

# **How to Reset Your PIN# Through the Online Claim System**

From the  
Online Claim System  
menu, select  
**Change/Reset PIN.**



<b>Status of Weekly Report</b>	See the status of your current weekly claim report (if claimed by Internet or phone) <a href="#">Help</a> <p>Please note: This system is only updated once per day. Please wait until the next business day before checking again.</p>
<b>Restart Your Claim</b>	Restart your regular unemployment insurance (UI) benefits claim. Use if you already filed an initial claim and you: <ul style="list-style-type: none"><li>• missed a week or more of filing weekly claims, or</li><li>• are now unemployed after a period of work. <a href="#">Help</a></li></ul> To restart a PUA claim, you'll need to contact us. Please fill out the <a href="#">Contact Us form</a> or call us at 1-833-410-1004.
<b>Change your address</b>	Update your address for unemployment insurance purposes. <a href="#">Help</a>
<b>Benefit Payment Options</b>	Learn more about how the Employment Department pays unemployment insurance benefits and important information about the U.S. Bank ReliaCard®.
<b>Direct Deposit</b>	Sign up to have your unemployment insurance benefits deposited directly to your bank account. <b>This is the quickest way to receive payment.</b> <a href="#">Help</a> <p>Please note: You will not be able to sign up for direct deposit until your claim has been processed.</p>
<b>1099G Tax forms</b>	View up to five years of your 1099G tax forms. 1099G data is posted in early February of the following year. <a href="#">Help</a>
<b>Change/Reset PIN</b>	Change your PIN number. <a href="#">Help</a>
<b>Make a Payment</b>	Repay unemployment insurance overpayments with <b>Visa, MasterCard, or Discover.</b> <a href="#">Help</a>

To access the **Online Claim System**, you will need to 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.
- You are certifying that your answers are true and accurate to the best of your knowledge. You are responsible for the answers you give.
- You understand the law provides penalties for making false statements in order to obtain unemployment insurance benefits.

I understand and agree to all of these terms.



Continue

If you do not understand, click Cancel and return to Online Claim System Menu. Please call your Unemployment Insurance Center for an explanation of what is required to claim benefits. Unemployment insurance claims are no longer handled through our local Employment offices.

**Cancel and return to Online Claim System Menu**

## Enter SSN

To change your PIN, you will need the following:

- **Your Social Security Number (SSN)**
- **Your personal information.**
- **Answers to security questions you provided to Oregon Employment Department.**

Do not display my SSN

SSN



Continue

Cancel and return to Online Claim System Menu

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


Enter the year you were born, then select **CONTINUE**.

**NOTE:** If you see this screen, it means you may have entered your SSN incorrectly, or your application has not yet been processed in the system.

Select **RETURN TO ONLINE CLAIM SYSTEM MENU** and try re-entering your SSN.

### Enter Your Birth Year

Enter the year you were born:



Year

Continue

Cancel and return to Online Claim System Menu

We are unable to change your PIN online for the following reason:

The information you have entered does not match our records. If you recently filed a new claim, please allow a few days for your claim to be processed.



Return to Online Claim System Menu

1. Click on the **mm/dd** box and select your birth month and day.

2. The **yyyy** box will automatically be filled in with the birth year you provided on the prior screen.

3. Type your **first name**.

4. Type your **last name**.

5. Select your **gender**.

6 & 7. Type your answers to the security questions.

**NOTE:** You set up these security questions when you filed your initial claim. Your questions may look different than what you see in the example.

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

**Identity Verification**

To verify your identity, you must answer the following questions. Failure to answer the following questions after three attempts will cause your verification request to end. You will then need to contact your local call center to reset your PIN number.

Please enter your birth date: mm/dd  yyyy


Please enter your First Name:

Please enter your Last Name:

Please enter your Gender:  Male  Female <sup>5</sup>

What is your mother's maiden name?

What is the middle name of your oldest child?



**Cancel and return to Online Claim System Menu**

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**.

You will receive a confirmation page if your PIN number has successfully been reset.


**Enter New PIN**

Please make a note of your PIN and keep it confidential. You will need this PIN to access the Online Claims System and to file your weekly claims. You are responsible for any claims made using your PIN. You are required to use your PIN to access the Online Claims System.

YOU CANNOT USE THE LAST FOUR DIGITS OF YOUR SOCIAL SECURITY NUMBER AS YOUR PIN NUMBER.

Please Enter the New PIN.

Please confirm the new PIN.



[Cancel and return to Online Claim System Menu](#)

**CONFIRMATION:**

**You have successfully changed your PIN.**

If you use the telephone claim system, it will take 30 minutes for this change to take effect.

[Return to Online Claim System Menu](#)

Find more information:

<https://unemployment.oregon.gov/>

