



File Online

To file your new UI claim or reopen an established claim online, visit our website at: mass.gov/unemployment-insurance-ui-for-workers.

To file a claim online, you must create a **MyMassGov** personal account by visiting mass.gov/how-to/register-for-a-mymassgov-personal-account.

1. Go to the *Unemployment Services* website at mass.gov/dua and login using your **MyMassGov** account.
2. Read the *Claimant Agreement*, check the box stating you've read it, and select "Next".
3. When prompted, you will be asked to enter your Social Security number and Date of Birth. Select "Next".
4. Proceed with the application by following the prompts.
5. When completed, you'll be returned to the dashboard.

Need Help?

If you have questions about your eligibility, review the eligibility requirements online at: mass.gov/dua/eligibility.

For help creating an online account, visit: mass.gov/dua.

Information Needed to File a Claim

To apply for unemployment, you need to provide personal information including your Social Security number, birth date, home address, email address, and phone number. You also need information about your employment history from the last 15 months, including:

- Names of all employers, plus addresses and phone numbers
- Reasons for leaving those jobs
- Work start and end dates
- Recall date (if you were laid off but have a set date to return to work)

You may need additional information in certain situations:

- **If you are not a U.S. citizen:** your Alien Registration number or verification that you are legally allowed to work in the United States.
- **If you have dependent children:** their birth dates and Social Security numbers
- **If you're in a union:** your union name and local number
- **If you were in the military:** your *DD-214 Member 4 form*. If you don't have it, you can request your *DD-214* online at dd214.us.



File by Phone

To file your new UI claim or reopen an established claim by phone, call the TeleClaim Center at **(877) 626-6800**.

The TeleClaim Center is available 8:30 am to 4:30 pm, Monday through Friday.

To receive payments by direct deposit:

You'll need your bank name, account number, and routing number. Otherwise, DUA will send you a debit card.