# myEDD Registration and Login Guide Card

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## Overview

myEDD replaces Benefit Programs Online (BPO) as the new, secure portal for EDD customers to access the SDI Online, UI Online, and Benefit Overpayment Services (BOS) systems using a single login. Customer registration and access issues are managed through a singe portal, allowing users to access their benefits, reset their passwords online, and manage their profiles.

DI staff will review the external customer registration and login process to help Claimants, Physician/Practitioners (P/Ps), P/P Representatives, Employers, and Voluntary Plan Employers navigate through the process of establishing and logging in to a myEDD account.

The purpose of this guide card is to explain the registration and login processes for myEDD accounts and to familiarize DI staff with the external customer screens. The registration process covered in this guide card is applicable to new myEDD customers who do not have an existing BPO account at myEDD implementation. The login processes covered in this guide card are applicable to customers who have an existing BPO account at myEDD implementation (migrated users) and newly registered myEDD customers.
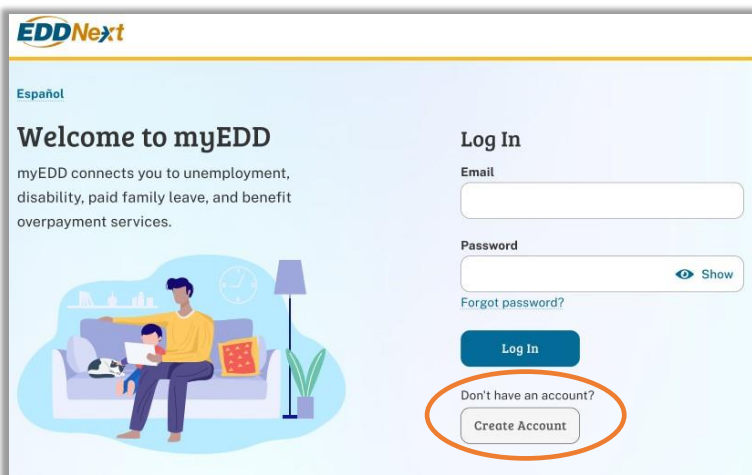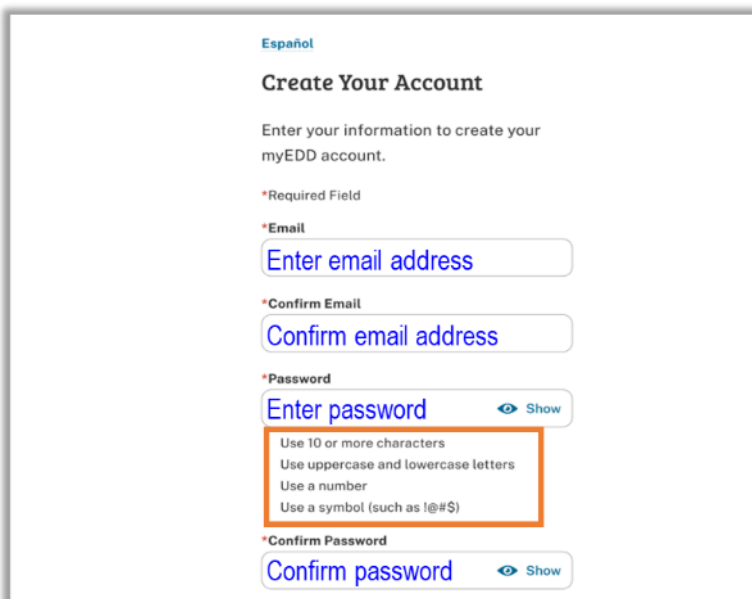
## Create Your Account

1. Advise the customer to access the Employment Development Department (EDD) website: http://www.edd.ca.gov.

2. Advise the customer to select the *Benefits Login* link at the top right of the screen.



3. The customer is directed to the **myEDD login** screen. Advise the customer to select the *Create Account* button.



4. The customer is directed to the **Create Your Account** screen. Advise the customer to take the following actions:

   - Enter a valid *Email* address.
   - Reenter the *Email* address.
   - Enter a *Password* that meets the requirements.
   - Reenter the *Password.*

**Note:** For security purposes, customers should choose an email address that has not been used for any other EDD account and can only be accessed by the customer.

- Choose their *Written Language Preference* for their myEDD account and correspondence by selecting the English or Español radio button.
- Select the checkbox to agree to the myEDD *Terms and Conditions.*
- Finally, select the *Submit* button.

## Confirm Your Email

5. On the **Check Your Email** screen, the customer is instructed to check their email to confirm their myEDD account.

**Note:** The customer has 48 hours to access the email sent and finish setting up their account. At the bottom of the screen, the customer is provided with a hyperlink to resend the email, if needed.



6. Using the email account entered for registration, advise the customer to open the email and select the *Confirm Email* button.
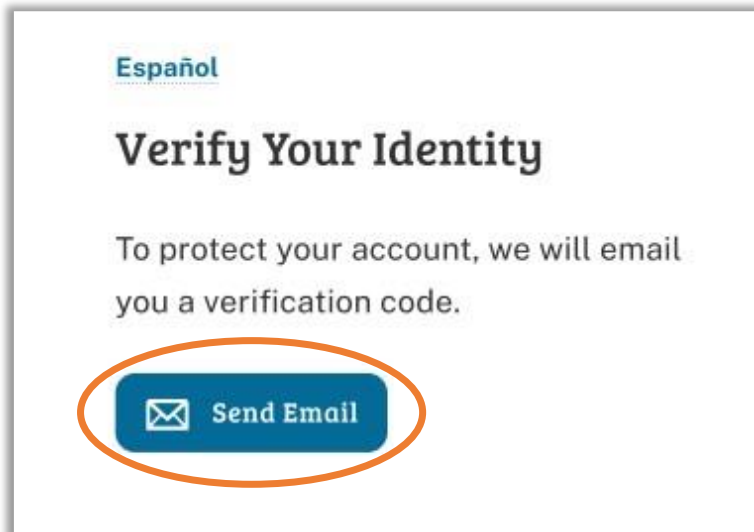
7. On the **myEDD login** screen, a green Email Confirmed banner displays. Advise the customer to enter their *Email* and *Password*, and then select the *Log In* button.

## Verify Your Identity

After the customer logs in to their myEDD account, the system will prompt them to verify their identity by requesting a multi-factor authentication (MFA) verification code.



8. The customer is directed to the **Verify Your Identity** screen. Advise the customer to select the *Send Email* button.



9. Advise the customer to open the email and copy the *Verification Code*.

10. Next, advise the customer to navigate back to their web browser page. On the **Enter Verification Code** screen, the customer pastes the *Verification Code* in the required field, and then selects the *Submit* button.

**Note:** The customer has 5 minutes to enter the verification code before it expires. At the bottom of the screen, the customer is provided with a hyperlink to resend the email, if needed.

## Set Up Security Question



11. The customer is directed to the **Set Up Security Question** screen. Advise the customer to select their *Security Question* from the drop-down list, enter their *Answer*, and then select the *Submit* button.

**Note:** The security question answer must include 4 to 60 characters to be accepted.



12. The customer is directed to the **Security Question Saved** screen, where a message displays indicating their security question was successfully saved. Advise the customer to select the *Continue* button to set up their login verification.

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### Set Up Login Verification

The customer is required to select a secondary multi-factor authentication (MFA) verification option that will be used for each login to myEDD.

13. The customer is directed to the **Set Up Login Verification** screen, where they select their login verification option: *Text Message*, *Phone Call*, or *Email*. For this example, the customer selects the *Text Message* button.

**Note:** Advise the customer to make sure they select a login verification method that they will have immediate access to every time they try to log in to myEDD.

14. The customer is directed to the **Set Up Text Verification** screen. Advise the customer to enter the *Phone Number* and then select the *Text Code* button.

**Note:** At the bottom of the screen, the customer is provided with a hyperlink to choose another verification option, in case they decide they want to use the phone call or email verification option instead.

15. The customer is directed to the **Enter Verification Code** screen. Advise the customer to enter the *Verification Code* and then select the *Submit* button.

**Note:** The customer has 5 minutes to enter the Verification Code. At the bottom of the screen, the customer is provided with a hyperlink to resend the text, or to provide a different number to send the text to, if needed.



16. The customer is directed to the **Login Verification Confirmed** screen, where a message displays indicating the text message login verification option was successfully set.

    At this point, all registration steps are complete.

    Advise the customer to select the *myEDD Home* button to access the **myEDD Home** portal.
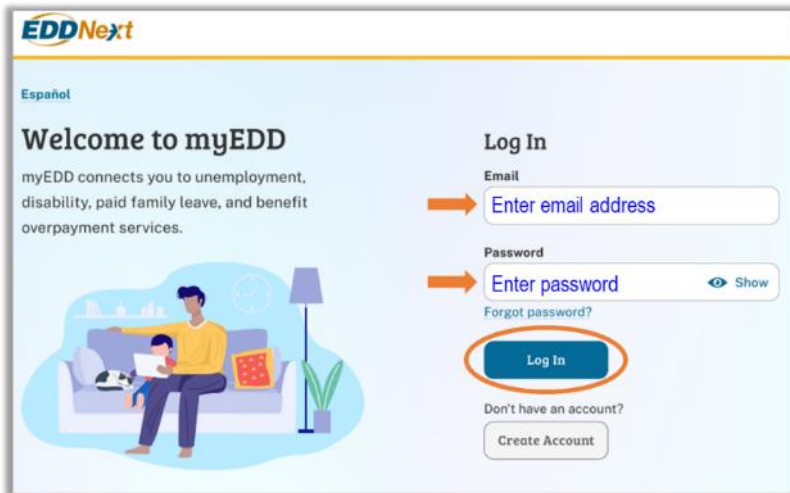
**Note:** The customer has set their Login Verification method. For future myEDD logins, they'll be prompted to verify their identity using that method each time.
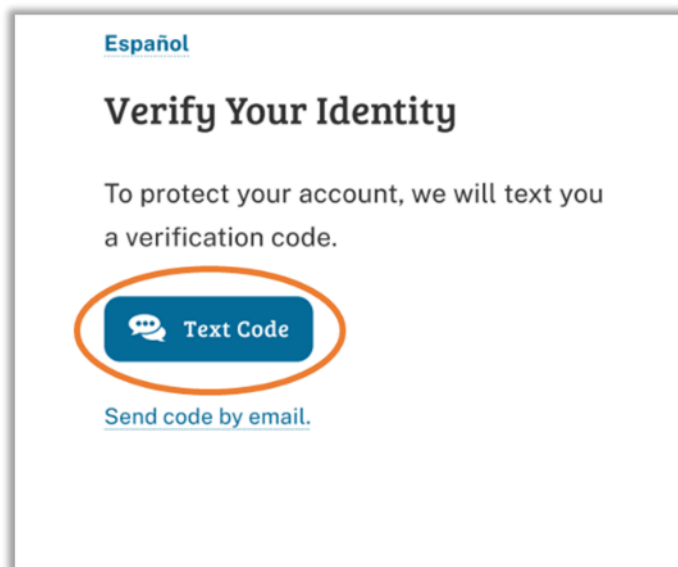
## myEDD Home Portal

17. On the **myEDD Home** portal screen, advise the customer to select the service they want to access: *UI Online*, *SDI Online*, or *Benefit Overpayment Services*.

## Log in to myEDD

**Note:** For customers who have an existing BPO account (migrated users), upon their first login to myEDD, they will use their existing BPO email and password. They will then be prompted to follow steps 11-16 for setting up their security question and login verification method before accessing the **myEDD Home** portal. From then on, they will follow the below steps to log in to their myEDD account.

1. On the **myEDD login** screen, advise the customer to enter their *Email* and *Password*, and then select the *Log In* button.



2. The customer is directed to the **Verify Your Identity** screen. Advise the customer to select the *Text Code/Call My Phone/Send Email* button.

**Note:** Depending on the verification method the user previously set up for their login verification option, they select the Text Code, Call My Phone, or Send Email button.

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3. The customer is directed to the **Enter Verification Code** screen. Advise the customer to enter the *Verification Code* received via text message/phone call/email, and then select the *Submit* button.



4. The customer is directed to the **myEDD Home** portal screen, where they can select the service they want to access: *UI Online*, *SDI Online*, or *Benefit Overpayment Services*.

## Log Out of myEDD



1. To log out of myEDD, the customer selects the *Log Out* arrow icon at the top right of the **myEDD Home** portal screen.