

Unemployment Services for Workers Communication for Unions

February 2025

Go Live Date
May 6, 2025!



Project Timeline Updates

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.

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.

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