SDI Online Tutorial
Claimant Registration
This tutorial will explain how to:

1. [Create a Benefit Programs Online Account (Step 1)](#)

2. [Register as a Claimant in SDI Online (Step 2)](#)
Create a Benefit Programs Online Account (Step 1)
First time access to Employment Development Department (EDD) benefits services requires a one-time registration for Benefit Programs Online.

Benefit Programs Online allows you to use a single login to access the following EDD services:
• Unemployment benefits
• Disability benefits
• Paid Family Leave benefits
• Benefit Overpayments

Watch EDD’s Benefit Programs Online: Overview and Registration for New Users YouTube video for instructions on how to register a new account.

If you have already completed the one-time registration in Benefit Programs Online, skip to Register as a Claimant in SDI Online (Step 2).
Benefit Programs Online Registration:

1. Visit Benefit Programs Online to complete a one-time registration.
2. From the Benefit Programs Online login screen, select Register now. To view all screens in Spanish, select En español.
3. Accept the Terms and Conditions.
4. Provide a current personal email address that is used only by you.
5. Set up a password that is between 8 and 20 characters. The password is case sensitive and must contain at least:
   • One uppercase letter
   • One lowercase letter
   • One number
   • One special character from this list: !@#$%^&*( )
6. Create a security profile by selecting security questions and a personal image and caption.
7. Once you submit your registration information, an email will be sent to you. Select the unique link within 48 hours to complete your registration.
8. Log in to Benefit Programs Online and select SDI Online. You will be directed to the SDI Online Registration Options (see Register as a Claimant in SDI Online).

You will always use Benefit Programs Online to access SDI Online and file a disability or family leave claim.
Register as a Claimant in SDI Online (Step 2)
Use Benefit Programs Online to access your SDI Online account or update your email, password, security questions, or personal image and caption.

1. Enter the email address you used to register.
2. Select Log In.

Note: For Spanish, select En español.

To access the SDI Online registration process:

1. Enter the email address 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 begin the registration process.

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

**Note:** If you already filed your disability claim by paper, you will still be able to view and manage your claim through SDI Online. At this time, you can only file family leave claims through SDI Online.
You will be directed to the SDI Online Registration account type screen.

Select **Register as a Claimant**.

**Warning:**
If you do not have a Social Security number, California driver license or identification card, and/or your last name is more than 12 characters you must file disability and family leave claims by paper application.
Next, read the Terms and Conditions before proceeding. Select I Agree.

You must agree to the terms and conditions in order to establish an online account.
We are partnering with ID.me to verify the identity of individuals filing for benefits.

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

For additional help with the ID.me process, visit the [California Disability Insurance & ID.me webpage](https://www.edd.ca.gov/IDme.html).

**Note:**

After selecting **Verify with ID.me**, an error message may display due to an external site error. If this occurs, select **Return to SDI Online** and try again.
Once you complete the ID.me verification process, ID.me will give you a choice to **Allow** or **Deny** sharing your ID.me identity information with the EDD.

- If you choose to **Deny** sharing your ID.me information with the EDD, you will be redirected to a SDI Online error message, “You must share your identity with the EDD to create an account.”

- If you selected **Deny** by mistake, select **Verify with ID.me** to try again.

- If you choose to **Allow** sharing your ID.me information with the EDD, you will be redirected to the SDI Online registration.
The following information will automatically generate and are read-only fields:

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

You must provide the following information:

- Gender
- California Driver License or Identification number

Required fields are marked with a red asterisk (*).

Select Next.

Note:

If you select Yes for the “Have you used any other last names?” field, but do not enter any other names, an error message will appear at the top of the screen and by the field. If you have no other last names to enter, make sure to select No for “Have you used any other last names?”
Complete and review your:
• Residence address (can include a PO Box)
• Mailing address

Required fields are marked with a red asterisk (*).
Next, provide your:

- Home and/or cell phone number
- Preferred language
- Communication preference

Required fields are marked with a red asterisk (*).

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

- Verify the address shown is correct by selecting **Yes**.
- If the address information is incorrect, select **No** to re-enter the correct address.
When you have successfully completed your SDI Online registration you will receive an EDD Customer Account Number.

Note:
Keep your assigned EDD Customer Account Number safe for future reference. You may be asked to provide this number when requesting assistance from a customer service representative.

You may now file your disability or family leave claim by:
1. Selecting Benefit Programs Online and logging in.
2. Selecting SDI Online.
3. Selecting New Claim 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.