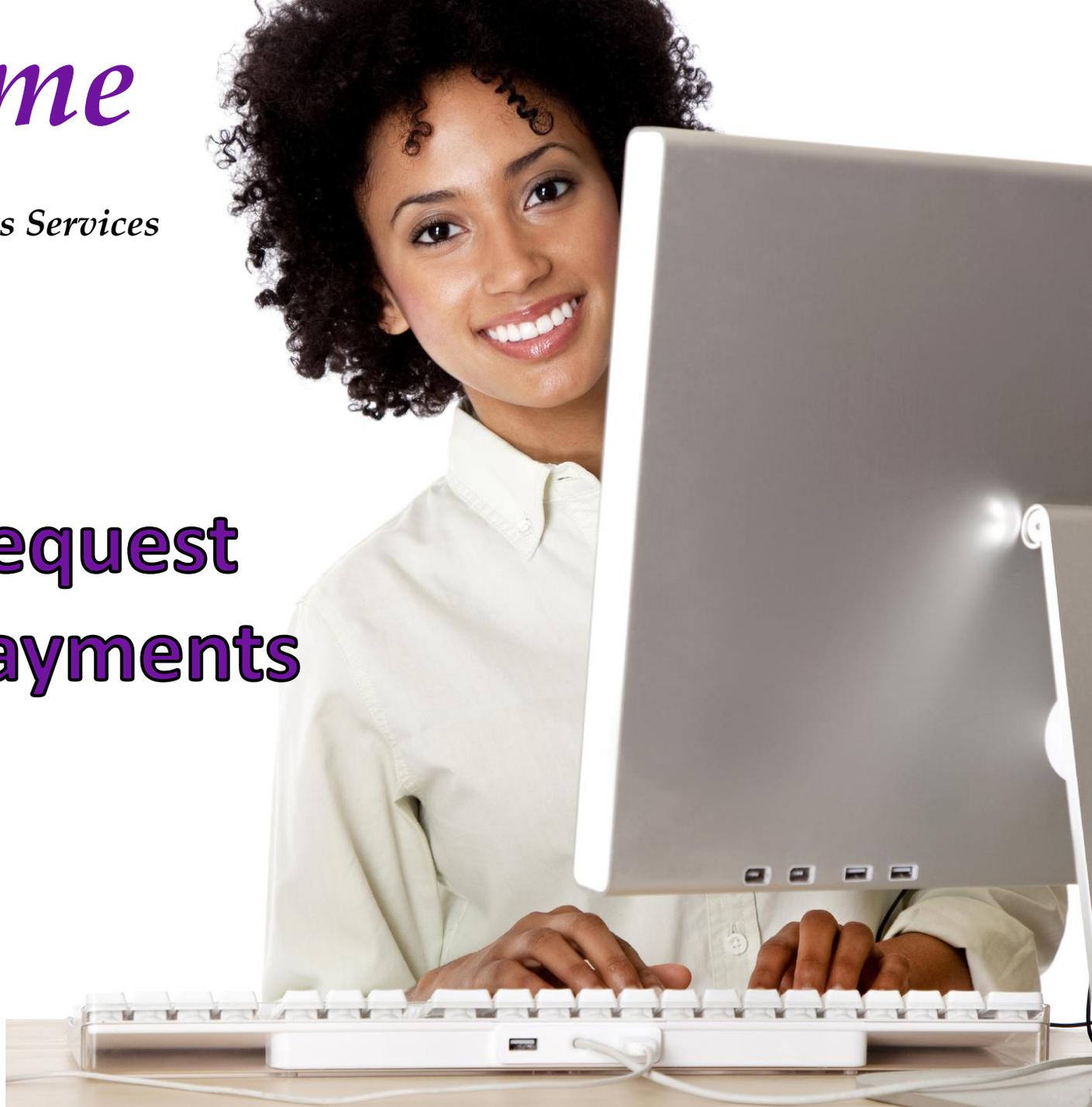


# Welcome

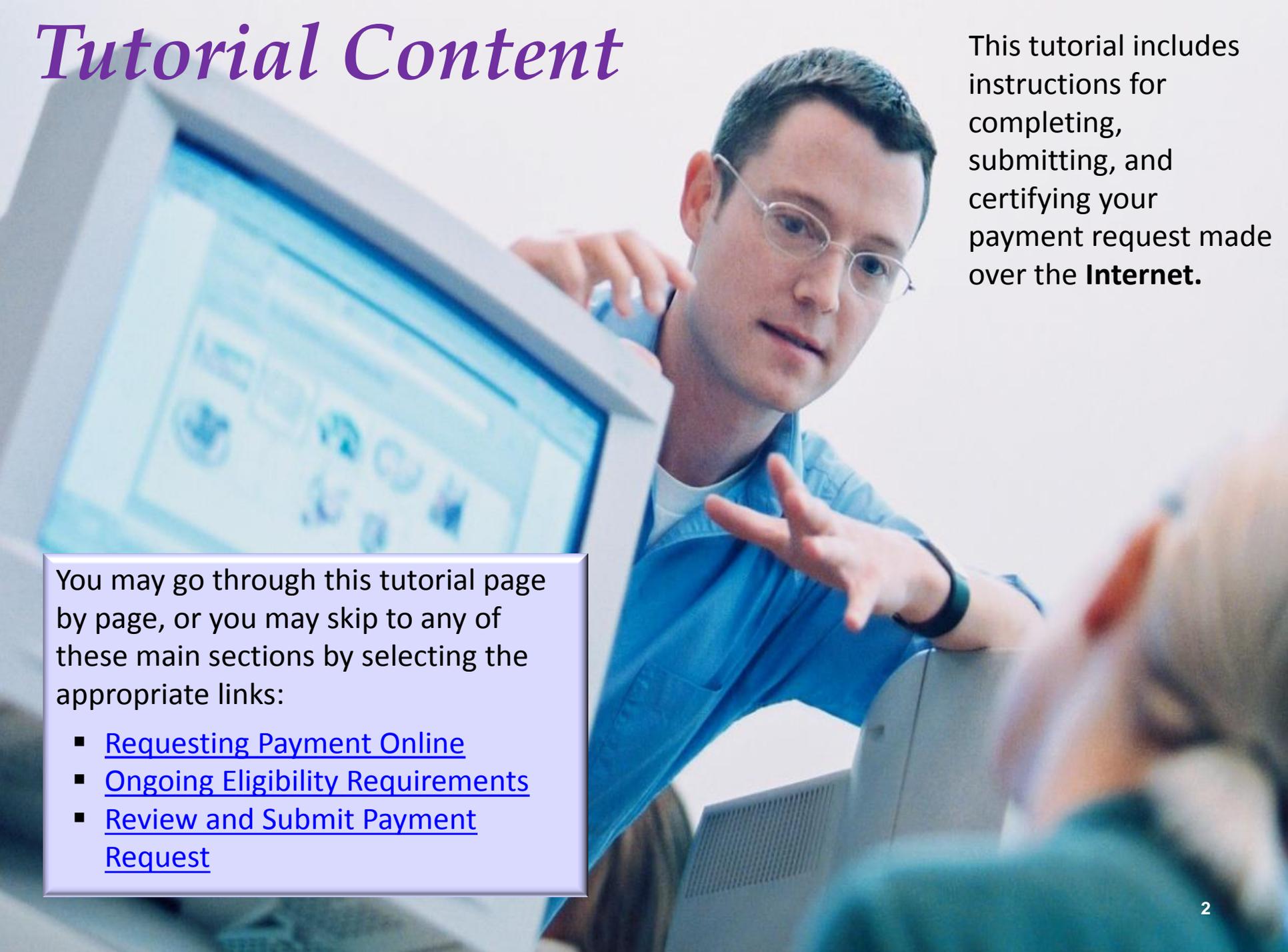
*to the  
Unemployment Benefits Services  
Tutorial*



## How to Request Benefit Payments Online



# *Tutorial Content*

A man with short dark hair and glasses, wearing a blue button-down shirt, is leaning over a computer monitor. He is pointing with his right hand towards the screen. The monitor displays a website interface with various icons and text. The background is slightly blurred, showing another person's head and shoulder in the foreground.

This tutorial includes instructions for completing, submitting, and certifying your payment request made over the **Internet**.

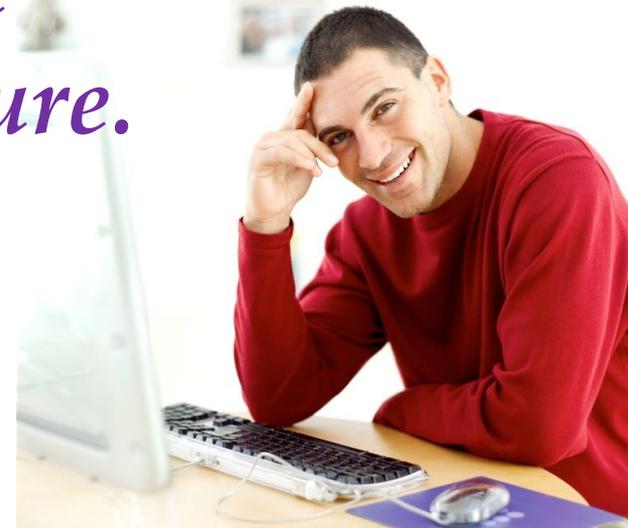
You may go through this tutorial page by page, or you may skip to any of these main sections by selecting the appropriate links:

- [Requesting Payment Online](#)
- [Ongoing Eligibility Requirements](#)
- [Review and Submit Payment Request](#)

# *Requesting payment over the Internet is fast, easy and secure.*

You can request unemployment benefit payment and report earnings over the **Internet** or by calling [Tele-Serv](#), our interactive phone system.

Request payment one to two weeks after you first apply for benefits and every two weeks after that. You can find the date you are scheduled to request payment on [Unemployment Benefits Services](#) or by calling [Tele-Serv](#).



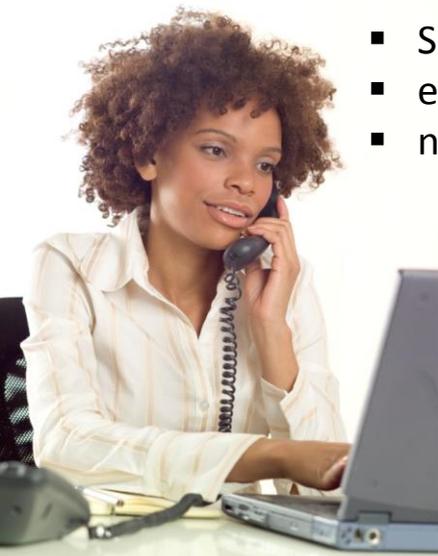
## *Here's what you need to get started . . .*

Whether you request payment over the **Internet** or by calling **Tele-Serv**, you'll need access to the Internet or a phone, and your:

- Social Security number;
- earnings information if applicable; and
- number of work search activities.

When you sign up for Unemployment Benefits Services, you will also need your Personal Identification Number (PIN).

**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.



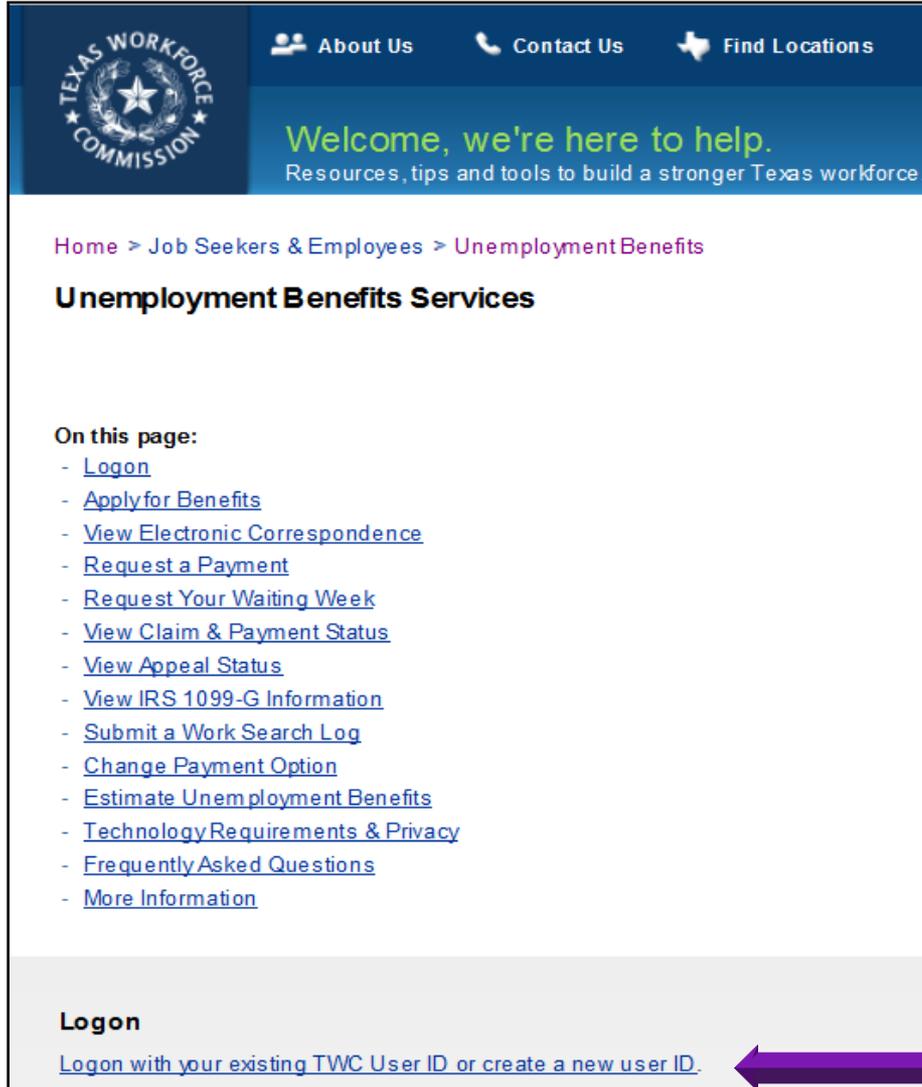
A photograph of a computer workstation on a light blue desk. On the left is a CRT monitor with a blank screen. In front of the monitor is a white keyboard and a white mouse. The background is a solid light blue wall.

# *Requesting Payment Online*

## **In this section you will learn:**

- How to use the Unemployment Benefits System to request your payment;
- How to find Quick Links to your payment request;
- How to begin your payment request; and
- How to report work and other income.

# Unemployment Benefits Services



The screenshot shows the Texas Workforce Commission website. The header includes the logo and navigation links: About Us, Contact Us, and Find Locations. A welcome message reads: "Welcome, we're here to help. Resources, tips and tools to build a stronger Texas workforce." The breadcrumb trail is: Home > Job Seekers & Employees > Unemployment Benefits. The main heading is "Unemployment Benefits Services". Under "On this page:", there is a list of links: Logon, Apply for Benefits, View Electronic Correspondence, Request a Payment, Request Your Waiting Week, View Claim & Payment Status, View Appeal Status, View IRS 1099-G Information, Submit a Work Search Log, Change Payment Option, Estimate Unemployment Benefits, Technology Requirements & Privacy, Frequently Asked Questions, and More Information. At the bottom, under the "Logon" section, there is a link: "Logon with your existing TWC User ID or create a new user ID." A purple arrow points from this link to a text box on the right.

This is the first screen you'll see when you visit our Web site at [ui.texasworkforce.org](http://ui.texasworkforce.org).

Before you can log on to the Unemployment Benefits System, you must have a **User ID** and **Password**.

For instructions on how to create, retrieve or reset a User ID and Password, go to the [User ID and Password Tutorial](#).

Select this link if you already have a User ID or Password, or to create a User ID and Password.



# Important

Your information **WILL NOT BE SAVED** if you log off *before receiving confirmation.*

## Please note . . .

- Your request **IS NOT COMPLETE** until you submit it and *receive a confirmation number.*
- 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 for the payment request.
- Read all instructions carefully.
- Complete each screen from top to bottom.
- Information marked with a **red asterisk \*** is *required.*

## Truth in Filing

All information you give must be true and complete to the best of your knowledge. There are penalties for withholding information or giving false information, including penalties for perjury in regard to citizenship or immigration status. If the information is incorrect, you may not be able to receive benefits and/or you may be charged with fraud.

# Quick Link to Payment Request

After you log on, the “My Home” screen displays.

This page provides:

- Quick Links to various benefits system topics and resources; and
- messages from TWC.

Select **Payment Request**.

Check for **messages** and take action as directed.

The screenshot shows the 'My Home' page for Jane Jones. The header includes the Texas Workforce Commission logo and the text 'Unemployment Benefit Services'. The user's name 'Jane Jones' and a 'Logoff' link are in the top right. The left sidebar contains two main sections: 'Quick Links' and 'Change My Profile'. The 'Quick Links' section lists: Apply For Benefits, Electronic Correspondence Sign-up, Claim and Payment Status, Payment Request, Work Search Log, WorkInTexas.com, IRS 1099-G Information, Payment Option, and Appeal List. The 'Change My Profile' section lists: Password, Security Information, and Personal Information. The main content area is titled 'My Home' and contains a warning about e-mail scams, instructions on registering in a new state, and a list of messages for Jane Jones. The messages include a requirement to do at least 4 work search activities each week and a link to 'Unemployment Benefits Work Search Guidelines'. At the bottom, there is a link to 'TWC Tele-Center'.

# Begin Payment Request

## Complete these sections:

- Begin Payment Request
  - Work and Earnings
  - Earnings and Hours Worked
  - Other Income;
- Ability and Availability;
- Work Search;
- Review and Submit; and
- Next Steps (payment request confirmation).

### IMPORTANT

If you work, you must report *all hours worked*—there are **no exceptions**.

Unreported and underreported earnings cause overpayments that you must repay.

**TEXAS WORKFORCE COMMISSION** | [My Home](#) | [My Profile](#) | [Logout](#)

## Unemployment Benefit Services

### Begin Payment Request

**Payment Request Period**

Claim Week 1:	Mar 24, 2013 - Mar 30, 2013
Claim Week 2:	Mar 31, 2013 - Apr 06, 2013

\* Indicates required information

**Completion Requirements**

If you submit your payment request after 6PM Central, TWC will process your payment in two [business days](#).

Your Payment Request is not complete until you have submitted it and received a confirmation message. Your data will not be saved if you logoff before receiving a confirmation message or if you stay on one page for more than 30 minutes.

**Navigation Requirements**

Use the buttons at the bottom of each page instead of the browser navigation buttons. Results are unpredictable when you use the browser Back button.

**Truth in Filing**

All information you provide must be [true and complete](#). There are penalties for withholding information or giving false information. The information you submit will be retained in a claim certification record in TWC's system.

Remember that using your password is legally the same as signing your name. **Do not give your password to anyone.** It is your secret code to request payments. You are responsible for Payment Requests submitted using your User ID and password.

**Mailing Address**

Do you need to change the mailing address on your claim?

\*  Yes  No

**If you need to change your address, select Yes.**

# Begin Payment Request . . .

When requesting a payment, you must answer these questions:

- “Did you work in Claim Week 1?”; and
- “Did you work in Claim Week 2?”

## Common Mistake

One of the most common mistakes is believing that you do not need to report earnings from part-time work.

Work and Earnings	
Claim Week 1 (Sep 16, 2012 - Sep 22, 2012)	
Did you work in Claim Week 1? * <input type="radio"/> Yes <input type="radio"/> No	
Did you earn <u>vacation</u> or <u>holiday</u> pay while on temporary layoff or on vacation from a current job during Claim Week 1? * <input type="radio"/> Yes <input type="radio"/> No	
Claim Week 2 (Sep 23, 2012 - Sep 29, 2012)	
Did you work in Claim Week 2? * <input type="radio"/> Yes <input type="radio"/> No	
Did you earn <u>vacation</u> or <u>holiday</u> pay while on temporary layoff or on vacation from a current job during Claim Week 2? * <input type="radio"/> Yes <input type="radio"/> No	
Earnings and Hours Worked	
Earnings include wages or salary before deductions, tips, commissions or any kind of pay you receive for work. Earnings also include vacation or holiday pay if you are on temporary layoff or on vacation from a current job.	
Claim Week 1 (Sep 16, 2012 - Sep 22, 2012)	
Earnings Before Deductions:	* \$ <input type="text"/> (Whole dollars only)
Number of Hours Worked:	* <input type="text"/> (Whole hours only)
Were you self-employed or working only for commission during Claim Week 1? * <input type="radio"/> Yes <input type="radio"/> No	

If you need help calculating your earnings, visit our tutorial: [How to Calculate and Report Earnings](#).

# Other Income

We also ask if you received any income that you have not already reported.

You **must** report income from:

- Severance pay or wages paid instead of notice of layoff;
- Retirement pensions;
- Disability insurance;
- Military retirement or disability pay; and
- Worker's compensation.

After you report these types of income, TWC will mail you a decision on your eligibility for unemployment benefits.

### Other Income

Did you receive other income from any of the sources below that you have **not already** reported to TWC such as Retirement or disability pension, Workers' Compensation, or Additional payment, such as severance pay or wages instead of providing advance notice of work separation?

\*  Yes  No

If Yes, check all that apply:

- Retirement or disability pension
- Workers' Compensation
- Additional payment when you left your job other than wages you had earned

**Depending on your answers, you may be asked for additional information.**



# Ongoing Eligibility Requirements

In this section you will learn about ongoing eligibility requirements, such as:

- Ability and availability; and
- Work search.

# Ability and Availability

TWC considers individuals available for work if they are ready, willing and able to accept any suitable full-time work.

To be considered able and available, you must:

- Be physically and mentally able to perform the work you seek;
- Have the health and other physical and mental abilities needed for the job you're looking for; and
- Be available for full-time work for the weeks for which you are filing.

Availability includes, but is not limited to:

- Having adequate transportation;
- Having adequate child care arrangements if you have children;
- Being available for job interviews;
- Being willing to work all the days and hours required for the type of work you seek; and
- Being willing to accept the usual rate of pay for a person of your qualifications and experience.

The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services portal. The header includes the TWC logo and a 'Logoff' link. The main content area is titled 'Ability and Availability to Work' and features a 'Claim Progress' sidebar with options like 'Work and Other Income', 'Ability and Availability', 'Work Search', 'Review and Submit', and 'Next Steps'. The 'Payment Request Period' section shows 'Claim Week 1: Sep 16, 2012 - Sep 22, 2012' and 'Claim Week 2: Sep 23, 2012 - Sep 29, 2012'. A note states '\* indicates required information'. The main form contains several questions with radio button options: 'Were you physically able to work each day?' (Yes/No), 'Were you available to accept full-time work for all of the days and hours required for the type of work you are seeking, if it had been offered?' (Yes/No), 'If No, check the reason(s) you were not available:' (checkboxes for Transportation, Child care, Out of town, Job preference restrictions, Personal reasons), 'Did you turn down any job offer?' (Yes/No), 'Did you turn down any job referral?' (Yes/No), and 'Did you attend school or training?' (Yes/No). A final question asks 'If Yes, did the school or training prevent you from accepting work?' (Yes/No).

**Depending on your answers, you may be asked for additional information.**

# Work Search

- You must make your minimum number of work search activities each week.
- Keep detailed records of your work search efforts.
- TWC routinely verifies work search activities.

The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services portal. The header includes the TWC logo and the text "Unemployment Benefit Services". A navigation menu on the left lists "Claim Progress" with sub-items: "Work and Other Income", "Ability and Availability", "» Work Search" (highlighted), "Review and Submit", and "Next Steps". The main content area is titled "Work Search" and features a "Payment Request Period" table with two rows: "Claim Week 1: Sep 16, 2012 - Sep 22, 2012" and "Claim Week 2: Sep 23, 2012 - Sep 29, 2012". Below the table, a red asterisk indicates required information. An important note states: "Important: All questions apply to the Claim Week(s) shown above." A bulleted list provides acceptable work search contacts, including contacting employers, using Workforce Centers, job clubs, and employment agencies. A link to "Guidelines for a Productive Work Search (PDF)" is provided. The "Number of Contacts" section contains two input fields with red asterisks, one for each claim week, for reporting the number of work search contacts made.

Payment Request Period	
Claim Week 1:	Sep 16, 2012 - Sep 22, 2012
Claim Week 2:	Sep 23, 2012 - Sep 29, 2012

\* indicates required information

Important: All questions apply to the Claim Week(s) shown above.

- TWC randomly verifies work search contacts.
- Acceptable contacts include:
  - Contacting potential employers for work
  - Using resources available at a Workforce Center
  - Participating in job clubs or attending employment workshops
  - Registering with private employment agencies.
- For additional examples of acceptable contacts, view [Guidelines for a Productive Work Search \(PDF\)](#).

**Number of Contacts**

Provide the number of work search contacts you made during the Claim Week(s).

Claim Week 1 (Sep 16, 2012 - Sep 22, 2012): \*

Claim Week 2 (Sep 23, 2012 - Sep 29, 2012): \*

When you get a job, go to [www.WorkInTexas.com](http://www.WorkInTexas.com) and report that you found a job.



# *Review and Submit Payment Request*

**In this section you will learn how to:**

- Review and edit your payment request;
- Certify and submit your payment request; and
- Confirm your payment request.

# Review and Edit Payment Request

## This section:

- shows all the answers and information you entered; and
- allows you to make changes by selecting the **Edit** link at the beginning of each section.

The screenshot displays the 'Unemployment Benefit Services' interface. On the left is a 'Claim Progress' sidebar with options: Work and Other Income, Ability and Availability, Work Search, Review and Submit (selected), and Next Steps. The main area is titled 'Review and Submit' and contains a 'Payment Request Information' section. This section lists: Name (blank), Social Security Number (SSN): 123-45-6789, Claim Week 1: Sep 16, 2012 - Sep 22, 2012, and Claim Week 2: Sep 23, 2012 - Sep 29, 2012. A red asterisk indicates required information. Below this is an 'Important' note: 'All questions apply to the Claim Week(s) shown above.' followed by two bullet points: 'Carefully review your answers for accuracy and make any necessary corrections. To make changes or corrections, click the "Edit" link under the appropriate section heading' and 'After you certify your answers are true and complete below and successfully submit your Payment Request, you will be able to produce a printer friendly copy.'

1. Read these summary pages carefully.
2. Correct any errors *before you submit* your payment request.
3. Select **Submit** at the end of the questions for your request to be processed.

# Review and Edit Payment Request . . .

Work and Other Income
<a href="#">Edit Work and Other Income</a>  <b>Select Edit Work and Other Income.</b>
<b>Work and Earnings</b>
<b>Claim Week 1 (Sep 16, 2012 - Sep 22, 2012)</b>
Did you work in Claim Week 1?
Did you earn <a href="#">vacation</a> or <a href="#">holiday</a> pay while on temporary layoff or on vacation from a current job during Claim Week 1?
<b>Claim Week 2 (Sep 23, 2012 - Sep 29, 2012)</b>
Did you work in Claim Week 2?
Did you earn <a href="#">vacation</a> or <a href="#">holiday</a> pay while on temporary layoff or on vacation from a current job during Claim Week 2?
<b>Other Income</b>
Did you receive other income from any of the sources below that you have <b>not already</b> reported to TWC such as Retirement or disability pension, Workers' Compensation, or Additional payment, such as severance pay or wages instead of providing advance notice of work separation?
<b>If Yes, check all that apply:</b>
Retirement or disability pension:
Workers' Compensation:
Additional payment when you left your job other than wages you had earned:

**When editing a section, you will need to review and edit all web pages related to that section. When you finish the last page in the section, you will be returned to the **Review and Submit** page.**

**Changes to some answers could require additional details or new information.**

# Review and Edit Payment Request . . .

## Earnings

[Edit Earnings](#)

**Select Edit Earnings.**

### Earnings and Hours Worked

Earnings include wages or salary before deductions, tips, commissions or any kind of pay you receive for work.

Earnings also include vacation or holiday pay if you are on temporary layoff or on vacation from a current job.

#### Claim Week 1 (Sep 16, 2012 - Sep 22, 2012)

[Earnings](#) Before Deductions:

Number of Hours Worked:

Were you self-employed or working only for commission during Claim Week 1?

#### Claim Week 2 (Sep 23, 2012 - Sep 29, 2012)

[Earnings](#) Before Deductions:

Number of Hours Worked:

Were you self-employed or working only for commission during Claim Week 2?

### Work Status

Are you still working for this employer?

If No, are you scheduled to return to work for this employer?

# Review and Edit Payment Request . . .

## Ability and Availability to Work

[Edit Ability and Availability to Work](#)



**Select Edit Ability and Availability to Work.**

Were you physically able to work each day?

Were you available to accept full-time work for all of the days and hours required for the type of work you are seeking, if it had been offered?

If No, check the reason(s) you were not available:

Transportation:

Child care:

Out of town:

Personal reasons:

Job preference restrictions:

Did you turn down any job offer?

Did you turn down any job referral?

Did you attend school or training?

If Yes, did the school or training prevent you from accepting work?

## Work Search

[Edit Work Search](#)



**Select Edit Work Search.**

**Number of Contacts**

Provide the number of work search contacts you made during the Claim Week(s).

Claim Week 1 (Sep 16, 2012 - Sep 22, 2012):

Claim Week 2 (Sep 23, 2012 - Sep 29, 2012):

# Certify and Submit Payment Request

## Important

You **cannot** make changes **after you certify and submit** your payment request.

However, if you need to correct any information on your payment request, call the Tele-Center the next business day at 800-939-6631 to discuss your situation.

**Certify and Submit**

Giving untrue information or withholding information on any unemployment insurance claim may result in severe penalties including fines and/or imprisonment, and may also result in a loss of benefits. TWC routinely compares the amount of earnings you report on your certifications to the amount of wages your employer reports having paid you. TWC also randomly verifies that you made an adequate number of valid work search contacts.

Do you certify that this is your Social Security Number and you are the person named on this unemployment insurance claim; and do you certify the information you gave for this claim period is true and complete?

\*  Yes  No

Only click **Submit** once. It may take a moment to display your Confirmation page.

To submit the information, you must **certify** that your information is true and complete, then **select *Submit once.***

# Confirm Payment Request

**TEXAS WORKFORCE COMMISSION** | My Home | My Profile | Logout

## Unemployment Benefit Services

**Claim Progress**

- Work and Other Income
- Ability and Availability
- Work Search
- Review and Submit
- Next Steps

**Confirmation**

**Payment Request Information**

Name:	
Social Security Number (SSN):	XXXXXX-1234
Claim Week 1:	Mar 24, 2013 - Mar 30, 2013
Claim Week 2:	Mar 31, 2013 - Apr 06, 2013

**Payment Request Confirmation**

If you submit your payment request after 5PM Central, TWC will process your payment in two [business days](#).

Your Payment Request has been put on hold.  
You must call a [TWC Tele-Center](#) toll-free at (800) 884-6578 by April 18, 2013. If you do not call by this date your benefits could be delayed or denied.

Your Payment Request has been submitted on April 11, 2013 07:59 AM (Central time).

**Next Steps**

Here are your next steps in the Payment Request process:

- View and print a record of your Payment Request answers in a new window. This will be your **ONLY** chance to view or print a record of your Payment Request.  
[View and Print](#) Payment Request
- Check job openings on [WorkInTexas.com](#).

**Reminders**

You may make your next Payment Request online during the week beginning April 21, 2013.

The minimum number of work search contacts you are required to make each week has changed. As of April 21, 2013, you must make at least 8 work search contacts per week. We will also notify you by mail of this change.

Once you submit your payment request you will receive a message on the **Confirmation** screen stating that your request has been accepted, canceled, or rejected depending on various circumstances.

Read the confirmation message carefully to determine:

- your next filing date; or
- whether you need to call the Tele-Center by a certain date.

If you are directed to call the Tele-Center by that date **and do not call:**

- you will **not be paid** for the payment request submitted; **and**
- TWC **will place a hold** on all future payments until you call.



# *Still need help?*

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

