HOW TO CREATE AN ACCOUNT AND LOG IN TO PA’S NEW ONLINE UNEMPLOYMENT COMPENSATION SYSTEM

Jump to your situation:

YOU DO NOT HAVE AN EXISTING KEYSTONE ID
YOU HAVE AN EXISTING KEYSTONE ID
HOW TO LOG IN AFTER YOU HAVE A KEYSTONE ID
HOW TO RESET A FORGOTTEN PASSWORD
YOU DO NOT HAVE AN EXISTING KEYSTONE ID

This is the home page. From this page, you can sign in, or register for the first time. To register for an account, click the “Register” button.

On this page, you log in, if you already created an account. But if you do not, scroll down to the area where you create a user account. From here, you will click “Individual.”
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.
The next screen will gather some of the information used to create your user account. This is also known as a Keystone ID and can be used to access other sites across the Commonwealth.

Before submitting your responses, please make note of this information. Keep it in a secure location, and do NOT share it with anyone. It will be needed later to log in and manage your UC claim. The system does allow you to reset forgotten passwords. However, to do this, you will need your username and answers to your security questions. If you forget your username or answers to your security questions, you will not be able to log in, or use the feature to obtain forgotten password.

This will create your user across PA sites

- Indicates required fields.

For help click the information icon.

**Your Information**

* User Name: 
  Enter User Name (8 - 20 characters, and must include characters, letters or numbers. Allowable characters are - _ @ . $)

* Password: 
  Enter Password (8 - 16 characters, and must include at least one uppercase letter, one lowercase letter, one number and one special character. Allowable characters are # @ $ % ^ . ! _ - ).

* Password Confirm: 

* First Name: 

* Last Name: 

* Date of Birth: 
  (mm/dd/yyyy)
Security Question Responses must not be duplicated across multiple questions. Also, Security Question Responses cannot 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
If you are attempting to file a new initial claim for UC, choose “YES.”

If you already have an existing claim from our old system and just need to set up an account to use our new system to file weekly claims or manage that claim, choose “NO.”

If you choose “YES”, at this point you’ll be taken to the “Welcome to Pennsylvania’s Unemployment Compensation (UC) Benefits System” page in the initial claims guide.

If you choose “NO” you will proceed through the remainder of the registration process.
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: 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

* Country: United States

* Please enter your zip code: Find zip code

E-mail Address

* Primary E-mail: 

Create E-mail Account

* Confirm Primary E-mail Address:
Demographic Information

* 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?
  - [ ] None Selected

[ 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**

**First Name:** Fred

**Middle Initial:**

**Last Name:** Flintstone

If you have worked under a different name than what has been entered, Go here if you have worked under a different name.
Residential Address

This is where you live.

* Address Line 1: 

   

Address Line 2: 

   

   Apt #, Lot #, Building #, Suite #

* Zip Code: 17121 Find zip code

* City: Harrisburg

* State: Pennsylvania

* Country: United States
Mailing Address

This is where you receive your mail.

- Use residential address

- Address Line 1:

- Address Line 2:
  - Apt #, Lot #, Building #, Suite #

- Zip Code: 17121

- City: Harrisburg

- State: Pennsylvania

- Country: United States

<< 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.

**Phone Numbers**

- Primary Phone: [ ] - [ ] - [ ] Ext: [ ]
- Primary Phone Type: None Selected
- Primary Phone Mode: Voice
- Alternate Phone: [ ] - [ ] - [ ] Ext: [ ]
- Alternate Phone Type: None Selected
- Alternate Phone Mode: Amplified Phone
- Fax: [ ] - [ ] - [ ]
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**

* 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.
Dependents

* 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

* Citizenship:  

None Selected
Disability

*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.
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
Employment Information

* Indicates required fields.

For help click the information icon.

Current Employment Status:  
None Selected  

<< Back  Next >>

Return to Home
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):

None Selected

[ Search for an occupation ]
Please enter the following information below and click the Next button when you are finished.

* Indicates required fields.

**Ethnic Origin**

* 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.
This is the last page in the process to create your account. After you click “FINISH,” you will have access to your dashboard. You will have access to information and the ability to act on your claim. If you want to learn more about navigating your dashboard, review our dashboard guide here. (to be developed)

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?
  - No
Follow the “Unemployment Services” link to a page full of resources to help you understand and manage your claim.

Please review the options available to you below to continue.

What would you like to do next?

- **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

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

- **Unemployment Services**
- **Assistance Center**
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.
YOU HAVE AN EXISTING KEYSTONE ID

From the Home page enter your username or Keystone ID and password, click “Sign In”.

[Image of Pennsylvania Unemployment Compensation System website]

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 TPAs 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.

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**Your Information**

* Last Name: [Input]

* Date of Birth: [Input] (mm/dd/yyyy) [Help]

* Social Security Number: [Input] (no dashes)

* Confirm Social Security Number: [Input] (no dashes)

Submit
If you are attempting to file a new initial claim for UC, choose “YES.”

If you already have an existing claim from our old system and just need to set up an account to use our new system to file weekly claims or manage that claim, choose “NO.”

If you choose “YES”, at this point you’ll be taken to the “Welcome to Pennsylvania’s Unemployment Compensation (UC) Benefits System” page in the initial claims guide.

If you choose “NO” you will proceed through the remainder of the registration process. (Pages 6-22 above.)
HOW TO LOG IN AFTER YOU HAVE A KEYSTONE ID

After creating an account, from the Home Page, you log in by entering the username and password you created. After you click “Sign In,” you are taken directly to your dashboard.
Welcome to My Individual Workspace. 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.

Services Preview

Important information for

You have 3 new or unread messages.

Review information on unemployment benefits and see if you qualify.

Widgets

My Benefits Plan
1 Unemployment Insurance Claims - Monetarily Ineligible

My Personal Profile
Update Contact Information
Review and update name, address,

Unemployment Services
PA CareerLink®
Complete mandatory work
HOW TO RESET A FORGOTTEN PASSWORD

If you have misplaced your password, you can reset it from the Home page. Click “Reset Password Individuals.”
Enter your username and click “OK.”

Enter the answer to your first hint question.
Enter the answer to the second hint question.

Forgotten Password Reset: Forgotten Password Secondary Verify

- Required

???key: screenfield.ForgottenPasswordVerify.InstructionalText.name???

Password Hint: What is your mother's maiden name

*Answer

OK Cancel

Enter a new password.

Forgotten Password Reset

- Required

???key: screenfield.ResetUserPasswordProfile.InstructionalText???

<table>
<thead>
<tr>
<th>Organization</th>
<th>IAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>User ID</td>
<td>keystone[ID5]</td>
</tr>
<tr>
<td>First Name</td>
<td>Fred</td>
</tr>
<tr>
<td>Last Name</td>
<td>Flintstone</td>
</tr>
<tr>
<td>*Password</td>
<td></td>
</tr>
<tr>
<td>*Confirm Password</td>
<td></td>
</tr>
</tbody>
</table>

Submit Cancel
After you have entered a new password and click ok, you can expect to see a “Task Completed” message. Click Ok.

To return Home, click “UC Benefits. From the Home page you can enter your user ID and new password.

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](#)