



UI ONLINESM USER GUIDE NOW AVAILABLE

To help Unemployment Insurance (UI) customers take advantage of the many features offered by UI Online, the [UI Online User Guide \(DE 2338G\)](#) is now available, in English and Spanish, on the [UI Online Home Page](#) under “Resources and Publications.”

The *UI Online User Guide* (DE 2338G) contains screen shots and step-by-step instructions to help UI customers become proficient in using the system. Customers may access this self-help tool from any computer or mobile device, and can easily bookmark it for future reference.

To help promote this new tool for UI customers, each America’s Job Center of CaliforniaSM (AJCC) location will receive an initial supply of five copies in each language of the *UI Online User Guide* (DE 2338G) for staff use. Additional copies can be ordered following your local office procedures, using form number DE 2338G for English and DE 2338G/S for Spanish. EDD partners can order additional copies online at www.edd.ca.gov/Forms. Due to the cost of printing, we ask that you limit your order to a maximum of 50 copies.

In addition, video tutorials in English and Spanish are available on the [EDD Website](#). The most commonly viewed videos are also available in Cantonese, Mandarin, and Vietnamese.

Lastly, there will also be a separate mailing to each AJCC location containing two UI Online commemorative posters celebrating the recent awards won by the EDD for UI Online, including the 2016 *Best of California Award* for “Best Application Serving the Public.” Also included will be the revised *If You Have a Complaint* poster (DE 8830) from the Monitor Advocates office. Please post these in accordance with your local guidelines.

For additional information or questions, contact Ken Gomez at 714-676-9686.

/S/ JOSÉ LUIS MÁRQUEZ, Chief
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