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

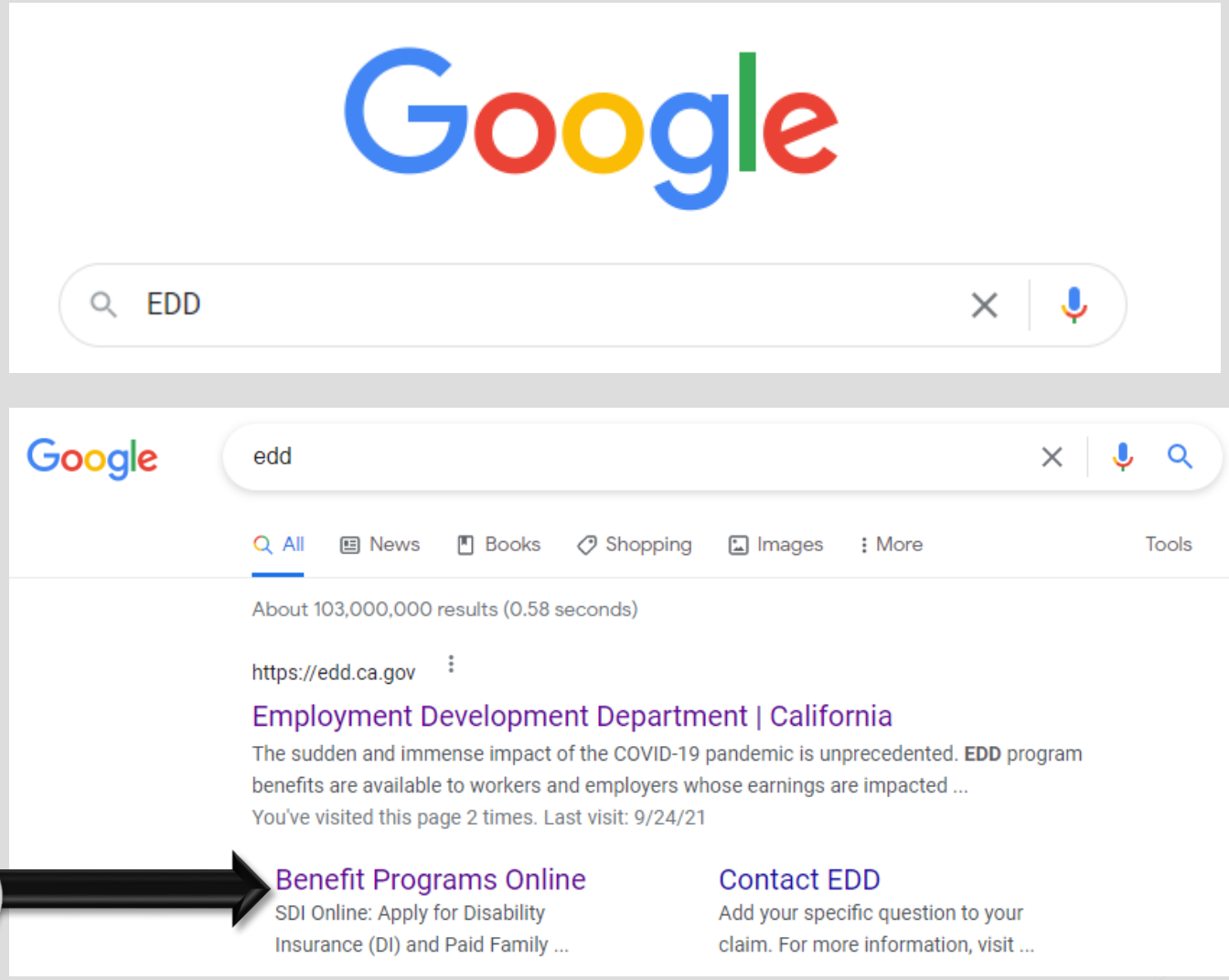
- **Hours** 8:00 A.M. to 5:00 P.M. (PST), Monday through Friday, except California state and federal holidays.
- Call at 8:00 A.M. when EDD's offices first open, except on Mondays as EDD's website lists Mondays before 10:00 A.M. as having the highest wait times.
- **English and Spanish**: 1-800-300-5616
  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!**

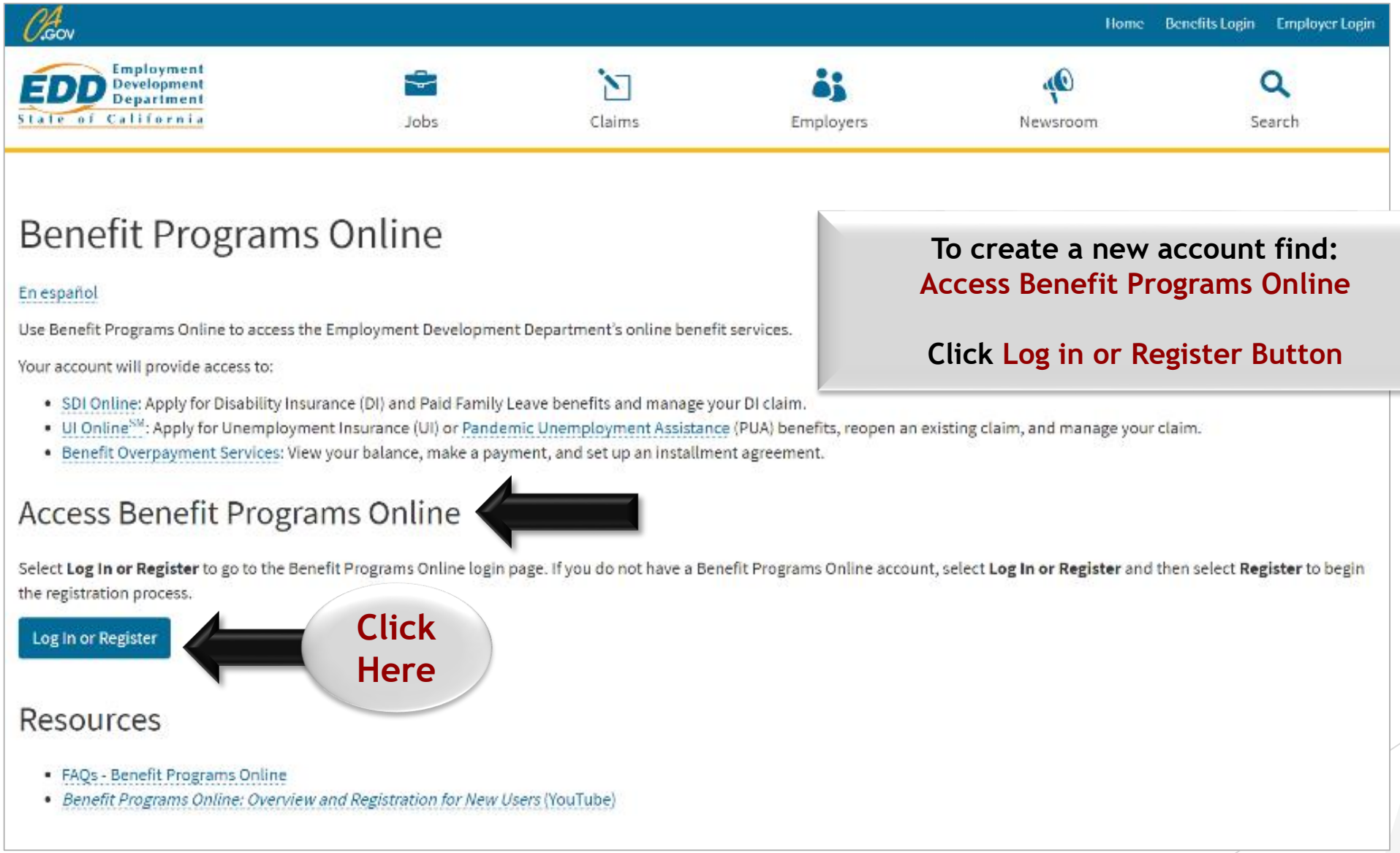
- You are an indentured apprentice.
- You are enrolled in an apprenticeship program registered with the state of California. Your apprenticeship status can be verified on the DIR website. **IMPORTANT!**
- You are submitting a claim for the California Training Benefit program provided by the State of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

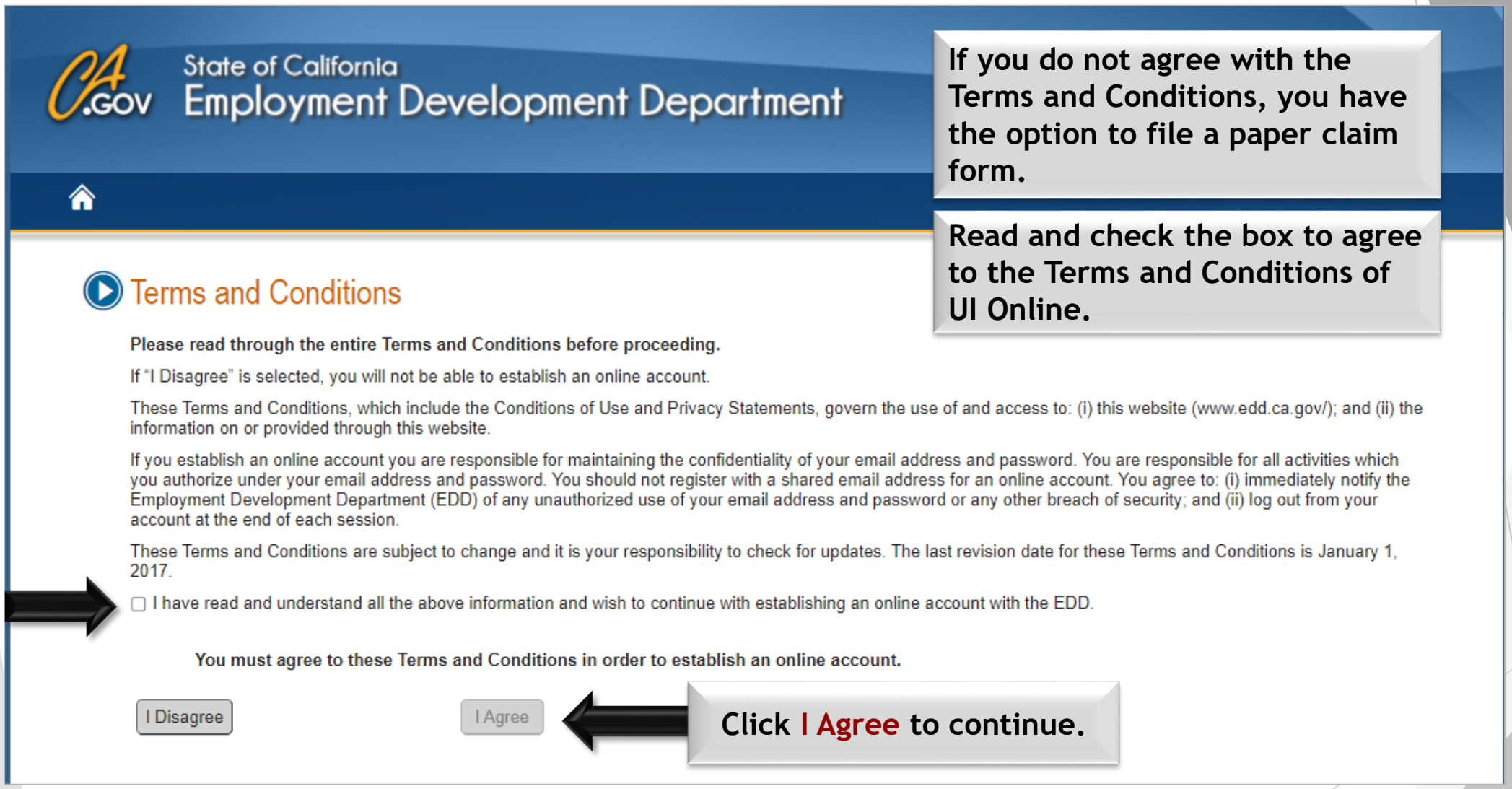


Click Here



To create a new account find:
Access Benefit Programs Online

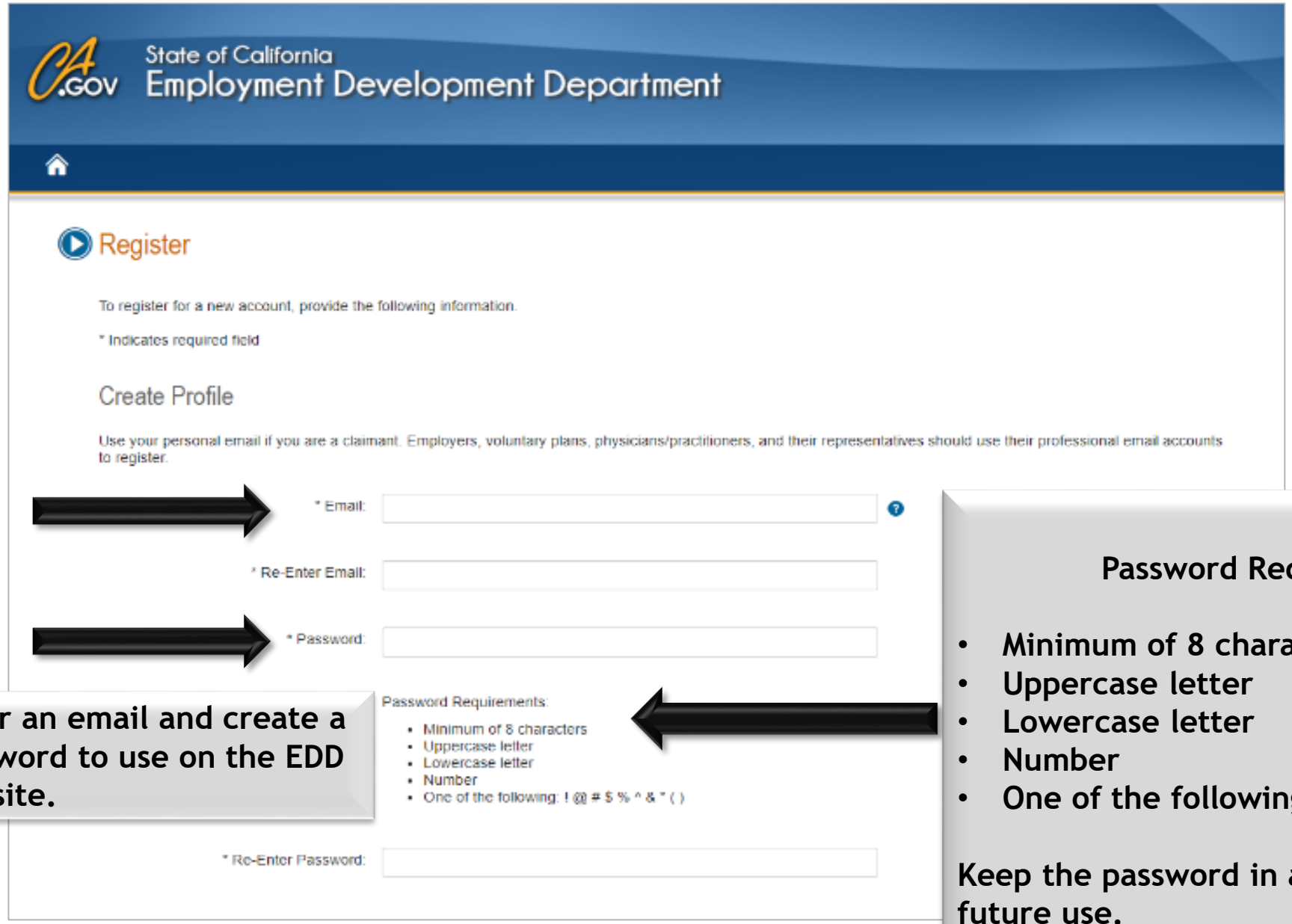
Click Log in or Register Button



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.

Click I Agree to continue.

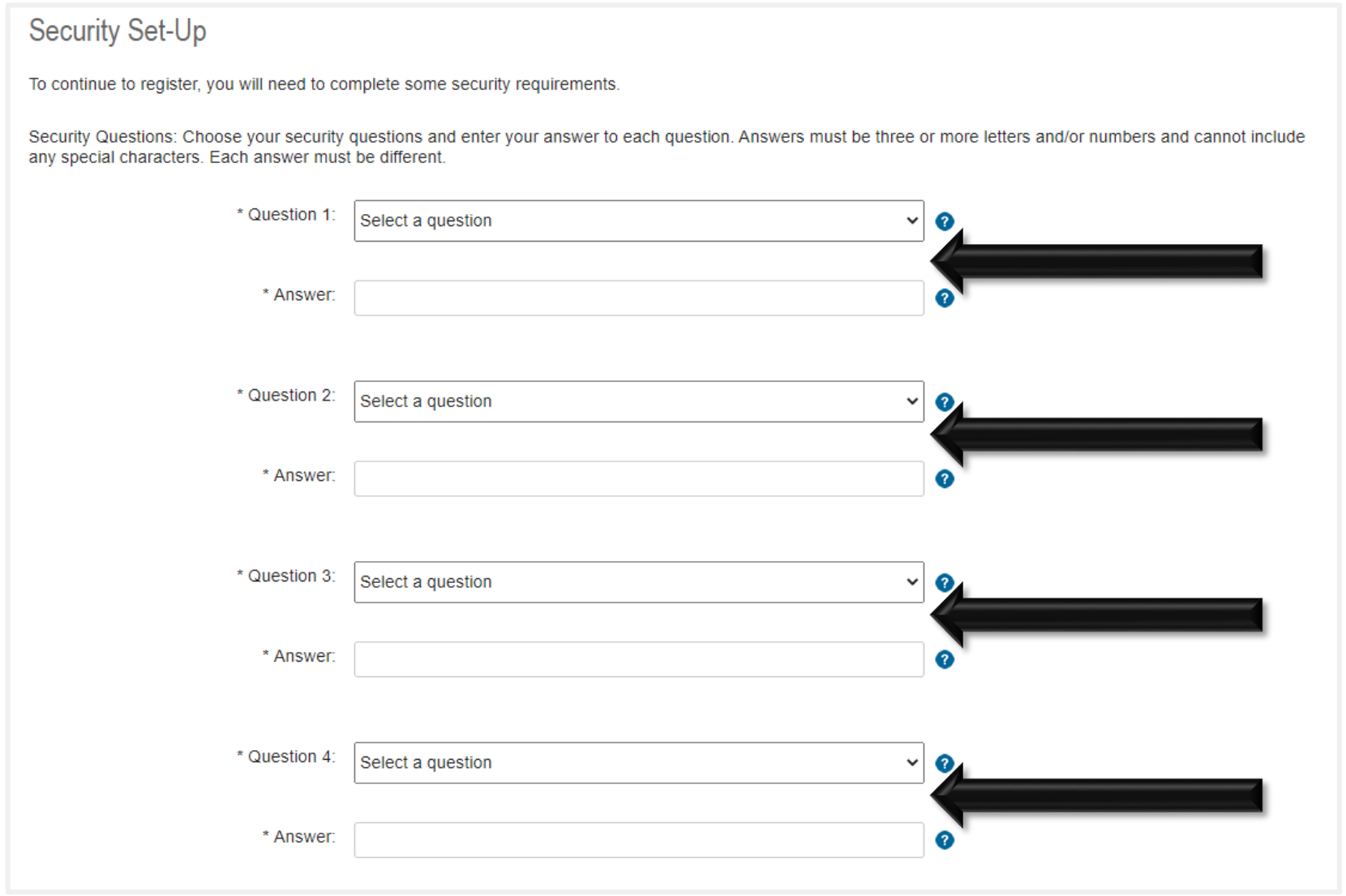


Enter an email and create a password to use on the EDD website.

Password Requirements:

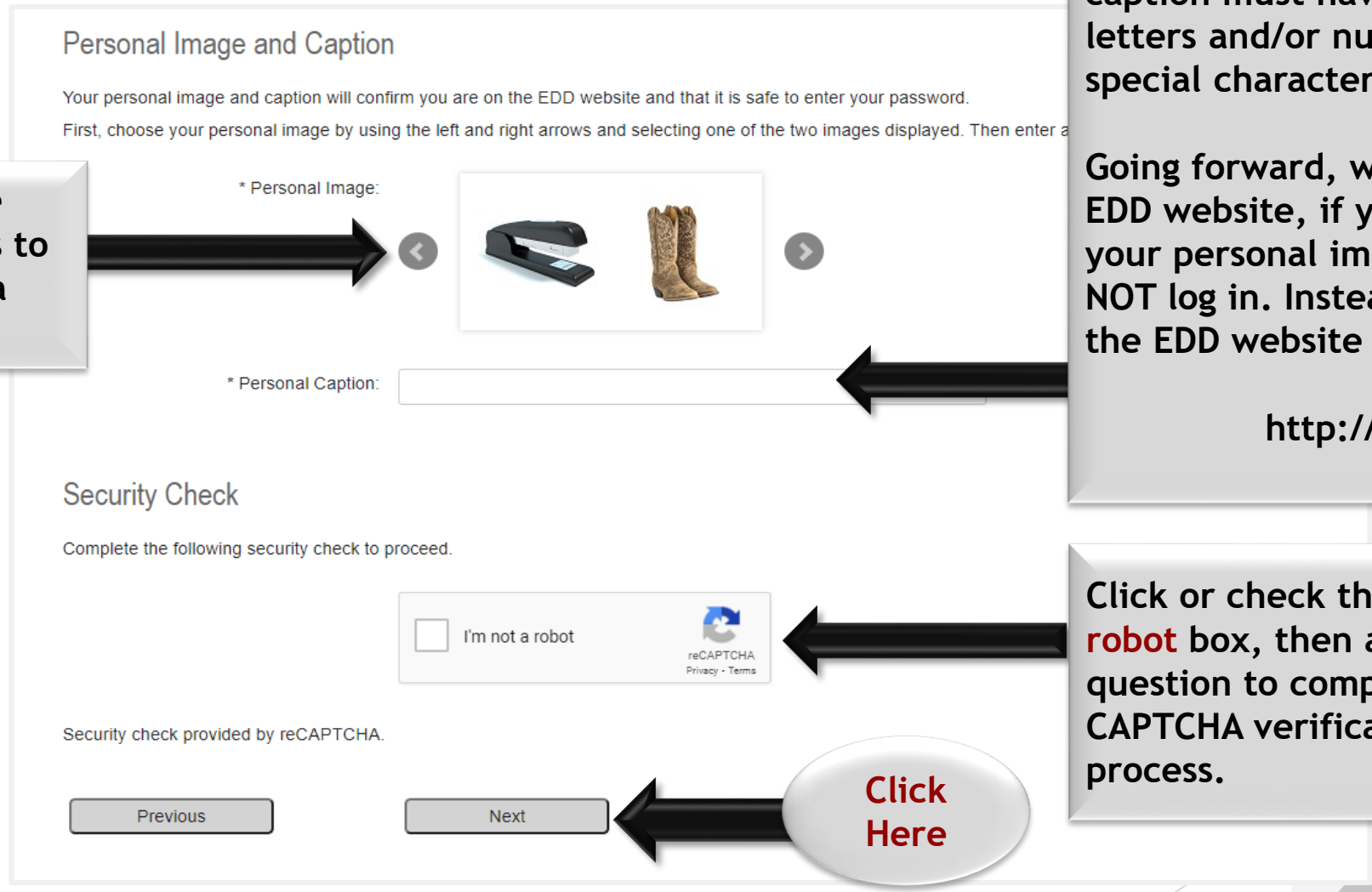
- **Minimum of 8 characters**
- **Uppercase letter**
- **Lowercase letter**
- **Number**
- **One of the following: ! @ # $ % ^ & * ( )**

Keep the password in a secure location for future use.



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.

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 [redacted]@gmail.com

Password ********

Security Questions

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

Answer: [redacted]

Question 2: What is your favorite animal?

Answer: [redacted]

Question 3: What was the first concert you attended?

Answer: [redacted]

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

Answer: Lucky

Verify all information is correct.

Personal Image and Caption

Personal Image

Personal Caption [redacted]

Previous | Cancel | Submit Registration

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.

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

Benefit Programs Online - Registration Inbox ×

DoNotReply_EDDBenefitProgramsOnline@edd.ca.gov
to me

Employment Development Department
State of California

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

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

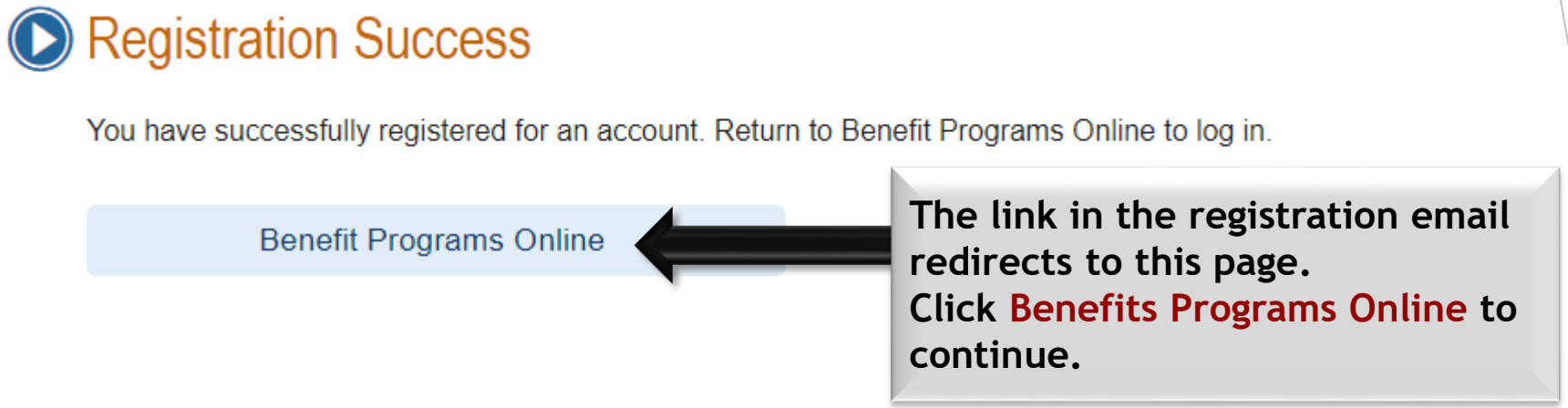
If it has been more than 48 hours since you received this email, you will need to start the registration process again by visiting Benefit Programs Online.

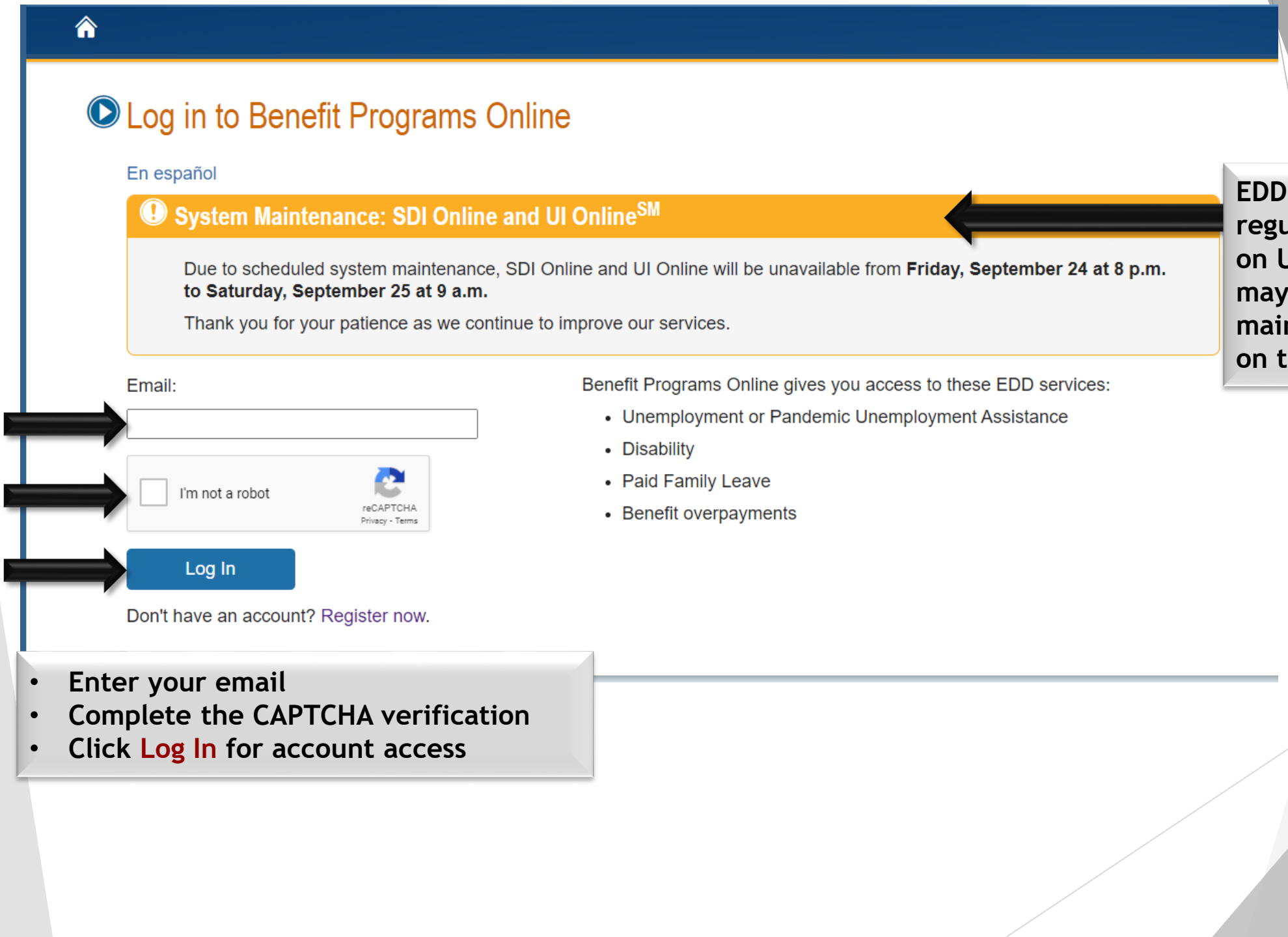
If you did NOT create a new account, please Contact EDD.

Thank you,

Employment Development Department
State of California

Reply Forward

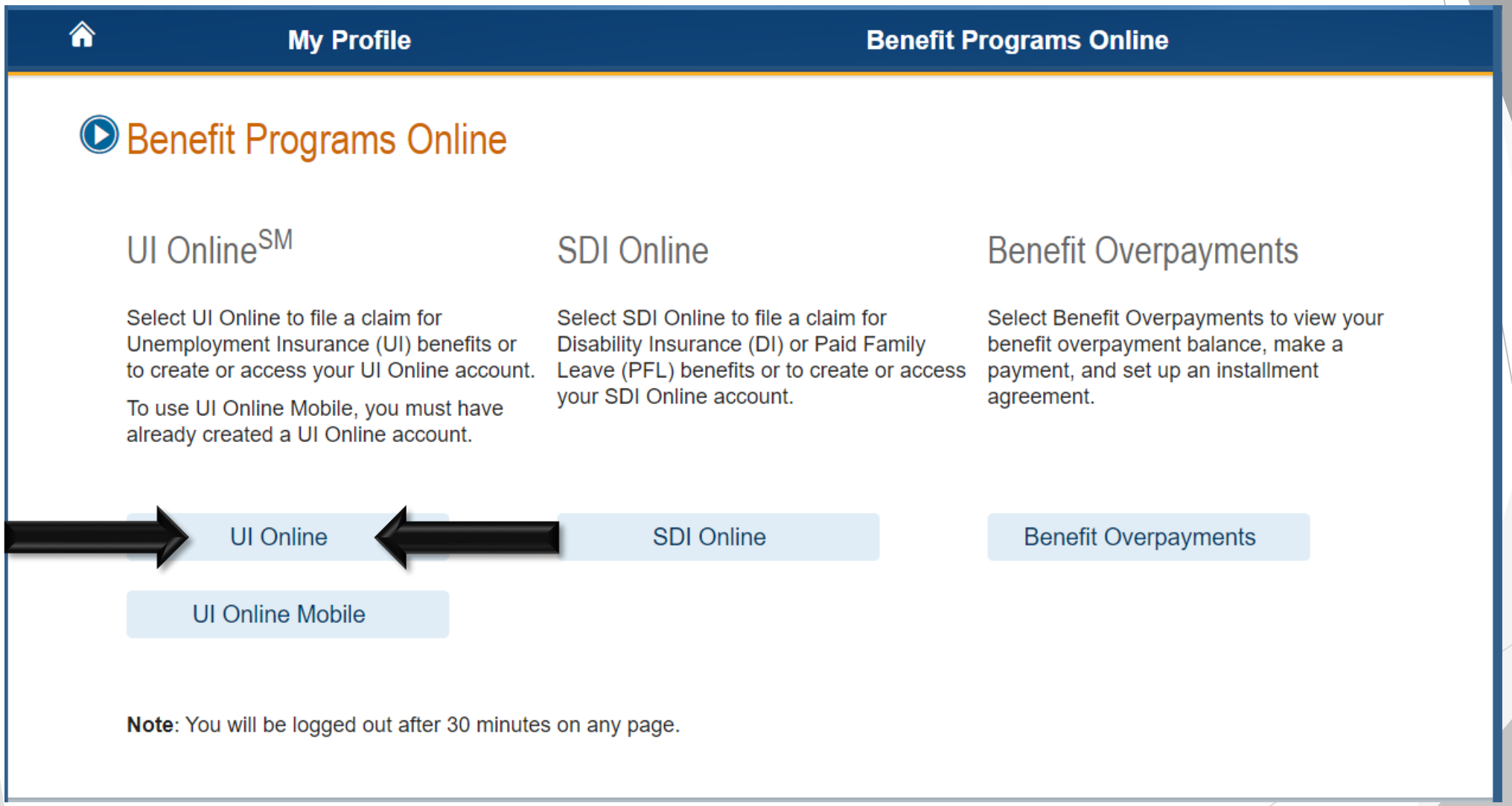

Registration Success
You have successfully registered for an account. Return to Benefit Programs Online to log in.
Benefit Programs Online
The link in the registration email redirects to this page.
Click Benefits Programs Online to continue.

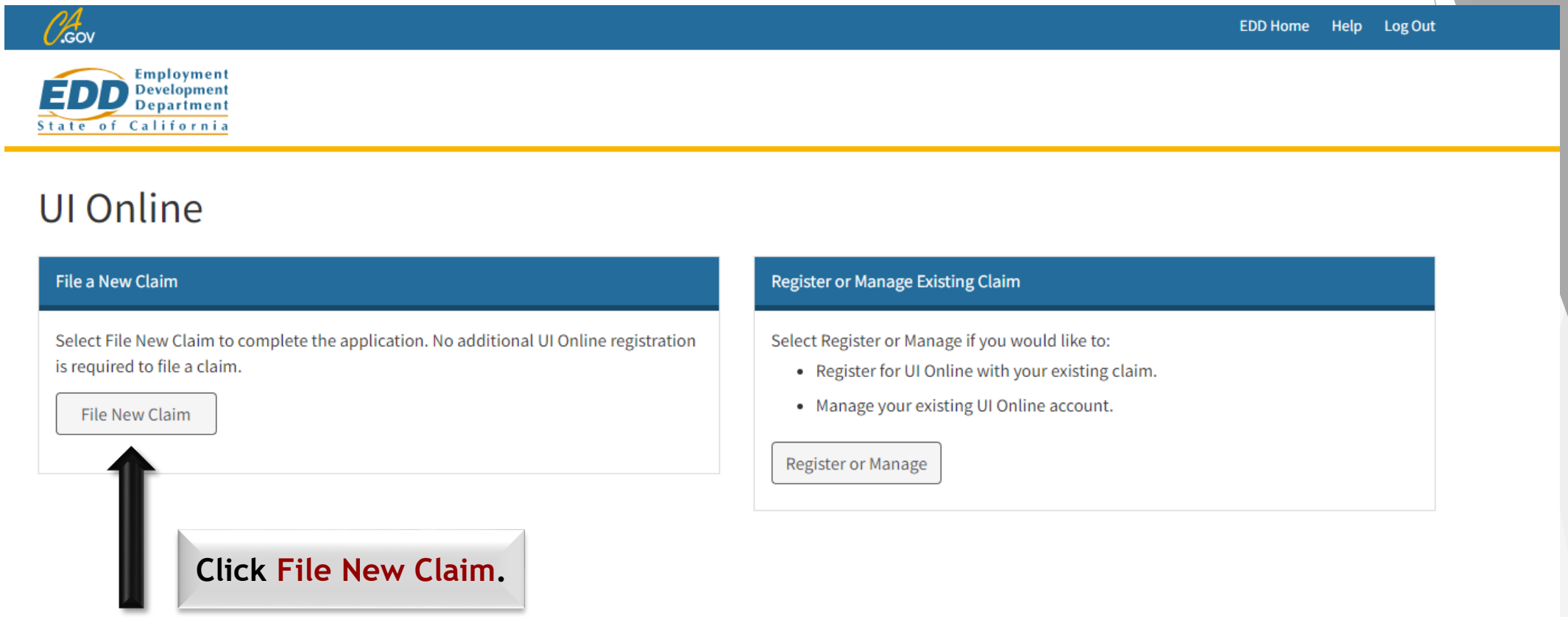


EDD conducts regular maintenance on UI Online and may display a maintenance notice on the login page.

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

Click **UI Online**.




CA.GOV
EDD Home
Help
Log Out
Employment Development Department
EDD
State of California
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.

EDD Employment Development Department
State of California

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

IMPORTANT:
Red stars * indicate required fields.

***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?**

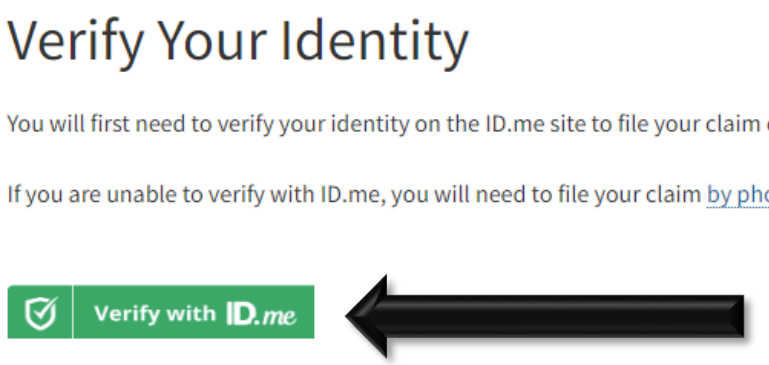
○ Yes ○ No

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.

Previous | Cancel | Next

Click Here

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



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

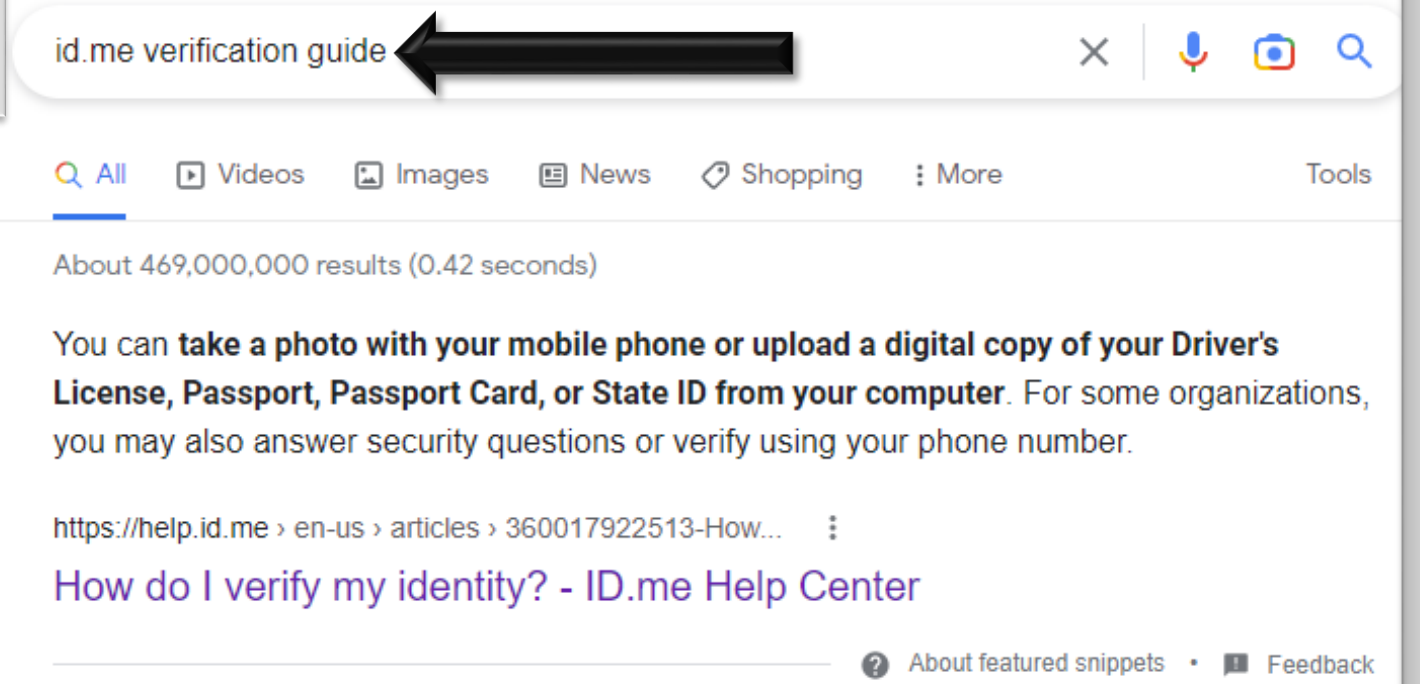
Google Search
Official ID.me Instructions

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.



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

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.

[CLICK HERE FOR THE OFFICIAL ID.ME GUIDE]

Verify your Identity with ID.me

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 "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

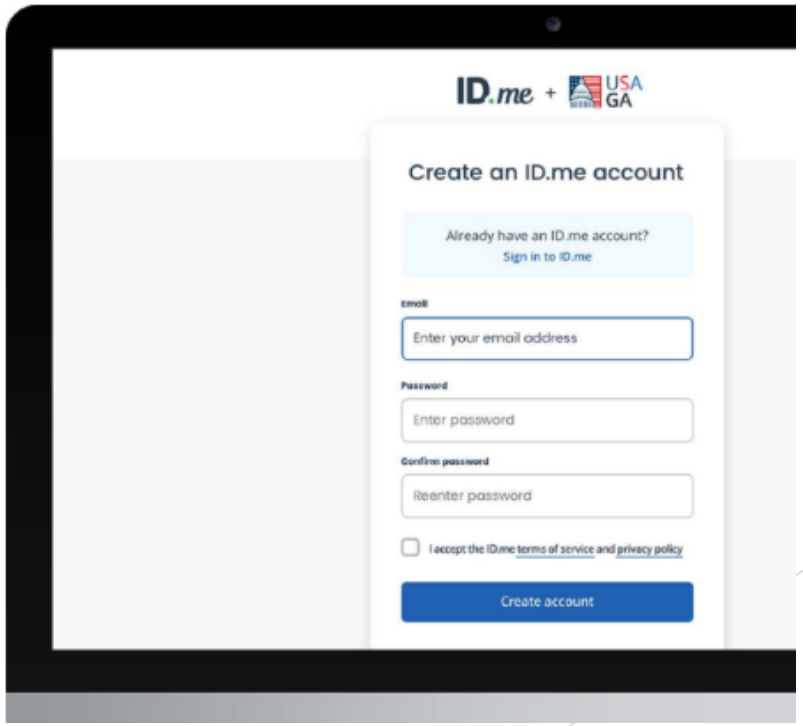
If you already have an ID.me account, you can **simply sign in** by clicking "Sign in to ID.me" and entering your login credentials. Otherwise, follow the steps below.

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.



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

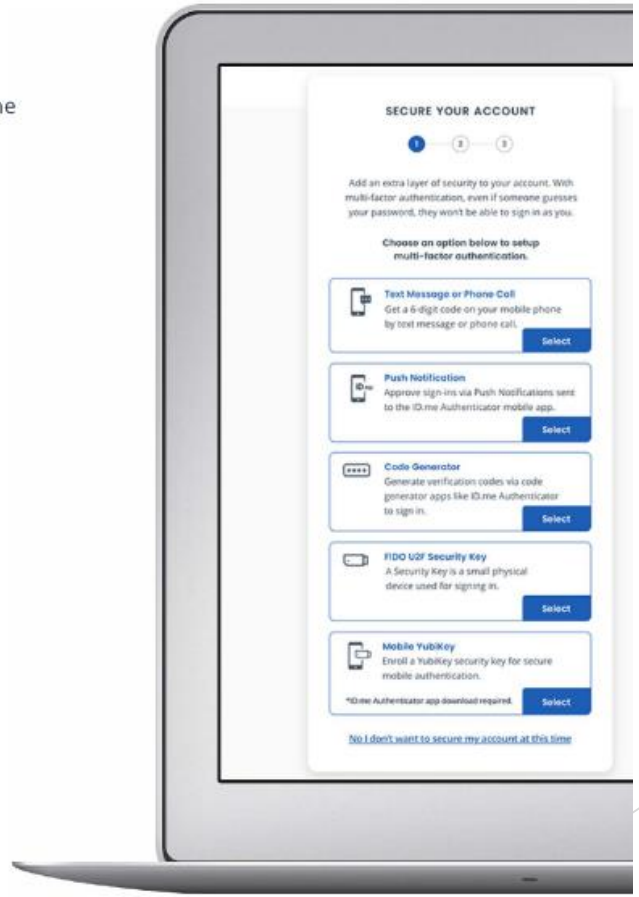
Most people choose to send the passcode to their phone. **Just enter your phone number** and then check your text messages or answer the phone to receive your 6-digit passcode.

STEP 3

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

STEP 4

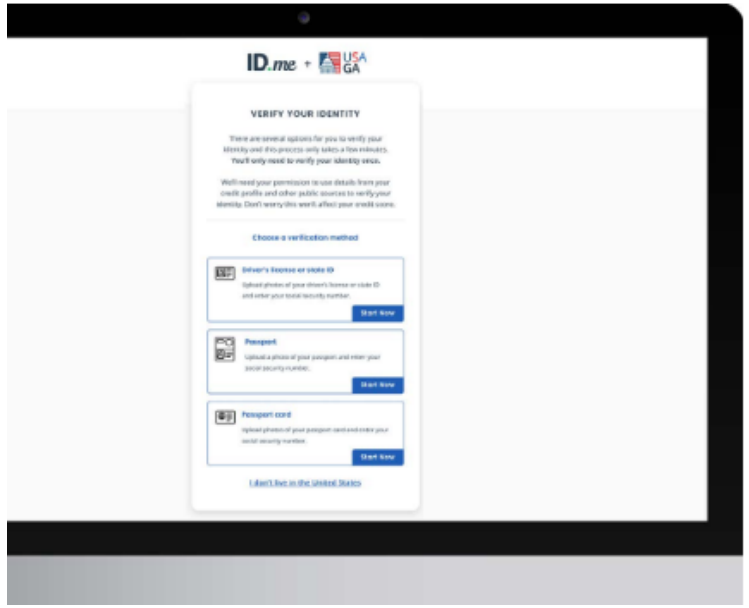
If you want, you can **generate and save a recovery code**. The recovery code allows you to access your account even if you don't have the phone or device you used to set up MFA.



Verify Your Identity

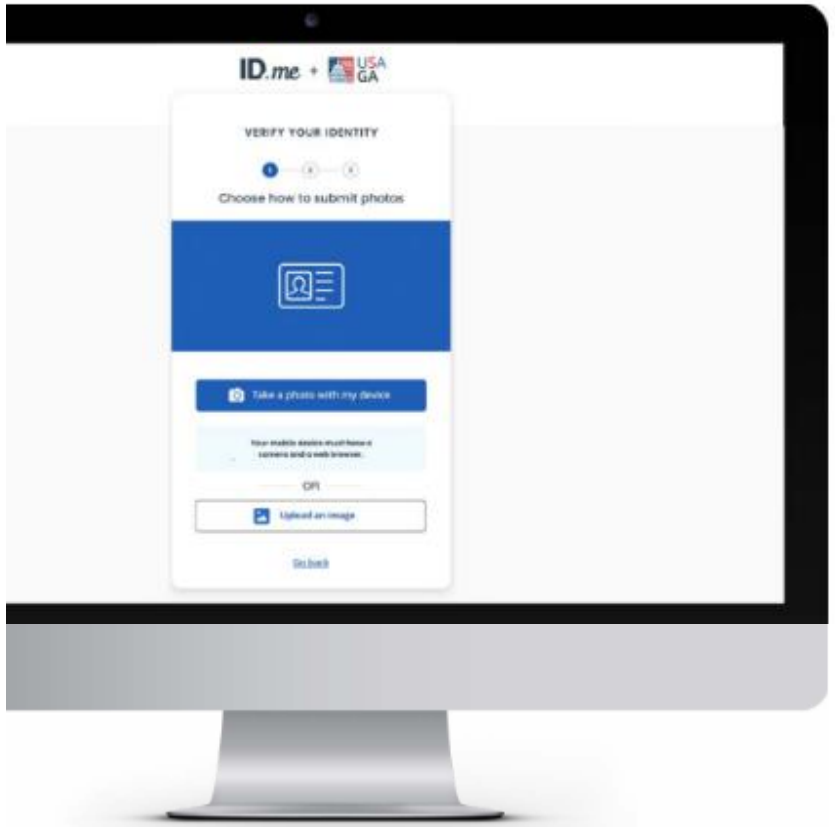
Completing this process once also allows you to access other sites that offer ID.me as a sign-in option.

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.



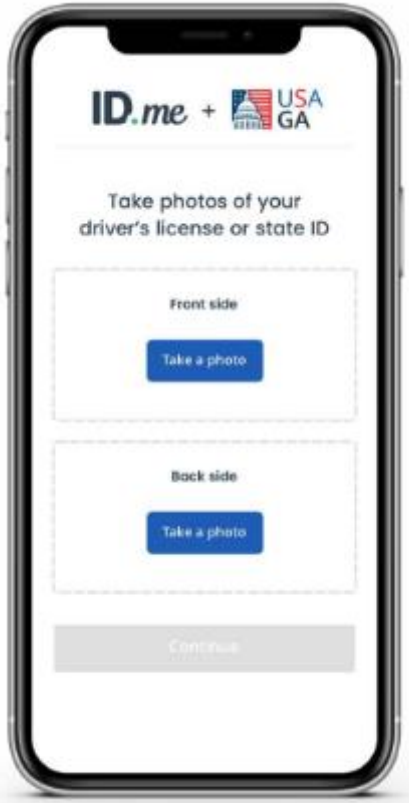
STEP 1

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



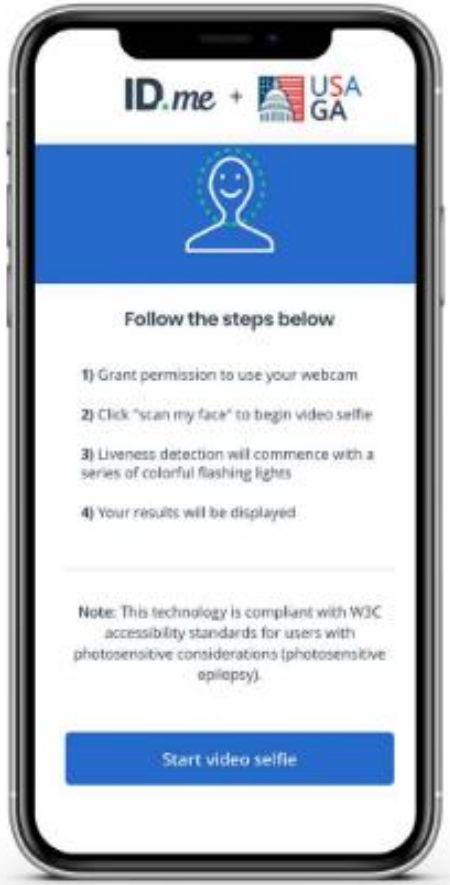
STEP 2

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.

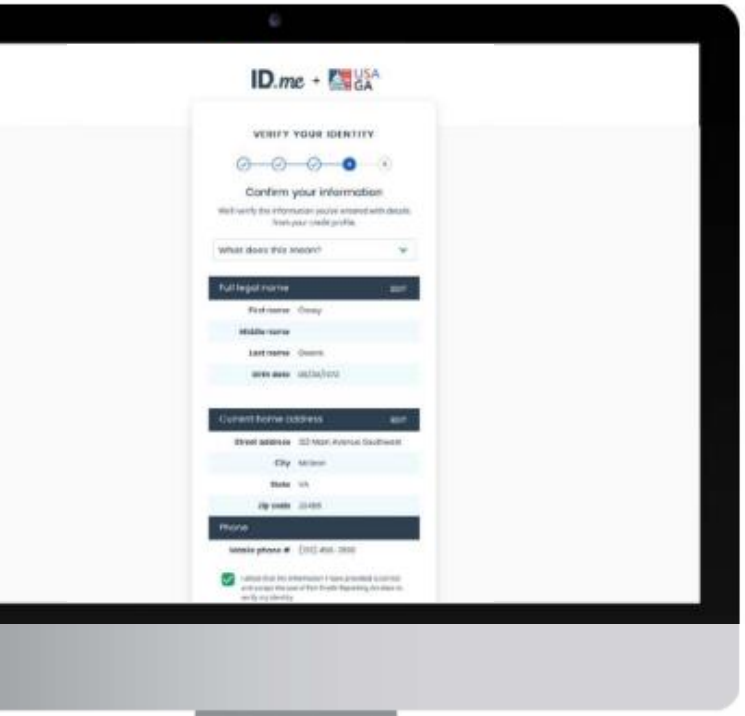


STEP 4

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

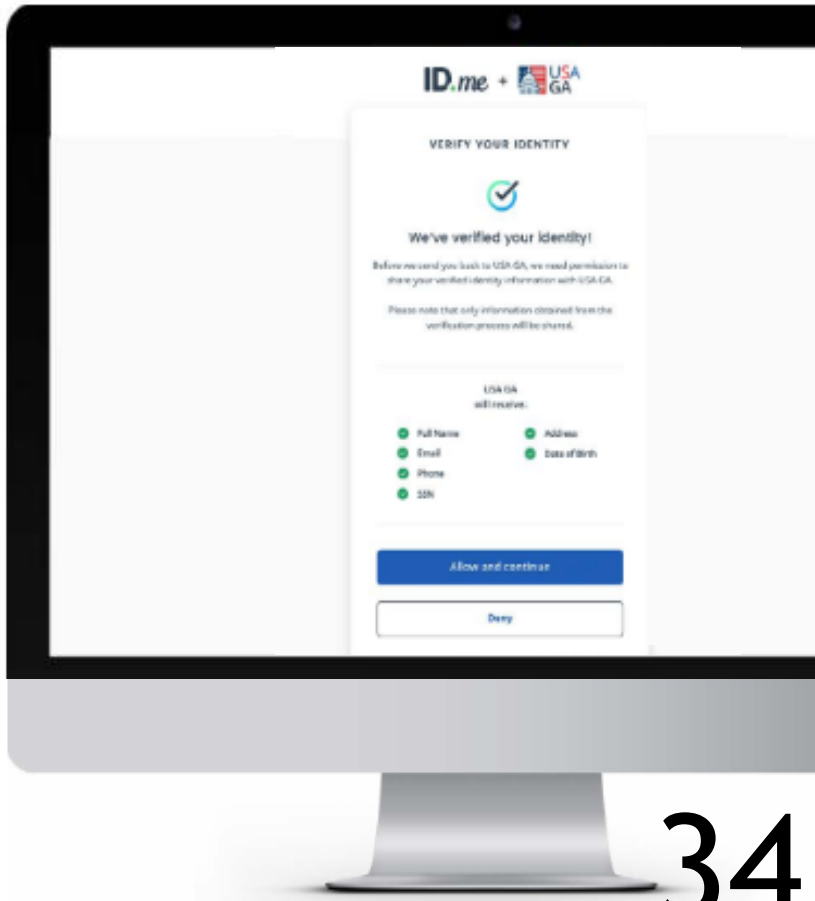
The final step to verify your identity is to enter your Social Security number.
Why does ID.me ask for this?



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 successfull verified. By clicking **"Allow and continue,"** ID.me will be able to send your information to the agency and you will be granted acces 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