

# How to Apply for Unemployment Benefits Online



# Tutorial Content

This tutorial contains the instructions and **web page screenshots** you need to complete, submit, and confirm your unemployment benefits application online.

You can read this tutorial page by page, or you can skip to one of the two main sections by selecting the link:

- [Applying for Benefits](#)
- [Next Steps and Requirements](#)

**Note:** You might want to print pages from this tutorial. If you do not have a printer, you can complete and print your application for free at your local [Workforce Solutions](#) office.



# Applying over the Internet is fast, easy, and secure

Most people can apply for benefits and manage their unemployment claims online through [Unemployment Benefits Services](#).

However, if you worked in Massachusetts, Wisconsin, or Puerto Rico in the past 18 months, you must call the Texas Workforce Commission (TWC) Tele-Center at **800-939-6631** instead.

## Here's what you need to get started ...

When you apply for benefits, you will need your:

- Social Security number
- Last employer's business name, address, and phone number
- First and last dates (month, day, and year) you worked for your last employer
- Number of hours you worked and your pay rate if you worked during the week you apply (including Sunday)
- Military employment (service) start/end dates and a copy of your DD Form 214(s)(member copy 4 through 8), if you served in the military during the past 18 months
- Alien Registration number (if not a U.S. citizen or national)







# Applying for Benefits

In this section, you will learn how to:

- Fill in your application by entering personal information and last employment details
- Review and submit your application
- Confirm your claim

# Important

Your information **will not be saved** if you log off before you submit and receive a confirmation num



## Please note ...

- Read all instructions carefully.
- Complete each screen from top to bottom.
- Red asterisks\* identify required information. You must answer these questions.
- The system will log you out if you have not selected any action button such as **Next**, **Previous**, or **Submit** within 30 minutes. Your information will not be saved. If this happens, you must log back on and re-enter your information on your application.
- Your application is **not complete** until you submit it and receive a confirmation number.

## Truth in Filing

All information you give must be true and complete. There are penalties for withholding information or giving false information, including penalties for perjury in regard to citizenship or immigration status. The information you submit will create a record for you in our system.

# Unemployment Benefits Services

[Home](#) > [Job Seekers & Employees](#) > [Unemployment Benefits](#)

## Unemployment Benefits Services

### On this page:

- [Logon](#)
- [Apply for Benefits](#)
- [View Electronic Correspondence](#)
- [Request a Payment](#)
- [Request a Disaster Unemployment Assistance \(DUA\) Payment](#)
- [Request Your Waiting Week](#)
- [View Claim & Payment Status](#)
- [Appeal Online](#)
- [View Appeal Status](#)
- [Change Your Income Tax Withholding](#)
- [View IRS 1099-G Information](#)
- [Submit a Work Search Log](#)
- [Change Payment Option](#)
- [Technology Requirements & Privacy](#)
- [Frequently Asked Questions](#)
- [More Information](#)

### Logon

[Log on with your existing TWC User ID or create a new User ID.](#)

To apply for benefits online, log on to Unemployment Benefits Services (UBS) at [ui.texasworkforce.org](http://ui.texasworkforce.org).

You will need a user ID and password to apply for benefits online.

To log on, select the link that says, “Log on with your existing TWC User ID or create a new User ID.”

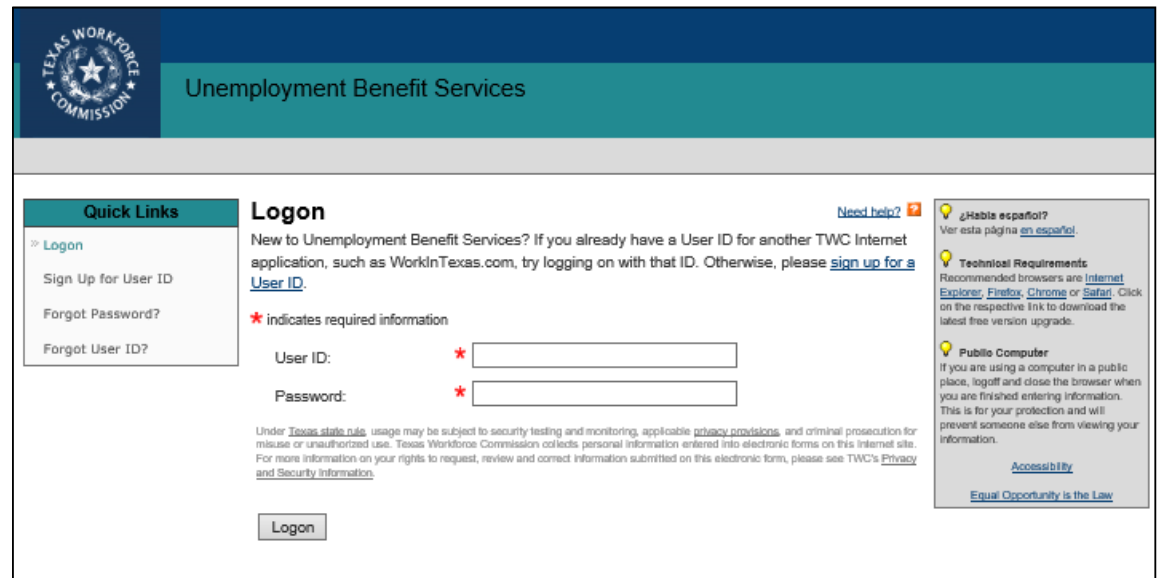


# Unemployment Benefits Services (continued)

## Logon Page

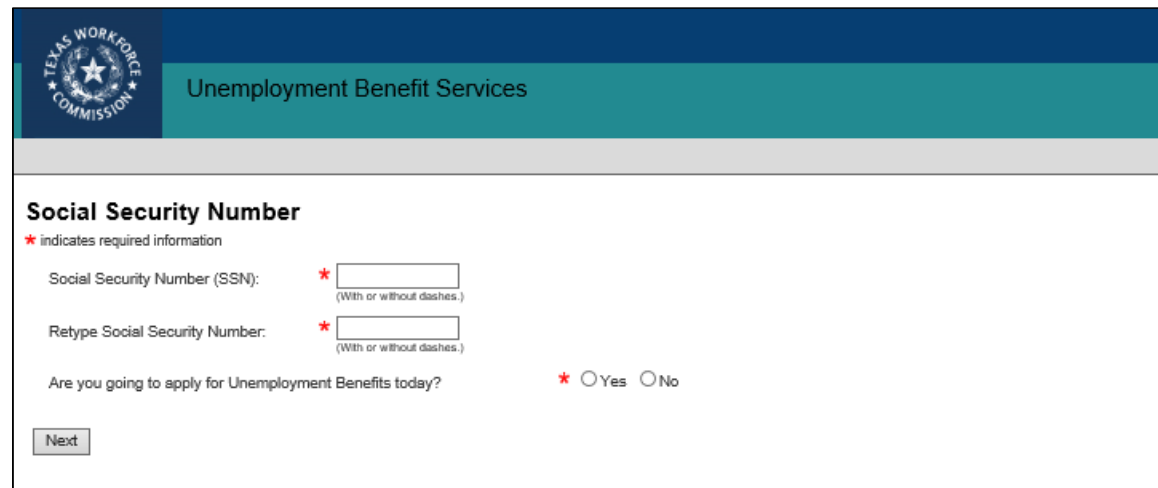
Use your user ID and password to log on when you apply for benefits online.

To learn how to create, retrieve, or reset a user ID and password, go to the [User ID and Password Tutorial](#).



The screenshot shows the 'Logon' page of the Texas Workforce Commission's Unemployment Benefit Services. The header includes the TWC logo and the title 'Unemployment Benefit Services'. A 'Quick Links' sidebar on the left contains links for 'Logon', 'Sign Up for User ID', 'Forgot Password?', and 'Forgot User ID?'. The main content area is titled 'Logon' and includes instructions for new and existing users. It features input fields for 'User ID' and 'Password', both marked with a red asterisk to indicate they are required. A 'Logon' button is at the bottom. On the right, there are links for 'Need help?', a Spanish language option, and technical requirements for browsers and public computers. A disclaimer about state rule usage and privacy is also present.

You must enter your Social Security number (SSN) to apply for benefits online. Enter your SSN with or without dashes. Select **Yes** and then select **Next**.



The screenshot shows the 'Social Security Number' page of the Texas Workforce Commission's Unemployment Benefit Services. The header is identical to the previous page. The main content area is titled 'Social Security Number' and includes instructions. It features two input fields for the Social Security Number, both marked with a red asterisk. Below these fields is a question 'Are you going to apply for Unemployment Benefits today?' with radio buttons for 'Yes' and 'No'. A 'Next' button is at the bottom. The right sidebar contains the same links as the previous page.

# Initial Questions

Your answers to the initial questions determine whether you can apply for benefits using the Internet or if you have to call the TWC Tele-Center at **800-939-6631**.

Select **Next** to continue or **Previous** to go back and review or change your response(s).

Do not use your browser's back or forward buttons.



Unemployment Benefit Services

### Apply for Benefits: Initial Questions

\* indicates required information

#### Social Security Number and User ID

Social Security Number (SSN): [Correct SSN](#)

Logged in with User ID: [Not your User ID?](#)

☐ \* By checking this box, I acknowledge that this is my SSN and User ID.

#### Initial Questions

Answer the following questions so we can determine whether you should apply for Unemployment Benefits using the Internet or by calling a [TWC Tele-Center](#).

Have you served in the [military](#) since October 01, 2017?

\* ☐ Yes ☐ No

Have you been employed and paid by the [United States Federal Government](#) for any length of time since October 01, 2017? (Examples of federal employers are the U.S. Postal Service, U.S. Census Bureau, Department of Treasury, and Department of Agriculture.)

\* ☐ Yes ☐ No

Have you worked in Texas for any length of time since October 01, 2017 excluding military service and federal employment?

\* ☐ Yes ☐ No

Have you worked in any state other than Texas between October 01, 2017 and September 30, 2018, excluding military service and federal employment?

\* ☐ Yes ☐ No

Have you filed for unemployment benefits in a state other than Texas in the last 12 months?

\* ☐ Yes ☐ No

Is your mailing address outside the United States, its [territories](#), or Canada?

\* ☐ Yes ☐ No

Are you filing this application from outside the United States, its territories or Canada?

\* ☐ Yes ☐ No

#### Affected by Disaster

Are you out of work as a direct result of a disaster? \* ☐ Not Applicable ☐ UBS-AFB Test Not Federal Disaster



# Getting Started

You will need the information on page three to complete the next three sections, which includes:

- Personal Information
- Dates Worked for Last Employer
- Identification Review
- Contact Information
- Statistical Information
- Citizenship Information
- Labor Union Information
- Pension Information
- Additional Information
- Correspondence
- Withholding Option

The screenshot shows the 'Apply for Benefits: Getting Started' form on the Texas Workforce Commission website. The header includes the TWC logo and the text 'Unemployment Benefit Services'. A 'Progress' sidebar on the left lists steps: Personal Information (selected), Employment Information, Continuing Requirements, Review and Submit, Claim Confirmation, and Next Steps. The main form area is titled 'Apply for Benefits: Getting Started' and includes a note that a red asterisk indicates required information. The 'Personal Information' section asks for the user's name (First Name, Middle Initial, Last Name) and whether they have worked under another name in the last 18 months. If yes, it asks for other first and last names. It also requests the date of birth and either a Texas Driver License Number or Texas Identification Card Number. The 'Dates Worked for Last Employer' section asks for the first and last dates worked, with a note to choose '01' for the first date if the exact date is not remembered. Navigation buttons for 'Next' and 'Previous' are at the bottom.

**Progress**

- Personal Information
- Employment Information
- Continuing Requirements
- Review and Submit
- Claim Confirmation
- Next Steps

### Apply for Benefits: Getting Started

\* indicates required information

#### Personal Information

Enter your name in the following fields. If you have given TWC your name in the past, enter it as you previously gave it.

First Name: \*

Middle Initial:

Last Name: \*

Have you worked under any other name in the last 18 months?

\* ☐ Yes ☐ No

If Yes (Required):

Other First Name:

Other Last Name:

Date of Birth: \* Month Day Year:

☐ Texas Driver License Number or ☐ Texas Identification Card Number: (Unexpired Texas Driver License/ID only.)

#### Dates Worked for Last Employer

Enter the dates of your last employment. Choose "01" from the "Day" dropdown box as the first date worked if you do not remember the exact date.

☐ First Date You Worked: \* Month Day Year: (If you have worked for this employer before, provide the start date of the most recent employment period.)

☐ Last Date You Worked: \* Month Day Year:

Next Previous

# Getting Started (continued)



## Tax Withholding Option

Unemployment benefits are taxable income. You must report all the unemployment benefits you receive on your federal tax return.

You can ask TWC to take federal income taxes out of your benefits, and we will withhold 10 percent of each payment to go toward your taxes. The choice is up to you. TWC will not withhold benefits unless you choose the **Withholding Option**.

# Getting Started (continued)

## How to Choose Tax Withholding

You will find the Withholding Option at the end of the Personal Information section.

Check the box if you want TWC to withhold federal income tax from your unemployment benefits.

### Withholding Option

Unemployment benefits are taxable under federal law. You may authorize TWC to have federal income tax withheld from your unemployment benefits by checking the box below. Once authorized, TWC will withhold 10 percent of each weekly gross payment when we process your payment.

- ☐ I authorize TWC to withhold federal income tax from my unemployment benefits at the rate of 10 percent of the gross amount for each benefit week.

Next



# Last Employer

In this part of the application, you must complete these sections:

- Last Employer Identification
- Last Employer Location
- Last Employer Information
- Job Information
- Dates Worked for Last Employer
- Salary and Work Hours
- Normal Wage for Occupation
- Reason No Longer Working

Unemployment Benefit Services

Progress

Personal Information

Employment Information

Continuing Requirements

Review and Submit

Claim Confirmation

Next Steps

## Apply for Benefits: Last Employer

★ indicates required information

**Notice:** If you have been working temporary jobs through a [temporary firm](#), you must contact them immediately for additional assignments and give them three business days to place you in a new assignment before you submit an application for Unemployment Benefits. During those three days you are not unemployed according to the law, so if you apply for benefits, the application you submit today will be invalid.

If you do not receive a Statement of Wages and Potential Benefit Amount letter from the Texas Workforce Commission (TWC) within three to five business days of submitting your claim to TWC, call (800) 939-6631 to verify that TWC processed your application.

### Last Employer Identification

We are required by law to notify your last employer that you have applied for Unemployment Benefits.

Select your employer. If your employer does not appear, select Not Listed.

Employer Name: ★

If you selected Not Listed,  
enter Employer Name:   
(Company name or person.)

Another Name for This Business:   
(For example, a corporate name.)

Employer Phone Number: ()  -  Ext:

### Last Employer Location

Help us locate your last employer by entering the required information below.

Country: ☒ U.S. ☐ Canada

City: ★

State:

ZIP Code:

- OR -

Canadian Province:

Canadian Postal Code:



# Continuing Unemployment Service Information

## Choose Your Personal Identification Number

You must create a four-digit Personal Identification Number (PIN). It is your secret passcode. Keep a record of this number. You need it to access all TWC Tele-Serv services and some TWC Internet services.

A PIN has the same legal authority as your signature.

The screenshot shows the Texas Workforce Commission's website for 'Unemployment Benefit Services'. The main heading is 'Apply for Benefits: Continuing Unemployment Service Information'. A sidebar on the left shows a 'Progress' menu with options: 'Personal Information', 'Employment Information', '» Continuing Requirements' (selected), 'Review and Submit', 'Claim Confirmation', and 'Next Steps'. The main content area explains the 'Personal Identification Number (PIN)' as a four-digit secret passcode. It states: 'A [Personal Identification Number \(PIN\)](#) is a four-digit number of your choosing. It is your secret pass-code. You must enter your PIN to access all TWC [Tele-Serv](#) services and for some TWC Internet services. Your PIN has the same legal authority as your signature on a paper document. Do not give your PIN to anyone, not even a TWC employee or a member of your family. You are responsible for any information submitted under your Social Security Number and PIN.' Below this, there are two input fields for the PIN, each marked with a red asterisk. The first is labeled 'Personal Identification Number (PIN):' and the second is labeled 'Retype PIN to Confirm:'. Below the fields is a checkbox labeled 'I agree to the above terms and conditions for PIN usage.' At the bottom are 'Next' and 'Previous' buttons.

### Important

Never give your PIN to anyone, not even a TWC employee or family member.

# Payment Option

## How Do You Want to Receive Your Benefits?

There are two ways to receive unemployment benefits:

- Debit card
- Direct deposit to your United States bank or credit union account

**New Claimants.** For *new* claimants the default method is debit card. To change your payment method to direct deposit, select **No** on the Payment Option page, and you will be directed to the Change Payment Option screen.

**Returning Claimants.** For returning claimants the Payment Option screen shows the payment method we have on file for you. To change your payment method, select **Yes** and complete the Change Payment Option screen.

The screenshot shows the Texas Workforce Commission's 'Unemployment Benefit Services' portal. On the left is a 'Progress' sidebar with links: Personal Information, Employment Information, Continuing Requirements (highlighted), Review and Submit, Claim Confirmation, and Next Steps. The main content area is titled 'Apply for Benefits: Payment Option' and includes a legend that a red star indicates required information. Below this is a section titled 'Current Payment Option' which states: 'TWC offers two ways to receive payment: Direct deposit into your personal bank account, or TWC Debit Card'. It then asks, 'If you want TWC to deposit your benefit payments on the TWC Debit Card, please select "Yes" below.', followed by a required field (marked with a red star) with radio buttons for 'Yes' and 'No'. At the bottom are 'Next' and 'Previous' buttons.

## Verify Your Payment Method

Returning claimants must verify their payment method, and change it if necessary, or they may have difficulty receiving their benefit payments.

# Change Payment Option

To change your payment option to direct deposit, you must provide:

- The nine-digit routing number for your United States bank or credit union
- Your account number and account type (checking or savings) *as printed on a check*, not a deposit slip.

**Note:** If you are not sure about your routing and account numbers, contact your bank or credit union before you try to sign up for direct deposit.

The screenshot shows the 'Apply for Benefits: Change Payment Option' form from the Texas Workforce Commission. The form is titled 'Unemployment Benefit Services' and 'Apply for Benefits: Change Payment Option'. It includes a progress bar on the left with steps: Personal Information, Employment Information, Continuing Requirements (current), Review and Submit, Claim Confirmation, and Next Steps. The main content area explains that TWC sends direct deposit account information to the user's bank or credit union, which has eight banking days to verify the account. It also mentions that if a payment request is submitted before direct deposit is set up, TWC will mail a check. The form asks for the payment option: Direct Deposit (selected) or TWC Debit Card. It then asks for the bank or credit union account information, including the routing number (nine digits, first two in range 01-12 or 21-32), account number (up to 17 digits, not including check number), and account type (Checking, Savings, or Not Applicable). A note states that a check, not a deposit slip, should be used for routing and account numbers. Below this, there is a sample check from 'Jane Doe' for \$1001.00, dated 10/01, payable to 'Order Of'. The check includes the bank name 'Your Bank', address 'Address of Your Bank, Austin, TX 78701', and the routing and account numbers. At the bottom, there are 'Next' and 'Cancel' buttons.

If you sign up for direct deposit, it takes eight banking days for TWC to verify your account information with your financial institution. On the ninth business day, TWC can submit a payment to the direct deposit account if you are eligible for payment. If you submit information your bank cannot confirm, TWC will pay you by debit card instead.

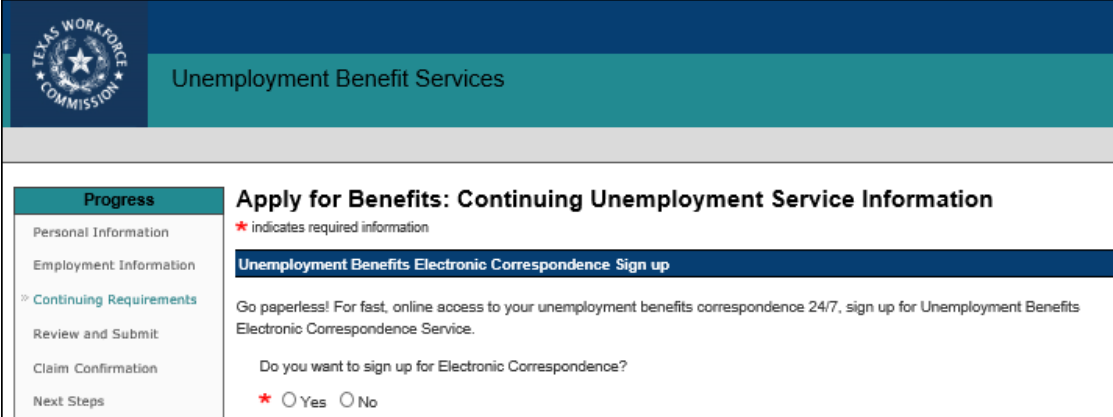
# Continuing Unemployment Service Information

## Sign Up for Electronic Correspondence

**Go Paperless!** When you sign up for Electronic Correspondence (EC), you will receive most, but not all, of your unemployment benefits correspondence in a secure, online inbox, including:

- Time-sensitive determinations
- Claim information
- Instructional materials

We send emails to notify you when we send correspondence to your inbox. See the [Electronic Correspondence](#) tutorial to learn more.



The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services portal. The header includes the commission's logo and the text 'Unemployment Benefit Services'. A progress sidebar on the left lists steps: Personal Information, Employment Information, Continuing Requirements (highlighted), Review and Submit, Claim Confirmation, and Next Steps. The main content area is titled 'Apply for Benefits: Continuing Unemployment Service Information' and includes a sub-header 'Unemployment Benefits Electronic Correspondence Sign up'. Below this, it states: 'Go paperless! For fast, online access to your unemployment benefits correspondence 24/7, sign up for Unemployment Benefits Electronic Correspondence Service.' It then asks 'Do you want to sign up for Electronic Correspondence?' with radio buttons for 'Yes' and 'No'. A red asterisk indicates required information.

**Warning!** Check your U.S. Postal Service mailbox regularly even if you sign up for EC. We send these documents only by regular mail:

- Appeals correspondence
- Workforce Solutions correspondence
- Information about applying for benefits from special programs, such as Trade Adjustment Assistance

# Review & Submit Application

The Review and Submit section:

- Shows all the answers and information you entered
- Allows you to make changes by selecting the **Edit Information** link at the end of each section

Read these summary pages carefully.

- Correct any errors *before* you submit your application.
- You must select **Submit** when you have finished reviewing your answers, or your claim will not be processed.
- Your application is not complete until you submit it and receive a confirmation number.

Don't forget to verify the tax withholding option you selected.



The screenshot shows the 'Apply for Benefits: Review and Submit' page. At the top is the Texas Workforce Commission logo and the title 'Unemployment Benefit Services'. A progress sidebar on the left lists: Personal Information, Employment Information, Continuing Requirements, Review and Submit (highlighted), Claim Confirmation, and Next Steps. The main content area has a heading 'Apply for Benefits: Review and Submit' followed by instructions: 'Your application for Unemployment Benefits is not complete until you click the Submit button at the bottom of this page, receive a confirmation number and complete the Next Steps. Carefully review your responses for accuracy and make any necessary corrections. To make changes or corrections, click the Edit link for that section. If you want to print your application and confirmation number, you can do so after submitting your application.' Below this is the 'Identification Information' section with fields for Social Security Number (SSN), Name, Have you worked under any other name in the last 18 months?, Date of Birth, and Texas Driver License Number or Texas Identification Card Number. The 'Personal Information' section follows, with an 'Edit Personal Information' link. It contains fields for Daytime Phone Number, Address, Race or Ethnic Background, Sex, Education, and a series of yes/no questions: 'Are you a veteran of military service?', 'Are you a U.S. citizen?', 'Are you a labor union member?', 'Are you currently receiving a pension or retirement pay?', 'Are you under contract to work for a school or educational institution?', 'Are you a substitute teacher?', 'Are you a professional athlete?', 'In the last 18 months did you regularly drive to Texas to work?', 'If Yes, will you continue to drive to and look for work in Texas?', 'In which language do you want to receive your written Unemployment Benefits information?', and 'Withhold federal income tax from your unemployment benefit payments?'. At the bottom is another 'Edit Personal Information' link.



# Review & Submit Application (continued)

**Last Employment Information**

[Edit Last Employment Information](#)

Employer Name:

Another Name for This Business:

Employer Phone Number:

Employer Address:

What kind of work did you do at this job?

Occupation That Best Describes Your Past Job Duties:

First Date You Worked:

Last Date You Worked:

When you work **full-time**, how many hours per week do you work?

Did you work on or after Sunday, January 13, 2019?

Your Normal Wage:

Reason No Longer Working:

[Edit Last Employment Information](#)

**Reason No Longer Working For Last Employer - Layoff**

[Edit Reason No Longer Working Information](#)

Did your employer give you a definite date to come back to work?

What date did your employer tell you to come back to work?

[Edit Reason No Longer Working Information](#)

**Payment Option**

[Edit Payment Option Information](#)

Payment Option:

[Edit Payment Option Information](#)

**Electronic Correspondence**

[Edit Electronic Correspondence Information](#)

Sign up for Electronic Correspondence?

E-mail address:

[Edit Electronic Correspondence Information](#)

**Verify Identity**

To verify your Name and User ID, re-enter your password.

Logged in as:

Logged in with User ID: [Not your User ID?](#)

Current Password: \*

**Certification**

You will not be able to change your application using the Internet after you submit it.

☐ \* By checking this box, you certify that this is your Social Security Number and you are the person named on this Unemployment Benefits application; and you certify that the information you gave is [true and complete](#).

Click Submit to file your application for Unemployment Benefits.

Click the Submit button only once. It may take a moment to display your Confirmation page.

Make sure all your answers are correct before you select **Submit**.

Verify the payment option you selected, including all account numbers.

Check to see if you signed up for electronic correspondence and verify your email address.

**You cannot change your application using the Internet after you have submitted it.**

# Claim Confirmation

After you submit your application, the program will display your Claim Confirmation.

- Print the confirmation page for your records, then select **Next** to go to the **Next Steps** section.

If you do not have access to a printer:

- Printers are available free at your local [Workforce Solutions](#) offices.
- Write down your claim confirmation number.

You cannot make changes online after you have submitted your application. However, if you need to change any information on your application, call the Tele-Center the next business day at **800-939-6631** to discuss your situation.

The screenshot shows the 'Unemployment Benefit Services' page for the Texas Workforce Commission. On the left is a 'Progress' sidebar with links to Personal Information, Employment Information, Continuing Requirements, Review and Submit, Claim Confirmation (highlighted), and Next Steps. The main content area is titled 'Apply for Benefits: Claim Confirmation' and includes a warning that the user is not finished with their application. It provides instructions to print the page and keep records, and to click the 'NEXT' button. Below this, the 'Claim Confirmation Information' section displays the 'Claim Confirmation Number' (0118SYS2745) and the 'Effective Date' (January 13, 2019). The 'Identification Information' section contains fields for Name, other names, date of birth, and driver's license/ID number. The 'Personal Information' section contains various questions about the user's background, including phone number, address, race/ethnicity, sex, education, military service, citizenship, labor union membership, pension/retirement, contract work, substitute teaching, professional athletics, and driving in Texas. It also asks for the language of preference for written benefits information and whether federal income tax should be withheld.

**TEXAS WORKFORCE COMMISSION**

**Unemployment Benefit Services**

**Progress**

- Personal Information
- Employment Information
- Continuing Requirements
- Review and Submit
- Claim Confirmation**
- Next Steps

**Apply for Benefits: Claim Confirmation**

**You are not finished with your application for Unemployment Benefits. You have two more important steps.**

1. **Print this page and keep for your records.** Use the printer icon on your browser's toolbar. If you cannot print this page, write down your confirmation number.
2. **Click the NEXT button and complete the Next Steps.** If you ignore these Next Steps, you may delay or lose your benefits.

**Claim Confirmation Information**

**Claim Confirmation Number:** Your application has been submitted. Your [confirmation number](#) is 0118SYS2745.

**Effective Date:** Based on your submission time of January 18, 2019 02:23 PM, your claim starts on Sunday, January 13, 2019.

**Identification Information**

Name:

Have you worked under any other name in the last 18 months?

Date of Birth:

Texas Driver License Number or Texas Identification Card Number:

**Personal Information**

Daytime Phone Number:

Address:

Race or Ethnic Background:

Sex:

Education:

Are you a veteran of military service?

Are you a U.S. citizen?

Are you a labor union member?

Are you currently receiving a pension or retirement pay?

Are you under contract to work for a school or educational institution?

Are you a substitute teacher?

Are you a professional athlete?

In the last 18 months did you regularly drive to Texas to work?

If Yes, will you continue to drive to and look for work in Texas?

In which language do you want to receive your written Unemployment Benefits information?

Withhold federal income tax from your unemployment benefit payments?

# Claim Confirmation (continued)

**Last Employment Information**

Employer Name:

Another Name for This Business:

Employer Phone Number:

Your employer has requested TWC mail all Unemployment Benefits notices to the address listed below.

Employer Address:

What kind of work did you do at this job?

Occupation That Best Describes Your Past Job Duties:

First Date You Worked:

Last Date You Worked:

When you work **full-time**, how many hours per week do you work?

Did you work on or after Sunday, January 13, 2019?

Your Normal Wage:

Reason No Longer Working:

**Reason No Longer Working For Last Employer - Layoff**

Did your employer give you a definite date to come back to work?

What date did your employer tell you to come back to work?

**Payment Option**

Payment Option:

**Electronic Correspondence**

Sign up for Electronic Correspondence?

E-mail address:

**Continuing Unemployment Service Information**

Personal Identification Number (PIN):

Next



Select **Next** to go to Next Steps, Requirements, and Instructions.

## Reminder: You are not done yet.

When you have finished reviewing the Claim Confirmation page, select **Next** to go to the Next Steps, Requirements, and Instructions section.

You must complete the Next Steps section, or you may delay or lose your benefits.





## Next Steps and Requirements

This section explains what you must do to remain eligible for unemployment benefits if you qualify. It also shows your payment options and includes information on:

- How to register and search for work
- Being able to and available for work
- The waiting week
- Requesting payment

# Next Steps and Requirements

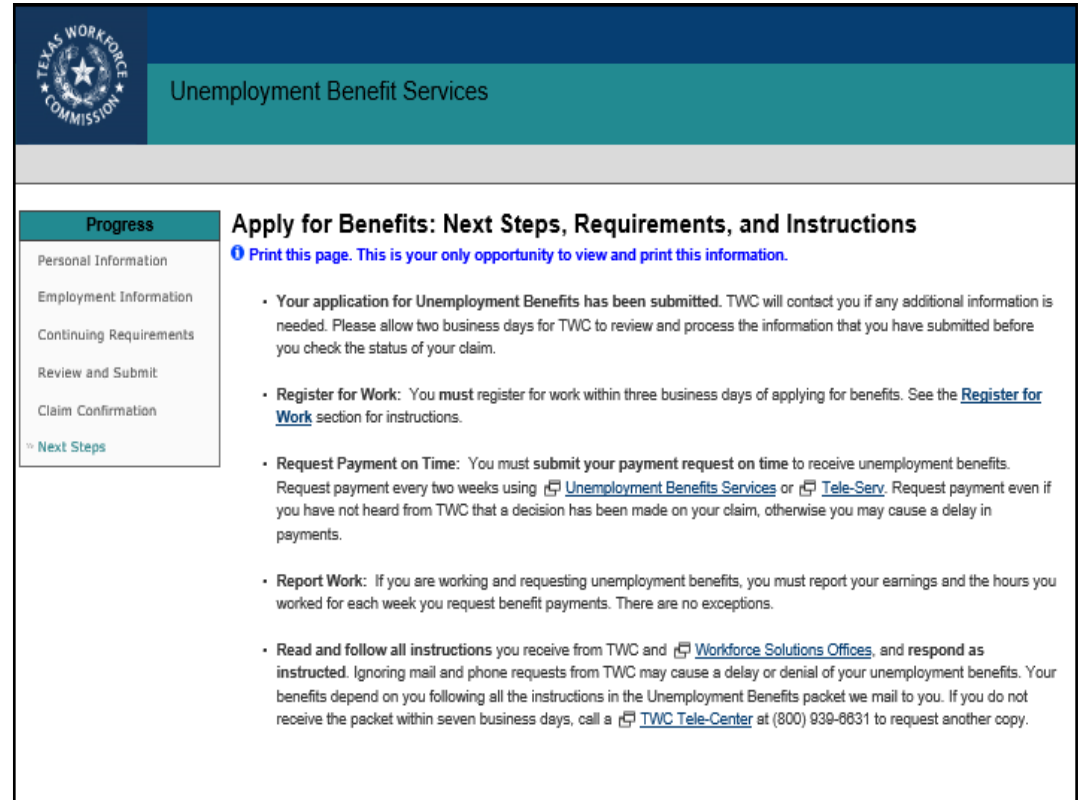
## Important

**You will need to print these pages.** Printers are available free at your local [Workforce Solutions](#) offices.

Read this entire section carefully to understand your continuing eligibility requirements.

For example, you must:

- Register for work within three days of applying for benefits.
- Request payment on time.
- Report earnings and hours worked for each week you request benefit payments.
- Respond to any requests from TWC or a Workforce Solutions office. If you do not respond, your benefits may be delayed or denied.



The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services page. The header includes the TWC logo and the title "Unemployment Benefit Services". A "Progress" sidebar on the left lists steps: Personal Information, Employment Information, Continuing Requirements, Review and Submit, Claim Confirmation, and "Next Steps" (which is highlighted). The main content area is titled "Apply for Benefits: Next Steps, Requirements, and Instructions" and includes a link to "Print this page. This is your only opportunity to view and print this information." Below this, there are five bullet points providing detailed instructions on applying for benefits, including submission, registration, payment requests, reporting work, and following TWC instructions.

**Unemployment Benefit Services**

**Progress**

- Personal Information
- Employment Information
- Continuing Requirements
- Review and Submit
- Claim Confirmation
- Next Steps**

**Apply for Benefits: Next Steps, Requirements, and Instructions**

[Print this page. This is your only opportunity to view and print this information.](#)

- Your application for Unemployment Benefits has been submitted. TWC will contact you if any additional information is needed. Please allow two business days for TWC to review and process the information that you have submitted before you check the status of your claim.
- **Register for Work:** You must register for work within three business days of applying for benefits. See the [Register for Work](#) section for instructions.
- **Request Payment on Time:** You must submit your payment request on time to receive unemployment benefits. Request payment every two weeks using [Unemployment Benefits Services](#) or [Tele-Serv](#). Request payment even if you have not heard from TWC that a decision has been made on your claim, otherwise you may cause a delay in payments.
- **Report Work:** If you are working and requesting unemployment benefits, you must report your earnings and the hours you worked for each week you request benefit payments. There are no exceptions.
- Read and follow all instructions you receive from TWC and [Workforce Solutions Offices](#), and respond as instructed. Ignoring mail and phone requests from TWC may cause a delay or denial of your unemployment benefits. Your benefits depend on you following all the instructions in the Unemployment Benefits packet we mail to you. If you do not receive the packet within seven business days, call a [TWC Tele-Center](#) at (800) 939-8831 to request another copy.



# Next Steps and Requirements (continued)

## Waiting Week

TWC cannot pay you for the first week of your claim, also known as the  [waiting week](#), until you return to full-time work or exhaust your benefits. If you return to full-time work before exhausting your benefits, you must inform TWC in order to receive your waiting week payment. To report that you returned to full-time work, you must:

- Select  [Request your Waiting Week](#) from [ui.texasworkforce.org](#) or
- Call Tele-Serv at 800-558-8321 and select Option 2 and then Option 4, or
- Call a Tele-Center at 800-939-8631 to speak to customer service staff.

## Continuing Eligibility Requirements

You must meet **ALL** of these ongoing requirements to be eligible for benefits:

- Register for work.
- Search for  [suitable work](#) and keep a record of your work search activities.
- Request payment.
- Be  [physically and mentally able to work](#).
- Be  [available for work](#).

## Waiting Week

You will not receive payment for your first payable week, the “waiting week,” until you have been paid two times your weekly benefit amount **and** have returned to full-time work or exhausted your benefits.

## Eligibility Requirements

- Register for work
- Search for work and keep a record of your work search
- Request payment on time
- Be physically and mentally able to work
- Be available for full-time work

# Next Steps and Requirements (continued)

## Register for Work

You must be registered for work during each week you request benefits. Complete your work registration within three business days of applying for unemployment benefits. You must use your Social Security number when you register.

- To register for work on the Internet, proceed to [WorkInTexas.com](http://WorkInTexas.com) to register for work and search for a job. You must use your Social Security Number when registering on WorkInTexas.com. If you have previously registered for work, update your employment and contact information OR

- Register for work in person at a local [Workforce Solutions Office](#): WF SOL NCT WAXAHACHIE

[Workforce Solutions Office](#) Address: 1712 W 287 BUSINESS  
WAXAHACHIE, TX 75165

[Workforce Solutions Office](#) Phone Number: ---

## Search for Work

You must complete at least 5 work search activities per week and keep a record of your activities to receive benefits. TWC may ask for your [work search log](#) (PDF) at any time so keep it up-to-date.

TWC offers work search assistance to help you get the best-paying job available. To be eligible for benefits, you must look for and accept [suitable work](#).

For the first eight weeks of unemployment you should consider [suitable](#) positions that pay at least 90 percent of your [normal wage](#), but not less than the federal minimum wage which is \$7.25 per Hour, or no less than your state's minimum wage, if it is higher than the federal. Your normal wage is \$7.25 per Hour so 90 percent of that value would be \$6.53 per Hour. If you are still unemployed after eight weeks, lower your wage requirement to 75 percent of your normal wage, or to your state's or the federal minimum wage, whichever is higher.

TWC will use these wage levels to match you with suitable positions and will refer you to jobs within this pay range.

You must register for work within three business days of applying for benefits:

- Register for work in the state where you reside.
- Texas residents must register with [WorkInTexas.com](http://WorkInTexas.com) or in person at a [Workforce Solutions office](#).

TWC will send you a letter specifying how many work search activities you must complete each week.

- Document your work search activities.
- Apply for and accept suitable work.

# Next Steps and Requirements (continued)

| Request Payment                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| You must submit your payment request on time to receive unemployment benefits. Request payment every two weeks using  <a href="#">Unemployment Benefits Services</a> or  <a href="#">Tele-Serv</a> (requires a touch-tone phone). |                                                                                                                                                                                                                                                   |
| Method for Requesting Payment:                                                                                                                                                                                                                                                                                                                                                                      |  <a href="#">Unemployment Benefits Services</a> or  <a href="#">Tele-Serv</a> |
| Your Internet Filing Day:                                                                                                                                                                                                                                                                                                                                                                           | Any day in the week the payment request is due<br>(Sunday, January 27, 2019 through<br>Saturday, February 02, 2019), 24 hours a day                                                                                                               |
| Your  <a href="#">Tele-Serv</a> Filing Day:                                                                                                                                                                                                                                                                        | THURSDAY, from 7 a.m. - 6 p.m. Central time                                                                                                                                                                                                       |
| Your First  <a href="#">Tele-Serv</a> Filing Date:                                                                                                                                                                                                                                                                 | January 31, 2019                                                                                                                                                                                                                                  |
| Toll-free  <a href="#">Tele-Serv</a> Phone Number:                                                                                                                                                                                                                                                                 | (800) 558-8321                                                                                                                                                                                                                                    |
| You may request payment by mail only if you have neither the Internet nor a touch-tone phone. You must call a  <a href="#">TWC Tele-Center</a> to request mail as your option for requesting payments.                                                                                                           |                                                                                                                                                                                                                                                   |

For more information on payment options, see:

- [Benefit Payments: Choose Direct Deposit or Debit Card](#)
- [How to Request Benefit Payments Online](#)

# Next Steps and Requirements (continued)

## Important

You must be able **to** and available **for** full-time work to be eligible for unemployment benefits.

### Be Able to Work

You must be physically and mentally  [able](#) to perform the work you are seeking to receive unemployment benefits. You must have the health, endurance, and other physical and mental requirements necessary to perform  [suitable work](#) for which you are qualified or can readily learn to perform, and which exists in the geographical area where you are seeking work.

### Be Available for Work

You must be  [available](#) for full-time work to receive unemployment benefits. You must be ready, willing, and able to accept any  [suitable](#) full-time job. To be available for work, you must:

- Have adequate transportation;
- Have adequate child-care arrangements (if you have children);
- Be available for job interviews;
- Be willing to work all the days and hours required for the type of work you are seeking; and,
- Be willing to accept the usual rate of pay for a person of your qualifications and experience.

### TWC Tele-Center Information

To speak with a customer service representative about your claim, call the  [TWC Tele-Center](#) for assistance on any  [business day](#).

 [TWC Tele-Center](#) Phone Number:

(800) 939-6631

# Next Steps and Requirements (continued)

## When to Request Payment

You must request your unemployment benefit payment every two weeks on your scheduled filing day.

When you apply for unemployment benefits, TWC sends you a document titled: **Instructions for Requesting Benefit Payments**. This document shows your first filing day, your Tele-Serv filing day, and instructions for filing online or through Tele-Serv.

You must request your first benefit payment on your first filing date.

| INSTRUCTIONS: REQUESTING BENEFIT PAYMENTS                                                                                                                                                                                                       |                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Date Mailed:                                                                                                                                                                                                                                    |                                                                                                                                                                              |
| (Dates in month-day-year order)                                                                                                                                                                                                                 |                                                                                                                                                                              |
|                                                                                                                                                                                                                                                 | Social Security Number:                                                                                                                                                      |
|                                                                                                                                                                                                                                                 | First Filing Date:                                                                                                                                                           |
|                                                                                                                                                                                                                                                 | Tele-Serv Number:                                                                                                                                                            |
|                                                                                                                                                                                                                                                 | Tele-Serv Filing Day:                                                                                                                                                        |
| <b>Online Instructions</b>                                                                                                                                                                                                                      | <b>Tele-Serv Automated Phone Instructions</b>                                                                                                                                |
| Available all day, every day at <a href="http://ui.texasworkforce.org">ui.texasworkforce.org</a>                                                                                                                                                | Available 7 a.m. to 6 p.m. Central time, Sunday-Friday by calling toll-free at 1-800-558-8321.                                                                               |
| Your request is <b>complete</b> and information is saved <b>only</b> after you <b>submit</b> it and <b>receive a confirmation number</b> . If you submit your payment request after 6 p.m., it will be processed the <b>next business day</b> . | Your request is <b>complete</b> when you <b>submit</b> required information and hear your next filing date or a message requesting that you contact TWC to resolve an issue. |



# Next Steps and Requirements (continued)

## Scheduled Filing Day and Payment Request Day

You can also find your scheduled filing day and your next payment request day by calling Tele-Serv at 800-558-8321 (select **Option 2**) or by logging in to Unemployment Benefits Services (UBS) and viewing your [Claim and Payment Status](#). The Claim and Payment Status page can be accessed from the Quick Links menu.

Remember to make a note of your scheduled filing day and the next date you must request payment.

You should request benefit payment every two weeks after your first filing date on your scheduled filing day.

You should request payment on the filing day listed on the instructions as Tele-Serv Filing Day and on your claim and payment status whether you use Tele-Serv (800-558-8321, option 1) or UBS to request payment.

The screenshot shows the 'Claim and Payment Status' page on the Texas Workforce Commission's Unemployment Benefit Services portal. The page has a dark blue header with the TWC logo and navigation links for 'My Home', 'My Profile', and 'Logout'. A teal sidebar on the left contains a 'Quick Links' menu with options like 'Apply For Benefits', 'Electronic Correspondence Sign-up', 'Claim and Payment Status' (highlighted), 'Payment Request', 'Work Search Log', 'WorkInTexas.com', 'IRS Tax Information', 'Payment Option', 'Appeal List', 'Submit An Appeal', and 'Request Your Waiting Week'. The main content area is titled 'Claim and Payment Status' and includes a 'Claimant Information' section with fields for 'Name' and 'Social Security Number (SSN)'. Below this is a link to 'Select another claim to view' and a 'Printer-friendly Summary' link. The 'Claim Information' section contains a message: 'You did not earn enough money to establish an Unemployment Benefits claim. Check the wages on your Statement of Benefits that was mailed to you and if it is not accurate, call a TWC Tele-Center toll-free at (800) 939-6631.' This is followed by a table of claim details.

|                                        |                                                                     |
|----------------------------------------|---------------------------------------------------------------------|
| Claim Type:                            | Regular Unemployment Benefits                                       |
| Claim Start Date:                      | Apr 12, 2020                                                        |
| <a href="#">Weekly Benefit Amount:</a> | \$0.00                                                              |
| Maximum Possible Benefits:             | \$0.00                                                              |
| Benefits Paid to Date:                 | \$0.00                                                              |
| <a href="#">Benefits Remaining:</a>    | \$0.00                                                              |
| Next Date to Request Payment:          | This week on your scheduled filing day or Thursday through Saturday |
| Your Scheduled Filing Day is :         | MONDAY                                                              |

# Next Steps and Requirements (continued)

You are scheduled to request benefit payment on Sunday, Monday, Tuesday, or Wednesday. These are designated filing days, and you should always request payment on your filing day. If you are unable to request payment on your filing day, you can request payment during the same week on our open filing days: Thursday, Friday, and Saturday.

## Calculating Your Biweekly Payment Day

The following table shows how to calculate your next filing day. For example, if you requested payment on a Monday, you should request your next payment on the second also request payment during the open filing days in the same week as your designated filing day.

See the next page for three examples showing how to use the table.

|        | Designated Filing Days |        |         |           | Open Filing Days |        |          |
|--------|------------------------|--------|---------|-----------|------------------|--------|----------|
|        | Sunday                 | Monday | Tuesday | Wednesday | Thursday         | Friday | Saturday |
| Week 1 | Sunday                 | Monday | Tuesday | Wednesday | Thursday         | Friday | Saturday |
| Week 2 | Sunday                 | Monday | Tuesday | Wednesday | Thursday         | Friday | Saturday |
| Week 3 | Sunday                 | Monday | Tuesday | Wednesday | Thursday         | Friday | Saturday |
| Week 4 | Sunday                 | Monday | Tuesday | Wednesday | Thursday         | Friday | Saturday |

# Next Steps and Requirements (continued)

## Calculating Your Biweekly Payment Day

### **Example 1 – Normal Payment Request Schedule:**

You request payment on a Monday during your first week. You would SKIP the next Monday in week 2, and then request payment on the Monday after that in week 3. Then you would skip the Monday in week 4 and request payment again on the next Monday.

### **Example 2 – You Miss One of Your Filing Days:**

You request payment on a Tuesday during your first week. You skip the next Tuesday in week 2, but then miss the Tuesday after that in week 3. To stay on schedule, you would request payment on any of our open filing days during week 3. You would then skip the Tuesday in week 4, and request payment again on the next Tuesday after that.

### **Example 3 – You Miss a Filing Week:**

You request payment on a Wednesday during your first week. You skip the next Wednesday like you should, but then forget to file on the Wednesday in week 3 and do not request payment during our open filing days that week. You should try to request payment as soon as possible. If the system tells you your payment request is late, you must call the Tele-Center at 800-939-6631 and tell a customer service representative (CSR) that your payment request was late. The CSR will inform you when to request payment next.

# Next Steps and Requirements (continued)

## Calculating Your Biweekly Payment Day

When you request payment on Unemployment Benefits Services, the program will display the next date to request payment on Claim and Payment Status. Please make note of the date and mark it on your calendar.



**Remember:** If you do not request payment on time, your payment may be delayed or you may not get paid. You should try to request payment as soon as possible. If the system tells you your payment request is late, call our Tele-Center at 800-939-6631 and tell the customer service representative (CSR) that you filed your payment request late. The CSR will inform you when to request payment next.

Remember, you must request payment during the same week as your designated filing day. If you miss requesting on your filing day or during the open filing days in the same week, try to request payment as soon as possible. If the system tells you your payment request is late, you will need to call our Tele-Center at 800-939-6631 and tell the customer service representative (CSR) that your payment request is late. The CSR will inform you when to request payment next.

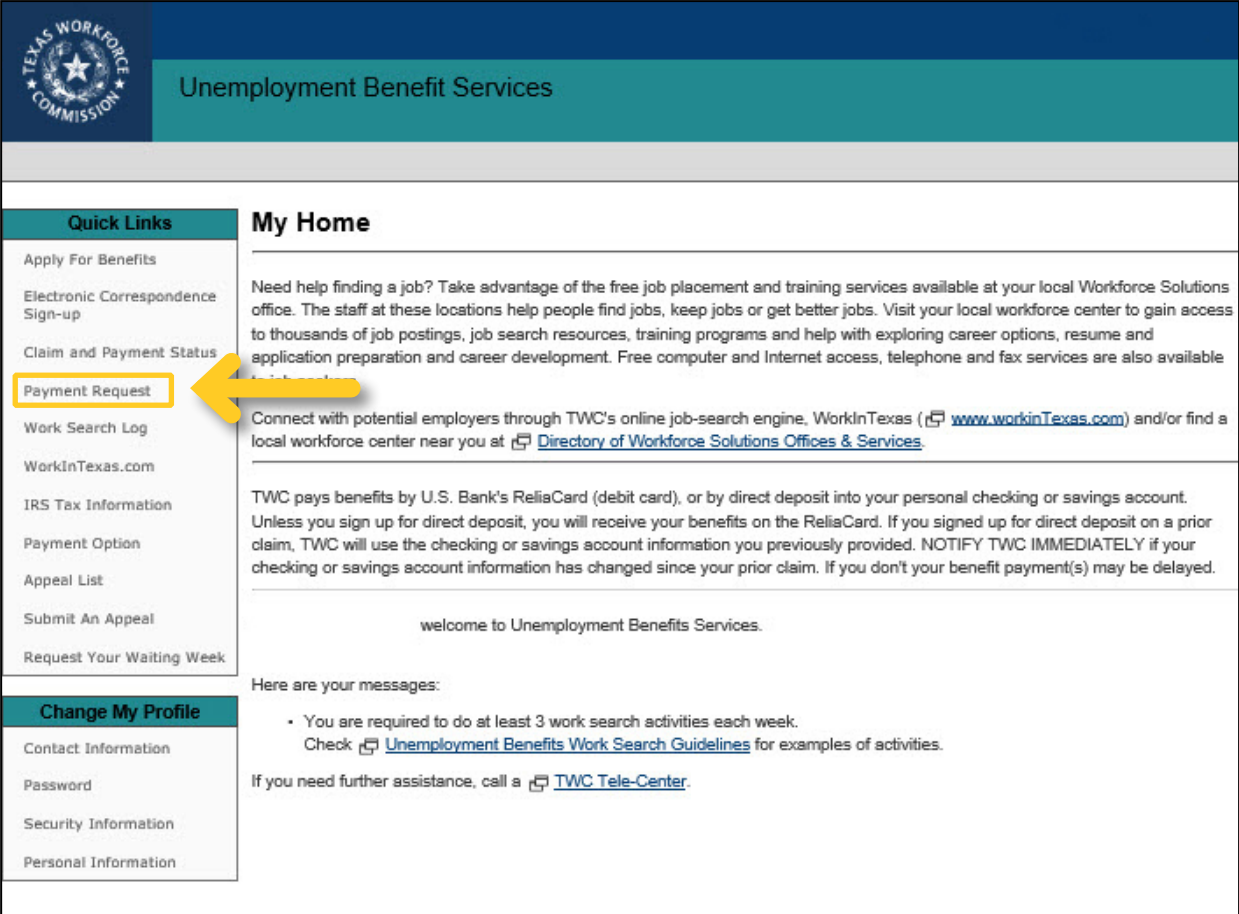
If your payment request is late, your benefit payment may be delayed or you may not get paid.

# Next Steps and Requirements (continued)

## How to Request Payment

To get started with a payment request, log on to [UBS](#) and select **Payment Request** from the Quick Links menu on the My Home page.

For a comprehensive look at requesting payment using UBS, see our [How to Request Benefit Payments Online](#) tutorial.



**TEXAS WORKFORCE COMMISSION**

### Unemployment Benefit Services

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**Quick Links**

- Apply For Benefits
- Electronic Correspondence Sign-up
- Claim and Payment Status
- Payment Request**
- Work Search Log
- WorkInTexas.com
- IRS Tax Information
- Payment Option
- Appeal List
- Submit An Appeal
- Request Your Waiting Week

**My Home**

Need help finding a job? Take advantage of the free job placement and training services available at your local Workforce Solutions office. The staff at these locations help people find jobs, keep jobs or get better jobs. Visit your local workforce center to gain access to thousands of job postings, job search resources, training programs and help with exploring career options, resume and application preparation and career development. Free computer and Internet access, telephone and fax services are also available.

Connect with potential employers through TWC's online job-search engine, WorkInTexas ([www.workinTexas.com](http://www.workinTexas.com)) and/or find a local workforce center near you at [Directory of Workforce Solutions Offices & Services](#).

TWC pays benefits by U.S. Bank's ReliaCard (debit card), or by direct deposit into your personal checking or savings account. Unless you sign up for direct deposit, you will receive your benefits on the ReliaCard. If you signed up for direct deposit on a prior claim, TWC will use the checking or savings account information you previously provided. NOTIFY TWC IMMEDIATELY if your checking or savings account information has changed since your prior claim. If you don't your benefit payment(s) may be delayed.

welcome to Unemployment Benefits Services.

Here are your messages:

- You are required to do at least 3 work search activities each week. Check [Unemployment Benefits Work Search Guidelines](#) for examples of activities.

If you need further assistance, call a [TWC Tele-Center](#).

**Change My Profile**

- Contact Information
- Password
- Security Information
- Personal Information

# You Completed Your Application – Now What?



It takes approximately four weeks from the date you apply for benefits to know if you are eligible. Make sure to read all the materials we send you, and respond promptly to any contact requests.

You can check your claim status online at [Unemployment Benefits Services](#) or call [Tele-Serv](#) at 800-558-8321 and select option 2.

If you qualify, TWVC will pay you on a U.S. Bank Reliacard® unless you signed up for direct deposit into your personal checking or savings account at any bank or credit union chartered in the United States.

To change your payment option after you have completed your online application:

- Log on to [ui.texasworkforce.org](http://ui.texasworkforce.org)
- Select **Payment Option**, then **Change Payment Option**



# Still Need Help?

Call the TWC Tele-Center  
at **800-939-6631**  
to speak with one of our  
customer service representatives.



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