

## **CÓMO CREAR UNA CUENTA E INICIAR SESIÓN EN EL NUEVO SISTEMA EN LÍNEA DE COMPENSACIÓN POR DESEMPLEO DE PA**

**Pase a su situación:**

SI AÚN NO TIENE UNA ID DE KEYSTONE

SI YA TIENE UNA ID DE KEYSTONE

CÓMO INICIAR SESIÓN SI YA TIENE UNA ID DE KEYSTONE

CÓMO RESTABLECER LA CONTRASEÑA SI LA OLVIDÓ

## SI AÚN NO TIENE UNA ID DE KEYSTONE

Esta es la página de inicio. Desde esta página, puede iniciar sesión o registrarse la primera vez. Para registrarse para una cuenta, haga clic en el botón "Register" (Registrarse).



**Pennsylvania**  
Unemployment Compensation System

Keystone ID

Password

[Reset Password Individuals](#)   [Reset Password Employers / TPA](#)

**Sign In**

**Register**

[En Español](#)

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**Individual**

Welcome to Pennsylvania's Unemployment Compensation (UC) system. Apply and manage your UC benefits anytime, anywhere.

Self-Services available include:

- File or Reopen a Claim

**Employers**

The UC system provides employers a helpful online tool to manage UC benefit requests and account information.

Self-Services available include:

- Respond to Requests. Fact-finding

**Third Party Administrators**

The UC System also offers TPA's the opportunity to manage UC benefit requests and account information on behalf of their clients. Self-Services Available will vary depending on the

En esta página, inicie sesión, si ya ha creado una cuenta. De lo contrario, baje hasta el área donde puede crear una cuenta de usuario. Desde aquí, hará clic en "Individual" (Persona).

## Option 1 - Create a User Account



If you would like to become a fully registered user with Pennsylvania's Unemployment Compensation (UC) Benefits System and have access to all of our online services, select one of the following account types. If you are not sure if you need to register on the system, learn more about the benefits of registering on page: [Why Register?](#)



### Individual

30 min(s) estimated

Register as this account type if you are an individual and wish to file a claim for unemployment.



### Employers and Agents

22 min(s) estimated

Register as the account type if you wish to manage any unemployment claim associated with your company. You can register on behalf of your company or on behalf of another company acting as their agent with a valid Power of Attorney.

[Return to Previous Page](#)

La siguiente pantalla recopilará parte de la información que se utiliza para crear su cuenta de usuario. También se la conoce como ID de Keystone y puede utilizarse para acceder a otros sitios en todo el estado.

Antes de enviar sus respuestas, tome nota de esta información. Guárdela en un lugar seguro y NO la comparta con nadie. La necesitará más adelante para iniciar sesión y gestionar su reclamo de compensación por desempleo (UC). El sistema le permite restablecer la contraseña si la olvidó. Sin embargo, para hacerlo, necesitará su nombre de usuario y las respuestas a las preguntas de seguridad. Si olvida su nombre de usuario o las respuestas a las preguntas de seguridad, no podrá iniciar sesión ni utilizar la función para obtener la contraseña olvidada.

[Information](#) [Home](#) [Accessibility](#) [Register/Sign in](#)

**This will create your user across PA sites**

• Indicates required fields.  For help click the information icon.

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### Your Information

|                            |   |  |
|----------------------------|---|--|
| <b>* User Name:</b>        | <input type="text"/>  | Enter User Name (3 - 20 characters, and must include characters, letters or numbers. Allowable characters are - + @ . -)   |
| <b>* Password:</b>         | <input type="password"/>  | Enter Password (8 - 18 characters, and must include at least one uppercase letter, one lowercase letter, one number and one special character. Allowable characters are # @ \$ % ^ . ! * _ +). |
| <b>* Password Confirm:</b> | <input type="password"/>  |  |
| <b>* First Name:</b>       | <input type="text"/>  |  |
| <b>* Last Name:</b>        | <input type="text"/>  |  |
| <b>* Date of Birth:</b>    | <input type="text"/> (mm/dd/yyyy)  |  |

Security Question Responses must not be duplicated across multiple questions.  
Also, Security Question Responses can not contain any part of the question corresponding to the Response.

**\* Security Question 1:**

**\* Security Question Response 1:**

**\* Security Question 2:**

**\* Security Question Response 2:**

**\* Security Question 3:**

**\* Security Question Response 3:**

Submit

- None Selected
- What is your mother's maiden name?
- What is your pet's name?
- What was the name of your first school?
- Who was your childhood hero?
- What is your favorite pastime?
- What is your all-time favorite sports team?
- What is your father's middle name?
- What was your high school mascot?
- What make was your first car or bike?
- Where did you first meet your spouse?
- Where were you born?

Elija "YES" (Sí) si está intentando presentar un nuevo reclamo inicial para la UC.

Elija "NO" (No) si ya tiene un reclamo de nuestro sistema anterior y solo necesita configurar una cuenta para usar nuestro nuevo sistema para presentar reclamos semanales o gestionar ese reclamo.

The screenshot shows a web page for the Pennsylvania Unemployment Compensation System. At the top is a dark blue navigation bar with a menu icon, 'Menu', and links for 'Information', 'Home', 'Accessibility', 'My Dashboard', 'Register/Sign in', and 'Services for Individuals'. Below the navigation bar is the Pennsylvania Unemployment Compensation System logo and the heading 'Please review the information below. Click Next to continue.' A note indicates that an asterisk (\*) denotes required fields, and an information icon (i) is used for help. The main heading is 'Unemployment Insurance Compensation'. Below this, a message states: 'This system allows you to file an Unemployment Insurance compensation claim. Please confirm your actions below.' The question is: '\* Are you attempting to file an Unemployment Insurance claim at this time?' with radio button options for 'Yes' (selected) and 'No'. A blue 'Next >>' button is centered below the question. At the bottom of the page, there is a blue 'Return to Previous Page' button.

Si elige "YES" en este punto, se dirigirá a la página "Welcome to Pennsylvania's Unemployment Compensation (UC) Benefits System" (Le damos la bienvenida al Sistema de Beneficios de Compensación por Desempleo [UC] de Pensilvania) de la guía de reclamos iniciales.

Si elige "NO", continuará con el resto del proceso de registro.



### Please enter the following login information and click the Next button when you are finished.

Be sure to remember your User Name and Password. You will need them to access this system again.

\* Indicates required fields.

For help click the information icon next to each section.

Please do not use any personal identification information as your user name (e.g. Social Security Number or FEIN). You will need your User Name and Password for all future activities in this system. Please write this information down and keep it in a secure place. To ensure account security, we strongly urge you NOT to share your User Name or Password with anyone for any reason.

## Login Information



**User Name:**

keystoneID5 [Enter User Name \(3 - 20 characters, and must include characters, letters or numbers. Allowable characters are - + @ . \\_\)](#)

## Social Security Number

\* **Social Security Number (SSN):**

[Do not enter dashes \(for example, 999001111\)](#)

\* **Re-enter Social Security Number:**

## Primary Location Information

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\* Country:

\* Please enter your zip code:

[Find zip code](#)

## E-mail Address

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\* Primary E-mail:

[Create E-mail Account](#)

\* Confirm Primary E-mail Address:




## Demographic Information

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\* **Date of Birth:**

 (MM/DD/YYYY)

You indicated your date of birth as January 1, 1990.

**Age:**

\* **Gender:**

Female  Male  I do not wish to answer.

\* **Have you registered with the Selective Service?**

[ [Selective Services web site](#) ]


Next >>

Return to Home



Please enter the following contact information and click the Next button when you are finished.

\* Indicates required fields.

 For help click the information icon.

## Name

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\* **First Name:**

**Middle Initial:**

\* **Last Name:**

If you have worked under a different name than what has been entered, [Go here if you have worked under a different name.](#)

<< Back

Next >>

Return to Home

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Please enter the following information below and click the Next button when you are finished.

\* Indicates required fields.

For help click the information icon next to each section.

## Residential Address



This is where you live.

\* Address Line 1 :

Address Line 2:

Apt #, Lot #, Building #, Suite #

\* Zip Code:

[Find zip code](#)

\* City:

\* State:

\* Country:

## Mailing Address

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This is where you receive your mail.

Use residential address

\* Address Line 1 :

Address Line 2:

Apt #, Lot #, Building #, Suite #

\* Zip Code:

\* City:

\* State:

\* Country:

<< Back

Next >>

Return to Home

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Please enter the following information below and click the Next button when you are finished.

\* Indicates required fields.

For help click the information icon next to each section.

## Phone Numbers



\* Primary Phone:  -  -  Ext:

\* Primary Phone Type:

\* Primary Phone Mode:

Alternate Phone:  -  -  Ext:

Alternate Phone Type:

Alternate Phone Mode:

Fax:  -  -

<< Back

Next >>

Return to Home



Please enter the following information below and click the Next button when you are finished.

\* Indicates required fields.

For help click the information icon next to each section.

## Preferred Notification Method

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\* Please select a method in which you prefer to receive your notifications:

Please note that determining your eligibility benefits may be delayed if Postal Mail is selected.

<< Back

Next >>

Return to Home

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\* Indicates required fields.

For help click the information icon next to each section.

## Dependents

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\* Do you have dependents?  Yes  No

A dependent can be a legally married spouse who lives with you. Children under the age of 18 or children older than 18 with a mental or physical infirmity.

## Citizenship

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\* Citizenship:

## Disability

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\* Do you wish to disclose a disability?

- Yes, I have a disability I wish to disclose.
- No, I do not have a disability.
- I do not wish to answer.

<< Back

Next >>

Return to Home

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\* Indicates required fields.

For help click the information icon.

## Education Information

\* Your Highest Education Level Achieved:

None Selected

If you have a High School Diploma or High School Equivalency Diploma, please select the appropriate value of High School Diploma or High School Equivalency Diploma.

\* Are you attending school?


None Selected

<< Back Next >> Return to Home



Please enter the following information below and click the Next button when you are finished.

\* Indicates required fields.

 For help click the information icon.

## Employment Information

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\* Current Employment Status:

<< Back

Next >>

Return to Home

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Please enter the following information below and click the Next button when you are finished.

\* Indicates required fields.

For help click the information icon.

## Job Title

Please enter a job title below. As you are entering the job title, you may see a list of common job titles similar to what you are entering. If you see your job title in the list, select it.

What is your desired job title?

Your desired job and occupation titles can be changed at any time after registration.

## Job Occupation

Please select the occupation that best matches your job title. You may either select from the Suggested Occupations drop-down list, which is populated based on the job title above, or you can search for an occupation using the search link.


Suggested occupation(s):

[ [Search for an occupation](#) ]



Please enter the following information below and click the Next button when you are finished.

\* Indicates required fields.

 For help click the information icon.

## Ethnic Origin

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\* Are you of Hispanic or Latino heritage?  Yes  No  Information Not Provided

\* Race - Please check all that apply:

- African American/Black
- American Indian/Alaskan Native
- Asian
- Hawaiian/Other Pacific Islander
- White
- I do not wish to answer.

<< Back

Next >>

Return to Home

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Esta es la última página del proceso para crear su cuenta. Después de hacer clic en "FINISH" (Terminar), podrá acceder al panel de información. Tendrá acceso a la información y la capacidad de gestionar su reclamo. Si desea obtener más información sobre cómo navegar por el panel de información, consulte nuestra guía sobre el panel de información aquí. (por desarrollar)



Please enter the following information below and click the Next button when you are finished.

\* Indicates required fields.

For help click the information icon.

## Military Service

Veterans and their spouses may be entitled to State and Federal Benefits. Please answer the following questions.

\* Did you ever serve over 180 consecutive days in active duty for the US military?  Yes  No

\* Have you been classified as a disabled veteran?

<< Back Finish  
Return to Home

Haga clic en el enlace "Unemployment Services" (Servicios por desempleo) para acceder a una página con recursos que lo ayudarán a comprender y gestionar su reclamo.



Please review the options available to you below to continue.

## What would you like to do next?

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### [Job Search](#)

This option will view current job listings in your area that match your interests and experience.



### [Unemployment Services](#)

Information about how to file for benefits, which benefits you are entitled to, and determining your eligibility.

## Other Resources Available

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You may wish to look at other resources available on this site by clicking one of the links below.



[Unemployment Services](#)



[Assistance Center](#)

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## Please select from the Unemployment Services options listed below.



[PA UC Handbook](#) - Review your rights and responsibilities when filing for and receiving unemployment compensation benefits.



[Appeals](#) - File an online appeal on a determination you feel is incorrect, respond to a notice of appeal, request to have an appeal withdrawn or reopened or view any appeal you have filed or to which you are a party.

Please see links below for a printable copy of the appeal instructions and petition to appeal form.

[Appeal Instructions \(PDF\)](#)

[Petition for Appeal \(PDF\)](#)



[File a Wage Protest](#) - File a Wage Protest to notify the UC Service Center of an error on your Notice of Financial Determination.



[Unemployment Benefit Overview](#) - Review information on the unemployment insurance benefits program including how you qualify for benefits.



[Provide Additional Documentation](#) - Upload documents that were requested during claim intake or fact finding.



[TAA Handbook](#) - Review your rights and responsibilities when filing for and receiving TAA benefits.



[PA CareerLink®](#) - Complete mandatory work registration requirements, search for work, or schedule an RESEA session.



[Request Unemployment Claim Backdate](#) - Select this option to request a backdate on an unemployment claim.



[PEUC Program Information](#) - Information about the Pandemic Emergency Unemployment Compensation (PEUC) Program.



[Extended Benefits Program Information](#) - Review information about the Extended Benefits (EB) program.



[DUA Handbook](#) - Review your rights and responsibilities when filing for Disaster benefits.



[Overpayment of Benefits](#) - View your Overpayment Balance and/or make a payment toward your Overpayment.



[File a Claim](#) - File a new claim for unemployment insurance benefits or re-open an existing claim.



[Weekly Claim Certification](#) - File your weekly certification of eligibility to continue claiming unemployment insurance benefits.



[Claim Summary](#) - View an overview of your current claim for unemployment insurance benefits.



[Form 1099-G Information](#) - View and print unemployment insurance benefit payment data reported to the IRS for income tax purposes for the most recent calendar year available.

## SI YA TIENE UNA ID DE KEYSTONE

En la página de inicio, ingrese su nombre de usuario o su ID de Keystone y la contraseña. Luego haga clic en "Sign In" (Iniciar sesión).



### Individual

Welcome to Pennsylvania's Unemployment Compensation (UC) system. Apply and manage your UC benefits anytime, anywhere.

Self-Services available include:

- File or Reopen a Claim

### Employers

The UC system provides employers a helpful online tool to manage UC benefit requests and account information.

Self-Services available include:

- Respond to Requests. Fact-finding

### Third Party Administrator

The UC System also offers TPA's the opportunity to manage UC benefit requests and account information on behalf of their clients. Self-Services Available will vary depending on the






To ensure the highest level of security, please enter the needed information into the form, so that we can verify this information against what is in our database.

If you can't provide the needed information, you will be redirected to the contact staff page.


• Indicates required fields.

 For help click the information icon.

## Your Information

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\* Last Name:

\* Date of Birth:  (mm/dd/yyyy) 

\* Social Security Number:  (no dashes)

\* Confirm Social Security Number:  (no dashes)

Submit

Elija "YES" (Sí) si está intentando presentar un nuevo reclamo inicial para la UC.

Elija "NO" (No) si ya tiene un reclamo de nuestro sistema anterior y solo necesita configurar una cuenta para usar nuestro nuevo sistema para presentar reclamos semanales o gestionar ese reclamo.

The screenshot shows the top navigation bar with links for Menu, Information, Home, Accessibility, My Dashboard, Register/Sign in, and Services for Individuals. Below the navigation bar is the Pennsylvania Unemployment Compensation System logo and a heading: "Please review the information below. Click Next to continue." A note indicates that an asterisk (\*) denotes required fields, and an information icon (i) is used for help. The main heading is "Unemployment Insurance Compensation". Below this, a message states: "This system allows you to file an Unemployment Insurance compensation claim. Please confirm your actions below." A question is posed: "\* Are you attempting to file an Unemployment Insurance claim at this time?" with radio button options for "Yes" (selected) and "No". At the bottom of the form area, there are two buttons: "Next >>" and "Return to Previous Page".

Si elige "YES" en este punto, se dirigirá a la página "Welcome to Pennsylvania's Unemployment Compensation (UC) Benefits System" (Le damos la bienvenida al Sistema de Beneficios de Compensación por Desempleo [UC] de Pensilvania) de la guía de reclamos iniciales.

Si elige "NO", continuará con el resto del proceso de registro. (Página 6 a 22)

## CÓMO INICIAR SESIÓN SI YA TIENE UNA ID DE KEYSTONE

Después de crear una cuenta, desde la página de inicio, inicie sesión ingresando el nombre de usuario y la contraseña que creó. Después de hacer clic en "Sign In" (Terminar), se dirigirá directamente al panel de información.



### Individual

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### Employers

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Self-Services available include:

- Respond to Requests, Fact-finding

### Third Party Administrator

The UC System also offers TPA's the opportunity to manage UC benefit requests and account information on behalf of their clients. Self-Services Available will vary depending on the TPA's contract with the UC System.




### Welcome to My Individual Workspace James Tucker.

[View your Personal Profile and Contact Information.](#) This page introduces you to system features and offers suggestions. Select from the items below to start customizing the content that interests you.

- My Dashboard
- Directory of Services
- My Resources

#### Services Preview

**Important information for Tucker, James** close



 You have 3 new or unread messages.
 

Close

Review information on unemployment benefits and see if you qualify.



#### Widgets

|   |  |   |
|---|--|---|
| <b>My Benefits Plan</b>   | <b>My Personal Profile</b>   | <b>Unemployment Services</b>  |
| <a href="#">1 Unemployment Insurance Claims - Monetarily Ineligible</a> |  <a href="#">Update Contact Information</a><br>Review and update name, address, |  <a href="#">PA CareerLink®</a><br>Complete mandatory work |

## CÓMO RESTABLECER LA CONTRASEÑA SI LA OLVIDÓ

Si ha olvidado su contraseña, puede restablecerla desde la página de inicio. Haga clic en "Reset Password Individuals" (Restablecer contraseña de personas).



### Individual

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- File or Reopen a Claim

### Employers

The UC system provides employers a helpful online tool to manage UC benefit requests and account information.

Self-Services available include:

- Respond to Requests, Fact-finding

### Third Party Administrator

The UC System also offers TPA's the opportunity to manage UC benefit requests and account information on behalf of their clients. Self-Services Available will vary depending on the TPA's capabilities.

Ingrese su nombre de usuario y haga clic en "OK" (Aceptar).

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### Forgotten Password Reset: Forgotten Password Identify

• = Required

???key: screenfield.ForgottenPasswordIdentify.instructionalText.name???

•User ID

---

Ingrese la respuesta a la primera pregunta de seguridad.

### Forgotten Password Reset: Forgotten Password Verify

• = Required

???key: screenfield.ForgottenPasswordVerify.instructionalText.name???

User ID

Password Hint

•Answer

---

Ingrese la respuesta a la segunda pregunta de seguridad.

### Forgotten Password Reset: Forgotten Password Secondary Verify

• = Required

???key: screenfield.ForgottenPasswordVerify.instructionalText.name???

Password Hint

• Answer

Ingrese una nueva contraseña.

### Forgotten Password Reset

• = Required

???key: screenfield.ResetUserPasswordProfile.instructionalText???

Organization

User ID

First Name

Last Name

• Password

• Confirm Password

Después de haber ingresado una nueva contraseña y de hacer clic en "Ok" (Aceptar), aparecerá el mensaje "Task Completed" (Tarea finalizada). Haga clic en "Ok" (Aceptar).

### Forgotten Password Reset

Task completed.

OK

Para volver a la página de inicio, haga clic en "UC Benefits" (Beneficios de UC). Desde la página de inicio, puede ingresar su ID de usuario y una nueva contraseña.



pennsylvania PA

**Thank you for using DLI IAM user management system!!!**

Please use the links below to return to your application

#### **Application Links:**

- *CWDS* : [CWDS](#)
- *Job Gateway*: [Job Gateway](#)
- *UCMS Business Users*: [UCMS](#)
- *WCAIS Authorized Users*: [WCAIS](#)
- *Unemployment Compensation Benefits*: [UC Benefits](#)