

UI Online

Reopening a Claim

How to Reopen a Claim



To Reopen a Claim in UI Online:

- Turn on the computer
- Access the internet
- On the address bar type, www.mass.gov/dua <enter>.

Click "UI Online for Claimants" Button



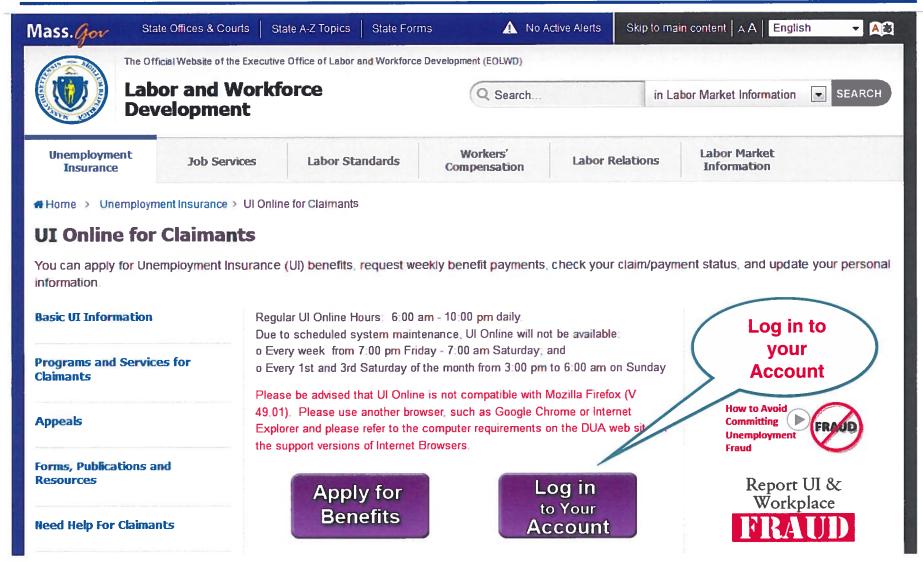


Unemployment Insurance



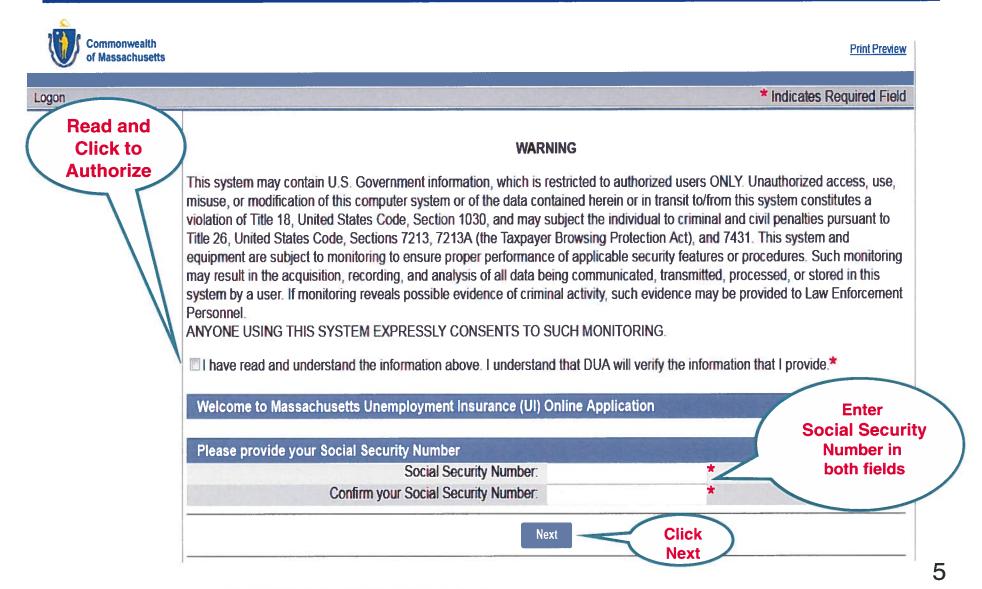
Click "Log in to your Account" Button





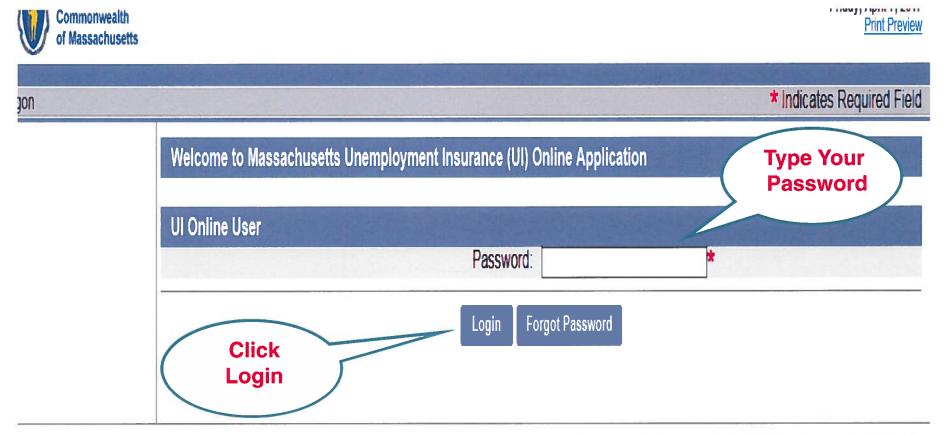
Read the Warning Statement





Type Your Password





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Reopen your Claim



My Home Page

Welcome, MEPGOOLKFC, EGUCXDNUIJ E. Show Profile Details

Need Help? ▼

If you received more than one Form 1099G, for tax purposes please use the one marked: 'Mcorrected'

×

My Inbox

View and Maintain Account Information Reopen Claim **Estimate Future Benefits** View And Request 1099G View UI Records Request TOP Application

If vour

employer has reduced your

regular

scheduled

hours, or you are not working at

all, Click

"Reopen

Benefits Overview ②

Claimant ID: 502035

Last payment: \$370.00 on 03/21/2017

Your unemployment claim is not active. If you are unemployed now, you must reopen your claim to continue to request benefits. Click "Reopen Claim",

Claim Information

Benefit Year: 12/25/2016 - 12/23/2017

Reopen Claim

Last Requested Week: 2/19/2017 - 2/25/2017

View Weeks Claimed

Payments Overview ②

Amount

Method

Recent Payments View Payment History **Payment Date** 03/21/2017

\$370.00

Check

Payment Preferences

Federal Tax Withholding: 10.00% State Tax Withholding: 5.10% Payment Method: Direct deposit

Manage Payment and Tax Options

Messages from DUA

- 1 We mailed your IRS Form 1099-G to your mailing address on file. To view or print your form, click on "View And Request 1099G".
- 1 Get instant account updates! Change your Preferred Contact Method to "Electronic" and receive instant notifications via email.

Work Search Activity Log





Print Preview

* Indicates Required Field Change Password Logoff Important Information about Your Unemployment Benefits My Home Page Please read and certify: a. You must make at least 3 attempts to look for work on 3 different days of each week that you are unemployed and you must My Inbox keep a record of your Work Search Activity Log in case you are asked by DUA to send it to us for review and verification of those attempts. View and Maintain Account Information b. You must be able to work, available to work, and actively seeking work in order to be eligible for unemployment benefits. You must respond to all DUA requests for information in a timely manner or a decision will be made without your statement that may Reopen Claim **Estimate Future Benefits** affect your right to collect unemployment benefits. View And Request 1099G c. If you move and change your address or your telephone number you must update your contact information in the UI Online View UI Records system immediately. Request TOP Application d. You must register with a Massachusetts One-Stop Career Center and attend a Career Center Seminar to receive your unemployment benefits. For a listing of career centers, please follow the web address: http://www.mass.gov/careercenters/. Read and Click to **Authorize** Massachusetts Law provides penalties and/or imprisonment for false statements used to obtain unemployment benefits. DUA will actively pursue fraudulently collected benefits to the fullest extent of the law. 🔲 have read and understand the information above. I understand that DUA will verify the information that I provide.* Click Previous Next Next

Review Contact Information





Print Preview

Change Password Logoff			* Indicates Required Fig
My Home Page	View and Maintain Contact Information		
	Residential Address		
My Inbox	Address Line 1:	8 Robert Dr	
Wy IIIDOX	Address Line 2:		
	City:	Middleboro	
iew and Maintain Account	State:	Massachusetts	
nformation	ZIP Code:	02346-1854	
Reopen Claim	Country:	United States Of America	
stimate Future Benefits			
iew And Request 1099G	Mailing Address		
iew UI Records	In care of (c/o):		
equest TOP Application	Address Line 1:	8 Robert Dr	
	Address Line 2:		
		Middleboro	
		Massachusetts	
	ZIP Code:	02346-1854	
	Country:	United States Of America	
Click to	Telephone Numbers		
Authorize			
	U.S. and Canada Only:		
that Contact		(508) 943-9849	
Information /	Mobile: Other:	(781) 217-0582	
is Correct	International Phone:		
\ \\	international Phone.		

or delay in correspondence from the agency, including, but not limited to payment.*

☐ I have reviewed the above information and certify it is current and correct. I understand any discrepancies may result in a stop

Verify Correspondence Preference

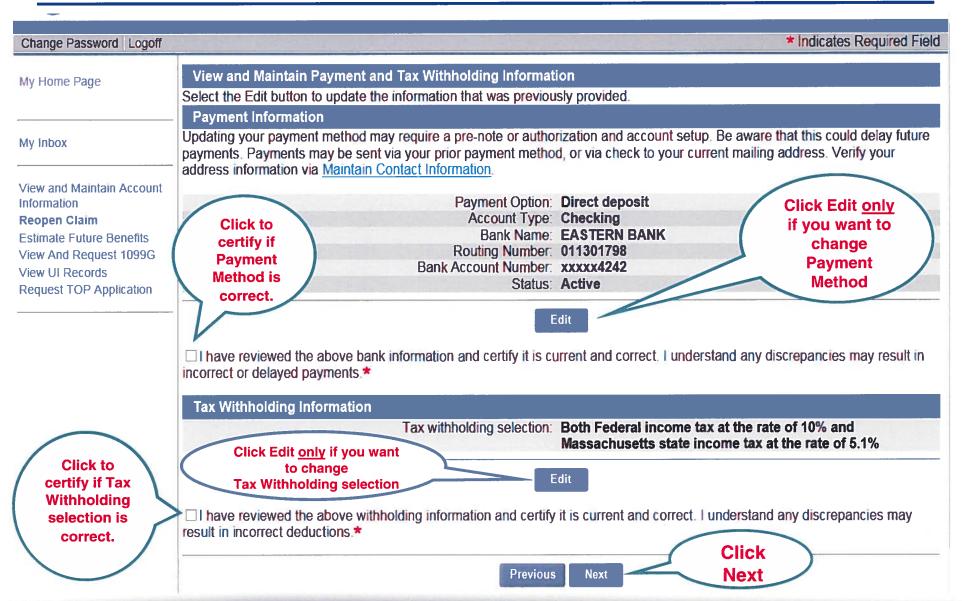




If you would like to change Correspondence Preference, Click Edit.
If it remains the same, Click Next.

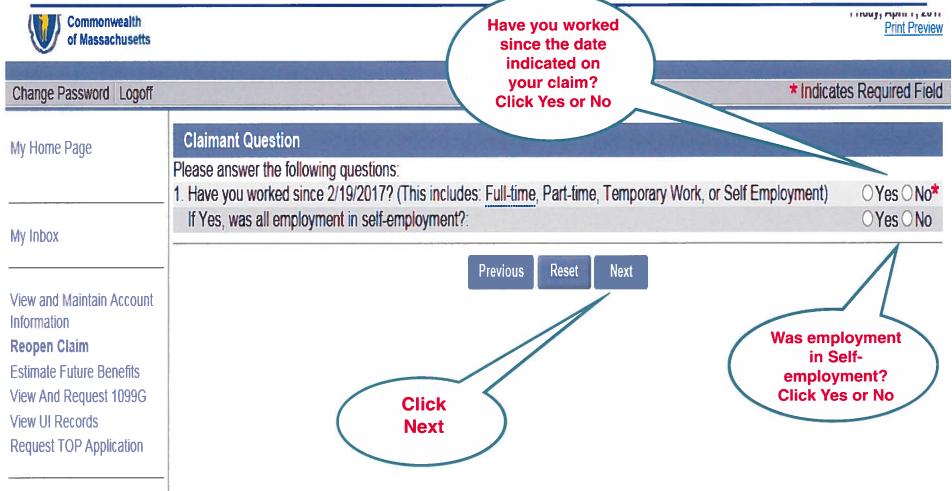
Verify Payment Method Options





Employment Questions





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Add Employer





Print Preview

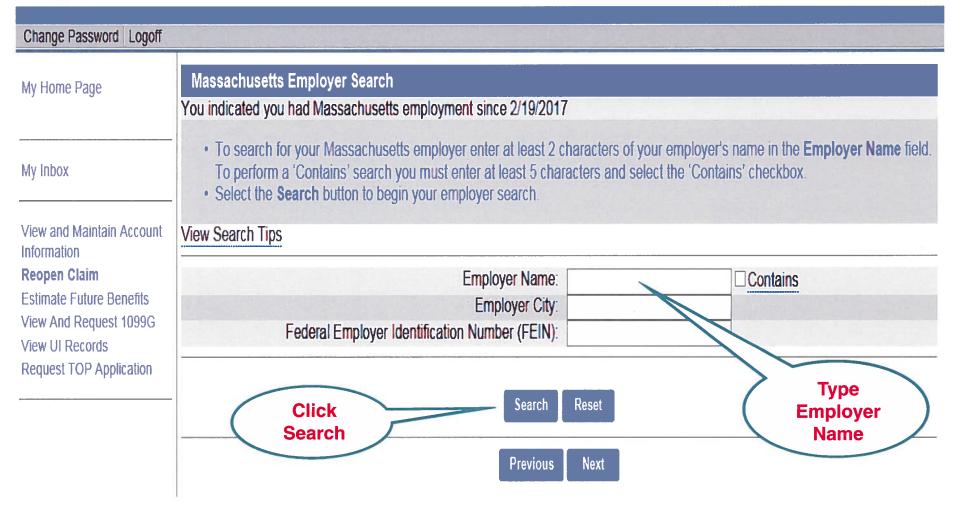
Change Password Logoff Additional and Complete Employment My Home Page A complete list of employment from 2/19/2017 to 4/7/2017 is needed to determine your eligibility and benefit amount. If an employer is listed with a status of "Incomplete," select the "Update" button to review and complete the missing My Inbox information. If the list of employers has a status of "Complete" and reflects all the employment that you have had in the past year, select "Next." View and Maintain Account • If the list does not include all the employment that you have had in the past year, select the type of employment and the "Add" Information button below. Reopen Claim • If you worked for the same employer in multiple states, please list your employment in each state as a separate **Estimate Future Benefits** employer. View And Request 1099G View UI Records No records found Request TOP Application **Provide Additional Employers** A complete list of employment from 2/19/2017 to 4/7/2017 is needed to determine your eligibility. Use the "Add" button below to add additional Employment. Click **Employment Type:** Select one Add Add Massachusetts Employment Non-Massachusetts Employment **Previous** Next Federal Civilian Employment Select Military Service **Employment Type**

Type Employer Name and Search









Select Your Employer



Change Password Logoff				
My Home Page	Massachusetts Employer Search You indicated you had Massachusetts employment since 2/19/2017			
My Inbox	 To search for your Massachusetts employer enter at least 2 characters of your employer's name in the Employer Name field. To perform a 'Contains' search you must enter at least 5 characters and select the 'Contains' checkbox. Select the Search button to begin your employer search. 			
View and Maintain Account Information	View Search Tips			
Reopen Claim Estimate Future Benefits View And Request 1099G View UI Records Request TOP Application		oyer Name: First Student nployer City: hber (FEIN):	Contains	
Manage Debt Select and	Search Reset			
Click Your Employer eview the following list of employers. After choosing your employer, select the Next button.				
Employer	Search Results			
	Select Employer Doing Business As (DBA) Name O FIRST STUDENT MANAGEMENT LLC	FIRST STUDENT MANAGEMENT LLC	Employer Address 600 Vine St, Suite 1400, Cincinnati, OH, 45202-2400	
	What if I cannot find my employer in the search results	?		
		Previous Next	Click Next	

Answer Employment Questions



Massachusetts Detailed Employment Information My Home Page You selected you worked for: Massachusetts Employer Legal Name: FIRST STUDENT MANAGEMENT LLC Massachusetts Employer Doing Business As (DBA) Name: FIRST STUDENT MANAGEMENT LLC My Inbox **Employer Physical Location Address:** Employer Legal Address: 600 Vine St 68 Industrial Blvd Ste 6 View and Maintain Account **Suite 1400** Information Cincinnati Hanson Reopen Claim Ohio **Massachusetts** Estimate Future Benefits 02341-1547 45202-2400 View And Request 1099G View UI Records **Most Recent Work Address** Request TOP Application Enter the physical location where you performed work for this employer, if different than the address listed above. Address Line 1: Address Line 2: **Answer all** City: **Employment** State: Massachusetts Questions ZIP Code: Phone: ext O Yes O No *Did you work full time for this employer? Enter your total period of employment with this employer: **Employment Start Date:** (mm/dd/yyyy) **Employment End Date:** (mm/dd/yyyy) * Have you been separated from this employer more than once O Yes O No since 2/19/2017? *Are you considered working on-call for this employer? O Yes O No *Are you a member of a corporation or a shareholder of this O Yes O No company? *Are you a sole proprietor, a partner in a partnership, or do you work for a family member who owns/operates a sole O Yes O No proprietorship and/or partnership at this company? *Are you a school Employee? O Yes O No

Click Search



Occupational Information	
Enter your job title while working for the employer listed above: to enter	n \
#JOD Title.	
To enter your job title for this employer select search Search	
Reason For Separation from this employer	
Still Working: You are working "part-time" or "on-call".	
O Layoff: Your employment ended due to: lack of work; temporary layoff; your position being eliminated; employer's busines closed.	SS
O Quit: You decided to leave your employment for reasons including: another job; moved; to avoid being fired; work related, personal, or medical reasons.	
O Discharged: Your employer ended your employment for a reason other than a layoff.	
O Leave of Absence: You and your employer have an agreement that you will take some time off work and you anticipate the you will return to work with this employer in the future.	hat
 Suspension: Your employer will not allow you to work pending an investigation or as a disciplinary action. School Employee: You are on a semester/term break from school-related employment. 	
O Strike: You are not working due to a strike.	
O Lockout: You are not working as a result of a lockout.	
O Conviction: You were discharged by your employer or quit your job due to a conviction of a felony or misdemeanor.	
Previous Next	

Enter Job Title



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My Inbox

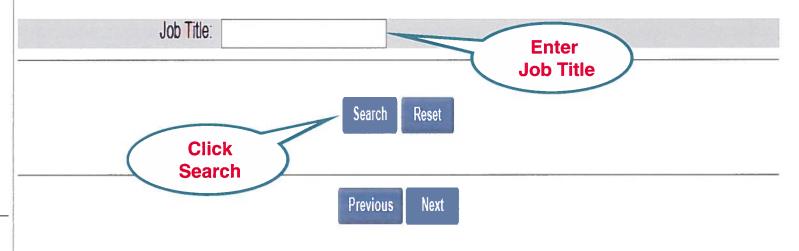
View and Maintain Account Information

Reopen Claim

Estimate Future Benefits View And Request 1099G View UI Records Request TOP Application

Occupational Information

- Enter your job title and select **Search** to locate the most accurate description of your occupation.
- Once you have located the most accurate description of your occupation, select the button associated with the Job Title, and select Next.
- For additional information related to a Job Title, select the hyperlink associated with the job title.



Note: Click on a different page number for additional job title options.

Select and Click Job Description



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My Home Page

My Inbox

View and Maintain Account Information

Reopen Claim

Estimate Future Benefits View And Request 1099G View UI Records Request TOP Application

> Select and Click Your Job Description

Occupational Information

- Enter your job title and select Search to locate the most accurate description of your occupation.
- Once you have located the most accurate description of your occupation, select the button associated with the Job Title, and select Next.
- · For additional information related to a Job Title, select the hyperlink associated with the job title.

Job Title: Bus Driver

Search

Reset

Search Results				
Select	Job Title	<u>Description</u>		
0	Bus Drivers, School or Special Client	Transport students or special clients, such as the elderly or persons with disabilities. Ensure adherence to safety rules. May assist passengers in boarding or exiting.		
0	Bus Drivers, Transit and Intercity	Drive bus or motor coach, including regular route operations, charters, and private carriage. May assist passengers with baggage. May collect fares or tickets.		
0	Taxi Drivers and Chauffeurs	Drive automobiles, vans, or limousines to transport passengers. May occasionally carry cargo. Includes hearse drivers. Excludes "Ambulance Drivers and Attendants, Except Emergency Medical Technicians" (53-3011) and "Bus Drivers" (53-3020).		

Previous

Next

Note: Click on a different page number for additional job title options.

Click Next

Choose Reason For Separation



T	vorking for the employer listed above: *Job Title: Bus Drivers, School or Special Client enter your job title for this employer select search Search	
Reason For Separation	n from this employer	
Clayoff: Your employed closed. Quit: You decided to personal, or medical reast Discharged: Your employed: You will return to work with Suspension: Your enployee: You strike: You are not with Clayoff.	ployer ended your employment for a reason other than a layoff. but and your employer have an agreement that you will take some time off work and you allow this employer in the future. ployer will not allow you to work pending an investigation or as a disciplinary action. but are on a semester/term break from school-related employment.	rk related, nticipate that
Choose and Click Reason for Separation	Previous Next Click Next	

Click Next



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My Home Page

My Inbox

View and Maintain Account Information

Reopen Claim

Estimate Future Benefits View And Request 1099G View UI Records Request TOP Application

Additional and Complete Employment

A complete list of employment from 2/19/2017 to 4/7/2017 is needed to determine your eligibility and benefit amount.

- If an employer is listed with a status of "Incomplete," select the "Update" button to review and complete the missing information.
- If the list of employers has a status of "Complete" and reflects all the employment that you have had in the past year, select
 "Next"
- If the list does not include all the employment that you have had in the past year, select the type of employment and the "Add" button below
- If you worked for the same employer in multiple states, please list your employment in each state as a separate employer.

Employer Business Name	Employer Legal Name	Status		
Massachusetts Employment				
FIRST STUDENT MANAGEMENT LLC	FIRST STUDENT MANAGEMENT LLC	COMPLETE	* Update	Delete

Provide Additional Employers

A complete list of employment from 2/19/2017 to 4/7/2017 is needed to determine your eligibility. Use the "Add" button below to add additional Employment.

Employment Type: Select one	Add	
	Previous	Next Click Next

Did You Work Part-Time Last Week?





Reopen Confirmation - Submit





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Your Claim Has Been Reopened





My Home Page



when exiting the UI Online		'⊠Corrected'	
You may submit your next benefit request beginning Sunday 04/09/2017 through Saturday 04/15/2017.			
Claim Information When do I request payment for Benefits? View Weeks Claimed	Weekly Benefit Amount: \$435 Dependency Allowance: \$0 Potential Remaining Balance: \$12,615 Potential Weeks Left: 29	Benefit Year: 1 Last Requested 2/19/2017 - 2/2	
─ Payments Overview ⑦		Last pay	
Recent Payments View Payment History	Payment Date Amount Method 03/21/2017 \$370.00 Check		
Payment Preferences Manage Payment and Tax Options	Federal Tax Withholding: 10.00% State Tax Withholding: 5.10% Payment Method: Direct deposit		
	when exiting the UI Online System Benefits Overview You may submit your next benefit to Claim Information When do I request payment for Benefits? View Weeks Claimed Payments Overview Recent Payments View Payment History Payment Preferences	the UI Online System Benefits Overview You may submit your next benefit request beginning Sunday 04/09/2017 through Saturda Claim Information Weekly Benefit Amount: \$435 When do I request payment for Benefits? View Weeks Claimed Weekly Benefit Amount: \$435 Dependency Allowance: \$0 Potential Remaining Balance: \$12,615 Potential Weeks Left: 29 Payments Overview Recent Payments Payment Date O3/21/2017 Recent Payment History Payment Preferences Federal Tax Withholding: 10.00% Manage Payment and Tax Options State Tax Withholding: 5.10%	

1 Get instant account updates! Change your Preferred Contact Method to "Electronic" and receive instant notific