Welcome

to the
Unemployment Benefits Services Tutorial

Electronic Correspondence for Claimants

What Electronic Correspondence Does

Electronic Correspondence (EC) allows you to access unemployment benefits correspondence electronically on a secure, online mailbox, such as:

- time-sensitive determinations
- unemployment benefits claim information
- instructional materials

How Electronic Correspondence Works

You can receive EC documents electronically, delivered to a secure inbox on your Unemployment Benefits Services (UBS) account at ui.texasworkforce.org

OR

TWC can mail your documents by the U.S. postal service.

If you select Electronic Correspondence:

- you can view your unemployment benefits correspondence directly from the online inbox.

After you opt in:

- we send an e-mail to notify you when we send new correspondence to your inbox.
- you can view, print, and save your claim correspondence.

To sign up, you must provide a valid e-mail address, and agree to TWC's EC Terms and Conditions.

How Electronic Correspondence Works . . .

Electronic Correspondence allows you to receive most, but not all, of your unemployment notices and forms electronically in a secure, online mailbox.

Documents Included

- benefits information packet
- work search notification
- payment request filing instructions
- most benefits forms and notices
- statements and determinations

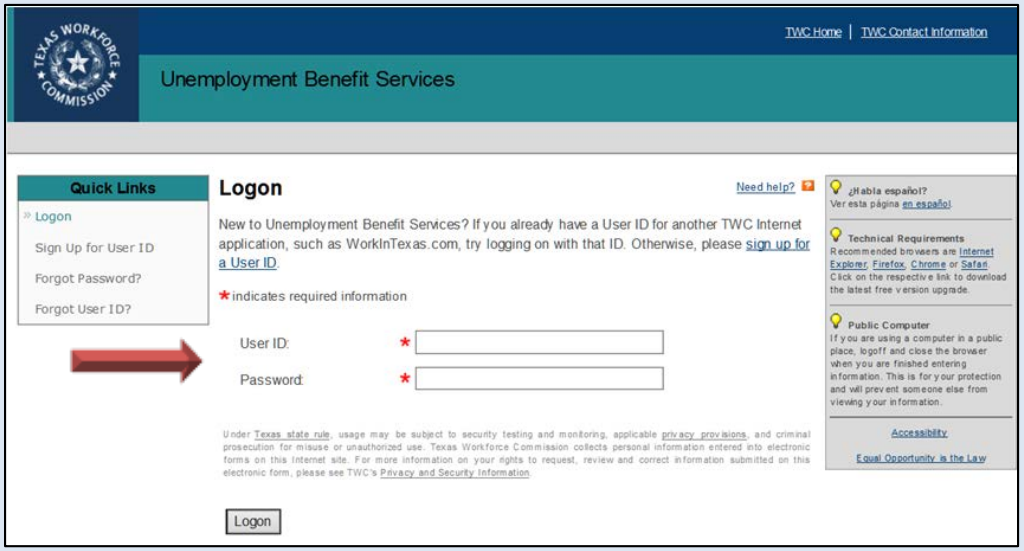
Documents Not Included

- appeals correspondence, including hearing notices or appeals decisions
- Workforce Solutions correspondence
- information about applying for benefits under special programs, such as Trade Adjustment Assistance

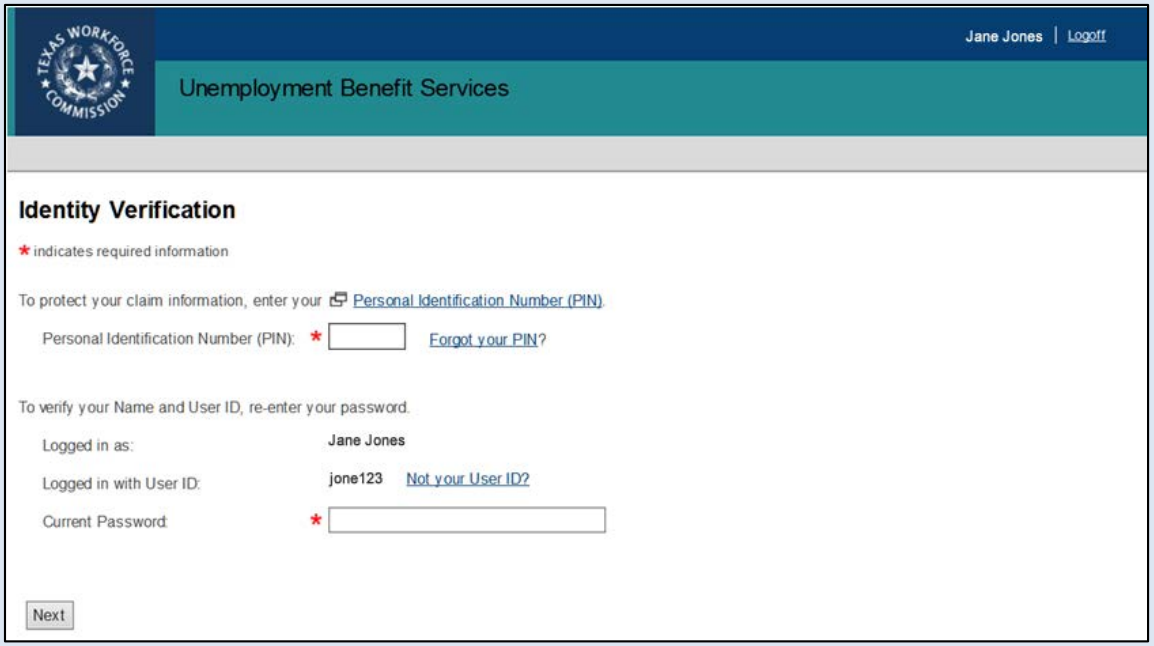
Note: You are responsible for regularly checking your online inbox, regardless of whether you receive an e-mail notifying you of new mail.

Getting Started

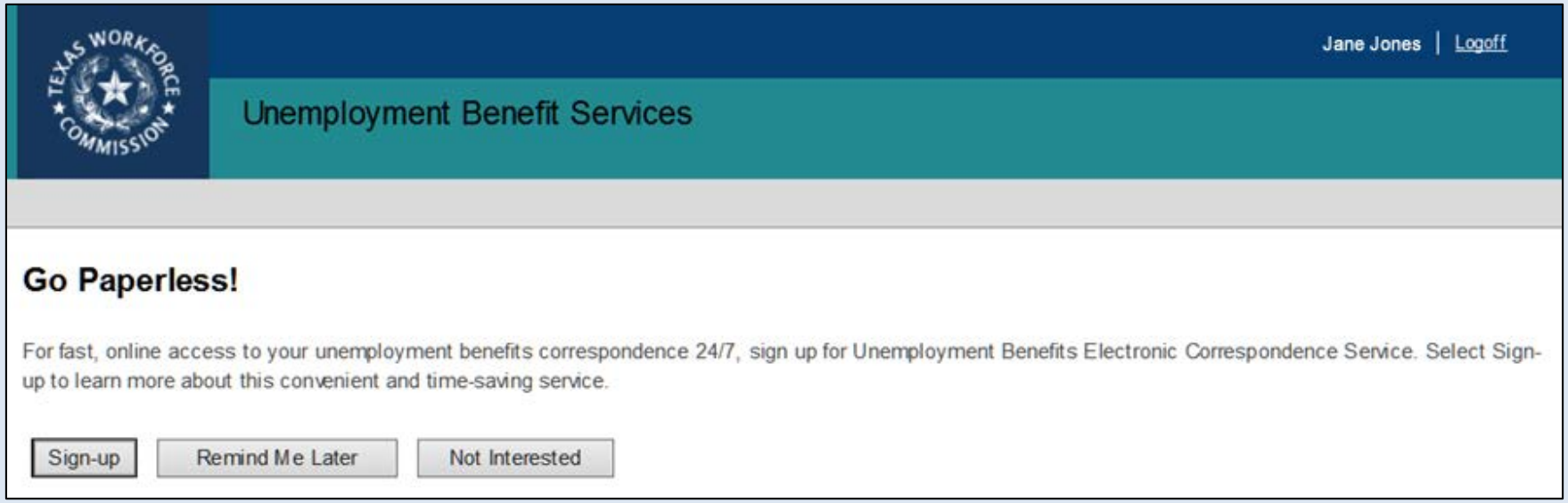
First, log on to UBS, or set up a User ID and password.



You must verify your identity using your personal identification number (PIN) and Password.



Ways to Sign Up

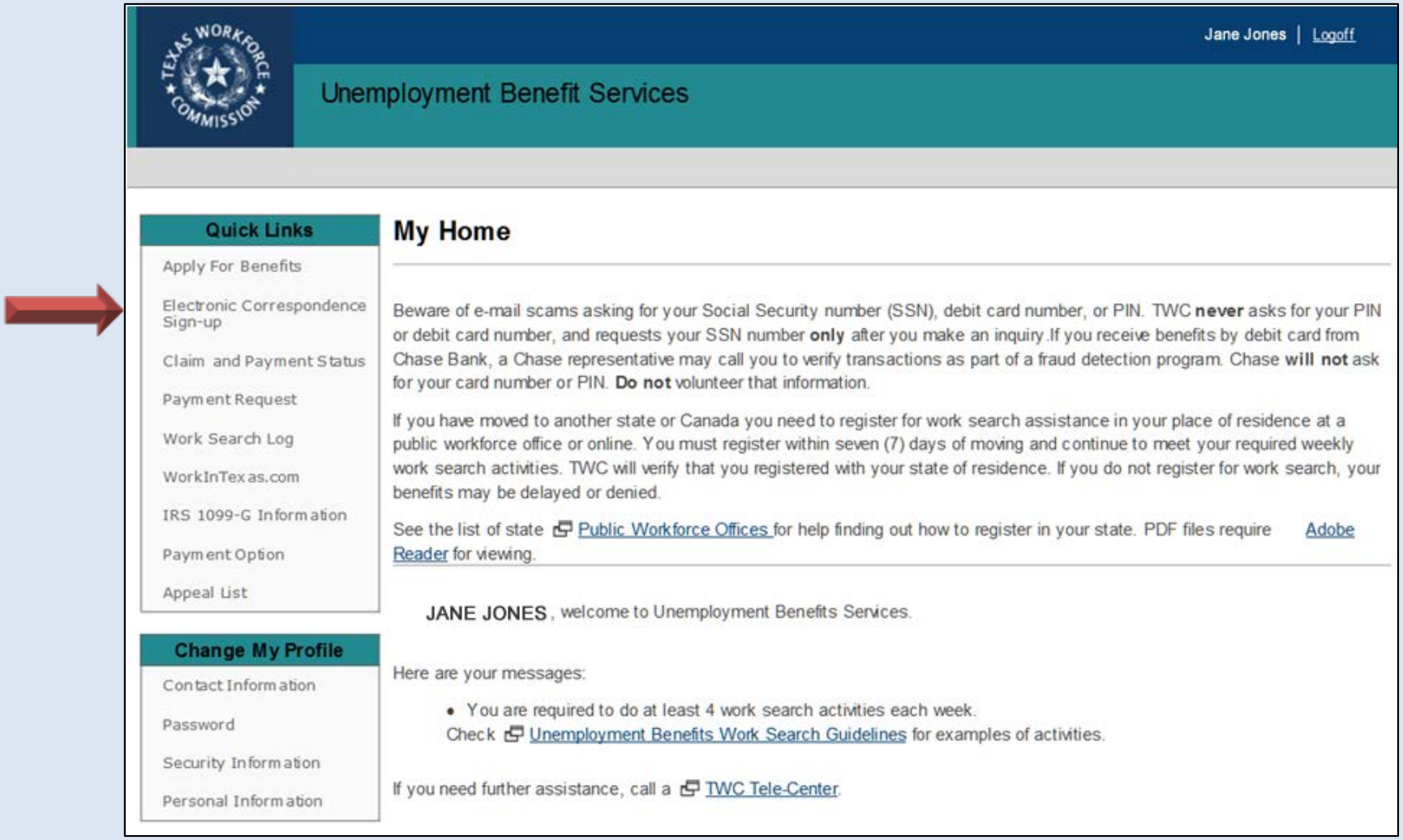


If you have a current claim, a "Go Paperless" message displays.

- Select **Sign-up** if you want to sign up now.
- Select **Remind Me Later** if you want the system to display the "Go Paperless!" page the next time you log on. You will continue to receive correspondence in paper format.
- Select **Not Interested** if you are not interested in electronic correspondence. You will continue to receive correspondence in paper format. If you change your mind, you can still sign up by selecting the "Sign-up" option from the Quick Links.

Ways to Sign Up . . .

If you don't sign up from the "Go Paperless" message, you can still sign up from the **My Home** screen by selecting **Electronic Correspondence Sign-up** from the Quick Links menu.

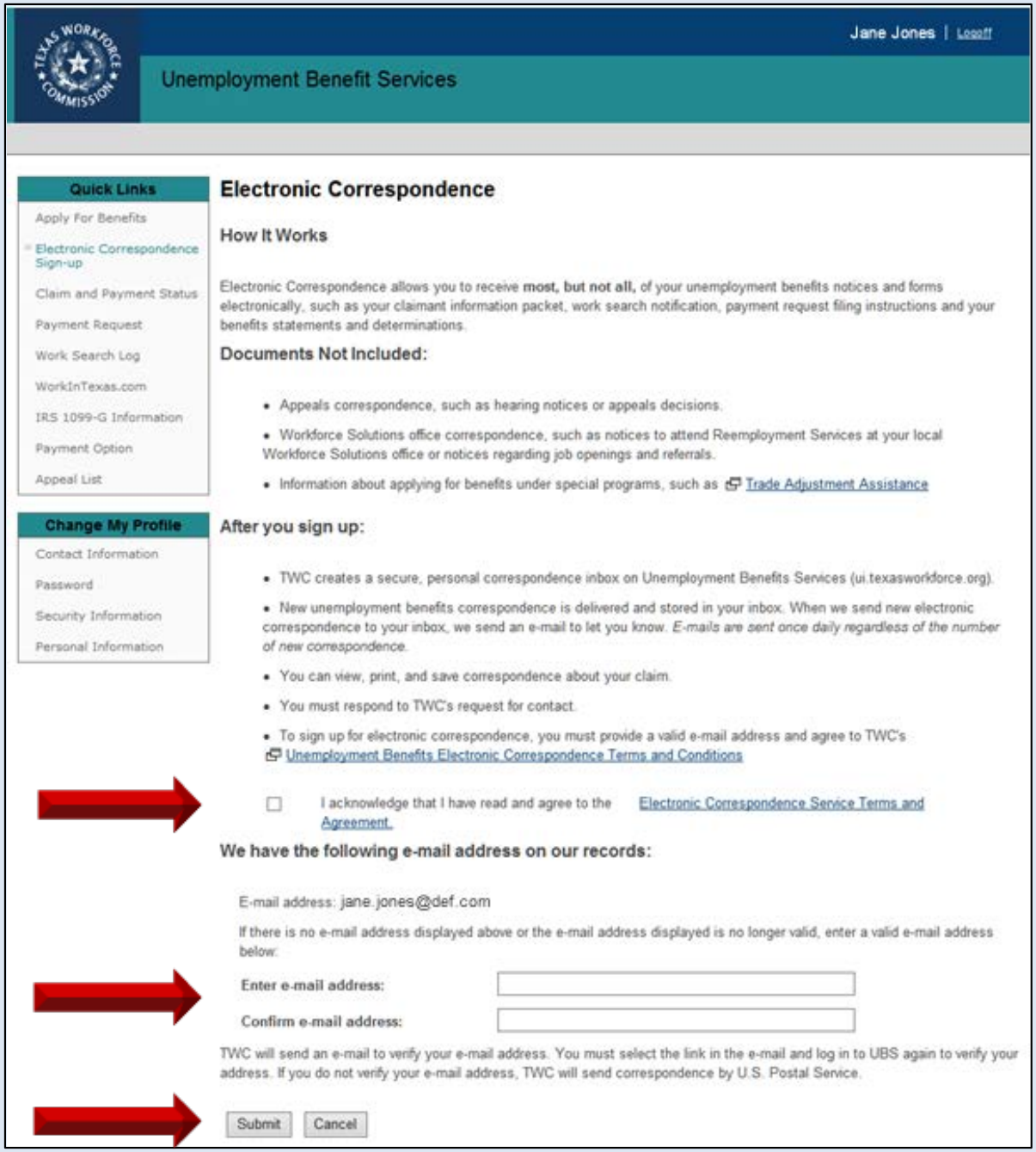


Sign-Up for EC

To sign up, you must:

- read, acknowledge, and agree to the Electronic Correspondence Service Terms and Agreement
- provide a valid e-mail address
- confirm your e-mail address
- Select **Submit**

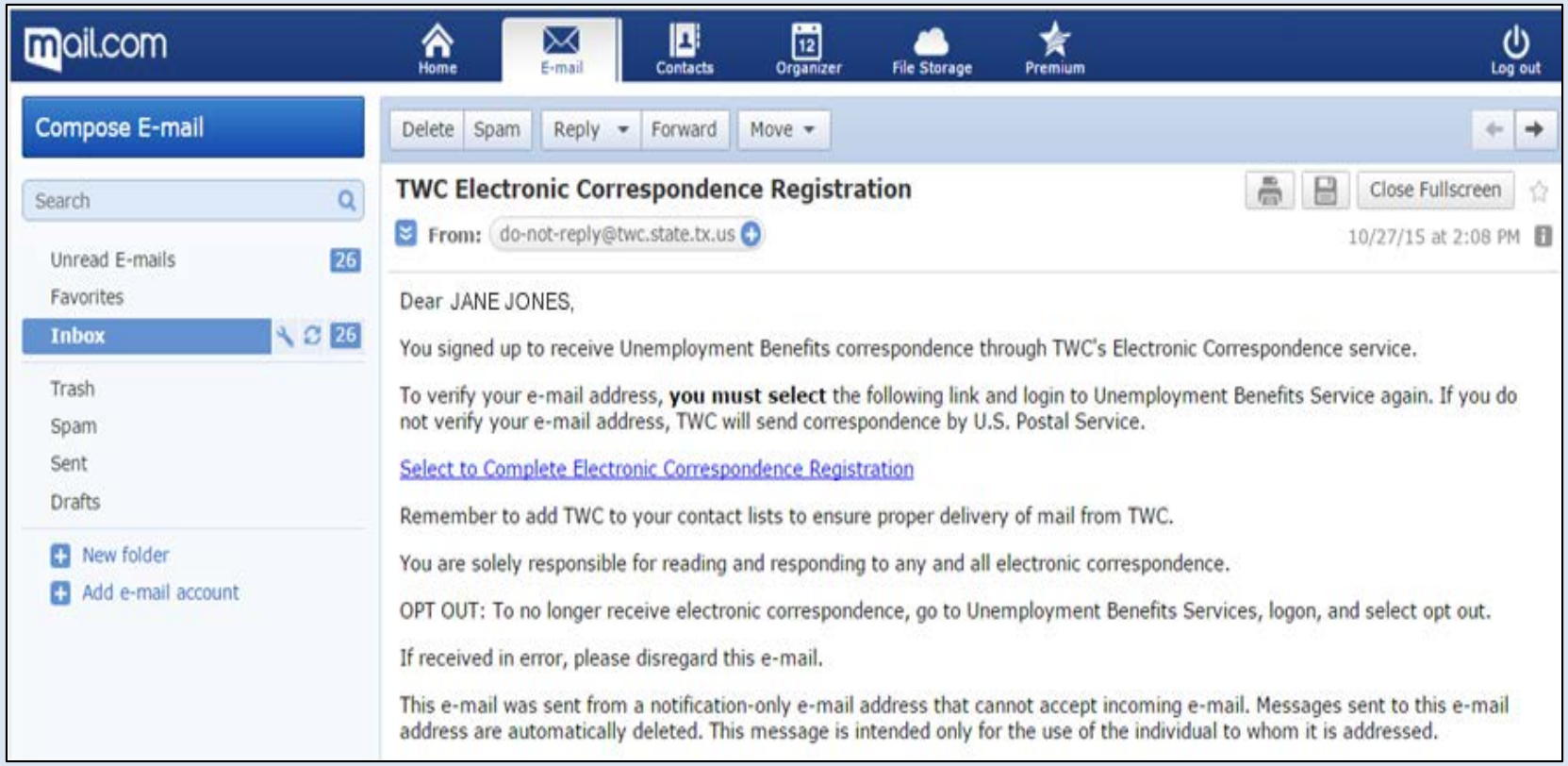
You are not finished until you confirm your e-mail!



Confirm E-mail

TWC will send an e-mail to verify your address.

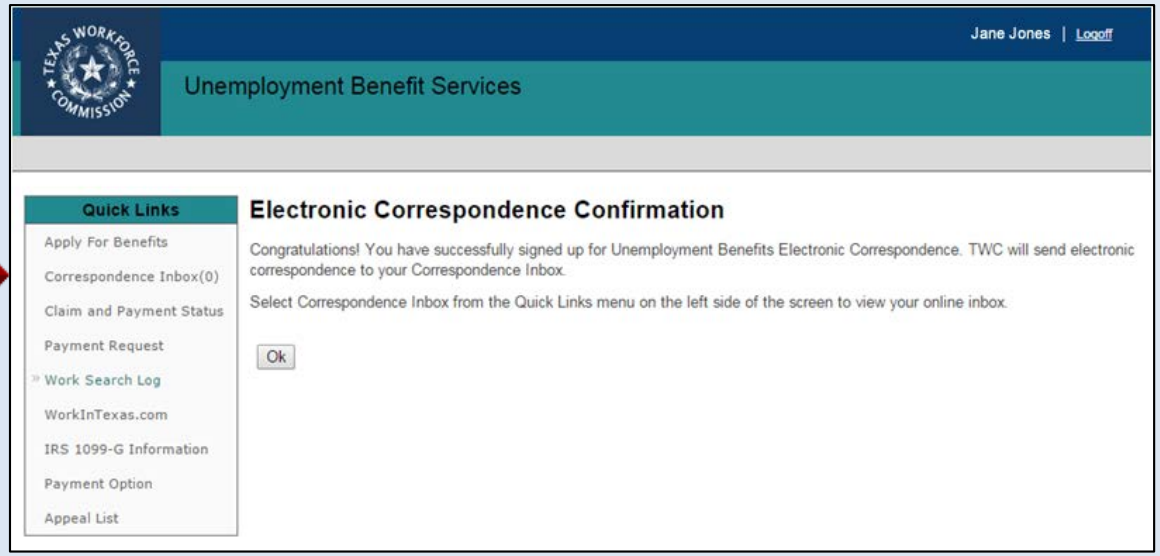
- You MUST select the link in the e-mail and log in to UBS again to verify your address.
- If you do not verify your e-mail address, TWC will continue to send correspondence by the U.S. Postal Service.



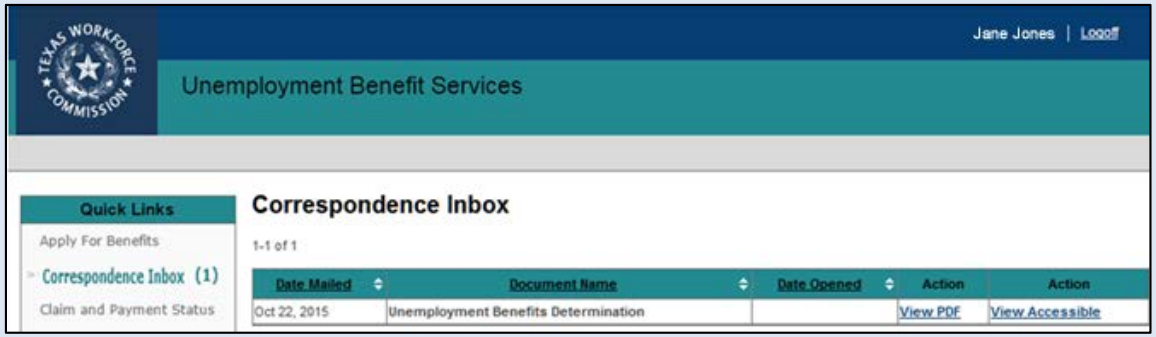
Electronic Correspondence Inbox

Once you have successfully signed up AND confirmed your e-mail address, TWC will send electronic correspondence to your Correspondence Inbox.

Select the **Correspondence Inbox** from the Quick Links menu to view the inbox.



The inbox shows the document name, date mailed, date opened, and provides an option to view the document as a Portable Document Format (.pdf) or accessible document.

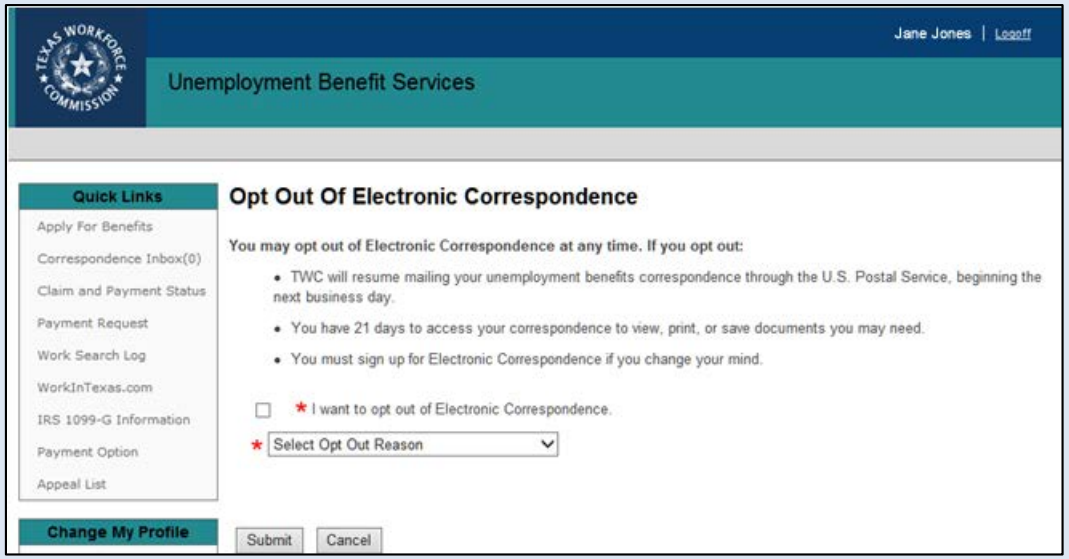


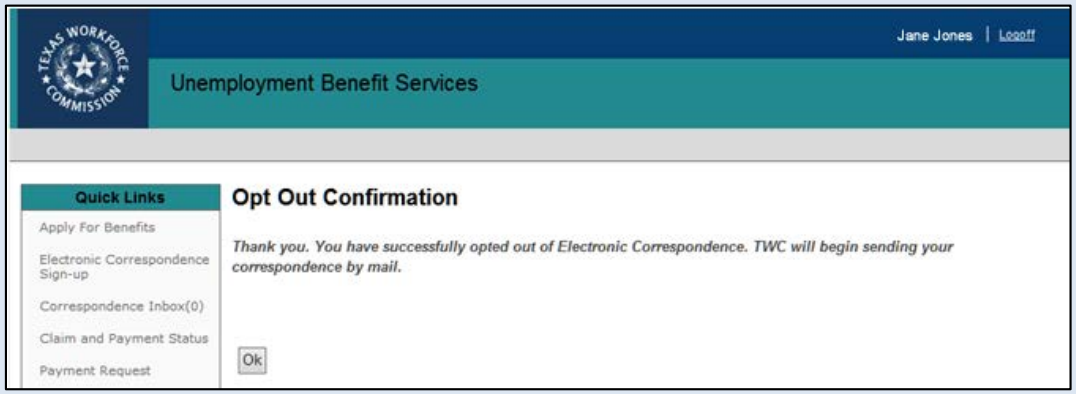
Opt Out of Electronic Correspondence

You may opt out at any time. To opt out, log in to Unemployment Benefits Services and select "opt out" under Change My Profile.

If you opt out:

- TWC mails your new correspondence through the U.S. Postal Service beginning the next business day.
- You have 21 days to view, print, or save documents you may need.
- You receive an Opt Out Confirmation screen and select **OK.**





Still need help?

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