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.

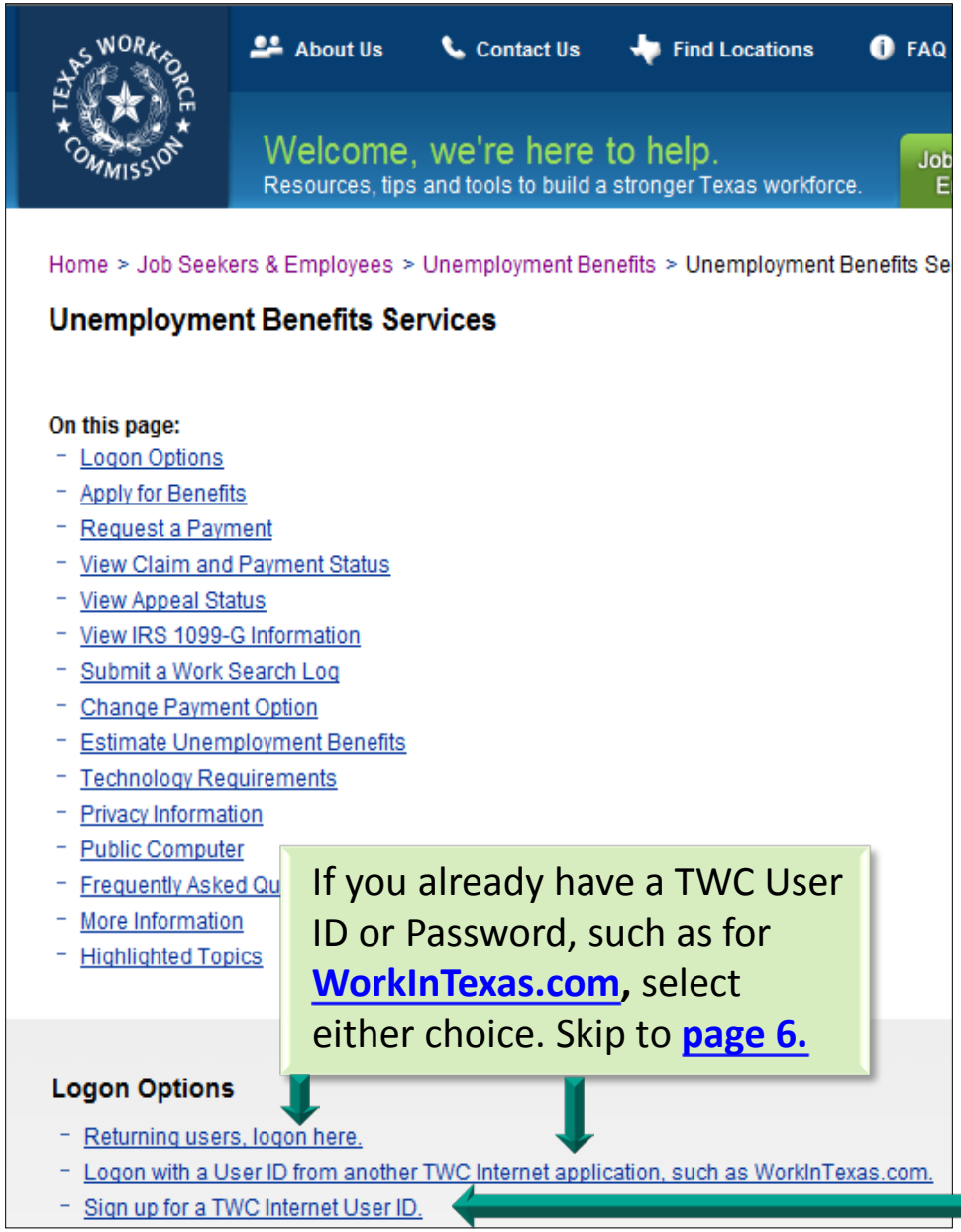
How do I create or retrieve my user ID and password?

Start by visiting our web site at: ui.texasworkforce.org

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



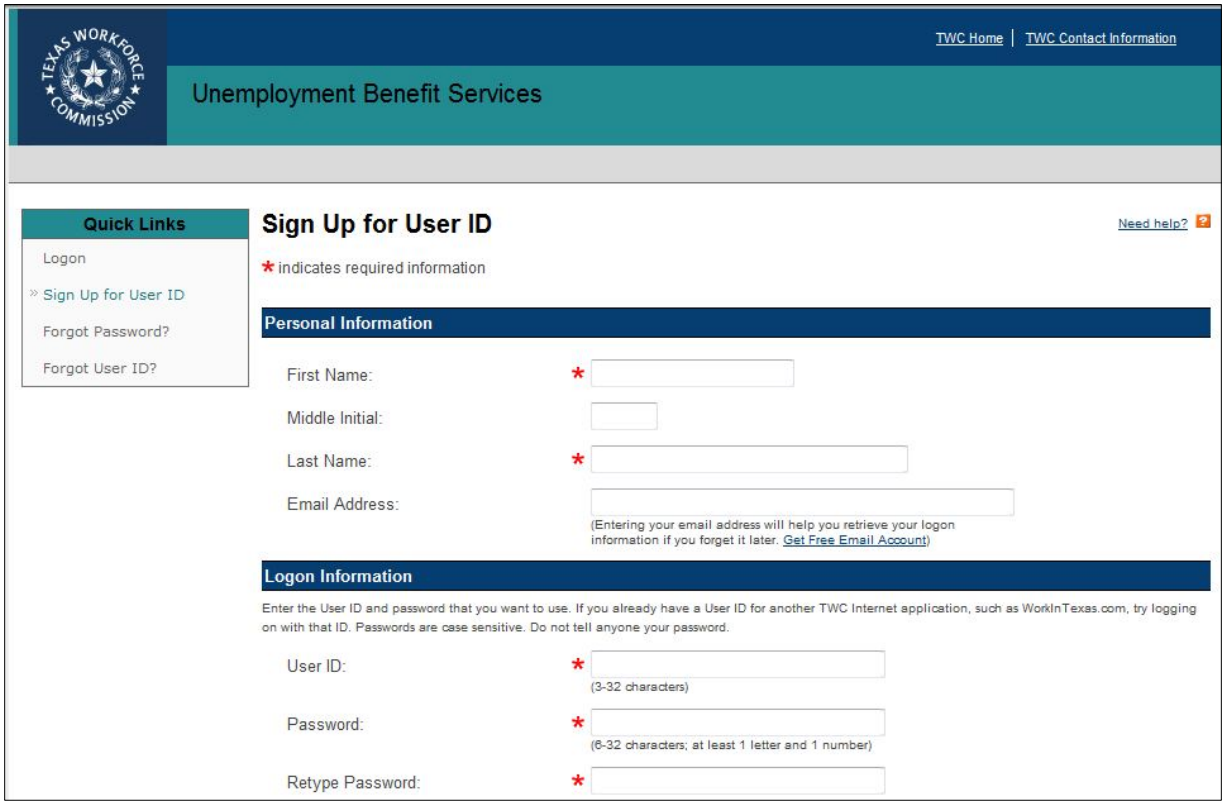
This is the first screen you'll see when you visit ui.texasworkforce.org.

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

1. Enter your personal information.
2. Enter an e-mail address. Although not required, it will help you retrieve your logon information if forgotten.
3. Choose a User ID and Password that's easy to remember and keep a copy in a safe place.

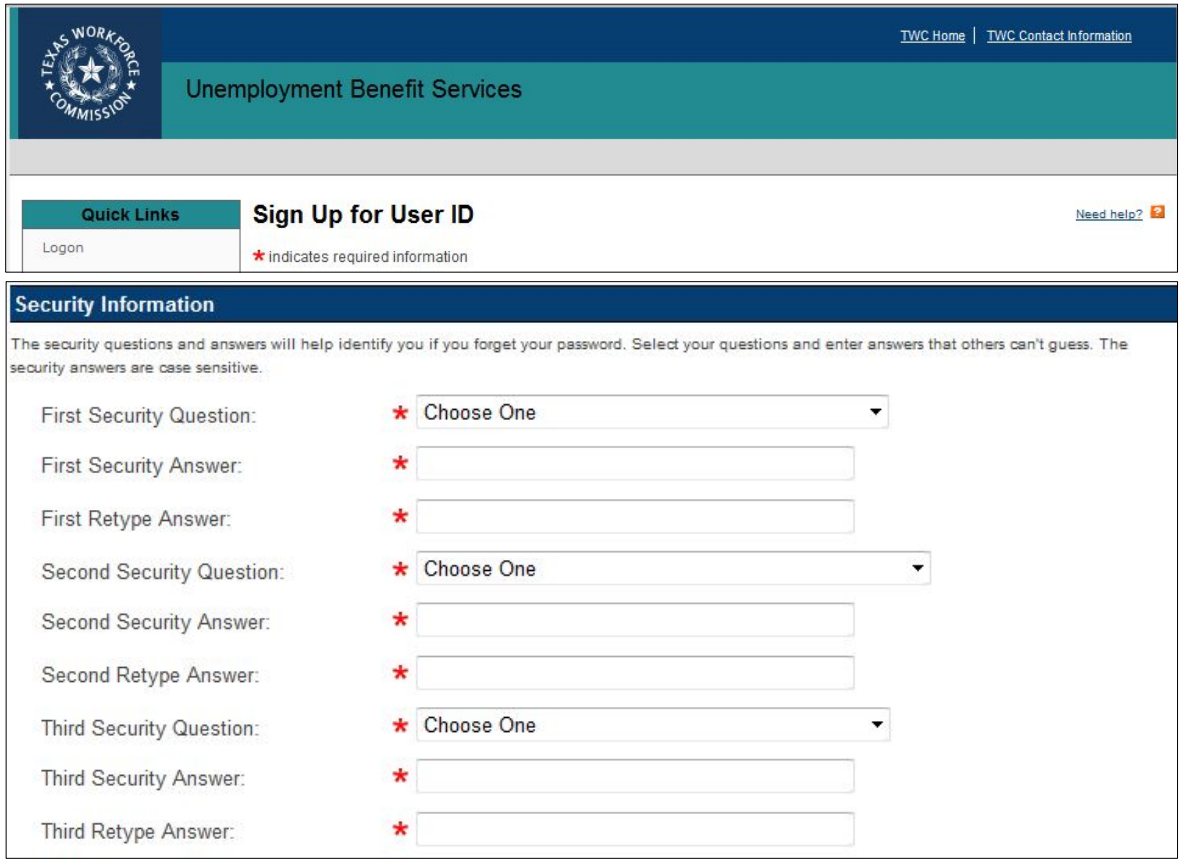


TIPS

- Your **User ID** must be between 3 and 32 characters. Your **Password** must be between 6 and 32 characters.
- **User IDs *and* Passwords** are case sensitive (upper/lowercase letters).

Creating a User ID and Password . . .

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



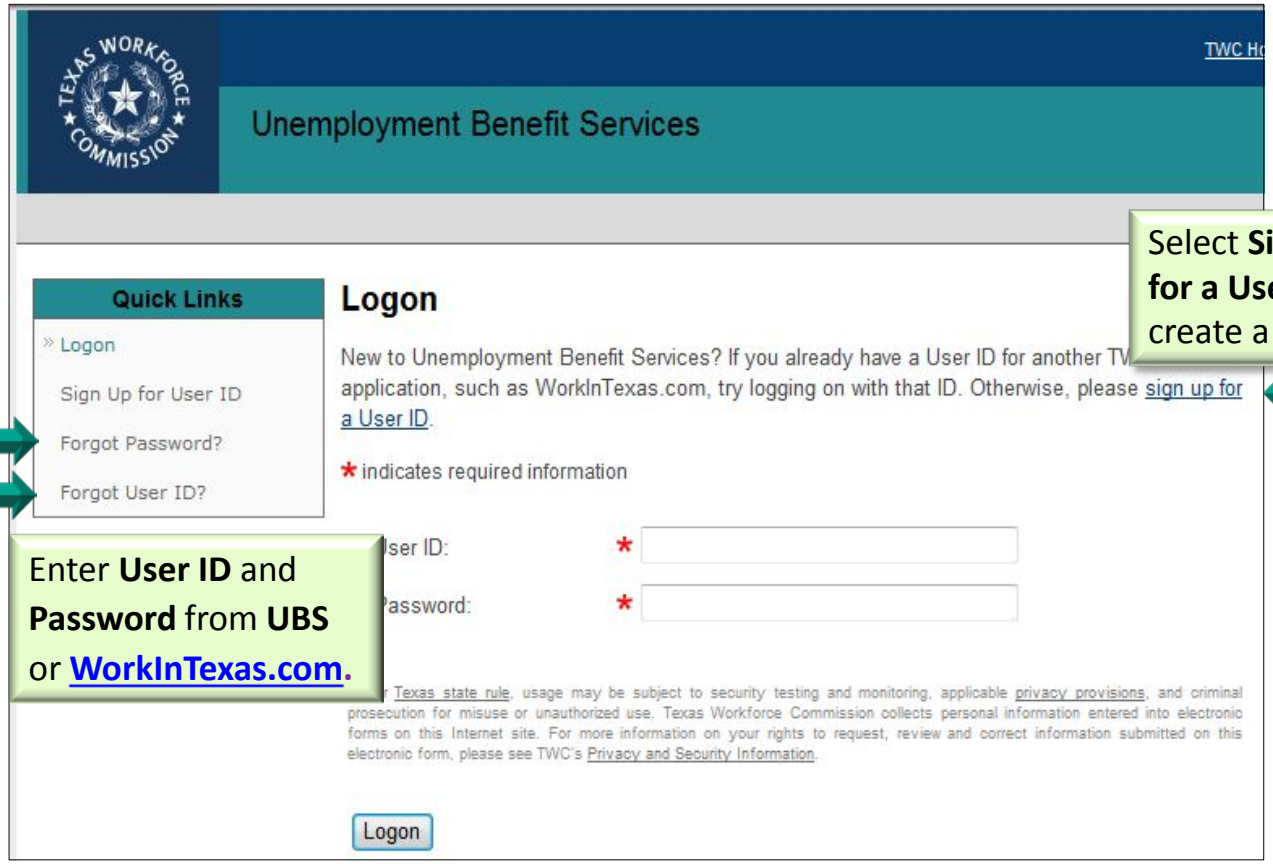
Scroll down to Security Information.

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.



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

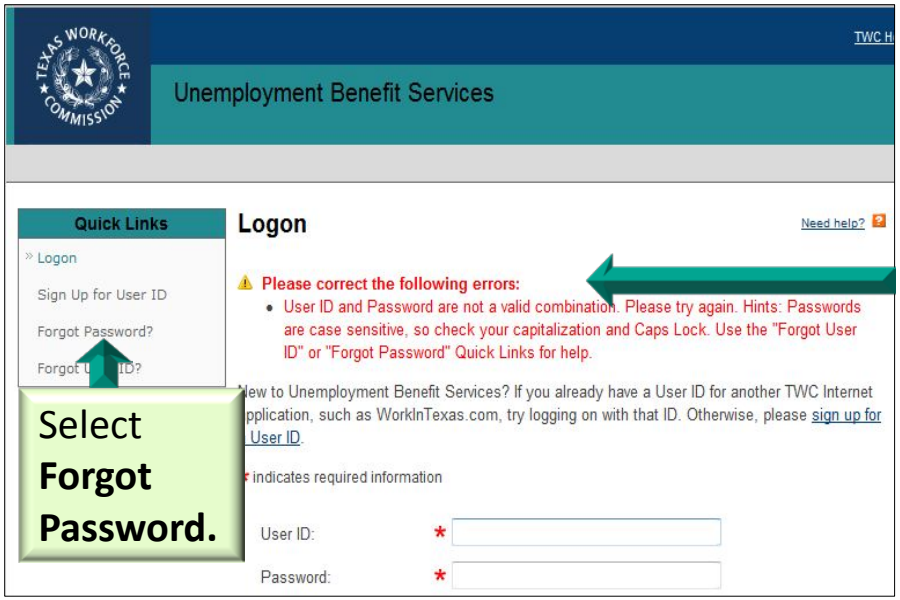
Select **Sign up for a User ID** to create a User ID.

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

For instructions on:

- **resetting** your Password, go to **page 7.**
- **retrieving** your User ID, skip to **page 9.**

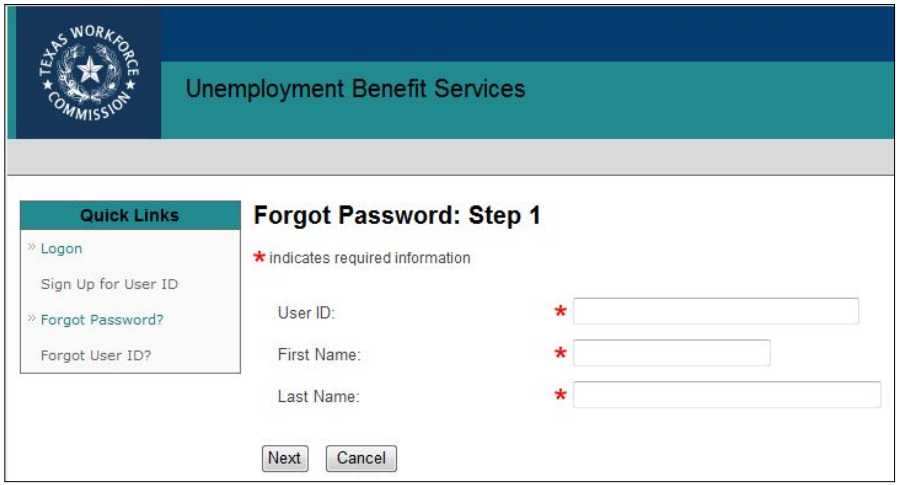
Forget your password?



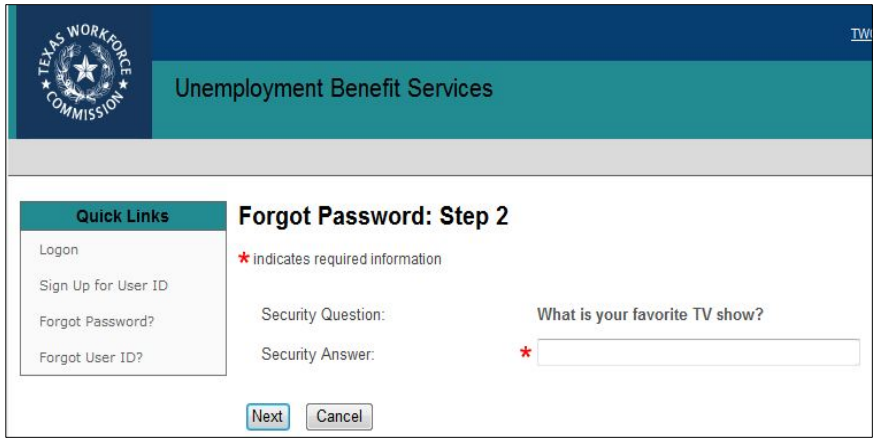
Have you received an error message?

No problem. Follow these steps to reset your Password.

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



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



Forget your password? . . .

TWC Home | TWC Contact Inforr

Unemployment Benefit Services

Quick Links

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

Change Password

Nee

New password required. Please enter your new password below. The password is case sensitive. Don't tell anyone your password.

* indicates required information

New Password: *
(6-32 characters; at least 1 letter and 1 number)

Retype Password: *

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

| Logoff

Unemployment Benefit Services

Quick Links

- Apply For Benefits
- Claim and Payment Status
- Payment Request
- Work Search Log
- WorkInTexas.com
- IRS 1099-G Information
- Payment Option
- Appeal List

Change My Profile

- Contact Information
- Password
- Security Information

My Home

Your password has been changed.

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

Beware of e-mail scams asking for your Social Security number (SSN), debit card number, or PIN. TWC n
or debit card number, and requests your SSN number **only** after you make an inquiry.If you receiv e benefits by debit card from Chase Bank, a Chase representative may call you to verify transactions as part of a fraud detection program.Chase **will no t** ask for your card number or PIN. **Do not** volunteer that information.

You can apply for unemployment benefits free of charge on ui.texasworkforce.org or at 800-939-6631. TWC unemployment staff does not perform home visits. Give TWC personal information only when applying for benefits online at ui.texasworkforce.org or when calling a Tele-Center.

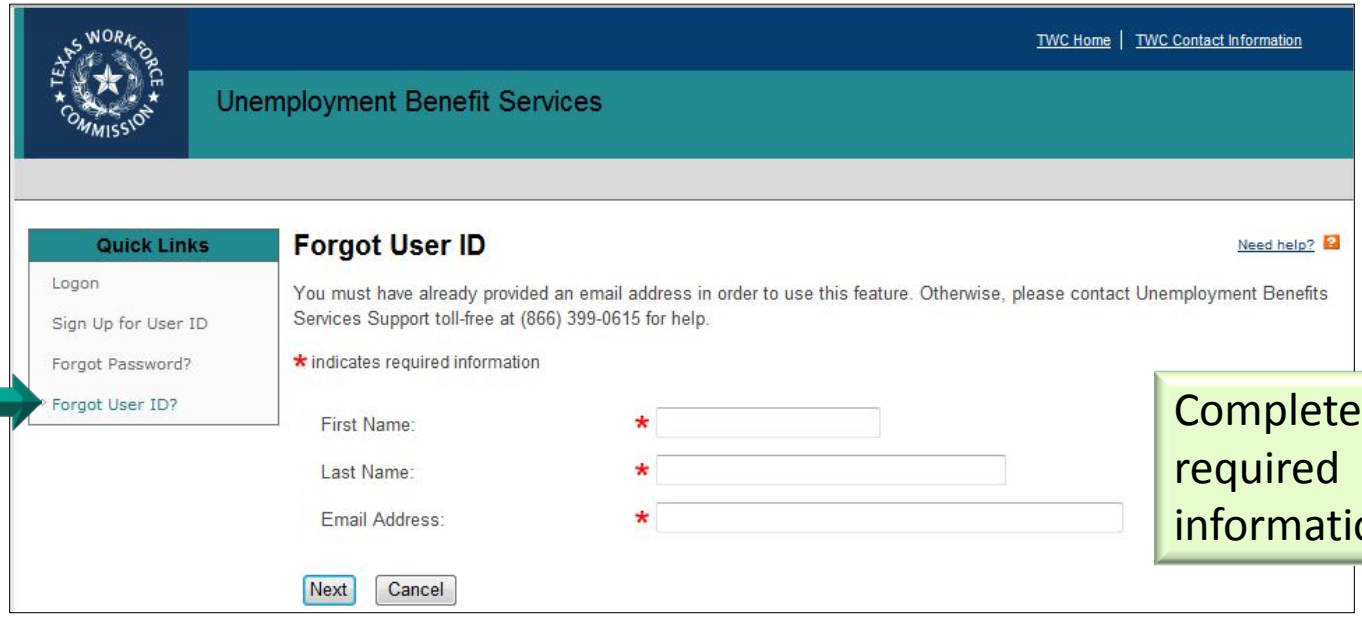
If you have moved to another state or Canada you need to register for work search assistance in your place of residence at a public workforce office or online. You must register within seven (7) days of moving and continue to meet your required weekly work search activities. TWC will verify that you registered with your state of residence. If you do not register for work search, your benefits may be delayed or denied.

See the list of state Public Workforce Offices for help finding out how to register in your state. PDF files require Adobe Reader for viewing.

Forget your User ID?

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

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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