

How to Set Up a UI OnlineSM Account



UI Online is a fast, convenient, and secure way to manage your Unemployment Insurance (UI) claim. You can certify for continued benefits, reopen a claim, and view payment activity at any time.

You will need to complete a one-time registration for Benefits Program Online to access your UI Online account. Benefit Programs Online is your single login to access the Employment Development Department's (EDD) online benefit services.

Step 1: Create a Benefit Programs Online Login

- Visit www.edd.ca.gov/BPO and select Register.
- Accept the terms and conditions to continue.
- Provide a personal email address used only by you and create a password.
- Choose a personal image and caption. Select and answer four security questions.
- Check your email. Select the unique link within 48 hours of receiving the email to complete the process or you'll need to start over.

Important: Check your junk/spam folder if you don't see this message in your inbox.

Step 2: Register for UI Online

Log in to Benefit Programs Online and select UI Online to begin registration. You'll need to provide the following information:

- First and last name as it appears on your claim
- Date of birth
- Social Security number
- EDD Customer Account Number*

*If you're a new UI customer, allow 10 business days after filing a claim to receive your EDD Customer Account Number Notification (DE 5614) by mail.

If you lose or misplace your EDD Customer Account Number, call the EDD at 1-800-300-5616. Business hours are Monday through Friday, between 8 a.m. to 12 noon (Pacific Time), except on state holidays.

Step 3: Use UI Online

- Check your UI Online inbox on a regular basis for important notifications from the EDD.
- Certify for continued benefits online for faster processing.
- View payment information, certification status, and more.

www.edd.ca.gov/UI_Online

How to Set Up a UI OnlineSM Account

Help with UI Online

Use the built-in help feature to complete the required fields. Select the (?) icon or access the help text link in the upper right-hand corner of the screen. Additional online tools, including instructional video tutorials and FAQs, are available at www.edd.ca.gov/UI_Online.

If you still need technical assistance with your UI Online account, such as help with registration or using the website, call the EDD at 1-800-300-5616. Business hours are Monday through Friday, between 8 a.m. to 12 noon (Pacific Time), except on state holidays.

Protect the Security of Your Account

Never share confidential information such as your password or Social Security number with anyone. If your account has been compromised, contact the EDD.

Browser Compatibility and Pop-up Blockers

EDD's online systems are compatible with the latest versions of Internet Explorer, Google Chrome, and Mozilla Firefox. Additionally, you must disable pop-up blockers to access features of UI Online.

If you need technical assistance with your UI Online account, such as help with registration or using the website, call the EDD at 1-800-300-5616. Business hours are Monday through Friday, between 8 a.m. to 12 noon (Pacific Time), except on state holidays.

www.edd.ca.gov/UI_Online