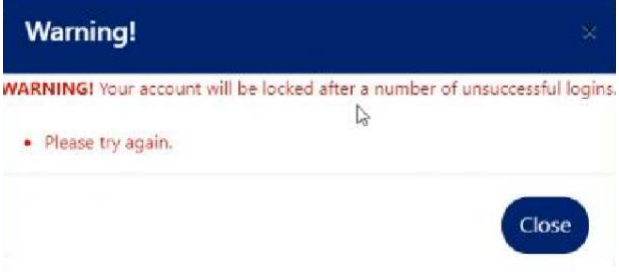


Logging into the UC System

Unemployment Compensation (UC) Benefit System

The username and password process is similar to the login process we recognize from most applications, such as banking apps and credit cards.

Before you log into your UC account, use this table to identify your situation:

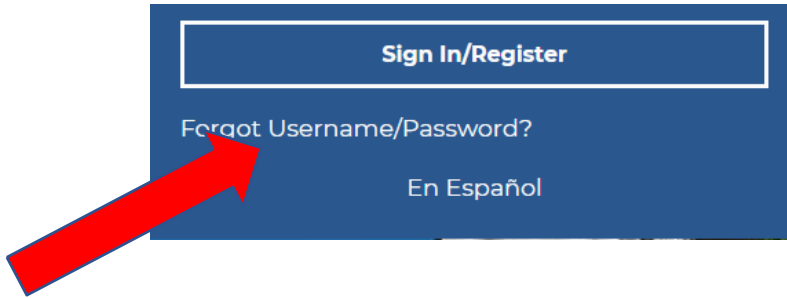
Active User	Inactive User
<p>If you are an active user, you will see no changes. You will use your login credentials like normal. If you forget your username or password, please use the "Forgot Username/Password?" link to retrieve your credentials. An email will be sent to your email on file to retrieve your username or reset your password.</p>	<p>You are considered an inactive user if you logged in previously, but have not logged in within the past month or longer. You will likely attempt to log in but get a warning message telling you to try again. This message means you will need to reset your password.</p>  <p>The screenshot shows a dark blue header with the word "Warning!" in white. Below it, a red warning message reads: "WARNING! Your account will be locked after a number of unsuccessful logins." Underneath, a red bullet point says "Please try again." A blue "Close" button is in the bottom right corner.</p>

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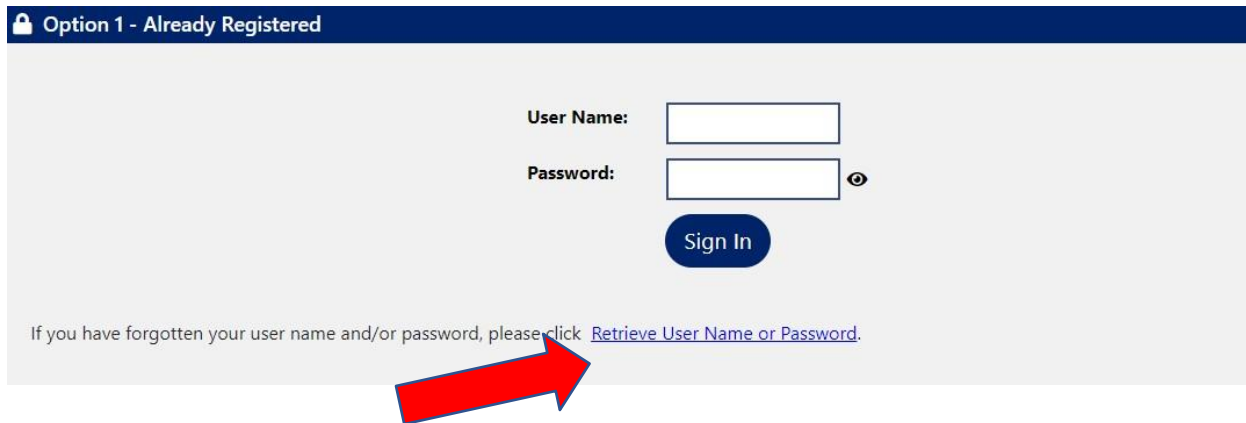
Password Reset

The screens below illustrate the steps you should take if you forget your password or fall into the inactive group that has not logged in within the past few weeks.


Click on “Forgot Username/Password?”



OR from the login screen, click “Retrieve User Name or Password”:



Select the option that applies to your situation.

 **Select an option to retrieve your User Name and/or Password**

Option 1 - Forgot Password

If you have forgotten your password, please click [retrieve password](#). You will be prompted for information about your account, and when matched, you will establish a new password then have access to your account.

Option 2 - Forgot User Name

If you have forgotten your User Name, please click [retrieve User Name](#). You will be prompted for information about your account, and when matched, you will establish a new password then have access to your account.

Option 3 - Forgot User Name and Password

If you have forgotten your User Name and password, please click [retrieve both](#). You will be prompted for information about your account, and when matched, you will establish a new password then have access to your account.

Enter your username. Choose "Individual" and click "Next."

* User Name

* Did you register as

Individual

Employer

Staff

<< Back Next >>

[\[Go to Contact Staff \]](#)

Enter your SSN and email associated with your UC claim. The email address must match what we have on record.

Your Information

* Social Security Number: (no dashes)

* Email:

Submit

If the correct information is entered, an email will be sent to you. If an incorrect email or SSN is entered, you will be redirected to the [Contact Us page](#). This means the information you entered is not what we have on file and you must call in to update your account information.

If you enter a username that cannot be found you'll see:



We could not find your username in our system. If you believe you may have incorrectly typed the username please click [Re-enter Username](#).

If you are sure you have previously registered on Pennsylvania's Unemployment Compensation (UC) Benefits System please click [Retrieve username and Password](#).

If you have not previously registered on Pennsylvania's Unemployment Compensation (UC) Benefits System please click [Register new user](#).

When you enter everything correctly (username, SSN, and email) and submit, the following message appears. At this point, please reference your email and follow the instructions.



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 may contact staff by clicking the [Contact Staff](#) link.

Your Password Reset Email has been sent

[Return to the Home page](#)

[[Contact Staff](#)]

Username Retrieval

The screens below illustrate the steps you will take if you forgot your username.



Select an option to retrieve your User Name and/or Password

Option 1 - Forgot Password

If you have forgotten your password, please click [retrieve password](#). You will be prompted for information about your account, and when matched, you will establish a new password then have access to your account

Option 2 - Forgot User Name

If you have forgotten your User Name, please click [retrieve User Name](#). You will be prompted for information about your account, and when matched, you will establish a new password then have access to your account.



Option 3 - Forgot User Name and Password

If you have forgotten your User Name and password, please click [retrieve both](#). You will be prompted for information about your account, and when matched, you will establish a new password then have access to your account.

Select "Individual" and click "Next."

* Did you register as

-  Individual
-  Employer
-  Staff

<< Back

Next >>

[[Go to Contact Staff](#)]

Enter your SSN and email and click “Submit.”

• Indicates required fields.

Your Information

* Social Security Number: (no dashes)

* Email:

Submit

If you can't provide the needed information, you may contact staff by clicking the Contact Staff link
[[Contact Staff](#)]

If the correct information is entered, an email will be sent to you. If an incorrect email or SSN is entered, you will be redirected to the [Contact Us page](#). This means the information you entered is not what we have on file and you must call in to update your account information.

When you enter everything correctly (username, SSN, and email) and submit, the following message appears. At this point, please reference your email and follow the instructions.

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 may contact staff by clicking the *Contact Staff* link.

Your Forgot Username Email has been sent
[Return to the Home page](#)

[[Contact Staff](#)]

Forgot Username and Password

The screens below illustrate the steps you will take if you forget both your username and password.

 **Select an option to retrieve your User Name and/or Password**

Option 1 - Forgot Password


If you have forgotten your password, please click [retrieve password](#). You will be prompted for information about your account, and when matched, you will establish a new password then have access to your account

Option 2 - Forgot User Name

If you have forgotten your User Name, please click [retrieve User Name](#). You will be prompted for information about your account, and when matched, you will establish a new password then have access to your account.

Option 3 - Forgot User Name and Password

If you have forgotten your User Name and password, please click [retrieve both](#). You will be prompted for information about your account, and when matched, you will establish a new password then have access to your account.



Choose “Individual” and click “Next.”

* Indicates required fields.

* Did you register as



Individual
 Employer
 Staff

<< Back Next >>

[[Go to Contact Staff](#)]

Enter your SSN and email and click "Submit."

* Indicates required fields.

Your Information

* Social Security Number: (no dashes)
* Email:

Submit

If you can't provide the needed information, you may contact staff by clicking the Contact Staff link
[[Contact Staff](#)]

If the correct information is entered, an email will be sent to you. If an incorrect email or SSN is entered, you will be redirected to the [Contact Us page](#). This means the information you entered is not what we have on file and you must call in to update your account information.

When you enter everything correctly (username, SSN, and email) and submit, the following message appears. At this point, please reference your email and follow the instructions.

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 may contact staff by clicking the *Contact Staff* link.

Your Forgot Username Email has been sent

[Return to the Home page](#)

[[Contact Staff](#)]

Example Emails

Password Only:

Immediate Alert for Password Reset



Pennsylvania's Unemployment Compensation (UC) Benefits System <RA-LIUCBENEFITS@pa.gov>

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

You have requested a Password Reset from the **Pennsylvania's Unemployment Compensation (UC) Benefits System** Workforce System. Please click the link below to reset your password.

[Click here to reset your password on Pennsylvania's Unemployment Compensation \(UC\) Benefits System](#)

This link is only active for 24 hours. Please issue another reset request if 24 hours have passed

You are receiving this email, because you are a registered member of Pennsylvania's Unemployment Compensation (UC) Benefits System, and you were selected as a recipient for an email from another member, staff, or an automated process. If you would like to unsubscribe to all emails from Pennsylvania's Unemployment Compensation (UC) Benefits System, [Click Here](#).

When you click the "Click here to reset your password on Pennsylvania's Unemployment Compensation (UC) Benefit System" link within your email, you will see the following password reset screen. Reset your password and log in with your updated credentials.

Reset Password From Email Link

* Indicates required fields.

For help click the information icon.

Reset Password

Your information has been verified. We recommend you reset your password to complete the retrieval process. Enter your new password below and then click **Save**.

Username: CFLATLEY1978

* **Enter New 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 # @ \$ % ^ . ! * _ +).

* **Confirm New Password:**

Submit

Username Only:

Upon receiving the "Immediate Alert for Forgotten Username" email, review the email to retrieve your username and login.

Immediate Alert for Forgotten Username



Pennsylvania's Unemployment Compensation (UC) Benefits System <RA-LIUCBENEFITS@pa.gov>

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

You have requested a Forgot Login Username Email from the **Pennsylvania's Unemployment Compensation (UC) Benefits System** Workforce System.

Your Login Username is

You are receiving this email, because you are a registered member of Pennsylvania's Unemployment Compensation (UC) Benefits System, and you were selected as a recipient for an email from another member, staff, or an automated process. If you would like to unsubscribe to all emails from Pennsylvania's Unemployment Compensation (UC) Benefits System, [Click Here](#).

Contact UC Staff

If at any point you are redirected to the [Contact Us page](#), this means you will need to get in touch with us before you are able to access your account.