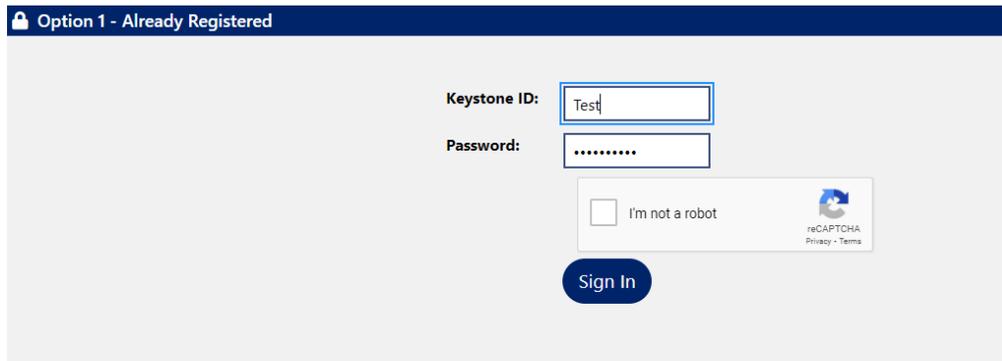# Instructions for Resolving Invalid Keystone Logins
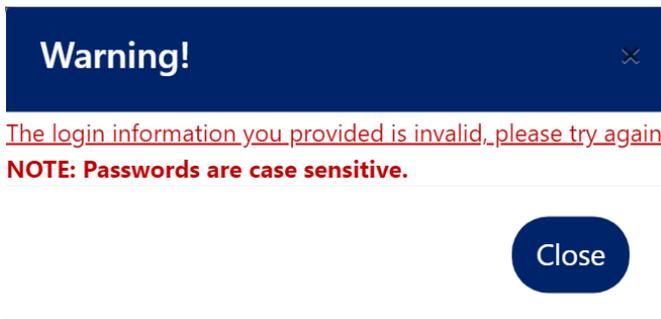
Step 1: Select the "Sign In/Register" button.

Step 2: Under "Option 1: Already Registered," please try logging in with your existing Keystone ID. Make sure you note the exact Keystone ID and password you use in this step.

Step 3: You will receive an "invalid" message. Click "Close" and please proceed to step 4.

Step 4: Select "Individual" under "Option 2: Create a User Account"

Option 2 - 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	**Employers and Agents**
30 min(s) estimated	7 min(s) estimated
Register as this account type if you are an individual and wish to file a claim for unemployment.	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.

Step 5: Fill out all required fields. Please be sure to note your information for future use. Once finished, click "Submit." If your device tries to autofill these fields, please make sure to input the correct information.

Your Information

*User Name:

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

*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 # @ $ % ^ . ! * _ +).

*Password Confirm:

*First Name:

*Last Name:

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

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

*Security Question 1:   None Selected

*Security Question Response 1:

*Security Question 2:   None Selected

*Security Question Response 2:

*Security Question 3:   None Selected

*Security Question Response 3:

Submit

Step 6: Select **"No"** to the "Are you attempting to file an Unemployment Insurance claim at this time?" question and click "Next." DO NOT select "Yes" to this question.

Unemployment Insurance Compensation

This system allows you to file an Unemployment Insurance compensation claim. Please confirm your actions below.

*Are you attempting to file an Unemployment Insurance claim at this time?   ○ Yes   ● No

Next >>

Step 7: Fill out all required information and click "Submit." Please note: the information entered MUST match the information you originally submitted on your initial claim. Even if you have changed your address or your name, please make sure you refer to the most recent correspondence you received regarding your claim from the UC Service Center and input the exact original claim information (zip code, name, etc.) to allow our system to find your existing claim. You may update your personal information once inside the UC system.

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

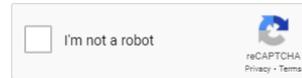Confirm Primary E-mail Address: [   ]

Demographic Information

* Date of Birth: [11/16/1991] 🔲 (MM/DD/YYYY)

You indicated your date of birth as November 16, 1991.

Age:

* Gender: ⚪ Female ⚪ Male ⚪ I do not wish to answer.

* Have you registered with the Selective Service? [None Selected ▼]

[Selective Services web site]

☐ I'm not a robot   reCAPTCHA
Privacy · Terms

[Next >>]

Step 8: The system will then inform you that there is an existing account on file under the Social Security number section. Users should click the blue hyperlink labeled "here."

* Social Security Number (SSN):

[·········]

We have identified an existing account in the system that matches your social security number. If you believe you made a data entry error please re-enter your correct social security number. Otherwise, please click

here to retrieve your existing credentials and sign-in.

Step 9: Fill in your Social Security number and zip code and click "Submit." Please make sure the ZIP code is the one attached to your UC claim. If you are using a tablet or mobile device, please avoid using the calendar feature and manually type your date of birth, using numbers and slashes (e.g. "01/01/2001").
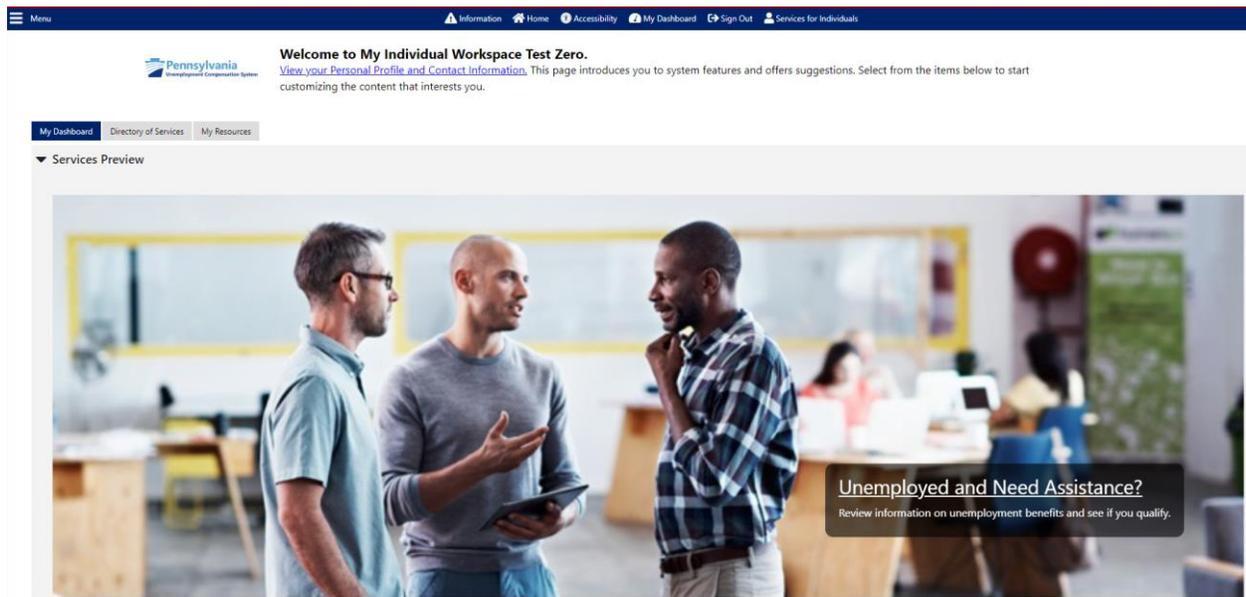
Your Information

* First Name: [Test]

* Last Name: [Zero]

* Date of Birth: [11/16/1991] (mm/dd/yyyy) 🔲

* Social Security Number: [   ] (no dashes)

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

* Zip Code: [   ]

Step 10: You will be taken to your UC dashboard.

Step 11: Please log out and log in with your newly created Keystone ID. You may now begin to access all the resources available in the new UC system, including filing for benefits.