Unemployment Insurance
Online Information Guide

A Step-By-Step Guide to Filing an Unemployment Claim Online

Updated for COVID-19
We’re all in for you

The coronavirus (COVID-19) pandemic has had a devastating effect on workplaces across the state. If you are reading this, it’s likely that you have already been impacted by COVID-19-related layoffs. The Department of Unemployment Assistance is here for you. We’re hard at work during this unprecedented crisis to make sure that everyone has access to the benefits they need, when they need them. Our primary goal is to make the process of collecting unemployment benefits as easy possible. That’s why we’ve created this step-by-step guide to help you navigate the process of filing a successful unemployment claim online.
The federal CARES Act was signed into law March 27, 2020. The Act provides enhanced Unemployment Insurance (UI) benefits and Pandemic Unemployment Assistance (PUA) for Massachusetts workers.

Start here

Are you approved for UI benefits?

- Yes
  - Apply for UI Benefits Online
    - http://uionline.detma.org/
  - Eligible
  - Automatically receive either UI or PUA benefits for 39 weeks (Plus an additional $600 per week until 7/25/2020)

- No
  - Do nothing except continue to certify weekly

Are you eligible for regular UI benefits?

- Yes
  - Apply for UI Benefits Online
    - http://uionline.detma.org/
  - Eligible

- No
  - Are you not usually eligible for UI benefits? (Self employed, 1099 contract workers)*
    - Yes
      - Have you exhausted UI Benefits after 7/1/19?**
        - Yes
          - Apply for Pandemic Unemployment Assistance (PUA)
          - Eligible
        - No
          - Regular UI Exhaustees are entitled to 13 weeks of additional UI benefits. (Additional $600 per week available until 7/25/2020)
      - No
        - Regular UI Exhaustees are entitled to 13 weeks of additional UI benefits. (Additional $600 per week available until 7/25/2020)

- Self-employed, gig workers, or independent contractors. Other examples include earning less than $5100 in the last year, or having no right to regular unemployment, either because you were denied, or you worked for a religious organization.

- This group may qualify for PEUC at a later date. PEUC is Pandemic Emergency Unemployment Compensation. That’s the 13 week extension for people who were previously collecting unemployment but have used up all of their benefits, or whose benefit year ended after July 1, 2019.
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</tr>
</tbody>
</table>
Before you begin

Collect the documents and information that you will need to reference while you file your claim:

- Your Social Security Number
- If you are not a citizen of the United States, your alien registration number
- Your residential address
- Your mailing address
- Your telephone number
- Your birth date
- Your employment history for the last 15 months, which includes
  - The names of all your employers
  - Employer addresses
  - Employer phone numbers
  - Reasons for separation from your employers
  - Employment start and end dates
  - Recall dates
- Optional
  - If you want to use direct deposit, you will need your bank account number and routing number
  - Your email address
- If these apply to you:
  - The social security numbers and dates of birth for your dependents
  - Your union name and local number (if you are a member of a union)
  - If you were in the Military, you will need information from your DD-214 Member 4 (not mandatory to apply)
  - If you were a Federal Employee, you will need information from your SF8 (not mandatory to apply)
How to file a new unemployment claim

1. Turn on your computer and access the Internet
2. On the address bar, type [www.mass.gov/dua](http://www.mass.gov/dua)
3. Recommended web browsers:
   - Microsoft® Internet Explorer
   - Mozilla Firefox
   - Google® Chrome
Click on Apply for unemployment benefits
Click on Apply for unemployment benefits

Have you lost your job? You may qualify for temporary income to support you while you look for a new one.

You should apply for unemployment benefits during your first week of total or partial unemployment. Most claims are processed within 21-28 days after filing. It may take longer if there is an issue with your claim.

1. Click Apply for unemployment benefits online
2. Check eligibility
Read the Warning Statement

ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

1. I have read and understand the information above. I understand that DUA will verify the information.

2. Enter Social Security Number in both fields.

3. Click Next.
Start the Unemployment Benefits Application

Helpful tip: This page has several helpful links for further reading.

Click to Start the Application
Review application checklist

1. Read the information checklist

- Your Social Security Number
- If you are not a citizen of the United States, your alien registration number
- Your residential address
- Your mailing address
- Your telephone number
- Your birth date
- Your employment history (most recent 15 months) which includes:
  - The names of all your employers
  - Employer addresses
  - Employer phone numbers
  - Reasons for separation from your employers
  - Employment start and end dates
  - Recall dates
- The social security numbers and dates of birth for your dependents
- Your union name and local number (if you are a member of a union)
- If you were in the Military, you will need information from your DD-214 Member 4 (not mandatory to apply)
- If you were a Federal Employee, you will need information from your SF8 (not mandatory to apply)
- Your e-mail address (optional)
- If you want to use direct deposit you will need your bank account number and bank routing number

Select Print if you would like to see this list in a printer-friendly window.

2. Click Next
Read the Data Privacy Authorization statement

1. Read the Data Privacy Authorization
2. If you agree, Click Yes
3. Click Next

Helpful tip: If you do not approve, you cannot proceed.
Determine unemployment claim begin date

1. You may be eligible for an earlier begin date if you worked part-time last week. Did you work part-time?
   - Click Yes only if you worked fewer than your regular scheduled hours
   - Click No if you worked your regular scheduled hours

2. Click Next
Enter your hours worked this week

Helpful tip: Select the Sunday of the week you are filing the claim

Enter the number of hours you worked or will work this week

Enter the number of hours you work in a regular work week

Click Next
Answer initial questions

1. **Coronavirus Disease 2019 (COVID-19) Emergency Guidance**
   - Being impacted by COVID-19 may include but is not limited to the following:
     - Employer closed
     - Hours reduced
     - You or someone in your household is quarantined
     - You or someone you are caring for is "high risk" (older adults and/or persons with serious chronic medical conditions)
     - Lack of childcare
   - Are you out of work because you have been impacted by the COVID-19?
     - Select **Yes**

2. **Tell us about your employment.**
   - 1. **Indicate all type(s) of employment you had since 1/1/2019**
     - I have not worked since last year (1/1/2019)
     - Employed in Massachusetts (excluding military and federal civilian employment)
     - Employed in Non-Massachusetts (excluding military and federal civilian employment)
     - Employed by the Military in Active Duty
     - Employed as a Federal Civilian
   - 2. Since 3/17/2019 have you applied for unemployment benefits from a state other than Massachusetts?
     - Select **Yes**
   - 3. Enter your residential address:
     - Address Line 1
     - Address Line 2
     - City
     - State - MA - Massachusetts
     - ZIP Code
     - Country - US - United States Of America
   - 4. Are you presently in Massachusetts?
     - Select **Yes**

**Helpful tip:** Most applicants will have worked in MA and will select this box. Select the box below only if you have worked outside of MA.

**Select** all types of employment since 1/1/2016. Check as many boxes as needed.

**Enter** residential address

**Confirm** if you are currently in MA
Confirm your address

Address Validation - Residential
The address you entered is verified to ensure that the U.S. Post Office can deliver mail to that address. For faster mail delivery, add the zip+4 code. Please select the most accurate mailing address below.

Possible Matches
1. 19 Staniford St
   Boston, MA 02114-2502

Provided Address
1. 19 Staniford Street
   Boston, MA 02114

Confirm your address

Click Next
Enter personal information

1. Enter your Social Security Number (No Dashes):
2. Confirm your Social Security Number:
3. Birth Date:
4. Gender:
5. First Name (as it appears on your Social Security card):
6. Middle Initial:
7. Last Name (as it appears on your Social Security card):
8. Driver’s License Number:
9. Issued by State:

*Indicates required fields

**Helpful tip:** This page will only appear for first-time applicants

**Confirm** your address

**Helpful tip:** Only enter your middle initial and driver’s license info if this applies to you

**Click** Submit
Create your password and security questions

Helpful tip: This page will only appear for first-time applicants

Complete all fields with asterisks

Helpful tip: Write down this info in a safe place. You will need it to access your claim and portal online.

Click Save

Save
Confirm mailing address

<table>
<thead>
<tr>
<th>Contact Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name: Charles</td>
<td></td>
</tr>
<tr>
<td>Middle Initial:</td>
<td></td>
</tr>
<tr>
<td>Last Name: Smith</td>
<td></td>
</tr>
<tr>
<td>Suffix:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Residential Address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Line 1: 19 Staniford St</td>
<td></td>
</tr>
<tr>
<td>Address Line 2:</td>
<td></td>
</tr>
<tr>
<td>City: Boston</td>
<td></td>
</tr>
<tr>
<td>State: MA</td>
<td></td>
</tr>
<tr>
<td>Zip: 021142602</td>
<td></td>
</tr>
<tr>
<td>Country: US</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mailing Address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Check this box if Mailing Address is same as Residential Address:</td>
<td>1</td>
</tr>
<tr>
<td>In care of (c/o):</td>
<td></td>
</tr>
<tr>
<td>Address Line 1:</td>
<td></td>
</tr>
<tr>
<td>Address Line 2:</td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td></td>
</tr>
<tr>
<td>State: MA - Massachusetts</td>
<td></td>
</tr>
<tr>
<td>ZIP Code:</td>
<td></td>
</tr>
<tr>
<td>Country: US - United States Of America</td>
<td></td>
</tr>
</tbody>
</table>

If the place you live is the same as your mailing address, Check the box. If you live in a different place than where you receive your mail, fill it in. Scroll down
Enter telephone number, contact method, and language

1. Enter your home and cell telephone numbers. If you do not have a home telephone, enter your cell in both.

2. Enter your email address, then confirm it below.

3. Select if you prefer to be contacted by email or US Mail.

4. Select if English is your primary language.

Helpful tip: "other" and "international" are optional fields.

Helpful tip: Select Electronic for faster claim processing.
Enter additional personal information

Helpful tip: If you are adding dependent children, you will need to provide additional information

Complete all fields with asterisks

Click Next
Enter work information

Helpful tip: In most cases, applicants do not have a definitive return-to-work date

1. Complete all fields with asterisks
2. Click Next
Identify your job title

1. Enter your job title (for example, “bus driver”)
2. Click Search
Select job description

Helpful tip: Click on a different page for additional job title descriptions

When you find the job and description that most closely matches yours, select that job

Click Next
Enter number of years you worked this job

Helpful tip: If you have had this job for less than one year, enter 1.
Choose tax withholding option

Helpful tip: You can change your income tax withholding choice at any time.

Select your preferred tax withholding option

Click Submit
Select how you prefer to receive your benefit

Helpful tip: Direct deposit claims will be processed faster

Select whether you prefer to receive your payment via mail or direct deposit

Click Submit
Enter employment history

Helpful tip: Your full employment history from 1/1/2016 to the current date is required to determine your eligibility and benefit amount.

In most cases the “Employer” will auto populate once hitting Update.

If your Employer does not auto populate, or to add additional employment, Click the Employment Type dropdown menu.

Click Update
Select if you have worked for a Massachusetts employer.

Helpful tip: It is very important that you enter the employer name exactly as it appears on your paystub or W-2, or your claim may be delayed.

Type your employer’s name exactly as it appears on your W-2 as well as the employer’s city.

Click Search.
Confirm your employer

You previously said you worked for a Massachusetts employer. Is this correct? *Yes ○ No*

- If Yes, complete the following information.
- If No, select the Next button. This will remove this Massachusetts employment from your employment list.

You indicated you had Massachusetts employment since 1/1/2016:

- To search for your Massachusetts employer enter at least 2 characters of your employer's name in the Employer Name field. To perform a 'Contains' search you must enter at least 5 characters and select the 'Contains' checkbox.
- Select the Search button to begin your employer search.

View Search Tips

Employer Name: First Student
Employer City: Hanson
Federal Employer Identification Number (FEIN):

Search Results

<table>
<thead>
<tr>
<th>Select</th>
<th>Employer Doing Business As (DBA) Name</th>
<th>Legal Name</th>
<th>Employer Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FIRST STUDENT MANAGEMENT LLC</td>
<td>FIRST STUDENT MANAGEMENT LLC</td>
<td>68 Industrial Blvd Ste 6, Hanson, MA, 02341-1547</td>
</tr>
</tbody>
</table>

What if I cannot find my employer in the search results?

Click and select your employer
*Example for illustrative purposes only.

Click Next
Provide employment details

1. Fill out physical work address if different than the MA address listed above.
2. Complete all fields with asterisks.
Select the job description that applies to you

1. Select and click job description

2. Click Next
Select reason for no longer working that job

Select your reason for separating from this employer

Helpful tip: If your unemployment is a result of the COVID-19 emergency, the Reason for Separation is “Layoff”

Click Next
Confirm all details and status for employment history

1. Review all employer details and confirm status for each is marked Complete

2. Click Next
Answer eligibility questions

Complete all fields with asterisks

Helpful tip: The answer to most of these questions will be No

Click Next
Acknowledgment unemployment information

Helpful tip: If your claim filing is a result of the COVID-19 emergency the only requirement is that you notify us if your address or telephone number changes.

1. You must make at least 3 attempts to look for work on 3 different days of each week that you are unemployed and you must keep a record of your Work Search Activity Log in case you are asked by DUA to send it to us for review and verification of those attempts.

2. You must be able to work, available to work, and actively seeking work in order to be eligible for unemployment benefits. You must respond to all DUA requests for information in a timely manner or a decision will be made without your statement that may affect your right to collect unemployment benefits.

3. If you move and change your address or your telephone number you must update your contact information in the UI Online system immediately.

4. You must register with a Massachusetts One-Stop Career Center and attend a Career Center Seminar to receive your unemployment benefits. For a listing of career centers, please follow the web address: http://www.mass.gov/careercenters/.

Massachusetts Law provides penalties and/or imprisonment for false statements used to obtain unemployment benefits. DUA will actively pursue fraudulently collected benefits to the fullest extent of the law.

☐ I have read and understand the information above. I understand that DUA will verify the information that I provide.

Review all information and click to certify.

Click Next.
Complete final review of all information

Unemployment Initial Claim Submit Process

1. Initial Questions
2. General Information
3. Employment Information
4. Review, Edit and Submit
5. Claim Submitted

Application Not Yet Complete

Your application is not yet submitted. To complete your application you must do the following:

- Review your entries before submitting this claim by selecting the links below or scrolling down the screen.
- If you need to change your entries select the Modify button to go back to the appropriate section of the claim.
- Re-enter your social security number to verify your identity.
- Select Submit the Unemployment Benefits Claim, and wait for a confirmation page.

Review and Edit Contents

To review each section of your claim click on the section header links below or scroll down the screen:

- Initial Questions
- General Information
- Employment Information
- Eligibility Questions

The following is a summary of your entries during this Unemployment Benefits Application process:

1. Scroll down to review and confirm all information
Review initial questions

The following is a summary of your entries during this Unemployment Benefit Application process:

<table>
<thead>
<tr>
<th>Initial Questions</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefit Claim Effective Date:</td>
<td>Sunday, March 26, 2017</td>
</tr>
<tr>
<td>What are your gross earnings for the week ending Saturday, March 25, 2017:</td>
<td></td>
</tr>
<tr>
<td>How many hours do you typically work during a week:</td>
<td>40</td>
</tr>
<tr>
<td>How many hours did you work during the week of Sunday, March 26, 2017 through Saturday, April 1, 2017:</td>
<td>0</td>
</tr>
<tr>
<td>Are you unemployed as a direct result of a disaster:</td>
<td>No</td>
</tr>
<tr>
<td>Employed in Massachusetts (excluding military and federal civilian employment):</td>
<td>Yes</td>
</tr>
<tr>
<td>Employed in state other than Massachusetts (excluding military and federal civilian employment):</td>
<td>No</td>
</tr>
<tr>
<td>Employed by the Military in Active Duty:</td>
<td>No</td>
</tr>
<tr>
<td>Employed as a Civilian Federal Employee:</td>
<td>No</td>
</tr>
<tr>
<td>Since 3/27/2016 have you applied for unemployment benefits from a state other than Massachusetts:</td>
<td>No</td>
</tr>
<tr>
<td>Enter the ZIP code of your home address:</td>
<td>021142502</td>
</tr>
</tbody>
</table>

1. Review all Initial Questions and only make changes if the info is incorrect.
Review general information

<table>
<thead>
<tr>
<th>General Information</th>
<th>First Name: Charles</th>
<th>MI:</th>
<th>Last Name: Smith</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mailing Address</td>
<td>Address Line 1: 18 Stanford St</td>
<td>City: Boston</td>
<td>State: Massachusetts</td>
</tr>
<tr>
<td>Telephone Numbers</td>
<td>Home: 6176643210</td>
<td>Cell: 6177654321</td>
<td></td>
</tr>
<tr>
<td>Correspondence Preference</td>
<td>How would you like to receive your correspondence: Electronic</td>
<td>If Electronically, enter your email address: <a href="mailto:csmith@detma.org">csmith@detma.org</a></td>
<td>Re-enter email address: <a href="mailto:csmith@detma.org">csmith@detma.org</a></td>
</tr>
</tbody>
</table>

Review all information and only make changes if it is incorrect.
Review general information (cont.)

<table>
<thead>
<tr>
<th>Personal Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you a military veteran: No</td>
</tr>
<tr>
<td>Ethnic Heritage: Not Hispanic or Latino</td>
</tr>
<tr>
<td>Race: White</td>
</tr>
<tr>
<td>Select your highest level of education completed: Master's Degree</td>
</tr>
<tr>
<td>Do you have a disability: No</td>
</tr>
<tr>
<td>Are you a U.S. citizen: Yes</td>
</tr>
<tr>
<td>Are you required by a court or other enforcement agency to pay child support in Massachusetts: No</td>
</tr>
<tr>
<td>In a state other than Massachusetts: No</td>
</tr>
<tr>
<td>Do you have qualified dependents: No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you a union member who is currently seeking work exclusively through a union hiring hall or business agent: No</td>
</tr>
<tr>
<td>Is your employment seasonal: No</td>
</tr>
<tr>
<td>Do you have a definite recall date: No</td>
</tr>
<tr>
<td>If yes, what is your recall date: None-</td>
</tr>
<tr>
<td>Select your primary occupation: Bus Drivers, School or Special</td>
</tr>
<tr>
<td>Years of Work: 10</td>
</tr>
<tr>
<td>Are you customarily laid off and do you later return to work with the same or different employer in your industry and/or your occupation: No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Payment Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tax withholding preference: Both Federal income tax at the rate of 10% and Massachusetts state income tax at the rate of 5.1%</td>
</tr>
<tr>
<td>I would like my benefits paid by: Debit Card</td>
</tr>
</tbody>
</table>

1. **Review** all information and only make changes if it is incorrect.
Review employment information

<table>
<thead>
<tr>
<th>Massachusetts Employment Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MA Employer Legal Name:</strong></td>
</tr>
<tr>
<td><strong>MA Employer Doing Business As (DBA) Name:</strong></td>
</tr>
<tr>
<td><strong>Employer Legal Address:</strong></td>
</tr>
<tr>
<td><strong>Employer Physical Address:</strong></td>
</tr>
<tr>
<td><strong>Physical location Where Work Was Performed:</strong></td>
</tr>
<tr>
<td><strong>Employment Start Date:</strong></td>
</tr>
<tr>
<td><strong>Employment End Date:</strong></td>
</tr>
<tr>
<td><strong>Have you had multiple periods of Employment with this Employer since Friday, January 1, 2016:</strong></td>
</tr>
<tr>
<td><strong>Are you considered working on call for this Employer:</strong></td>
</tr>
<tr>
<td><strong>Did you work full time for this Employer:</strong></td>
</tr>
<tr>
<td><strong>Are you a member of a corporation or a shareholder of this company:</strong></td>
</tr>
<tr>
<td><strong>Are you a solo-proprietor, a partner in a partnership, or do you work for a family member who owns/operates a solo-proprietorship and/or partnership at this company:</strong></td>
</tr>
<tr>
<td><strong>Are you a school employee:</strong></td>
</tr>
<tr>
<td><strong>1. Are you paid by the city or town:</strong></td>
</tr>
<tr>
<td><strong>2. Are you paid by a private employer:</strong></td>
</tr>
<tr>
<td><strong>Reason for separation from this Employer:</strong></td>
</tr>
<tr>
<td><strong>Most Recent Employment Begin Date:</strong></td>
</tr>
<tr>
<td><strong>Most Recent Employment End Date:</strong></td>
</tr>
<tr>
<td><strong>Occupation with this employer:</strong></td>
</tr>
</tbody>
</table>

1. **Review** all employment information and only make changes if it is incorrect.
Review eligibility

Review all eligibility information and only make changes if it is incorrect.
Verify identity and submit application

1. Identity Verification
   - I have answered all questions fully and truthfully. I know there are penalties for giving wrong information. I know that to receive benefits I must meet the eligibility requirements.
   - By clicking Submit, I acknowledge that, under penalty of perjury, all information provided is as complete and accurate to the best of my ability.
   - Enter Your Social Security Number:

2. Check box to verify that you truthfully filled out all information and understand penalties for false submissions.

3. Select: Submit Unemployment Benefit Application

Note: Upon completion of your application, you must select the "Submit your Unemployment Benefit Application" button to process the application. Your application will NOT be processed if you exit before you submit your unemployment benefit application.
Receive claim submission confirmation

Your claim has been sent for processing.

Your next steps:

☑ Request benefits each week Sunday through Saturday between 6:00am and 10:00pm (EST) by:
  - Visiting [www.mass.gov/das](http://www.mass.gov/das) and logging into your UI Online Account or,
  - Calling DUA Telecare at 617-626-6338

☑ Check your UI Online account frequently. Log in and go to My Home Page to see important messages, check the status of your claim, and update your information.

Your Responsibility:

- Learn about TOP - the Training Opportunities Program that pays benefits when you attend full-time, approved training.
- Read your Claimant Guide. It explains how to manage your claim, get help with your job search, and handle problems or questions.
- Sign up with JobQuest. It is a website that connects job seekers with employers.
- Direct Deposit. To sign up for Direct Deposit, log in to your account or call 617-626-6808, option 3 from the main menu.

Other Resources:

If you need additional support and information on available services, please call the 211 hotline available 24 hours a day, 7 days a week. All calls are free and confidential. Interpreter services are available in multiple languages. Or visit [www.mass211.org](http://www.mass211.org).

If you need health care coverage you can review information through the Health Connector or apply online at [www.MAHealthConnector.org](http://www.MAHealthConnector.org).

If you need help paying for food or other economic assistance, visit [DTAConnect.com](http://www.DTAConnect.com) in order to apply for SNAP, TAFDC, or EAEDC.

For more information on DTA programs and services, visit [mass.gov/das](http://mass.gov/das).
Return to homepage for benefits overview

When finished, Click Logoff to exit the UI Online System

Helpful tip: This page will show the status of your claim, as well as your benefits history and payment preferences
Appendix: Instructions for Claimant Password Reset in UI Online

This is not a requirement to complete the application process. Use this section if you’re having trouble logging in to UI Online.
Go to the UI Online login screen: https://uionline.detma.org/Claimant/Core/Login.ASPX

Enter your Social Security number in both fields
Step 2A

Click the Forgot password link

Helpful tip: If your last unemployment insurance claim was filed after 7/1/2013, you will see the screen to the left.
Step 2B

Helpful tip: If your last unemployment insurance claim was filed before 7/1/2013, you will get the WebCert User or TeleCert User logon screen.

1. WebCert Users: Click the Forgot password link, unless you remember your WebCert credentials.

2. TeleCert Users: Click the Forgot pin link without entering PIN.
Step 3
Overview

1. If we have your contact information on-file, you will be presented with Multi-Factor Authentication (MFA) verification options.
   Continue to the next page in this guide.

2. If we do not have your contact information on-file, you will be asked to verify some personal information.
   Skip to page 53 of this guide.
Step 3
Password Reset with MFA

For your protection, an additional security step is required. A verification code will be sent by the method you choose below. (Standard message and data rates may apply.)

Select a Verification Method

- Email: ****lot@detma.org
- Text Message: ***.***-0265
- Voice Call: ***.***-0265

You may also try using an alternative password reset method.

Helpful tip: If you no longer can access any of the presented Verification Methods, you can select the link at the bottom of the page for an alternate password reset method, detailed on page 53 of this guide.

Choose your preferred MFA Verification Method, based on the options provided, to receive your authentication code.
Step 3
Password Reset with MFA (cont.)

If verifying by Voice Call, a random PIN will be given to you on the Account Verification page shown below. Answer your phone when it rings and enter this PIN when prompted, followed by # key. After verification, the next page will appear automatically.

If verifying by Email or Text Message, you will have two options:
1. **Click** the link in the received message, follow the instructions, and the next page will appear automatically.
2. **Enter** the received code on the Account Verification page shown below and click Next to continue.
Step 3
Password Reset with MFA (cont.)

After successfully completing the MFA verification process, you will need to set a new password on this page.

Helpful tip: The password must be at least 8 characters long, contain at least one uppercase letter, one lowercase letter, one number and one symbol. For more details, select “password guidelines” link. The Security Question and Answer fields may not be shown in some cases.

Click Save. The system will automatically log you in.
Step 3
Password Reset Alternate Method

Helpful tips: The answer to your security question is not case sensitive. The Security Question section may not be shown in some cases. Three attempts can be made to submit personal information. If on the third attempt the system still can’t verify the information you’ve provided, please close your browser and try again the next day. If you cannot recollect the answer to your security question, you will need to contact DUA to confirm your identity. See page 55 for additional information.
Step 3
Password Reset Alternate Method (cont.)

After successfully verifying personal information, you will need to set a new password on this page.

Helpful tip: The password must be at least 8 characters long, contain at least one uppercase letter, one lowercase letter, one number and one symbol. For more details, select “password guidelines” link. The Security Question and Answer fields may not be shown in some cases.

Click Save. The system will automatically log you in.
Failed Login

If you are still unable to login after following the instructions in this guide:

• You will need to contact the Department of Unemployment Assistance (DUA) so that a DUA Staff member can help get your password reset.
• To contact DUA, go to the link below and choose one of the presented options.
  https://www.mass.gov/lists/unemployment-assistance-contact-forms
Visit mass.gov/dua for the most recent information, including:

• Applying for weekly benefits
• Attending virtual town halls for more help
• Contacting the Department of Unemployment Assistance