SDI Online Tutorial

Claimant Online Access
This tutorial will explain how to:

1. **Access Your SDI Online Account**

2. **Update My Benefit Programs Online Profile - Email, Password, Security Questions, or Personal Image and Caption**
Access Your SDI Online Account
Use Benefit Programs Online to access your SDI Online account or update your email, password, security questions, or personal image and caption.

To access your SDI Online account:

1. Enter the email address that you used to register.
2. Select Log In.
3. Verify your personal image and caption are correct.

4. Enter the password you created during the registration process.

5. Select **Log In**.

**Note:**

If you do not recognize your personal image and caption, select **Previous** to review the email address entered on the login screen to ensure it is correct. If you are unable to verify your personal image, select **Contact EDD** for further assistance.
From your Benefit Programs Online account, select **SDI Online** to access your account home screen.
Use your SDI Online account to:

- File a new claim.
- Update profile information.
- Continue a saved draft.
- View claim history.
- View inbox messages and take required actions.
- View a current disability claim summary, payment history, form history, and send claim requests.
- View a pending disability claim.
- View your submitted family leave claim information.
Have a question about your claim?

For disability claims:
Select the Claim ID number under the Current Disability Insurance Claim header to view your claim summary.

Warning:
Disability claims not yet processed will show under the Pending Disability Insurance Claim Application header and will not allow you to send messages to the EDD. Please view other options to contact EDD.

For family leave claims:
Ask Paid Family Leave claim questions through Ask EDD. Select the category Paid Family Leave, sub-category Miscellaneous Inquiry, and topic Other (Questions).
From your *Claim Summary* screen, you can select **Request Claim Update** to send the EDD additional information or questions regarding your disability claim.

**Note:**

Review the information under *Current Claim Status* for basic information on your claim status and payment.
From the Request Type drop down menu, you can select one of the following topics:

- Appeal
- Call in notice response
- Claim effective date change
- Incorrect Social Security number
- Name change
- Other
- Protest information on the DE 429D
- Report med exam
- Report part time work
- Report delivery date
- Report wages
- Report you have recovered
- Report you have returned to work
- Request a document
- Request payment history
- Substitution of wages

Pick the option that works best for you and select Next.
Follow the instructions provided under Claim Update Request. Make sure to provide all important information in the Explain Your Request field.

You must select the I certify box and Submit to successfully send your request to the EDD.
Update My Benefit Programs

Online Profile -

Email, Password, Security Questions, or Personal Image and Caption
Visit [Benefit Programs Online](#) to change or update your email, password, security questions, or personal image and caption.

Follow these directions to login to Benefit Programs Online:

1. Enter the email address that you used to register.
2. Select **Log In**.
3. Verify your personal image and personal caption are correct.

4. Enter the password you created during the Benefit Programs Online registration process.

5. Select Log In.

Note:
If you do not recognize your personal image and caption, select Previous to review the email address entered on the login screen to ensure it is correct. If you are unable to verify your personal image, select Contact EDD for further assistance.
From your Benefit Programs Online account, select **My Profile**.
On the *My Profile* screen select one of the following links:
- Update Email
- Update Password
- Update Security Questions
- Update Personal Image and Caption

Follow the instructions on your screen to update your profile information.
A message confirming the change will display at the top of the *My Profile* screen and a notification will be sent to your email confirming the change.

**Warning:**

Update your mailing and residence address, phone number, and preferences for language and communication through SDI Online:

- Select **Benefit Programs Online**
- Select **SDI Online**
- Select **Profile** from the main menu
If you need help with SDI Online, call:
Disability Insurance at 1-800-480-3287 or Paid Family Leave at 1-877-238-4373.
Visit the State Disability Insurance website for additional resources and information.

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling 1-866-490-8879 (voice), or through the California Relay Service at 711.