

**For your information:**

## **How to avoid being locked out of your unemployment account:**

One of the most common issues reported is being locked out of a benefit account due to failed password attempts. **Currently you have two attempts available to enter your password correctly.** If you fail to provide the correct password a third consecutive time, your account will be locked and can only be unlocked by an unemployment representative. We recommend that if you have entered your password incorrectly twice that you use the forgot password or forgot username links provided.

As long as you have activated the email address associated with the account when the account was created, you can click on the "Forgot Password" link underneath the login boxes to have a new temporary password generated and sent to the email address on file. Refer to the section below for instructions on how to activate your email if you have not done so already. You will be able to use this temporary password to log in and will be prompted to set up a new password, personal to you, at that time. For more information, please visit the ReEmployME Login Information page at <https://www.maine.gov/unemployment/remellogin/>

## **How to activate your email address in order to reset your own password:**

To reset your own password, you will need to activate the email address associated with your ReEmployME account. Activating your email will also allow you to receive notifications via email when new information is added to your account, such as forms and decisions.

If you have not yet activated your email address, or are not sure if you have, please do the following:

1. Log in to your ReEmployME account.
2. Navigate to Benefits Maintenance > Update Claimant Profile > Verify E-mail.
3. On the next screen either enter your Verification Code received at the email address on file to activate your email or click on the word 'here' to have a new code generated and sent to the email address on file. *(If you need another verification code, click 'here'. An email will be sent to you with a new verification code.)*
4. If a new verification code is sent to you, go back to step 2 on the same screen and enter the code to complete the activation process.

You are now ready to reset your own password should you forget it. **Remember to only try entering your password twice, or you will be locked out** and require staff assistance to unlock your account!

If an individual needs to have a password reset (the usual reason for being "locked out" of an account), the best route is to call the CareerCenter staff at Centers where they can now help

with the resetting: Augusta, Bangor, Northern Kennebec Valley, Lewiston CareerCenter, Presque Isle, Portland and Rockland (for phone numbers, visit: [www.mainecareercenter.gov](http://www.mainecareercenter.gov) )

For more Information and Frequently Asked Questions about UI and Covid-19 measures, see: <https://www.maine.gov/labor/covid19/>