

TIPS FOR USING THE EDD WEB-CERTIFICATION (EDD WEB-CERTSM)

What is EDD Web-CertSM?

EDD Web-CertSM is an online method which allows you to certify for your Unemployment Insurance (UI) benefits on a biweekly basis by using the Employment Development Department (EDD) website: www.edd.ca.gov.

The EDD offers this new service to provide a more user-friendly method of certifying for UI benefits that will help reduce errors made on the paper *Continued Claim Form* that can cause benefit payment delays. The online version of the form will not be submitted to the EDD until all questions are completed.

The questions asked on EDD Web-CertSM are the same questions on the paper *Continued Claim Form*, DE 4581. The paper claim form will continue to be issued to you until all unemployment systems are fully automated, regardless of which certification method you use. However, if you choose to submit your *Continued Claim Form* online, do not also submit a form through the mail. Certifying online and submitting a paper *Continued Claim Form* could delay your benefit payments.

➤ **Advantages: EDD Web-CertSM**

- Convenient and eliminates mail time and postage costs.
- Available 24 hours a day, 7 days a week. However, you must wait until after the ending date of the benefit claim week(s) to certify (the date indicated on the front of the paper claim form sent to you).
- Allows you to verify or edit your answer(s) before submitting the certification.
- Accepts your certification submission as your electronic signature.
- Allows you to print your completed certification for your records.

➤ **Accessing EDD Web-CertSM**

- Visit the EDD website at www.edd.ca.gov and select the Unemployment tab. The EDD Web-CertSM link will be on the right of the page.
- The first time you use EDD Web-CertSM, you will be asked to register and create a user name and password. On subsequent visits, you will need to use the user name and password you created during registration to access EDD Web-CertSM.
- Additional information and instructions will be available on the website to assist in the certification process.
- You are responsible for the answers on your paper *Continued Claim Form* or when you certify using EDD Web-CertSM. If you give false information or do not report information that you should report, you may be subject to disqualification and penalties.
- More information about the certification process is included in the handbook, *A Guide to Benefits and Employment Services*, DE 1275A, that was sent to you after you filed your claim. It explains how to properly complete the *Continued Claim Form*.

➤ **Some temporary limitations on using the EDD Web-CertSM method**

Some claimants participating in the following UI programs will not be able to certify using the EDD Web-CertSM until all unemployment systems are fully automated:

- ✓ Apprenticeship Training
- ✓ California Training Benefits (CTB)
- ✓ Disaster Unemployment Assistance (DUA)
- ✓ Federal-State Extended Duration (FED-ED) Extension
- ✓ Partials Program (including Fisher partials and PMA partials)
- ✓ State Special School Benefits (SSSB)
- ✓ Trade Readjustment Allowance (TRA)
- ✓ Work Sharing Program (WS)

➤ **In addition, if during any benefit weeks any of the following conditions apply to you, you must submit a paper form instead of using EDD Web-CertSM**

- You changed your address or phone number.
- You served on jury duty.
- You have performed work and/or earned wages during any week of the certifying period (this includes all reportable income such as pension, workers' compensation, residuals, and commission).
- You are directly involved in a trade dispute and are on strike or locked out by your employer.

➤ **After you certify for UI Benefits**

- Even if you use the EDD Web-CertSM to certify for benefits, you will continue to receive a paper *Continued Claim Form* in the mail. You may certify for benefits using the paper form or EDD Web-CertSM as long as one of the above temporary limitations or conditions do not apply to you.
- DO NOT mail your paper claim form for any of the same week(s) you certify using the EDD Web-CertSM since it may delay your payments. The system will use the first certification submitted to process your payments. Also, do not send any other correspondence to the address indicated for paper *Continued Claim Forms* because that too could delay processing.
- If you realize you made an error certifying for benefits using any of the available methods, contact the EDD immediately through the EDD website at www.edd.ca.gov or call one of the available toll-free phone numbers listed on the EDD website to speak to a representative.
- Allow 10 days for the processing of your EDD Web-CertSM or paper form before contacting the EDD about the status of your benefit payment.