



Union Guide on Filing for Unemployment Benefits in Massachusetts

What you need before you start to file a claim:

- A MyMassGov Account (see instructions below)
- Your contact information
- Social Security Number
- Date of Birth
- Employment information for last 15 months
- Dates of employment
- Reason you stopped working
- Banking information if you want your benefits direct deposited

If you do not already have a MyMassGov you must create one at <http://my.mass.gov>

- Choose Personal Type
- Select Create an Account
- Enter and verify your email **Make sure this is a unique and personal account**
- Add Account Details (First and Last Name)
- Create a password
- Set up multifactor authentication (Via Phone or Authenticator App)
- Once inside the my.mass.gov dashboard, scroll down and select Unemployment Services for Workers
- Begin your claim

If you already have a MyMassGov account go to [Home - Unemployment Services for Workers | Mass.gov](#)

- Log in with your MyMassGov account
- Verify your account
- Verify social security number
- Select file a new claim or reopen a new claim

SUBMIT CONTACT INFORMATION

- Enter Social Security number and date of birth
- Confirm the spelling of your legal name on your Social Security card
- Provide your contact information: Phone/Address/Mailing Address
- Confirm communication and language preferences
- Select whether or not you have a driver's license or state issued ID
 - If yes, submit your driver's license or state-issued ID details



SPECIAL PROGRAMS

- Respond to whether you earned 3 times the prior benefit rate of the previous claim.
- Select yes/no if you worked in any other state besides Massachusetts **do not include military service or federal employment here**
- Select yes/no if you worked for the federal government
 - If yes, you will be asked to submit federal agency and duty station information
- Select yes/no if you were active-duty military
- Respond to whether you have an active unemployment claim in another state besides Massachusetts **You cannot have an active claim in another state while filing for benefits in Massachusetts**

WORK HISTORY

- DUA records will pull up any employers that the Department of Revenue shows you are associated with
 - If your employer is missing, select the add employer link
- If your employer is visible, select the relevant employer(s) and respond to the following questions:
 - Did you work for this employer?
 - Do you still work for this employer?
 - Provide your last day of work

TELL DUA ABOUT YOUR JOB

- Search for your job description
 - If not available, choose a description closest to your job
- Respond to whether you have a definite return to work date
- Respond to whether your job was 'full time'
- Respond to whether you worked on call for this employer
 - ** This means you do not have a set schedule and are called in to work with little notice (**not applicable to Building Trades members**)**
- Respond to whether you are the sole proprietor (Select NO)
- Respond to whether you are a partner of the company (Select NO)
- Respond to whether the owner your immediate relative (Select NO)
- Respond to whether any of the company's partners are your immediate relative (Select NO)
- Respond to whether you are an officer at this company, such as a president, treasurer, secretary or board member (Select NO)
- Respond to whether you a controlling or majority shareholder in this company (Select NO)



- Respond Yes/No to whether you are a school employee for this employer
 - ****This means you work for and get paid by a private, non-profit education institution or municipal school system****
- Respond to whether you have been paid by your employer to participate of train for professional sporting event like a coach, athlete, or referee
- Since effective date of current claim being filed respond to whether you expect to receive vacation pay, sick, pay, or other paid time off
 - ****Please note if being permanently laid off this type of pay will not impact your benefits****
- Respond to whether you received severance pay
 - If yes, you will be asked to submit how your severance will be paid out (i.e. lump sum or a series of payments)
 - **Receiving severance can impact your benefits.** If you have signed a release of claims, make sure to upload this to the portal. This will allow you to collect severance and unemployment benefits simultaneously.
- Respond to whether you are receiving payments from a retirement fund **for this employer**, such as a 401K, pension, annuity or other employer-maintained retirement fund
 - This is only applicable to the current/most recently separated employer. If you are receiving payments connected to a previous employer or union, it is not applicable – select NO
- Respond to whether you are receiving any payments from a retirement fund **for this employer** in the next 52 weeks
 - This is only applicable to the current/most recently separated employer. If you are receiving payments connected to a previous employer or union, it is not applicable – select NO
- Respond to whether you received (or expect to receive) worker compensation from this employer?
 - Only put yes if you were hurt on the job and are receiving workers' compensation. This will disqualify you from receiving benefits, because you are not able and available to look for work.

SEPARATION

- Select the reason you stopped working for your employer. **For most people this will be a LAY OFF.**
 - Only select quit if you voluntarily left your job
 - Only select discharge if you were fired from your job
 - Only select leave of absence if you asked to leave for personal/family issues

ANSWER THE FOLLOWING QUESTIONS

- Respond to whether you are U.S. citizen – YES/NO
- Respond to whether you are a current member of a trade union and required to seek work only through this union hiring hall ****Building Trades members put YES****
- Respond to whether you are in good standing with your union hiring hall - Yes/No
- Respond to whether you are a full-time student – YES/NO



- ****This does not apply to apprentices (SELECT NO)****
 - If you are full time student, you are not eligible to receive unemployment benefits unless you are in a TOPs (training opportunity program)
- Respond to whether you have applied or received benefits from a union pension fund since the beginning of your unemployment base period.
 - If yes, this can affect your ability to receive benefits.
- For those who have had successive claims, you will be asked to respond to whether you earned 3 times the benefit rate of your prior claim.
 - **READ THE DATE ON THIS QUESTION CAREFULLY.** You need to have earned 3 times the benefit rate since the beginning of your prior claim to be eligible for benefits.
- **For Building Trades members only:** You must submit your union details (Union Name; Agent information (name/phone country/phone/email))

DEPENDENT CHILDREN

- Respond to whether you have any dependent children
 - If yes, provide their Social Security number(s), date(s) of birth, and respond to the question about support of children.
 - **** You must provide all or most support for your dependent and only one parent can claim dependent(s) as main support when filing for unemployment****

OPTIONAL INFORMATION TO PROVIDE DUA

- Gender identity
- Ethnicity
- Race
- Veteran Status
- Disability
- Level of Education

BENEFIT PAYMENT INFORMATION

- You can receive payment by direct deposit or debit card. ****Highly recommend selecting direct deposit****

IMPORTANT TAX INFORMATION

- Select how you would like taxes withheld from your benefits
 - ****If you select nothing to be withheld, you will have to pay state and federal taxes at a later date****



READ AND ACKNOWLEDGE INFORMATION

- If you are determined eligible you **MUST**
 - File a weekly certification for each week you would like to request benefits
 - Complete 3 work search activities (Building Trades members excluded)
 - ****If you respond to the question ‘whether you are a current member of a trade union and required to seek work only through a union hiring hall’ incorrectly you will be required to complete work search****
 - Register with a MassHire Career Center and attend a Reemployment Services and Eligibility Assessment (RESEA) seminar (Building Trades members excluded)
 - ****If you respond to the question ‘whether you are a current member of a trade union and required to seek work only through a union hiring hall’ incorrectly you may be selected to complete RESEA****
- Be able to work, available to work, and actively seeking work to qualify for benefits
 - If you are sick, injured, or on vacation you are not eligible to receive benefits
- Be sure to update your phone number and address if you move

CHECK YOUR DASHBOARD REGULARLY

- **Be sure to check Action Center and Additional Services on the unemployment portal’s dashboard (messages and letters) regularly to address any issues or provide additional information DUA may need**
- **Failure to respond could lead to a delay in receiving benefits or disqualification**
- **DUA Call Center can be reached at (877)-626-6800 and is open Monday-Thursday from 8:30 am to 4:30 pm**