Instructions for Claimant Password Reset in UI Online

Department of Unemployment Assistance

Mass.gov

Password Reset Step 1

- Go to the **UI Online login screen**: https://uionline.detma.org/Claimant/Core/Login.ASPX
- When prompted, you will be asked to enter your Social Security number twice.

WARNING

This system may contain U.S. Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may subject the individual to criminal and civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and 7431. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

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

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

Please provide your Social Security Number

Social Security Number: *

Confirm your Social Security Number: *

Next

IF YOU ARE NOT USING YOUR PERSONAL COMPUTER, PLEASE FOLLOW THESE SAFETY TIPS:

- Log out before you walk away from the computer
- Do not save your login information
- Do not save any files or forms to a Public Computer
- When prompted, always opt to Open a File
- For more details, please click here.

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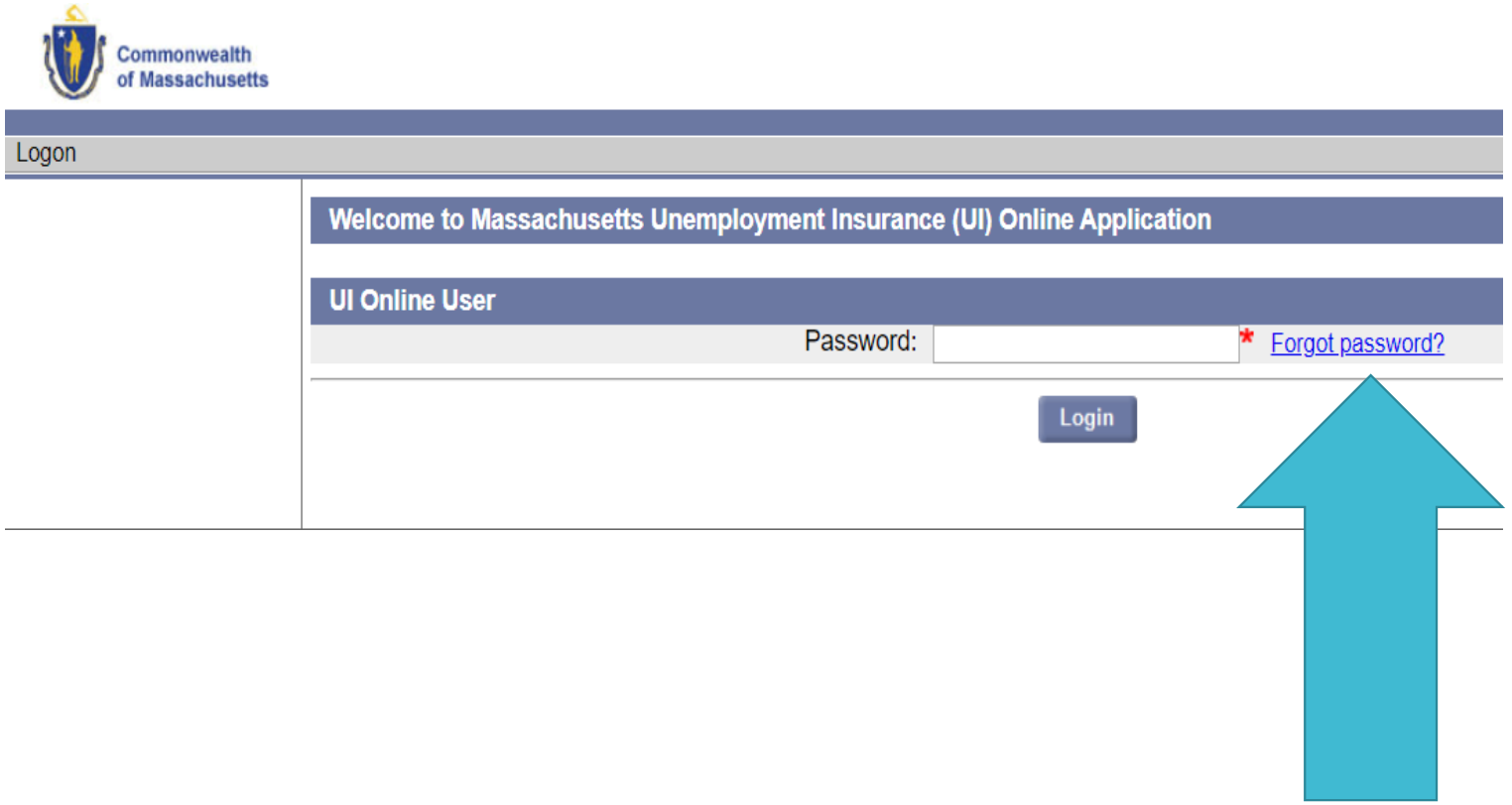
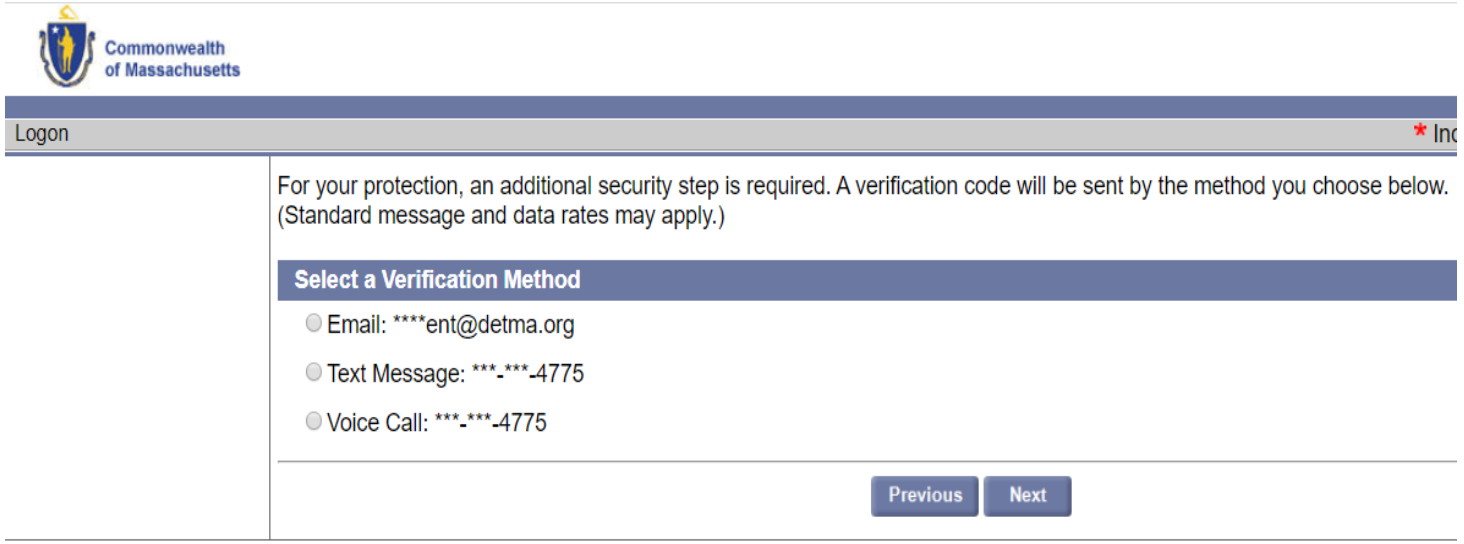
Password Reset Step 2

- Click the **Forgot password** button.



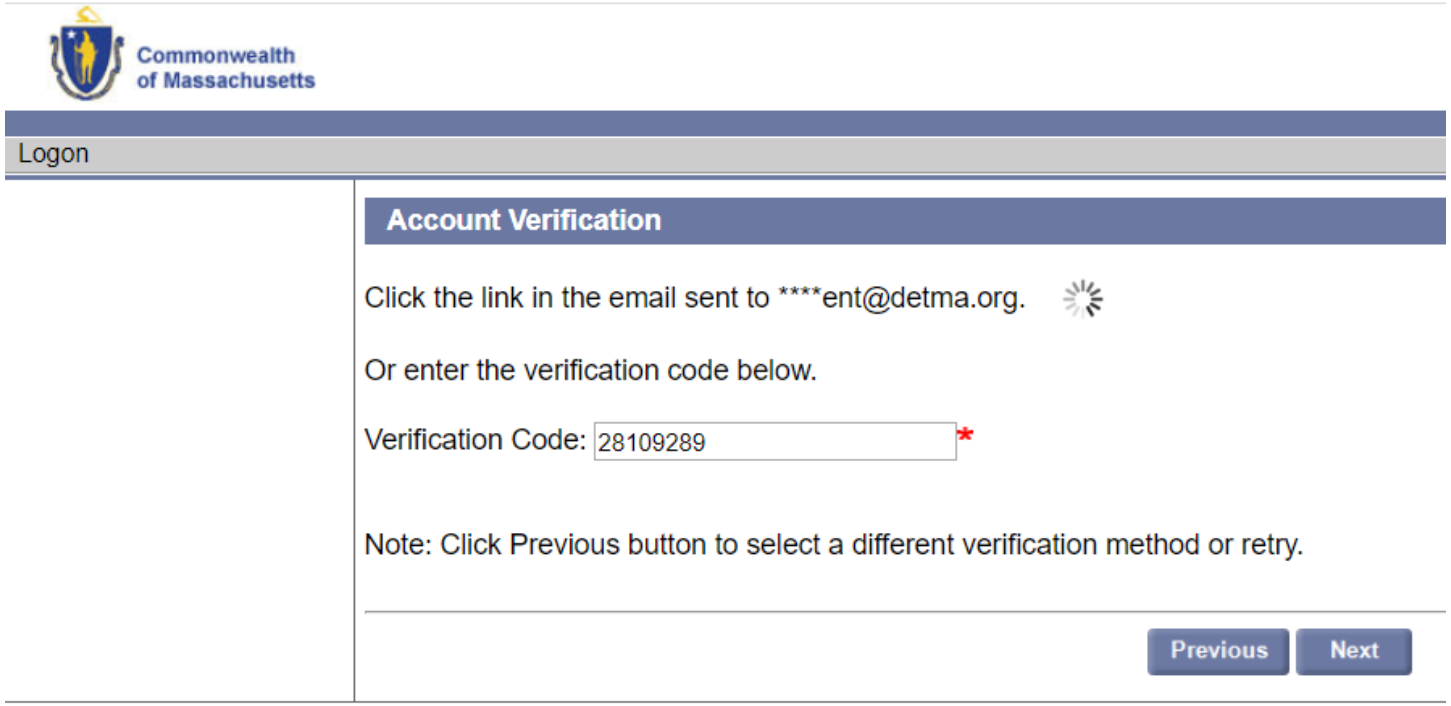
Password Reset Option 1: MFA Step 1

- If you have filed an Unemployment since June 2019, you would have been prompted to set-up Multi-Factor Authentication.
- Choose your preferred method of verification to receive your authentication code (Email, Text or Voice Call):



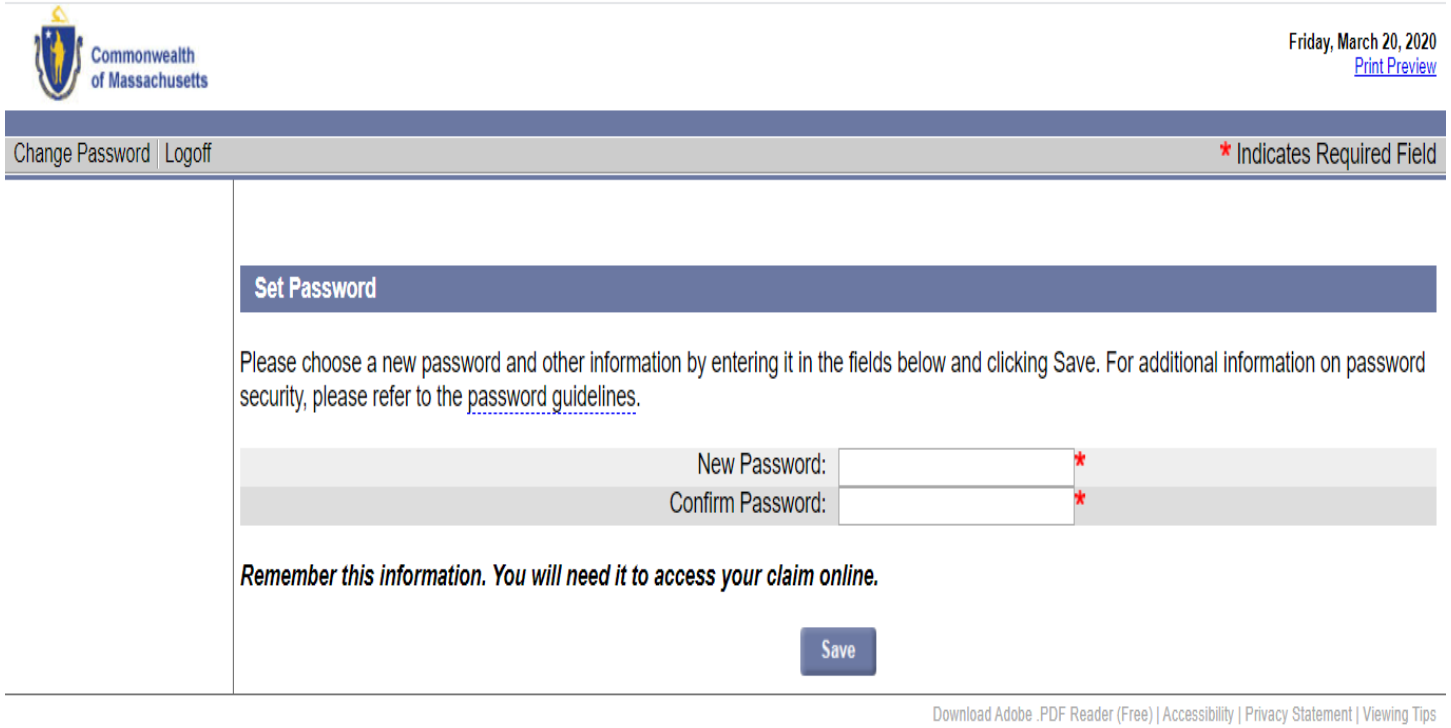
Password Reset Option 1: MFA Step 2

- You will then be taken to the Account Verification page to enter the verification code:



Password Reset Option 1: MFA Step 3

- After entering the verification code, you can choose a new password:



Password Reset Option 2: MFA not set-up

- If you have NOT filed an Unemployment claim since June 2019, you will be prompted to enter your verification information including:
  - Your Social Security number
  - Date of birth
  - Gender
  - The answer to your security question
    - **IMPORTANT NOTE:** The answer to your security question is case sensitive. If you can't remember the answer to your security question, you must **contact DUA** to confirm your identity.)

Helpful Hints

- If you are trying to login into UI Online and last had a claim **prior to 7/1/2013,** you will be required to enter in the answer to your security question (your mother's maiden name) upon clicking the 'forgot password' link. ***Only enter in the first four letters of your mother's maiden name*.**
- For claims filed **after 7/1/2013**, the answer to your security question required to reset your password is only one word (example: If the answer to your security question is 'New Orleans', you should be entering 'NewOrleans').

Password Reset Option 2: MFA not set-up Password Reset Step 1

- Go to the **UI Online login screen**: https://uionline.detma.org/Claimant/Core/Login.ASPX
- When prompted, you will be asked to enter your Social Security number twice.

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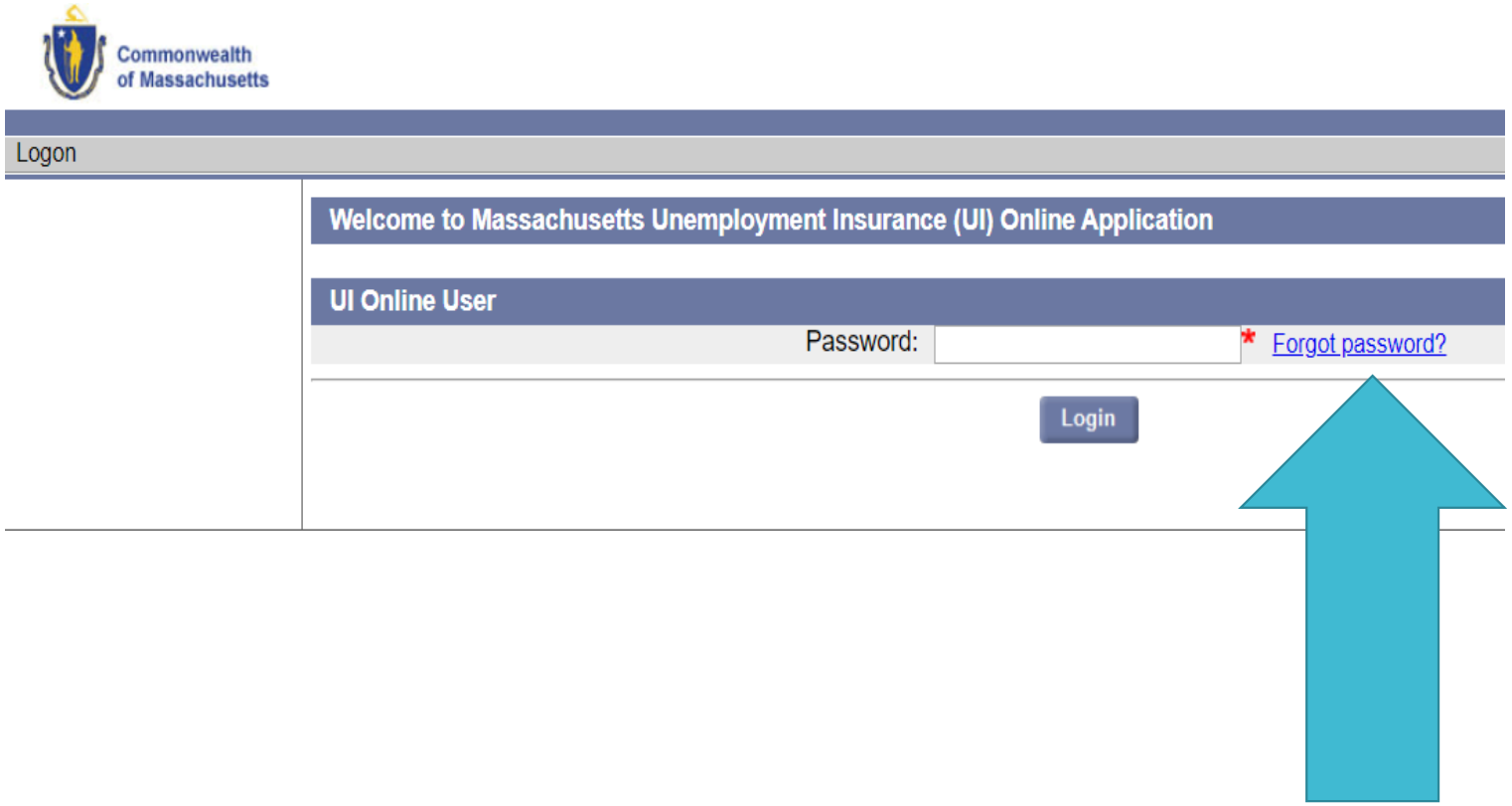
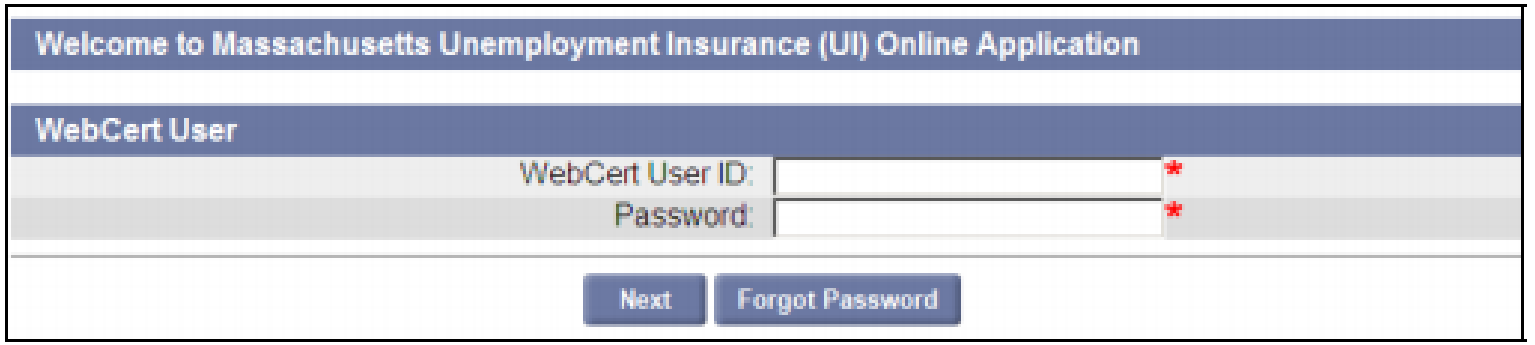
Password Reset Option 2: MFA not set-up Password Reset Step 2

- Click the **Forgot password** button.



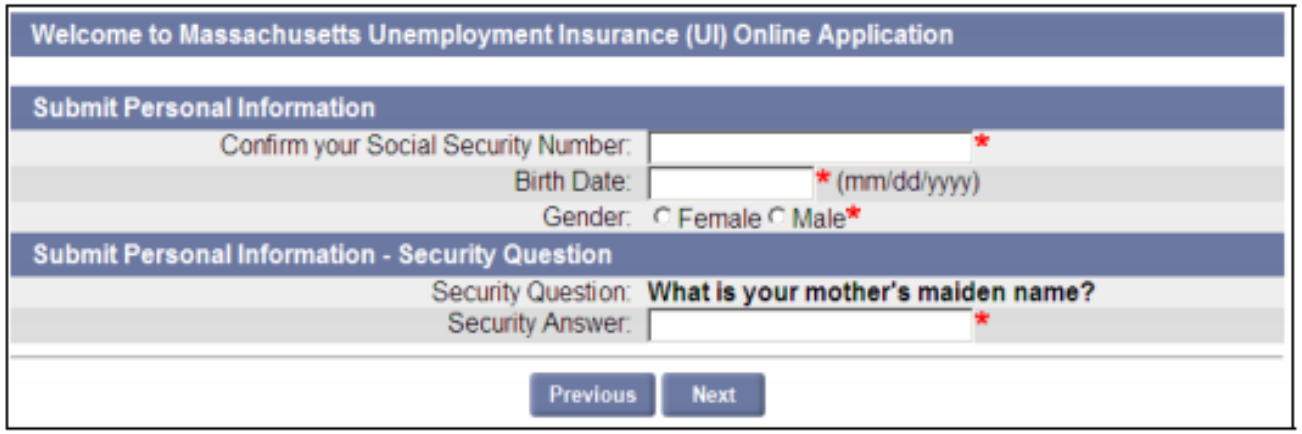
Password Reset Option 2: MFA not set-up Password Reset Alternate Step

- Claimants who were set-up to certify online prior to July 2013 and have not since filed a claim may see the WebCert User screen.
- If you do not have access to your pre-July 2013 WebCert User ID, Click the **Forgot password** button:



Password Reset Option 2: MFA not set-up Password Reset Step 3

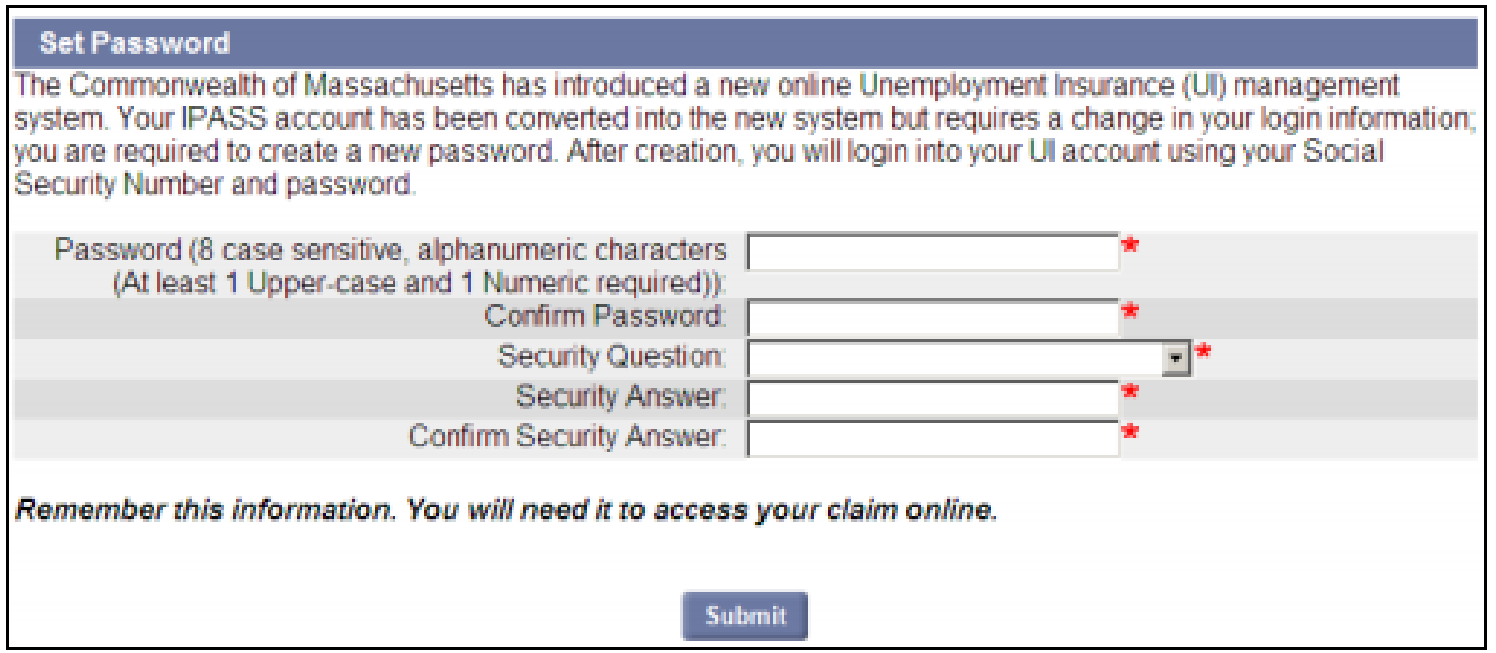
- You must validate your information in order to reset your password:



NOTE: Three attempts can be made to submit personal information. If all three attempts fail due to incorrect information, then on the fourth attempt, the **Contact Staff** page appears. See "Failed Login."

Password Reset Option 2: MFA not set-up Password Reset Step 4

- The Set Password page displays. Do the following:
  - Enter a Password in both password fields.
  - Select a Security Question.
  - Enter a Security Answer in both answer fields.
  - Click Submit.



Password Reset: Failed Login

- If you have been unable to log in because you forgot your password (or were unable to provide the correct answer to the Security Question, or were unable to provide the PIN information for MFA), and you are unable to proceed using the instructions in the "Forgot Password" section, you will need to contact the Department of Unemployment Assistance (DUA) so a DUA Staff member can help get your password reset.