



UI Online Claimant User Guide

Reopening a Claim

Massachusetts UI Online System

Department of Unemployment Assistance (DUA)

Commonwealth of Massachusetts

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Reopening a Claim

This section describes how to reopen a claim for Massachusetts unemployment benefits using the web-based UI Online system.

If you have an inactive claim you can request to reopen it.

You can request to reopen the claim by answering questions on a series of pages in UI Online. The pages that appear depend on your circumstances. More pages may need to be filled in if, for instance, you moved or received partial earnings, or want to choose an earlier date to reopen the claim.

- The Reopen Claim link only appears if the claim is inactive.
- A claim becomes inactive if you have not requested benefits for 21 days, or you declined benefits the last time you requested benefits.
- Information in the reopen request is saved if it is not completed in a single session provided the request is completed before 9:59 PM Saturday of the week that the request was started. (After 9:59 PM, the information in the request is purged.)

HOW TO BEGIN

1. Log into UI Online. The Claimant **Home Page** appears.
2. Click **Reopen Claim**.

NOTE: The **Reopen Claim** link is only visible when you have an inactive claim.



3. The **Important Information about Your Unemployment Benefits** page displays.

IMPORTANT INFORMATION ABOUT YOUR UNEMPLOYMENT BENEFITS

The first page in the sequence during a reopen is the **Important Information about Your Unemployment Benefits** page. The page provides the following information:

- Work search requirements
- Eligibility requirements (able, available, and actively looking for work)
- Instructions on changing contact information
- Information about registering at a Career Center
- A certification box to check.

1. Put a check in the box.
2. Click **Next** to continue.

Important Information about Your Unemployment Benefits

Please read and certify:

a. 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.

b. 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.

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

d. 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.*

VIEW AND MAINTAIN CONTACT INFORMATION

The **View and Maintain Contact Information** page displays your contact information.

1. Review the information on the page.
2. Click **Previous**, **Edit**, or **Next**.
 - To change any information, click **Edit**. The **Maintain Contact Information** page appears.
 - To return to the **Important Information** page without saving any changes, click **Previous**.
 - To proceed to the **View and Maintain Payment and Tax Withholding Information** page, click **Next**.

View and Maintain Contact Information	
Residential Address	
Address Line 1:	19 Staniford St
Address Line 2:	
City:	Boston
State:	Massachusetts
ZIP Code:	02114-2502
Country:	United States Of America
Mailing Address	
In care of (c/o):	
Address Line 1:	19 Staniford St
Address Line 2:	
City:	Boston
State:	Massachusetts
ZIP Code:	02114-2502
Country:	United States Of America
Telephone Numbers	
U.S. and Canada Only:	
Home:	
Mobile:	
Other:	
International Phone:	
Correspondence Preference	
How would you like to receive your correspondence?	Electronic
Email Address:	pschmitt@detma.org
Preferred Language	
Preferred Language:	English
Additional Preferred Language:	
<input type="button" value="Previous"/> <input type="button" value="Edit"/> <input type="button" value="Next"/>	

MAINTAIN CONTACT INFORMATION

This page only appears if Edit was clicked in the View and Maintain Contact Information page.

The **Maintain Contact Information** page is the same as the **View and Maintain Contact Information** page, except the information on the page can be edited.

1. Edit the information on the page.

The screenshot shows a web form titled "Maintain Contact Information". It is divided into three main sections: "Residential Address", "Mailing Address", and "Telephone Numbers".

Residential Address

Address Line 1:	19 Staniford St	*
Address Line 2:		
City:	Boston	*
State:	MA - Massachusetts	
Zip Code:	02114-2502	
Country:	US - United States Of America	*

Mailing Address

Check this box if Mailing Address is same as Residential Address:

In care of (c/o):	
Address Line 1:	19 Staniford St
Address Line 2:	
City:	Boston
State:	MA - Massachusetts
Zip Code:	02114-2502
Country:	US - United States Of America

Telephone Numbers

2. Click Previous or Submit.

- Click **Previous** to return to the **View and Maintain Contact Information** page without saving any changes.
- Click **Submit** to save the changes and display the **Address Verification** page. Select the correct address and click **Next** to return to the **View and Maintain Contact Information** page.

VIEW AND MAINTAIN PAYMENT AND TAX WITHHOLDING INFORMATION

This page displays your current payment and tax withholding information.

1. Review the information on the page.
2. Click **Previous**, **Edit**, or **Next**.
 - To change payment information, click **Edit** under the Payment section.
 - To change tax withholding information, click **Edit** under the Tax Withholding section.
 - To proceed to the **Claimant Question** page, click **Next**.

View and Maintain Payment and Tax Withholding Information	
Select the Edit button to update the information that was previously provided.	
Payment Information	
Updating your payment method may require a pre-note or authorization and account setup. Be aware that this could delay future payments. Payments may be sent via your prior payment method, or via check to your current mailing address. Verify your address information via Maintain Contact Information .	
Payment Option:	Debit card
Account Type:	
Bank Name:	
Routing Number:	
Bank Account Number:	
Status:	Pending
<input type="button" value="Edit"/>	
Tax Withholding Information	
Tax withholding selection:	Both Federal income tax at the rate of 10% and Massachusetts state income tax at the rate or 5.3%
<input type="button" value="Edit"/>	
<input type="button" value="Previous"/> <input type="button" value="Next"/>	

CLAIMANT QUESTION

The **Claimant Question** page requests information about any work and self-employment since your last request for benefits.

1. Select **Yes** or **No** in answer to the question about having worked since the date indicated.
2. Select **Yes** or **No** in answer to the question about self-employment.

Claimant Question

Please answer the following questions:

1. Have you worked since 5/26/2013? (This includes: [Full-time](#) [?], Part-time, Temporary Work, or Self Employment) Yes No

If Yes, was all employment in self-employment? * Yes No

3. Click **Next**.

NOTE: Answers on the **Claimant Questions** page may cause a Questionnaire to appear before the Reopen Your Claim – Reopen Date page.

ADDITIONAL AND COMPLETE EMPLOYMENT

This page only displays if Question 1: Did you work or collect earnings, was answered Yes, and Question 2: Was all employment self employment, was answered No on the Claimant Question page.

The **Additional and Complete Employment** page lists Employers for which you previously worked (if any). You can also add Employers to the list from this page.

Additional and Complete Employment

A complete list of employment from 2/10/2013 to 6/4/2013 is needed to determine your eligibility and benefit amount.

- If an employer is listed with a status of "Incomplete," select the "Update" button to review and complete the missing information.
- If the list of employers has a status of "Complete" and reflects all the employment that you have had in the past year, select "Next."
- If the list does not include all the employment that you have had in the past year, select the type of employment and the "Add" button below.

Employer Business Name	Employer Legal Name	Status	
Massachusetts Employment	ZATION	COMPLETE	* <input type="button" value="Update"/> <input type="button" value="Delete"/>

Provide Additional Employers

A complete list of employment from 2/10/2013 to 6/4/2013 is needed to determine your eligibility. Use the "Add" button below to add additional Employment.

Employment Type:

1. Verify that the list of Employers is correct:

- To delete an Employer, click the **Delete** button to the right of its name.
- If an Employer belongs in the list, click the **Update** button to the right of its name to add required information.
- To add an Employer, select an **Employment Type**, and click **Add**. Enter information as requested on ensuing pages, until the Additional and Complete Employment page displays again.

NOTE: For detailed information on adding Employers, see "About Employment and Employer Information" in the Initial Claims chapter. The process is explained in detail.

2. Click **Next**.

REOPEN YOUR CLAIM – REOPEN DATE

This page displays the possible reopen date of the claim.

- If you had no earnings, the effective date of a reopen is the Sunday of the current week.
- If you had partial earnings from self-employment only, the effective date of a reopen is the Sunday of the current week.

Reopen Your Claim – Reopen Date page for no earnings, or only self-employment earnings

Reopen Your Claim – Reopen Date

★Your claim will be reopened on Sunday, 6/2/2013.

Under certain circumstances, you may be given credit for previous weeks. If you think you have "good cause" to request previous weeks, check here.

Reopen Your Claim – Reopen Date page for partial non-self-employment earnings

Reopen Your Claim – Reopen Date

★Your claim will be reopened effective the Sunday of the week you select. Please select the effective reopen date of your claim:

Reopen Effective Date Sunday, 6/2/2013.

Reopen Effective Date Sunday, 5/26/2013 (this week is available as you indicated you had partial employment during this week).

Under certain circumstances, you may be given credit for previous weeks. If you think you have "good cause" to request previous weeks, check here.

- If you had partial earnings for employment other than self-employment, two effective dates (current week, and previous week) display. You may opt to predate the reopen by selecting the previous week if you have reason.
- You may request an earlier date than the one(s) shown by checking good cause box.

1. Review the information on the page.

- Select an effective date (current week or previous week).
- To request an earlier reopen date, check the good cause box.

2. Click **Next**.

CLAIMANT - REPORTING REQUIREMENTS - PREDATE REQUEST QUESTIONNAIRE

This Questionnaire only appears if the good cause box was checked on the Reopen Your Claim – Reopen Date page.

1. Complete the Questionnaire. Verify that the certification is checked and that a phone number is provided.
2. Click **Submit**.

DUA Staff will review your request. Look in your Inbox or US Mail for a determination.

REOPEN CONFIRMATION

The Reopen Confirmation page summarizes the reopen information entered so far. If you had non-Self-Employment, the Employer(s) are listed on the page.

- Click **Modify** to return to the Claimant Question page where you can edit answers.
- Click **Submit** to complete the reopen.

Confirm Employment Information	
Employer Business Name	Employer Legal Name
<i>Massachusetts Employment</i>	
MECHANICAL INC	MECHANICAL INC
Reopen Confirmation	
Reopen Effective Date: 6/2/2013	
Benefit Payment Request Date: 6/9/2013	
<input type="button" value="Modify"/> <input type="button" value="Submit"/>	

REOPEN CLAIM CONFIRMATION

The **Reopen Claim Confirmation** page displays after the Reopen Confirmation page. It confirms that the claim has been reopened, and provides the effective date.

Click **Home** to return to the **Claimant Home** page.

Reopen Claim Confirmation
Your claim has been reopened effective: 6/2/2013
Home