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If you did not receive the contact request letter described below, then please **do not call** the Texas Workforce Commission (TWC) as requested.

TWC sent a letter on December 11, 2023, asking you to contact TWC to discuss a recent change to your unemployment benefits claim.

If you contacted TWC already, thank you. If you did not, we encourage you to call 512-463-8322 and select Option 2 (Proof of Identification) today.

Either way, TWC requests that you reset your Personal Identification Number (PIN) and password to help keep your claim secure from unauthorized changes.

Your PIN is needed to access Tele-Serv, our automated phone system. Your password is needed access our Unemployment Benefits System (UBS). Follow these instructions to reset your password and PIN:

- Go to the TWC website at <https://www.twc.texas.gov>
- Select "Unemployment Benefits Services" under the Quick Links tab
- Log on
- Select Password from the Change My Profile menu
 - Enter your current password
 - Enter your new password in both new password fields
 - Select the Submit button
- Select Reset PIN Number from the Change My Profile Menu
- Follow the onscreen instructions

TWC sent this email to you as a reminder about PIN and password security.

Follow These Best Practices:

- Change your password often. We recommend every 1-2 months while you are receiving benefits. Or change it immediately if you use an unsecure network or if you learn one of your accounts was hacked.
- Do not use the same PIN or password in multiple places.
- Create a unique PIN for your TWC account.
- Passwords should have at least 12 characters and use upper- and lower-case letters, numbers, and special characters. You can use these special characters for your TWC password: # @ \$ % ^ ! * _ +
- Do not use dates or numbers that would be easy to guess, such as any part of your Social Security number, phone number, birthdate or address.
- Do not use repeating numbers (such as 1111, 2222, 3333, etc.) or numbers in order (such as 1234, 5678, 9876, etc.).
- For more guidance, see the "Your Unemployment Benefits Services User ID, PIN, and Password" section on <https://www.twc.texas.gov/services/apply-benefits>.

Want to Verify this Email Came from TWC? Go to the TWC website at <https://www.twc.texas.gov> and search for "Scams." We added a copy to our Scams and Schemes page.