

Welcome

*to the
Unemployment Benefits Services
Tutorial*



TEXAS
WORKFORCE SOLUTIONS

How to Create User IDs & Passwords

Online Unemployment Benefits Services

We offer online Unemployment Benefits Services (UBS) that allow you to:

- apply for benefits
- request payment
- check your claim, payment or appeal status
- submit a work search log
- view IRS 1099-G information
- change your payment option, and much more.

To use these services, you *must* have a **User ID** and **Password**.

Creating a user ID and password is fast, easy and secure.

How do I create or retrieve my user ID and password?

Start by visiting our web site at:
twc.texas.gov/jobseekers/unemployment-benefits-services.

Note: You may want to print pages from this tutorial. If you don't have a printer, you may use a printer at your local [Workforce Solutions](#) office.



This tutorial includes instructions for creating, retrieving and resetting User IDs and Passwords.



Unemployment Benefits Services

TEXAS WORKFORCE COMMISSION

About Us Contact Us Find Locations FAQ

Welcome, we're here to help.
Resources, tips and tools to build a stronger Texas workforce.

Home > Job Seekers & Employees > Unemployment Benefits > Unemployment Benefits Services

Unemployment Benefits Services

On this page:

- [Logon Options](#)
- [Apply for Benefits](#)
- [Request a Payment](#)
- [View Claim and Payment Status](#)
- [View Appeal Status](#)
- [View IRS 1099-G Information](#)
- [Submit a Work Search Log](#)
- [Change Payment Option](#)
- [Estimate Unemployment Benefits](#)
- [Technology Requirements](#)
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Logon Options

- [Returning users, logon here.](#)
- [Logon with a User ID from another TWC Internet application, such as WorkInTexas.com.](#)
- [Sign up for a TWC Internet User ID.](#)

This is the first screen you'll see when you visit [Unemployment Benefits Services](#).

If you already have a TWC User ID or Password, such as for [WorkInTexas.com](#), select either choice. Skip to [page 6](#).

If you need to **create** a User ID or Password, select **Sign up for a TWC Internet User ID** and go to [next page](#).

Creating a User ID and Password

Enter your personal information. Enter an e-mail address. Although not required, it will help you retrieve your logon information if forgotten.

Your User ID must be between 3 and 32 characters.

Your password must include the following:

- At least eight characters
- At least one lowercase letter, one uppercase letter, one number, and one special character: # @ \$ % ^ ! * _ +

DO NOT include your email address, first or last name, Social Security Number, date of birth, or part of your home address in your password.

The screenshot shows the 'Sign Up for User ID' page on the Texas Workforce Commission website. The page has a dark blue header with the TWC logo and 'Unemployment Benefit Services' text. A 'Quick Links' sidebar on the left contains 'Logon', 'Sign Up for User ID', 'Forgot Password?', and 'Forgot User ID?'. The main content area is titled 'Sign Up for User ID' and includes a 'Need help?' link. It is divided into three sections: 'Personal Information', 'Logon Information', and 'Security Information'. The 'Personal Information' section has fields for First Name, Middle Initial, Last Name, and Email Address, with red asterisks indicating required fields. The 'Logon Information' section has fields for User ID, Password, and Retype Password, with a 'Check Availability' button and detailed password requirements. The 'Security Information' section is partially visible at the bottom.

Quick Links

- Logon
- » Sign Up for User ID
- Forgot Password?
- Forgot User ID?

Sign Up for User ID [Need help?](#)

* Indicates required information

Personal Information

First Name: *

Middle Initial:

Last Name: *

Email Address: *
(Entering your email address will help you retrieve your logon information if you forget it later. [Get Free Email Account](#))

Logon Information

Enter the User ID and password that you want to use. If you already have a User ID for another TWC Internet application, such as WorkInTexas.com, try logging on with that ID. Passwords are case sensitive. Do not tell anyone your password.

User ID: *
(3-32 characters)

Password: *
(8-32 characters; includes at least 1 lower case letter, 1 upper case letter, 1 number, and 1 symbol (one of #@\$%^!*_+); does not contain first name, last name, or part of User ID.)

Retype Password: *

Security Information

The security questions and answers will help identify you if you forget your password. Select your questions and enter answers that others can't guess. The

Creating a User ID and Password ...

If you forget your Password, this security information will help you retrieve it or create a new one.

The screenshot shows the 'Sign Up for User ID' page on the Texas Workforce Commission website. The page header includes the TWC logo and navigation links. The main content area is titled 'Sign Up for User ID' and includes a 'Quick Links' section with a 'Ligon' link. Below this is the 'Security Information' section, which contains three sets of security questions and answers. Each set consists of a question dropdown menu, an answer text box, and a retype answer text box. A reCAPTCHA is located below the security questions. At the bottom of the form are 'Next' and 'Cancel' buttons.

Security Information

The security questions and answers will help identify you if you forget your password. Select your questions and enter answers that others can't guess. The security answers are case sensitive.

First Security Question: * Choose One

First Security Answer: *

First Retype Answer: *

Second Security Question: * Choose One

Second Security Answer: *

Second Retype Answer: *

Third Security Question: * Choose One

Third Security Answer: *

Third Retype Answer: *

I'm not a robot

reCAPTCHA
Privacy - Terms

Under [Texas state rule](#), usage may be subject to security testing and monitoring, applicable [privacy provisions](#), and criminal prosecution for misuse or unauthorized use. Texas Workforce Commission collects personal information entered into electronic forms on this Internet site. For more information on your rights to request, review and correct information submitted on this electronic form, please see TWC's [Privacy and Security Information](#).

Next Cancel

Scroll down to Security Information.

Select **questions** and enter **answers** you can easily remember. **Answers** are case sensitive (upper/lower case).

Logon

From this screen you can:

- Log on with your UBS or WorkInTexas.com User ID and Password;
- Create a User ID or Password if you do not have one; and/or
- Retrieve a forgotten User ID or reset a Password.

TEXAS WORKFORCE COMMISSION

Unemployment Benefit Services

Quick Links

- » Logon
- Sign Up for User ID
- Forgot Password?
- Forgot User ID?

Logon

New to Unemployment Benefit Services? If you already have a User ID for another TWC Internet application, such as WorkInTexas.com, try logging on with that ID. Otherwise, please [sign up for a User ID](#).

* indicates required information

User ID: *

Password: *

Texas state rule, usage may be subject to security testing and monitoring, applicable [privacy provisions](#), and criminal prosecution for misuse or unauthorized use. Texas Workforce Commission collects personal information entered into electronic form on this Internet site. For more information on your rights to request, review and correct information submitted on this form, please see TWC's [Privacy and Security Information](#).

If you forget your Password or User ID, select **Forgot Password?** or **Forgot User ID?**

For instructions on:

- **resetting** your Password, go to [page 7](#).
- **retrieving** your User ID, skip to [page 9](#).

Enter **User ID** and **Password** from UBS or WorkInTexas.com.

Select **Sign up for a User ID** to create a User ID.

Forget your Password?

Unemployment Benefit Services

Quick Links

- » Logon
- Sign Up for User ID
- Forgot Password?
- Forgot User ID?

Logon [Need help?](#)

Please correct the following errors:

- User ID and Password are not a valid combination. Please try again. Hints: Passwords are case sensitive, so check your capitalization and Caps Lock. Use the "Forgot User ID" or "Forgot Password" Quick Links for help.

New to Unemployment Benefit Services? If you already have a User ID for another TWC Internet application, such as WorkInTexas.com, try logging on with that ID. Otherwise, please [sign up for a User ID](#).

* indicates required information

User ID: *

Password: *

Have you received an error message?

No problem. Follow these steps to reset your Password.

Step 1: Enter User ID, First/Last Name. Select **Next**.

Unemployment Benefit Services

Quick Links

- » Logon
- Sign Up for User ID
- » **Forgot Password?**
- Forgot User ID?

Forgot Password: Step 1

* indicates required information

User ID: *

First Name: *

Last Name: *

Step 2: Answer security questions. Select **Next**.

Unemployment Benefit Services

Quick Links

- Logon
- Sign Up for User ID
- Forgot Password?
- Forgot User ID?

Forgot Password: Step 2

* indicates required information

Security Question: What is your favorite TV show?

Security Answer: *

Forgot your Password? ...

The screenshot shows the 'Unemployment Benefit Services' page. On the left is a 'Quick Links' menu with options: Ligon, Sign Up for User ID, Forgot Password?, and Forgot User ID?. The main content area is titled 'Change Password' and includes a 'Need Help?' link. Below the title is a message: 'New password required. Please enter your new password below. The password is case sensitive. Don't tell anyone your password.' A note states '* indicates required information'. There are two input fields: 'New Password:' and 'Retype Password:'. The 'New Password' field has a red asterisk and a tooltip that reads '(6-32 characters; at least 1 letter and 1 number)'. The 'Retype Password' field also has a red asterisk.

Enter and retype the new password, then select **Submit**.

The screenshot shows the 'Unemployment Benefit Services' page with a 'Logoff' link in the top right. The 'Quick Links' menu includes: Apply For Benefits, Claim and Payment Status, Payment Request, Work Search Log, WorkInTexas.com, IRS 1099-G Information, Payment Option, and Appeal List. The main content area is titled 'My Home' and features a blue notification icon and the message: 'Your password has been changed.' Below this is a warning: 'Beware of e-mail scams asking for your Social Security number (SSN), debit card number, or PIN. TWC never asks for your PIN or debit card number, and requests your SSN number only after you make an inquiry.' There are two paragraphs of text providing information on how to apply for unemployment benefits and how to register for work search assistance in a new state. A 'Change My Profile' menu is visible on the left with options: Contact Information, Password, and Security Information.

When you get the message that your password has been changed, select **Submit**.

Forget your User ID?

- You can retrieve your User ID with this screen **only** if you provided an email address when you created your User ID.
- If you did **not** provide an email address when you created your User ID, call Unemployment Benefits Services Support at 800-939-6631 for assistance.

The screenshot shows the 'Unemployment Benefit Services' website. The header includes the Texas Workforce Commission logo and navigation links for 'TWC Home' and 'TWC Contact Information'. The main content area is titled 'Forgot User ID' and includes a 'Quick Links' sidebar with options like 'Logon', 'Sign Up for User ID', 'Forgot Password?', and 'Forgot User ID?'. The main form area contains a message stating that an email address is required for this feature, followed by a legend indicating that red asterisks denote required information. There are three input fields: 'First Name', 'Last Name', and 'Email Address', each with a red asterisk. At the bottom of the form are 'Next' and 'Cancel' buttons. A 'Need help?' link is also present.

Quick Links

- Logon
- Sign Up for User ID
- Forgot Password?
- » **Forgot User ID?**

Forgot User ID [Need help?](#)

You must have already provided an email address in order to use this feature. Otherwise, please contact Unemployment Benefits Services Support toll-free at (866) 399-0615 for help.

* indicates required information

First Name: *

Last Name: *

Email Address: *

Select
Forgot
User ID?

Complete
required
information.



Still need help?

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

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