BEACON: Quick Start Instructions

Claimant Scenario	Solution
1. If you are filing for unemployment benefits in Maryland for the first time:	Go to **https://beacon.labor.maryland.gov/claimant/**, select "**Get Started with BEACON**," and follow the prompts. You will be able to create a BEACON user account and file an initial claim.
2. If you started to apply for benefits in BEACON, but did not complete the process:	Go to **https://beacon.labor.maryland.gov/claimant/**, select "**Get Started with BEACON**," and select "no" to the question "Have you ever filed for unemployment insurance benefits in Maryland?" Then, select "Complete an Unfinished Claim Application" and follow the prompts.
3. If you previously filed for unemployment benefits in Maryland through the BEACON One-Stop application:	Go to **https://beacon.labor.maryland.gov/claimant/**, select "**Login to my Account**," and enter your login credentials. If you activated your account in One-Stop, you will use the same username and password to access BEACON.
4. If you have activated your account and want to use BEACON:	Select "**Login to my Account**," and enter your login credentials to access your BEACON portal. You must login every time to manage your account, complete Action Items, unemployment tasks, and etc.
5. If you have activated your account, but are still unable to login and you receive the message "User ID is not defined":	Please ensure that you entered your username correctly. If you entered the correct username and you previously activated your account, return to **https://beacon.labor.maryland.gov**. Then, select "**Get Started with BEACON**" and repeat the account activation process. If you need further assistance, call a claims agent at **667-207-6520**.
6. If you are having trouble accessing BEACON using a cell phone or mobile device:	You may use the **MD Unemployment for Claimants** mobile app to complete some unemployment insurance tasks. Download the app from the **iOS App Store** and the **Google Play Store**. For the best user experience, access BEACON from a computer and use either Google Chrome, Microsoft Edge, or Firefox as the browser.
7. If you are still experiencing issues after following the appropriate instructions above:	Please contact a claims agent by calling **667-207-6520** or by using the Virtual Assistant's live chat feature during normal hours of operation. To use the Live Chat feature, select the blue "Chat with us" button at the bottom right of the Maryland Division of Unemployment Insurance homepage (**www.MDunemployment.com**) and then type "speak with an agent."