

SDI ONLINE TUTORIAL

Claimant Registration

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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

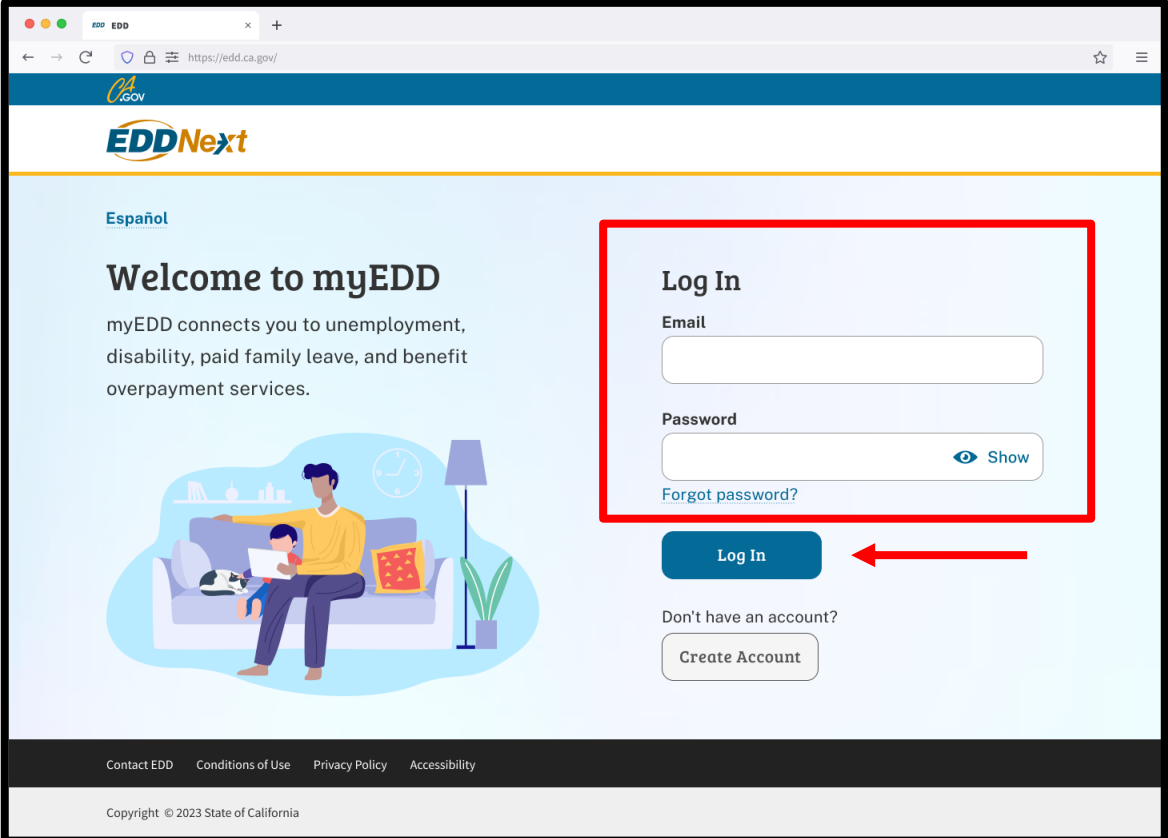
Step 1: Log in

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

1. Visit [myEDD](https://myedd.ca.gov/).
2. Enter the email and password used to create your myEDD account.
3. Select **Log In**.

Note:

For Spanish, select **Español**.

A screenshot of the myEDD login page. The page has a light blue background. At the top, there's a header with the 'CA.GOV' logo and 'EDDNext' text. Below the header, there's a 'Español' link. The main content area is divided into two sections. On the left, there's a 'Welcome to myEDD' section with a sub-header 'Welcome to myEDD' and a paragraph 'myEDD connects you to unemployment, disability, paid family leave, and benefit overpayment services.' Below this is an illustration of a person sitting on a couch with a laptop. On the right, there's a 'Log In' section enclosed in a red rectangular box. This section contains an 'Email' input field, a 'Password' input field with a 'Show' button, and a 'Forgot password?' link. Below the 'Log In' section is a blue 'Log In' button with a red arrow pointing to it. At the bottom of the 'Log In' section, there's a 'Don't have an account?' link and a 'Create Account' button. The footer of the page contains links for 'Contact EDD', 'Conditions of Use', 'Privacy Policy', and 'Accessibility', along with a copyright notice 'Copyright © 2023 State of California'.

Important:

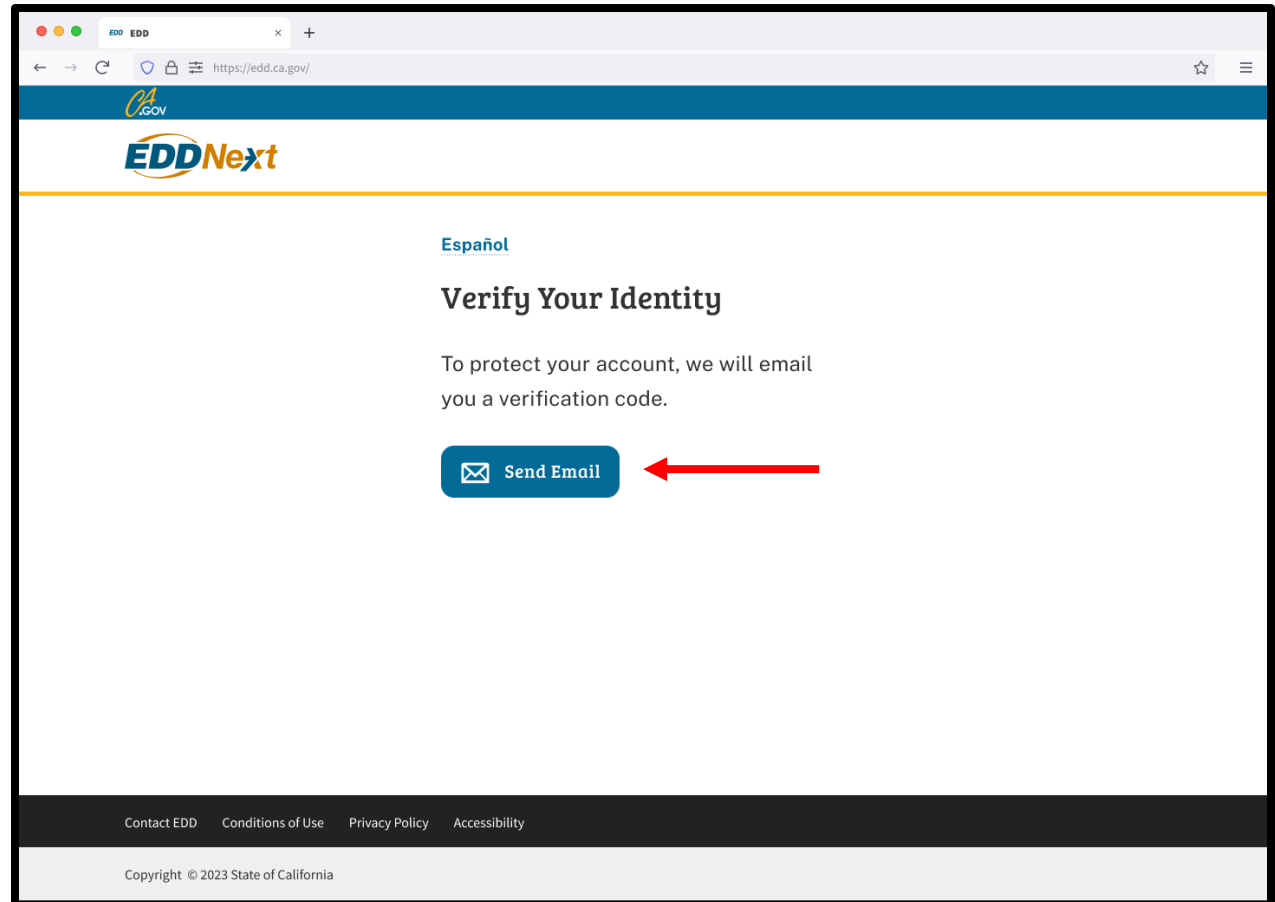
We lock your account for one hour after too many failed attempts to enter your password. You can wait one hour to try again or reset your password.

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**.

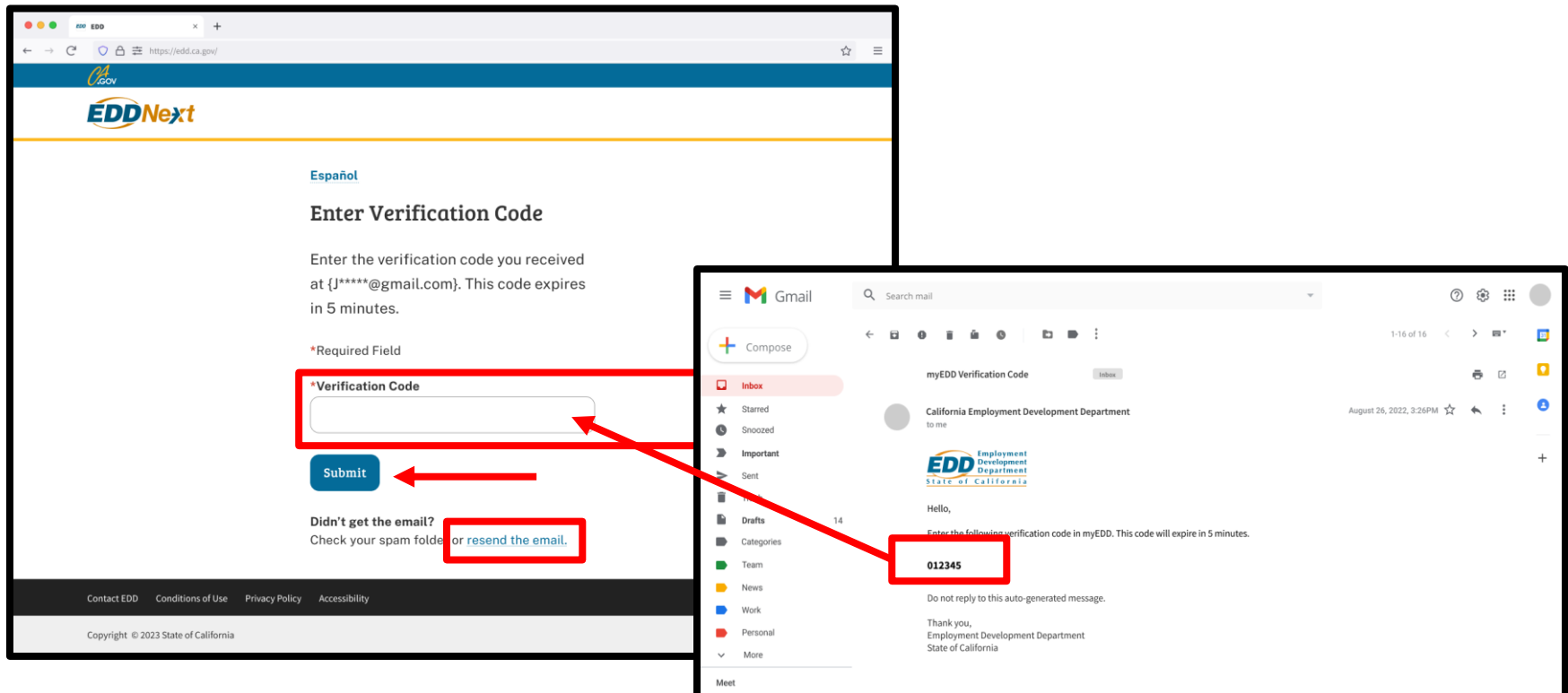
If you set up the login verification option as text message or phone call, follow the instructions based on that option.



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.

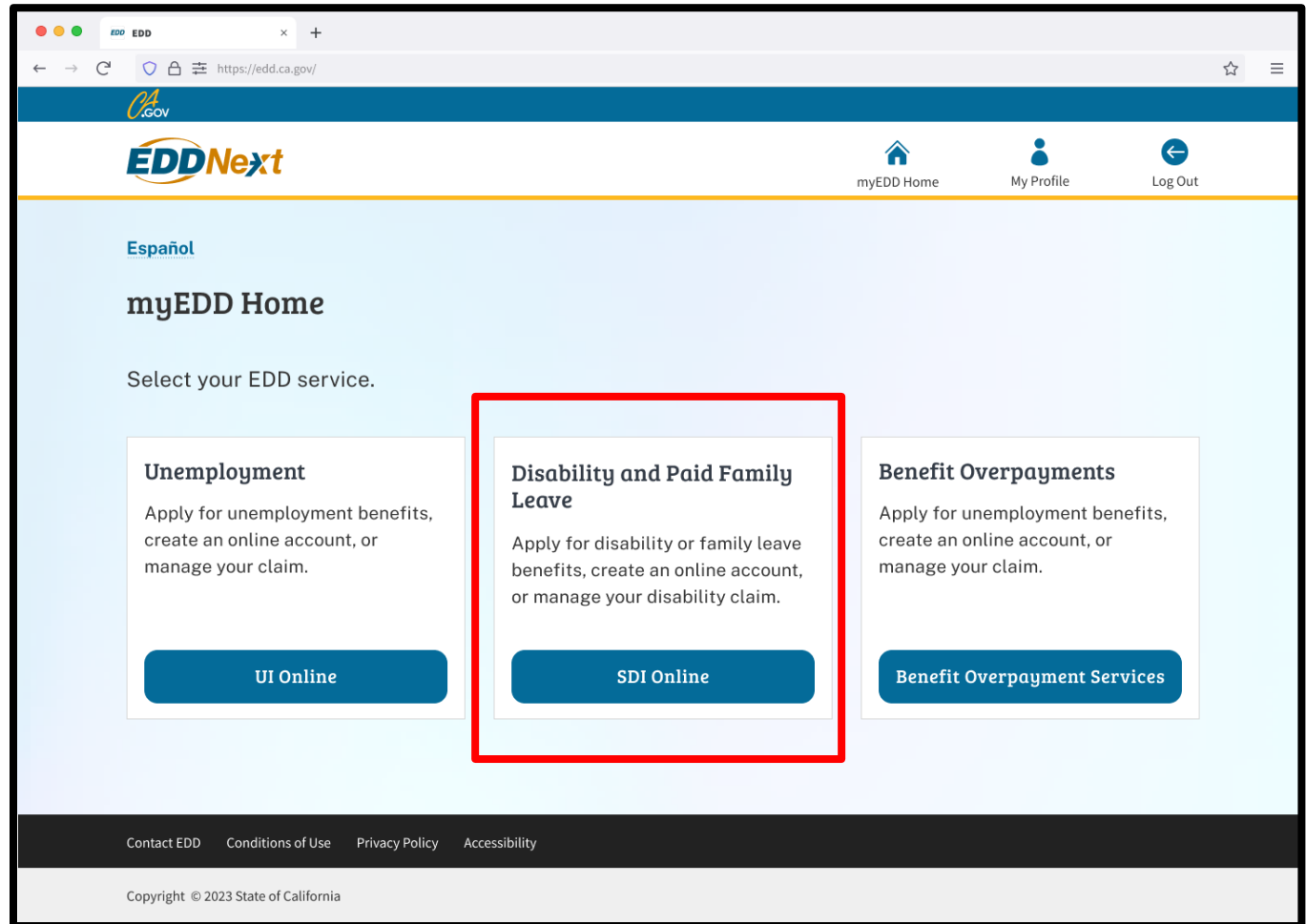


Step 4: Select SDI Online

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.

CA
GOV

Home Help Log Out

EDD Employment Development Department State of California

SDI Online Registration

Select your account type.

Claimant

Select **Register as a Claimant** to:

- File a Disability Insurance (DI) or Paid Family Leave (PFL) claim.
- Access your claim information.
- View your benefit payment history.

You will need:

- Social Security number
- California driver license (CDL) or identification (ID) card

Note: If you do not have a CDL or ID, you will need to file DI by mail or file PFL by mail.

Claimant registration is available from Monday to Saturday 6 a.m. to 6 p.m. and Sunday 6 a.m. to 5:30 p.m.

Register as a Claimant

Employer

Select **Register as an Employer** if you represent an employer.

You will need:

- Employer Account Number (EAN)
- Employer ZIP Code (as filed with the EDD Tax Branch)
- Total Subject Wages from the most recent DE 9C

Register as an Employer

Physician/Practitioner

Select **Register as a Physician/Practitioner** to certify Disability Insurance (DI) or Paid Family Leave (PFL) claims for your patients.

You will need:

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.

CA.GOV

Home Help Log Out

EDD Employment Development Department State of California

Online By Location By Phone

Claimant: Terms and Conditions

Terms and Conditions

Please read through the entire Terms and Conditions before proceeding. The information you provide may be used to verify your identity with federal and/or state agencies. If “I Do Not Agree” is selected, you will not be able to establish an online account.

These Terms and Conditions, which include the Conditions of Use and Privacy Statements, govern the use of and access to: (i) this website (www.edd.ca.gov/); and (ii) the information on or provided through this website.

If you establish an online account you are responsible for maintaining the confidentiality of your username and password, and you are responsible for all activities which you authorize under your username and password. You agree to: (i) immediately notify the Employment Development Department (EDD) of any unauthorized use of your username and password or any other breach of security; and (ii) log out from your account at the end of each session.

By registering for an online account, you agree to check your account regularly and frequently for messages from the EDD. Please note that e-mails will only be used to send notifications to log in to your account or when you request to reset your username or password. No confidential claim information will be sent via e-mail.

The information submitted by any party will be used by the Employment Development Department to carry out its responsibilities under the California Unemployment Insurance Code, which may include the sharing of the information with other entities as required by law.

These Terms and Conditions may change from time to time and it is your responsibility to check for updates. The last revision date for these Terms and Conditions is February 1, 2012.

I have read and understand all the above information and wish to continue with establishing an account in the State Disability Insurance (SDI) Online.

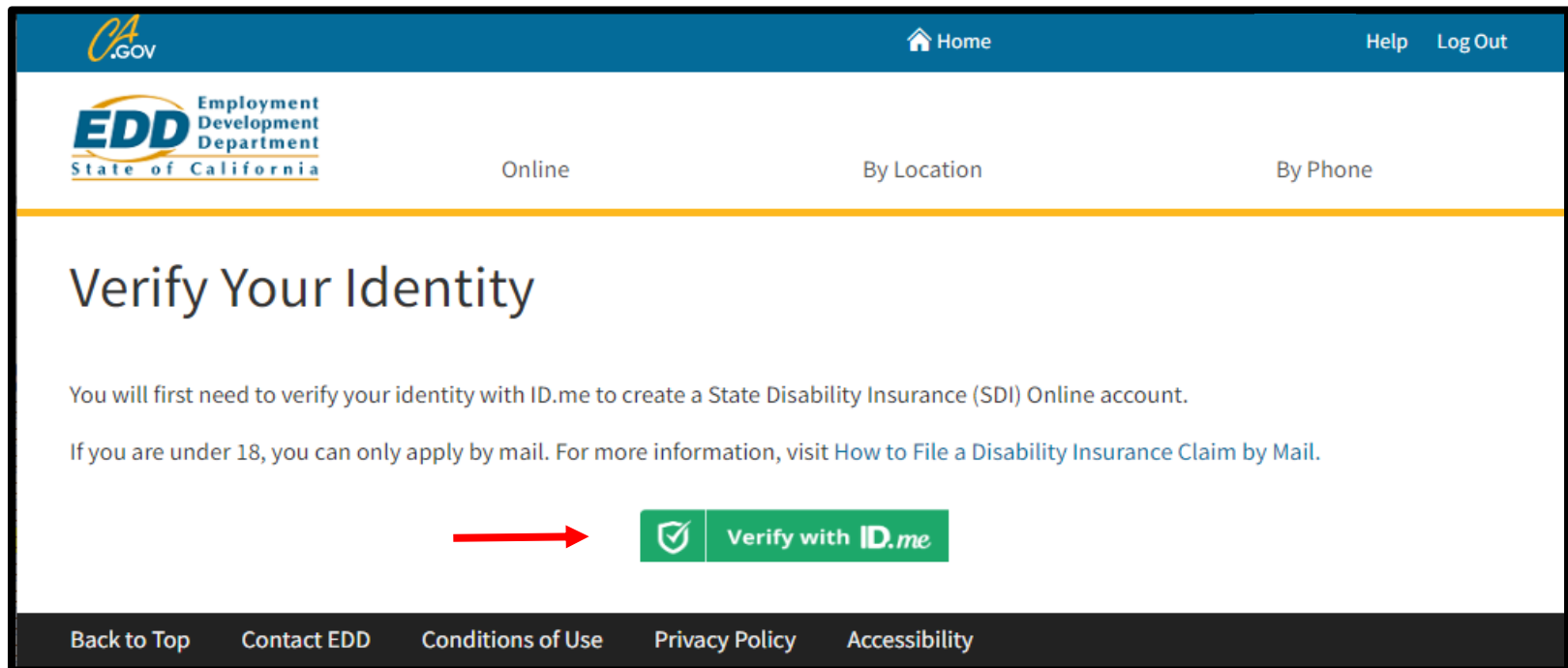
Back to Top Contact EDD Conditions of Use Privacy Policy Accessibility

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](#).



The screenshot shows the EDD (Employment Development Department) website for the State of California. The header includes the CA.GOV logo, a Home icon, and links for Help and Log Out. Below the header, the EDD logo is displayed alongside navigation links for Online, By Location, and By Phone. The main content area is titled 'Verify Your Identity' and contains the following text:

You will first need to verify your identity with ID.me to create a State Disability Insurance (SDI) Online account.

If you are under 18, you can only apply by mail. For more information, visit [How to File a Disability Insurance Claim by Mail](#).

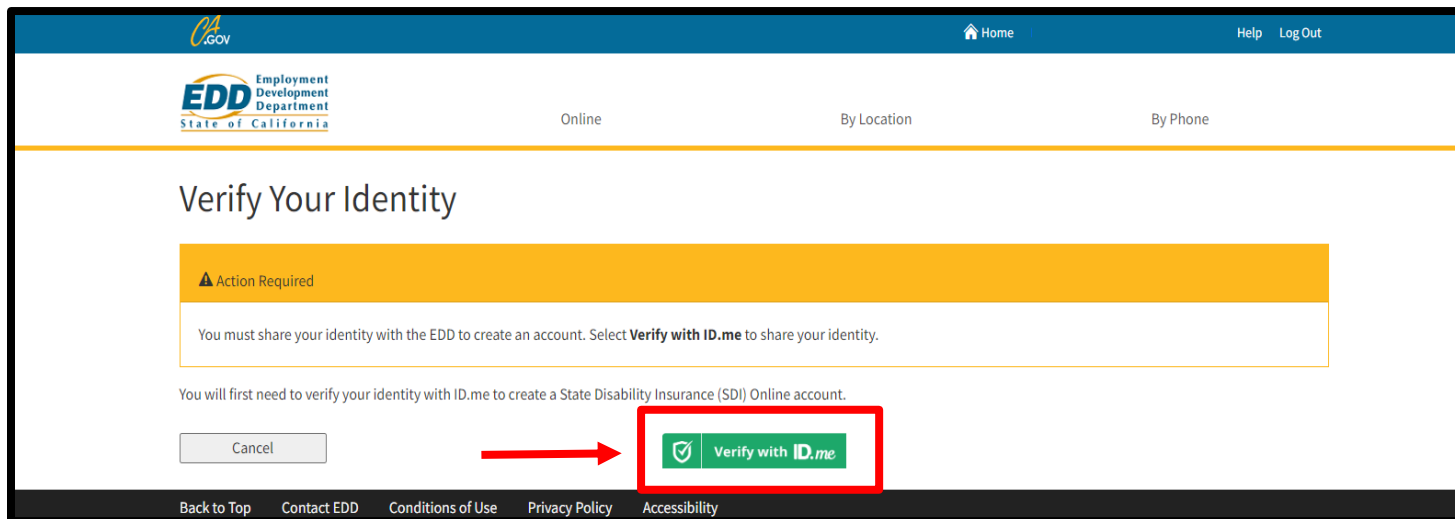
A red arrow points to a green button labeled 'Verify with ID.me' which features a white checkmark icon.

The footer contains links for Back to Top, Contact EDD, Conditions of Use, Privacy Policy, and Accessibility.

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.



The screenshot displays the "Verify Your Identity" page on the EDD State of California website. At the top, there is a blue header with the "CA.GOV" logo and navigation links for "Home", "Help", and "Log Out". Below the header, the EDD logo and "State of California" text are visible, along with navigation options: "Online", "By Location", and "By Phone". The main heading is "Verify Your Identity". A yellow banner with a warning icon and the text "Action Required" is present. Below this, a message states: "You must share your identity with the EDD to create an account. Select **Verify with ID.me** to share your identity." Further down, it says: "You will first need to verify your identity with ID.me to create a State Disability Insurance (SDI) Online account." At the bottom of the main content area, there are two buttons: a grey "Cancel" button and a green "Verify with ID.me" button. A red arrow points to the "Verify with ID.me" button, which is also enclosed in a red rectangular box. The footer contains links for "Back to Top", "Contact EDD", "Conditions of Use", "Privacy Policy", and "Accessibility".

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**.

The screenshot shows the 'Claimant Registration' page of the EDD (Employment Development Department) website. The page has a blue header with the EDD logo and navigation links like 'Home', 'Help', and 'Log Out'. Below the header, there are tabs for 'Online', 'By Location', and 'By Phone'. The main content area is titled 'Claimant Registration' and includes a note '*Indicates Required Field'. The 'Personal Information' section contains several fields: 'First Name' (John), 'Middle Name' (M), 'Last Name' (Doe), 'Suffix' (with a hint '(If you have no suffix, leave blank.)'), 'E-mail Address' (jdoe@gmail.com), 'Gender' (a dropdown menu with 'Select' as the current value), 'Date of Birth' (10-02-1985), and 'Social Security Number' (551-65-1001). There are two required fields marked with a red asterisk: '*California Driver License or Identification Number' and '*Retype California Driver License or Identification Number'. At the bottom of the form, there are 'Cancel' and 'Next' buttons. A red arrow points from the 'Cancel' button to the 'Next' button. The footer contains links for 'Back to Top', 'Contact EDD', 'Conditions of Use', 'Privacy Policy', and 'Accessibility'.

Step 10: Enter Your Address

The screenshot displays the 'Claimant: Personal Profile Information' page on the EDD website. The page has a blue header with the EDD logo and navigation links. Below the header, there are three tabs: 'Online', 'By Location', and 'By Phone'. The main content area is titled 'Claimant: Personal Profile Information' and includes a note '*Indicates Required Field'. There are two main sections: 'Residence Address' and 'Mailing Address'. Each section contains a form with fields for Address Line 1, Address Line 2, City, State (a dropdown menu), and ZIP Code. The 'Residence Address' form is highlighted with a red border. Below the 'Mailing Address' section, there is a checkbox labeled 'Check here to copy your Residence Address to your Mailing Address:'. The 'Mailing Address' form is also highlighted with a red border.

Claimant: Personal Profile Information

*Indicates Required Field

Residence Address

☒ US ☐ International

*Address Line 1:

Address Line 2:

*City:

*State:

*ZIP Code:

Mailing Address

All written correspondence from EDD regarding this account will be sent to this address.

Check here to copy your Residence Address to your Mailing Address: ☐

☒ US ☐ International

*Address Line 1:

Address Line 2:

*City:

*State:

*ZIP Code:

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**.

Phone Numbers

Choose the phone number that you would like to select as your primary phone number.

***Primary Phone Number:** ☒ Home Phone Number ☐ Cell Phone Number

Home Phone Number:
☐ Check here if the phone number is international

Cell Phone Number:
☐ Check here if the phone number is international

Preferred Language

***Preferred Language:**

Other Language:

Communication Preferences

Indicate below how you prefer to be notified.

Note: It may be necessary to send some documents via US Postal Service. This includes Paid Family Leave (PFL) payments and PFL claim-related forms. Updates made to your communication preference may take additional time to take effect.

***How do you want to receive notifications?** ☒ Email ☐ Paper mail

[Back to Top](#) [Contact EDD](#) [Conditions of Use](#) [Privacy Policy](#) [Accessibility](#)

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.

Claimant: Personal Profile Information

* Indicates Required Field

Address Validation

The address you have provided has been updated to meet USPS standards. Please verify the address is correct.


Entered Address

2904 Crescent Court
Sacramento CA 95825

Updated Address

2904 Crescent Ct
Sacramento CA 95825 - 1808

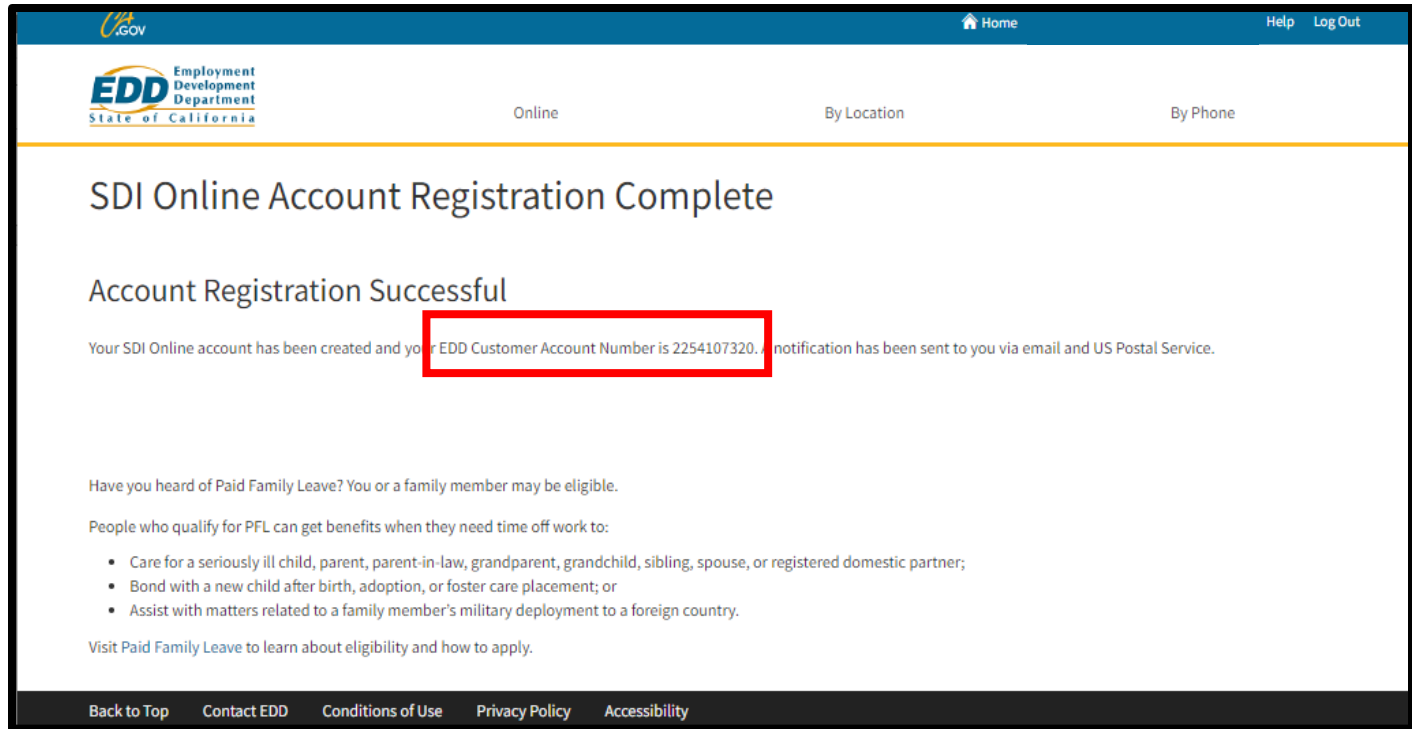
Would you like to proceed with the standardized address? Select 'Yes' to proceed or 'No' to return to correct the address.



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.



The screenshot shows the 'SDI Online Account Registration Complete' page from the EDD (Employment Development Department) website. The page has a blue header with the 'CA.GOV' logo, 'Home', 'Help', and 'Log Out' links. Below the header, the EDD logo and 'State of California' are on the left, and 'Online', 'By Location', and 'By Phone' are on the right. The main content area has a yellow border and contains the following text:

SDI Online Account Registration Complete

Account Registration Successful

Your SDI Online account has been created and your **EDD Customer Account Number is 2254107320.** Notification has been sent to you via email and US Postal Service.

Have you heard of Paid Family Leave? You or a family member may be eligible.

People who qualify for PFL can get benefits when they need time off work to:

- Care for a seriously ill child, parent, parent-in-law, grandparent, grandchild, sibling, spouse, or registered domestic partner;
- Bond with a new child after birth, adoption, or foster care placement; or
- Assist with matters related to a family member's military deployment to a foreign country.

Visit [Paid Family Leave](#) to learn about eligibility and how to apply.

The footer contains links: [Back to Top](#), [Contact EDD](#), [Conditions of Use](#), [Privacy Policy](#), and [Accessibility](#).

Resolve an Error Message

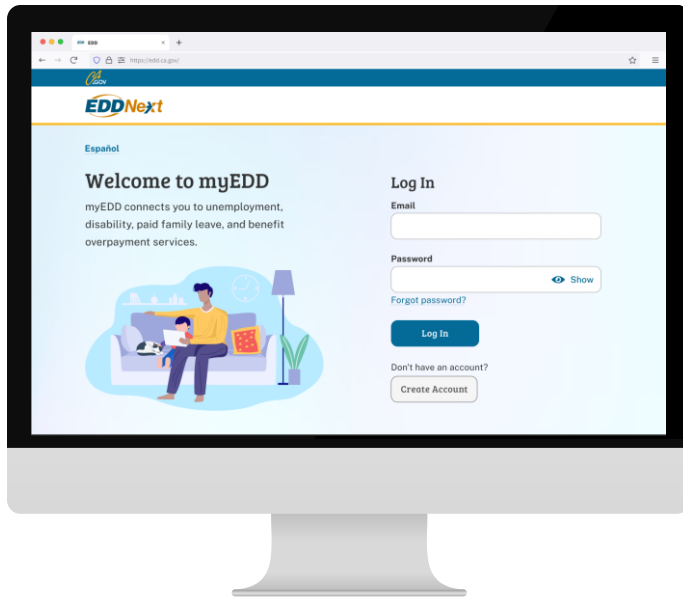
Learn more about how you can resolve an
SDI Online registration error message.



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.



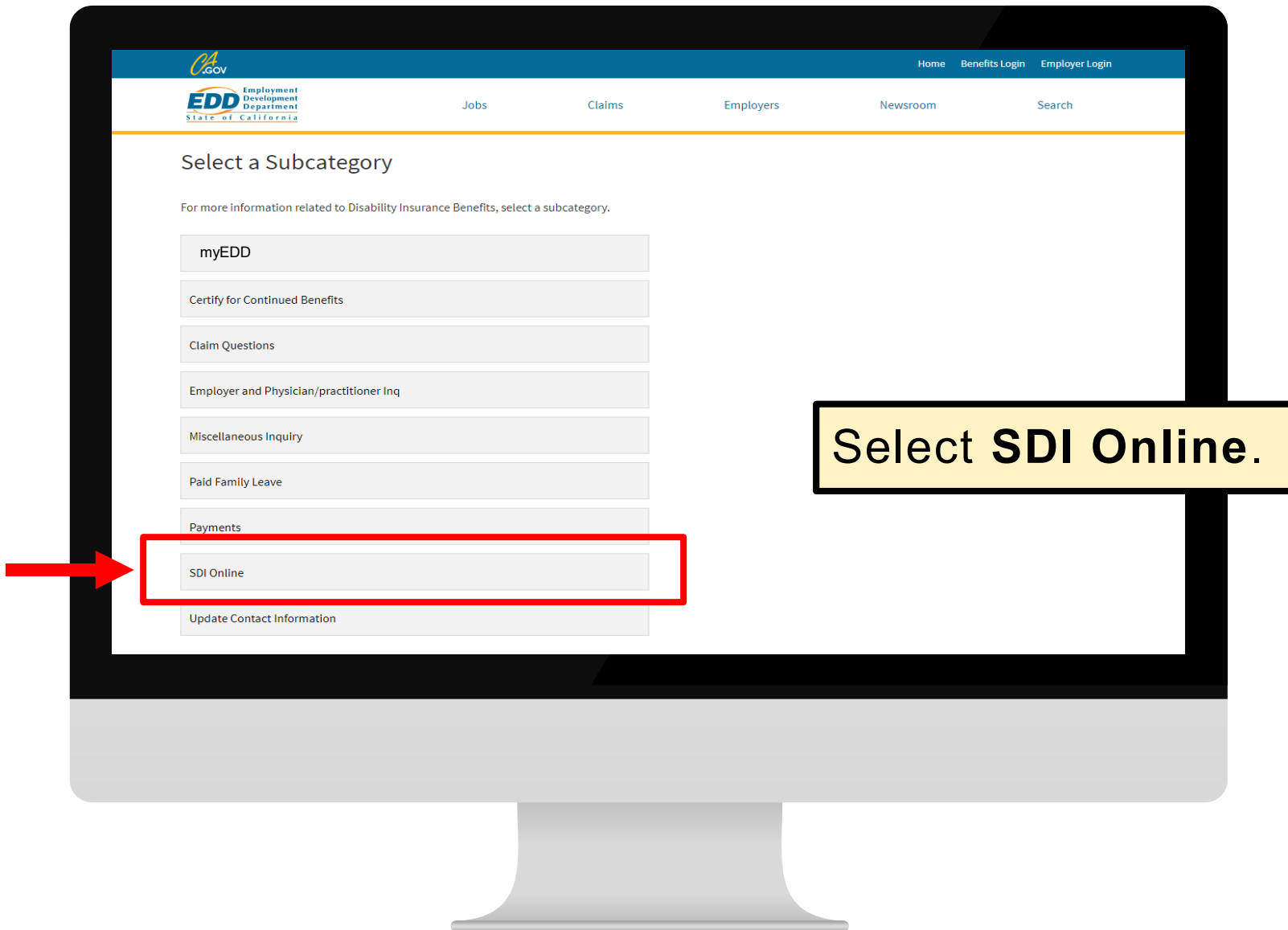
If you get an E311, E313, or E318 error message, check your California driver's license (CDL) or identification (ID) card to ensure you are entering your name as it appears on the card. Also make sure you enter the correct CDL or ID number and date of birth, then complete all required fields.

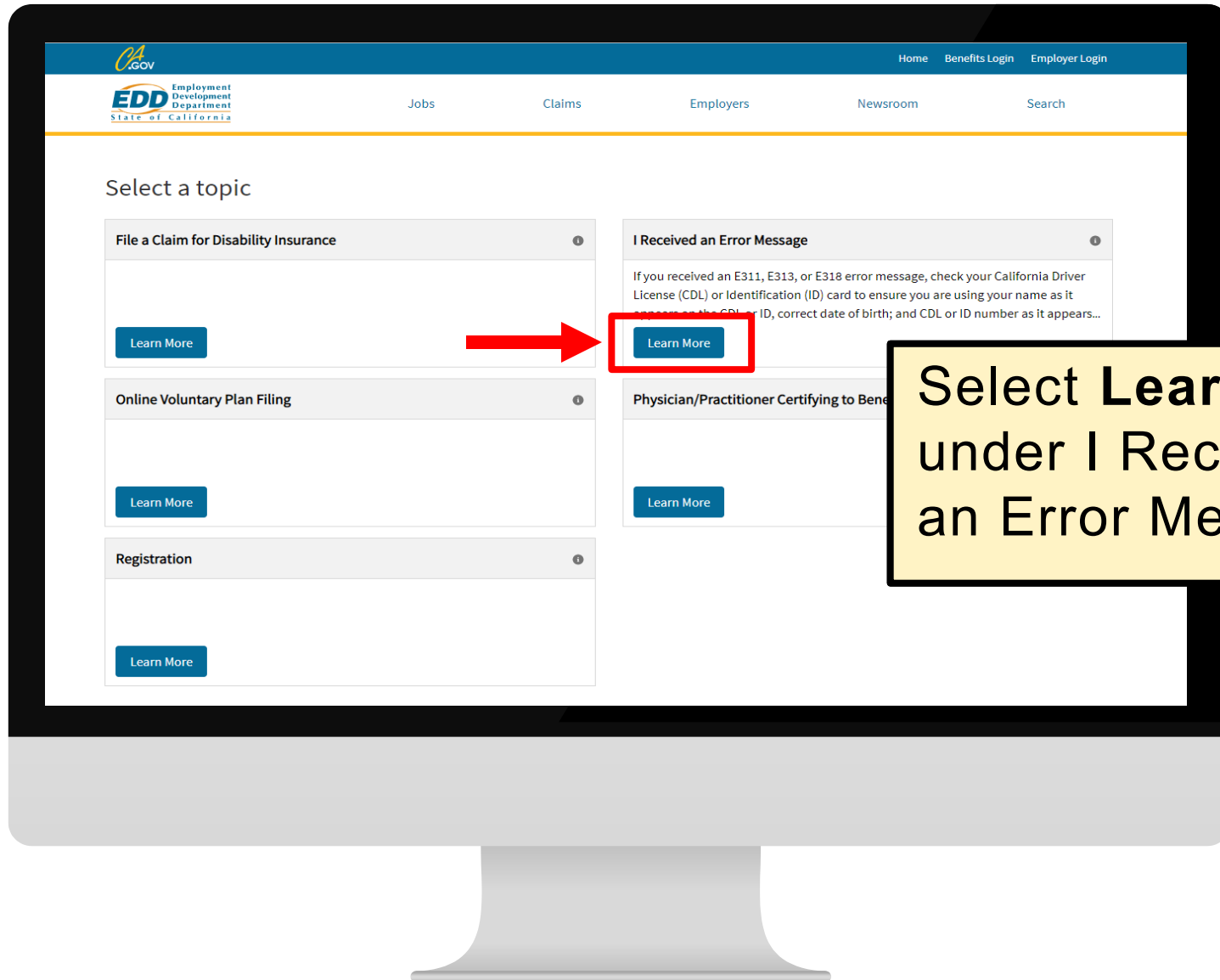
- If you have had a name change since you last applied for benefits, contact a representative to update your information at 1-800-480-3287.
- You can also use [Ask EDD](#) to send us a message.
- Or you can file for [disability](#) or [Paid Family Leave](#) by paper claim form.

How to send a message through Ask EDD



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







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[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.

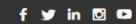
If you continue to receive the error message or experience technical issues, select **Continue** to send a message.

Note: Only inquiries relating to the specific topic selected will be answered by the Employment Development Department. For online

[Continue](#)

Select Continue.

[Back to Top](#) [About EDD](#) [Contact EDD](#) [Conditions of Use](#) [Privacy Policy](#) [Accessibility](#)



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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.

The image shows two computer monitors displaying the EDD (Employment Development Department) website. The left monitor displays the 'I Received an Error Message' page, which includes a 'Contact Information' section with fields for First Name, Middle Initial, Last Name, Social Security Number, and EDD Client Number. The right monitor displays the 'Confirm Email' page, which includes a 'Confirm Email' field, a 'How would you like us to contact you?' dropdown menu, and an 'Additional Information' section. A red box highlights the 'Submit' button on the right monitor, and a red arrow points to it.

CA.GOV Home Benefits Login Employer Login

EDD Employment Development Department State of California

Jobs Claims Employers Newsroom Search

I Received an Error Message

Contact Information

Enter your contact information in the event we need more information or clarification.

* Required Field

* First Name

Middle Initial

* Last Name

Social Security Number

OR

EDD Client Number

Note: Email is the fastest way to get an answer.

Confirm Email

* How would you like us to contact you?

Select mode of contact

* Additional Information

Provide the error message number and any additional details indicating when the error message occurred in the box below then select Submit

2000 characters left

Cancel Submit

Back to Top About EDD Contact EDD Conditions of Use Privacy Policy Accessibility

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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](#)



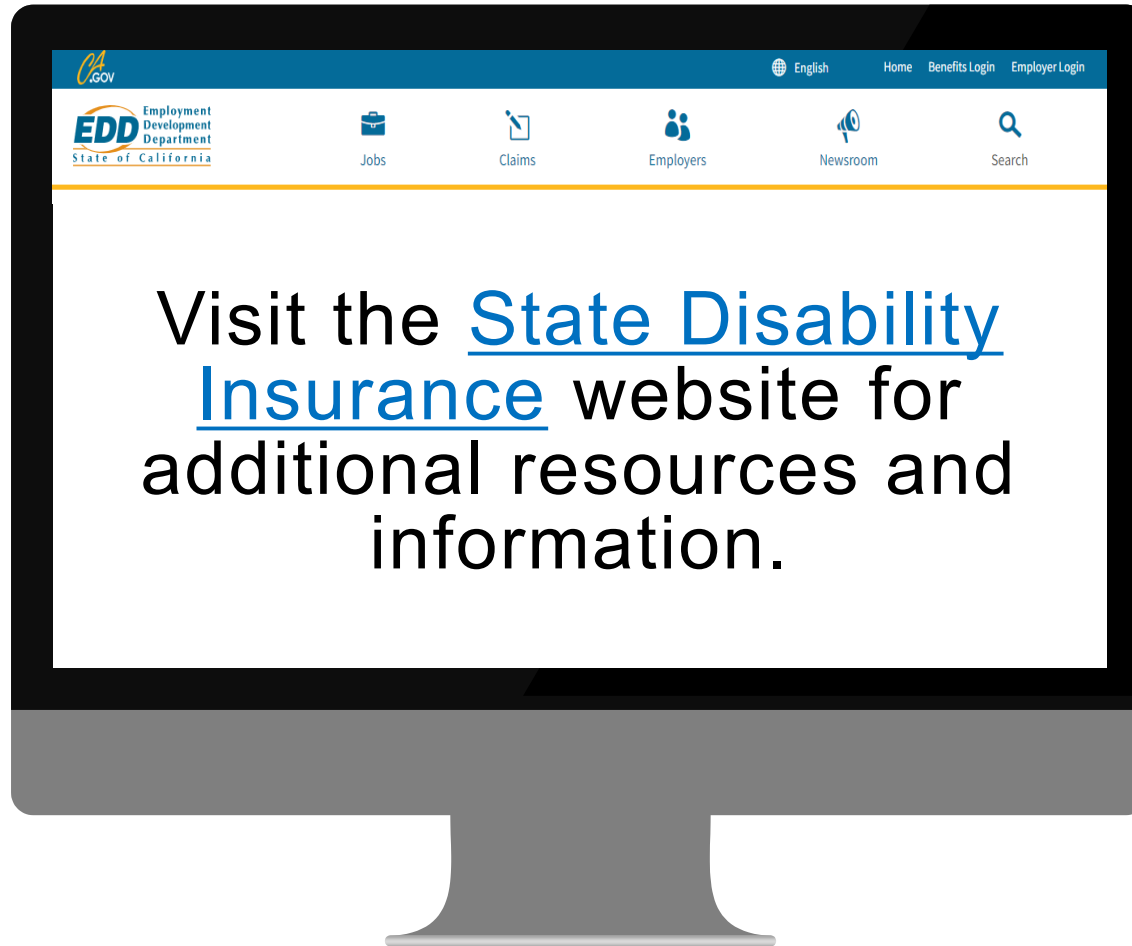
[Contact Us](#)

[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.