Employment Development Department
State of California

SDI ONLINE TUTORIAL

Claimant Registration

Last Updated: June 2023

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Employment Development Department
State of California

Create Your myEDD Account

Learn more about how to create your myEDD account.

Get Started

What is myEDD?

To access Employment Development Department (EDD) benefits services you must complete a one-time registration in myEDD.

myEDD uses a single login to access:

- Unemployment benefits
- Disability benefits
- Paid Family Leave benefits
- Benefit Overpayments

We offer step-by-step instructions on how to create a new myEDD account.

If you already created a myEDD account, skip to Register as a Claimant in SDI Online.

Create Your myEDD Account

1. Visit myEDD to create your account.
2. Select **Create Account**. For screens in Spanish, select **Español**.
3. Enter a personal email that is used only by you.
4. Set up a password that is 10 or more characters. The password is case sensitive and must contain:
    a. Uppercase and lowercase letters
    b. Numbers
    c. Symbols such as !@#$
5. Select your preferred language, accept our terms and conditions, and select **Submit**.
6. Next, check your email to confirm your account. Select **Confirm Email** within 48 hours or you will need to start over.
7. Login to your myEDD account. When you log in for the first time, we will email you a verification code to verify your identity. Select **Send Email**.

Create Your myEDD Account

8. Enter the verification code and select **Submit**. This code expires in 5 minutes. If you do not get the verification code email, check your Junk or Spam folder or select **resend the email**.

9. Next, set up your security question. Select a question, enter the answer, and select **Continue** to save.

10. Now you can select your Login Verification method. You can select to receive the verification code by text message or phone call. To continue using email, select **Use my email instead**.

11. Enter your phone number then select **Text Code** or **Call My Phone**. Then enter the verification code. This code expires in 5 minutes. A message lets you know you have successfully set up your login verification method.

12. Select **myEDD Home**, then select **SDI Online**. On the next screen select the SDI Online registration account type.

Use myEDD to access SDI Online and submit claims for disability and Paid Family Leave benefits.

Register as a Claimant in SDI Online

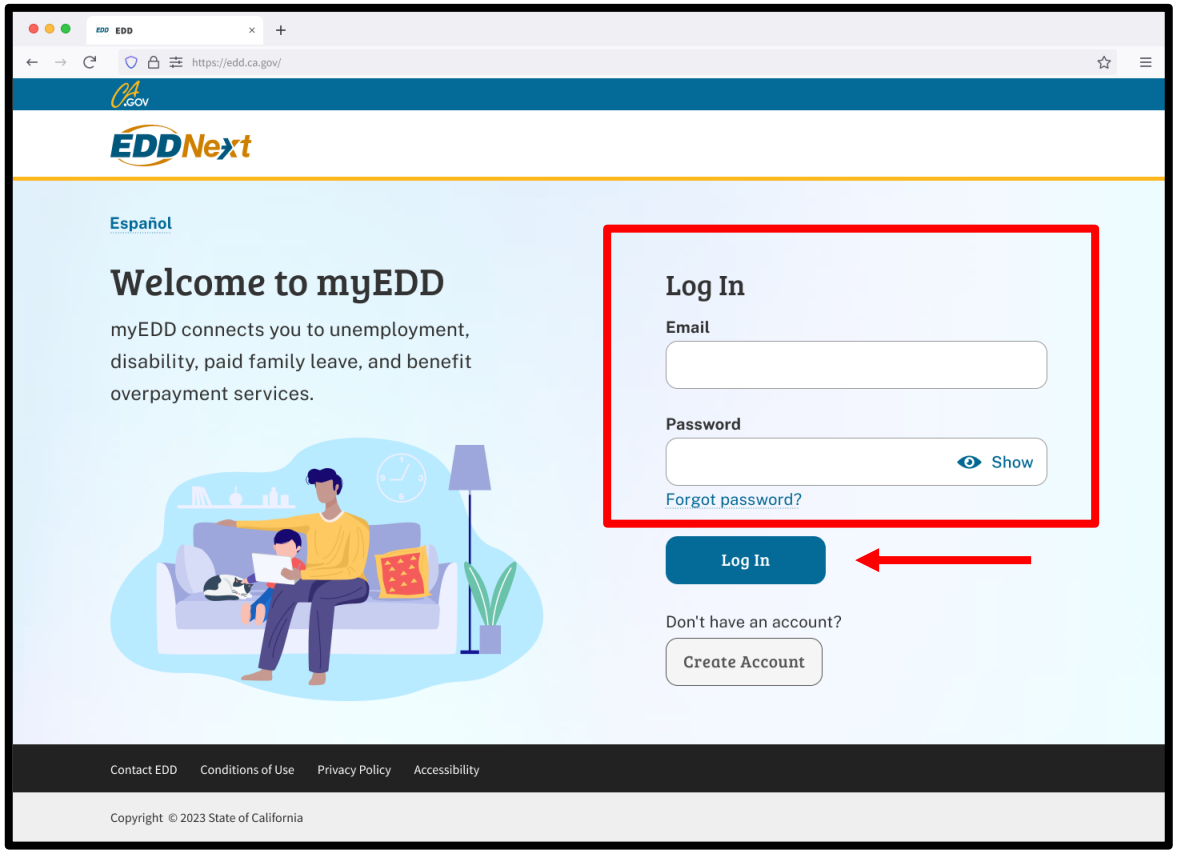
For individuals filing for benefits in SDI Online.

Get Started

Step 1: Log in

Log in to myEDD to access SDI Online, update your email, password, security question, or verification option:

1. Visit myEDD.
2. Enter the email and password used to create your myEDD account.
3. Select **Log In**.



Note:

For Spanish, select **Español**.

Important:

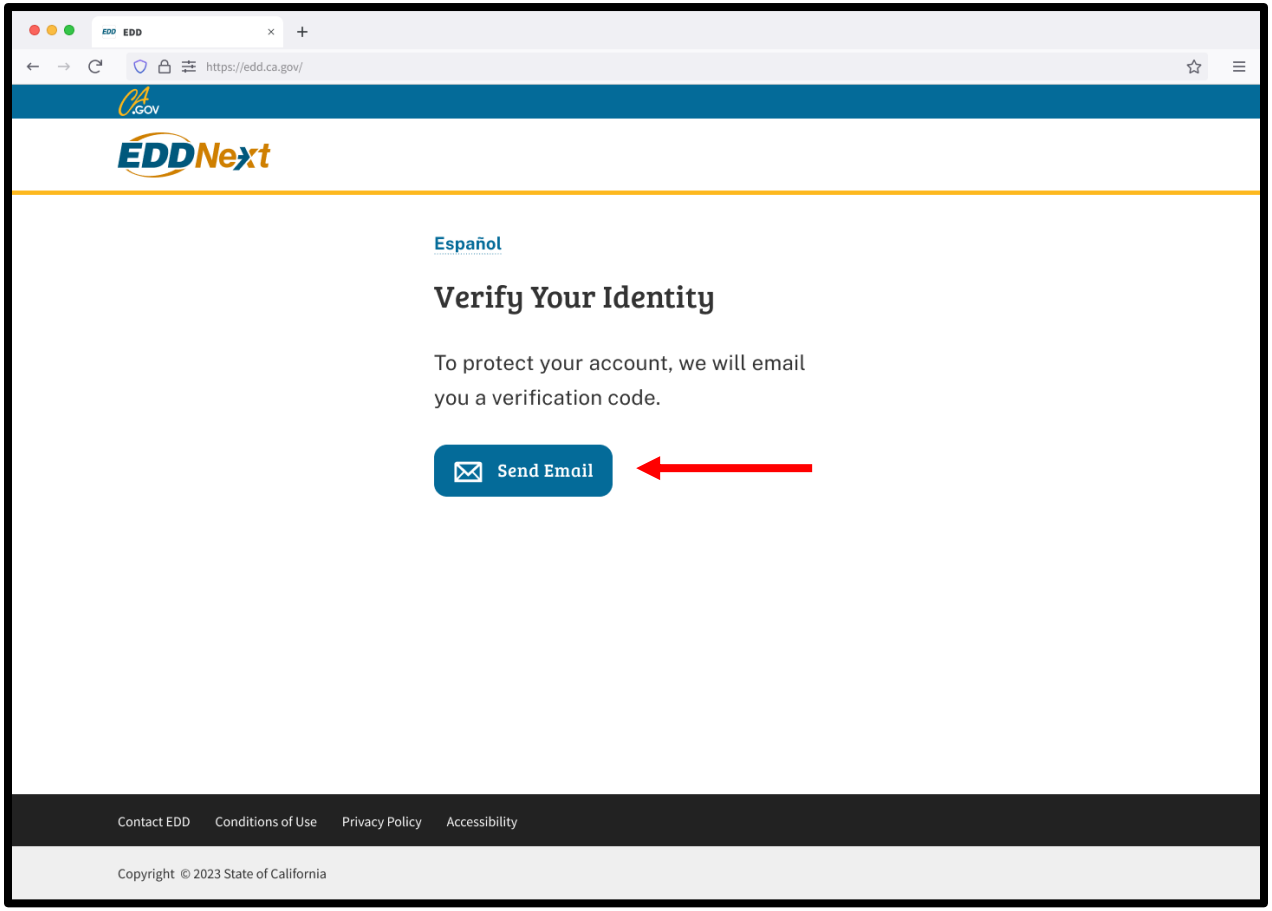
We lock your account for one hour after too many failed attempts to enter your password. You can wait one hour to try again or reset your password.

Step 2: Verify Your Identity

To protect your account, we ask you to verify your identity every time you log in. In this example, the identity verification option is by email.

Select **Send Email.**

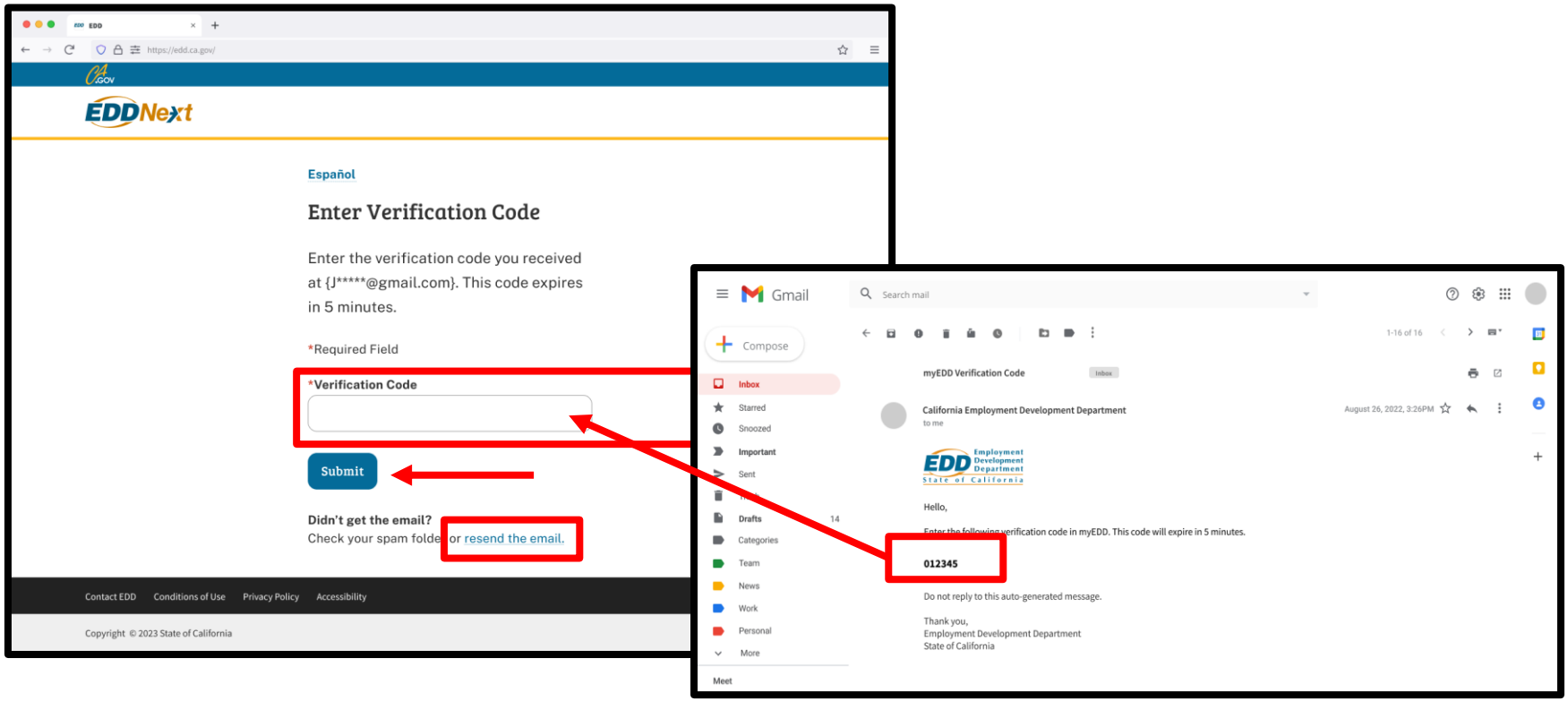
If you set up the login verification option as text message or phone call, follow the instructions based on that option.



Step 3: Enter Verification Code

Check your email for your verification code. This code expires in five minutes. Check your spam or junk folder if you do not get this email.

- Enter your verification code and select **Submit**.
- Select **resend the email** if you do not get a code.

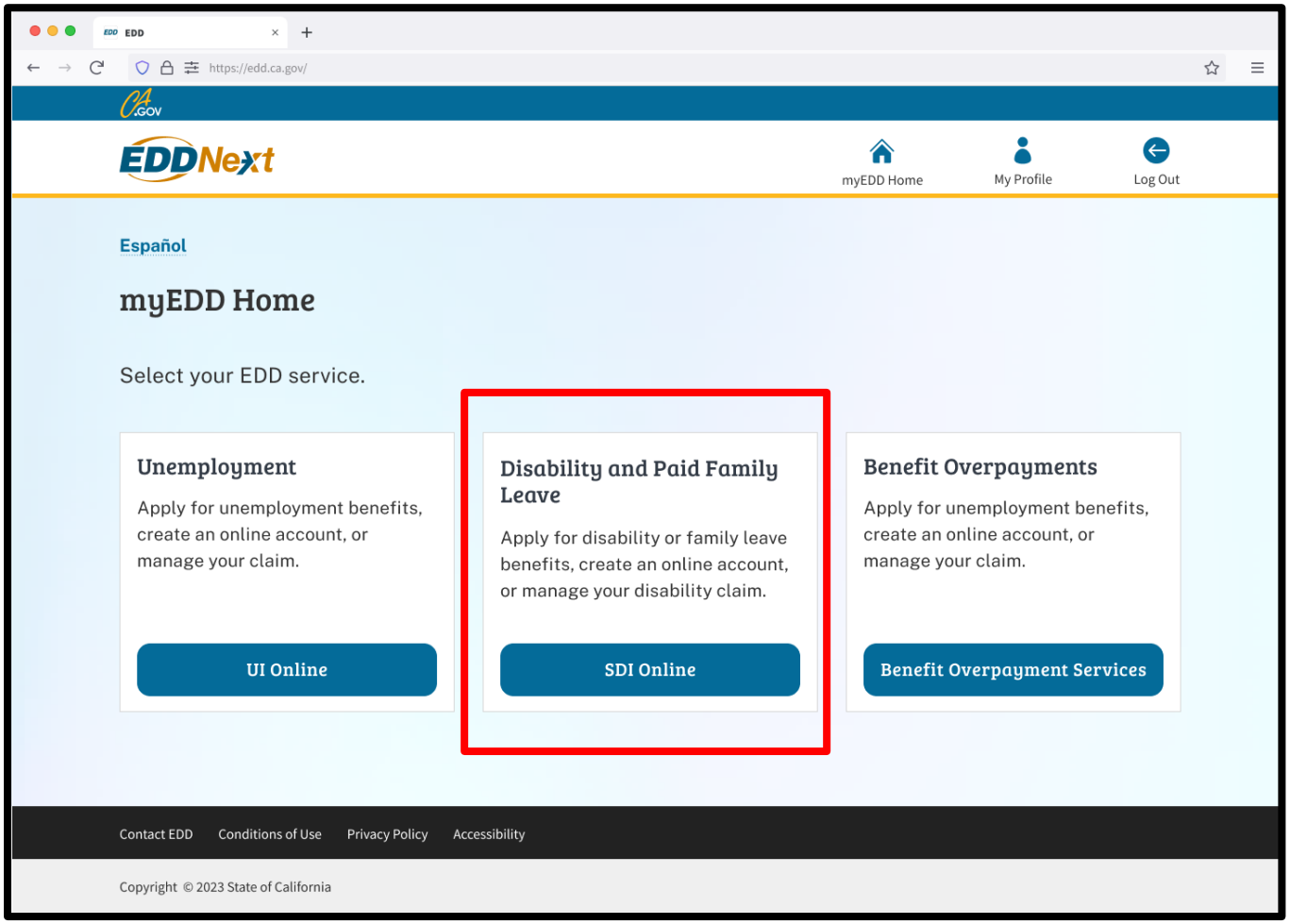


Step 4: Select SDI Online

From the myEDD homepage, select **SDI Online** to begin your SDI Online registration.

Note:

Select **Log Out** in the top right corner of any screen to exit your account.



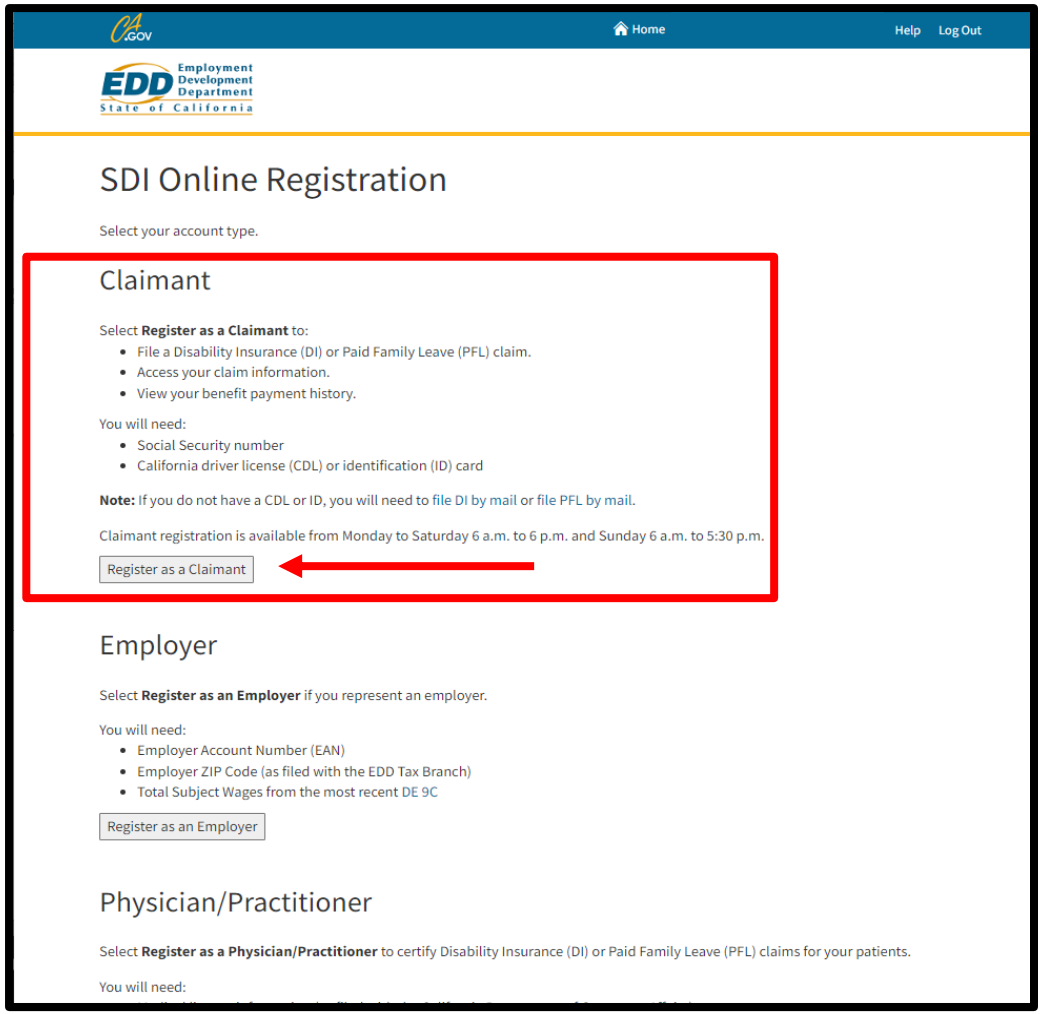
Step 5: Start Registration

You are sent to the SDI Online Registration Account Type screen.

Select **Register as a Claimant**.

Important:

If you do not have a Social Security number, California driver's license or identification card, or your last name is more than 12 characters you must apply for disability and Paid Family Leave benefits by paper form.

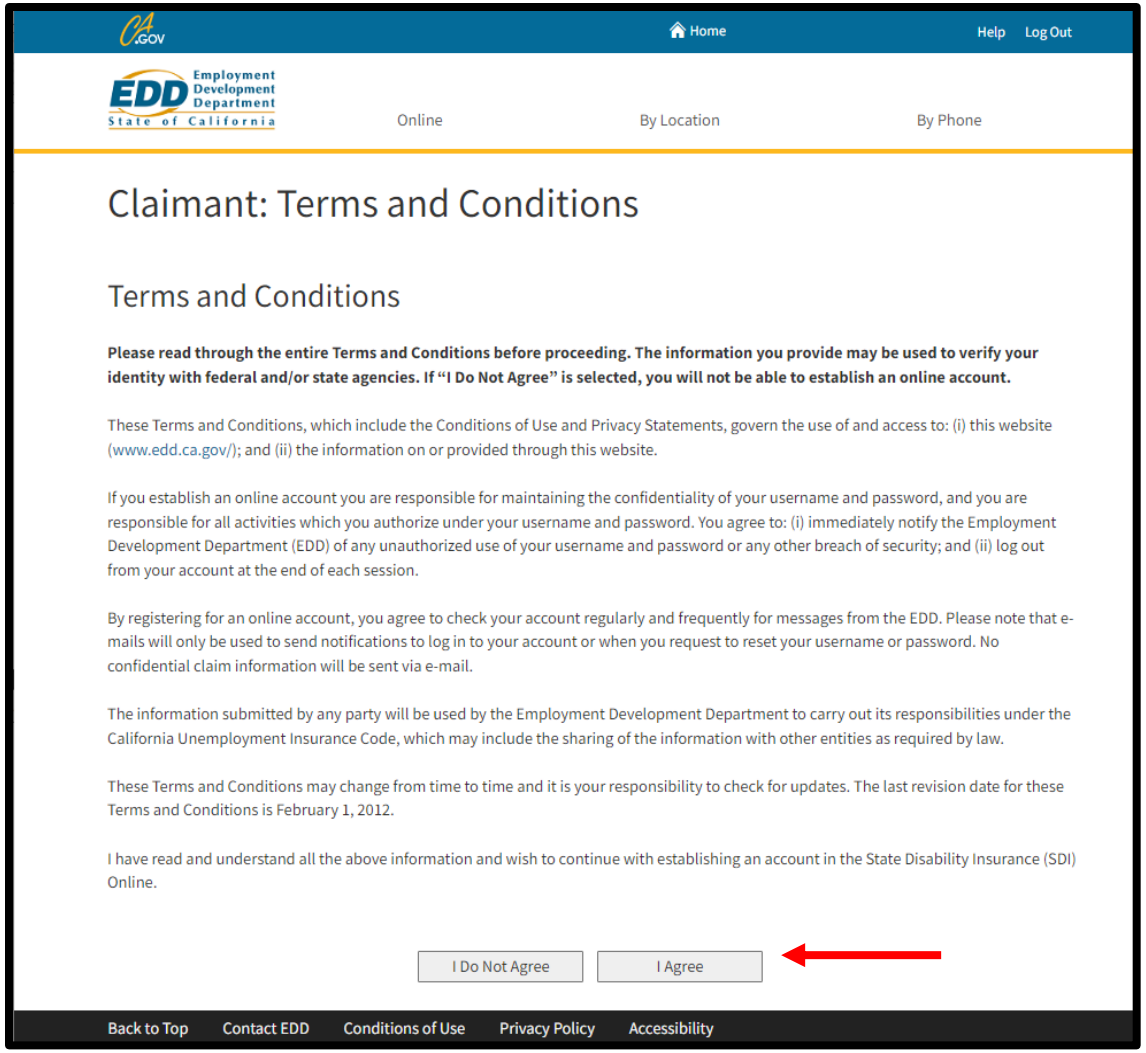


Step 6: Terms and Conditions

Next, review our terms and conditions before you continue.

Select **I Agree**.

You must agree to the terms and conditions to create an online account.

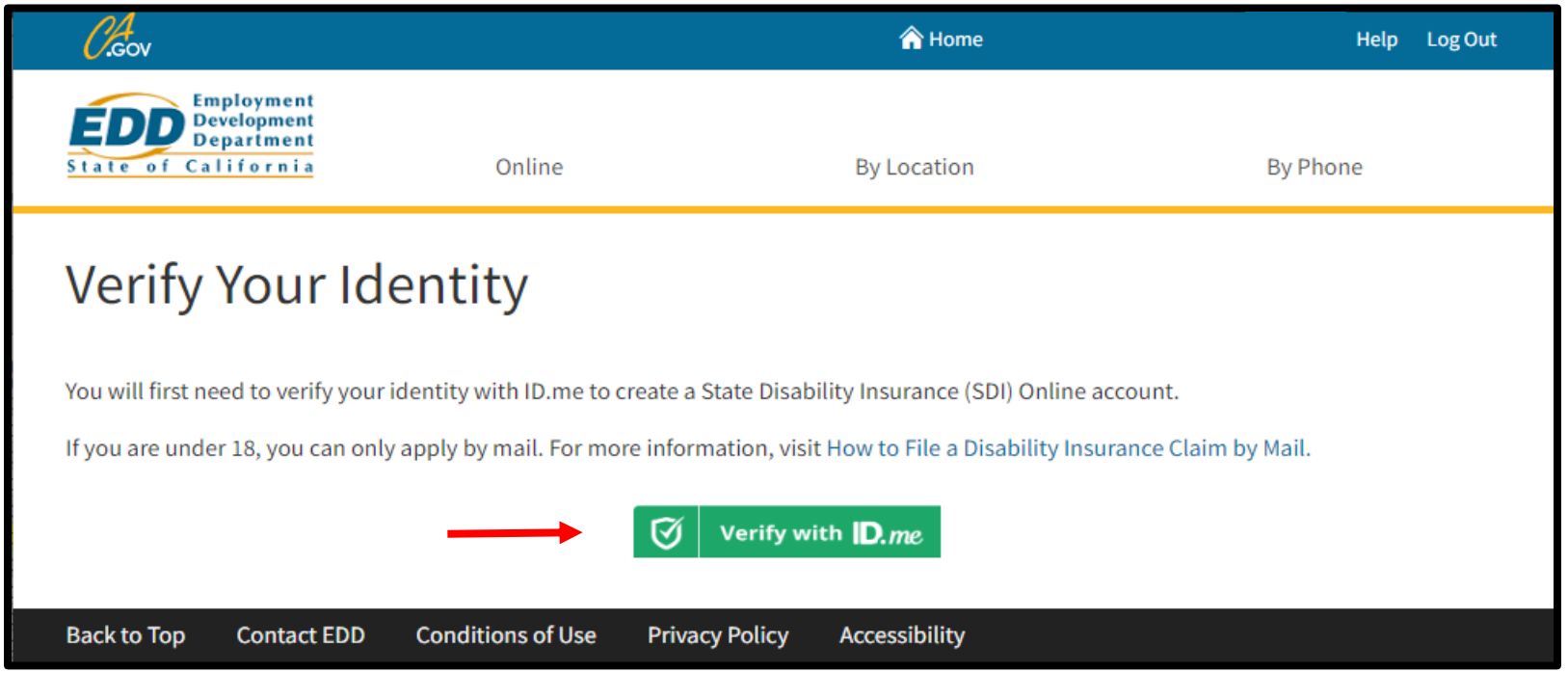


Step 7: ID.*me*

We are partnered with ID.me to verify the identity of individuals applying for benefits.

You must verify your identity with ID.me to create an SDI Online account. Select **Verify with ID.me** to start the ID.me registration and verification process.

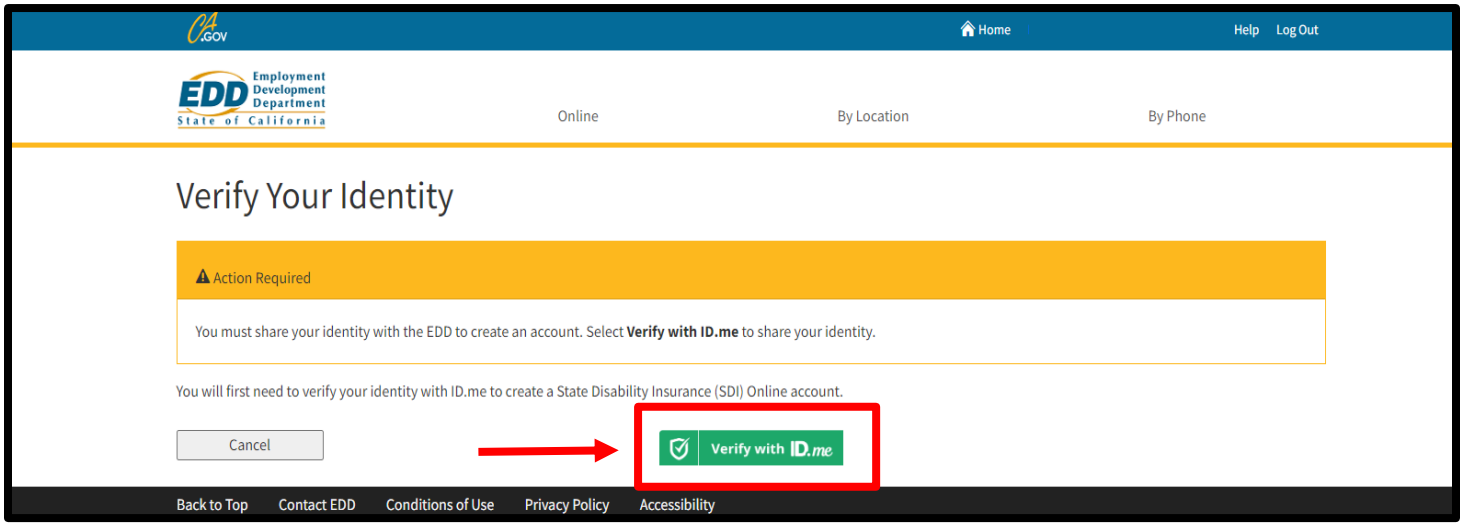
For help with ID.me, visit the California Disability Insurance and ID.me.



Step 8: Allow Sharing

Once you complete the ID.me verification process, you have the option to **Allow** or **Deny** sharing your ID.me identity information with us.

- If you deny sharing your ID.me information with us, you will be redirected to an SDI Online error message, “You must share your identity with the EDD to create an account.”
- If you deny by mistake, select **Verify with ID.me** to try again.
- If you allow sharing your ID.me information with us, you are sent to SDI Online registration.



Step 9: Enter Your Information

The system automatically fills some personal information and are read-only fields:

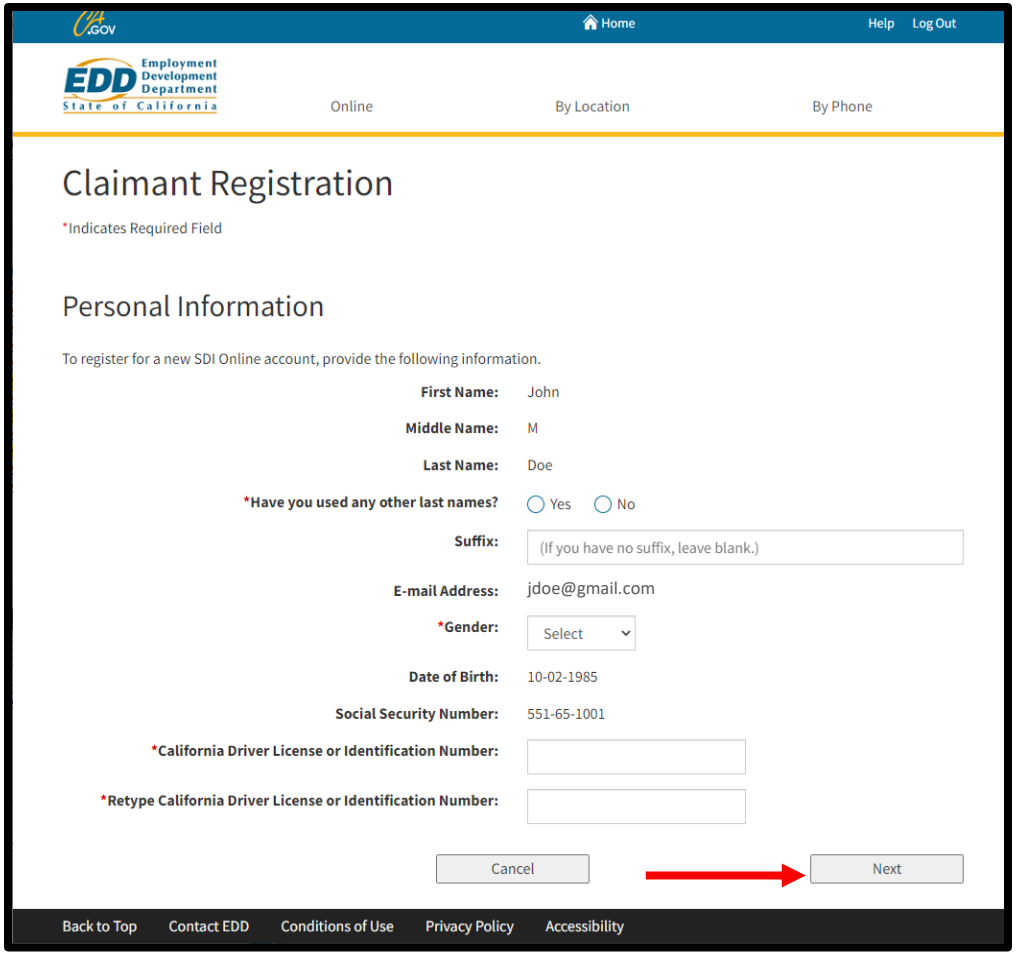
- Your full legal name
- Email
- Date of birth
- Social Security number

You must enter the following information:

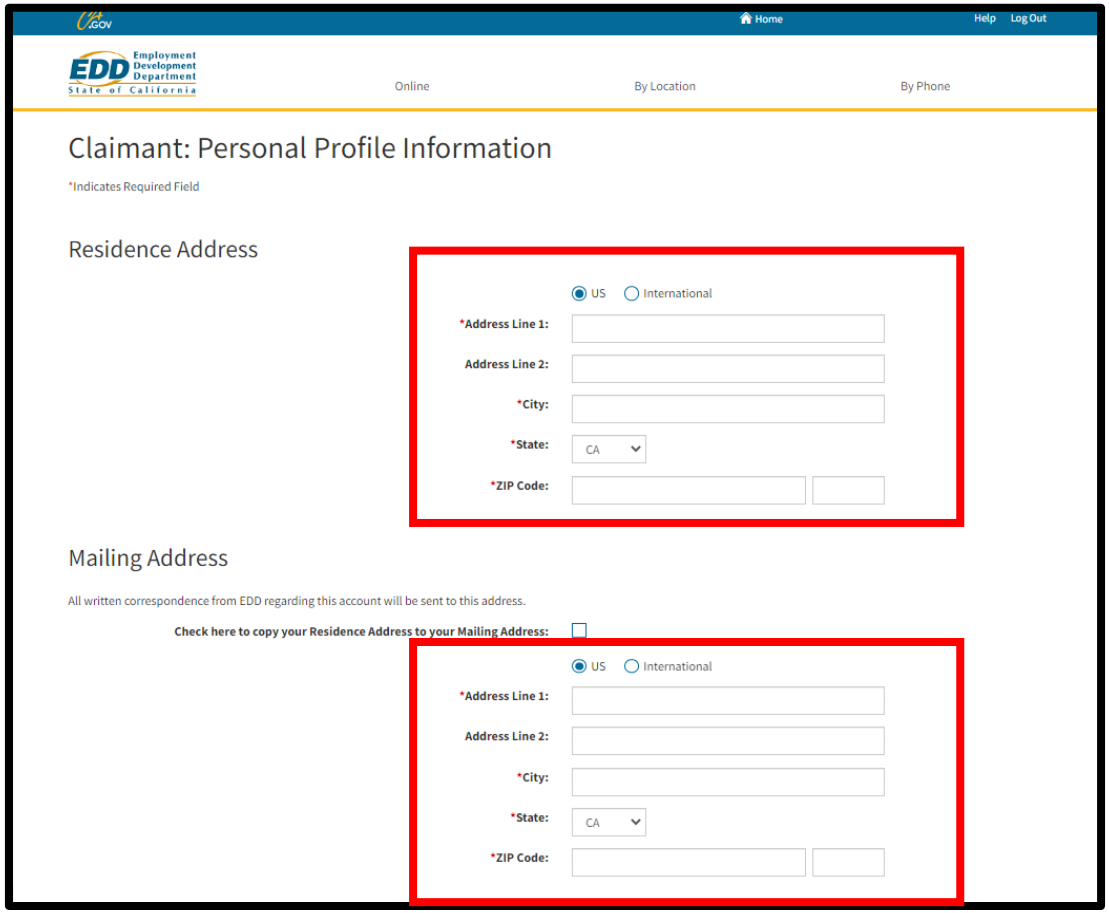
- Gender
- California driver's license or identification number

You must complete the fields marked with a red asterisk (*).

Select **Next**.



Step 10: Enter Your Address



From the Personal Profile Information screen, enter your:

- Residence address can include a PO Box
- Mailing address

You must complete the fields marked with a red asterisk (*).

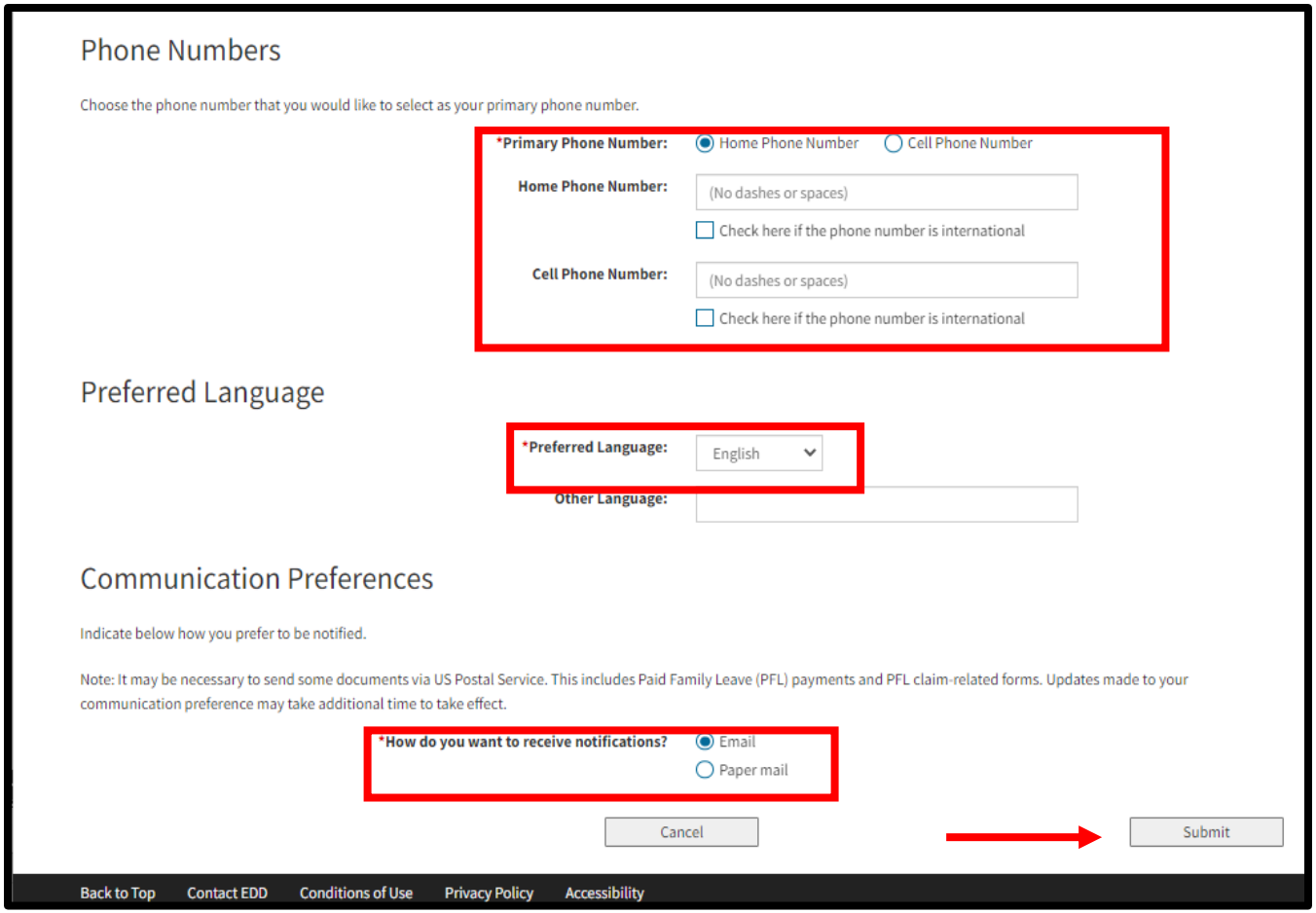
Step 11: Communication Preference

Next, enter your:

- Home and cell phone number.
- Preferred language.
- How you want to get notifications from us.

You must complete the fields marked with a red asterisk (*).

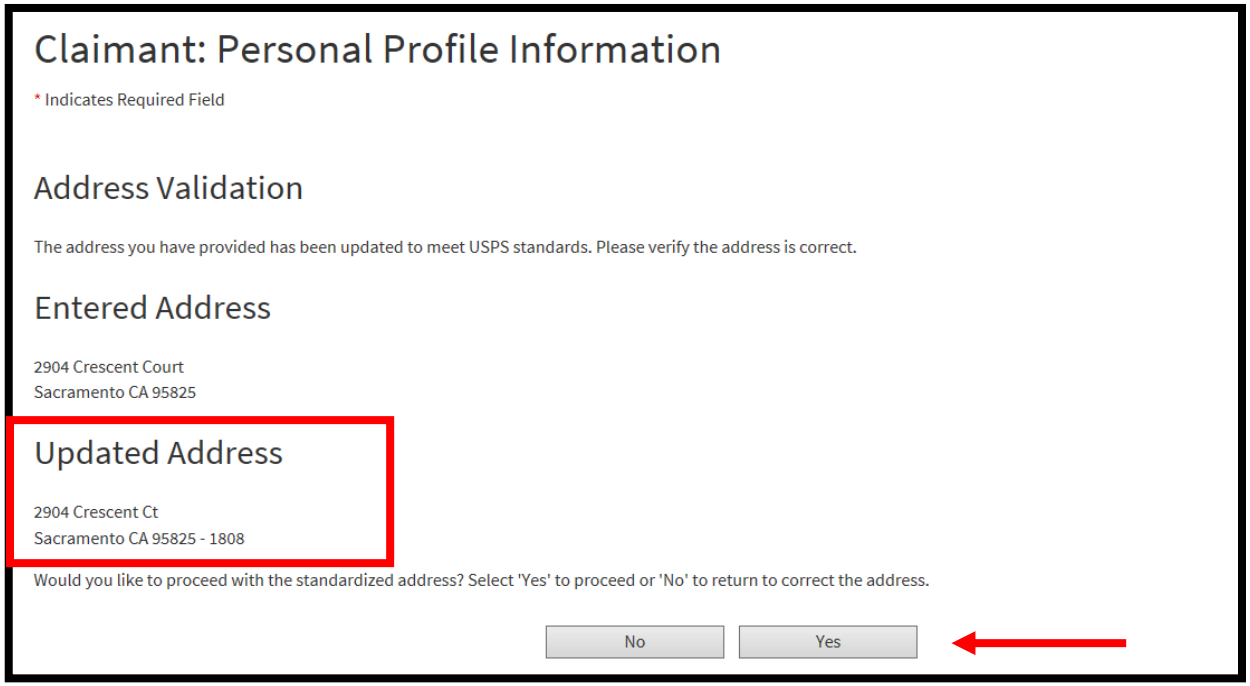
Select **Submit**.



Step 12: Confirm Address

The system may adjust your address under the Updated Address field to follow USPS standards.

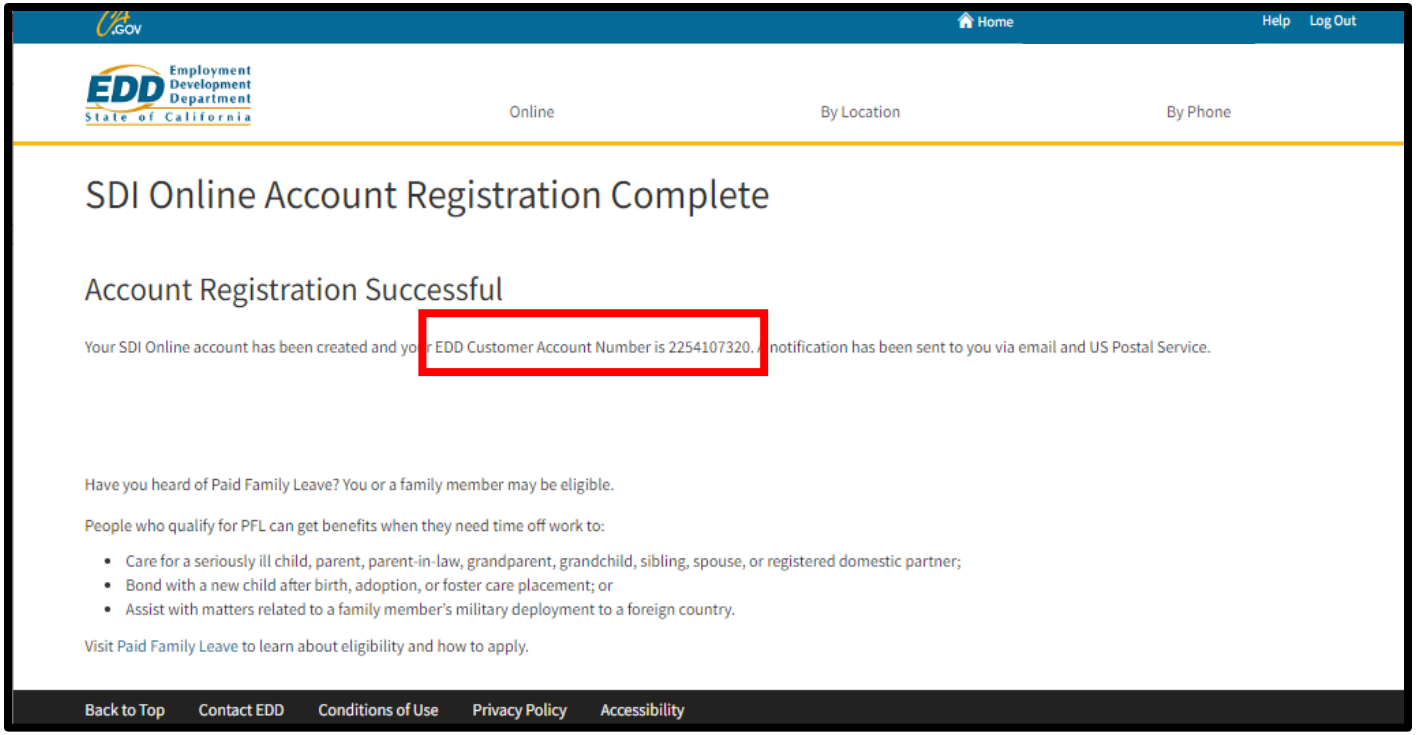
- Select **Yes** to confirm the updated address is correct.
- Select **No** if the address is incorrect and re-enter the address.



Step 13: Registration Complete

After completing your SDI Online registration, we assign you an **EDD Customer Account Number (EDDCAN).**

Save your EDD Customer Account Number for future reference. We can request this number when you contact us.



Employment Development Department
State of California

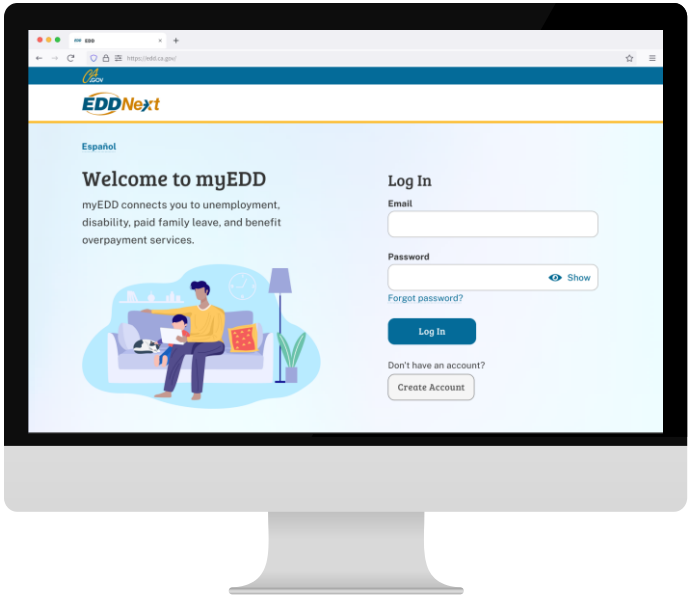
Resolve an Error Message

Learn more about how you can resolve an SDI Online registration error message.

Get Started

What is an E312 or E324 Error?

These error messages mean that you previously registered in myEDD and UI Online or SDI Online using a different email.



If you get an E312 or E324 error message:

- Log in to myEDD with the first email used to register in UI Online or SDI Online.
- If you have not already, select the option to register for SDI Online.
- If you do not have access to the email or cannot resolve the error, contact us at 1-800-480-3287 from 8 a.m. to 5 p.m. (PT), Monday through Friday, except on state holidays.
- Or you can file for disability or Paid Family Leave by paper claim form.

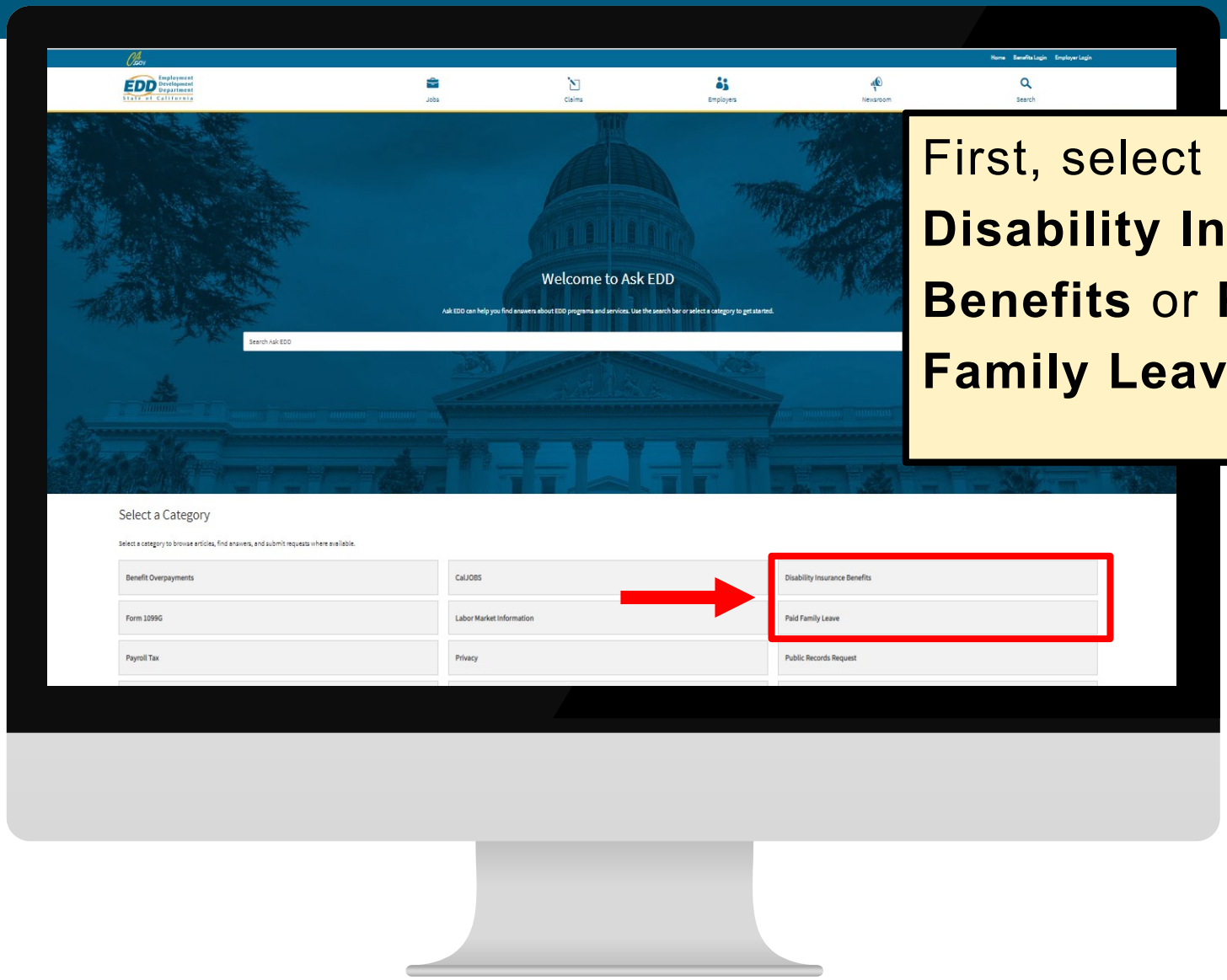
What is an E311, E313, or E 318 Error?

These error messages suggest the information you entered **does not** match our records.

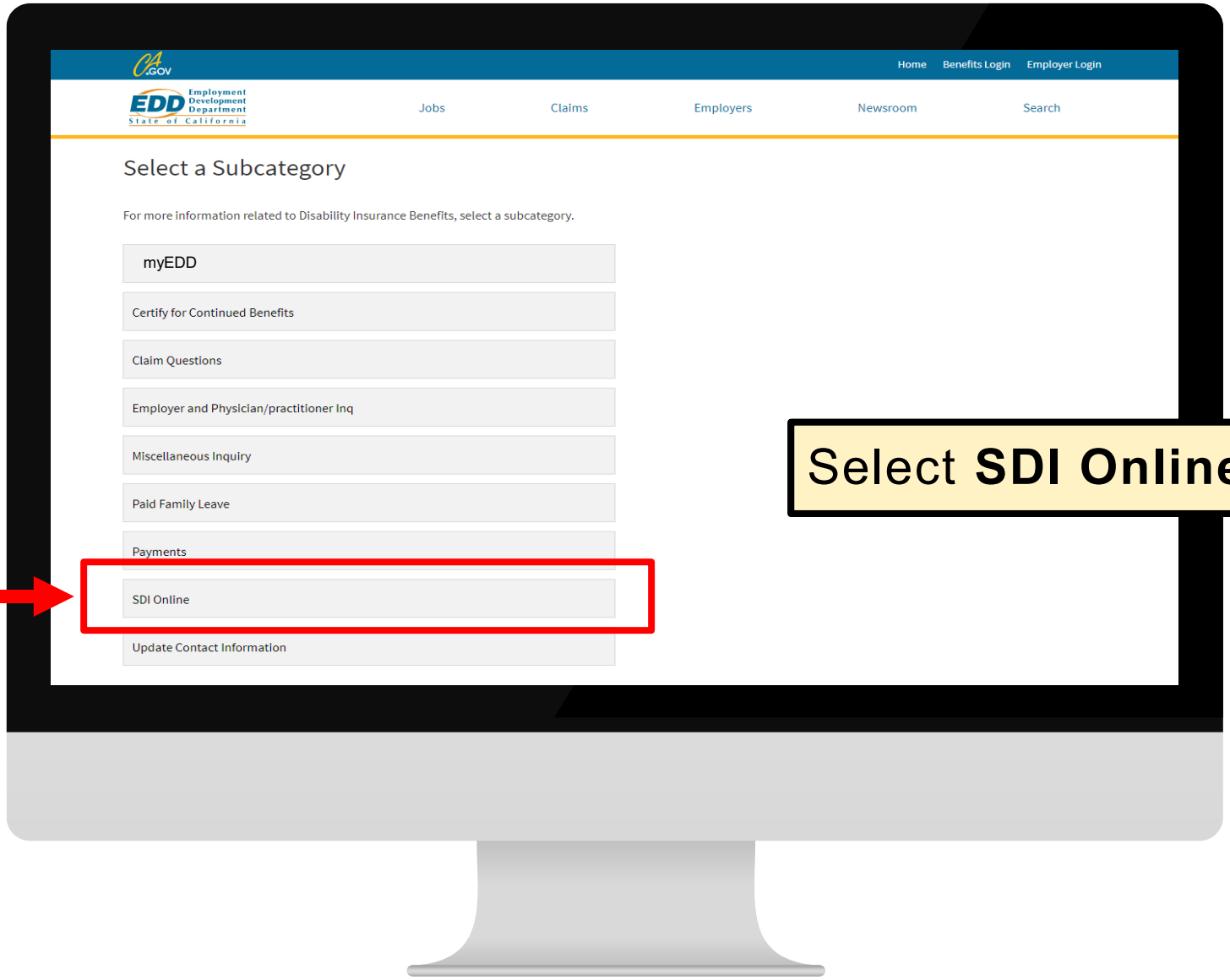
If you get an E311, E313, or E318 error message, check your California driver's license (CDL) or identification (ID) card to ensure you are entering your name as it appears on the card. Also make sure you enter the correct CDL or ID number and date of birth, then complete all required fields.

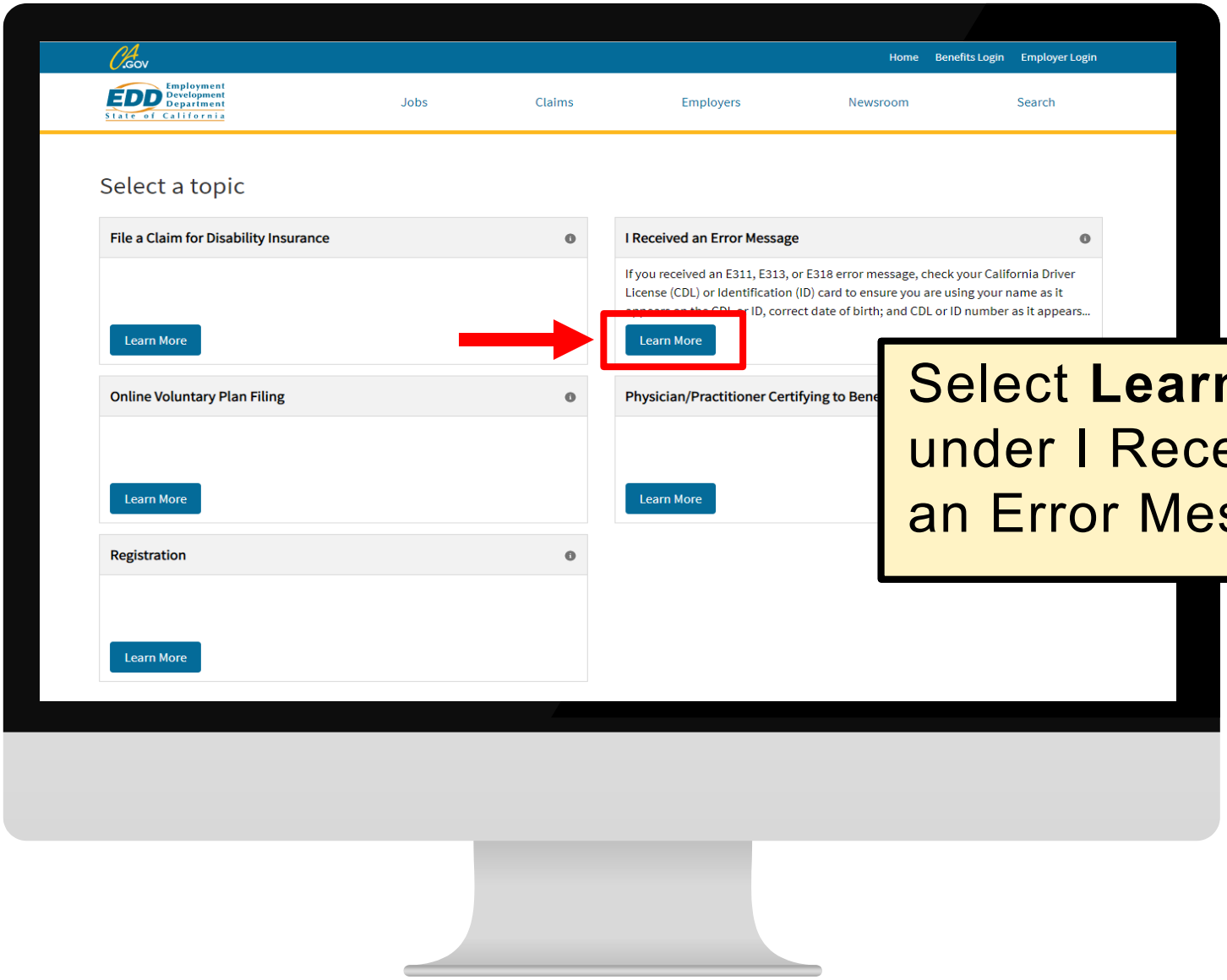
- If you have had a name change since you last applied for benefits, contact a representative to update your information at 1-800-480-3287.
- You can also use Ask EDD to send us a message.
- Or you can file for disability or Paid Family Leave by paper claim form.

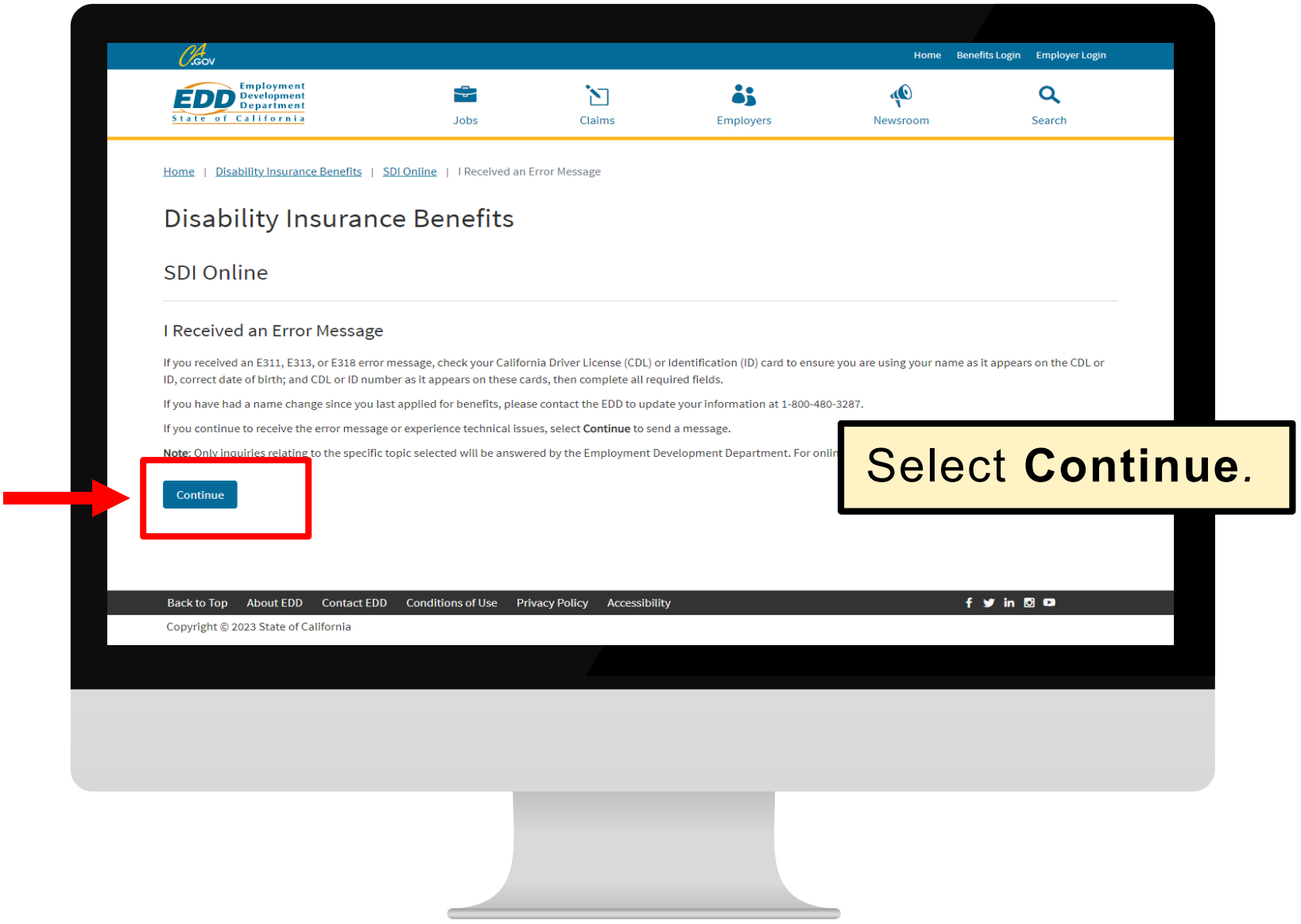
How to send a message through Ask EDD



First, select **Disability Insurance Benefits** or **Paid Family Leave.**


CA.GOV
Home
Benefits Login
Employer Login
EDD Employment Development Department State of California
Jobs
Claims
Employers
Newsroom
Search
Select a Subcategory
For more information related to Disability Insurance Benefits, select a subcategory.
myEDD
Certify for Continued Benefits
Claim Questions
Employer and Physician/practitioner Inq
Miscellaneous Inquiry
Paid Family Leave
Payments
SDI Online
Update Contact Information
Select SDI Online.


Home
Benefits Login
Employer Login
EDD Employment Development Department State of California
Jobs
Claims
Employers
Newsroom
Search
Select a topic
File a Claim for Disability Insurance
Learn More
I Received an Error Message
If you received an E311, E313, or E318 error message, check your California Driver License (CDL) or Identification (ID) card to ensure you are using your name as it
ID, correct date of birth; and CDL or ID number as it appears...
Learn More
Online Voluntary Plan Filing
Learn More
Physician/Practitioner Certifying to Bene
Learn More
Registration
Learn More
Select **Learn More** under I Received an Error Message.


Home
Benefits Login
Employer Login
Employment Development Department
State of California
Jobs
Claims
Employers
Newsroom
Search
Home | Disability Insurance Benefits | SDI Online | I Received an Error Message
Disability Insurance Benefits
SDI Online
I Received an Error Message
If you received an E311, E313, or E318 error message, check your California Driver License (CDL) or Identification (ID) card to ensure you are using your name as it appears on the CDL or ID, correct date of birth; and CDL or ID number as it appears on these cards, then complete all required fields.
If you have had a name change since you last applied for benefits, please contact the EDD to update your information at 1-800-480-3287.
If you continue to receive the error message or experience technical issues, select Continue to send a message.
Note: Only inquiries relating to the specific topic selected will be answered by the Employment Development Department. For onli
Continue
Select Continue.
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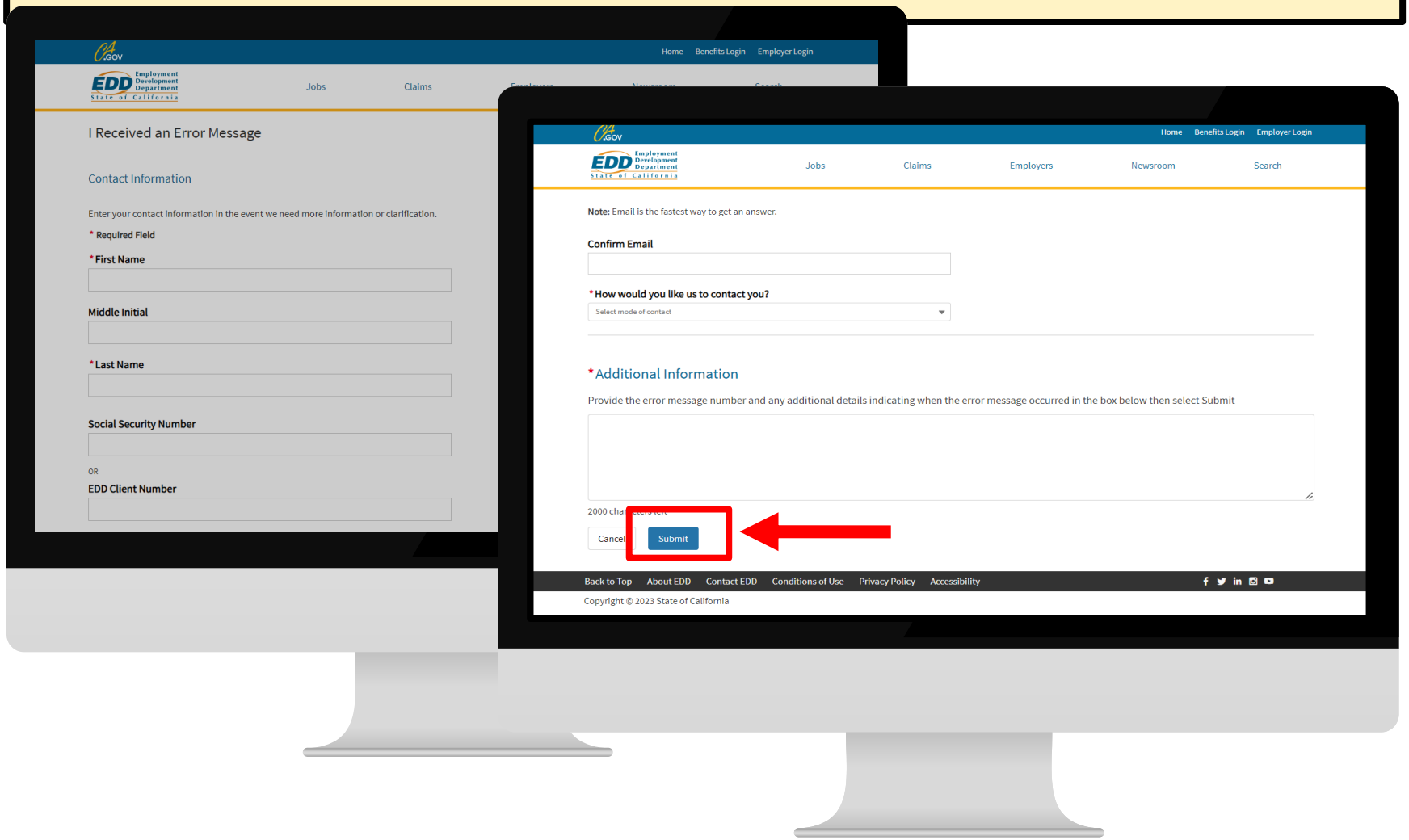
Enter your contact information and any information you believe will help us resolve your issue and select **Submit.** You must complete the required fields marked with a red asterisk (*).

Allow at least five business days to process your request. We will contact you by email, phone, or mail.



CONTACT US

Disability Insurance: 1-800-480-3287

Paid Family Leave: 1-877-238-4373

– Helpful Links –

Order Forms

Schedule a Webinar

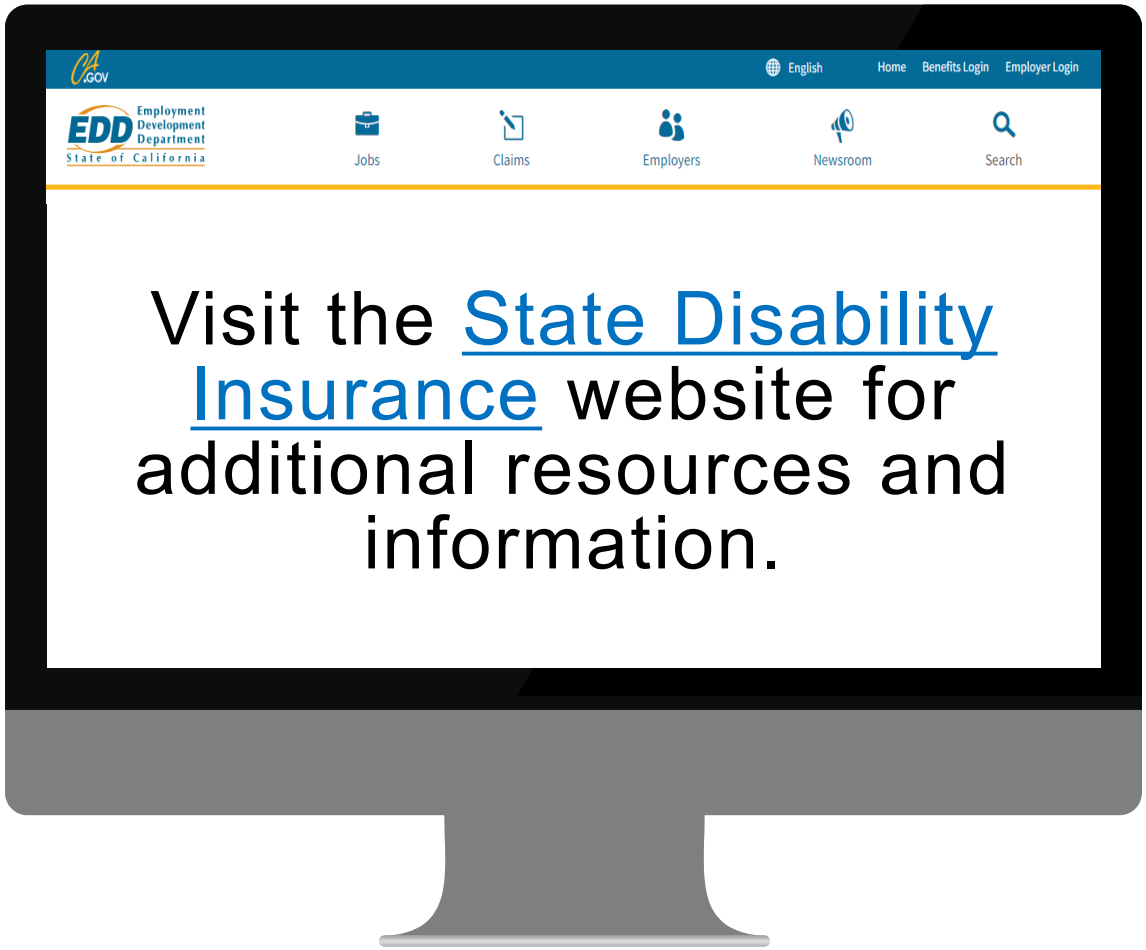
Help Fight Fraud

Contact Us

Accessibility

Language Resources

– Follow us –



The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and alternate formats need to be made by calling 1-866-490-8879 (voice), or through the California Relay Service at 711.