

How to Create a new PIN# Through the Online Claim System For PUA Claimants

If you are receiving a message that your credentials are **invalid**, you will need to establish a new PIN through the **Online Claim System**.

Please **follow the steps** on the next few slides to create a new PIN.



Invalid Credentials

⚠ Please call Worksystem at [1-503-606-6969](tel:1-503-606-6969) for free assistance in other languages.

The Pandemic Unemployment Assistance (PUA) program provides unemployment benefits to self-employed, contract, and other workers who cannot get regular Unemployment Insurance (UI).

If you were laid off by your employer, you likely qualify for regular UI. Please file initial or weekly claims for regular benefits using our [Online Claim System](#).

Have questions about filing your PUA claim and potential benefits? Please review our COVID 19 page for PUA information, including frequently asked questions and video tutorials.



Sign in

SSN *

PIN *

SIGN IN

[Don't have an account? Sign Up](#)

From the **Online Claim System** menu, select **Status of Initial Claim and Other Account Details**.



Welcome to Your Online Claim System		Español
<p>Regular UI Initial Claim</p>	<p>Apply for regular unemployment insurance (UI) benefits by filing an initial claim. After you apply, you will also need to file a weekly claim (see below). Help</p> <p>If you are filing due to COVID-19, please watch this step-by-step video guide on how to fill out your application correctly.</p>	
<p>Regular UI Weekly Claim</p>	<p>To start getting regular unemployment insurance (UI) benefits, you need to file a weekly claim. This is different than the initial claim. You have to file both to get your benefits. Help</p> <p>A weekly claim is how we figure out how much money to send you for that week. A week is Sunday through Saturday. You can't submit a weekly claim until the week is over. So if you filed your initial claim this week, you need to wait until Sunday to file your first weekly claim.</p> <p>To keep getting benefits, you need to file a new weekly claim every week.</p> <p>Filing a claim wrong can delay your benefits. And during COVID-19, the right answers to the questions on the claim form are different than you might think. If you are out of work due to COVID-19, use our step-by-step guides and videos to help you file your claim correctly.</p>	
<p>Pandemic Unemployment Assistance (PUA)</p>	<p>File a Pandemic Unemployment Assistance initial claim (this is the PUA application) or a PUA weekly claim. Help</p> <p>There are three ways to file a claim: 1) online claim form, 2) fax, or 3) mail. You will get paid fastest if you file your claims through the online form. Please note, the Internet Explorer browser is not supported for the PUA online form.</p> <p>Step-by-step guides and videos on how to file PUA claims PUA frequently asked questions PDF claim forms for fax or mail</p> <p>For free help applying in languages other than English, please call Worksystem at 1-503-606-6969.</p>	
<p>Regular UI Benefits Extension (PEUC)</p>	<p>Pandemic Emergency Unemployment Compensation (PEUC) is for people who have run out of their regular unemployment insurance (UI) benefits. It allows up to 13 more weeks of benefits. Help</p> <p>Apply for Pandemic Emergency Unemployment Compensation (PEUC) by filing an initial claim. You will need to download the PDF claim form below, save the PDF to your computer, enter your information, save the PDF again, and upload it back into this Online Claim System.</p> <p>PDF claim forms for download Instructions on how to file a PEUC application.</p>	
<p>Status of Initial Claim and Other Account Details</p>	<p>View your weekly payment details, claim balance and expiration date, work search records, and UI Basics Review results.</p> <p>Please note: This system is only updated once per day. Please wait until the next business day before checking again.</p> <p>IMPORTANT: The status of your claim will not be available until your claim has been processed. Help</p>	

To use the **Online Claim System**, consent to the following terms.

Select **CONTINUE**.

Claimant Advisory

- By using this Online Claim System you are consenting to having your activity on this system become part of your claim record.



Continue

As a security measure, if you have more than 10 minutes of inactivity while viewing this information, you will be required to start over. To leave the system, please use the Exit or Cancel button at the bottom of any page.

Cancel and return to Online Claim System menu

Enter your Social Security Number in the SSN field, then select **CONTINUE**.

Enter your new 4-digit PIN number into the first box, and confirm the PIN by entering it again into the second box.

When you are done, select **CONTINUE**.

Enter SSN - Step 1 of 2

To check the status, you will need the following:

- Your Social Security Number (SSN)
- Your Personal Identification Number (PIN)

If you do not have a PIN, you will be asked to enter the number you want to use as you make your claim.

Do not display my SSN

SSN:



Cancel and return to Online Claim System menu

Enter PIN - Step 2 of 2

It is very important that you keep us informed of your current mailing address. If you changed your address, please update your address online through the Online Claims System, after you have completed this transaction. If you have changed your direct deposit account, please contact your [Unemployment Insurance Center](#) immediately after completing this transaction. If you have lost your ReliaCard Visa, please contact the VISA Service Center at 1-855-279-1270.

Please enter the four numbers that you want to be your personal identification number (PIN). For security reasons, you will not be allowed to use the last four numbers of your SSN.

Enter new PIN:

Re-type PIN to confirm:



Cancel and return to Online Claim System menu

After you reset your PIN, select **Exit** to return to the Online Claim System.

IMPORTANT: You must wait **ONE HOUR** to access the PUA system after you have reset your PIN.

You will keep getting the “invalid credentials” error if you don’t wait one hour to login.

Your Claim Status

If you recently filed a new claim for benefits, you will not be able to check the status until it has been processed. In the meantime, you should make weekly claim reports for any weeks you want benefits.

Select one of the following links to view the status of your claim

- [Where's my check? \(View weeks claimed information for twelve months.\)](#)
- [How much time and money do I have left on my claim?](#)
- [View my work search records \(Only available for weeks claimed online\)](#)
- [1099G tax information \(Latest tax year available - 2019\)](#)

Warning: Oregon law provides penalties for unauthorized release or use of confidential information. As a security measure, if you have more than 10 minutes of inactivity while viewing this information, you will be required to start over. To leave the system, please use the exit button at the bottom of any page.

[Explanation of issues that might affect my claim.](#)



Exit

Cancel and return to Online Claim System menu

If you are still can't login after following these steps, please reset your PIN by following these instructions: [How to Reset Your PIN Through the Online Claims System](#)

IMPORTANT: You must wait **ONE HOUR** to access the PUA system after you have reset your PIN.

You will keep getting the “Invalid Credentials” error if you don't wait ONE HOUR before logging in.

