

Instructions for Claimant Password Reset in UI Online

Department of Unemployment Assistance



[Mass.gov](https://www.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:	<input type="text"/>	*
Confirm your Social Security Number:	<input type="text"/>	*

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.

Commonwealth
of Massachusetts

Logon

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

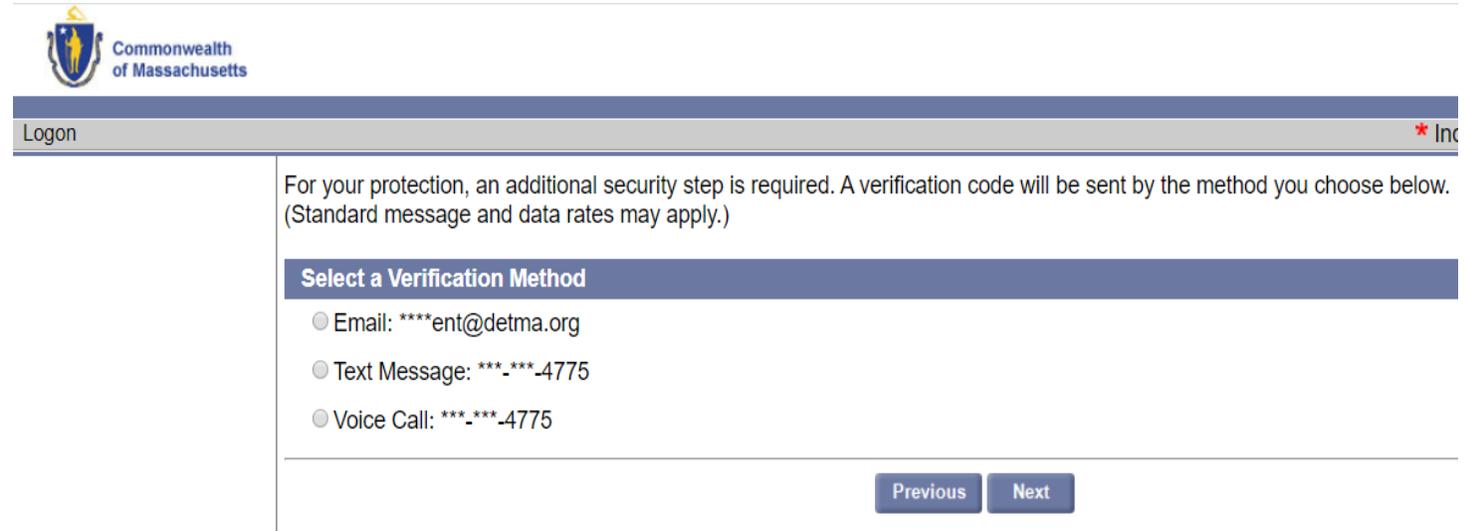
UI Online User

Password: * [Forgot password?](#)

Login

Password Reset Option 1: MFA Step 1

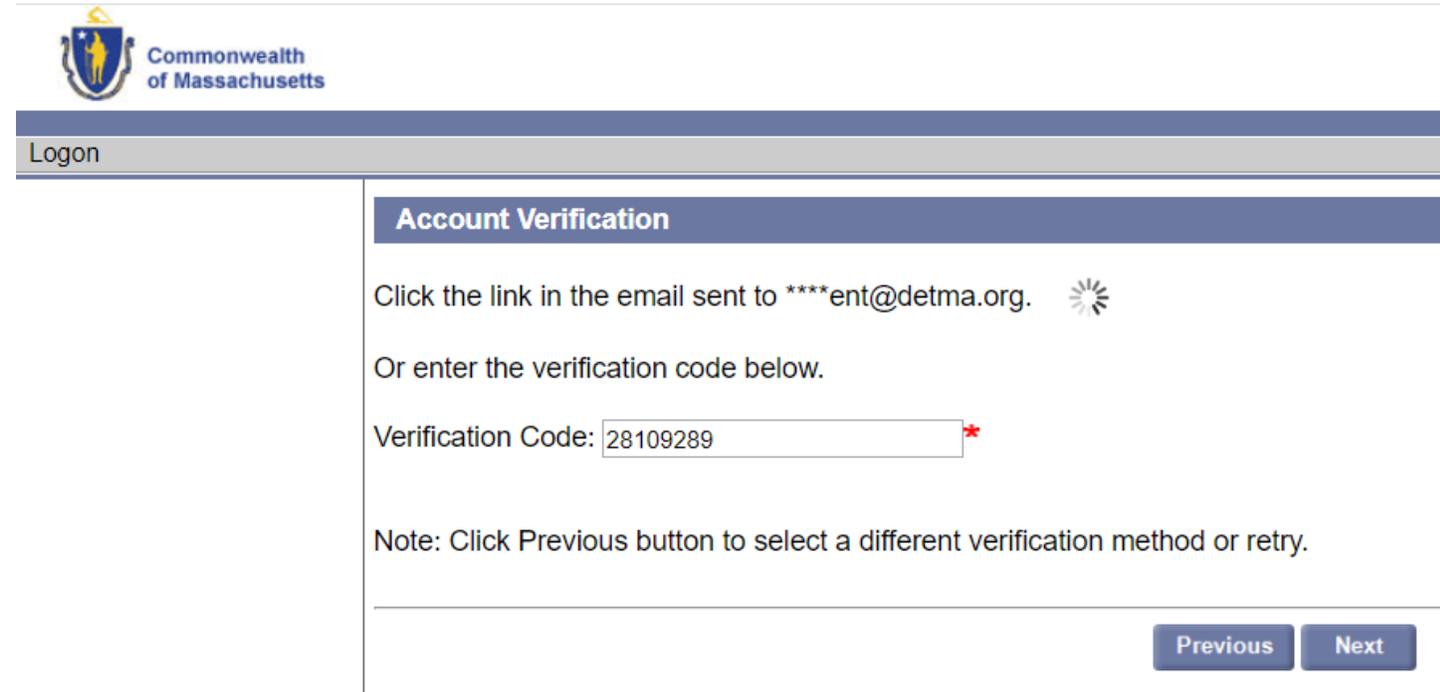
- If you have filed an Unemployment since June 2019, you would have been prompted to set-up Multi-Factor Authentication.
- Choose your preferred method of verification to receive your authentication code (Email, Text or Voice Call):



The screenshot shows the Commonwealth of Massachusetts login interface. At the top left is the state seal and the text "Commonwealth of Massachusetts". Below this is a "Logon" header. A message states: "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.)" Below the message is a section titled "Select a Verification Method" with three radio button options: "Email: ****ent@detma.org", "Text Message: ***-***-4775", and "Voice Call: ***-***-4775". At the bottom right of the form are "Previous" and "Next" buttons.

Password Reset Option 1: MFA Step 2

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



Commonwealth of Massachusetts

Logon

Account Verification

Click the link in the email sent to ****ent@detma.org. 

Or enter the verification code below.

Verification Code: *

Note: Click Previous button to select a different verification method or retry.

[Previous](#) [Next](#)

Password Reset Option 1: MFA Step 3

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

The screenshot shows the 'Set Password' page of the Commonwealth of Massachusetts online portal. At the top left is the state logo and name. At the top right is the date 'Friday, March 20, 2020' and a 'Print Preview' link. Below the header is a navigation bar with 'Change Password' and 'Logoff' links, and a note '* Indicates Required Field'. The main content area has a blue header 'Set Password' and a paragraph: 'Please choose a new password and other information by entering it in the fields below and clicking Save. For additional information on password security, please refer to the [password guidelines](#).' Below this are two input fields: 'New Password:' and 'Confirm Password:', both with red asterisks indicating they are required. A 'Save' button is positioned below the fields. At the bottom of the page, there is a footer with links for 'Download Adobe .PDF Reader (Free)', 'Accessibility', 'Privacy Statement', and 'Viewing Tips'.

Commonwealth of Massachusetts

Friday, March 20, 2020
[Print Preview](#)

[Change Password](#) | [Logoff](#) * Indicates Required Field

Set Password

Please choose a new password and other information by entering it in the fields below and clicking Save. For additional information on password security, please refer to the [password guidelines](#).

New Password: *

Confirm Password: *

Remember this information. You will need it to access your claim online.

[Save](#)

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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

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Password Reset Option 2: MFA not set-up

Password Reset Step 2

- Click the **Forgot password** button.

Commonwealth of Massachusetts

Logon

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

UI Online User

Password: * [Forgot password?](#)

Login

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:

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

WebCert User

WebCert User ID: *

Password: *

Next Forgot Password

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

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

Welcome to Massachusetts Unemployment Insurance (UI) Online Application

Submit Personal Information

Confirm your Social Security Number: *

Birth Date: * (mm/dd/yyyy)

Gender: Female Male *

Submit Personal Information - Security Question

Security Question: **What is your mother's maiden name?**

Security Answer: *

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.

Set Password

The Commonwealth of Massachusetts has introduced a new online Unemployment Insurance (UI) management system. Your IPASS account has been converted into the new system but requires a change in your login information; you are required to create a new password. After creation, you will login into your UI account using your Social Security Number and password.

Password (8 case sensitive, alphanumeric characters (At least 1 Upper-case and 1 Numeric required)):	<input type="text"/>	*
Confirm Password:	<input type="text"/>	*
Security Question:	<input type="text"/>	*
Security Answer:	<input type="text"/>	*
Confirm Security Answer:	<input type="text"/>	*

Remember this information. You will need it to access your claim online.

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.