2))
    2 --> 3((3))
    3 --> 4((4))
    4 --> 5((5))
    5 --> COMPLETE[COMPLETE]
  
```

Data Privacy Authorization

The information you provide is required by the Department of Unemployment Assistance (DUA) to determine your eligibility for unemployment insurance benefits. This information is confidential and will not be disclosed except as allowed by law.

Your social security number is needed to file a claim, to identify you, to obtain wage information, to determine your eligibility for benefits and for reporting your receipt of unemployment compensation to the IRS and other government agencies for the administration of their programs. Your application cannot be processed without all personal and employment information requested herein. 26 U.S.C. 6109(a) requires DUA to obtain your social security number from you when you file your claim for benefits.

Employers are authorized by law to provide DUA with information needed to determine your eligibility for benefits. This information includes your dates of employment, wages paid and the reason for your employment separation. Information you provide about why you left specific employment may be disclosed to that employer so that DUA may determine your eligibility for benefits.

I certify that all information provided is accurate and that the answers to all questions are 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. By selecting 'Yes', I acknowledge that, under penalty of perjury, all information provided is complete and accurate to the best of my ability.

I have read and agree with the above: Yes No*

Note: If you check 'No' you cannot continue through this application. Tell me more about [data privacy](#).

Previous
Next

2. If you read and agree with the Data Privacy Authorization, select **Yes**, and click **Next** to proceed to the **Benefit Claim Effective Date** page.

WORK INFORMATION / EARNINGS INFORMATION

These pages may display if you previously received and/or applied for unemployment benefits.

1. If the **Work Information** page displays, select **Yes** or **No** to indicate whether you worked since the date indicated.

Work Information	
Have you worked since 1/8/2012? <input type="radio"/> Yes <input type="radio"/> No*	
<input type="button" value="Previous"/> <input type="button" value="Next"/>	

2. Click **Next**.
3. If the **Earnings Information** page displays, select **Yes** or **No** to the question about work and earnings since the date shown.
4. Select **Yes** or **No** to indicate whether you worked since the date indicated.

Earnings Information	
Have you worked and earned \$801 since 12/9/2007?	<input type="radio"/> Yes <input type="radio"/> No*
Have you worked since Tuesday, January 01, 2013?	<input type="radio"/> Yes <input type="radio"/> No*
<input type="button" value="Previous"/> <input type="button" value="Next"/>	

5. Click **Next**.

BENEFIT CLAIM EFFECTIVE DATE

Designate the benefit claim effective date.

1. Choose the most recent Sunday, or the Sunday prior to it, if appropriate.

The image shows a screenshot of a web application interface. At the top, a flowchart titled "Unemployment Initial Claim Submit Process" shows five steps: 1. Initial Questions, 2. General Information, 3. Employment Information, 4. Review, Edit and Submit, and 5. Claim Submitted. Step 5 is circled, and an arrow points to the word "COMPLETE". Below the flowchart is a section titled "Benefit Claim Effective Date". It contains the text "A claim filed this week will be effective:" followed by a radio button selected next to "Sunday, April 28, 2013*". Below this is another section with the text "If you were separated from employment or your hours were reduced prior to this date you may request an effective date of:" followed by a radio button selected next to "Sunday, April 21, 2013*". At the bottom of the form are two buttons: "Previous" and "Next".

2. Click **Next** to proceed to the **Work Hours** page.

WORK HOURS

Provide information about the number of hours you typically worked on the **Work Hours** page.

1. Enter the number of hours worked **the first week of the claim**.
2. Enter the number of hours **normally** worked.

The screenshot shows a progress bar at the top titled "Unemployment Initial Claim Submit Process" with five steps: 1. Initial Questions (highlighted), 2. General Information, 3. Employment Information, 4. Review, Edit and Submit, and 5. Claim Submitted. Below the progress bar is a blue header for the "Work Hours" section. The main content area contains the following text and form elements:

You may apply for unemployment benefits if:

- You were separated from employment.
- Your hours have been reduced and you will work less than your regular schedule of working hours.

1. During the week of Sunday, April 21, 2013 through Saturday, April 27, 2013 how many hours did you or will you work? *

If you were totally unemployed please enter zero.

2. How many hours do you normally work during the week? *

At the bottom of the form are two buttons: "Previous" and "Next".

3. Click **Next**.

INITIAL QUESTIONS

The **Initial Questions** page requests information about your work, UI filings, and address.

1. Select or enter all required answers. Make sure that all appropriate employment types are selected.

Unemployment Initial Claim Submit Process

Initial Questions

Tell us about your employment.

1. Indicate **all** type(s) of employment you had since (4/1/2012) :*

I have not worked since last year (4/1/2012)

Employed in **Massachusetts** (excluding military and federal civilian employment)

Employed in **Non-Massachusetts** (excluding military and federal civilian employment)

Employed by the **Military** in [Active Duty](#)?

Employed as a **Federal Civilian**

2. Since 4/29/2012 have you applied for unemployment benefits from a state other than Massachusetts? Yes No*

3. Enter your residential address:

Address Line 1: *

Address Line 2:

City: *

State:

Zip Code:

Country: *

4. [Are you presently in Massachusetts?](#) #: Yes No*

Previous
Next

2. Click **Next**.

NOTE: If you had Federal Civilian employment or out-of-state employment you may see one or more of the pages in the list below. Otherwise, turn to the part of this document that corresponds to the page you see on screen.

- Federal Civilian Work History
- Federal Employment – Out-of-State
- Out-of-State Benefits History
- Out-of-State Work History
- Out-of-State Employment

OUT-OF-COUNTRY ADVISORY

If this page appears, no benefits are available from Massachusetts.

- If the out-of-country address was selected in error, click **Previous**, correct the entry, and proceed in the application.
- Otherwise, click **Exit**.



ADDRESS VALIDATION

On the **Address Validation** page, select the address that is closest to your address. Click **Next**.

NOTE: If applicable, select the address with the 9-digit extended Zip code (known as "Zip +4").

Unemployment Initial Claim Submit Process

1 → **2** → **3** → **4** → **5** → COMPLETE

Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Address Validation

The address you entered is verified to ensure that the U.S. Post Office can deliver mail to that address. For faster mailing, we also add the zip+4code. Please select the most accurate mailing address below.

Possible Matches

19 Staniford St
Boston, MA 02114-2502

Provided Address

19 Staniford St.
Boston, MA 02114

FEDERAL CIVILIAN WORK HISTORY

This page appears if "Employed as a Federal Civilian" was checked on the **Initial Questions** page.

1. Select the last Federal duty station.
2. Select **Yes** or **No** to the question on FEMA employment.

The screenshot displays the 'Unemployment Initial Claim Submit Process' flowchart at the top, with five steps: 1. Initial Questions, 2. General Information, 3. Employment Information, 4. Review, Edit and Submit, and 5. Claim Submitted. Below the flowchart is a blue header for 'Federal Civilian Work History'. The first question asks about federal non-military agency employment since Friday, October 01, 2010, with a dropdown menu for 'Last federal duty station' showing 'Florida'. The second question asks about FEMA employment with radio buttons for 'Yes' and 'No*'. At the bottom are 'Previous' and 'Next' buttons.

3. Click **Next**.

FEDERAL EMPLOYMENT - OUT-OF-STATE

This page appears if "Employed in Massachusetts" was NOT checked, and "Employed as a Federal Civilian" WAS checked on the Initial Questions page.

If this page appears, no benefits will likely be available from Massachusetts. The page lists the state websites for non-Massachusetts states where you can learn more about the programs available from the non-Massachusetts state(s) where employment took place.

Note that the claim can be completed, in case additional Massachusetts programs still apply to you.

- To continue the application, click **Next**.
- To stop without completing the application, click **Exit**.

Unemployment Initial Claim Submit Process

```

graph LR
    1((1)) --> 2((2))
    2 --> 3((3))
    3 --> 4((4))
    4 --> 5((5))
    5 --> COMPLETE[COMPLETE]
            
```

Federal Employment - Out-of-State

On the Initial Questions screen you indicated you had Federal Civilian Employment. Since your Federal non mi employment was not in Massachusetts, you will not be able to file for Massachusetts Unemployment Benefits. **You should contact the state in which your Last Duty Station was assigned.** However, you may continue with the Massachusetts benefit application if you wish. An official determination of entitlement will be mailed to you after your application is processed. The **State Unemployment Insurance Contact Information List** below provides information on how to file for unemployment insurance benefits. The list displays telephone numbers and State Unemployment Insurance we

- To stop the application and close this session, select "Exit".
- If you wish to continue with the Massachusetts application, select "Next".

State Unemployment Insurance Contact Information

State	Telephone Filing	State Website
Alaska	888-252-2557	Alaska Internet Filing
Alabama	866-234-5382	Alabama Internet Filing
Arkansas	501-907-2590	Arkansas Internet Filing
Arizona	877-600-2722	Arizona Internet Filing
California	800-300-5616	California Internet Filing
CANADA	800-206-7218	CANADA Internet Filing
Colorado	800-388-5515	Colorado Internet Filing
Connecticut	800-354-3305	Connecticut Internet Filing
District of Columbia	202-724-7000	District of Columbia Internet Filing
Delaware	800-794-3032	Delaware Internet Filing
Florida	800-204-2418	Florida Internet Filing
Georgia	404-232-3990	Georgia Internet Filing
Hawaii	877-215-5793	Hawaii Internet Filing

OUT-OF-STATE BENEFITS HISTORY

This page appears if “Have you applied for unemployment benefits from a state other than Massachusetts was answered Yes on the Initial Questions page.

1. Select every non-Massachusetts state in which you applied for benefits.
2. Click **Next**.

Claimant Information Change Claimant Leave Claimant

Name: **TYKLAJEVER, LNVRTLAOGB** Claimant ID: **1459**

Unemployment Initial Claim Submit Process

1 Initial Questions → 2 General Information → 3 Employment Information → 4 Review, Edit and Submit → 5 Claim Submitted → COMPLETE

Out-Of-State Benefits History

On the Initial Questions screen you indicated that you applied for unemployment benefits from a state other than Massachusetts.

1. Select the State(s) or U.S. Territory(ies) in which you applied for benefits between 6/3/2012 and today

<input type="checkbox"/> Alabama	<input type="checkbox"/> Alaska	<input type="checkbox"/> Arizona
<input checked="" type="checkbox"/> Arkansas	<input type="checkbox"/> California	<input type="checkbox"/> Colorado
<input type="checkbox"/> Connecticut	<input type="checkbox"/> Delaware	<input type="checkbox"/> District of Columbia
<input type="checkbox"/> Florida	<input type="checkbox"/> Georgia	<input type="checkbox"/> Hawaii
<input type="checkbox"/> Idaho	<input type="checkbox"/> Illinois	<input type="checkbox"/> Indiana
<input type="checkbox"/> Iowa	<input type="checkbox"/> Kansas	<input type="checkbox"/> Kentucky
<input type="checkbox"/> Louisiana	<input type="checkbox"/> Maine	<input type="checkbox"/> Maryland
<input type="checkbox"/> Michigan	<input type="checkbox"/> Minnesota	<input type="checkbox"/> Mississippi
<input type="checkbox"/> Missouri	<input type="checkbox"/> Montana	<input type="checkbox"/> Nebraska
<input type="checkbox"/> Nevada	<input type="checkbox"/> New Hampshire	<input type="checkbox"/> New Jersey
<input type="checkbox"/> New Mexico	<input type="checkbox"/> New York	<input type="checkbox"/> North Carolina
<input type="checkbox"/> North Dakota	<input type="checkbox"/> Ohio	<input type="checkbox"/> Oklahoma
<input type="checkbox"/> Oregon	<input type="checkbox"/> Pennsylvania	<input type="checkbox"/> Puerto Rico
<input type="checkbox"/> Rhode Island	<input type="checkbox"/> South Carolina	<input type="checkbox"/> South Dakota
<input type="checkbox"/> Tennessee	<input type="checkbox"/> Texas	<input type="checkbox"/> U.S. Virgin Islands
<input type="checkbox"/> Utah	<input type="checkbox"/> Vermont	<input type="checkbox"/> Virginia
<input type="checkbox"/> Washington	<input type="checkbox"/> West Virginia	<input type="checkbox"/> Wisconsin
<input type="checkbox"/> Wyoming		

*

Previous Next

OUT-OF-STATE BENEFITS

This page appears if "Have you applied for unemployment benefits from a state other than Massachusetts was answered Yes on the Initial Questions page, and a State was selected on the Out-Of-State Benefits History page.

1. Answer **Yes** or **No** for every non-Massachusetts state in which you applied for benefits.
2. Click **Next**.

Out-Of-State Benefits	
You indicated that you applied for unemployment benefits in a state other than Massachusetts since 6/3/2012 to 6/4/2013.	
For Arkansas, Select 'Yes' if any of the following apply	<input checked="" type="radio"/> Yes <input type="radio"/> No*
<ul style="list-style-type: none">• You have received all the regular UI benefits, to which you were entitled (regular benefits including federal and state extension benefits) have been paid• You are determined to be ineligible for a claim due to insufficient wages.• Your unemployment insurance claim was withdrawn	
<p style="text-align: center;"><input type="button" value="Previous"/> <input type="button" value="Next"/></p>	

OUT-OF-STATE WORK HISTORY

This page appears if “Employed in Non-Massachusetts” was checked on the Initial Questions page.

1. Select every non-Massachusetts state in which you worked during the last two years.
2. Click **Next**.

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE

Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Out-Of-State Work History

1. You indicated you were employed in a Non-Massachusetts state(s). Indicate any state(s) in which you worked since 4/1/2012 :

<input type="checkbox"/> Alabama	<input type="checkbox"/> Alaska	<input type="checkbox"/> Arizona
<input type="checkbox"/> Arkansas	<input type="checkbox"/> California	<input type="checkbox"/> Colorado
<input checked="" type="checkbox"/> Connecticut	<input type="checkbox"/> Delaware	<input type="checkbox"/> District of Columbia
<input type="checkbox"/> Florida	<input type="checkbox"/> Georgia	<input type="checkbox"/> Hawaii
<input type="checkbox"/> Idaho	<input type="checkbox"/> Illinois	<input type="checkbox"/> Indiana
<input type="checkbox"/> Iowa	<input type="checkbox"/> Kansas	<input type="checkbox"/> Kentucky
<input type="checkbox"/> Louisiana	<input type="checkbox"/> Maine	<input type="checkbox"/> Maryland
<input type="checkbox"/> Michigan	<input type="checkbox"/> Minnesota	<input type="checkbox"/> Mississippi
<input type="checkbox"/> Missouri	<input type="checkbox"/> Montana	<input type="checkbox"/> Nebraska
<input type="checkbox"/> Nevada	<input type="checkbox"/> New Hampshire	<input type="checkbox"/> New Jersey
<input type="checkbox"/> New Mexico	<input type="checkbox"/> New York	<input type="checkbox"/> North Carolina
<input type="checkbox"/> North Dakota	<input type="checkbox"/> Ohio	<input type="checkbox"/> Oklahoma
<input type="checkbox"/> Oregon	<input type="checkbox"/> Pennsylvania	<input type="checkbox"/> Puerto Rico
<input type="checkbox"/> Rhode Island	<input type="checkbox"/> South Carolina	<input type="checkbox"/> South Dakota
<input type="checkbox"/> Tennessee	<input type="checkbox"/> Texas	<input type="checkbox"/> U.S. Virgin Islands
<input type="checkbox"/> Utah	<input type="checkbox"/> Vermont	<input type="checkbox"/> Virginia
<input type="checkbox"/> Washington	<input type="checkbox"/> West Virginia	<input type="checkbox"/> Wisconsin
<input type="checkbox"/> Wyoming		

*

OUT-OF-STATE ADVISORY

This page appears if “Employed in Massachusetts” was NOT checked, and “Employed in Non-Massachusetts” WAS checked on the Initial Questions page.

If this page appears, no benefits will likely be available from Massachusetts. The page lists the state websites for non-Massachusetts states where you can learn more about the programs available from the non-Massachusetts state(s) where employment took place.

Note that the claim can be completed, in case additional Massachusetts programs still apply to you.

- To continue the claim, click **Next**.
- To stop without completing the application, click **Exit**.

State Unemployment Insurance Contact Information List		
State	Telephone	State Unemployment Insurance (UI) Website
Alaska	888-252-2557	Alaska UI
Alabama	866-234-5382	Alabama UI
Arkansas	501-907-2590	Arkansas UI
Arizona	877-600-2722	Arizona UI
California	800-300-5616	California UI
CANADA	800-206-7218	CANADA UI
Colorado	800-388-5515	Colorado UI
Connecticut	800-354-3305	Connecticut UI
District of Columbia	202-724-7000	District of Columbia UI
Delaware	800-794-3032	Delaware UI
Florida	800-204-2418	Florida UI
Georgia	404-232-3990	Georgia UI
Hawaii	877-215-5793	Hawaii UI
Iowa	800-562-4692	Iowa UI
Idaho	208-332-3570	Idaho UI
Illinois	800-344-5573	Illinois UI
Indiana	800-891-6499	Indiana UI
Kansas	800-292-6333	Kansas UI
Kentucky	877-369-5984	Kentucky UI
Louisiana	866-783-5567	Louisiana UI
Maryland	800-827-4839	Maryland UI
Maine	800-593-7660	Maine UI
Michigan	866-500-0017	Michigan UI
Minnesota	877-898-9090	Minnesota UI
Missouri	800-320-2519	Missouri UI
Mississippi	888-844-3577	Mississippi UI
Montana	406-444-2545	Montana UI
North Carolina	877-841-9617	North Carolina UI
North Dakota	701-328-4995	North Dakota UI

NO EMPLOYMENT WITHIN THE LAST 15 MONTHS

If this page appears, no benefits are available from Massachusetts.

Note that the claim can be completed, in case additional Massachusetts programs still apply to you.

- To return to the previous page, click **Previous**.
- To continue the claim, click **Next**.
- To stop without completing the application, click **Exit**.

Unemployment Initial Claim Submit Process

1 → **2** → **3** → **4** → **5** → COMPLETE

Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

No Employment Within the Last 15 Months

You indicated you were not employed since 4/1/2012. You may not be entitled to Massachusetts Unemployment Benefits.

However, if you have received workers compensation benefits within the prior 15 months, an official determination of benefit entitlement will be mailed to you after your application is processed.

If you would like to complete the benefit application, select "**Next**". To stop the benefit application session, select "**Exit**".

CLAIMANT AUTHENTICATION

The required information entered on the **Claimant Authentication** page is validated against Social Security Administration (SSA) records.

NOTE: This page may not display if you had previously received and/or applied for unemployment benefits with Massachusetts.

1. Enter all required information, and (optionally) the requested Driver's License information. Do not put dashes in the SSN.

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE
 Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Claimant Authentication

1. Enter your Social Security Number:	<input type="text" value="....."/>	*
2. Confirm your Social Security Number:	<input type="text" value="....."/>	*
3. Birth Date:	<input type="text" value="10/20/1980"/> * (mm/dd/yyyy)	*
4. Gender:	<input type="radio"/> Female <input checked="" type="radio"/> Male*	*
5. First Name (as it appears on your Social Security Card):	<input type="text" value="RobertelQ"/>	*
6. Middle Initial:	<input type="text" value="M "/>	
7. Last Name (as it appears on your Social Security Card):	<input type="text" value="SmitheIQ"/>	*
8. Drivers License Number:	<input type="text"/>	
9. Issued by State:	<input type="text"/>	

2. Click **Submit** and proceed to the **Set Password** page.

NOTE: The information on the page is validated in real time against SSA records. There may be a slight delay while the information is validated.

NOTE: Even if your Social Security Number cannot immediately be validated with the Social Security Administration, the application can still be completed. However, there may be some delay in the first payment (assuming your Social Security Number can be validated). You must follow the instructions on the **Applicant Personal Identification Information** page.

APPLICANT PERSONAL IDENTIFICATION INFORMATION

This page appears if the Claimant Authentication page is submitted and rejected three times because the Social Security Number cannot be authenticated.

1. Review the information on the page. Collect and mail information as instructed.
2. Click **Next** to continue with the application.

Applicant Personal Identification Information

We have not been able to validate your personal information. To resolve these discrepancies, you must complete the following steps after completing the unemployment benefit application:

1. You must provide a photocopy of **at least one** of the following documents that contain your Social Security number:
 - Social Security Card
 - Past year's W2
 - Check stubs
2. You must also provide a photocopy of **at least one** of the following personal identification documents:
 - Driver's License/State ID from MA or other State
 - Birth certificate
 - Alien Identification Card
3. **Mail the personal identification to the following location:**

Division of Unemployment Assistance
19 Staniford Street
Charles F. Hurley Building
Boston, MA 02114

NOTE: Remember, mail photocopies of the documents, as these documents are destroyed and not returned to you. A printable coversheet will be available to attach to the photocopies upon completion of the unemployment benefit application. Additionally, you may receive a letter requesting this personal identification information. If you mail the personal identification information prior to receiving the letter, please disregard the request.

[Next](#)

SET PASSWORD

NOTE: This page does not display if you are a returning WebCert, TeleCert, or paper filer.

Set your password as follows:

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

Set Password

Password (8 case sensitive, alphanumeric characters
(At least 1 Upper-case and 1 Numeric required)): *

Confirm Password: *

Security Question: *

Security Answer: *

Confirm Security Answer: *

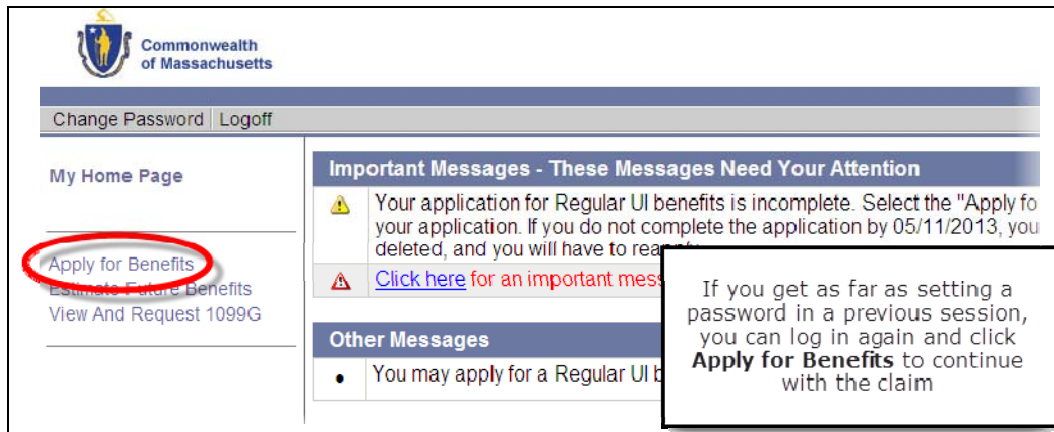
Remember this information. You will need it to access your claim online.

NOTES ON STOPPING AND RESUMING WORK ON A CLAIM

If you have gotten as far as setting the password and gone onto the next page, then if necessary, you can close out of the application, and then return to it at a later time, as long as you do so before 9:59 PM of the Saturday of the week when the claim was created.

Resume by performing these steps:

1. Log in using your Social Security Number and the password you already set.
2. When the Claimant Home page appears, click **Apply for Benefits**.



3. Click through the screens and fill in information as needed.

CONTACT INFORMATION

Provide a mailing address (if different than the residential address), telephone number, preferred language, and correspondence preference on the Contact Information page. Click **Submit**.

NOTES:

- If your mailing address is the same as your residential address, check the box in the Mailing Address section instead of filling in the fields.
- If your correspondence preference is electronic, you must provide an email address.
- If your preferred language is not in the first drop-down list, select it from the second list.
- If the preferred language is not English, electronic correspondence cannot be selected.

Unemployment Initial Claim Submit Process

Contact Information	
First Name:	RoberthrN
Middle Initial:	N
Last Name:	SmithhrN
Suffix:	
Residential Address	
Address Line 1:	19 Staniford St
Address Line 2:	
City:	Boston
State:	MA
Zip:	021142502
Country:	US
Mailing Address	
Check this box if Mailing Address is same as Residential Address: <input type="checkbox"/>	
In care of (c/o):	<input type="text"/>
Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>
City:	<input type="text"/>
State:	MA - Massachusetts <input type="text"/>
Zip Code:	<input type="text"/>
Country:	US - United States Of America <input type="text"/>
Telephone Number	
Home:	<input type="text"/>
Cell:	<input type="text"/>
Other:	<input type="text"/>
International:	<input type="text"/>
Enter email address:	<input type="text"/>
Re-enter email address:	<input type="text"/>
Correspondence Preference	
Choosing electronic correspondence will ensure that benefits are processed and paid faster.	
How would you like to receive your correspondence? <input type="radio"/> Electronic <input checked="" type="radio"/> US Mail*	
Note: If you select electronic correspondence you must provide an email address.	
Primary Language	
DUA will make best efforts to provide you with services in your primary language.	
Indicate your primary language, using the drop down menu: <input type="text" value="English"/>	
If your preferred language is not on the above list, please select one from this drop down menu: <input type="text" value="Select one"/>	
Note: Electronic correspondence is only available in English at this time.	
<input type="button" value="Previous"/> <input type="button" value="Submit"/>	

PERSONAL INFORMATION

To complete the **Personal Information** page:

1. Enter or select the required information.

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE

Initial Questions **General Information** Employment Information Review, Edit and Submit Claim Submitted

Personal Information	
1. Are you a Military Veteran ?	<input type="radio"/> Yes <input checked="" type="radio"/> No*
2. Are you of Hispanic heritage? :	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> I choose not to answer*
3. Race :	Do not wish to respond <input type="button" value="v"/> *
4. Select your highest level of education completed:	Bachelor's Degree <input type="button" value="v"/> *
5. Do you have a Disability ?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> I choose not to answer*
6. Are you a U.S. citizen?	<input checked="" type="radio"/> Yes <input type="radio"/> No*
7. Are you required by a court order or other government agency to pay child support?	
A. In Massachusetts?	<input type="radio"/> Yes <input checked="" type="radio"/> No*
B. In a state other than Massachusetts?	<input type="radio"/> Yes <input checked="" type="radio"/> No*
8. If you have qualified dependent children, you may be eligible to collect additional benefits. Click here to review the definition of qualified dependents. Do you wish to apply for dependency allowances?	<input type="radio"/> Yes <input checked="" type="radio"/> No*

2. Click **Next**.

WORK AUTHORIZATION INFORMATION

This page displays if you are not a U.S. citizen.

1. Select a work authorization card or select **Other work authorization document**, and enter a work authorization document name.
2. Enter the card or document number and expiration date, and Passport number.

Unemployment Initial Claim Submit Process

Work Authorization Information

You indicated you are not a U.S. citizen.

1. * Which of the following work authorization cards or documents do you have?

- I-94 – Arrival/Departure Record or Form CBP
- I-551 – Machine Readable Immigrant Visa (with I-551 Temporary Language)
- I-551 – Temporary Stamp (on passport or I-94)
- I-551 – Permanent Resident Card
- I-766 – Employment Authorization Card
- Other work authorization document – Enter document name:

Note: You will be required to submit copies of any and all documents that you believe authorize you to work in the United States.

2. Enter your Alien identification number:

3. Enter your card number:

- If you do not enter an alien identification number and or the card number, your claim will not be fully completed but you will be allowed to continue with the claim process. Payments will not be issued until your alien number is received and processed:

4. Enter the expiration date if shown on your card or document: (mm/dd/yyyy)

5. Enter your passport number:

Previous
Next

3. Click **Next**.

NON-MASSACHUSETTS CHILD SUPPORT STATE INFORMATION

This page appears if you stated that you are required by a non-Massachusetts court to pay child support.

1. Select the non-Massachusetts state.

Unemployment Initial Claim Submit Process

1 → **2** → **3** → **4** → **5** → COMPLETE

Initial Questions **General Information** Employment Information Review, Edit and Submit Claim Submitted

Non-Massachusetts Child Support State Information

You indicated that you are required by a court or other enforcement agency to pay child support in a state other than Massachusetts.

Select the U.S. state or territory to which you are required to pay child support: *

Note: This list does not include Massachusetts counties. All Massachusetts child support orders are added or updated automatically by the Massachusetts Department of Revenue.

2. Click **Next**.

NON-MASSACHUSETTS CHILD SUPPORT COUNTY INFORMATION

This page appears if you stated that you are required by a non-Massachusetts court to pay child support.

1. Select a County.

Non-Massachusetts Child Support County Information	
State:	Kansas
Select the County to which you are required to pay child support:	Cloud *
<input type="button" value="Previous"/> <input type="button" value="Next"/>	

2. Click **Next**.

NON-MASSACHUSETTS CHILD SUPPORT SUMMARY

This page appears if you stated that you are required by a non-Massachusetts court to pay child support.

1. Review the State or Territory and County information.
 - To add additional counties, click **Add** and repeat the steps on the previous two pages.
 - To delete counties, put a check to the right of a county name and click **Delete**.

Non-Massachusetts Child Support Summary

- If an incorrect entry was made, check the box next to that entry and click **Delete**.
- To add an entry, including an additional state or territory or another county in a state or territory already listed, choose the state or territory from the drop-down list and click **Add**.
- When the Non-Massachusetts list is complete, click **Next** to continue the claim process.

U.S. State or Territory	County	
Kansas	Cloud	<input type="checkbox"/>

I also owe child support to another county, which is in the following U.S. state or territory:

Select one

Note: This list does not include Massachusetts counties. All Massachusetts child support orders are added or updated automatically by the Massachusetts Department of Revenue. You may contact the state or territory directly if you no longer owe child support or if you have questions about a specific child support order. [Click here for contact information.](#)

2. When all information is correct, click **Next**.

NON-MASSACHUSETTS CHILD SUPPORT CONFIRMATION

This page appears if you stated that you are required by a non-Massachusetts court to pay child support.

1. Review the State or Territory and County information. To correct an entry, click **Previous**, make corrections, and return to this page.

Non-Massachusetts Child Support Confirmation

The list below includes Non-Massachusetts child support information on file from a previous claim. A letter will be sent to each Non-Massachusetts state and territory requesting updated child support information. You may contact the state or territory directly if you no longer owe child support or if you have questions about a specific child support order. [Click here for contact information](#).[®]

- When the list is complete, click **Next** to continue the claim process.

U.S. State or Territory	County
Connecticut	Hartford

Note: This list does not include Massachusetts counties. All Massachusetts child support orders are added or updated automatically by the Massachusetts Department of Revenue.

Previous
Next

2. Click **Next**.

DEPENDENT CHILDREN SUMMARY

This page appears if you asked to apply for a dependency allowance. You must fill in the page for the application to be considered.

1. Fill in the page as follows.

- To add a dependent child to the list, click **Add**, and see “Dependent Child Details” on the next page.

Dependent Children Summary

- If you would like to add a dependent, click the **Add** button.
- If you would like to modify existing dependent information, select the button next to the entry and click **Edit**.
- If an incorrect entry was made, select the button next to that entry and click **Delete**.

No records found...

Add **Edit** **Delete**

When the Dependent list is complete, click **Next** to continue the claim process.

Previous **Next**

- To edit a dependent child in the list, click **Edit**, and see “Dependent Child Details” on the next page.

Dependent Children Summary

If you would like to add a dependent, click the **Add** button.
If you would like to modify existing dependent information, select the button next to the entry and click **Edit**.

Select	First Name	Last Name	SSN	Date of Birth	Gender	Status
<input type="checkbox"/>	Peter	Pan	***-**-6543	10/20/2010	M	Approved

Add **Edit** **Delete**

Previous **Next**

- To delete a child’s information from the list, select the child and click **Delete**.

2. To save the information on the Dependent Children Summary page and proceed with the application, click **Next**.

DEPENDENT CHILD DETAILS

This page appears if you asked to apply for a dependency allowance. You must fill in the page for the application to be considered.

1. Enter information about the dependent child.

Unemployment Initial Claim Submit Process

1 → 2 → 3 → 4 → 5 → COMPLETE
Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Dependent Child Details	
First Name:	Tom *
Last Name:	Landry *
Date of Birth:	3/5/2009 * (mm/dd/yyyy)
MI:	R
SSN:	*
Gender:	<input checked="" type="radio"/> Male <input type="radio"/> Female *
Dependent Child Details	
1. Does this child live in the United States or any U.S. Territory?	<input checked="" type="radio"/> Yes <input type="radio"/> No *
2. During the most recent 15 months did you or do you pay more than 50% of the support for this child?	<input checked="" type="radio"/> Yes <input type="radio"/> No *
2a. If no, are you under court order to contribute to child support?	<input type="radio"/> Yes <input type="radio"/> No
3. Are you the natural/adoptive/step-parent/legal guardian of this child?	<input checked="" type="radio"/> Yes <input type="radio"/> No *
3a. Have you filed a petition for adoption?	<input type="radio"/> Yes <input type="radio"/> No
4. Is the dependent over 18?	<input type="radio"/> Yes <input checked="" type="radio"/> No *
If Yes:	
4a. Is the dependent under the age of 24 and in school full time?	<input type="radio"/> Yes <input type="radio"/> No
4b. Is this child unable to work because of a permanent mental or physical disability?	<input type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Previous"/> <input type="button" value="Reset"/> <input type="button" value="Next"/>	

2. Click **Next** to return to the **Dependent Child Summary** page.

DEPENDENCY ALLOWANCE - AUTHENTICATION - CLAIMANT QUESTIONNAIRE

In some cases this page appears if you asked to apply for a dependency allowance. You must fill in the page for the application to be considered.

1. Complete the Questionnaire as directed.

Unemployment Initial Claim Submit Process

Dependency Allowance - Authentication - Claimant Questionnaire

Section 1

The Department of Unemployment Assistance has been unable to verify the identity information for one or more of the dependents for whom you have claimed a dependency allowance listed below:

This information may necessitate a redetermination of your eligibility for dependency allowance. If you have previously been determined eligible for dependency allowance, it will continue to be paid until a redetermination is made and will stop on that date if the dependent(s) is not authenticated. Before any redetermination is made, the department is affording you the opportunity to present documentation verifying dependent(s) identity.
 *DOCUMENTS THAT MUST BE SUBMITTED (Clear, legible, unaltered photocopies - front and back):

Dependents' Social Security Card(s) or some other documentation issued by the government that will verify your dependents' Name(s) and Social security Number(s).
 Dependents' Birth Certificate(s) or some other documentation issued by the government such as Massachusetts ID, Driver's License(s) or passports(s) that will verify your dependents' Name(s) and Date(s) of Birth.

Section 2

Please provide any information about this issue that you would like to add below:

Is there any additional documentation that you would like to send?

2. Click **Submit**. The **Dependent Children Summary** page redisplay with the new information.

Unemployment Initial Claim Submit Process

Dependent Children Summary

- If you would like to add a dependent, click the **Add** button.
- If you would like to modify existing dependent information, select the button next to the entry and click **Edit**.
- If an incorrect entry was made, select the button next to that entry and click **Delete**.

Select	First Name	Last Name	SSN	Date of Birth	Gender	Status
<input type="radio"/>	Tom	Landry	***-**-0601	3/5/2009	M	

When the Dependent list is complete, click Next to continue the claim process.

3. Click **Next**.

WORK INFORMATION

1. Enter or select the requested answers.

Unemployment Initial Claim Submit Process

1 →
 2 →
 3 →
 4 →
 5 → COMPLETE

Initial Questions
General Information
Employment Information
Review, Edit and Submit
Claim Submitted

Work Information

1. Are you a current member of a [trade union](#)[®] that requires you to seek work only through that union's hiring hall? Yes No*

2. Have you been notified by an employer of a definite return to work date? Yes No*

If Yes, enter your return to work date, and select (mm/dd/yyyy) In Writing Not in Writing

means of notification:

3. Are you customarily laid off and do you later return to work with the same or different employer in your industry occupation? Yes No*

Previous
Next

2. Click **Next**.

OCCUPATION SEARCH

1. Enter your job title and click **Search**.

Unemployment Initial Claim Submit Process

1 →
 2 →
 3 →
 4 →
 5 → COMPLETE

Initial Questions General Information Employment Information Review, Edit and Submit Claim Submitted

Occupation Search

- Enter your job title and select **Search** to locate the most accurate description of your occupation.
- Once you have located the most accurate description of your occupation, select the button associated with the Job Title, and select **Next**.
- For additional information related to a Job Title, select the hyperlink associated with the job title.

Job Title:

Search
Reset

2. The Occupation Search Results display.

Search Results		
Select	Job Title	Description
<input checked="" type="radio"/>	Artists and Related Workers, All Other	All artists and related workers not listed separately.
<input type="radio"/>	Automotive Body and Related Repairers	Repair and refinish automotive vehicle bodies and straighten vehicle frames. Excludes "Painters, Transportation Equipment" (51-9122) and "Automotive Glass Installers and Repairers" (49-3022).
<input type="radio"/>	Coating, Painting, and Spraying Machine Setters, Operators, and Tenders	Set up, operate, or tend machines to coat or paint any of a wide variety of products including, glassware, cloth, ceramics, metal, plastic, paper, or wood, with lacquer, silver, copper, rubber, varnish, glaze, enamel, oil, or rust-proofing materials. Excludes "Plating and Coating Machine Setters, Operators, and Tenders, Metal and Plastic" (51-4193) and "Painters, Transportation Equipment" (51-9122).
<input type="radio"/>	Helpers--Painters, Paperhangers, Plasterers, and Stucco Masons	Help painters, paperhangers, plasterers, or stucco masons by performing duties requiring less skill. Duties include using, supplying or holding materials or tools, and cleaning work area and equipment. Construction laborers who do not primarily assist painters, paperhangers, plasterers, or stucco masons are classified under "Construction Laborers" (47-2061). Apprentice workers are classified with the appropriate skilled construction trade occupation (47-2011 through 47-2231).

Previous
Next

3. Review the Job Titles. If necessary, move between pages by clicking the page numbers *above* the Previous and Next buttons.
4. Select the Job Title that is closest to the Occupation.
5. Click **Next**.

ADDITIONAL OCCUPATION INFORMATION

1. Enter the number of years that this work has been performed.

Additional Occupation Information	
Job Title:	Artists and Related Workers, All Other
To search for job title select search <input type="button" value="Search"/>	
How many years have you done this type of work?:	<input type="text" value="10"/>
Note: If you have worked for less than one year, enter 1.	
<input type="button" value="Previous"/> <input type="button" value="Next"/>	

2. Click **Next**.

TAX WITHHOLDING OPTIONS

You can choose to have Federal, State, Federal and State, or No tax withheld from your weekly benefit.

1. Select the preferred tax withholding option.

Tax Withholding Options

* Unemployment benefits are taxable income under both federal and Massachusetts law. I authorize Department of Unemployment Assistance to withhold [income taxes](#) from my unemployment benefits as follows: (select one)

Federal income tax at the rate of 10%; or

State income tax at the rate of 5.3%; or

Both Federal income tax at the rate of 10% and Massachusetts state income tax at the rate or 5.3%; for a combined rate of 15.3%

I choose not to have any income tax withheld at this time.

Note: You may change your income tax withholding choice at any time after you apply.

[Previous](#) [Next](#)

2. Click **Next**.

PAYMENT OPTIONS

You can receive your benefit payment via Unemployment Debit Card or Direct Deposit:

1. Select the preferred payment option.

Unemployment Initial Claim Submit Process

1 →
 2 →
 3 →
 4 →
 5 → COMPLETE

Initial Questions **General Information** Employment Information Review, Edit and Submit Claim Submitted

Payment Options

All unemployment insurance payments are electronic with the exception of your first payment which will be made by paper check. When an unemployment benefit payment is made, the payment is made by either a:

- Deposit made to an [unemployment debit card](#)[®]; or
- [Direct deposit](#)[®] to a personal checking or savings account. Deposits can only be made to banks in the U.S

Your payments will be made to an unemployment debit card unless you select direct deposit and complete the information below or if there is a problem with your direct deposit information.

I would like my benefits paid via a **unemployment debit card**
 I would like my benefits paid by **direct deposit** to a personal bank account

Previous Submit

2. If direct deposit is selected, the page expands immediately with fields for direct deposit information.

- Select Checking or Savings.
- Enter a Routing Transit Number. Click **Verify**. The Bank Name appears under the Verify button.
- Enter and reenter the Bank Account Number.

Payment Options

All unemployment insurance payments are electronic with the exception of your first payment which will be made by paper check. When an unemployment benefit payment is made, the payment is made by either a:

- Deposit made to an [unemployment debit card](#)[®]; or
- [Direct deposit](#)[®] to a personal checking or savings account. Deposits can only be made to banks in the U.S

Your payments will be made to an unemployment debit card unless you select direct deposit and complete the information below or if there is a problem with your direct deposit information.

I would like my benefits paid via a **unemployment debit card**
 I would like my benefits paid by **direct deposit** to a personal bank account

Direct Deposit Information

Enter the following information only if you have chosen **direct deposit** as your payment method.

Select the bank account type Checking Savings

Enter the [Routing Transit Number](#)[®]

Click **Verify** to confirm your bank's name: Verify

Bank Name:

Enter [Bank Account Number](#)[®]:

Re-enter Bank Account Number:

Click **Submit** if the information entered is correct.

Note: You may change your payment option or direct deposit information at any time after you apply.

Previous Submit

3. Click **Next**.

ABOUT EMPLOYMENT AND EMPLOYER INFORMATION

When you reach the Employment Information stage of the claim, by default, the **Additional and Complete Employment** page lists Massachusetts Employers (if any) who have reported wages for you during your base period.

Additional and Complete Employment

A complete list of employers from 4/1/2012 to 5/31/2013 is needed to determine your eligibility and benefit amount.

Provide Additional Employers by:

- selecting Employment Type:
 - Massachusetts Employment
 - Non-Massachusetts Employment
 - Federal Civilian Employment
 - Military Service
- clicking Add

Employer Business Name	Employer Legal Name	Status
Massachusetts Employment	ER-104	INCOMPLETE * Update Delete

Provide Additional Employers

A complete list of employers from 4/1/2012 to 5/31/2013 is needed to determine your eligibility. Use the "Add" button below to add additional Employment.

Employment Type: Select one [Add]

Previous Next

At this point in the claim:

- The Status of every Employer listed on the page is **INCOMPLETE**.
- Each Employer must be reviewed and updated on the **Detailed Employment** page to change the status to COMPLETE.
- Any employers not already listed should be added to the list.

NOTE: If your Social Security Number could not be verified on the Claimant Authentication page, then the Detailed Employment page is not prefilled with any Employers.

There is a different Detailed Employment page for each type of Employer:

- Massachusetts Employers
- Non-Massachusetts Employers
- Federal Civilian Employers
- Military Employers

IMPORTANT NOTE: When an Employer is updated or added to the claim, any Questionnaires about that Employer appear in sequence right after that Employer's detailed information page has been saved. Once all Questionnaires for that Employer have been filled in, the claim displays the **Additional and Complete Employment** page again. At that point, an additional Employer can be updated or added. The same sequence is followed for this Employer – namely all Questionnaires for it must be filled in before any further employers are added.

For simplicity in this document, each type of Detailed Employment page will be described first; then all the Questionnaires that might follow will be described.

IMPORTANT NOTE: The pages that follow provide detailed information on the following:

- Updating a Massachusetts Employer that is Already Listed
- Did Not Work for an Employer that is Already Listed
- Searching for a Massachusetts Employer
- Adding an Employer from Search Results
- Non-Massachusetts Employment
- Federal Civilian Employment
- Military Employment
- Employment Questions and Questionnaires

To skip this information, go to the **Eligibility Information** section on page 62.

Updating a Massachusetts Employer that is Already Listed

If a Massachusetts Employer is already listed on the **Additional and Complete Employment** page, update the information as follows:

1. Click the **Update** button to the right of the Massachusetts Employer name. The **Massachusetts Detailed Employment Information** page appears. (See the following page.)
2. Provide information as requested:
 - Select **Yes** for the question “Did you work for this Employer?”
 - Enter address information if different; start and end dates; and select answers to employment questions.
 - Enter Occupation information.
 - Enter Separation reason.
3. Click **Next**.

Did Not Work for Massachusetts Employer that is Already Listed

If you did not work for a Massachusetts Employer that is listed on the **Additional and Complete Employment** page, do the following:

1. Click the **Update** button to the right of the Massachusetts Employer name. The Massachusetts Detailed Employment Information page appears.
2. Select **No** for the question “Did you work for this Employer?”
3. Click **Next**.

The Additional and Complete Employment page redisplay with a notation that you stated you did not work for the Employer.

Massachusetts Detailed Employment Information	
Our Department records show that you worked for:	
Massachusetts Employer Legal Name: MA-051	
Massachusetts Employer Doing Business As (DBA) Name:	
Employer Legal Address: 19 STANIFORD ST	Employer Physical Location Address: 19 STANIFORD ST
BOSTON Massachusetts 021142502	BOSTON Massachusetts 021142502
Did you work for this employer?: <input checked="" type="radio"/> Yes <input type="radio"/> No*	
<ul style="list-style-type: none"> • If 'Yes', complete the following information: • If 'No', select the Next button. This will remove this Massachusetts employment from your employment list. 	
Most Recent Work Address	
Physical location where work was performed, if different from above:	
Address Line 1:	<input type="text"/>
Address Line 2:	<input type="text"/>
City:	<input type="text"/>
State:	Select one <input type="button" value="v"/>
Zip Code:	<input type="text"/>
Phone:	<input type="text"/> ext: <input type="text"/>
Enter your total period of employment with this employer:	
Employment Start Date ?:	<input type="text" value="10/1/2010"/> (mm/dd/yyyy)
Employment End Date ?:	<input type="text" value="12/2/2011"/> (mm/dd/yyyy)
*Have you had multiple periods of employment with this employer since 10/1/2010	<input type="radio"/> Yes <input checked="" type="radio"/> No
*Are you considered working on-call for this employer?	<input type="radio"/> Yes <input checked="" type="radio"/> No
*Did you work full time for this employer?	<input checked="" type="radio"/> Yes <input type="radio"/> No
*Are you a member of a corporation or a shareholder of this company?	<input type="radio"/> Yes <input checked="" type="radio"/> No
*Are you a sole proprietor , a partner in a partnership, or do you work for a family member who owns/operates a sole proprietorship and/or partnership at this company?	<input type="radio"/> Yes <input checked="" type="radio"/> No
*Are you a school Employee?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Occupational Information	
*Job Title: Artists and Related Workers, All Other	
<ul style="list-style-type: none"> • To enter your job title for this employer click search: <input type="button" value="Search"/> 	
Reason For Separation from this employer	
* <ul style="list-style-type: none"> <input checked="" type="radio"/> Layoff: Some examples are: lack of work, temporary layoff, seasonal layoff, reduction in force (RIF), your position was eliminated, your employer's business closed/plant shutdown (temporarily or permanently). <input type="radio"/> Quit: You decided to leave your employment. This includes found other job, work-related, personal, or medical reasons, change in residence etc. <input type="radio"/> Discharged/Dismissed/Terminated: Your employer decided to end your employment for reason other than layoff. <input type="radio"/> Still Working: This includes full-time, part-time, and on-call employment. <input type="radio"/> Leave of Absence: You and your employer have an agreement that you will take some time off work and you anticipate that you will return to work with this employer in the future. <input type="radio"/> Suspension: Your employer will temporarily not allow you to work. For example: Pending an investigation or disciplinary action. (if for medical reasons, go to leave of absence). <input type="radio"/> Educational Institution: You have a reasonable assurance to return to employment with an educational institution. <input type="radio"/> Strike: You are currently unemployed as a direct or indirect result of a strike. <input type="radio"/> Lockout: You are currently unemployed as a direct or indirect result of a lockout. <input type="radio"/> Conviction: You were discharged by your employer or quit your job due to a conviction of a felony or misdemeanor. 	
<input type="button" value="Previous"/> <input type="button" value="Next"/>	

Searching for a Massachusetts Employer

If a Massachusetts Employer is not listed on the Additional and Complete Employment Information page, first try searching for it.

1. Select **Massachusetts** from the Employment Type drop-down list.

Provide Additional Employers

- To provide additional Employment from 10/1/2010 to 12/12/2011, select the appropriate Employment Type, then select **Add**.

Employment Type: Massachusetts Add

Previous
Next

2. Click **Add**. The Massachusetts **Employer Search** page appears.

Massachusetts Employer Search

You indicated you had Massachusetts employment since 12/11/2010

- To search for your Massachusetts employer enter at least 2 characters of your employer's name in the **Employer Name** field.
- Select the **Search** button to begin your employer search.

[View Search Tips](#)

Employer Name: [Contains](#)[?]
 Employer City:
 Federal Employer Identification Number (FEIN):

Search
Reset

3. Enter one or more search parameters and click **Search**. The search results appear in a list below the Search grid.

Adding an Employer from Search Results

1. Perform the steps in Searching for a Massachusetts Employer.
2. Select the Employer.

Search Results				
Select	DBA Name	Employer Name	Address	Phone Number
<input type="radio"/>		MA-051	19 STANIFORD ST, BOSTON, MA, 02114-2502	617-626-5473
What if I cannot find my employer in the search results? [?]				
Previous Next				

3. Click **Next**. The Massachusetts Detailed Employment Information page appears. (See the previous page.)
4. Provide information as requested:
 - Select **Yes** for the question "Did you work for this Employer?"
 - Enter address information if different; start and end dates; and select answers to employment questions.

- Enter Occupation information.
 - Enter a Separation reason.
5. Click **Next**.

Adding a Massachusetts Employer Manually (when no Employer is found)

1. Perform the steps in Searching for a Massachusetts Employer.
2. When no Employer is found, click **Search** two more times. The “After doing multiple searches” selector appears.

Search Results
No records found...
[What if I cannot find my employer in the search results?](#)
 After doing multiple searches. I cannot find my employer on the list.

3. Select “After doing multiple searches” and click **Next**. The **Massachusetts Detailed Employment Information** page appears where you can enter the Employer name and other information.

Massachusetts Detailed Employment Information
The following issue was detected with your submission:
Notices
You should not be adding information for leasing company unless you worked in the administration of that company. If applicable, you should be adding employment information for the place to which you were assigned by a leasing company.
You selected you worked for:

Employer Name: *

Employer Legal Address

Address Line 1: *
Address Line 2:
City: *
State: *
Zip Code: *
Phone: ext:

Most Recent Work Address
Physical location where work was performed, if different from above:

Address Line 1:
Address Line 2:
City:
State:
Zip Code:
Phone: ext:

Enter your total period of employment with this employer:

Employment **Start Date**: (mm/dd/yyyy)
Employment **End Date**: (mm/dd/yyyy)

*Have you had multiple periods of employment with this employer since 10/1/2010 Yes No

4. Provide information as requested:
 - Enter an Employer Name
 - Enter address information if different; start and end dates; and select answers to employment questions.
 - Enter Occupation information.
 - Enter a Separation reason.
5. Click **Next**.

Adding a Non-Massachusetts Employer Manually

To add a non-Massachusetts Employer:

1. Select **non-Massachusetts Employment** from the **Employment Type** drop-down list in the **Provide Additional Employers** area of the **Additional and Complete Employment** page.

Provide Additional Employers

A complete list of employment from 4/1/2012 to 6/4/2013 is needed to determine your eligibility. Use the "Add" button below to add additional Employment.

Employment Type: Non-Massachusetts Employment Add

Previous
Next

2. Click **Add**. A blank **Employer** page displays.

Employer Name:	<input style="width: 95%;" type="text"/>	*
Employer Legal Address		
Address Line 1:	<input style="width: 95%;" type="text"/>	*
Address Line 2:	<input style="width: 95%;" type="text"/>	
City:	<input style="width: 95%;" type="text"/>	*
State:	Select one ▼	*
Zip Code:	<input style="width: 95%;" type="text"/>	*
Phone:	<input style="width: 95%;" type="text"/>	ext: <input style="width: 50px;" type="text"/>
Most Recent Work Address		
Physical location where work was performed, if different from above:		
Address Line 1:	<input style="width: 95%;" type="text"/>	
Address Line 2:	<input style="width: 95%;" type="text"/>	
City:	<input style="width: 95%;" type="text"/>	
State:	Select one ▼	
Zip Code:	<input style="width: 95%;" type="text"/>	
Phone:	<input style="width: 95%;" type="text"/>	ext: <input style="width: 50px;" type="text"/>
Enter your total period of employment with this employer:		
Employment Start Date [?] :	<input style="width: 95%;" type="text"/>	(mm/dd/yyyy)
Employment End Date [?] :	<input style="width: 95%;" type="text"/>	(mm/dd/yyyy)
*Have you had multiple periods of employment with this employer since 10/1/2010	<input type="radio"/> Yes <input type="radio"/> No	
*Are you considered working on-call [?] for this employer?	<input type="radio"/> Yes <input type="radio"/> No	
*Did you work full time for this employer?	<input type="radio"/> Yes <input type="radio"/> No	
*Are you a member of a corporation or a shareholder of this company?	<input type="radio"/> Yes <input type="radio"/> No	
*Are you a sole proprietor [?] , a partner in a partnership,		

3. Provide information about the non-Massachusetts Employer as requested:
 - Enter an Employer Name
 - Enter address information if different; start and end dates; and select answers to employment questions.
 - Enter Occupation information.
 - Enter a Separation reason.
4. Click **Next**.

Adding a Federal Civilian Employer

To add a Federal Civilian Employer:

1. Select Federal Civilian Employment from the Employment Type drop-down list in the Provide Additional Employers area of the **Additional and Complete Employment** page.

Provide Additional Employers

A complete list of employment from 4/1/2012 to 6/4/2013 is needed to determine your eligibility. Use the "Add" button below to add additional Employment.

Employment Type: Federal Civilian Employment Add

Previous
Next

2. Click **Add**.
3. Provide information about the Federal Civilian Employer as requested:

You previously said you worked for a Federal Civilian employer. Is this correct?: Yes No*

- If 'Yes', complete the following information:
- If 'No', select the Next button. This will remove this Non-Massachusetts employment from your employment list. Select the Department of the Federal Government for which you worked between the period 10/1/2010 to 12/12/2011.

Department / Agency

<input type="checkbox"/> FEDERAL AVIATION ADMINISTRATION/NONE <input type="checkbox"/> DEPARTMENT OF THE ARMY/IDAHO NATIONAL GUARD BUREAU CSU <input type="checkbox"/> U.S. POSTAL SERVICE/NONE <input type="checkbox"/> DEPARTMENT OF THE ARMY/CPAC CSU <input type="checkbox"/> DEPARTMENT OF HOMELAND SECURITY/FEDERAL EMERGENCY MANAGEMENT AGENCY <input type="checkbox"/> DEPARTMENT OF HEALTH & HUMAN SERVICES/HHS/ASPER/ERMD <input type="checkbox"/> DEPARTMENT OF THE INTERIOR/BUREAU OF INDIAN AFFAIRS	<input type="checkbox"/> DEPARTMENT OF THE INTERIOR/NATIONAL PARK SERVICES <input type="checkbox"/> DEPARTMENT OF VETERANS AFFAIRS/VETERANS HEALTH ADMINISTRATION <input type="checkbox"/> DEPARTMENT OF THE TREASURY/INTERNAL REVENUE SERVICE <input type="checkbox"/> DEPARTMENT OF HOMELAND SECURITY/TRANSPORTATION SECURITY ADMINISTRATION <input type="checkbox"/> DEPARTMENT OF THE ARMY/MTMC SUNNY POINT CSU <input type="checkbox"/> DEPARTMENT OF THE ARMY/CPAC CSU <input type="checkbox"/> DEPARTMENT OF THE INTERIOR/U.S. FISH & WILDLIFE SERVICE
--	---

If the Federal department is not listed above, select the correct department from the drop down list: DEPARTMENT OF COMMERCE

Select the correct department from the drop down list: NATL OCEANIC & ATMOSPHERIC ADMIN.

Federal department / agency:

Previous
Next

- Answer **Yes** to the question: "You previously said you worked for a Federal Civilian Employer. Is this correct?"
 - Put a check next to a Department / Agency OR
 - Select a department from the drop-down list AND
 - Select more detailed department information if needed.
4. Click **Next**.

Federal Civilian Detailed Employment
 FIC / Destination Code: **450-9**
 Department / Agency for which you worked: **DEPARTMENT OF COMMERCE/NATL OCEANIC & ATMOSPHERIC ADMIN.**

Physical Location

Address Line 1:
 Address Line 2:
 City:
 State:
 Zip Code:
 Phone: ext:

Enter your total period of employment with this employer:
 Employment **Start Date**?: (mm/dd/yyyy)
 Employment **End Date**?: (mm/dd/yyyy)

Last **Duty Station**® (Line 39 on [SF-50](#)®)
 City: *
 State:
 Overseas Location:

*Have you had multiple periods of employment with this employer since 10/1/2010? Yes No

5. Provide information about the Federal Civilian Employer as requested:
- Enter address information; start and end dates; and select answers to employment questions.
 - Enter Occupation information.
 - Enter a Separation reason.
6. Click **Next**.

Adding a Military Employer

To add a Military Employer:

1. Select **Military Employer** from the **Employment Type** drop-down list in the **Provide Additional Employers** area of the **Additional and Complete Employment** page.

Provide Additional Employers

A complete list of employment from 4/1/2012 to 6/4/2013 is needed to determine your eligibility. Use the "Add" button below to add additional Employment.

Employment Type:

2. Click **Add**.

Military Detailed Service Information

- Claimants with military service in the National Guard or Reserve Component that **do not have at least 90 days of continuous active duty** are not eligible for unemployment insurance benefits for this employer.
- Refer to your DD214-Member 4 to complete the following information. If you have served more than one term of service, complete the information for your most recent term military service.

*Select your Branch of Service:

Military Service [Start Date](#) (Line 12a on DD214):
(mm/dd/yyyy)

Military Service [End Date](#) (Line 12b on DD214):
(mm/dd/yyyy)

3. Provide information about the Military Employer as requested:

- Enter the Branch of Service.
- Enter the Military Service Start Date.
- Enter the Military Service End Date

4. Click **Next**.

EMPLOYMENT QUESTIONS AND QUESTIONNAIRES

This section provides some of the question pages and Questionnaires that may appear as a result of the answers and selections on the Detailed Employment Information pages.

NOTE: Not every claimant sees these pages.

Most Recent Employment Period for this Employer

This page appears if the Question: Have you had multiple periods of employment with this Employer is answered Yes on the **Detailed Employment Information** page.

1. Enter the most recent Start and End dates.

Most Recent Employment Period for this employer		
In the previous screen you had indicated that you worked for this employer more than once since 10/1/2010 of claim. Enter your most recent Employment Start Date and Employment End Date with this employer.		
Employment Start Date [?] :	11/01/2011	(mm/dd/yyyy)
Employment End Date [?] :	12/2/2011	(mm/dd/yyyy)
<input type="button" value="Previous"/> <input type="button" value="Next"/>		

2. Click **Next**.

Corporate Officer/Shareholder (Separated)

This page appears if the Question: Are you a member of a corporation or a shareholder of this company is answered Yes on the Detailed Employment Information page.

Corporate Officer / Shareholder	
I am permanently separated from 'MA-051' :	
* <input type="radio"/>	Yes
<input type="radio"/>	No
<input type="button" value="Previous"/> <input type="button" value="Next"/>	

Answer **Yes** or **No** and click **Next**.

Corporate Officer/Shareholder (Active)

This page appears if the statement I am permanently separated from <company name> is answered Yes on the Corporate Officer/Shareholder (separated) page.

Corporate Officer / Shareholder	
Is the corporation still active?	
* <input checked="" type="radio"/>	Yes
<input type="radio"/>	No
<input type="button" value="Previous"/> <input type="button" value="Next"/>	

Answer **Yes** or **No** and click **Next**. If a Questionnaire displays, answer all relevant questions and submit.

Sole Proprietorship/Partnership

This page appears if the Question: Are you a sole proprietor, a partner in a partnership, or do you work for a family member who owns/operates a sole proprietorship and/or partnership at this company? is answered Yes.

Sole Proprietorship / Partnership
You indicated that you are **self-employed®** or employed by a family member. Indicate what type of business you are employed by.
* Sole Proprietorship
 Partnership

Previous Next

Answer **Yes** or **No** and click **Next**. If a Questionnaire displays, answer all relevant questions and submit.

Reason for Quit

This page appears if the separation reason selected was Quit.

1. Select the reason. Click **Next**.

Reason for Quit
Please select the reason that best describes why you quit your job. You will have an opportunity to provide more details within this section of the application.
* Combination of quitting and being discharged or laid off
 Health or Safety reasons
 I was not satisfied with the job or conditions of employment or the employment changed
 Other work
 Personal reasons
 Reason not mentioned above

Previous Next

2. On the following pages, select the detailed information that best applies.
3. Complete the Questionnaire as directed.
4. Click **Submit**.

Reason for Being Discharged

This page appears if the separation reason selected was Discharged.

1. Select the reason. Click **Next**.

Reason for Being Discharged

Please select the reason that best describes why you were discharged from your job. You will have an opportunity to provide more details within this section of the application.

- * Drugs or Alcohol
- Loss of license
- My behavior
- Policy violation (Please select this reason for any discharge when the employer cites a rule or policy)
- Safety violation, accident, or equipment damage
- Theft, Misappropriation, or Falsification
- Unsatisfactory attendance
- Work performance or qualifications
- Reason not mentioned above

2. On the following pages, select the detailed information that best applies.
3. Complete the Questionnaire as directed.
4. Click **Submit**.

Still Employed

This page appears if the separation reason selected is Still Employed.

Select the reason. Click **Next**. If a Questionnaire displays, answer all relevant questions and submit.

Still Employed

* I am currently working part-time.

I am still employed but my hours have been reduced.

I am currently working full time.

I am currently working on-call as needed. Some weeks I may work a variable number of hours and in some weeks I may work no hours.

Leave of Absence

The Leave of Absence – Claimant Questionnaire appears if the reason for separation is Leave of Absence.

1. Complete the Questionnaire as directed.
2. Click **Submit**.

Reason for Being Suspended

This page appears if the separation reason selected is Suspended.

1. Select the reason. Click **Next**.

Reason for Being Suspended

Please select the reason that best describes why you were suspended from your job. You will have an opportunity to provide more details within this section of the application.

- * Conviction
- Drugs or Alcohol
- Indictment while in Public Office
- Loss of license
- Policy violation (Please select this reason for any discharge when the employer cites a rule or policy)
- Safety violation, accident, or equipment damage
- Theft, Misappropriation, or Falsification
- Unsatisfactory attendance
- Work performance or qualifications
- My behavior
- Reason not mentioned above

Previous Next

2. On the following pages, select the detailed information that best applies.
3. Complete the Questionnaire as directed.
4. Click **Submit**.

School Employees

The *School Employees – Reasonable Assurance – Claimant Questionnaire* appears if the separation reason selected is *School Employee*.

1. Complete the Questionnaire as directed.
2. Click **Submit**.

Labor Dispute - Strike

The *Labor Dispute – Strike - Claimant Questionnaire* appears if the separation reason selected is *Labor Dispute - Strike*.

1. Complete the Questionnaire as directed.
2. Click **Submit**.

Labor Dispute - Lockout

The *Labor Dispute – Lockout - Claimant Questionnaire* appears if the separation reason selected is *Labor Dispute - Lockout*.

1. Complete the Questionnaire as directed.
2. Click **Submit**.

Conviction

The Conviction - Claimant Questionnaire appears if the separation reason selected is Conviction.

1. Complete the Questionnaire as directed.
2. Click **Submit**.

ADDITIONAL AND COMPLETE EMPLOYMENT

After each Employer has been added, and all questionnaires (if any) have been filled in, the **Additional and Complete Employment** page redisplay.

Once ALL Employers have been added to the page and the status for each is **Complete**, click **Next** to continue to the **Eligibility Information** page.

Unemployment Initial Claim Submit Process

1 Initial Questions → 2 General Information → 3 **Employment Information** → 4 Review, Edit and Submit → 5 Claim Submitted → COMPLETE

Additional and Complete Employment

A complete list of employment from 4/1/2012 to 5/9/2013 is needed to determine your eligibility and benefit amount.

- If an employer is listed with a status of "Incomplete," select the "Update" button to review and complete the missing information.
- If the list of employers has a status of "Complete" and reflects all the employment that you have had in the past year, select "Next."
- If the list does not include all the employment that you have had in the past year, select the type of employment and the "Add" button below.

Employer Business Name	Employer Legal Name	Status		
Massachusetts Employment	ER-104	COMPLETE	* Update	Delete

Provide Additional Employers

A complete list of employment from 4/1/2012 to 5/9/2013 is needed to determine your eligibility. Use the "Add" button below to add additional Employment.

Employment Type:

ELIGIBILITY INFORMATION

The Eligibility Information page collects additional information about:

- Union Pension Fund payments
- Other Pension Fund payments
- Workers' Compensation payments
- Vacation or Personal Time Off Pay
- Severance Pay
- Participation or training for a sporting event as coach, athlete, or referee
- Current enrollment in a school or training program

Answer **Yes** or **No** to each question and click **Next**.

Unemployment Initial Claim Submit Process

```

graph LR
    1((1)) --> 2((2))
    2 --> 3((3))
    3 --> 4((4))
    4 --> 5((5))
    5 --> COMPLETE[COMPLETE]
    style 3 stroke:#0000FF,stroke-width:2px
    
```

Eligibility Information	
Since Sunday, April 01, 2012, have you applied for or are you receiving any of the following:	
1. Payments from a Union Pension Fund contributed to by one or more employers? (including lump sum and periodic payments)	<input type="radio"/> Yes <input checked="" type="radio"/> No
2. Payments from a pension fund, annuity fund, or retirement account contributed to by an employer? (Including 401K and lump sum or periodic payments.)	<input type="radio"/> Yes <input checked="" type="radio"/> No
Since Sunday, April 01, 2012, have you received, applied for, or are you receiving any of the following:	
3. Workers' compensation payments for the loss of wages?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Since Sunday, April 01, 2012, have you received, are you receiving, or do you expect to receive any of the following:	
4. Vacation or Personal Time Off (PTO) pay because of or upon your severance of employment (includes temporary layoffs)	<input type="radio"/> Yes <input checked="" type="radio"/> No
5. Severance Pay or any other payments due to separation from employment?	<input type="radio"/> Yes <input checked="" type="radio"/> No
<ul style="list-style-type: none"> • Severance or other pay may include any types of payment such as severance pay, pay in lieu of dismissal notice, continuation pay (not performing services but still being paid), a retention or "stay" bonus or any other payment based on years or length of service. • Does NOT include regular earnings for work performed. 	<input type="radio"/> Yes <input checked="" type="radio"/> No
Since Sunday, April 01, 2012:	
6. Were you paid to participate in or train for professional sporting events at any level as a coach, athlete, or referee?	<input type="radio"/> Yes <input checked="" type="radio"/> No
7. Are you currently enrolled in school or a training program?	<input type="radio"/> Yes <input checked="" type="radio"/> No
<div style="display: flex; justify-content: center; gap: 10px;"> Previous Next </div>	

ADDITIONAL ELIGIBILITY QUESTIONS AND QUESTIONNAIRES

After the **Eligibility Information** page, some additional pages may appear asking questions that are relevant to your application. Answer all questions and proceed until you reach the **Important Information about Your Unemployment Benefits**.

NOTE: Not all claimants will have additional pages with questions.

See the following table for some of the question pages or Questionnaires that might appear.

Page	Description
Eligibility Information and Union Pension	This page appears if you had income from a Union Pension Fund.
Pension - Union Pension - Claimant Questionnaire	This Questionnaire appears if you had income from a Union Pension Fund.
Eligibility Information - Pension or Retirement Claim	This page appears if you had income from a Pension Fund.
Pension - Union Pension - Claimant Questionnaire	This Questionnaire appears if you had income from a Pension Fund.
Workers Compensation Employer	This page appears if Workers' Compensation was received.
Other Pay and Benefits - Workers Compensation - Claimant Questionnaire	This Questionnaire appears if Workers' Compensation was received.
Eligibility Information - Vacation or Personal Time Off (PTO) Pay	This page appears if there was Vacation or Personal Time Off Pay
Eligibility Information - Separation Pay	This page appears if you received Severance Pay.
Sport-Related Employer	This page appears if you are being paid to participate in or train as a coach, athlete, or referee.
Eligibility Information – School/Training	This page appears if you are currently enrolled in school.

IMPORTANT INFORMATION ABOUT YOUR UNEMPLOYMENT BENEFITS

This page provides important information on work search, availability, location, and the Career Center.

1. If you have read and understood the information on the page, put a check in the box.
2. Click **Next** to proceed.

Unemployment Initial Claim Submit Process

```

graph LR
    1((1)) --> 2((2))
    2 --> 3((3))
    3 --> 4((4))
    4 --> 5((5))
    5 --> COMPLETE[COMPLETE]
    style 4 stroke:#0000FF,stroke-width:2px
  
```

Important Information about Your Unemployment Benefits

Please read and certify:

- a. You must make at least 3 attempts to look for work on 3 different days of each week that you are unemployed and you must keep a record of your **Work Search Activity Log** in case you are asked by DUA to send it to us for review and verification of those attempts.
- b. You must be able to work, available to work, and actively seeking work in order to be eligible for unemployment benefits. You must respond to all DUA requests for information in a timely manner or a decision will be made without your statement that may affect your right to collect unemployment benefits.
- c. If you move and change your address or your telephone number you must update your contact information in the UI Online system immediately.
- d. You must register with a Massachusetts One-Stop Career Center and attend a Career Center Seminar to receive your unemployment benefits. For a listing of career centers, please follow the web address: <http://www.mass.gov/careercenters/>.

Massachusetts Law provides penalties and/or imprisonment for false statements used to obtain unemployment benefits. DUA will actively pursue fraudulently collected benefits to the fullest extent of the law.

I have read and understand the information above. I understand that DUA will verify the information that I provide.*

Previous
Next

APPLICATION NOT YET COMPLETE

The **Application Not Yet Complete** page contains instructions on completing the application, and gives the opportunity to modify information in the claim before submitting it.

1. Review the instructions.

The screenshot shows the 'Application Not Yet Complete' page. At the top, a process flow diagram titled 'Unemployment Initial Claim Submit Process' shows five steps: 1. Initial Questions, 2. General Information, 3. Employment Information, 4. Review, Edit and Submit, and 5. Claim Submitted. Step 4 is highlighted. Below the diagram is a blue header 'Application Not Yet Complete'. The main content area contains instructions: 'Your application is not yet submitted. To complete your application you must do the following:' followed by a list of steps. A callout box points to the top of the page, stating 'This is the top of the page -- scroll down to review information'. Another callout box points to the instructions, stating 'Review instructions on completing the claim'.

2. Scroll down to the **Review and Edit Contents** area, and review the information in each panel.

To Modify Entries in the Review and Edit Contents Area

1. Click the **Modify** button under the section that displays the information you want to edit.

NOTE: There are several **Modify** buttons on the page. Choose the one that falls closest under the section to edit.

The screenshot shows the 'Review and Edit Contents' page. It has a blue header 'Review and Edit Contents'. Below the header, it says 'To review each section of your claim click on the section header links below or scroll down the screen.' followed by a list of links: Initial Questions, General Information, Employment Information, and Eligibility Questions. Below this is a section titled 'The following is a summary of your entries during this Unemployment Benefit Application process:'. Underneath is a table with the following data:

Benefit Claim Effective Date:	Sunday, April 28, 2013
How many hours do you typically work during a week:	40
How many hours did you work during the week of Sunday, May 05, 2013 through Saturday, May 11, 2013:	
Are you unemployed as a direct result of a layoff or reduction in hours of work by the Military or a Civilian Federal Employer?	
Employed in state other than Massachusetts (excluding military and federal civilian employment benefits from a state other than Massachusetts):	No
Enter the ZIP code of your home address:	021142502

A callout box points to the 'Modify' button at the bottom of the page, stating 'Click **Modify** to edit the claim from this point'. Another callout box points to the middle of the page, stating 'This is the middle of the page -- scroll down to view other information, or to submit the claim'.

2. This returns to a page on or before the one where the information was originally entered.
3. Click **Next** until the page to be edited is reached again.

NOTE: Most previously entered information is retained, but some data may need to be reentered before you can progress through the application.

4. Edit the data.
5. Click **Next** until the **Application Not Yet Complete** page is reached again.

NOTE: Changes to certain answers may cause new pages or fields to be added to claim.

Submit the Application

1. Once you have verified that all the information provided on the page is correct:
 - Scroll to the **Identify Verification** area of the **Application Not Complete** page.
 - Put a check in the box to indicate that you have answered all questions fully and truthfully.
 - Enter your Social Security Number.
2. Click **Submit the Unemployment Benefit Application** button.

Identity Verification

* **I have answered all questions fully and truthfully.** I know that to receive benefits I must provide accurate information. I know that to receive benefits I must provide accurate information. I know that to receive benefits I must provide accurate information. I know that to receive benefits I must provide accurate information.

By clicking Submit, I acknowledge that, under penalty of perjury, all information provided is true and accurate to the best of my ability.

Enter Your Social Security Number:

Submit the Unemployment Benefit Application

Note : Upon completion of your application, you must select the "Submit your Unemployment Benefit Application" button to process the application. **Your application will NOT be processed if you exit before you submit your unemployment benefit application.**

This is the end of the page.

Check the box, enter the SSN, and click **Submit**

CONFIRMATION

This page provides information about the claim, the benefit, staying eligible for benefits, and requesting benefits. Click **Next** to proceed to the next page.

Unemployment Initial Claim Submit Process

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graph LR; 1((1)) --> 2((2)); 2 --> 3((3)); 3 --> 4((4)); 4 --> 5((5)); 5 --> COMPLETE[COMPLETE];
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Massachusetts Unemployment Benefit Claim Confirmation

Your Standard (STUI) Unemployment Benefit claim has been submitted.

- Time and date submitted: 5/31/2013 10:09:05 AM

To assist us in processing your account information and determining your eligibility for benefits, you must follow the instructions below. If you have access to a printer, select the "Printer Confirmation" link for a printer confirmation. Keep the printed copy for your reference. [Print Confirmation](#)

Time and Date of Submission

Print Confirmation

Disaster Unemployment Assistance (DUA) Application

You may be eligible for federal Disaster Unemployment Assistance (DUA). To complete a [Disaster Application](#).

Disaster Application Link

Preliminary Estimate

Based on the employment information provided on your application, it will take approximately 10 business days to provide a determination of unemployment benefits. A "Determination of monetary benefit" will be provided to you. You may also view your unemployment benefit claim information on-line in approximately 10 business days through the "My Unemployment Benefit Claim" link.

Preliminary Estimate

Actively Look for Work

Look for work: While you are unemployed and requesting unemployment insurance benefits, you are required to **actively seek suitable employment** for each week you request benefit payment. "Actively Look" means conducting the following type of activities to find work:

- Complete employment applications
- Send employment resumes
- Attend Job Seeking Seminars
- Networking, Etc.

Keep a list of your activities, as you may be required to provide this information at any time for the duration of your claim.

• **Reemployment Session:** Individuals who qualify for unemployment benefits and do not expect recall to work within 30 days, may be required to attend a Reemployment session. The session includes an individual service (eligibility) plan, a presentation on barriers to employment, dislocated work identification and information about the WorkForce Center System.

Requirements

Request Benefit Payment

To receive unemployment benefits, you must make timely requests for payment. You are required to submit your first Request For Payment during the week of:

- Sunday, May 26, 2013 through Saturday, June 01, 2013
- Sunday - Friday, 5:00 am to 9:59 PM (Eastern Time)

Requesting Benefit Payments

Information Handbook

[Click here to access the Information Handbook.](#) As a claimant, you should review the information booklet to understand your eligibility for filing weekly UI benefits, and where to get help for providing general information about claiming Unemployment Insurance benefits. This booklet is intended to provide general information about claiming Unemployment Insurance benefits, including a list of frequently asked questions and answers, please go to <http://www.mass.gov/dua>

Handbook and Website

Next

PROTECTING YOUR PRIVACY AND OTHER INFORMATION

This last page of the claim provides you with some guidelines: Protecting Privacy, Online Claimant Information, and Job Search Resources and Services.

When this page appears, you are done applying for benefits.

Protecting Your Privacy

If you are in a public place or are otherwise concerned about others viewing your information, we strongly advise exiting the web browser after reviewing the information on any of the unemployment benefit web pages

Online Claimant Information

Information about your unemployment benefit claim is available online. After filing your unemployment benefit claim, each time you log in with your social security number and password, you will be able to do the following:

- View Your Claim Action Items: When additional information is needed to process your claim or payment, your "Claim Home Page" will display messages advising you what you need to do.
- Request Benefit Payments: Every week you are required to submit a request for benefit payment. Your "Claim Home Page" will inform you of the time frame in which to make a timely request for benefit payment.
- View Your Claim Information: You have the ability to view any benefit determinations, payment information such as payment dates and amounts, as well as your general claim information.
- Maintain Your Claim Information: You have the ability to change your address, update your tax withholding or change your payment method.

Select the [Return to Your Claim Home page](#) link at the bottom of this page to access your claim information.

Job Search Resources and Services

[Massachusetts One-Stop Career Centers](#) serve as a vital link, connecting workers and employers to bring about economic opportunity. These centers offer a variety of employment-related services for job seekers and businesses including:

- Public /Private sector jobs and employment information - access up-to-date local, statewide and national job listings
- Career Center Seminars – learn about a wide variety of services to help you with your job search
- Career Counselors – dedicated job counselors can work with you on your job search, help you write your resume, access online job banks and connect you with hiring employers
- Exploring Career Options – research career, job and employment options in a variety of industries and locations
- Other programs – learn about programs and services for veterans, disabled workers, unemployed workers and families receiving transitional support
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Not all services are available at each One-Stop Career Center. Visit the Massachusetts Department of Unemployment Assistance website at www.mass.gov/dua for a complete listing of services and One-Stop Career Centers.

For a printer-friendly version of this information, [click here](#).

[Return To Home Page](#)

COMPLETING THE APPLICATION

Click the **Return to Home Page** link to view the Claimant Home page, or click **Logoff** to exit.

THE CLAIMANT HOME PAGE

The Claimant Home page displays links that let you view and maintain information, request benefits (when applicable), display the Inbox, and more.



For detailed information on accessing UI Online, see the section, "Claimant Login, Password, and Navigation." The section has information on:

- Claimant login
- Claimant logoff
- WebCert, TeleCert, and CertCard user login to UI Online
- Setting a password if DUA completed the application for you
- Forgot password process
- Resetting a password
- Navigation tips
- My Inbox

For detailed information on activities to perform within your account, see the section, "Claimant Activities."

When it is time to request your weekly benefit payment, the **Request Benefit Payment** link automatically appears on your Home page. Click the link to request payment. See "Requesting Weekly Benefits" for more information.