



SDI ONLINE TUTORIAL

# Claimant Registration

Last Updated: April 2026

# CONTENTS

Create Your myEDD Account.....	<a href="#"><u>3</u></a>
Register as a Claimant in SDI Online.....	<a href="#"><u>8</u></a>
Resolve an Error Message.....	<a href="#"><u>22</u></a>



# Create Your myEDD Account

Learn more about how to create your myEDD account.



[Get Started](#)

# What is myEDD?

To access Employment Development Department (EDD) benefits services you must complete a one-time registration in myEDD.

myEDD uses a single login to access:

- Unemployment benefits
- Disability benefits
- Paid Family Leave benefits
- Benefit Overpayments

We offer a [video with step-by-step instructions](#) on how to create a new myEDD account.

If you already created a myEDD account, skip to [Register as a Claimant in SDI Online](#).

# How to Create Your myEDD Account

1. Visit [myEDD](#) to create your account.
2. Select **Create Account**. For screens in Spanish, select **Español**.
3. Enter a personal email that is used only by you.
4. Set up a password that is 10 or more characters. The password is case sensitive and must contain:
  - a. Uppercase and lowercase letters
  - b. Numbers
  - c. Symbols such as !@#\$
5. Select your preferred language, accept our terms and conditions, and select **Submit**.

# How to Create Your myEDD Account, cont.

6. Next, check your email to confirm your account. Select **Confirm Email** within 48 hours or you will need to start over.
7. Login to your myEDD account. When you log in for the first time, we will email you a verification code to verify your identity. Select **Send Email**.
8. Enter the verification code and select **Submit**. This code expires in 5 minutes. If you do not get the verification code email, check your Junk or Spam folder or select **resend the email**.
9. Next, set up your security question. Select a question, enter the answer, and select **Continue** to save.

# How to Create Your myEDD Account, final

10. Now you can select your Login Verification method. You can select to receive the verification code by text message or phone call. To continue using email, select **Use my email instead**.

11. Enter your phone number then select **Text Code** or **Call My Phone**. Then enter the verification code. This code expires in 5 minutes. A message lets you know you have successfully set up your login verification method.

12. Select **myEDD Home**, then select **SDI Online**. On the next screen select the SDI Online registration account type.

**Use myEDD to access SDI Online and submit claims for disability and Paid Family Leave benefits.**



# Register as a Claimant in SDI Online

For people using SDI Online to apply for disability or Paid Family Leave benefits.



[Get Started](#)

# Step 1: Log in

Log in to myEDD to access SDI Online:

1. Visit [myEDD](https://myedd.ca.gov).
2. Enter the email **and** password used to create your myEDD account.
3. Select **Log In**.

## Tip

For Spanish, select **Español**.

## Important

We lock your account for one hour after too many failed attempts to enter your password. You can wait one hour to try again, or you can reset your password.

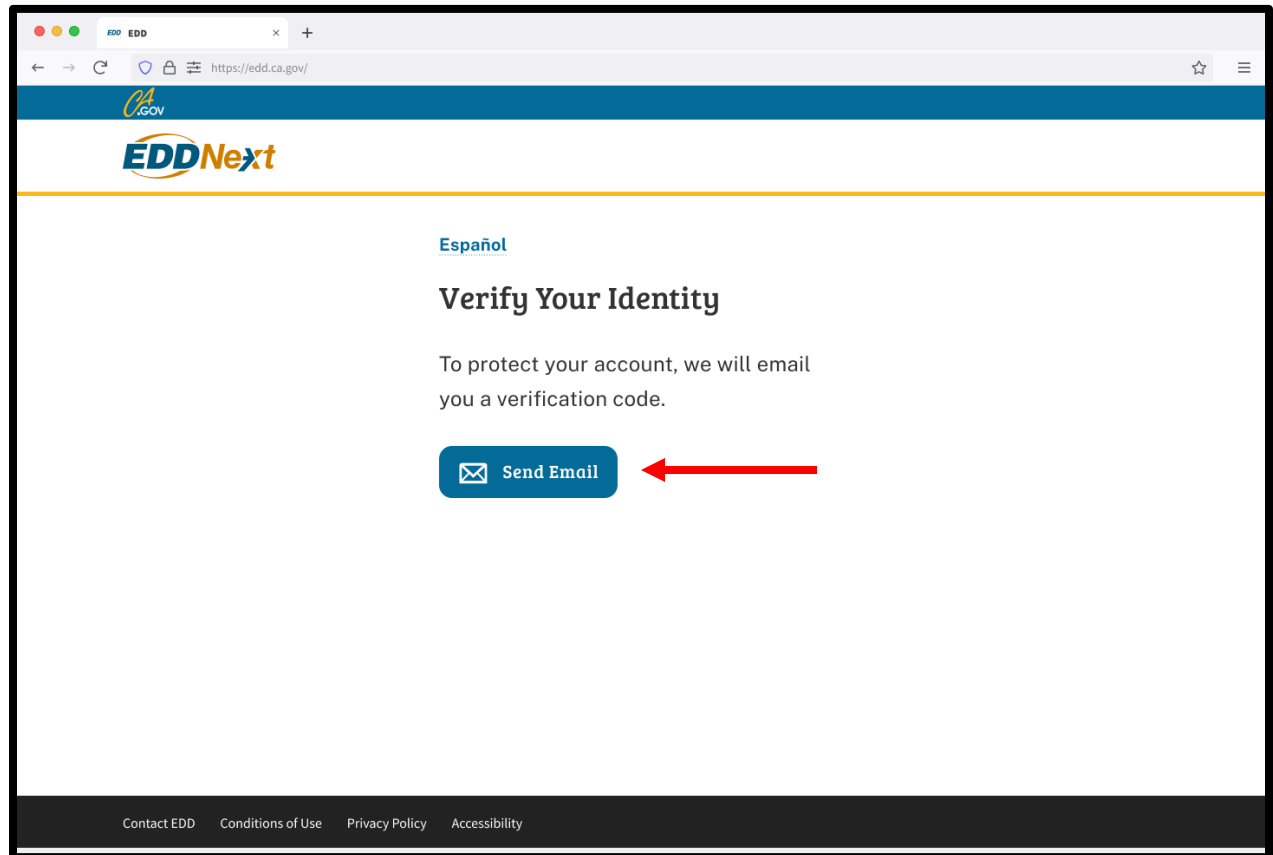
The screenshot shows the myEDD login interface. At the top, there's a navigation bar with the EDDNext logo and a language selector set to 'Español'. Below this, a welcome message reads 'Welcome to myEDD' and describes the services provided. The main content area features an illustration of a person sitting on a couch with a laptop. To the right, the login form is highlighted with a red border. It contains two input fields: 'Email' and 'Password'. The password field has a 'Show' button with an eye icon. Below the password field is a 'Forgot password?' link. At the bottom of the form is a blue 'Log In' button, which is pointed to by a red arrow. Below the 'Log In' button is a 'Don't have an account?' link and a 'Create Account' button. The footer contains links for 'Contact EDD', 'Conditions of Use', 'Privacy Policy', and 'Accessibility'.

# Step 2: Verify Your Identity

To protect your myEDD account, we ask you to verify your identity every time you log in. In this example, the identity verification option is by email.

Select **Send Email**.

If you set up the login verification option as text message or phone call, follow the instructions based on that option.



# Step 3: Enter Verification Code

Check your email for your verification code. This code expires in five minutes. Check your spam or junk folder if you do not get this email.

- Enter your verification code and select **Submit**.
- Select **resend the email** if you do not get a code.

The image shows two overlapping screenshots. The left screenshot is of the myEDD website at https://edd.ca.gov/. It features the EDDNext logo and a section titled "Enter Verification Code". Below the title, it says "Enter the verification code you received at {J\*\*\*\*@gmail.com}. This code expires in 5 minutes." There is a text input field labeled "\*Verification Code" with a red box around it. Below the field is a blue "Submit" button with a red arrow pointing to it. At the bottom of the form, there is a link that says "resend the email." with a red box around it. The right screenshot is of a Gmail inbox. The selected email is from the "California Employment Development Department" with the subject "myEDD Verification Code". The email body says "Hello, Enter the following verification code in myEDD. This code will expire in 5 minutes." Below this text, the verification code "012345" is displayed in a red box. A red arrow points from the "012345" box in the email to the "Verification Code" input field in the website screenshot.

# Step 4: Select SDI Online

From the myEDD Home page, select **SDI Online** to begin your SDI Online registration.

## Note:

Select **Log Out** in the top right corner of any screen to exit your account.

The screenshot shows the myEDD Home page in a web browser. The browser address bar displays 'https://edd.ca.gov/'. The page features the 'EDDNext' logo and navigation links for 'myEDD Home', 'My Profile', and 'Log Out'. A language selector for 'Español' is visible. The main content area is titled 'myEDD Home' and prompts the user to 'Select your EDD service.' Three service cards are displayed: 'Unemployment' with a 'UI Online' button, 'Disability and Paid Family Leave' with an 'SDI Online' button (highlighted by a red box), and 'Benefit Overpayments' with a 'Benefit Overpayment Services' button. The footer contains links for 'Contact EDD', 'Conditions of Use', 'Privacy Policy', and 'Accessibility'.

# Step 5: Start Registration

You are sent to the **Create Your SDI Online Profile** page.

Select **Create Claimant Profile**.

The screenshot shows the 'Create Your SDI Online Profile' page from the EDD State of California website. The page is divided into four main sections: Claimants, Employers, Physician/Practitioners, and Voluntary Plan. The 'Claimants' section is highlighted with a red border and contains the following text: 'Apply for disability or Paid Family Leave (PFL) or manage your claim. You will need your: Social Security number, California driver's license or ID card. If you do not have a driver's license or ID card, you must apply for disability or PFL by mail.' Below this text is a button labeled 'Create Claimant Profile', which is pointed to by a red arrow. The 'Employers' section has a 'Create Employer Profile' button. The 'Physician/Practitioners' section has 'Create Physician/Practitioner Profile' and 'Create Representative Profile' buttons. The 'Voluntary Plan' section has a link to 'send a request via email for a Voluntary Plan SDI Online registration form' and a link to 'Manage Your Voluntary Plan'.

## Important:

If you do not have a Social Security number, California driver's license or identification card, or your last name is more than 12 characters you must apply for [disability](#) and [Paid Family Leave](#) benefits using a paper application.

# Step 6: Terms and Conditions

Next, review our terms and conditions before you continue.

Select **I Agree**.

You must agree to the terms and conditions to create an online account.

CA

SDI Online Home myEDD Utilities Help Log Out

EDD Employment Development Department State of California

Online By Location By Phone

## Claimant: Terms and Conditions

### Terms and Conditions

Please read through the entire Terms and Conditions before proceeding. The information you provide may be used to verify your identity with federal and/or state agencies. If "I Do Not Agree" is selected, you will not be able to establish an online account.

These Terms and Conditions, which include the Conditions of Use and Privacy Statements, govern the use of and access to: (i) this website ([www.edd.ca.gov/](http://www.edd.ca.gov/)); and (ii) the information on or provided through this website.

If you establish an online account you are responsible for maintaining the confidentiality of your username and password, and you are responsible for all activities which you authorize under your username and password. You agree to: (i) immediately notify the Employment Development Department (EDD) of any unauthorized use of your username and password or any other breach of security; and (ii) log out from your account at the end of each session.

By registering for an online account, you agree to check your account regularly and frequently for messages from the EDD. Please note that e-mails will only be used to send notifications to log in to your account or when you request to reset your username or password. No confidential claim information will be sent via e-mail.

The information submitted by any party will be used by the Employment Development Department to carry out its responsibilities under the California Unemployment Insurance Code, which may include the sharing of the information with other entities as required by law.

These Terms and Conditions may change from time to time and it is your responsibility to check for updates. The last revision date for these Terms and Conditions is February 1, 2012.

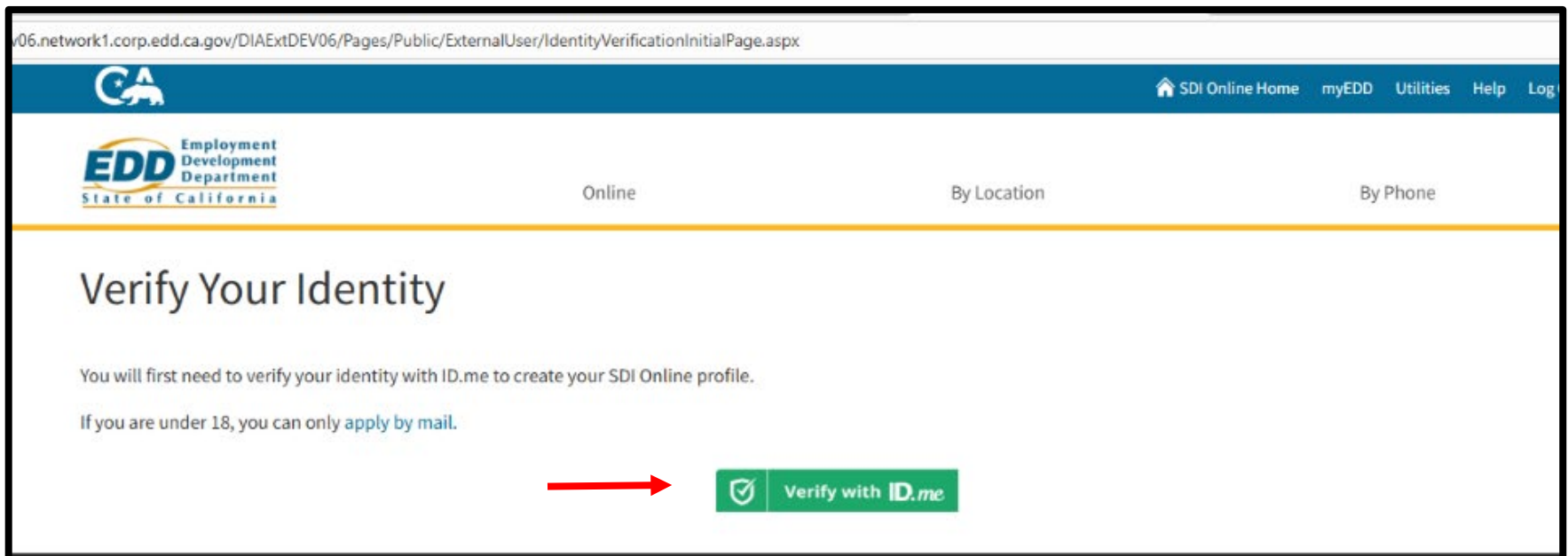
I have read and understand all the above information and wish to continue with establishing an account in the State Disability Insurance (SDI) Online.

# Step 7: ID.me

We are partnered with ID.me to verify the identity of individuals applying for benefits.

You must verify your identity with ID.me to create an SDI Online account. Select **Verify with ID.me** to start the ID.me registration and verification process.

For help with ID.me, visit the [California Disability Insurance and ID.me](#).

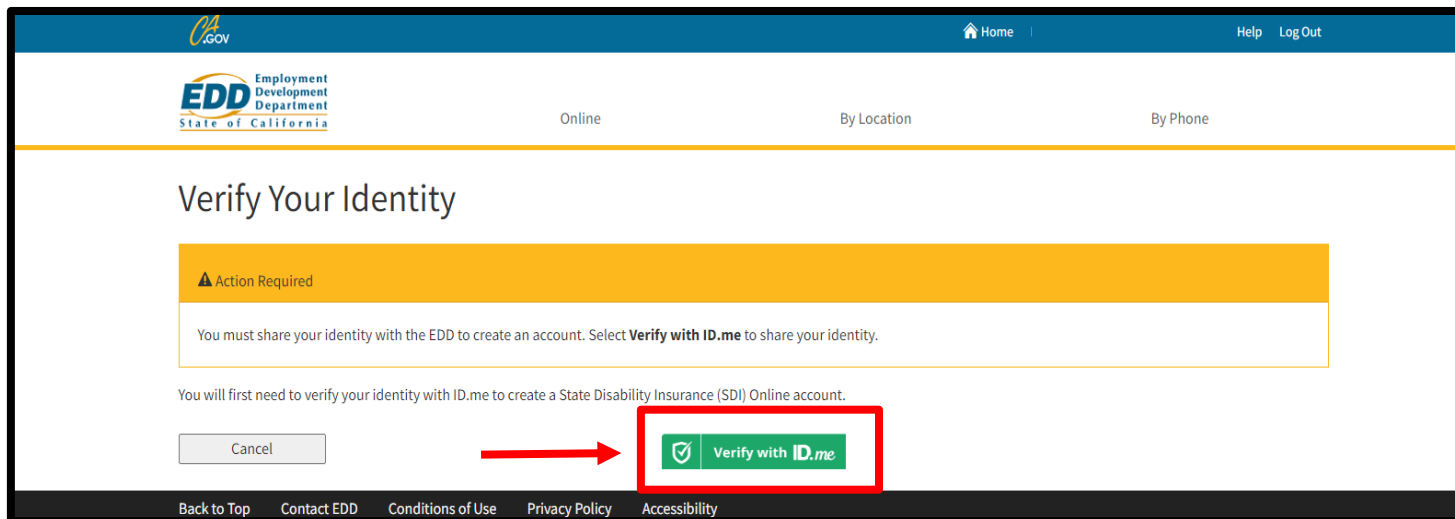


The screenshot shows a web browser window with the URL `06.network1.corp.edd.ca.gov/DIAExtDEV06/Pages/Public/ExternalUser/IdentityVerificationInitialPage.aspx`. The page header includes the EDD logo and navigation links: "SDI Online Home", "myEDD", "Utilities", "Help", and "Log". Below the header, there are three tabs: "Online", "By Location", and "By Phone". The main content area is titled "Verify Your Identity" and contains the following text: "You will first need to verify your identity with ID.me to create your SDI Online profile." and "If you are under 18, you can only [apply by mail](#)." At the bottom of the page, there is a red arrow pointing to a green button labeled "Verify with ID.me".

# Step 8: Allow Sharing

Once you complete the ID.me verification process, you have the option to **Allow** or **Deny** sharing your ID.me identity information with us.

- If you deny sharing your ID.me information with us, you will be redirected to an SDI Online error message, “You must share your identity with the EDD to create an account.”
- If you deny by mistake, select **Verify with ID.me** to try again.
- If you allow sharing your ID.me information with us, you are sent to SDI Online registration.



# Step 9: Enter Your Information

The system automatically fills some personal information and are read-only fields:

- Your full legal name
- Email
- Date of birth
- Social Security number

You must enter the following information:

- Gender
- California driver's license or identification number

You must complete the fields marked with a red asterisk (\*).

Select **Next**.

The screenshot shows the 'Claimant Registration' page on the EDD website. The page header includes the EDD logo and navigation links for 'Home', 'Help', and 'Log Out'. Below the header, there are three tabs: 'Online', 'By Location', and 'By Phone'. The main heading is 'Claimant Registration', followed by a note: '\*Indicates Required Field'. The section is titled 'Personal Information' and contains the instruction: 'To register for a new SDI Online account, provide the following information.' The form fields are as follows: 'First Name' (John), 'Middle Name' (M), 'Last Name' (Doe), '\*Have you used any other last names?' (radio buttons for Yes and No), 'Suffix' (text box with placeholder '(If you have no suffix, leave blank.)'), 'E-mail Address' (jdoe@gmail.com), '\*Gender' (dropdown menu with 'Select' selected), 'Date of Birth' (10-02-1985), 'Social Security Number' (551-65-1001), '\*California Driver License or Identification Number' (text box), and '\*Retype California Driver License or Identification Number' (text box). At the bottom, there are 'Cancel' and 'Next' buttons, with a red arrow pointing to the 'Next' button. The footer contains links for 'Back to Top', 'Contact EDD', 'Conditions of Use', 'Privacy Policy', and 'Accessibility'.

# Step 10: Enter Your Address

The screenshot shows the EDD website interface for entering personal profile information. The page title is "Claimant: Personal Profile Information". There are navigation links for "Home", "Benefit Programs Online", "Utilities", "Help", and "Log Out". The EDD logo and "State of California" are visible. Below the logo are options for "Online", "By Location", and "By Phone".

The form is divided into two main sections, both highlighted with red borders:

- Residence Address:** This section includes a radio button for "US" (selected) and "International". It contains input fields for "Address Line 1", "Address Line 2", "City", "State" (a dropdown menu currently showing "CA"), and "ZIP Code" (two separate boxes).
- Mailing Address:** This section includes a checkbox labeled "Check here to copy your Residence Address to your Mailing Address:" which is currently unchecked. It also has a radio button for "US" (selected) and "International". It contains input fields for "Address Line 1", "Address Line 2", "City", "State" (a dropdown menu currently showing "CA"), and "ZIP Code" (two separate boxes).

Red asterisks (\*) are placed to the left of the "Address Line 1", "City", and "ZIP Code" labels in both sections, indicating required fields.

Next, on the Personal Profile Information screen, enter your:

- Residence address (can include a PO Box)
- Mailing address

You must complete the fields marked with a red asterisk (\*).

# Step 11: Communication Preference

Then, enter your:

- Home and cell phone number.
- Preferred language.
- How you want to get notifications from us.

You must complete the fields marked with a red asterisk (\*).

Select **Submit**.

The screenshot shows a web form titled "Communication Preference" with three main sections. The first section, "Phone Numbers", is enclosed in a red box and contains the instruction "Choose the phone number that you would like to select as your primary phone number." It features a "Primary Phone Number" label with two radio buttons: "Home Phone Number" (selected) and "Cell Phone Number". Below are input fields for "Home Phone Number" and "Cell Phone Number", both with the placeholder "(No dashes or spaces)". There are also checkboxes for "Check here if the phone number is international" for both. The second section, "Preferred Language", is also in a red box and includes a "Preferred Language" dropdown menu set to "English" and an "Other Language" input field. The third section, "Communication Preferences", is not boxed and includes the instruction "Indicate below how you prefer to be notified." and a note: "Note: It may be necessary to send some documents via US Postal Service. This includes Paid Family Leave (PFL) payments and PFL claim-related forms. Updates made to your communication preference may take additional time to take effect." A red box highlights the "How do you want to receive notifications?" label and the "Email" radio button (which is selected). At the bottom, there are "Cancel" and "Submit" buttons, with a red arrow pointing to the "Submit" button. A footer contains links for "Back to Top", "Contact EDD", "Conditions of Use", "Privacy Policy", and "Accessibility".

**Phone Numbers**

Choose the phone number that you would like to select as your primary phone number.

\*Primary Phone Number:  Home Phone Number  Cell Phone Number

Home Phone Number:

Check here if the phone number is international

Cell Phone Number:

Check here if the phone number is international

**Preferred Language**

\*Preferred Language:

Other Language:

**Communication Preferences**

Indicate below how you prefer to be notified.

Note: It may be necessary to send some documents via US Postal Service. This includes Paid Family Leave (PFL) payments and PFL claim-related forms. Updates made to your communication preference may take additional time to take effect.

\*How do you want to receive notifications?  Email  Paper mail

[Back to Top](#) [Contact EDD](#) [Conditions of Use](#) [Privacy Policy](#) [Accessibility](#)

# Step 12: Confirm Address

The system may adjust your address under the Updated Address field to follow USPS standards.

- Select **Yes** to confirm the updated address is correct.
- Select **No** if the address is wrong and re-enter the address.

### Claimant: Personal Profile Information

\* Indicates Required Field

#### Address Validation

The address you have provided has been updated to meet USPS standards. Please verify the address is correct.


#### Entered Address

2904 Crescent Court  
Sacramento CA 95825

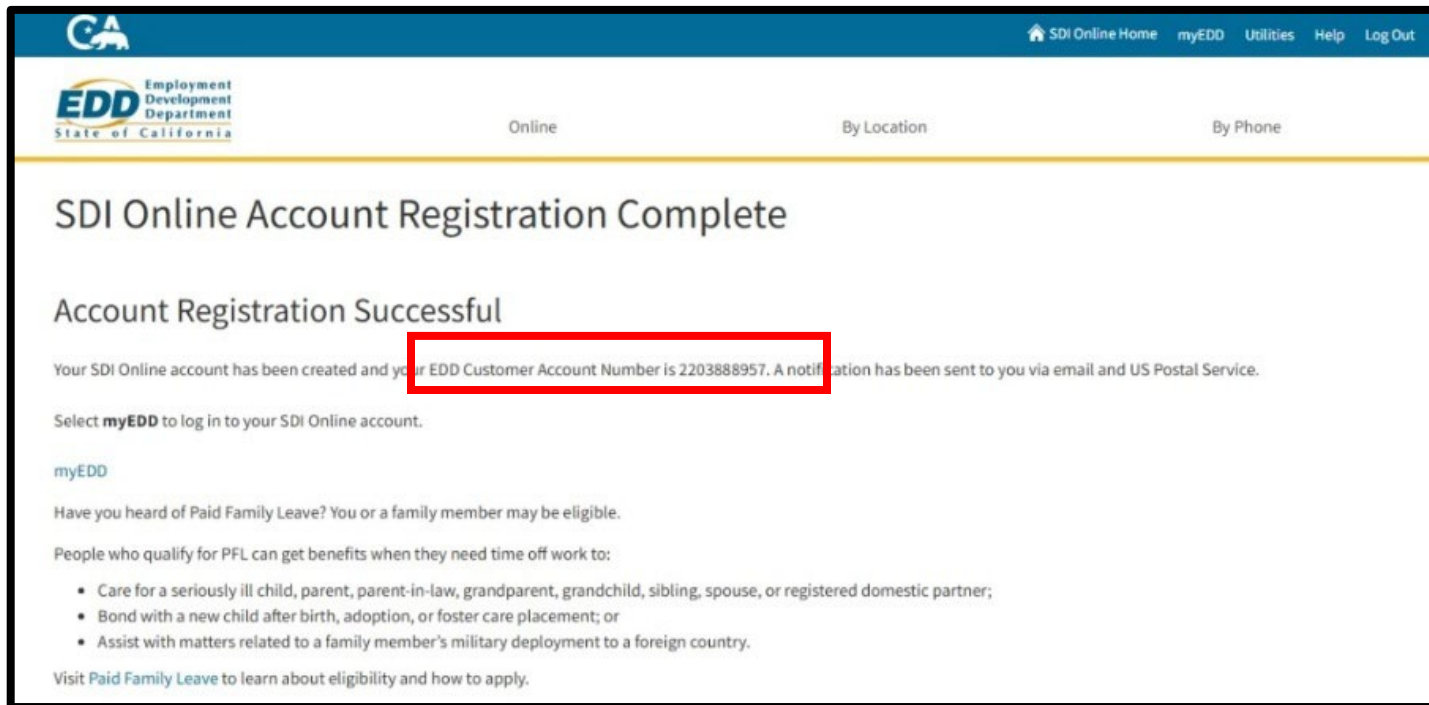
#### Updated Address

2904 Crescent Ct  
Sacramento CA 95825 - 1808

Would you like to proceed with the standardized address? Select 'Yes' to proceed or 'No' to return to correct the address.



# Step 13: Registration Complete



The screenshot displays the 'SDI Online Account Registration Complete' page. At the top, there is a navigation bar with links for 'SDI Online Home', 'myEDD', 'Utilities', 'Help', and 'Log Out'. Below this is the EDD logo and navigation options for 'Online', 'By Location', and 'By Phone'. The main heading is 'SDI Online Account Registration Complete', followed by 'Account Registration Successful'. A message states: 'Your SDI Online account has been created and your EDD Customer Account Number is 2203888957. A notification has been sent to you via email and US Postal Service.' The number '2203888957' is enclosed in a red rectangular box. Below the message, it instructs users to 'Select myEDD to log in to your SDI Online account.' There is a 'myEDD' link, a link to 'Paid Family Leave' information, and a list of eligible activities for PFL.

SDI Online Home myEDD Utilities Help Log Out

EDD Employment Development Department State of California

Online By Location By Phone

## SDI Online Account Registration Complete

### Account Registration Successful

Your SDI Online account has been created and your EDD Customer Account Number is 2203888957. A notification has been sent to you via email and US Postal Service.

Select **myEDD** to log in to your SDI Online account.

[myEDD](#)

Have you heard of Paid Family Leave? You or a family member may be eligible.

People who qualify for PFL can get benefits when they need time off work to:

- Care for a seriously ill child, parent, parent-in-law, grandparent, grandchild, sibling, spouse, or registered domestic partner;
- Bond with a new child after birth, adoption, or foster care placement; or
- Assist with matters related to a family member's military deployment to a foreign country.

Visit [Paid Family Leave](#) to learn about eligibility and how to apply.

After completing your SDI Online registration, we assign you an **EDD Customer Account Number (EDDCAN)**.

**Save your EDDCAN for future reference.** We may ask for this number when you contact us for claim information.



# Resolve an Error Message

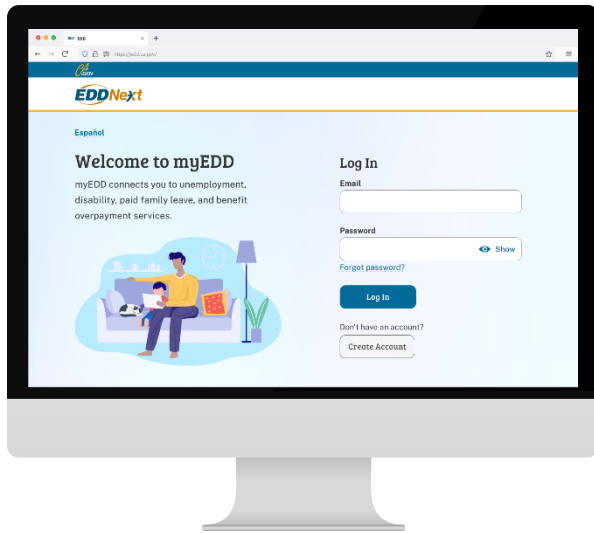
Learn how you can resolve an SDI Online registration error message.



[Get Started](#)

# What is an E312 or E324 Error?

These error messages mean that you previously registered in myEDD and UI Online or SDI Online using a different email.



If you get an E312 or E324 error message:

- Log in to myEDD with the first email used to register in UI Online or SDI Online.
- If you have not already, select the option to register for SDI Online.
- If you do not have access to the email or cannot resolve the error, contact us at 1-800-480-3287 from 8 a.m. to 5 p.m. (PT), Monday through Friday, except on state holidays.
- Or you can file for [disability](#) or [Paid Family Leave](#) by paper claim form.

# What is an E311, E313, or E 318 Error?

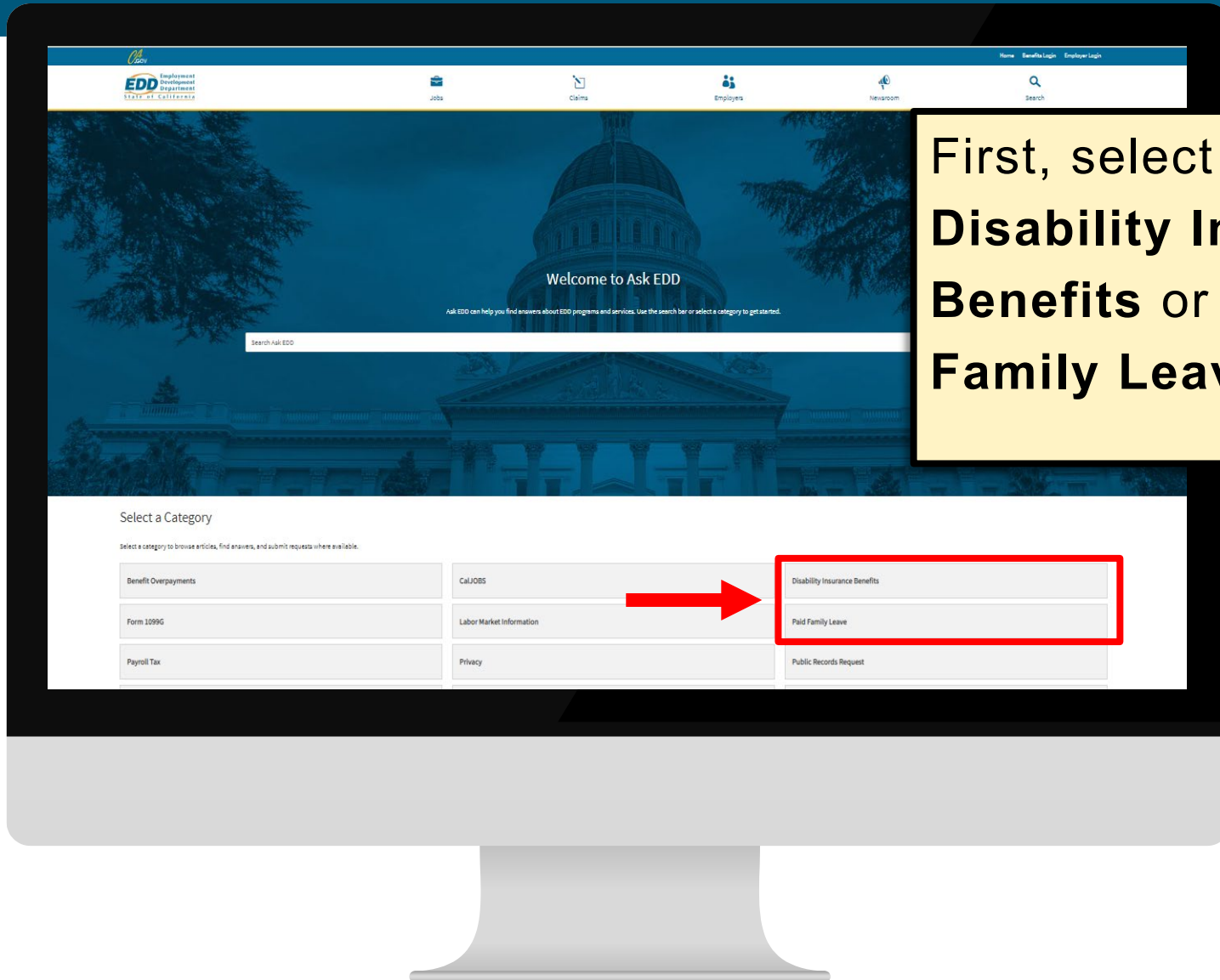
These error messages suggest the information you entered **does not** match our records.



If you get an E311, E313, or E318 error message, check your California driver's license (CDL) or identification (ID) card to ensure you are entering your name as it appears on the card. Also make sure you enter the correct CDL or ID number and date of birth, then complete all required fields.

- If you have had a name change since you last applied for benefits, contact a representative to update your information at 1-800-480-3287.
- You can also use [Ask EDD](#) to send us a message.
- Or you can file for [disability](#) or [Paid Family Leave](#) by paper claim form.

# How to send a message through Ask EDD



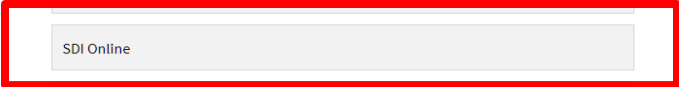
First, select **Disability Insurance Benefits** or **Paid Family Leave**.

## Select a Subcategory

For more information related to Disability Insurance Benefits, select a subcategory.

[myEDD](#)[Certify for Continued Benefits](#)[Claim Questions](#)[Employer and Physician/practitioner Inq](#)[Miscellaneous Inquiry](#)[Paid Family Leave](#)[Payments](#)[SDI Online](#)[Update Contact Information](#)

**Select SDI Online.**



### Select a topic

#### File a Claim for Disability Insurance

[Learn More](#)

#### Online Voluntary Plan Filing

[Learn More](#)

#### Registration

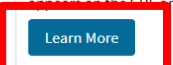
[Learn More](#)

#### I Received an Error Message

If you received an E311, E313, or E318 error message, check your California Driver License (CDL) or Identification (ID) card to ensure you are using your name as it appears on the CDL or ID, correct date of birth; and CDL or ID number as it appears...

[Learn More](#)

#### Physician/Practitioner Certifying to Beneficiary

[Learn More](#)

Select **Learn More**  
under **I Received  
an Error Message.**



Jobs



Claims



Employers



Newsroom



Search

[Home](#) | [Disability Insurance Benefits](#) | [SDI Online](#) | I Received an Error Message

## Disability Insurance Benefits

### SDI Online

#### I Received an Error Message

If you received an E311, E313, or E318 error message, check your California Driver License (CDL) or Identification (ID) card to ensure you are using your name as it appears on the CDL or ID, correct date of birth; and CDL or ID number as it appears on these cards, then complete all required fields.

If you have had a name change since you last applied for benefits, please contact the EDD to update your information at 1-800-480-3287.

If you continue to receive the error message or experience technical issues, select **Continue** to send a message.

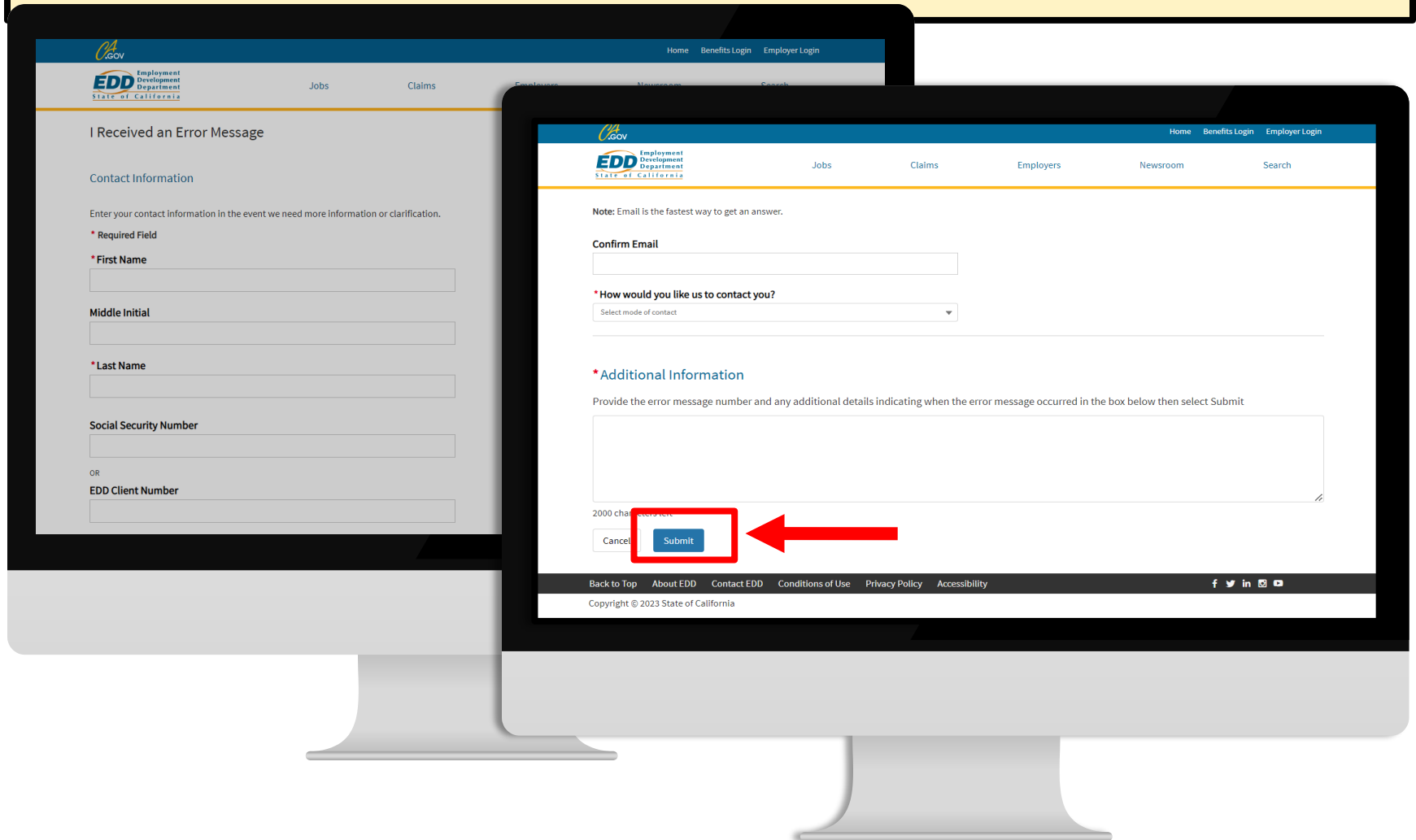
**Note:** Only inquiries relating to the specific topic selected will be answered by the Employment Development Department. For online

[Continue](#)

Select Continue.

Enter your contact information and any information you believe will help us resolve your issue and select **Submit**. You must complete the required fields marked with a red asterisk (\*).

Allow at least five business days to process your request. We will contact you by email, phone, or mail.



# CONTACT US

Disability Insurance: 1-800-480-3287

Paid Family Leave: 1-877-238-4373

– Helpful Links –



[Order Forms](#)



[Schedule a Webinar](#)



[Help Fight Fraud](#)



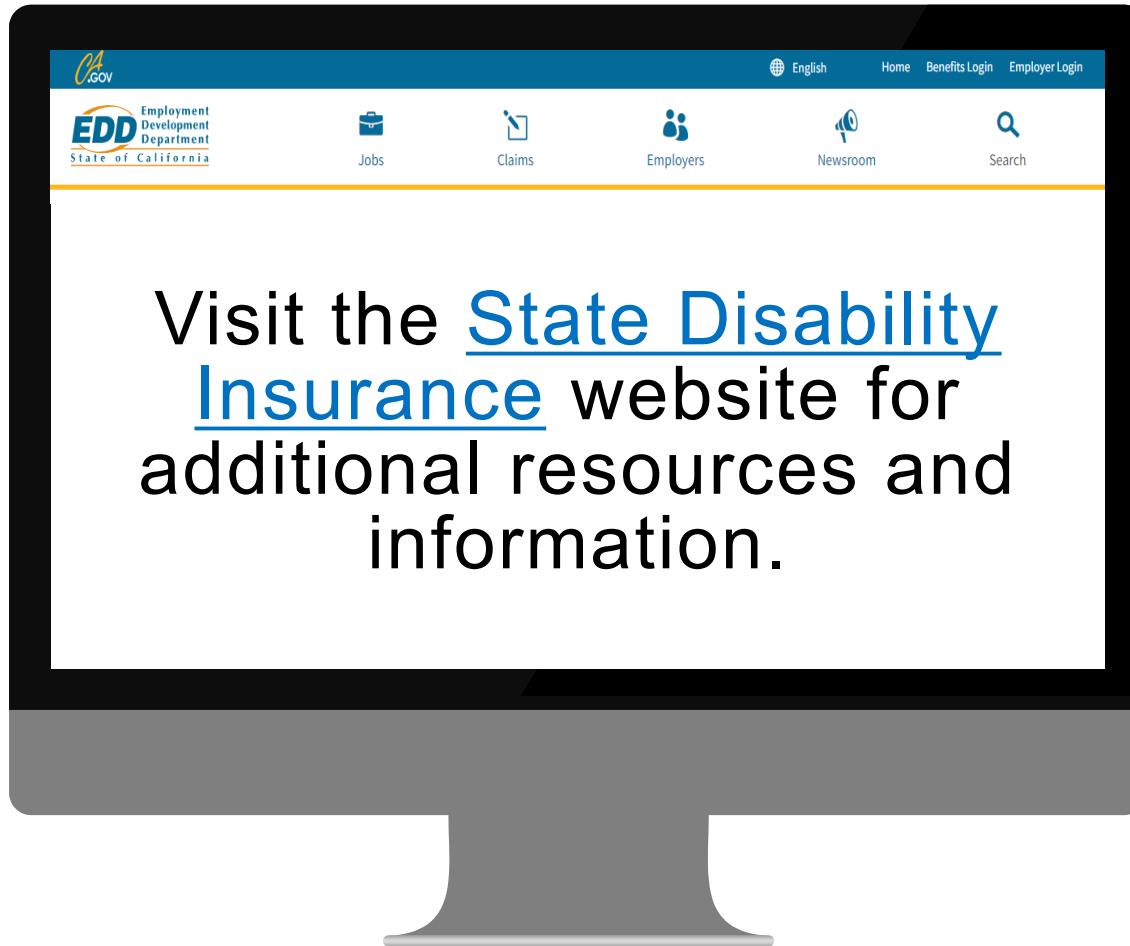
[Contact Us](#)

[Accessibility](#)

[Language Resources](#)

– Follow us –





EDD is an equal opportunity department for this information.  
If you need help or services because of a disability, call  
1-866-490-8879. TTY users, please call the California Relay  
Service at 711.