News Release

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EDD Announces Online, Mobile Unemployment Insurance Services

SACRAMENTO – The California Employment Development Department (EDD) today announced its new UI Online℠ services – a 24 hour-a-day, 7-day-a-week secure way for individuals to manage their unemployment insurance (UI) claims online or on mobile devices. The UI Online℠ service will help EDD's customers avoid delays in UI payments by providing easy online access and reducing the need to use the phone or mail when certifying for their continuing unemployment benefits.

"UI Online continues EDD's commitment to provide high-quality, convenient services to our customers by enabling them to connect with us online, on their schedule," EDD Director Patrick W. Henning, Jr. said. "We're making it easier to access our services through computers, tablets and smartphones – not only for unemployment benefits, but also for a wide variety of EDD services."

 Unemployed Californians registered for UI Online℠ will also be able to use the new UI Online Mobile℠ site, a website that is optimized for use on smartphones and tablet computers. Claimants will be able to access UI services from their handheld device on their schedule.

UI Online℠ and UI Online Mobile℠ will provide existing and new UI customers:

- Increased access to claim and payment information,
- Faster claim processing, and
- Immediate confirmation when bi-weekly claim certifications have been successfully submitted.

Beginning this weekend, EDD will mail letters to the more than 400,000 Californians currently collecting unemployment benefits inviting them to register and begin using UI Online℠. New and existing UI customers will be encouraged to use UI Online℠ at their convenience for all their UI needs.

Once customers have received the letter with the required EDD Customer Account Number, they can register for UI Online℠. Customers will then be able to use UI Online℠ to manage their UI claims, in English or Spanish, allowing them to:

(more)

- Certify for benefits and report any work and wages;
- Get detailed payment information for all processed payments;
- Update contact information with much greater convenience;
- View scheduled appointments and reschedule phone interviews without having to speak to a representative;
- Reopen existing claims without speaking to a representative;
- Set personal preferences to receive certain EDD correspondence electronically and to indicate preferred written and spoken languages;
- Opt out of receiving paper Continued Claim forms which helps significantly save on resources; and
- View and print benefit tax information (Form 1099G) for up to five years and request duplicate forms.

Over the last several weeks of the initial roll-out phase, 15,000 unemployment claimants have registered for the new system. Of those first customers, 95 percent who certified for their benefits chose to continue using UI Online℠ or UI Online Mobile℠ to submit their ongoing eligibility information.

To help guide customers through the UI Online system and features, the EDD has developed video tutorials available on [YouTube](#).

- [UI Online℠: Overview and Registration (Spanish Available)](#)

- [UI Online℠: Certify for Continued Benefits Using UI Online (Spanish Available)](#)

- [Certify using UI Online Mobile](#)

- [UI Online: Reopen Your Claim](#)

The new UI Online℠ and UI Online Mobile℠ are the latest members of EDD's suite of online services designed to provide customers quick access to a wide range of EDD services, including:

- Job search assistance through [CalJOBS℠](#);
- State Disability Insurance (SDI) services through [SDI Online](#) and [SDI Online Mobile](#);
- Assistance for employers through [e-Services for Business](#);
- And video tutorials on [YouTube](#) to help customers access and use EDD services.

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