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	You are considered an inactive user if you	You are considered a new user if
see no changes.	logged in previously but have not logged in within the past month or longer.	you have recently applied for UC via phone, but have never logged in.
Use your login credentials like		During the application process a
normal. If you forget your	You will likely attempt to login but get a	username and password were
username or password, please use the "Forgot Username/Password?"	warning message telling you to try again.	created on your behalf.
link to retrieve your credentials.	This message means you will need to	If you recall this information, simply
	reset your password.	login.
An email will be sent to your email		
on file to retrieve your username or	Warning! ×	If you forget your login information,
reset your password.	WARNINGI Your account will be locked after a number of unsuccessful logins.	or it was not provided to you,
	 Please try again. 	please use the instructions in this
	_	guide to retrieve your username
	Close	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	! 0

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":

Option 1 - Already Registered				
			_	
	User Name:]	
	Password:		0	
		Sign In	-	
		orginali		
If you have forgotten your user name and/or password inlease-click. Retrieve Liser Name or Password				
n jed have longetten jedraser hante drid, er passiferd, pr	Theorem Inconcern			

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."

* User Name	UCUser
* Did you register as	Individual
	O Employer
	O Staff
	<< Back Next >>
	[Go to Contact Staff]

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

Your Informat	ion
* Social Security Number:	(no dashes)
* Email:	
	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 <u>Contact Us page</u>. 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:

Pennsylvania Unemployment Compensation System
We could not find your username in our system. If you believe you may have incorrectly typed the username please click Re-enter Username.
If you are sure you have previously registered on Pennsylvania's Unemployment Compensation (UC) Benefits System please click Retrieve username and Password
If you have not previously registered on Pennsylvania's Unemployment Compensation (UC) Benefits System please click Register new user.

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.

Pennsylvania Unemployment Companyation System	To ensure the highest level of security, please enter the needed information into the form, so that we can verify this information against what is in our database. If you can't provide the needed information, you may contact staff by clicking the <i>Contact Staff</i> link.		
	Your Password Reset Email has been sent Return to the Home page		
	[Contact Staff]		

Username Retrieval

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

Select an option to retrieve your User Name and/or Password
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.

Select "Individual" and click "Next."



Enter your SSN and email and click "Submit."

Indicates required f	fields.	
Your Informa	ation	
* Social Security Number:	(no dashes)	
*Email:		
		Submit
		If you can't provide the needed information, you may contact staff by clicking the Contact Staff link [Contact Staff]

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 <u>Contact Us page</u>. 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."



Enter your SSN and email and click "Submit."

Indicates required fields.	
Your Information	
*Social Security (no dat	hes)
*Email:	
	Colomit
	Suurine
	If you can't provide the needed information, you may contact staff by clicking the Contact Staff link [Contact Staff]

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 <u>Contact Us page</u>. 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.

To ensure the highest level of security, please enter the needed information into the form, so that we can verify this information against what is in our database.

If you can't provide the needed information, you may contact staff by clicking the Contact Staff link.

Your Forgot Username Email has been sent Return to the Home page

[Contact Staff]

Example Emails

Password Only:

Immediate Alert for Password Reset
Pennsylvania's Unemployment Compensation (UC) Benefits System <ra-liucbenefits@pa.gov></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.
<u>Click here to reset your password on Pennsylvania's Unemployment Compensation (UC) Benefits System</u> 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 Passv	ord From Email Link	
Indicates required	fields.	For help click the information icon
Reset Passw	ord	
Your information h	is been verified. We recommend you reset your password to complete the re	rieval process. Enter your new password below and then click Save.
Username:	CFLATLEY1978	
* Enter New Password:		
Enter Password (8 must include at le one lowercase let special character. # @ \$ % ^ .!*	- 18 characters, and ast one uppercase letter. ier, one number and one 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
Pennsylvania's Unemployment Compensation (UC) Benefits System <ra-liucbenefits@pa.gov></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 <u>Contact Us page</u>, this means you will need to get in touch with staff from the UC Service Center before you are able to access your account.