Unemployment Services for Workers Communication for Unions

Go Live Date May 6, 2025!



Project Timeline Updates

February 2025

We are on track to go live with our new modernized system. Listed below are some of the updates that will impact how you interact with DUA.

What is Single Sign On?

Claimants will use Single Sign On (SSO) and Multi-Factor Authentication (MFA) to access their accounts.

- Each claimant will create their own username and password.
- Each claimant will be required to have an email address to file.
- Claimants will need a unique email associated with that username and password (e.g., they cannot use an email they share with a spouse who is also filing for benefits).
- Claimants can prepare by setting up an email with a free provider like Google or Yahoo and updating their contact information in UI Online.

WyMassGov	Already have an account? Email
PERSONAL ACCOUNT	Password
sign in to your account safely and securely.	Forgot Password
First time using MyMassGov?	LOG IN
	LUGIN
CREATE AN ACCOUNT	

Figure 1: An image of MyMassGov, the site claimants will use to set up their Single Sign On and log into Unemployment Services for Workers.

New Work Search Requirements

Claimants will now be required to submit their three work search activities per week. If a claimant indicates that they seek work through a Union Hiring Hall when filing their initial claim, they will need to enter information about the union.

If a claimant is restricted to seeking work through a Union Hiring Hall and is in good standing with their Union, they will not be required to submit these three work search activities. If they indicate that they are no longer in good standing when they are filing a weekly certification, claimants will be required to submit work searches going forward.

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What you need to know	Qualification requirements	Weekly questions	Work search log				
Add proof of work search activities							
You must be capable of working, available for work, and actively seeking work in order to be eligible to receive benefits. You must keep a detailed written log of your work search activities for each week that you claim benefits.							
Work search log =							
Date of the activity			Activity performed				
+ Add work search activity							
				+ <u>Add</u>	work search activity		
Do you have documentation to	confirm your work search activities	available to upload?		Yes	No		

Figure 2: An image of the work search activities on Unemployment Services for Workers where the claimant can log their three work search activities per week.

Once Unemployment Services for Workers is live, the online portal will be more customer friendly. The portal can be accessed by mobile devices or tablets making it much more accessible than ever before. In addition, the portal will be available in Spanish. In addition, there will be easier ways to provide DUA information when there is a labor dispute.

Make sure to share this information! Have Questions: AskEMT@mass.gov