Logging into the Unemployment Compensation (UC) Benefit System

The username and password process are similar to the login process we recognize from most applications, such as banking apps and credit cards.

Before you log into your UC account, use this table to identify your situation:

Active User	Inactive User	New User
If you are an active user, you will see no changes. Use your login credentials like normal. If you forget your username or password, please use the "Forgot Username/Password?" link to retrieve your credentials. An email will be sent to your email on file to retrieve your username or reset your password.	You are considered an inactive user if you logged in previously but have not logged in within the past month or longer. You will likely attempt to login but get a warning message telling you to try again. This message means you will need to reset your password. 	You are considered a new user if you have recently applied for UC via phone, but have never logged in. During the application process a username and password were created on your behalf. If you recall this information, simply login. If you forget your login information, or it was not provided to you, please use the instructions in this guide to retrieve your username and/or reset your password.

Table of Contents

Logging into the Unemployment Compensation (UC) Benefit System 1

Password Reset 2

Username Retrieval 5

Forgot Username and Password 7

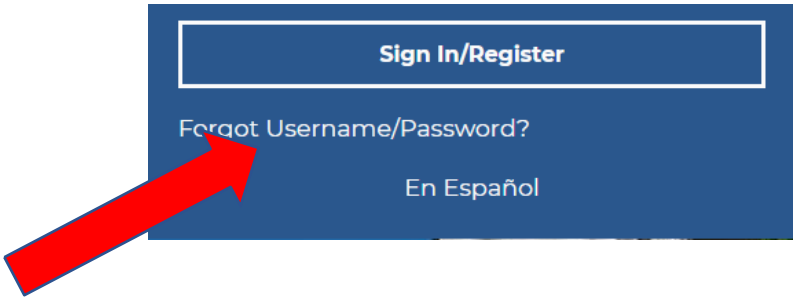
Example Emails 9

Contact UC Staff 10

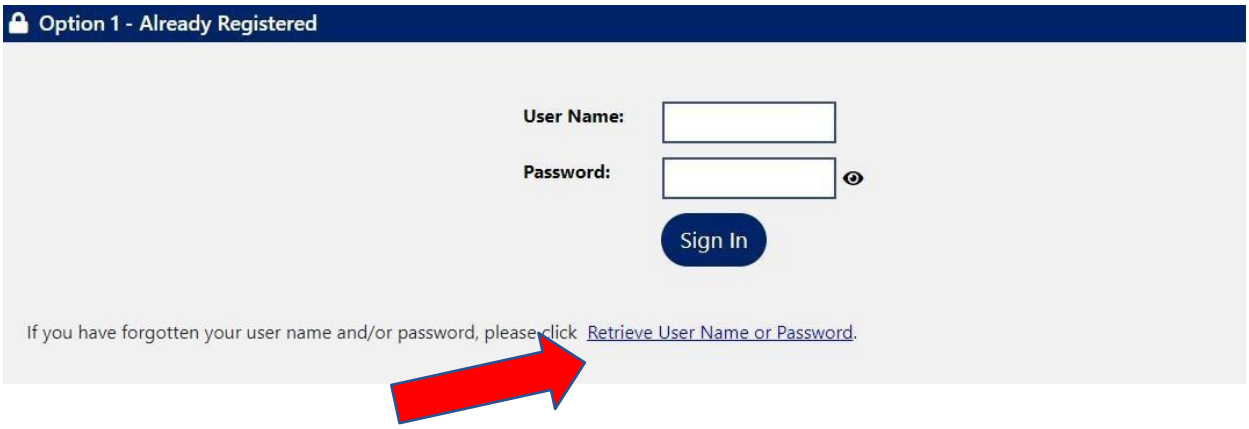
Password Reset

The screens below illustrate the steps you should take if you forget your password or are inactive due to not logging in within the past month or longer.

Click on “Forgot Username/Password?”



OR from the login screen, click “Retrieve User Name or Password”:



Select the option that applies to your situation.

Option 1 - Forgot Password

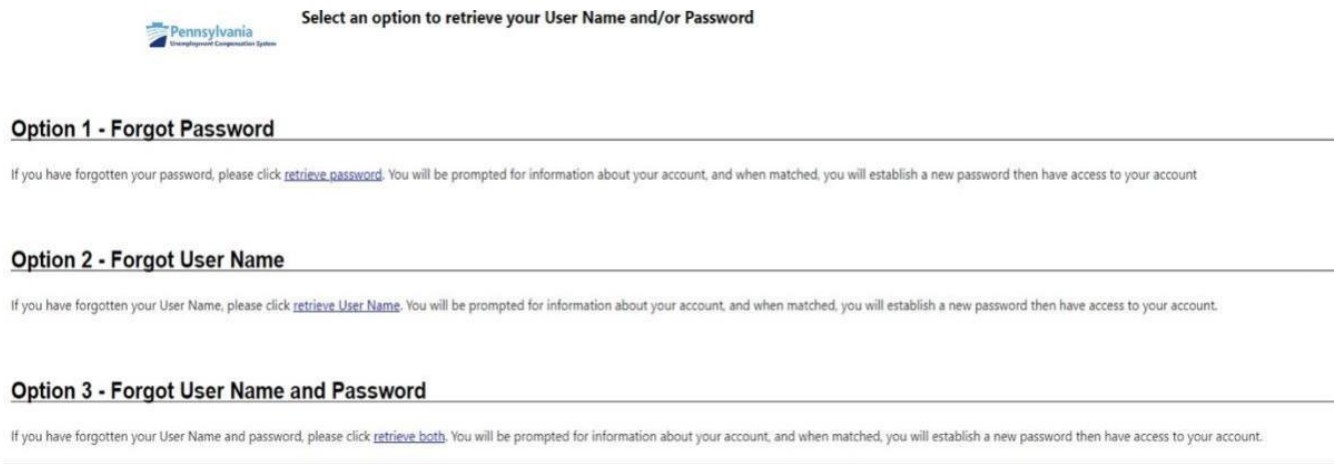
If you have forgotten your password, please click “retrieve password.” You will be prompted for information about your account, and when matched, you will establish a new password then have access to your account

Option 2 - Forgot User Name

If you have forgotten your User Name, please click “retrieve User Name.” You will be prompted for information about your account, and when matched, you will establish a new password then have access to your account.

Option 3 - Forgot User Name and Password

If you have forgotten your User Name and password, please click “retrieve both.” You will be prompted for information about your account, and when matched, you will establish a new password then have access to your account.



If you selected, “Option 1 – Forgot Password,” enter your username on the following screen. Choose “Individual” and click “Next.”

Enter your Social Security number (SSN) and email associated with your UC claim. The email address **must match** what we have on record.

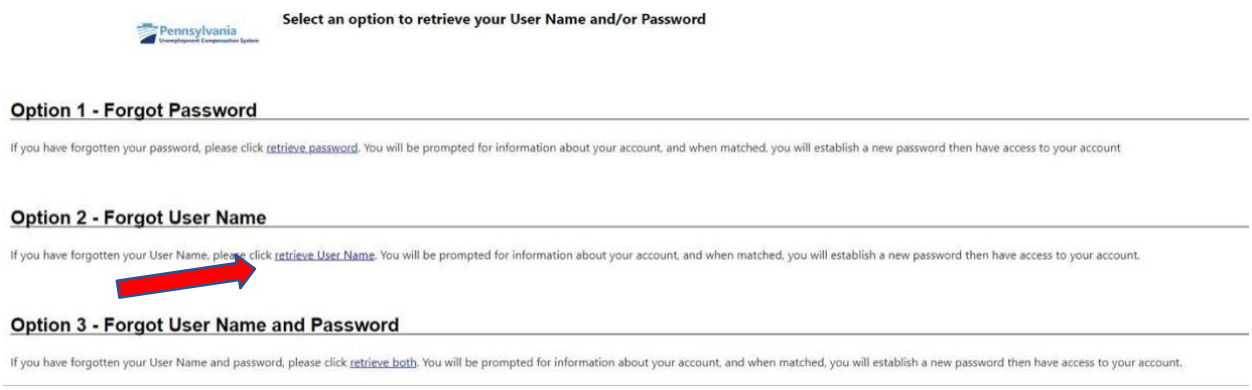
If the correct information is entered, an email will be sent to you. If an incorrect email or SSN is entered, you will be redirected to the Contact Us page. This means the information you entered is not what we have on file and you will be required to call the UC Service Center to update your account information.

If you enter a username that cannot be found, you'll see:

When you enter everything correctly (username, SSN, and email) and submit, the following message appears. At this point, please reference your email and follow the instructions.

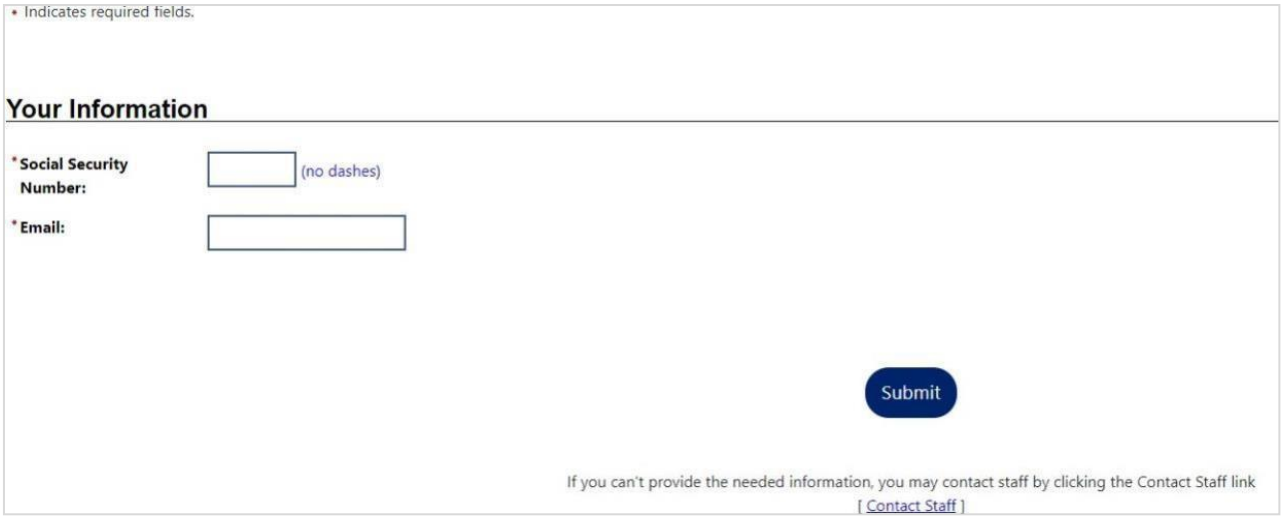
Username Retrieval

The screens below illustrate the steps you would take if you forgot your username using “Option 2 – Forgot User Name.”



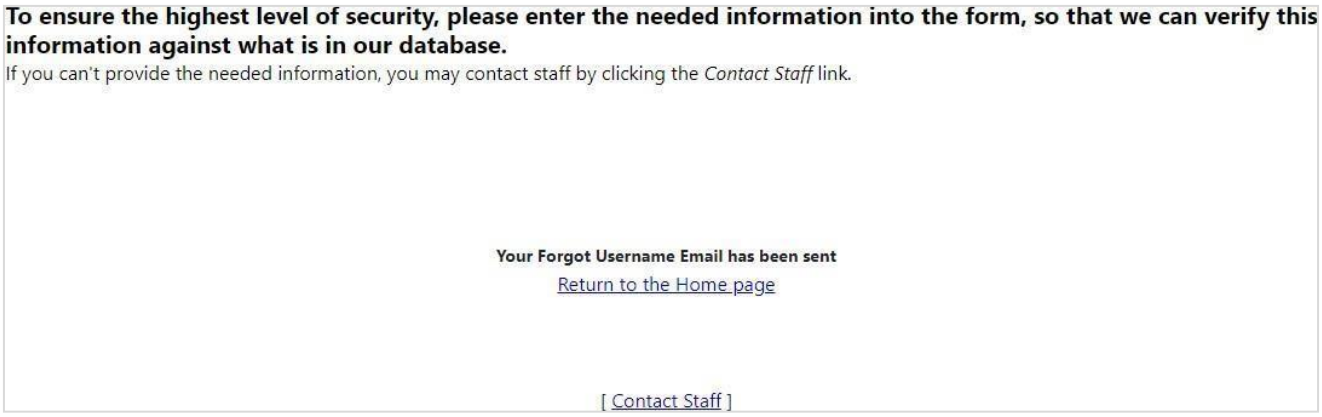
Select “Individual” and click “Next.”

Enter your SSN and email and click “Submit.”



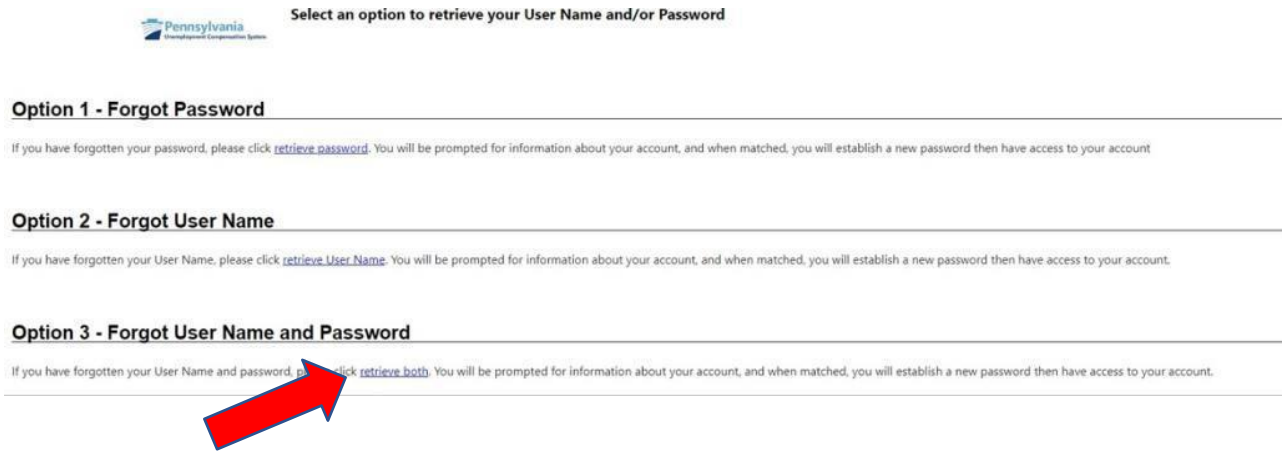
If the correct information is entered, an email will be sent to you. If an incorrect email or SSN is entered, you will be redirected to the Contact Us page. This means the information you entered is not what we have on file and you will be required to call the UC Service Center to update your account information.

When you enter everything correctly (username, SSN, and email) and submit, the following message appears. At this point, please reference your email and follow the instructions.

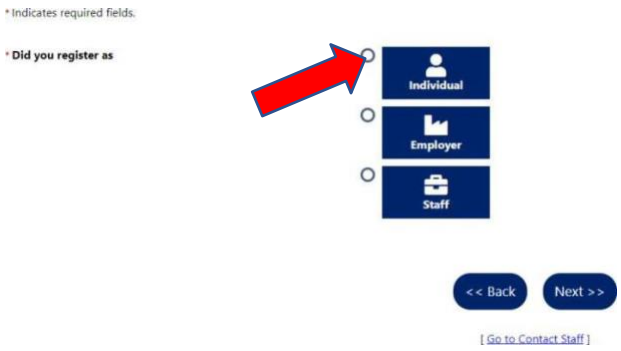


Forgot Username and Password

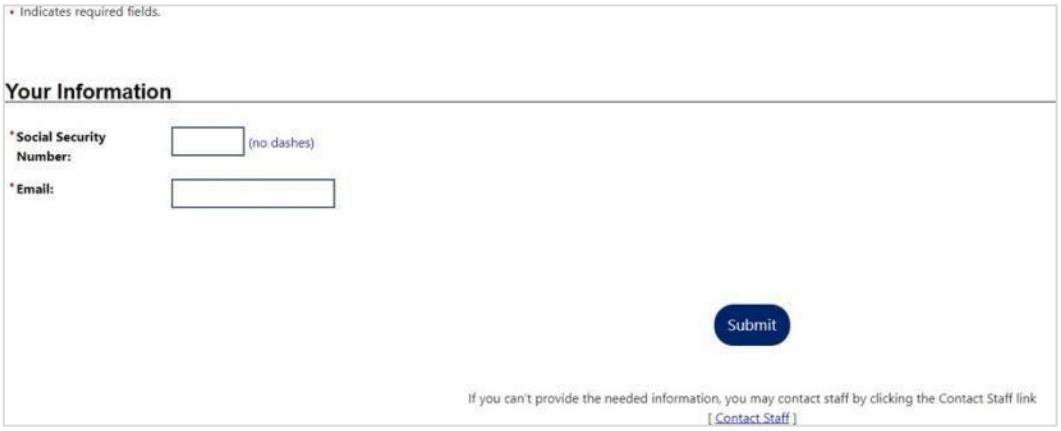
The screens below illustrate the steps you will take if you forget both your username and password using “Option 3 – Forgot User Name and Password.”



Choose “Individual” and click “Next.”

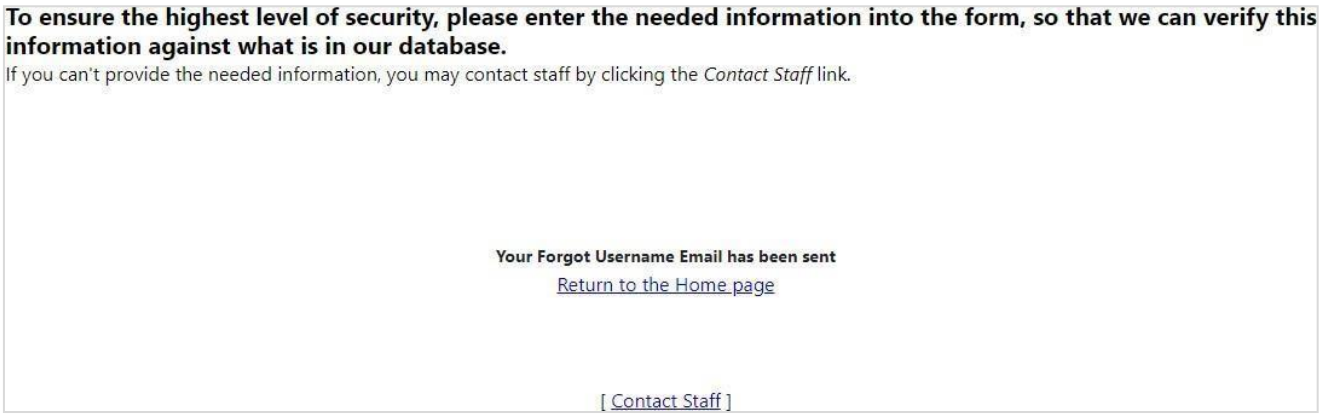


Enter your SSN and email and click "Submit.”



If the correct information is entered, an email will be sent to you. If an incorrect email or SSN is entered, you will be redirected to the Contact Us page. This means the information you entered is not what we have on file and you will be required to call the UC Service Center to update your account information.

When you enter everything correctly (username, SSN, and email) and submit, the following message appears. At this point, please reference your email and follow the instructions.



Example Emails

Password Only:

Immediate Alert for Password Reset

LU Pennsylvania's Unemployment Compensation (UC) Benefits System <RA-LIUCBENEFITS@pa.gov>

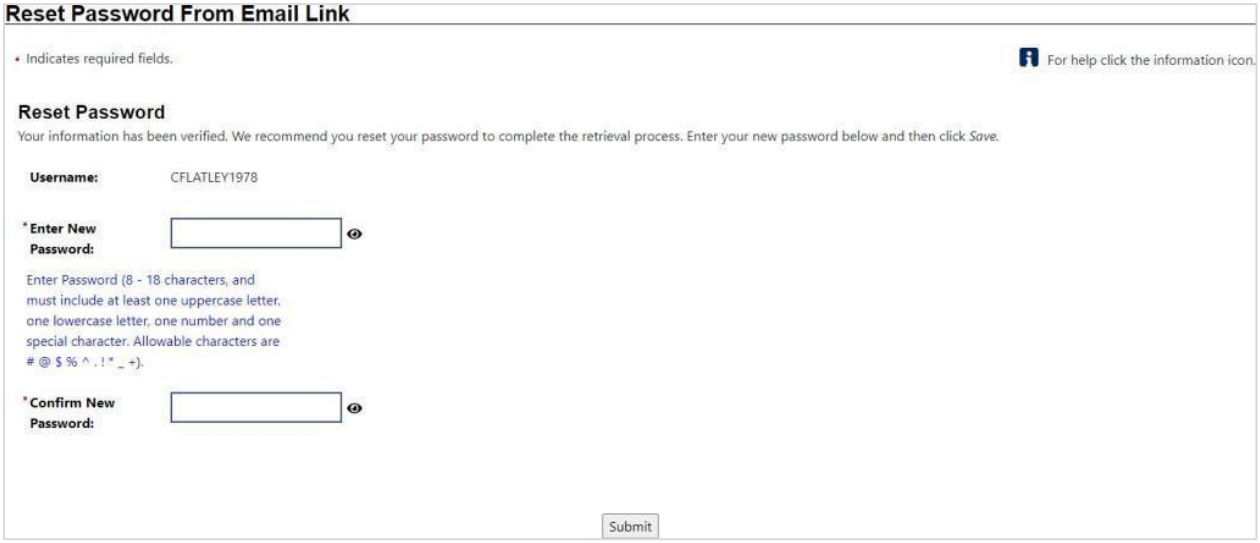
If there are problems with how this message is displayed, click here to view it in a web browser.

You have requested a Password Reset from the **Pennsylvania's Unemployment Compensation (UC) Benefits System** Workforce System. Please click the link below to reset your password.

Click here to reset your password on **Pennsylvania's Unemployment Compensation (UC) Benefits System**
This link is only active for 24 hours. Please issue another reset request if 24 hours have passed

You are receiving this email, because you are a registered member of Pennsylvania's Unemployment Compensation (UC) Benefits System, and you were selected as a recipient for an email from another member, staff, or an automated process. If you would like to unsubscribe to all emails from Pennsylvania's Unemployment Compensation (UC) Benefits System, Click Here.

When you click the "Click here to reset your password on Pennsylvania's Unemployment Compensation (UC) Benefit System" link within your email, you will see the following password reset screen. Reset your password and log in with your updated credentials.



Reset Password From Email Link

* Indicates required fields.

For help click the information icon.

Reset Password

Your information has been verified. We recommend you reset your password to complete the retrieval process. Enter your new password below and then click *Save*.

Username: CFLATLEY1978

***Enter New Password:**

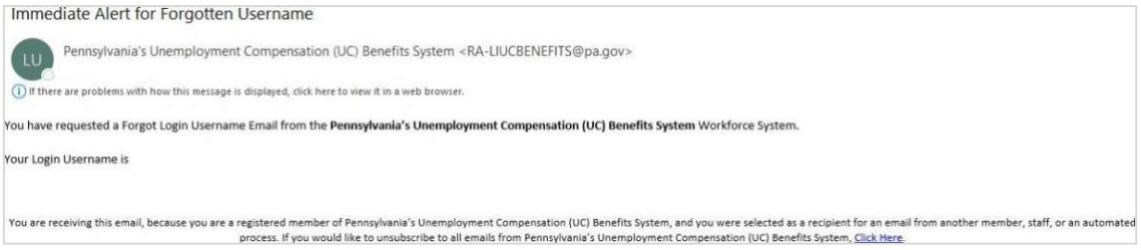
Enter Password (8 - 18 characters, and must include at least one uppercase letter, one lowercase letter, one number and one special character. Allowable characters are # @ $ % ^ . ! * _ +).

***Confirm New Password:**

Submit

Username Only:

Upon receiving the "Immediate Alert for Forgotten Username" email, review the email to retrieve your username and login.



Immediate Alert for Forgotten Username

LU Pennsylvania's Unemployment Compensation (UC) Benefits System <RA-LIUCBENEFITS@pa.gov>

If there are problems with how this message is displayed, click here to view it in a web browser.

You have requested a Forgot Login Username Email from the **Pennsylvania's Unemployment Compensation (UC) Benefits System** Workforce System.

Your Login Username is

You are receiving this email, because you are a registered member of Pennsylvania's Unemployment Compensation (UC) Benefits System, and you were selected as a recipient for an email from another member, staff, or an automated process. If you would like to unsubscribe to all emails from Pennsylvania's Unemployment Compensation (UC) Benefits System, Click Here.

Contact UC Staff

If at any point you are redirected to the Contact Us page, this means you will need to get in touch with staff from the UC Service Center before you are able to access your account.