



UI ONLINESM NEW CLAIMS ENHANCEMENT

On June 30, 2018, Unemployment Insurance (UI) customers will be able to file and manage their UI claims in a single system when the legacy claim filing system (eApply4UI) is integrated into [UI Online](#).

The UI Online New Claims enhancement uses innovative self-service technology to make UI claim processing more user-friendly and efficient. A portion of new claims will be automatically processed in real-time and without staff intervention.

To help customers take advantage of the many features of UI Online, the following publications have been updated and will be available online on July 2, 2018:

- [UI Online User Guide \(DE 2338G\)](#) contains screen shots and step-by-step instructions to help customers set-up an account, file a new claim, and become more proficient in using the system to certify for benefits and manage their claims.
- [How to Set Up a UI Online Account \(DE 2338H\)](#) provides an overview of the process to create a Benefit Programs Online login and file a new claim with UI Online.
- [UI Online Poster \(DE 2338P\)](#), [File a Claim Bookmark \(DE 8717UI\)](#) and [Unemployment Insurance Information \(DE 2320M\)](#) have been updated with a refreshed look and feel.

To order a supply of UI Online publications, follow your local office procedures. EDD Workforce Service partners can order copies through the [Online Forms and Publications](#) site. We recommend removing and recycling all outdated publications to avoid customer confusion.

Additionally, a [File a New Claim with UI Online](#) video will be added to the [UI Online Video Library](#) to assist customers. This video demonstrates how to file and manage a new claim. Staff are encouraged to view the video to familiarize themselves with the new claims enhancement.

Please promote these useful self-help tools to your UI customers and encourage them to use UI Online for immediate access to their UI claim and payment information. For more information regarding UI Online, visit [UI Online](#).

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