

Appendix D: WebCert and UI Online Services



Commonwealth of Massachusetts

online services



Department of
Unemployment
Assistance

UIonline for workers

Claimant Notice: Please note if you have not filed or reopened an unemployment claim you must do so before you can begin to use Webcert. In order to initiate an unemployment claim call 617-626-6800 or from area codes 508, 978, or 413, call 877-626-6800. Claimants outside of Massachusetts must call 617-626-6800.

- Use WebCert to file for your weekly unemployment insurance benefits
- Check the status of your claim and verify the payment amount and the date of the most recent payment.
- Initiate or change your federal and state tax withholding deductions
- Print a copy of your Tax Form 1099-G.
- Set up, cancel or change Direct Deposit
- Received severance pay? Expedite your claim by providing your severance pay information online.
- Submit your EB (Extended Benefit) Work Search Log online.

Need to sign-up for UI online services? [Sign-up now](#)

Before you sign-up: You can read about our [sign-up process](#) for workers services

Need more information? Find out the advantages of getting your [UI services online](#)

Note: You may use either WebCert or TeleCert (617-626-6338) to claim your weekly benefits. They are both available Sunday through Friday from 7AM to 7PM. (Sunday hours extended to 10PM.)

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