

## EMT Release 2 – Frequently Asked Questions

### General Questions About the New Unemployment System

#### Why is DUA modernizing its unemployment insurance system?

DUA is making it easier for people to apply and manage their unemployment insurance benefits. The new system helps both claimants and employers with offering faster, simpler online self-services.

The system can be used on your laptop or mobile device, in English or Spanish. The system will give you more ways to do things yourself—reducing the need to call the DUA call center.

#### What is being upgraded?

In early May, DUA will replace the current UI Online system with a new portal called Unemployment Services for Workers. If you lose your job, you'll use this new portal to apply for benefits, request weekly payments, and manage your unemployment account.

Also, Unemployment Services for Employers will get an upgrade in early May. The portal will be upgraded to include functionality for employers and third-party administrators to manage benefit claims for their former employees. This includes responding to claims requests, viewing benefit claim correspondence, and managing appeals.

*Please note: Both UI Online systems will be shut down when the new Unemployment Services system launches in early May.*

#### Will UI Online be available while the system is being upgraded?

DUA's online services, including UI Online and Unemployment Services for Employers, will be unavailable from **Thursday, May 1 at 5:00 PM EDT until Tuesday, May 6 at 8:00 AM EDT**. You will not be able to access your account or request weekly benefits during this time.

#### Will DUA be open while the system is being upgraded?

No. DUA will be closed the Friday and Monday of launch week while the system is being upgraded.

#### How will I access my new Unemployment Services account?

To access the new system, you will need to create or link [MyMassGov](#) account. Visit [MyMassGov](#) to create your account today.

If you're an employer or third-party administrator (TPA) who already uses the Unemployment Services for Employers portal, you don't need to create a new account—your current login will still work.

#### What is MyMassGov?

[MyMassGov](#) is a secure login that lets you use one account and password to access many Massachusetts government services.

Starting May 6, 2025, when you go to the new unemployment portal, you'll be asked to link your unemployment account to your [MyMassGov](#) account. If you don't have one yet, the system will walk you through how to create one. Visit [MyMassGov](#) to create your account today.

### **Can I sign up for access to the new system before May 6?**

Yes. You can create a [MyMassGov](#) account today to get ready for the new system. Visit [MyMassGov](#) to create your account today.

### **What if I already have a MyMassGov account?**

Great! You don't need to create a new one. You can use that login information to access your unemployment account starting on May 6, 2025. Please double check that your [MyMassGov](#) email address matches your UI Online email address.

### **Will there be any training or tutorials available on how to use the new system?**

Yes. DUA's website will be updated in May with help articles, how-to videos, and important updates for the new system.

### **What type of customer support will be available as you transition to the new system?**

The following support options will be available to you:

- **DUA's Website** will be updated throughout May and the following months with help articles, how-to videos, and important updates for the new system.
- **Terry and Adams, the automated digital assistants**, will be available to answer common questions within the new system.
- **MyMassGov support** agents will be available to help you log in or link your MyMassGov account to the new system.
- **DUA Contact Center** agents will still be available to answer questions about your unemployment claim.

### **Can I access the system in languages other than English?**

The new system will be available to use in English and Spanish. In addition, claimants will be able to choose to receive correspondence from DUA in the following languages:

- English
- Spanish
- Chinese
- Haitian Creole
- French
- Italian
- Portuguese
- Vietnamese

- Laotian
- Khmer
- Russian
- Korean

Employers will be able to choose to receive correspondence from DUA in the following languages:

- English
- Spanish

### **Will I receive updates from the new system via text and email?**

Yes. You can **choose to get email updates** from the new system. For certain activities—like scheduling a Reemployment Center appointment—you can also **opt in to receive text message updates**. Please note: DUA will never ask you to share personal information over text message.

You'll be able to set your communication preferences when you log in to the new system.

## **Information For Active or New Unemployment Insurance Claimants**

### **Will my information from UI Online transfer to the new system?**

Yes. If you already have an active unemployment claim, your information will automatically transfer to the new system. Once you create your new unemployment services account and log in, you'll see your claim information details there.

### **What if I lose my job before the new system launches? Where should I apply for benefits?**

If you need to file a new unemployment claim:

- Use UI Online to file for unemployment insurance until **May 1, 2025**.
- Use the new Unemployment Services for Workers system after **May 6, 2025**.

As a result of the transition, you will not be able to access your account or request weekly benefits from **Thursday, May 1, 2025, at 5:00 PM EDT until Tuesday, May 6, 2025, at 8:00 AM EDT**.

### **Is there anything I can do now to get ready?**

Complete these steps on or before Thursday, May 1 to ensure a smooth transition:

1. Log in to [UI Online](#) and confirm your information is up to date. Make sure your **email address, phone number, address, and security question** are correct.
2. Make sure you have your own email address. You will need one to access the new portal. If you do not have one, create a free email account (Gmail, Yahoo, Outlook, etc.) and update your email address on [UI Online](#)
3. Download important letters from [UI Online](#) now. After the transition, UI Online will no longer be available, and you won't be able to access these documents easily.

### **Will I be able to access the new system on my mobile device?**

Yes. The new online system is mobile-friendly. You can access your unemployment services account from any device, including your smartphone, computer, or tablet.

### **What language support is available in the new system?**

The new portal will be available in English and Spanish (Español).

If you prefer to get mail from DUA in another language, you can choose from the following options:

- Chinese
- Haitian Creole
- French
- Italian
- Portuguese
- Vietnamese
- Laotian
- Khmer
- Russian
- Korean

You'll be able to set your language preference when you use the new system.

### **Will my benefit payment be delayed for the week ending May 3, 2025?**

Yes. Because of the system upgrade, benefit payments for the week of May 4–10 will be delayed. The earliest you'll receive your payment is Thursday, May 8, 2025. This delay in payment will be similar to delays experienced around holidays when the DUA is closed.

### **I do not have an email address. Will I need one to use the new system?**

Yes, you will need your own email address. You will need one to access the new portal. If you do not have one, create a free email account (Gmail, Yahoo, Outlook, etc.) and update your email address on [UI Online](#)

### **Given that the system is new, will the deadline to certify for benefits be extended? Or the amount of time to appeal?**

Yes. DUA will be actively evaluating the transition and adjusting policies as needed. DUA's goal is to make sure the transition to the new system is as seamless as possible.

### **Will the new system make it easier for me to find out what my claim status is?**

Yes. The new portal will provide you with more insight into the status of your benefit claim and weekly payments. The following provides more information about the statuses you will see in the new portal.

### Claim Status

What you may see	What does it mean
Saved as draft <i>Your benefit claim filing has been saved as draft in order to be finished later.</i>	You started filing a new claim and have not finished it yet. If you still want to file your claim, you need to finish and submit it before Saturday of this week. If you do not submit it by then, you will need to start over.
Processing <i>Your benefit claim filing has been received and is waiting agency decision on final eligibility.</i>	We have received your claim application, and we are currently reviewing it. We will send you a notification if we need more information or if we have made a decision.
Pending <i>Your benefit claim filing has been received and is waiting agency verification.</i>	We have received your claim application, and we are currently reviewing it. We need to verify your identity before we can make a decision. We sent you a notification telling you how you can verify your identity. Complete these steps as soon as possible.
Your claim is closed	Your claim will automatically close if you stop claiming weekly benefits for three weeks in a row. If you want to start claiming weekly benefits again, choose the “Reopen your unemployment insurance claim” option when you first log in.

### Benefit Payment Status

What you may see	What does it mean
Claim closed <i>The weekly certification cannot be filed due to a claim closure.</i>	Your claim will automatically close if you stop claiming weekly benefits for three weeks in a row. If you want to start claiming weekly benefits again, choose the “Reopen your unemployment insurance claim” option when you first log in.
Paid <i>Payment for \$[Amount] initiated on [Date].</i>	We sent your benefit payment to you. You should have your money on your debit card or direct deposit account.
Denied <i>This week is not paid due to a denial.</i>	You did not receive a benefit payment this week because we decided you did not meet the requirements to receive benefits for the week. You can appeal our decision if you disagree. To appeal, choose the “File an appeal” option when you first log in.

<p>Excess earnings <i>Earnings exceed the maximum allowed value for the week.</i></p>	<p>You did not receive a benefit payment this week because you told us you made too much money when you filed your weekly request for benefits.</p>
<p>Pending <i>This week is not being paid while an issue is resolved.</i></p>	<p>We have not sent you a benefit payment because we are still deciding if you meet the requirements to receive benefits for the week. We will send you a notification when we have made a decision.</p>
<p>No benefit <i>There is no monetarily eligible benefit for this week.</i></p>	<p>You did not receive a benefit payment this week because we decided you are not eligible for benefits, or you have used all of your benefits on your claim. You can appeal our decision if you disagree. To appeal, choose the “File an appeal” option when you first log in.</p>
<p>Ready to request benefits <i>File your weekly certification in order to receive benefits.</i></p>	<p>We will not send you benefits until you request them by filing a weekly certification. If you want to get a benefit payment for this week, choose the “Request benefits” option when you first log in.</p>
<p>Not filed – claim closed <i>This weekly certification cannot be filed due to a claim closure.</i></p>	<p>Your claim automatically closes when you stop claiming weekly benefits. If you want to start claiming weekly benefits again, choose the “Reopen your unemployment insurance claim” option when you first log in.</p>
<p>Overpayment <i>Due to a reduction in benefits, this week is overpaid.</i></p>	<p>We sent you a benefit payment for this week, but then we decided you did not meet the requirements to receive that benefit payment. You must repay the benefit payment or request a waiver. You can appeal our decision if you disagree. To appeal, choose the “File an appeal” option when you first log in.</p>
<p>Payment in progress <i>The benefit payment will be issued to your account.</i></p>	<p>We are sending your benefit payment. Your money should be on your debit card or in your direct deposit account after 2 business days.</p>
<p>Pending – payment returned <i>Payment for this week is pending due to a previously returned payment.</i></p>	<p>We tried to send you a benefit payment, but it was returned to us by your bank. This happens if you changed or closed your bank account and did not tell us. You can update your direct deposit account information by calling us at (877) 626-6800.</p>
<p>Penalty week <i>No benefit payment is issued for a penalty week.</i></p>	<p>You intentionally collected benefits while you were working. As a penalty, your ability to collect benefits will be delayed for the same number of weeks that you worked and collected. If you have penalty weeks, you should certify each week that you are</p>

	unemployed. If you do not certify, we cannot count that week toward your penalty weeks. You can appeal the fraud determination that resulted in the penalty weeks, choose the “File an appeal” option when you first log in.
Processing <i>The week is currently processing.</i>	We are reviewing your weekly filing. We will send you a notification if we need more information from you before sending your benefit payment.
Payment returned <i>Payment for this week was returned and cannot be reissued.</i>	We tried to send you a benefit payment, but it was returned to us by your bank. We cannot resend your benefit payment to you.
Waiting week <i>Massachusetts State Law requires that the first eligible week of any new claim will serve as a “Non-Paid” Waiting Week. No benefit payment is issued for this week.</i>	You did not receive a benefit payment for this week because it is the waiting week for your claim. Massachusetts State Law requires that the first eligible week of any new claim will serve as a “Non-Paid” Waiting Week. No benefit payment is issued for this week.

### **Eligibility Decision Status**

<b>What you may see</b>	<b>What does it mean</b>
Waiting for response <i>Action required</i>	We need more information from you to decide if you meet the requirements to receive benefits. Provide the information by responding to the request on your online account.
In progress	We are reviewing your information. We will notify you when we make a decision.
Determined <i>Ineligible</i>	We have decided you do not meet the requirements to receive benefits. You can appeal if you disagree. Choose the “File an appeal” option when you first log in.
Determined <i>Eligible</i>	We have decided you meet the requirements to receive benefits. We will send your benefit payment each week you request benefits as long as you continue to meet the program requirements.
Monetarily eligible <i>The claim has been deemed monetarily eligible.</i>	We have decided you have made enough money to qualify for benefits. You can appeal if you disagree with the amount of benefits we approved you for. Appeal by choosing the “File a wage correction” option when you first log in.
Monetarily ineligible <i>The claim has been deemed not monetarily eligible.</i>	We have decided you have not made enough money to qualify for benefits. You can appeal if you disagree with our decision. Appeal by choose the “File a wage correction” option when you first log in.

**In the new system, will I be required to provide details on my work search activities when I certify for benefits each week?**

Yes. Starting May 6, 2025, you must report your work search activities every week when you request your benefits. When filing for unemployment, you must complete at least three work search activities per week. You can start practicing now by tracking your activities in the current UI Online system to get ready for this change.

**If I receive my weekly benefits on a debit card, will I need a new one?**

No. You will continue to receive benefits on your existing debit card. There is nothing you need to do.

**If I get my weekly benefits by direct deposit, do I need to do anything?**

No. If you already use direct deposit, you don't need to take any action. You'll continue to receive your benefits in the same account.

**Who should I contact if I need help after the new system goes live?**

The following support options will be available to you:

- **DUA's Website** will be updated in May with help articles, how-to videos, and important updates for the new system.
- **Terry, an automated digital assistant**, will be available on the new portal to answer common questions.
- **MyMassGov support** agents will be available on a specialized support team to help you get logged in to the new portal.
- **DUA Contact Center** agents will continue to be available to assist you with any of your unemployment claim questions.

**How will DUA reach out to me if they need additional information for my claim?**

Depending on your correspondence preference, DUA will reach out to you by sending a notification to your email address letting you know you have new correspondence to view in your online account.

If you indicated that you want to receive correspondence via US Mail, you will receive a letter to your provided mailing address.

If DUA needs to collect additional information about your eligibility, you will receive correspondence letting you know that DUA needs more information. You can then respond on the online portal or by calling DUA at (877) 626-6800.

**Will I use my existing UI Online username and password to access the new system?**



No. You will use MyMassGov to log in to the new portal. MyMassGov is a secure service that allows members of the public to use a single account and password to sign in to all participating Massachusetts government web applications. When you log in to the new portal on or after May 6, 2025, you will be redirected to link your unemployment claim account to a MyMassGov account. You will be guided through the process of creating a MyMassGov account or linking an existing account to your UI account. You can create a MyMassGov account today by visiting this [link](#).

**What if I already have a MyMassGov account?**

Great! You don't need to create a new one. You can use that login information to access your unemployment account starting on May 6, 2025. Please double check that your MyMassGov email address matches your UI Online email address.

**I currently request my weekly benefits over the phone. Will I need to do anything different in the new system?**

You will be able to continue to request your weekly benefits over the phone when the new system goes live. To ensure the security of your account, you will be prompted to establish a new account PIN when you call for the first time. You will be asked to verify the answer to your account's secret question. You can prepare now by logging in to UI Online and verifying your account's secret question is up to date.

**What will happen to any previously scheduled appeal Hearings in the UI Online system when you switch to the new system?**

DUA will conduct all hearings according to the schedule. Claimants will be able to view and manage appeals in the new portal.

**Are the fact-finding deadlines going to be the same when you switch to the new system, or will we have more time to respond?**

DUA will add 10 additional days to respond to fact-finding with UI Online response due dates from May 1, 2025, through May 14, 2025. You will see the extended due dates after logging into your online portal. You should respond as soon as possible to ensure timely processing of benefits. After that, normal deadlines will apply.

## For Employers

### How do I give benefits access to someone who already has a login?

- **Before May 1, 2025:** Use your UI Online account. Roles and permissions will transfer automatically to the new system on May 6, 2025.
- **After May 6, 2025:** Use the new Unemployment Services for Employers system. If the person already has a MyMassGov account, you can assign them a role directly in the new system.

### How do I set up login access for a new employee?

#### Starting May 6, 2025:

Every person must have their own email and password—no password sharing allowed.

#### To give access:

- Log in to UI Online and assign access (if before May 6, 2025).
- Use the new Unemployment Services for Employers system (after May 6, 2025).

You must be an account administrator to manage access.

### *I'm a TPA. How do I add benefits access to respond to claims for a client?*

- **Before May 1, 2025:** Use UI Online to manage client access. Everything transfers automatically on May 6, 2025.
- **After May 6, 2025:** Use the Unemployment Services for Employers system to manage client access and roles.

### *I'm a TPA. How do I request access to an employer's account?*

Use UI Online to confirm or update your access before May 6, 2025. All existing relationships and roles will transfer to the new system. After May 6, 2025, use the new Unemployment Services for Employers system to request or update access.

### *Will my existing clients show up in the new system?*

Yes. All client relationships and roles from UI Online will automatically transfer to the new system on May 6, 2025.

### *How do I submit a Power of Attorney (POA) to access an employer's account?*

#### The fastest way is through the Unemployment Services for Employers portal:

1. Submit an access request online.
2. Your client can log in and approve it right away.

#### If your client can't approve access online:

- Upload a signed POA form in the system.

- DUA will follow up if more information is needed.

***No one at my company has access to our UI Online account. What should I do?***

If no one currently has access, you'll need to complete the [User Designation Form](#) process. We recommend checking first to see if someone at your business is already an account administrator.

***Will Massachusetts use the UI SIDES system?***

Yes. Starting Summer 2025, DUA will support the following UI SIDES modules:

- Separation Information
- Additional Fact Finding
- Earnings Verifications

***Will I still receive fact-finding questionnaires by mail?***

No. DUA will no longer mail these forms. You'll need to respond through the Unemployment Services for Employers system or by calling DUA. Responding online is the fastest way.

***Can I print my fact-finding responses?***

No, but all responses will be saved in your online account. You can view completed submissions anytime in the portal.

***Are Benefit Charge Statements changing?***

Yes. DUA has updated the layout and language to make them easier to read. The data stays the same—only the format is changing.

***Are there changes to how employers are charged for benefits?***

Yes. Two key changes starting in May:

1. **Identity Theft Claims:** DUA will no longer remove charges for reimbursable employers if a claim is flagged as identity theft. You'll now get a Claim Filed notice with a new option to report suspected identity theft.
2. **Out-of-State Claims:** Employers will receive a new Out-of-State Benefit Charges Statement for wages used in claims filed in other states.

***Can employers use a full or partial SSN to help match claimants?***

No. DUA is phasing out the use of Social Security Numbers to protect claimant data.

Instead, you'll see:

- Claimant Name
- Claimant ID
- Employer Name

- Employer Account Number

***Where can I ask questions about the modernization project?***

First, check the info posted on our [modernization project webpage](#). Still have questions? Email us at: [DUASystemModernization@mass.gov](mailto:DUASystemModernization@mass.gov)

***What document types and sizes can I upload to the new system?***

Accepted file types include: bmp, csv, doc, docx, html, jpeg, jpg, mp4, ods, pdf, png, txt, trc, xdl, xls, xlsx, xml, xsd, zip, ics

**File size limit: 50 MB**

DUA will review and update this limit as needed.

***How do I report issues like incorrect charges or claim decisions?***

Starting in May, you can:

- Protest or file an appeal directly in the Unemployment Services for Employers system.
- Respond to the Claim Filed notice right away—this helps prevent incorrect charges.
- Wage data used to determine benefits will be locked, so report any errors immediately using the new system.

***How do my responses to claim questions affect my business?***

Timely responses help avoid incorrect benefit charges. Make sure to review and respond to these notices in the system:

- Claim Filed
- Notice of Monetary Determination
- We Need More Information about this Claim
- Request for Wage Information
- Request for Employment Confirmation

***Can I still file appeals by email?***

No. All appeals must be submitted through the Unemployment Services for Employers system.

***Will non-interested employers receive the Claim Filed notice through UI SIDES?***

No. UI SIDES doesn't support this feature. Non-interested party employers can respond to the Claim Filed notice through the Unemployment Services for Employers system.

***How will employers not registered in Massachusetts get notified?***

DUA will send fact-finding requests by U.S. mail. You can respond online at the Unemployment Services for Employers homepage by selecting Respond to a questionnaire.

***Can I use an authentication app on a desktop to log in with MyMassGov?***

Yes. MyMassGov supports authentication apps on both desktop and mobile devices.

***What identifying information will appear on DUA notices?***

Most DUA notices will include:

- Claimant Name
- Claimant ID
- Claimant Date of Birth
- Employer Name
- Employer Account Number

***I'm a TPA with many employer clients. Will I see all fact-finding requests in one place?***

Yes. The client view in the new portal includes an Action Center that shows all outstanding requests and notices across all clients.

***Each TPA user must have:***

- Their own login
- A unique email address

You can also customize your client view to only see employers you manage directly.

***What happens to appeal hearings already scheduled in UI Online?***

Hearings will take place as scheduled. You'll be able to view and manage appeal info in the new system.

***Will past fact-finding responses carry over to the new system?***

Yes. If you submitted responses in UI Online and are waiting for a decision, you do not need to resubmit.

***Are fact-finding deadlines changing during the transition?***

Yes. For deadlines between May 1–14, 2025, DUA is adding 10 extra days to respond. After May 14, 2025, regular deadlines will apply.

***What support will be available if I have trouble with the new system?***

You'll have several support options:

- **DUA's Website:** Will have help articles, videos, and updates.
- **Adams (Digital Assistant):** Available in the new portal for common questions.
- **MyMassGov support agents:** Available to help you log in to the new system.

- **DUA Contact Center agents:** Will continue to assist with any claim-related questions.

***Will I lose my previous claim history when transitioning to the new system?***

No. Most of your claim info will transfer over automatically. Important: Download any necessary letters from UI Online now, as they will not transfer to the new system.

***Are there changes to how I'll receive the benefit charges file?***

Yes. If you're currently downloading the benefit charges file from UI Online, you'll need to set up a secure file transfer with DUA after UI Online is decommissioned. Contact the DUA Employer Reports Unit at (617) 626-5075 for setup.

***Can a TPA change an employer's role access in the portal?***

Yes. A TPA can request access changes for an employer account by submitting a request to modify roles (Revenue Only, Benefits Only, Revenue and Benefits, View Only).