



Claimants: How to Complete Common UI Tasks in BEACON

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

To use the **Maryland Unemployment Insurance Portal (BEACON)** (beacon.labor.maryland.gov), you must create an account. To do so:

- Go to the [Maryland Unemployment Insurance Portal \(BEACON\)](http://beacon.labor.maryland.gov) landing page.
- Select the Create an account button and follow the prompts to apply for UI benefits (called filing an initial claim) and create an account.

A screenshot of a web page with a light blue header. Below the header, there are two buttons: a light blue button with the text 'Create an account' and a white button with the text 'Activate my account'.

NOTE: If you filed for Maryland UI benefits before, activate an account (select the Activate my account link on the landing page and follow the prompts).

Unfinished application - If you started an application, but did not complete it, log in to [Maryland Unemployment Insurance Portal \(BEACON\)](http://beacon.labor.maryland.gov). The system will direct you to your unfinished application.

- When you log in, you will be in your personal BEACON portal.

2. 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.

3. How can I reset my user ID and password?

Username - Go to [Maryland Unemployment Insurance Portal \(BEACON\)](http://beacon.labor.maryland.gov) landing page. Select the Forgot User ID link.

- Enter the email address associated with your account. Then, enter the Captcha code. Select next and follow the prompts.

A screenshot of a web page with a light blue header. Below the header, there is a text input field with the placeholder 'Enter your User ID' and a blue link below it that says 'Forgot your User ID?'.

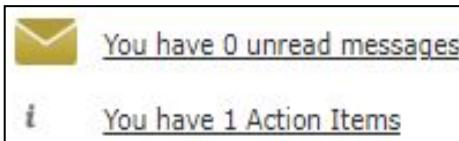
Password - Go to the BEACON landing page. Enter your user ID and the Captcha code and then select next.

- You can enter your password on this screen. To reset, select the forgot password link and follow the prompts.

4. How can I reopen my claim?

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

- 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.



5. 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 [Completing Your Weekly Certification](#) at [MDunemployment.com](#)).

6. 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 document. Then, select the Upload Document icon.

7. How do I view correspondence?

- Log in. Select **Correspondence** from the left menu and select Search to display all correspondence. Then, select the linked correspondence name to open the document.

[Identity Verification Approval Notice](#)

8. How do I change my preferred communication method?

- Log in and navigate to the **Quick Actions** section of your portal homepage. Select the Change Communication Preference link and follow the prompts.

 [Change Communication Preference](#)

9. How do I update personal information (address, phone, email, communication preference)?

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

Quick Actions
 Claimant Profile

- **Address** - Select the **Address Summary** tab. Select the link for the address to be updated (residential or mailing), enter your information, and select Save.

Residential Address
Mailing Address

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

Email
Phone Number

- **Communication Preference** - Navigate to the Quick Actions section of the portal homepage. Then, select change communication preference. Select your method (email, text, or mail) from the dropdown menu, and select Save.

item, document or message via email, text or U.S. Mail. You may change your communication preference at any time either online via your BEACON portal or by calling a live agent during normal business hours at (667) 207-6520.

Email
US Mail
Text
Email

How would you like to receive your notifications and correspondences?

10. 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	11/21/2025	File Appeal
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- Select the **link** for the appropriate determination and follow the prompts. At the end of the process, you will receive an appeal number.

For more, see [**Claimants: Instructions for Using the Maryland Unemployment Insurance Portal \(BEACON\)**](#).