

EDD Modernization Update

August 2026



EDD is transforming the customer and employee experience.

From launching self-service phone options to expanding online services and improving the benefit application experience, the [EDDNext modernization](#) is delivering results.

With modern technology like [Amazon Connect](#) and more customer feedback, EDD continues improving services for all Californians.

Online Unemployment Certification Simplified

We [made it easier to certify for unemployment benefits online](#) with new simplified questions, instructions, and guidance. In just three months, customers needed the **Help** icon 54.5% less often. That means fewer phone calls, easier claim certifications, and faster payments.

Identity Verification Has Never Been Smoother

Disability and Paid Family Leave users can now quickly verify their identity on myEDD using Socure, a leader in digital identity verification. These customers join the more than 348,000 unemployment customers that have [already verified their identities through our new frictionless process](#).

State Disability Insurance Applications and Staffing Increase

[Enhanced benefits](#) and [greater awareness](#) have [driven record demand](#) for disability and Paid Family Leave. To help Californians receive benefits as quickly as possible, we've increased [self-help options](#) and are implementing a new system to better manage in-office visits. EDD is also hiring hundreds of new employees to increase processing capacity, improve customer service, and support workers and families when they need it most. Interested in serving Californians? Visit [EDD Careers](#) to learn more.

Work Sharing Appeals Now Online

Employers can now [submit and manage their Work Sharing program appeal online](#). The new online process for a program that offers unemployment benefits as an option to layoffs reduces paperwork and makes it easier to submit, track, and manage appeals. This addition helps unify program engagement in one place for the over 6,000 employers who currently use the Work Sharing portal.

Strengthening Employer Account and Information Protection

We made it easier and safer for California's 1.9 million employers to [protect their Employer Services Online account by adding multi-factor authentication](#). This update continues to keep business information and employee data safe from unauthorized access, while still being fast and easy for employers to access their accounts.

Get The Latest Data Trends on Unemployment and Artificial Intelligence (AI)

As AI advances, it is important that we have effective tools in place to proactively track its impact on California's workforce. We recently teamed up with partners to launch the [California AI-Unemployment Tracker](#), a first-in-the-nation online tracking tool that studies [how AI may affect California's workforce and informs](#)

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[the development of tools for mitigating impacts](#). By better understanding AI-related job loss trends, California can prepare for changes in the workforce and help connect workers with [support and resources](#) when needed.

Expanding Unemployment Self-Service Through Chatbot

Unemployment customers can now [use our chatbot to get more information on their claims](#), including claim status, payment details, and eligibility information. The chatbot offers guided follow-up prompts to help users better understand their claim and next steps.

Upcoming Improvements

CalJOBS Modernization Vendor: We're [partnering with Geographic Solutions to modernize our job search application](#) and deliver a faster, simpler, and more user-friendly experience for matching California job seekers with employers looking to hire.

A Better Contact Center Experience: We'll make it easier to connect with the right team member by securely gathering information at the start of the call, helping customers get the unemployment support they need faster and fending off calls from imposters.

More Language Access Online: We're expanding information on our website in the state's 15 most common languages, making it easier for more Californians to find and understand the information they need and benefit from the step-by-step guidance we offer.

EDD By the Numbers

54.5%

Less customer clicks on the **Help** icon for our new unemployment certification.

415,000+

Unemployment, disability, and Paid Family Leave customers who verified their identity online in myEDD through Socure.

99,000+

Customers that used the new unemployment self-service claim status chatbot to get specific claim information without having to call.



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