Employment Development Department
State of California

INFORMATION NOTICE

Date: October 4, 2017 **Number:** WSIN17-10
Expiration Date: 11/04/2019

EDD INTRODUCES BENEFIT PROGRAMS ONLINE

On October 16, 2017, Employment Development Department (EDD) customers will have a new and simplified way to access Unemployment Insurance (UI), Disability Insurance (DI), and Paid Family Leave (PFL) online benefit services.

The new Benefit Programs Online (BPO) portal will become the single access point for UI Online℠ (UI claims) and SDI Online (DI and PFL claims). In addition to the convenience of a single login, BPO leverages the latest technology to help deter fraud and protect customers against cyber threats.

To use the EDD benefit systems on or after October 16, 2017, all customers must first establish a BPO login by providing an email address, creating a password, and setting up a security profile. They will use this single login to register for UI Online or SDI Online. Customers with an existing UI Online and SDI Online account may use a streamlined re-registration process through December 14, 2017, by using their current username and email address. After this date, they must register as a new user.

Should customers visiting an America's Job Center of California℠ request assistance with establishing a BPO login, please refer them to the Benefit Programs Online webpage for more information and resources. After implementation, this webpage will be updated to include a video with step-by-step instructions on how to create a BPO login and register or re-register for UI Online and SDI Online. Refer customers to the Department Directory if they need further technical assistance with their account.

The EDD Workforce Services Training Managers and the Local Workforce Development Area Regional Training Coordinators will soon receive an informational video and resources regarding the BPO to share with staff. Staff are encouraged to view the video and familiarize themselves with the new BPO prior to its launch.

For questions regarding this notice, contact the EDD Capacity Building Unit at CBUTraining@edd.ca.gov. For more information regarding BPO, visit Benefit Programs Online.

/S/ JAIME L. GUTIERREZ, Chief
Central Office Workforce Services Division

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