

WORKFORCE SERVICES INFORMATION NOTICE

Number: WSIN15-11

Date: September 25, 2015

Expiration Date: 10/25/17

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TO: WORKFORCE DEVELOPMENT COMMUNITY

SUBJECT: DECOMMISSIONING OF THE EDD WEB-CERTSM PROGRAM

Due to the completion of the Unemployment Insurance (UI) OnlineSM system rollout, the Employment Development Department's (EDD) Web-CertSM Program was decommissioned on September 16, 2015.

As part of the decommissioning of EDD Web-CertSM program, the following has occurred:

- All EDD Web-CertSM accounts have been deactivated.
- The EDD Web-CertSM link was removed from the EDD webpage and the Thin Client computers landing page.
- America's Job Center of CaliforniaSM staff have been instructed to remove and destroy all EDD Web-CertSM marketing material, including posters.
- All EDD Web-CertSM users are now redirected to UI OnlineSM in order to certify for benefits.

All UI customers previously registered with the EDD Web-CertSM will need to register and create an account with UI OnlineSM using their EDD Customer Account Number.

In order to assist customers with the transition to UI OnlineSM, the EDD has taken the following steps:

- *EDD Website* – Web content has been updated and an alert box has been placed on the [EDD Web-CertSM landing page](#) advising customers of this change.
- *Frequently Asked Questions (FAQs)* – The EDD has added a list of [FAQs](#) about the transition to its website.
- *Direct Mailing* – EDD Web-CertSM users were mailed a [letter](#) that contained a duplicate copy of their EDD Customer Account Number (Form DE 5614).
- *E-mail Reminder* – An e-mail was sent to all recipients of the direct mailing shortly before the decommission date to remind them of the upcoming change.

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

- *Social Media* – The EDD Facebook page, Twitter account, and e-mail subscription service, ListServ, are being used to communicate important information.
- *Ask EDD* – EDD Web-CertSM EDDCOMM topics were removed, with the exception of an informational topic which will redirect customers to UI OnlineSM.
- *Forms and Publications* – Most commonly used forms and publications have been updated to reflect UI OnlineSM, with a goal for all remaining forms to be updated by the end of the year.

To learn more about UI OnlineSM, please visit [UI OnlineSM](#), which includes a series of UI OnlineSM [FAQs](#). Information is also accessible by logging on to [UI OnlineSM Mobile](#).

/S/ JOSÉ LUIS MÁRQUEZ, Chief
Central Office Workforce Services Division