

# PART ONE

# CREATE AN ACCOUNT WITH THE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) OFFICE

General Reference Only

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# California Training Benefit (CTB) Program

- ▶ The California Training Benefit (CTB) program with EDD allows you to attend training while receiving unemployment benefits.
- ▶ The A&J is NOT associated with the California Training Benefit program offered by the state. **Our apprentice guide is for reference only.**
- ▶ The A&J does not require participation in the California Training Benefit Program. It is your responsibility to file for benefits.
- ▶ This guide is for apprentices who wish to receive benefits for the week they are in class. This guide does not apply if you are laid off the job.
- ▶ **IMPORTANT:** Anyone working Monday, during the week of block training, will not qualify for benefits.
- ▶ Each question must be answered. Claims without answers to all questions may be delayed or denied.
- ▶ If your benefit balance reaches zero, contact EDD by phone and ask to submit an application for a training extension.

# Employment Development Department (EDD) Contact Information

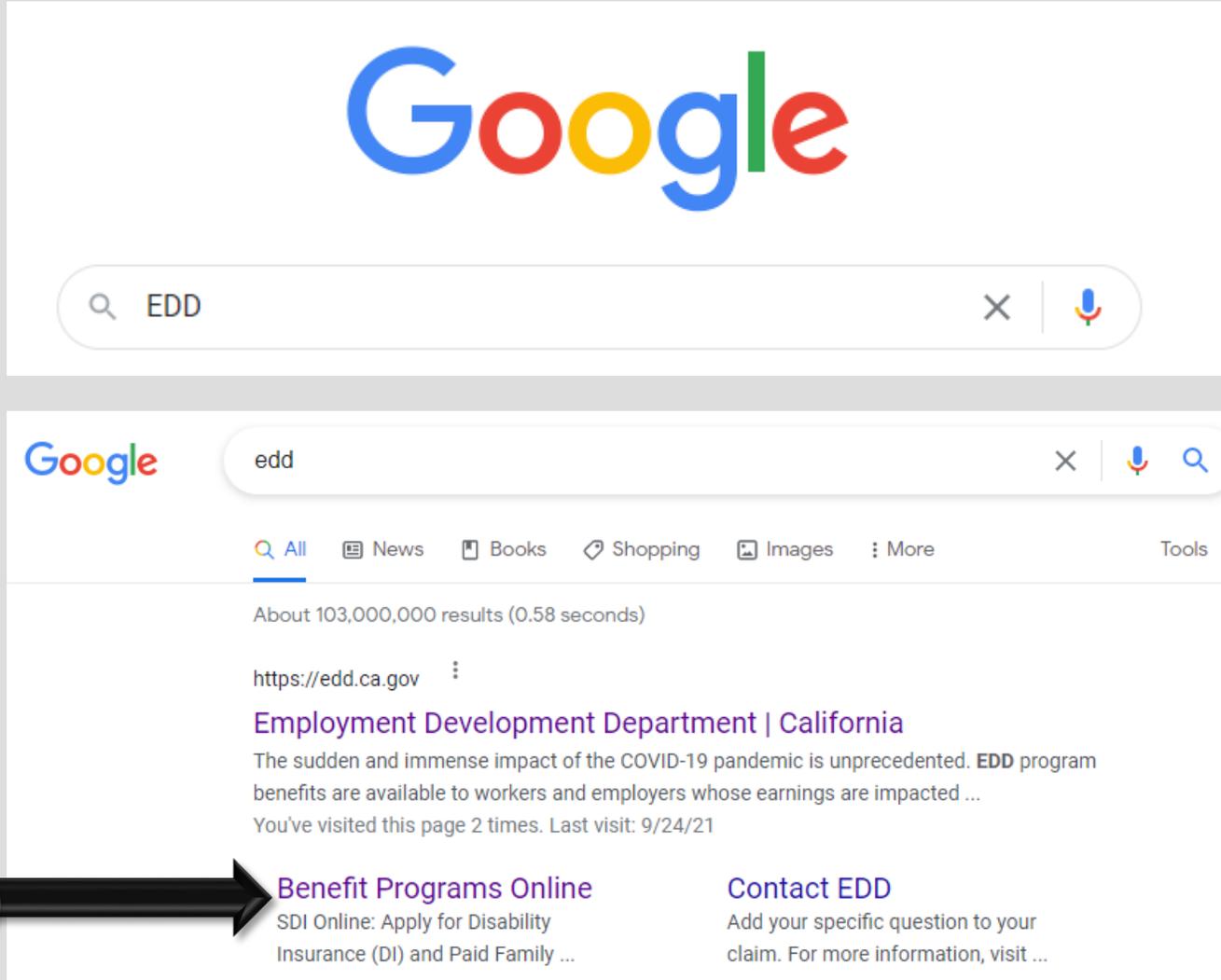
- ▶ **Hours** 8:00 A.M. to 5:00 P.M. (PST), Monday through Friday, except California state and federal holidays.
- ▶ Call at 8:00 A.M. when EDD's offices first open, except on Mondays as EDD's website lists Mondays before 10:00 A.M. as having the highest wait times.
- ▶ **English and Spanish:** 1-800-300-5616  
**Cantonese:** 1-800-547-3506  
**Mandarin:** 1-866-303-0706  
**Vietnamese:** 1-800-547-2058  
**California Relay Service (711):** Provide the UI number (1-800-300-5616) to the operator  
**TTY:** 1-800-815-9387

Phone or email communication should include your status as: **IMPORTANT!**

- ▶ You are an indentured apprentice.
- ▶ You are enrolled in an apprenticeship program registered with the state of California. Your apprenticeship status can be verified on the DIR website. **IMPORTANT!**
- ▶ You are submitting a claim for the California Training Benefit program provided by the State of California through EDD.

# Create an Account on the Employment Development Department (EDD) Website

Google EDD and click the **Benefit Programs Online** link or go to the website directly:  
<http://edd.ca.gov/bpo>



The screenshot shows a Google search interface. At the top, the Google logo is displayed. Below it is a search bar containing the text "EDD". The search results page shows the search term "edd" in the search bar. Below the search bar, there are navigation options: "All", "News", "Books", "Shopping", "Images", and "More". The search results indicate "About 103,000,000 results (0.58 seconds)". The top result is for "https://edd.ca.gov" with the title "Employment Development Department | California". The description for this result reads: "The sudden and immense impact of the COVID-19 pandemic is unprecedented. EDD program benefits are available to workers and employers whose earnings are impacted ...". Below the description, it says "You've visited this page 2 times. Last visit: 9/24/21". At the bottom of the search results, there are two links: "Benefit Programs Online" and "Contact EDD". The "Benefit Programs Online" link has a sub-description: "SDI Online: Apply for Disability Insurance (DI) and Paid Family ...". The "Contact EDD" link has a sub-description: "Add your specific question to your claim. For more information, visit ...".

Click  
Here



**Benefit Programs Online**  
SDI Online: Apply for Disability  
Insurance (DI) and Paid Family ...

**Contact EDD**  
Add your specific question to your  
claim. For more information, visit ...

## Benefit Programs Online

[En español](#)

Use Benefit Programs Online to access the Employment Development Department's online benefit services.

Your account will provide access to:

- [SDI Online](#): Apply for Disability Insurance (DI) and Paid Family Leave benefits and manage your DI claim.
- [UI Online](#)<sup>SM</sup>: Apply for Unemployment Insurance (UI) or [Pandemic Unemployment Assistance](#) (PUA) benefits, reopen an existing claim, and manage your claim.
- [Benefit Overpayment Services](#): View your balance, make a payment, and set up an installment agreement.

## Access Benefit Programs Online

Select **Log In or Register** to go to the Benefit Programs Online login page. If you do not have a Benefit Programs Online account, select **Log In or Register** and then select **Register** to begin the registration process.

[Log In or Register](#)

**Click Here**

## Resources

- [FAQs - Benefit Programs Online](#)
- [Benefit Programs Online: Overview and Registration for New Users \(YouTube\)](#)

To create a new account find:  
**Access Benefit Programs Online**

Click **Log in or Register Button**



## Terms and Conditions

Please read through the entire Terms and Conditions before proceeding.

If "I Disagree" is selected, you will not be able to establish an online account.

These Terms and Conditions, which include the Conditions of Use and Privacy Statements, govern the use of and access to: (i) this website ([www.edd.ca.gov/](http://www.edd.ca.gov/)); and (ii) the information on or provided through this website.

If you establish an online account you are responsible for maintaining the confidentiality of your email address and password. You are responsible for all activities which you authorize under your email address and password. You should not register with a shared email address for an online account. You agree to: (i) immediately notify the Employment Development Department (EDD) of any unauthorized use of your email address and password or any other breach of security; and (ii) log out from your account at the end of each session.

These Terms and Conditions are subject to change and it is your responsibility to check for updates. The last revision date for these Terms and Conditions is January 1, 2017.

I have read and understand all the above information and wish to continue with establishing an online account with the EDD.

You must agree to these Terms and Conditions in order to establish an online account.

I Disagree

I Agree

Click **I Agree** to continue.

If you do not agree with the Terms and Conditions, you have the option to file a paper claim form.

Read and check the box to agree to the Terms and Conditions of UI Online.



## Register

To register for a new account, provide the following information.

\* Indicates required field

### Create Profile

Use your personal email if you are a claimant. Employers, voluntary plans, physicians/practitioners, and their representatives should use their professional email accounts to register.

 \* Email:

\* Re-Enter Email:

 \* Password:

#### Password Requirements:

- Minimum of 8 characters
- Uppercase letter
- Lowercase letter
- Number
- One of the following: ! @ # \$ % ^ & \* ( )

\* Re-Enter Password:

Enter an email and create a password to use on the EDD website.

### Password Requirements:

- Minimum of 8 characters
- Uppercase letter
- Lowercase letter
- Number
- One of the following: ! @ # \$ % ^ & \* ( )

Keep the password in a secure location for future use.

## Security Set-Up

To continue to register, you will need to complete some security requirements.

Security Questions: Choose your security questions and enter your answer to each question. Answers must be three or more letters and/or numbers and cannot include any special characters. Each answer must be different.

\* Question 1:   

\* Answer:  

\* Question 2:   

\* Answer:  

\* Question 3:   

\* Answer:  

\* Question 4:   

\* Answer:  

**Select 4 security questions then enter an answer for each question.**

**IMPORTANT:  
Keep security questions and answers in a secure location for password reset, if needed.**

For security, use the left and right arrows to browse and choose a personal image.

### Personal Image and Caption

Your personal image and caption will confirm you are on the EDD website and that it is safe to enter your password.  
First, choose your personal image by using the left and right arrows and selecting one of the two images displayed. Then enter a

\* Personal Image:



\* Personal Caption:

### Security Check

Complete the following security check to proceed.

I'm not a robot   
reCAPTCHA  
Privacy - Terms

Security check provided by reCAPTCHA.

Previous

Next

Click Here

Enter a personal caption. A personal caption must have at least three letters and/or numbers with no special characters.

Going forward, when logging into the EDD website, if you do not recognize your personal image and caption do NOT log in. Instead, verify you are on the EDD website by going directly to:

<http://edd.ca.gov>

Click or check the **I am not a robot** box, then answer the question to complete the CAPTCHA verification process.

## Review and Submit

Review the information you provided, then select Submit Registration. If you would like to edit the information, select Previous.

### Email

Email @gmail.com

Password \*\*\*\*\*

### Security Questions

Question 1: What is the name of your best childhood friend?

Answer:

Question 2: What is your favorite animal?

Answer:

Question 3: What was the first concert you attended?

Answer:

Question 4: What was your favorite pet's name?

Answer: Lucky

### Personal Image and Caption

Personal Image



Personal Caption

Previous

Cancel

Submit Registration

Verify all information is correct.

Click **Submit Registration** to continue.

**Log in to your email to complete the account registration process with EDD.**

## Registration Not Yet Complete

**Your registration is not yet complete!** The EDD sent an email to the address you provided with further instructions.

Follow these steps:

1. Open the email from the EDD to find a link included in the message.
2. Select the link in the email. **If you do not select the link within 48 hours it will expire and you will have to start the registration process again.**

Your registration will be complete once you have selected the link in your email.

## Benefit Programs Online - Registration Inbox x

 DoNotReply\_EDDBenefitProgramsOnline@edd.ca.gov  
to me ▾



You are receiving this email to complete your registration for your new Benefit Programs Online account.

To complete your registration, select the link below or copy and paste it into your browser. The link will expire after 48 hours.

<https://portal.edd.ca.gov/WebApp/Registration/Confirmation?c=b8ed25e1-b048-4def-9c05-b34abd03c359&l=en>

If it has been more than 48 hours since you received this email, you will need to start the registration process again by visiting [Benefit Programs Online](#).

If you did NOT create a new account, please [Contact EDD](#).

Thank you,

Employment Development Department  
State of California

↩ Reply

➦ Forward

The registration email's subject will be **Benefits Programs Online - Registration** and the email will come from an @edd.ca.gov email address.

Click link or copy and paste it into your browser to verify your EDD account.



## ▶ Registration Success

You have successfully registered for an account. Return to Benefit Programs Online to log in.

Benefit Programs Online

The link in the registration email redirects to this page. Click **Benefits Programs Online** to continue.



## ▶ Log in to Benefit Programs Online

En español

### ⚠ System Maintenance: SDI Online and UI Online<sup>SM</sup>

Due to scheduled system maintenance, SDI Online and UI Online will be unavailable from **Friday, September 24 at 8 p.m. to Saturday, September 25 at 9 a.m.**

Thank you for your patience as we continue to improve our services.

EDD conducts regular maintenance on UI Online and may display a maintenance notice on the login page.

Email:

I'm not a robot   
reCAPTCHA  
Privacy - Terms

Log In

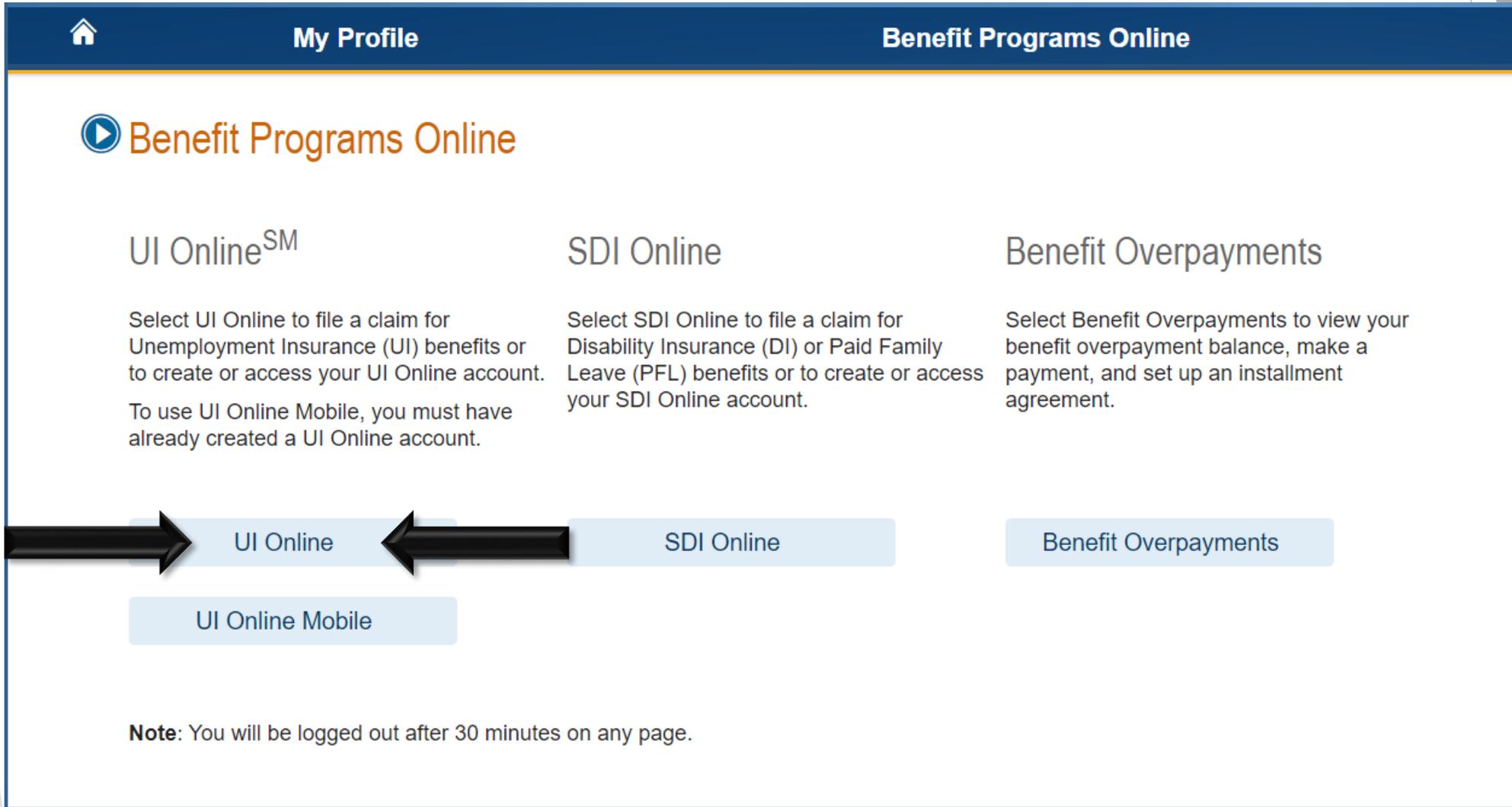
Don't have an account? [Register now.](#)

Benefit Programs Online gives you access to these EDD services:

- Unemployment or Pandemic Unemployment Assistance
- Disability
- Paid Family Leave
- Benefit overpayments

- Enter your email
- Complete the CAPTCHA verification
- Click **Log In** for account access

Click **UI Online**.



 **My Profile** **Benefit Programs Online**

 **Benefit Programs Online**

**UI Online<sup>SM</sup>**  
Select UI Online to file a claim for Unemployment Insurance (UI) benefits or to create or access your UI Online account.  
To use UI Online Mobile, you must have already created a UI Online account.

**SDI Online**  
Select SDI Online to file a claim for Disability Insurance (DI) or Paid Family Leave (PFL) benefits or to create or access your SDI Online account.

**Benefit Overpayments**  
Select Benefit Overpayments to view your benefit overpayment balance, make a payment, and set up an installment agreement.

 **UI Online**  **SDI Online** **Benefit Overpayments**

**UI Online Mobile**

**Note:** You will be logged out after 30 minutes on any page.

## UI Online

### File a New Claim

Select File New Claim to complete the application. No additional UI Online registration is required to file a claim.

File New Claim

### Register or Manage Existing Claim

Select Register or Manage if you would like to:

- Register for UI Online with your existing claim.
- Manage your existing UI Online account.

Register or Manage

Click **File New Claim.**

## How We Calculate Your Benefits

To be eligible to receive benefits, you must have earned enough wages in the past 18 months. Visit the [Unemployment Insurance Benefit Calculator](#) to estimate your weekly benefit amount.

## What You Need to Apply

- Personal information
  - Social Security number
  - Mobile phone number
  - Mobile phone or tablet with a camera
  - Citizenship status (which may include your alien registration number)
- Last employer information (no matter how long you worked for them)
  - Address (mailing and physical location)
  - Phone number
  - Last date worked
  - Gross (total) earnings for the last week you worked (beginning with Sunday and ending with your last day of work)
- Information about all employers you worked for in the past 18 months
  - Address (mailing and physical location)
  - Phone number
  - Dates worked
  - Gross (total) wages earned
  - Hours worked per week and hourly rate of pay
- Pension information (if any)
  - Do not include Social Security, Railroad Retirement, or a pension based on another person's employment (such as your spouse).

**Claim information required to file a claim.**

## Browser Information

For the best experience, use the latest version of Safari, Chrome, Edge, or Firefox.

If you use a feature that automatically fills in your personal information on forms, review all autofilled entries before submitting your application. Incorrect information may result in a delay or a denial of benefits.

You may need to download the no-cost [Adobe Acrobat](#) to view and print PDFs.

**Important:** Do not use your browser's back button. Use the **Previous** and **Next** buttons to navigate this form.

Previous

Next

**Click  
Here**

# Application for Unemployment Insurance

Answer the following questions to ensure you use the correct process to file your Unemployment Insurance claim.

\*Required Field

\*1. Did you work in another state and/or Canada during the last 18 months?

Yes  No

\*2. Have you applied for Unemployment Insurance benefits in another state or Canada during the last 12 months?

Yes  No

\*3. Did your employer, union, or non-union trade association give you one of the following claim forms for Unemployment Insurance benefits?

- *Notice of Reduced Earnings (DE 2063)*
- *Notice of Reduced Earnings (Fisherperson) (DE 2063F)*
- *Pacific Maritime Association Partial Evidence of Payment Form (PMA 2063)*
- *Payment Certification (Work Sharing) (DE 4581WS)*
- *Initial Claim and Payment Certification (Work Sharing Employer) (DE 4511WS)*

Yes  No

\*4. Did you serve in the U.S. military during the last 18 months?

Yes  No

\*5. Did you work for an agency of the federal government during the last 18 months?

Yes  No

\*6. Have you filed an Unemployment Insurance claim in California during the last 12 months?

Yes  No

\*7. Are you under 18?

Yes  No

**Note:** The answers you give to the questions on the application must be true and correct. You may be subject to penalties if you make a false statement or withhold information.

**IMPORTANT:**  
Red stars \* indicate required fields.

Previous

Cancel

Next

Click  
Here

EDD requires identity verification at ID.me to ensure privacy and protection of unemployment benefit information.

## Verify Your Identity

You will first need to verify your identity on the ID.me site to file your claim online.

If you are unable to verify with ID.me, you will need to file your claim [by phone, mail, or fax](#).



Click **Verify with ID.me** to navigate to the secure identity verification website.

# Google Search Official ID.me Instructions

# Important ID.me Notice

- ▶ Apprentices must check the ID.me website for updated information.
- ▶ The A&J is not associated with ID.me.

**Our ID.me guide is for reference only.**

Type **id.me verification guide** into the Google search bar.

id.me verification guide

All Videos Images News Shopping More Tools

About 469,000,000 results (0.42 seconds)

You can **take a photo with your mobile phone or upload a digital copy of your Driver's License, Passport, Passport Card, or State ID from your computer**. For some organizations, you may also answer security questions or verify using your phone number.

<https://help.id.me/en-us/articles/360017922513-How...>  
**How do I verify my identity? - ID.me Help Center**

About featured snippets Feedback

<https://learn.id.me/801-JLS-289/images/Une...> PDF  
**How to Set Up and Protect Your ID.me Account**

In just a few short steps, you'll create your **ID.me** login, secure your account, and **verify** your identity. If you got an email from EDD to **Verify** Your Identity:.  
You've visited this page 3 times. Last visit: 11/1/22

<https://learn.id.me/801-JLS-289/images/ID...> PDF  
**How to Set Up and Protect Your ID.me Account**

In just a few short steps, you'll create your **ID.me** login, secure your account, and **verify** your identity. Moving forward, you can use your **ID.me** account to ...

ID.me provides a comprehensive guide on how to verify your identity.

[CLICK HERE FOR THE GUIDE](#)

and/or

Use Google search to find the most up-to-date version on the ID.me guide.

In the Google search results click **How to Set Up and Protect Your ID.me Account**. See the PDF tag next to it.

[CLICK HERE FOR THE OFFICIAL ID.ME GUIDE](#)

The image shows a PDF document viewer displaying a guide titled "How to Set Up and Protect Your ID.me Account". The document is the first of six pages, as indicated by the "1 / 6" page indicator. The main content area features a large green heading "How to Set Up and Protect Your ID.me Account" and the ID.me logo. Below the heading, there is a paragraph explaining that California EDD has partnered with ID.me for identity verification. A sub-section titled "If you got an email from EDD to Verify Your Identity:" contains two bullet points. To the right of the text are the EDD State of California logo and a NIST 800-63-2 Certified logo. At the bottom right, there is a circular image of a woman talking on a phone. A sidebar on the left shows a thumbnail of the current page (labeled "1") and two other pages (labeled "2").

## How to Set Up and Protect Your ID.me Account

California EDD has partnered with ID.me to create a secure identity verification process that ensures you, and **only you**, will be able to access your unemployment benefits.

In just a few short steps, you'll create your ID.me login, secure your account, and verify your identity.

**If you got an email from EDD to Verify Your Identity:**

- Please **click the link** that says: "We need to verify your identity with ID.me, our online identity verification service, to continue paying you benefits (and prevent an overpayment from being assessed)."
- You will be **directed to a webpage** with the title

**EDD** Employment Development Department  
State of California

**ID.me**

NIST 800-63-2 CERTIFIED

**Verify your Identity with ID.me**

# How to Set Up and Protect Your ID.me Account

ID.me



California EDD has partnered with ID.me to create a secure identity verification process that ensures you, and **only you**, will be able to access your unemployment benefits.

In just a few short steps, you'll create your ID.me login, secure your account, and verify your identity.

## If you got an email from EDD to Verify Your Identity:

- Please **click the link** that says: *"We need to verify your identity with ID.me, our online identity verification service, to continue paying you benefits (and prevent an overpayment from being assessed)."*
- You will be **directed to a webpage** with the title "Verify Your Identity with ID.me"
- Please **click the green "Verify with ID.me" button** to begin your identity verification process and follow the below guidance

## If you are filing a new claim with EDD:

- **Log in** or **create a new account** within [EDD's Benefits Portal](#)
- **File a new claim**
- You will be asked to **answer several questions** before being directed to ID.me
- Once you are directed to verify your identity, please begin your identity verification process and follow the guidance below



## What You'll Need:



**Email Address**



**Mobile Phone  
with Camera**



**Social Security  
Number**



**Laptop or  
Computer (optional)**



**Photo ID (Driver's License,  
Passport, Passport Card,  
or State ID)**

# Set Up Your ID.me Account



If you already have an ID.me account, you can **simply sign in** by clicking “Sign in to ID.me” and entering your login credentials. Otherwise, follow the steps below.

## STEP 1

To **create your ID.me account**, enter an email address you can access and choose a password. Click the checkbox to accept ID.me’s terms and conditions and privacy policy. Then, click “Create account.”

## STEP 2

Check your inbox for an email from ID.me. Click the button in the email to **confirm your email address**. Then, return to your browser. The page will automatically move forward to the next step.

A screenshot of a laptop screen displaying the ID.me account creation interface. At the top, it says "ID.me + USA GA" with a small American flag icon. Below that is the heading "Create an ID.me account". There is a light blue button that says "Already have an ID.me account? Sign in to ID.me". Underneath are three input fields: "Email" with the placeholder "Enter your email address", "Password" with "Enter password", and "Confirm password" with "Reenter password". At the bottom, there is a checkbox labeled "I accept the ID.me terms of service and privacy policy" and a blue "Create account" button.

## Secure Your Account

Completing this step makes your account more secure



To **protect your account**, you'll set up extra security called multi-factor authentication (MFA). MFA uses a one-time passcode that is sent to your phone or generated via a mobile app each time you log in.

### STEP 1

**Choose an MFA option.** You can receive a passcode via text message or phone call. You can also choose one of the other listed methods which use a phone app or physical key fob to securely send the passcode.

### STEP 2

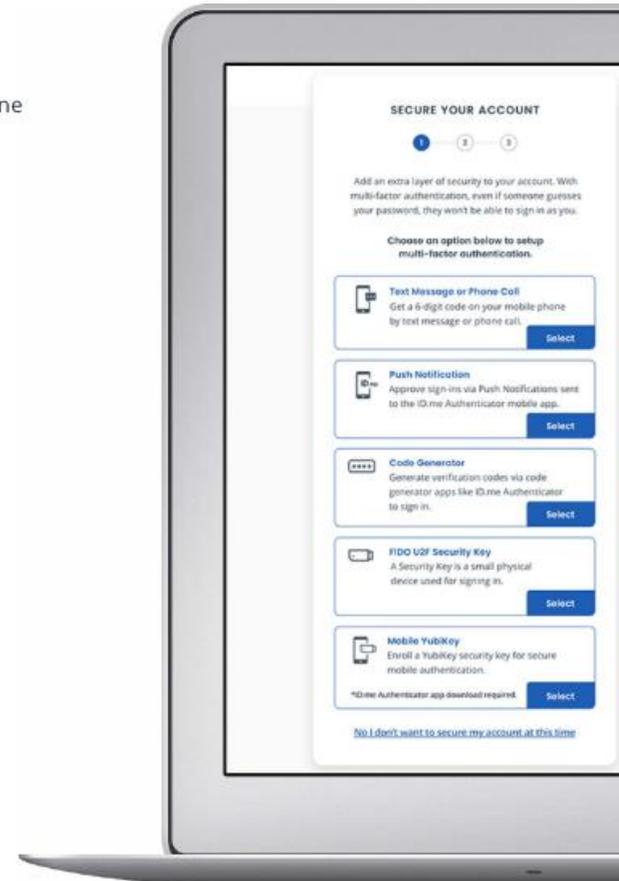
Most people choose to send the passcode to their phone. **Just enter your phone number** and then check your text messages or answer the phone to receive your 6-digit passcode.

### STEP 3

Back on your browser, **enter the 6-digit passcode** and click continue.

### STEP 4

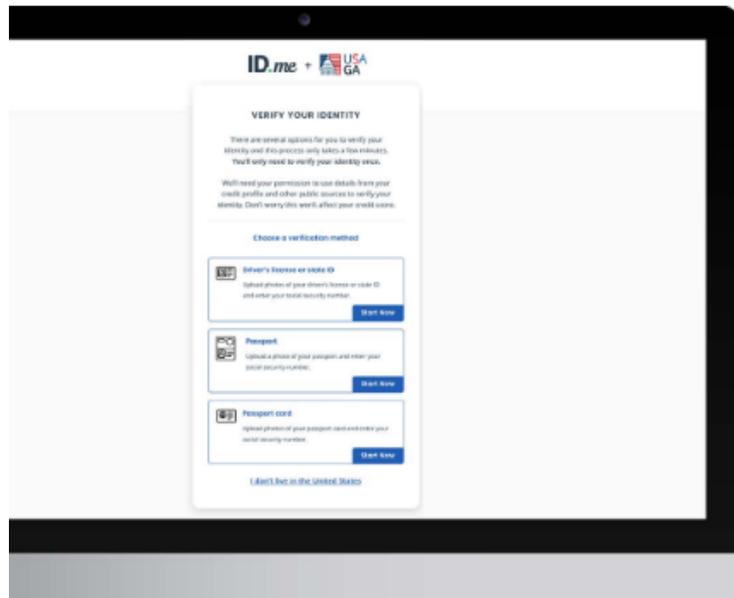
If you want, you can **generate and save a recovery code**. The recovery code allows you to access your account even if you don't have the phone or device you used to set up MFA.



# Verify Your Identity

Completing this process once also allows you to access other sites that offer ID.me as a sign-in option.

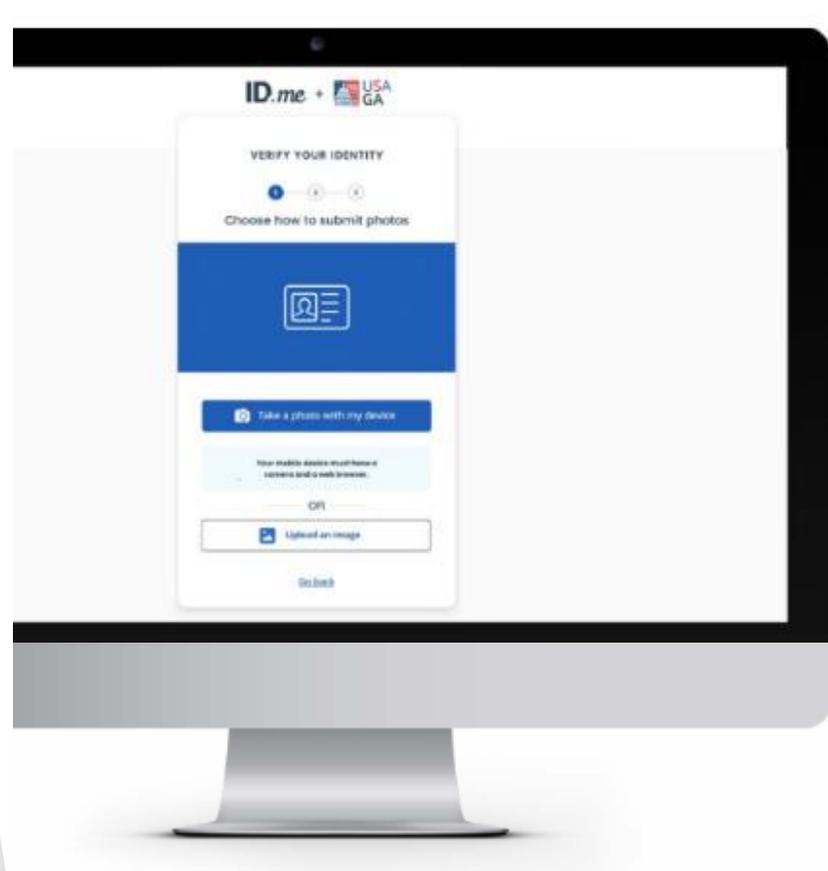
**Proving your identity** is as simple as uploading a photo of your government ID and taking a selfie. By verifying your identity through ID.me, your state unemployment agency ensures that you, and only you, are able to receive access to your unemployment benefits.



## STEP 1

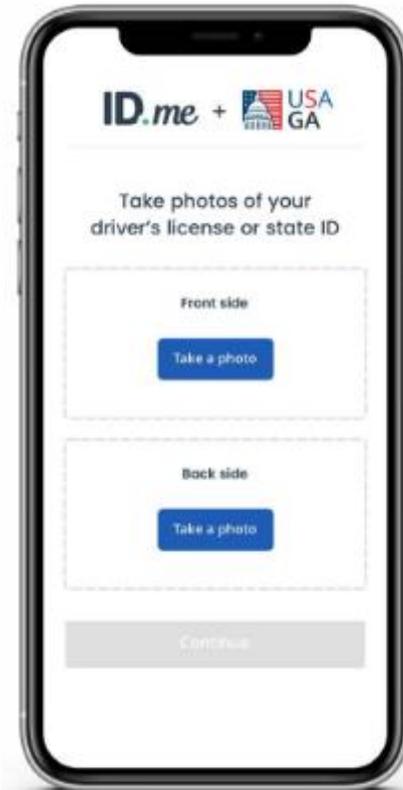
Choose a document type to submit: driver's license, state ID, passport, or passport card.





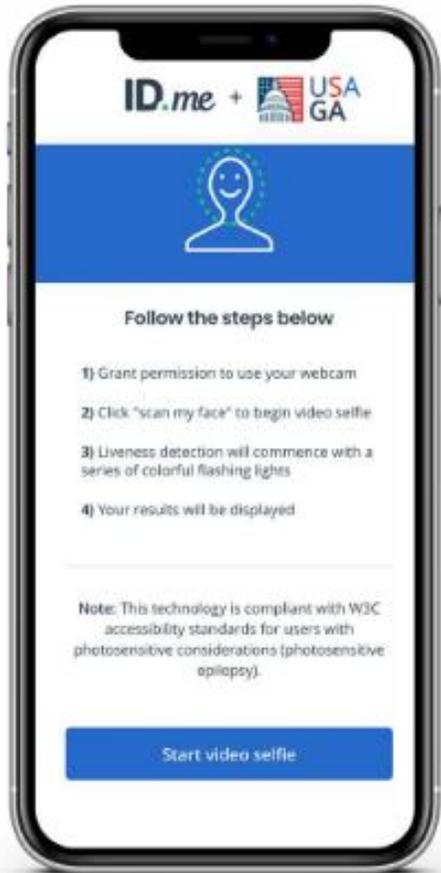
## STEP 2

Either **upload existing photos** from your desktop OR **type in the phone number** of a cell phone that can take pictures. If you choose to take pictures with your phone, ID.me will text you a secure link that will open your phone camera.



## STEP 3

Follow the instructions to **take pictures of your ID**. For a driver's license, state ID, or passport card, remember to take a photo of the front and back. When you're satisfied with the photos, click continue.



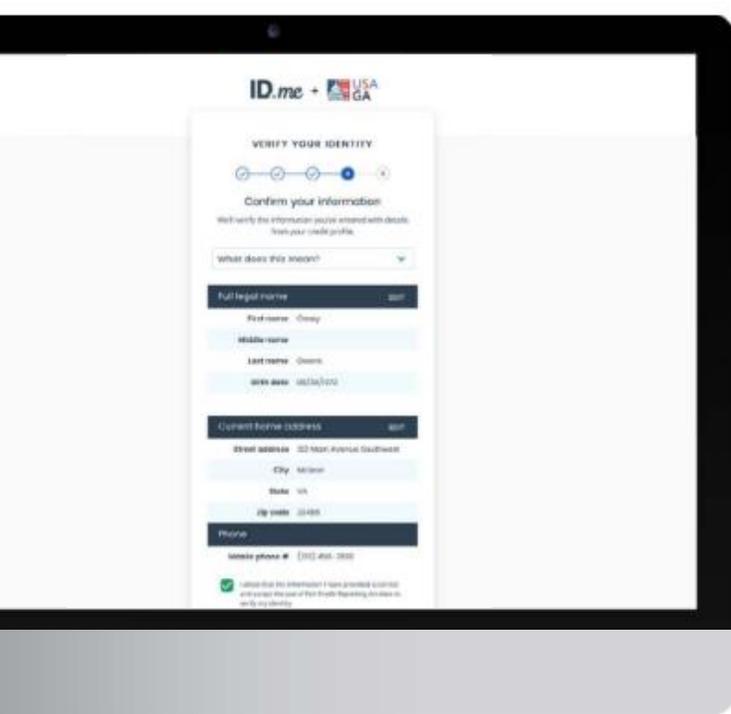
## STEP 4

Follow the instructions to take a **video selfie**. Ensure you're in a well-lit area. You'll be asked to look at the colors on your phone screen while ID.me takes a short video selfie to verify that you're really you.

## STEP 5

The final step to verify your identity is to enter your Social Security number. **Why does ID.me ask for this?**





## Confirm and Authorize

### You're almost there!

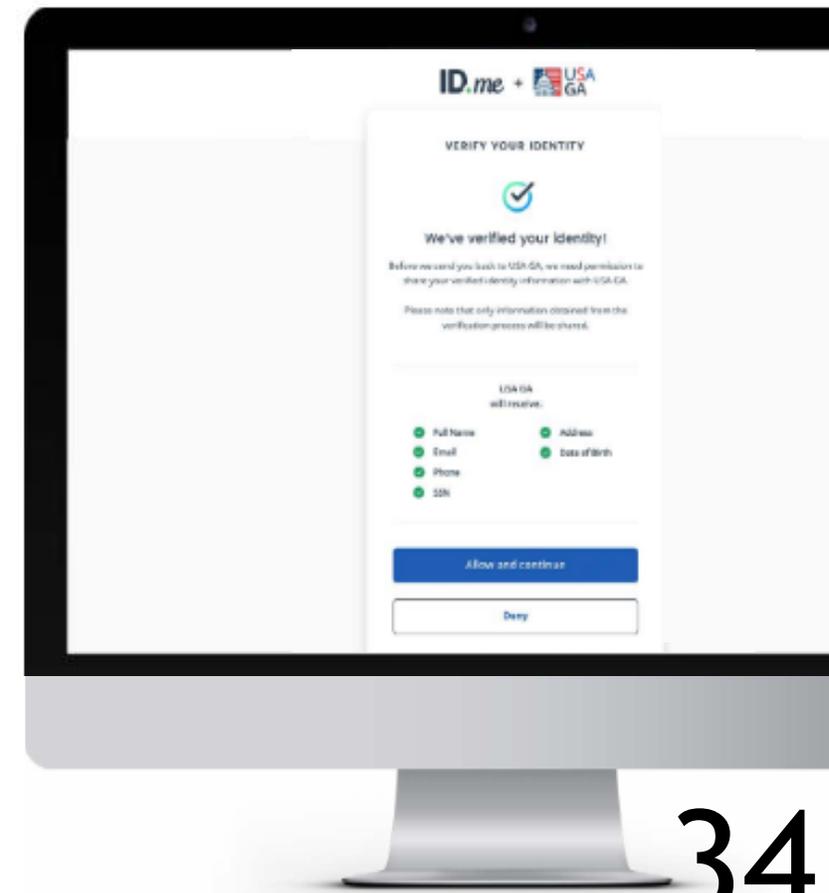
The last step is to confirm your information and authorize ID.me to securely share your identity verification information with your state unemployment agency. ID.me will never share your information without your permission.

#### STEP 1

Make sure that all your information is **accurate and complete**. If it is, check the box attesting that the information is accurate, and then click continue. If not, hit the edit buttons to make changes.

#### STEP 2

You'll see a message saying that your identity has been successfully verified. By clicking **"Allow and continue,"** ID.me will be able to send your information to the agency and you will be granted access to your account.



## Most Common Reasons Why your Identity Can Not Be Verified

- ▶ An identification document was uploaded twice. Separate document must be uploaded for each category.
- ▶ Identification documents are not legible.
- ▶ Names on identification documents must match the name provided on the claim.
- ▶ Proof of address document is older than 90 days.
- ▶ Only original documents are accepted. Do not use photocopies. Take a picture of the original document.
- ▶ Photo image submitted has cut off part of the document. Make sure the photo is clear, in color, and captures all four corners of the document.
- ▶ Birth certificates must show the seal and cannot be folded. All information must be displayed .
- ▶ Both front and back of your driver's license must be uploaded.

<http://help.id.me>

ID.me has a virtual assistant that is available for quick questions or you may email or chat with support staff.

According to the ID.me website:

The ID.me support team is available 24 hours a day, 7 days a week and will get back to you as soon as possible.

# Important Links, Resources & References

- ▶ Part One: How to Create an Account with EDD & Verify your Identity” guide: <http://www.ajtraining.edu/wp-content/uploads/2022/12/EDDpartone.pdf>
- ▶ Part Two: How to File a Claim for Training Benefits with EDD guide: <http://www.ajtraining.edu/wp-content/uploads/2022/12/EDDparttwo.pdf>
- ▶ The Employment Development Department Website: <http://edd.ca.gov>
- ▶ EDD Benefits Programs Online: <https://edd.ca.gov/bpo>
- ▶ ID.me Support Team Information: <http://help.id.me>
- ▶ How to Set Up and Protect Your ID.me Account Guide: <https://learn.id.me/rs/801-JLS-289/images/Unemployment%20Benefits%20User%20Guide.pdf>
- ▶ The Business Days Calculator: <http://www.timeanddate.com/date/workdays.html>