



Get Help with Basic Unemployment Issues

Tues, Thurs, & Fri | 8:30am – 12pm

We Can Help With...

Opening a Claim

We can answer questions.

Issues Placed on a Claim

We may be able to provide next steps.

Reviewing UI Inbox

Prioritize messages and tasks.

Printing Documents

Get hard copies.

We Can't Help With...

Identity Fraud

This needs to be handled by DUA.

Claims in Adjudication

You must be contacted by an Adjudicator.

Password Resets

You must do this online.

Employer-Related Delays

We cannot intervene on your behalf.

We are not the Department of Unemployment Assistance. For direct help call the Unemployment Insurance Office at 617-626-6800 or visit [Mass.gov/RECAAppointment](https://www.mass.gov/RECAAppointment)