Claimants: How to Complete Common UI Tasks in BEACON

BEACON is Maryland's online UI system, which allows claimants to receive information about their claims and perform 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:

- Go to the **BEACON claimant** landing page (**beacon.labor.maryland.gov/**). Select the **"Get Started with BEACON"** link.

    - A claimant refers to an individual who submits a claim for UI benefits.

- The question "Have you ever filed for unemployment insurance benefits in Maryland?" will display.

    - If you have not filed previously, select **"no."** Follow the prompts to create a BEACON account and file an initial claim. For more, see **How to Apply for UI Benefits in BEACON** at **MDunemployment.com**.

    - If you previously filed, select **"yes"** and follow the prompts to activate an account. To **file an initial claim**, log in to BEACON, select **Apply for Benefits** from the left menu, and follow the prompts.

NOTE: When you log in to BEACON, you will be in your personal BEACON portal.

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

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. Select "no".

- Select the **Complete an Unfinished Claim Application** link. Then, enter your username and password and follow the prompts.

3. What should I do if I have trouble using BEACON on a cell phone?

Use the **MD Unemployment for Claimants mobile app** (download from **iOS App Store** or **Google Play Store)** to complete some, but not all, UI tasks. For the best experience, access BEACON from a computer.

4. How can I reset my BEACON username and password?

- **Username** - Go to the BEACON claimant landing page (**beacon.labor.maryland.gov**) and select Login to My Account.

  - Select the Forgot Username link.

  - Then, enter the email address associated with your BEACON account. Enter the CAPTCHA code, select the Next button, and follow the prompts.

- **Password** - On the **BEACON claimant landing page**, select Login to My Account.

  - 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.

5. How can I reopen my claim?

If you are eligible to reopen a claim, you will have a **Reopen Claim action item** in BEACON (you may be eligible when the claim is inactive, but UI benefits are available).

- Log in to BEACON and select the **Action Items** link under the **Alerts & Messages** section. Then, select the relevant action item and follow the prompts.

✉	You have 0 unread messages
_i_	You have 1 Action Items
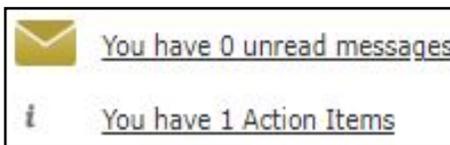
6. How do I file a weekly claim certification online?

Log in, select **Weekly Certification** from the left menu, and follow the prompts. For details, see **Claims Filing - Weekly Claim Certifications FAQs** at **MDunemployment.com**.

Home
Weekly Certification
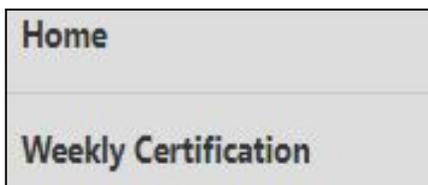
7. How do I upload supporting documentation?

Log in and select Account Profile and Maintenance from the portal's left menu. Then, select the Upload Document link.

- Select the document type from the dropdown menu. Select the Select Files icon and locate the appropriate document. Then, select the Upload Document icon to add the document in BEACON.

8. How do I view correspondence?

Log in and select Correspondence from the left menu.

- Select the Search button to display all correspondence, and then select the linked correspondence name to open the appropriate document.

9. How do I change my preferred communication method?

- Log in, navigate to the **Quick Actions** section of your portal homepage, and select the **"Change Communication Preference"** link.

- Ensure the **Communication Preferences tab** is open. Navigate to the **Preferred Method of Communication** section.

- Then, select your preferred method (email, text, or mail) from the dropdown menu.

10. How do I update personal information (address, phone, email address)?

- Log in and navigate to the **Quick Actions section** of your portal homepage. Select the **Change Address/Phone/email link**.

  - You will be taken to a screen with tabs related to your account information.

- **Address** - To update an address, select the **Address Summary** tab.

  - 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
Residential Address
Mailing Address

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

Contact Type
Email
Phone Number

11. How can I file an appeal?

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.

Correspondence Type	Generated Date	Date Received	File Appeal
Correspondence	03/03/2025		File Appeal

- Select the **link** for the appropriate determination and follow the prompts. At the end of the process, you will **receive an appeal number**.

Resources

- **BEACON System Overview**
- **BEACON Claimant FAQs**
- **How to Apply for UI Benefits in BEACON**

For assistance, call a claims agent at **667-207-6520** (8:00 a.m. to 4:00 p.m., Monday to Friday).