

## BEACON Instructions for Completing Common Claimant UI Tasks

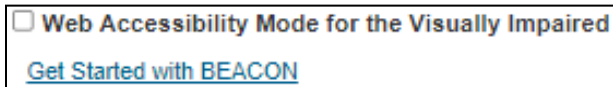
### 1. How can I create a BEACON account? How can I file an initial claim in BEACON?

To use BEACON, you must **create an account**. To do so, you should:

- Go to the **BEACON claimant** landing page ([beacon.labor.maryland.gov/](https://beacon.labor.maryland.gov/)) and select the “**Get Started with BEACON**” link.

**NOTE:** A claimant refers to an individual who submits a claim for UI benefits.

- After selecting the link, the question “Have you ever filed for unemployment insurance benefits in Maryland?” will display.



- If you have not filed for UI benefits in Maryland, you should answer “**no**” to “Have you ever filed for unemployment insurance benefits in Maryland?” You can follow the prompts to create a BEACON account and file an initial claim. For more, you may view the [Claims Filing - Initial Claims FAQs](#) at [MDunemployment.com](https://MDunemployment.com).
- If you previously filed for unemployment insurance (UI) benefits in Maryland, you should answer “**yes**” and follow the prompts to activate an account.
  - After activating an account, you can **file an initial claim** by selecting **Apply for Benefits** from the left menu in your BEACON portal (you will be in your portal upon logging in to BEACON) and following the prompts.

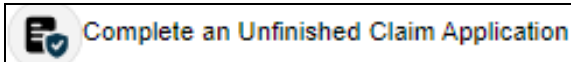


### 2. If I started to apply for UI benefits in BEACON but did not finish, how can I complete the application?

You can go to the [BEACON claimant landing page](#), and:

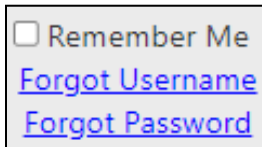
- Select the **Get Started with BEACON** link.
- The question, Have you ever filed for unemployment insurance benefits in Maryland?, will display. If you have not filed, you should answer no.

- You should select the **Complete an Unfinished Claim Application** link. Then, you should enter your username and password and follow the prompts.



### 3. How can I reset my BEACON username and password?

- To reset a **username**, you should navigate to the [BEACON claimant landing page](#) and select **Login to My Account** to reach the [BEACON login web page](#).
- Then, you should select the **Forgot Username** link.



- You will be taken to a screen where you should enter the email address associated with your BEACON account. You should then enter the CAPTCHA code, select the Next button, and follow the prompts.

To retrieve your Username, first enter the email address associated with your account.

Email Address: \*

Captcha

- To reset a **password**, you should navigate to the [BEACON login web page](#), and then select the **Forgot Password** link.
- You will be taken to a screen where you should enter your BEACON username. Then, enter the CAPTCHA code, select the Next button, and follow the prompts.

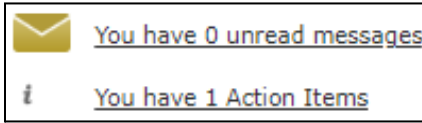
To reset your password enter the Username associated with your account.

Username: \*

Captcha

#### 4. How can I reopen my claim in BEACON?

If you are eligible to reopen a claim, you will have a **Reopen Claim action item** in your portal (you may be eligible to reopen a claim when the claim is inactive, but UI benefits are available). To access the action item, you may select the **Action Items** link under the **Alerts & Messages** section of the portal. You should select the relevant action item and follow the prompts.



#### 5. How do I file a weekly claim certification online?

A weekly claim certification is a claimant's request to be paid UI benefits for a particular week of unemployment. To file in BEACON, you should log in to your portal and:

- Select **Weekly Certification** from the portal's left menu and follow the prompts. You will receive a confirmation number when the process is completed. For more, you can see the [Claims Filing - Weekly Claim Certifications FAQs](#) at [MDunemployment.com](#).

#### 6. How can I view correspondence?

To view correspondence, you can log in to your portal and select **Correspondence** from the left menu. You should select the **Search** button to display all correspondence, and then select the linked correspondence name to open the appropriate document.



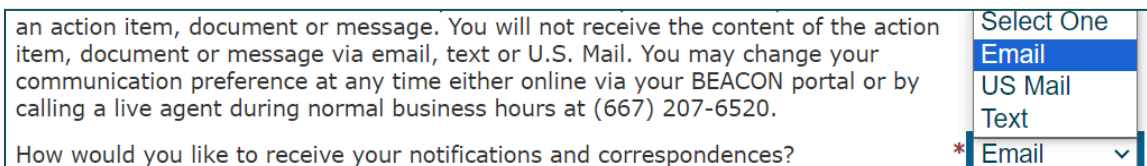
#### 7. How can I change my preferred communication method?

To change the preferred communication method in BEACON, you can log in and:

- Navigate to the **Quick Actions** section of the portal homepage and select the **"Change Communication Preference"** link.



- You should ensure the **Communication Preferences tab** is open and navigate to the **Preferred Method of Communication** section. Then, you should select your desired method (email, text, or U.S. mail) from the dropdown menu.



## 8. How can I update personal information (address, phone, email address)?

To change your personal information in BEACON, you should log in and:

- Navigate to the **Quick Actions section** of your portal homepage and select the **Change Address/Phone/email link**.
- You will be taken to a screen with tabs related to your account information. You should select the appropriate tab to update your information.

**Address** - To update an address, you should select the **Address Summary** tab. Then, you should select the link for the address you wish to update (residential or mailing address), enter your updated information, and select the Save button.

Contact Type	Address 1
<a href="#">Residential Address</a>	[REDACTED]
<a href="#">Mailing Address</a>	[REDACTED]

**Email/Phone number** - You should select the **Contact Summary** tab. Then, you should select the link for the appropriate contact method, enter the updated information, and select the Save button.

Contact Type
<a href="#">Email</a>
<a href="#">Phone Number</a>

## 9. How do I upload supporting documentation?

To complete this task, you should log in to BEACON and:

- Select **Account Profile and Maintenance** from the portal's left menu, and then select the **Upload Document** button.
- You should select the **Select Files** button and upload the appropriate document. Then, select the **Upload Document** button.

## 10. How can I file an appeal?

To file an appeal in BEACON, you should log in and:

- Select **Correspondence** from the portal's left menu. Then, select the **Search** button.
- If you have an appealable determination, you will have a **"File Appeal"** link in the same row as the determination. You should select the **link** for the appropriate determination and follow the prompts to file an appeal.
- At the end of the process, you will **receive an appeal number**.

Additional information about filing an appeal is available on your determination and in the [Lower Appeals FAQs](#) and [Board of Appeals FAQs](#) at [MDunemployment.com](http://MDunemployment.com).

For more about BEACON, you should view the [BEACON FAQs](#), [BEACON Claimant Tutorial Videos](#), and [BEACON Claimant User Guide](#) online at [MDunemployment.com](http://MDunemployment.com).