

PUA Claimants: Dashboard Login Change

Due to an influx of failed hacking attempts to log in to our PUA system, L&I has added an additional security measure.

Now when logging on to your PUA dashboard, you will need to:

1. Enter your Username and Password,
2. THEN select the "I'm not a robot" reCAPTCHA to enter the site.
3. Select "Sign In"

The screenshot shows the login interface for the Pennsylvania's Pandemic Unemployment Assistance Portal. The page features the state logo and the text "Pennsylvania's Pandemic Unemployment Assistance Portal". Below the header, there are two main buttons: "File a PUA Claim" and "File Your PUA Weekly Certification". The login section includes a reCAPTCHA widget with an "I'm not a robot" checkbox and a "reCAPTCHA" logo. To the right of the reCAPTCHA are two input fields labeled "Username" and "Password", and a "Sign In" button. Below the input fields are links for "Forgot Username/Password?" and "En Español". Red circles with numbers 1, 2, and 3 are overlaid on the image to indicate the steps: 1 points to the Username and Password fields, 2 points to the reCAPTCHA widget, and 3 points to the Sign In button.

The captcha will appear:

Select all images with
chimneys






VERIFY

If you are hard of hearing or visual impaired, click on the “headphones” icon and you will get:

Press PLAY and enter the words you hear

PLAY

↓




   **VERIFY**

Press the play button to hear wording and then type that in the box under play.

Press PLAY and enter the words you hear

PLAY

↓

   **VERIFY**

Click Verify.

Users only have five (5) login attempts before being locked out of their accounts. If you are locked out, you will have to wait 15 minutes before attempting to login again.

Select the “Forgot Username and Password” button if you need to retrieve either or both before attempting to login, so that you are not locked out of your account.

If you have too many attempts, you will see:

You have exceeded your maximum number of login attempts. Please try to login again in a few minutes.

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