

# How to Set Up a UI Online<sup>SM</sup> 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](http://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](http://www.edd.ca.gov/UI_Online)

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## 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](http://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.

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