



Manage your Message Center so that you can maintain your access to past communications from PA UC

## What is the Unemployment Compensation (UC) Benefits System Message Center?

Your [UC Benefits System](#) Message Center is composed of your Inbox folder and other message folders.

## Why is it important for an employer to manage their Message Center?

You need to manage your Message Center so that you can maintain your access to past communications from PA UC. To ensure that old messages will always be viewable, you need to (i) add new message folders and (ii) move messages from your Inbox folder into these new message folders.

For context, you can only view up to 500 messages in the Inbox folder. You will be able to view new messages even after the maximum capacity of 500 messages has been reached, but the oldest messages will become unviewable. (For example, if the 501<sup>st</sup> message comes in, you will be able to open that 501<sup>st</sup> message but the very first message in your Inbox becomes unviewable. If you move the 501<sup>st</sup> message to a new message folder, you will be able to view the first message again.)

## What can this user guide teach me to do?

- [Open your Inbox folder](#)
- [Add a new message folder](#)
- [Move messages from the Inbox folder to a new message folder](#)
- [Delete messages](#)

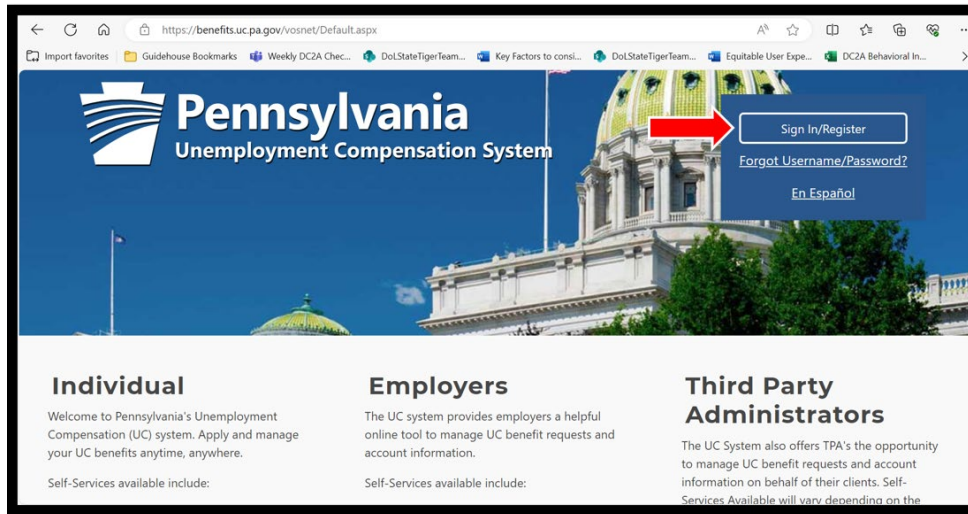
## Get in touch with questions

- **Phone:** For general UC-related questions, call the UC Employer Service Center at 833-728-2367 and select option 1. Available M-F, 8am-4pm EST. More information available at [Contact Us](#) and [UC Employer Quick Guide](#).
- **TTY:** Services for the Deaf and Hard of Hearing are available at 888-334-4046. Available M-F, 8am-4pm EST.
- **Videophone Services:** Individuals who use American Sign Language (ASL) can call 717-704-8474. Available Wednesdays 8 a.m. to noon (EST) and Fridays noon to 4 p.m. (EST).

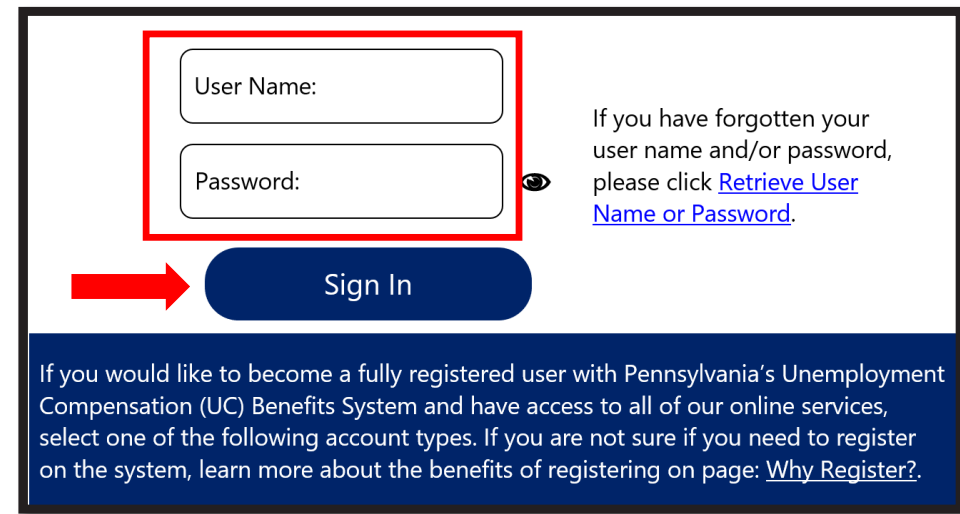


## Open your Inbox folder.

**Step 1:** Go to [benefits.uc.pa.gov](https://benefits.uc.pa.gov). Click **Sign In/Register**.



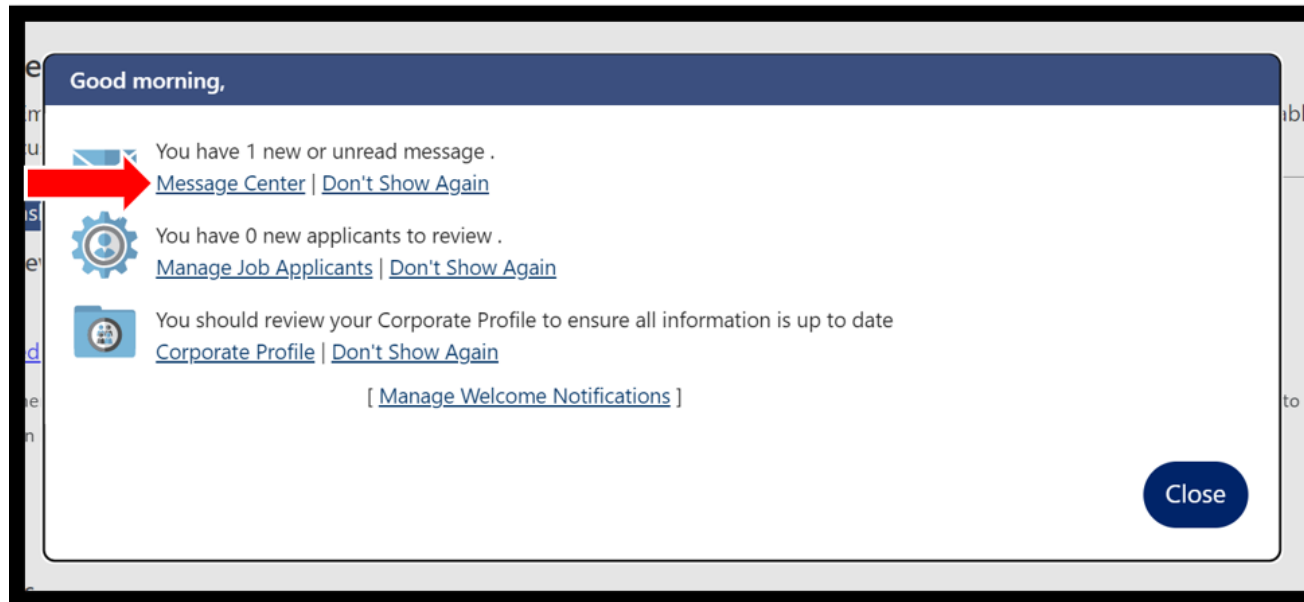
**Step 2:** Enter your User Name and Password. Click **Sign In**.





## Open your Inbox folder.

Step 3: A pop-up window will appear. Click Message Center.

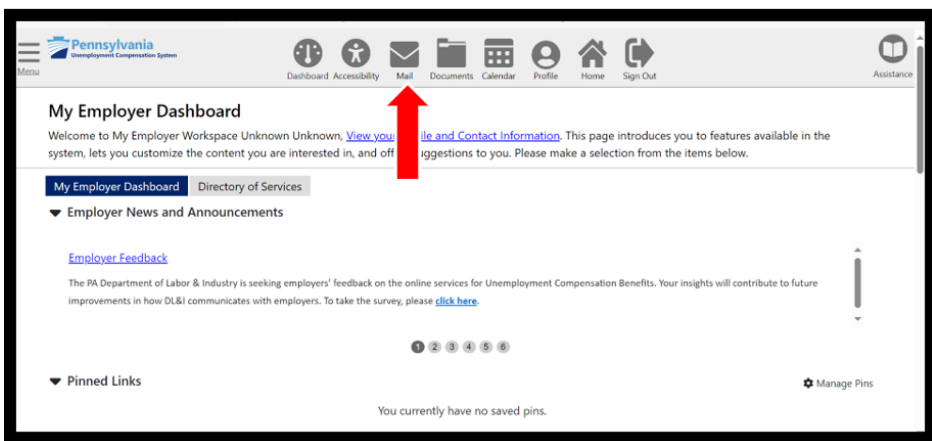


# How Employers Can Manage Their UC Benefits System Message Center

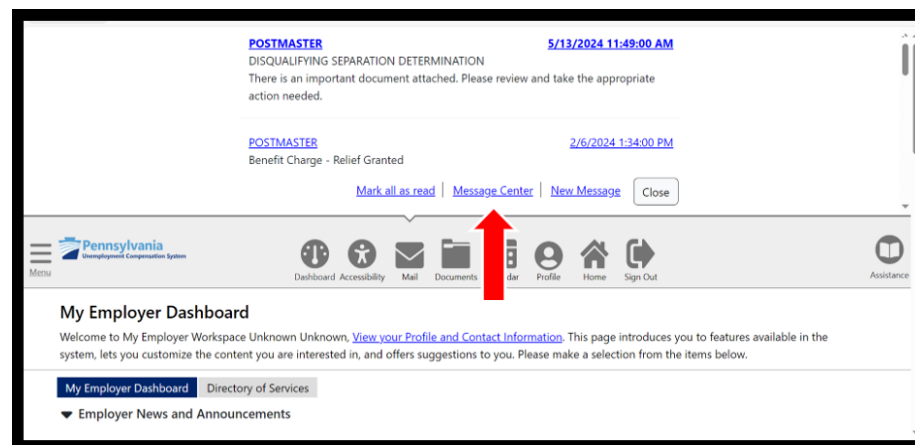


If you have closed the pop-up window, follow Steps 4-6 to go to the Message Center.

## Step 4: Click Mail.



## Step 5: Click Message Center.



# How Employers Can Manage Their UC Benefits System Message Center



**Step 6:** Scroll down to see the Inbox folder.

The screenshot displays the UC Benefits System Message Center interface. On the left is a navigation sidebar with folders: New, Message, Inbox (7), Deleted, Junk, Sent, and New. The main area shows a search bar and a list of messages. The selected message is from POSTMASTER, dated MM/DD/YYYY HH:MM:SS AM/PM, with the subject 'Notice of Sides Separation'. The message body states: 'There is an important document attached. Please review and take the appropriate action needed.' Below the message list, there are navigation controls for page 1 of 2, a page size dropdown set to 5, and 8 items in 2 pages. At the bottom, there are icons for 'Select All', 'Read', 'Unread', 'Move', and 'Delete'. A bold instruction reads: 'Select multiple messages by holding down control key and clicking message.' The right pane shows the message details: Date, From (POSTMASTER), To ([Employer Name] – [Contact Name]), Subject (Notice of Sides Separation), and Attachments (NoticeofSidesSeparation [CLAIMANT NAME]-0000YYYYMMDD0000.pdf). The attachment description repeats: 'There is an important document attached. Please review and take the appropriate action needed.'



## Add a new message folder

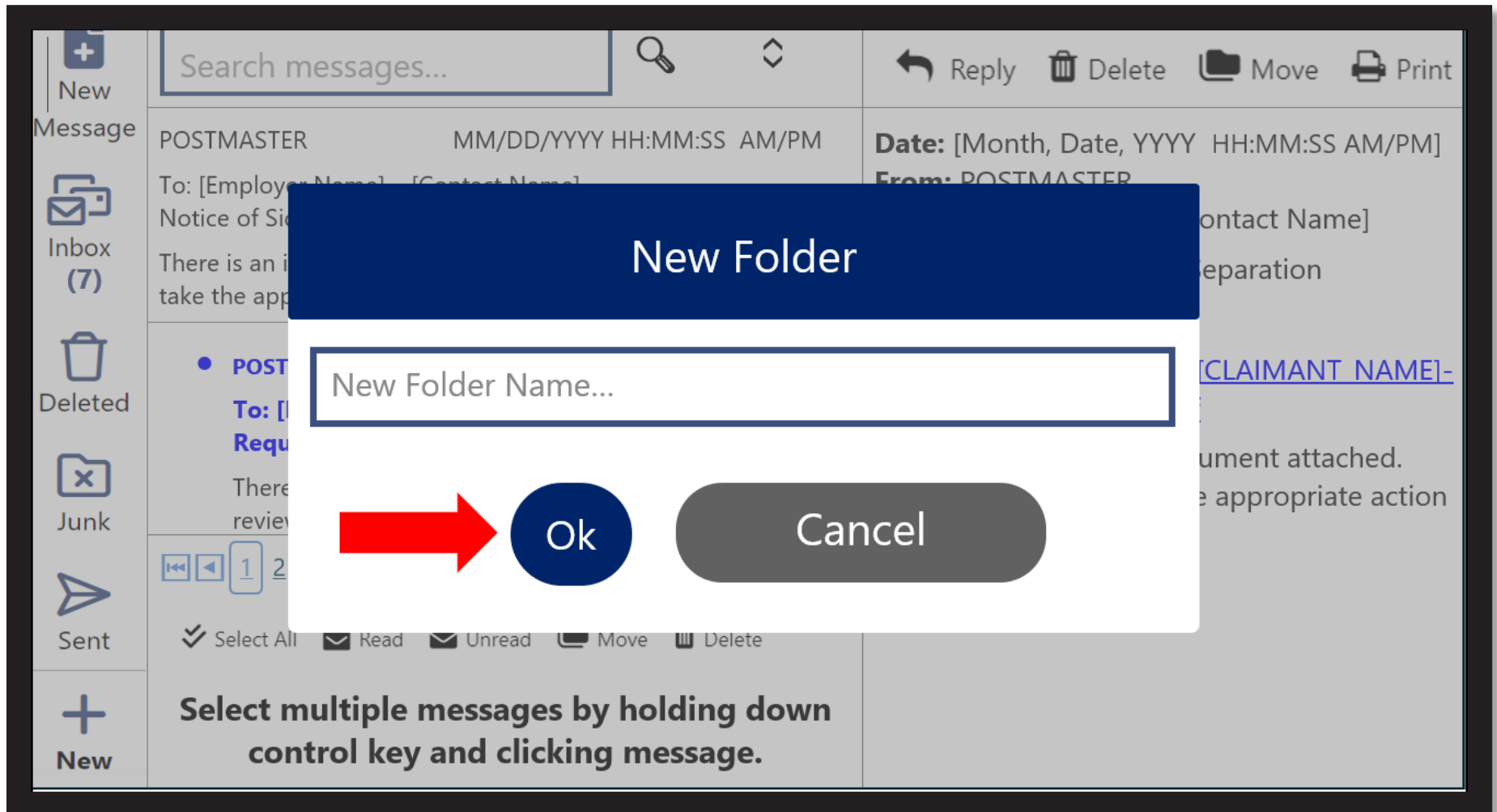
**Step 1:** From your Inbox folder, click New.

The screenshot displays the UC Benefits System Message Center interface. On the left sidebar, the 'New' button is highlighted with a red arrow. A red arrow points from the text 'Select multiple messages by holding down control key and clicking message.' to the 'New' button. The main content area shows a list of messages. The first message is from POSTMASTER with the subject 'Notice of Sides Separation'. The second message is from POSTMASTER with the subject 'Request For Relief From Charges'. The interface includes a search bar, navigation icons (Reply, Delete, Move, Print), and a list of folders (New, Message, Inbox (7), Deleted, Junk, Sent). A text overlay at the bottom of the message list reads: 'Select multiple messages by holding down control key and clicking message.'

# How Employers Can Manage Their UC Benefits System Message Center



**Step 2:** Type New Folder Name and click OK.





## Delete a message folder

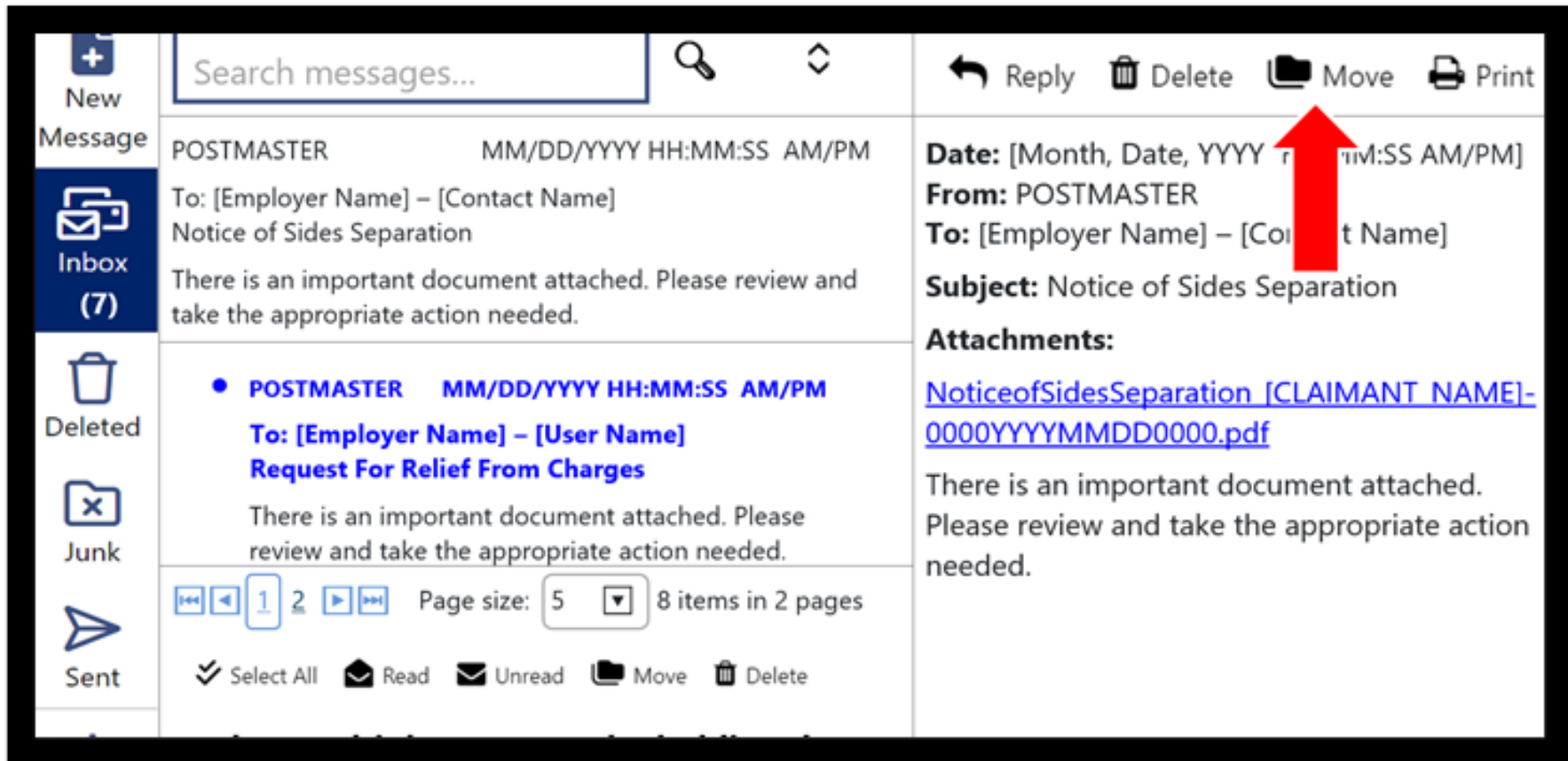
Folders can no longer be deleted.





## Move messages from the Inbox folder to a new message folder

**Step 1:** Select the message and click  Move.



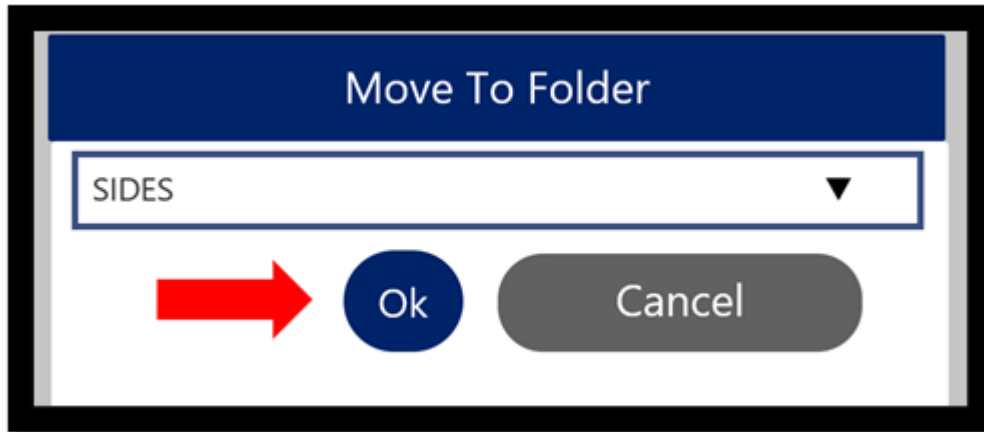
The screenshot displays the UC Benefits System Message Center interface. On the left, a navigation pane shows folders: New Message, Inbox (7), Deleted, Junk, and Sent. The main area shows a message from POSTMASTER with the subject "Notice of Sides Separation". The message body contains a notice about an important document attached. Below the message, there are navigation controls for pages and a list of actions: Select All, Read, Unread, Move, and Delete. A red arrow points to the Move button in the message action bar at the top right of the message view.



**Step 2:** Select the destination folder from the drop-down list.



**Step 3:** Click OK.





## Filter messages

Messages can no longer be filtered.



## Delete messages

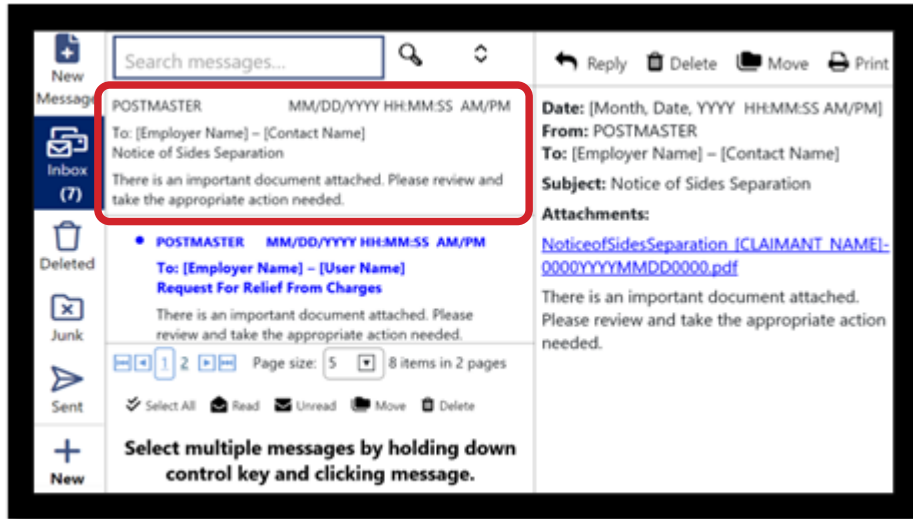
**Step 1:** Open your Inbox folder.

The screenshot displays the UC Benefits System Message Center interface. On the left is a navigation pane with folders: New Message, Inbox (7), Deleted, Junk, Sent, and New. The main area shows a search bar and a list of messages. The selected message is from POSTMASTER, dated MM/DD/YYYY HH:MM:SS AM/PM, with the subject "Notice of Sides Separation". The message body states: "There is an important document attached. Please review and take the appropriate action needed." The details pane on the right shows the message header: Date: [Month, Date, YYYY HH:MM:SS AM/PM], From: POSTMASTER, To: [Employer Name] – [Contact Name], Subject: Notice of Sides Separation, and Attachments: [NoticeofSidesSeparation \[CLAIMANT NAME\]-0000YYYYMMDD0000.pdf](#). Below the message list, there are navigation controls for page size (5) and 8 items in 2 pages, along with action buttons for Select All, Read, Unread, Move, and Delete. A bold instruction at the bottom reads: "Select multiple messages by holding down control key and clicking message."



## Delete messages

**Step 2:** Click the desired message.



**Step 3:** Click  Delete.

