



Welcome

TEXAS
WORKFORCE SOLUTIONS

to the
*Unemployment Benefits Services
Tutorial*

How to Apply for Unemployment Benefits Online

Applying over the Internet is fast, easy and secure.



How do I apply over the Internet?

To apply over the **Internet**, go to our Web site at:

ui.texasworkforce.org.

However, you **may not** apply over the Internet if you have worked out of state during the past 18 months.

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

When you apply over the **Internet**, you'll need your:

- Access to the Internet
- Social Security number
- last employer's business name, address, and phone number
- first and last dates (month, day and year) you worked for your last employer
- number of hours worked and pay rate if you worked the week you apply (including Sunday)
- military employment start/end dates and copy of DD-214(s), if you served in the military in the past 18 months
- Alien Registration number (if not a U.S. citizen or national)





Tutorial Content

Included in this tutorial are the instructions and screens you need to complete, submit, and confirm your claim.

You can read the tutorial page by page, or you may skip to any of these three main sections by selecting the link:

- [Completing your Application](#)
- [Eligibility Requirements](#)
- [Payment Options](#)

Note: You will need to print pages from your application. If you don't have a printer, you may complete and print your application at your local [Workforce Solutions](#) office.

A photograph of a computer workstation on a desk. On the left, a CRT monitor is visible, showing a blank screen. Below the monitor is a keyboard and a mouse. The background is a solid blue color.

Completing your Application

In this section, you will learn how to:

- complete your application by entering personal information and last employment details
- review and submit your application
- confirm your claim

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.

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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](#)
- [Privacy Information](#)
- [Public Computer](#)
- [Frequently Asked](#)
- [More Information](#)
- [Highlighted Topic:](#)

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 our Web site.

Before you can log on, you must have a **User ID** and **Password**.

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

If you already have a User ID or Password, select **Returning users, logon here.** Either of the first two choices will take you to the **Logon** screen.

Select this link to create a User ID and Password.

Important

Your information **WILL NOT BE SAVED** if you log off *before you submit and receive a confirmation number.*



Your application **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 on your application.
- 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.

Getting Started

In this part of the application, you must complete these sections:

- Initial Questions
- Personal Information
- Contact Information
- Statistical Information
- Citizenship Information
- Labor Union Information
- Pension Information
- Additional Information
- Correspondence

1. Enter required information. Your answers to the initial questions determine whether you should apply for benefits using the Internet or by calling a TWC Tele-Center.
2. Select **Next** to continue or **Previous** to go back and review or change your response(s).

The screenshot shows the 'Social Security Number' section of the application. At the top left is the Texas Workforce Commission logo. The header reads 'Unemployment Benefit Services'. Below the header, the section title is 'Social Security Number'. A red asterisk indicates required information. There are two input fields: 'Social Security Number (SSN):' and 'Retype Social Security Number:'. Both fields have a red asterisk and a note '(With or without dashes.)'. Below the fields is a question: 'Are you going to apply for Unemployment Benefits today?' with radio buttons for 'Yes' and 'No', and a red asterisk next to the 'Yes' option. A 'Next' button is located at the bottom left.

The screenshot shows the 'Apply for Benefits: Initial Questions' section of the application. At the top left is the Texas Workforce Commission logo. The header reads 'Unemployment Benefit Services' with a 'Logout' link on the right. Below the header, the section title is 'Apply for Benefits: Initial Questions'. A red asterisk indicates required information. The text reads: 'Answer the following questions so we can determine whether you should apply for Unemployment Benefits using the Internet or by calling a TWC Tele-Center.' There are four questions, each with a red asterisk and radio buttons for 'Yes' and 'No':
1. 'Have you been employed and paid by the United States Federal Government for any length of time since July 01, 2011? (Examples of federal employers are the U.S. Postal Service, U.S. Census Bureau, Department of Treasury, and Department of Agriculture.)'
2. 'Have you filed for unemployment benefits in a state other than Texas in the last 12 months?'
3. 'Is your mailing address outside the United States, its territories, or Canada?'
4. 'Are you filing this application from outside the United States, its territories or Canada?'
Below the questions is a section titled 'Affected by Disaster'. The question is 'Are you out of work as a direct result of a disaster?' with a red asterisk. The options are: 'Not Applicable', 'Texas Wildfires', 'UBS-AFB Test Federal Disaster', 'SYSTEM TEST FEDERAL DISASTER', 'UBS-AFB FEDERAL FLOOD UNTIL 8-06', 'TEST CARRIE', 'HURRICANE TERRI', and 'CARRIE'S 2ND DISASTER'.

Last Employment Details

In this section, you must complete these sections:

- Last Employer Identification
- Military Information, if applicable
- Last Employer Location
- Last Job Information
- Dates Worked for Last Employer
- Salary and Work Hours
- Normal Wage for Occupation
- Reason No Longer Working

Scroll down to answer and/or review all questions, then **select Next** to continue or **Previous** to go back and review or change your response(s).

The screenshot shows the 'Apply for Benefits: Last Employer' section of the Texas Workforce Commission's Unemployment Benefit Services website. The page features a teal header with the logo and 'Unemployment Benefit Services' text, and a 'Logout' link. A 'Progress' sidebar on the left lists steps: Personal Information, Employment Information (selected), Continuing Requirements, Review and Submit, Claim Confirmation, and Next Steps. The main content area includes a notice about temporary firms, a 'Last Employer Identification' section with fields for Employer Name, Company name, Another Name for This Business, and Employer Phone Number, and a 'Last Employer Location' section with fields for Country, City, State, ZIP Code, Canadian Province, and Canadian Postal Code. Red asterisks indicate required fields.

Progress

- Personal Information
- Employment Information**
- Continuing Requirements
- Review and Submit
- Claim Confirmation
- Next Steps

Apply for Benefits: Last Employer

* indicates required information

Notice: If you have been working temporary jobs through a [temporary firm](#), you must contact them immediately for additional assignments and give them three(3) business days to place you in a new assignment before you submit an application for Unemployment Benefits. During those three days you are not unemployed according to the law, so if you apply for benefits, the application you submit today will be invalid.

Last Employer Identification

We are required by law to notify your last employer that you have applied for Unemployment Benefits.

Select your employer. If your employer does not appear, select Not Listed.

Employer Name: *

If you selected Not Listed, enter Employer Name: (Company name or person)

Another Name for This Business: (For example, a corporate name)

Employer Phone Number: () - . Ext: ()

Last Employer Location

Help us locate your last employer by entering the required information below.

Country: U.S. Canada

City: *

State: [Dropdown]

ZIP Code: [Text]

OR

Canadian Province: [Choose One]

Canadian Postal Code: [Text]

Continuing Requirements

Choose Your Personal Identification Number

In this next section, you must choose a Personal Identification Number (PIN). You will use this number to access all TWC Tele-Serv services and some TWC Internet services.

A PIN has the same legal authority as your signature on a paper document.

Important

Do not give your PIN to anyone, not even a TWC employee or family member.

TEXAS WORKFORCE COMMISSION | [Logout](#)

Unemployment Benefit Services

Progress

- Personal Information
- Employment Information
- Continuing Requirements
- Review and Submit
- Claim Confirmation
- Next Steps

Apply for Benefits: Continuing Unemployment Service Information

* indicates required information

Personal Identification Number (PIN)

A [Personal Identification Number \(PIN\)](#) is a four-digit number of your choosing. It is your secret pass-code. You must enter your PIN to access all TWC [Tele-Serv](#) services and for some TWC Internet services.

Your PIN has the same legal authority as your signature on a paper document. Do not give your PIN to anyone, not even a TWC employee or a member of your family. You are responsible for any information submitted under your Social Security Number and PIN.

Personal Identification Number (PIN): *

Retype PIN to Confirm: *

* I agree to the above terms and conditions for PIN usage.

Select **Next** to continue or **Previous** to go back and review or change your response(s).

Review & Submit Application

This section of the application process:

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

1. Read these summary pages carefully.
2. Correct any errors **before you submit** your application.
3. You must select **Submit** when you're done reviewing your answers for your claim to be processed.

The screenshot shows the 'Apply for Benefits: Review and Submit' page. At the top left is the Texas Workforce Commission logo, and at the top right is a 'Logout' link. The page title is 'Unemployment Benefit Services'. A 'Progress' sidebar on the left lists: Personal Information, Employment Information, Continuing Requirements, Review and Submit (highlighted), Claim Confirmation, and Next Steps. The main content area has a heading 'Apply for Benefits: Review and Submit' and a note: '* indicates required information'. Below this, instructions state: 'Your application for Unemployment Benefits is not complete until you click the Submit button at the bottom of this page, receive a confirmation number and complete the Next Steps. Carefully review your responses for accuracy and make any necessary corrections. To make changes or corrections, click the Edit link for that section. If you want to print your application and confirmation number, you can do so after submitting your application.' A dark blue header for 'Identification Information' is followed by input fields for: Social Security Number (SSN), Name, Have you worked under any other name in the last 18 months?, Date of Birth, and Texas Driver License Number or Texas Identification Card Number.

Your application **IS NOT COMPLETE** until you **submit it** and **receive a confirmation number**.

Review & Submit Application . . .

Personal Information

[Edit Personal Information](#)  **Select to change (edit) your answers.**

Daytime Phone Number:

Address:

Race or Ethnic Background:

Sex:

Education:

Are you a veteran of military service?

Are you a U.S. citizen?

Are you a labor union member?

Are you currently receiving a pension or retirement pay?

Are you under contract to work for a school or educational institution?

Are you a substitute teacher?

Are you a professional athlete?

Did you commute from your home in another state to work in Texas in the last 18 months?

Are you looking for work in Texas?

In which language do you want to receive your written Unemployment Benefits information?

[Edit Personal Information](#)

Review & Submit Application . . .

Last Employment Information

[Edit Last Employment Information](#) ←

Employer Name:
If you selected Not Listed, enter Employer Name:

Another Name for This Business:

Employer Phone Number:

Employer Address:

How many hours a week did you work for this employer?

What kind of work did you do at this job?

Occupation That Best Describes Your Past Job Duties:

First Date You Worked:

Last Date You Worked:

When you work full-time, how many hours per week do you work?

Did you work on or after Sunday, October 14, 2012?

Your Normal Wage:

Reason No Longer Working:

[Edit Last Employment Information](#)

Select to change (edit) your answers.

Reason No Longer Working For Last Employer - Layoff

[Edit Reason No Longer Working Information](#)

Did your employer give you a definite date to come back to work?

What date did your employer tell you to come back to work?

[Edit Reason No Longer Working Information](#)

Certification

You will not be able to change your application using the Internet after you submit it.

* By checking this box, you certify that this is your Social Security Number and you are the person named on this Unemployment Benefits application; and you certify that the information you gave is true and complete.

Click Submit to file your application for Unemployment Benefits.

Click the Submit button only once. It may take a moment to display your Confirmation page.

←

When you're finished reviewing all of your answers, select **SUBMIT**.

Claim Confirmation

After you submit your application, you must:

- print the confirmation page for your records and
- select **Next** to go to the final steps.

Note: If you do not go to the **Next Steps** section, you may delay or lose your benefits.

If you don't have access to a printer:

- printers are available at your local Workforce Solutions offices.
- be sure to **write down your claim confirmation number.**

The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services portal. The header includes the Texas Workforce Commission logo and the text "Unemployment Benefit Services" with a "Logout" link. A "Progress" sidebar on the left lists: Personal Information, Employment Information, Continuing Requirements, Review and Submit, **Claim Confirmation** (highlighted), and Next Steps. The main content area is titled "Apply for Benefits: Claim Confirmation" and contains a blue information icon with the text: "You are not finished with your application for Unemployment Benefits. You have two more important steps." Below this are two numbered instructions: 1. Print this page and keep for your records. Use the printer icon on your browser's toolbar. If you cannot print this page, write down your confirmation number. 2. Click the NEXT button and complete the Next Steps. If you ignore these Next Steps, you may delay or lose your benefits. The form includes sections for "Claim Confirmation Information" (with fields for Claim Confirmation Number and Effective Date) and "Identification Information" (with fields for Name, Have you worked under any other name in the last 18 months?, Date of Birth, and Texas Driver License Number or Texas Identification Card Number).

Important

You **cannot make changes after you've submitted** your application. However, if you need to change information on your application, call the Tele-Center the next business day at 800-939-6631 to discuss your situation.

Claim Confirmation . . .

Personal Information
Daytime Phone Number:
Address:
Race or Ethnic Background:
Sex:
Education:
Are you a veteran of military service?
Are you a U.S. citizen?
Are you a labor union member?
Are you currently receiving a pension or retirement pay?
Are you under contract to work for a school or educational institution?
Are you a substitute teacher?
Are you a professional athlete?
Did you commute from your home in another state to work in Texas in the last 18 months?
Are you looking for work in Texas?
In which language do you want to receive your written Unemployment Benefits information?

This shows the completed application you just submitted.

Claim Confirmation . . .

Last Employment Information

Employer Name:

If you selected Not Listed, enter Employer Name:

Another Name for This Business:

Employer Phone Number:

Employer Address:

How many hours a week did you work for this employer?

What kind of work did you do at this job?

Occupation That Best Describes Your Past Job Duties:

First Date You Worked:

Last Date You Worked:

When you work **full-time**, how many hours per week do you work?

Did you work on or after Sunday, October 14, 2012?

Your Normal Wage:

Reason No Longer Working:

Reason No Longer Working For Last Employer - Layoff

Did your employer give you a definite date to come back to work?

What date did your employer tell you to come back to work?

Continuing Unemployment Service Information

Personal Identification Number (PIN):

Your PIN has been established.

Next



Select to go to **Next Steps: Eligibility Requirements.**

A photograph of a computer workstation on a desk. On the left, a CRT monitor is visible, showing a blank screen. Below the monitor is a keyboard and a mouse. The background is a solid blue color.

Eligibility Requirements

This section explains the continuing eligibility requirements. For example, you must:

- Request payment timely
- Be able to and available for work
- Search for work
- Register for work search

Next Steps: Eligibility Requirements

Important

You'll need to print these pages.

Printers are available at your local [Workforce Solutions](#) offices.

Read this section carefully to understand your continuing eligibility requirements. You must:

- Request payment timely
- Be able to work
- Be available for work
- Search for work
- Complete your work search registration with [WorkInTexas.com](#) or in the state where you reside

The screenshot shows the Texas Workforce Commission website for Unemployment Benefit Services. The page is titled "Apply for Benefits: Next Steps" and includes a progress bar on the left with "Continuing Requirements" selected. The main content area contains a warning to print the page and a list of requirements for applying for benefits, including contacting the TWC Tele-Center, registering for work, and requesting payment. A section titled "Continuing Eligibility Requirements" lists ongoing requirements such as being unemployed or working reduced hours, being legally authorized to work in the United States, and searching for work.

Progress

- Personal Information
- Employment Information
- Continuing Requirements
- Review and Submit
- Claim Confirmation
- Next Steps

Apply for Benefits: Next Steps

Print this page. This is your only opportunity to view and print this information.

- **Contact TWC:** Call a [TWC Tele-Center](#) toll-free at (866) 229-6362 from 8:00 a.m. - 5:00 p.m. Central time. Wait to call a TWC Tele-Center on the next [business day](#) ONLY if applying after 5:00 p.m. or not applying on a business day. You will need to provide information on the following item(s):
 - Additional information about your last employer to help us verify your employment. Your application is not complete until we receive this information.
- **Register for Work:** You must register for work on the Internet at [WorkInTexas.com](#) or at a Workforce Center within **three (3) business days**.
- **Request Payment:** You must request payment for benefits every two weeks by logging in to the Internet Unemployment Benefits Services and selecting Payment Request or using the Tele-Serv Automated Telephone Response System. Request payment even if you haven't heard from TWC that a decision has been made on your claim; otherwise you may cause a delay in payments.
- **Read ALL correspondence** that you receive from the Texas Workforce Commission and Workforce Centers and respond as instructed. Ignoring mail and phone calls from TWC may result in delay or denial of your benefits. Your benefits depend on you following all the instructions in the Unemployment Benefits packet we are mailing to you. Be sure to read it carefully. If you do not receive this packet in the mail within 7 business days, call a [TWC Tele-Center](#) to request another copy.

Continuing Eligibility Requirements

You must meet ALL of these ongoing requirements to be eligible for benefits.

- Be unemployed or working reduced hours
- Be legally authorized to work in the United States
- Not refuse an offer or referral of [suitable work](#)
- Request Payment
- Be Able to Work
- Be Available for Work
- Search for Work
- Register for Work

Next Steps: Eligibility Requirements . . .

Print these pages. Remember to select the WorkInTexas.com button to register for work.

Payment Option

TWC pays benefit payments by  [direct deposit](#) into your personal checking or savings account or  [TWC debit card](#).

- If you signed up for direct deposit or debit card on a prior claim, we use the current account information on our records.
- If you have never selected a payment option, or do not select direct deposit on your current claim, we will automatically pay you by debit card.

To sign up for direct deposit, change account information, or check your current payment option, go to [Unemployment Benefits Services](#) and select **Payment Option**; or call  [Tele-Serv](#) and select **Option 5**. Enter your bank or credit union's 9-digit routing number and your personal savings or checking account number (found on your personal check.) It takes eight banking days to verify your account information, so sign up immediately after applying for benefits.

Request Payment

You must **submit your payment request on time** to receive unemployment benefits. Request payment every two weeks using  [Unemployment Benefits Services](#) or  [Tele-Serv](#) (requires a touch-tone phone).

Method for Requesting Payment:  [Unemployment Benefits Services](#) or  [Tele-Serv](#)

Your Internet Filing Day:

Your  [Tele-Serv](#) Filing Day:

Your First  [Tele-Serv](#) Filing Date:

Toll-free  [Tele-Serv](#) Phone Number:

You may request payment by mail *only* if you have neither the Internet nor a touch-tone phone. You must call a [TWC Tele-Center](#) to request mail as your option for requesting payments.

Next Steps: Eligibility Requirements . . .

Be Able to Work

You must be physically and mentally able to perform the work you are seeking. You must have the health, endurance, and other physical and mental requirements necessary to perform  [suitable work](#) for which you are qualified or can readily learn to perform, and which exists in the area where you are seeking work.

Be Available for Work

You must be available for full-time work. TWC considers individuals available for work if they are ready, willing, and able to accept any suitable full-time work. To be available for work, you must:

- Have adequate transportation
- Have adequate child care arrangements (if you have children)
- Be available for job interviews
- Be willing to work all the days and hours required for the type of work you are seeking
- Be willing to accept the usual rate of pay for a person of your qualifications and experience

Search for Work

You must do at least work search activities each week.

Keep a record of those activities because we may check your work search activities.

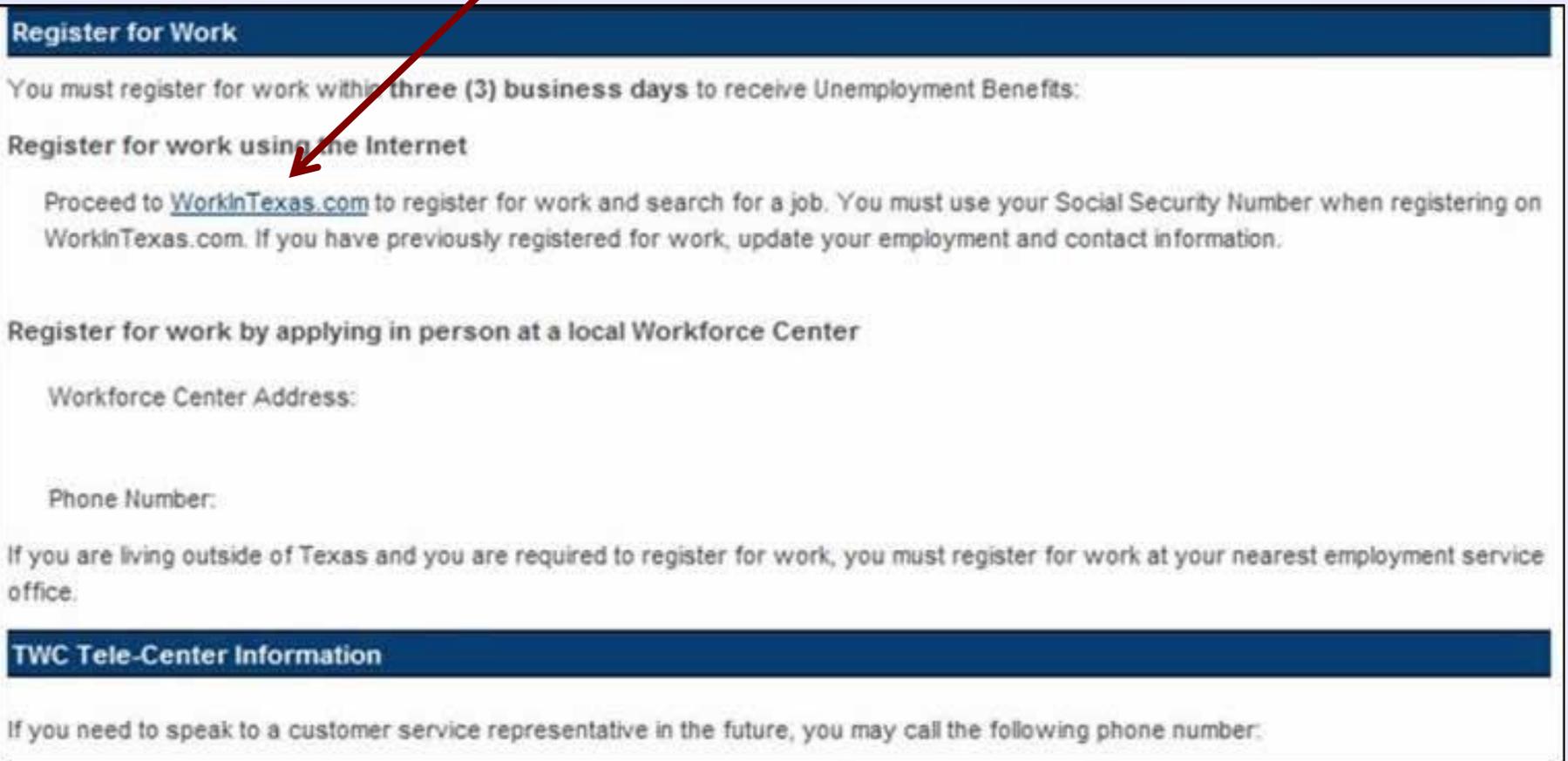
TWC offers work search assistance to help claimants get the best paying jobs available. To be eligible for benefits, you must look for and accept "suitable" work. TWC looks at these factors to decide if work is suitable: the wages, compared to your previous work; your prior work experience and job classification; and average wages in your occupation and in the area where you are seeking work. Job offers that pay less than the federal minimum wage are not considered suitable.

For the first eight weeks of unemployment you should consider suitable positions that pay at least 90% of your  [normal wage](#), but not less than the minimum wage which is \$7.25 per Hour. Your normal wage is \$7.25 per Hour so 90% of that value would be \$6.52 per Hour. If you are still unemployed after eight weeks, you should lower your wage requirement to 75% of your normal wage, or minimum wage, whichever is higher.

TWC will use these wage levels to match you with suitable positions and will refer you to jobs within this pay range.

Next Steps: Eligibility Requirements . . .

Remember to select the WorkInTexas.com button to register for work.

A screenshot of a registration page. At the top, there is a dark blue header with the text "Register for Work" in white. Below the header, the text reads: "You must register for work within three (3) business days to receive Unemployment Benefits:". This is followed by a section titled "Register for work using the Internet". A red arrow points from the text above to the underlined link "WorkInTexas.com" in this section. The text continues: "Proceed to WorkInTexas.com to register for work and search for a job. You must use your Social Security Number when registering on WorkInTexas.com. If you have previously registered for work, update your employment and contact information." Below this is another section titled "Register for work by applying in person at a local Workforce Center". Underneath, there are two labels: "Workforce Center Address:" and "Phone Number:". At the bottom of this section, it says: "If you are living outside of Texas and you are required to register for work, you must register for work at your nearest employment service office." The page ends with a dark blue footer containing the text "TWC Tele-Center Information". Below the footer, it says: "If you need to speak to a customer service representative in the future, you may call the following phone number:".

Register for Work

You must register for work within three (3) business days to receive Unemployment Benefits:

Register for work using the Internet

Proceed to WorkInTexas.com to register for work and search for a job. You must use your Social Security Number when registering on WorkInTexas.com. If you have previously registered for work, update your employment and contact information.

Register for work by applying in person at a local Workforce Center

Workforce Center Address:

Phone Number:

If you are living outside of Texas and you are required to register for work, you must register for work at your nearest employment service office.

TWC Tele-Center Information

If you need to speak to a customer service representative in the future, you may call the following phone number:

A photograph of a computer workstation on a desk. On the left, a CRT monitor is visible, showing a blank screen. Below the monitor is a keyboard and a mouse. The background is a solid blue color.

Payment Options

This section explains your options for benefit payments. You may choose to have your benefits directly deposited to your:

- United States bank or credit union account, or
- U.S. Bank debit card account.

Payment Options

TWC makes payments to your U.S. Bank debit card account *unless* you sign up for direct deposit to your United States bank or credit union account.

To sign up for direct deposit, you must *wait one day* after you have applied for benefits, then:

- log on to ui.texasworkforce.org
- select **Payment Option**, then **Change Payment Option**.

You will need:

- the nine-digit routing number for your United States bank or credit union
- your account number and account type (checking or savings) as printed on a check, not a deposit slip.

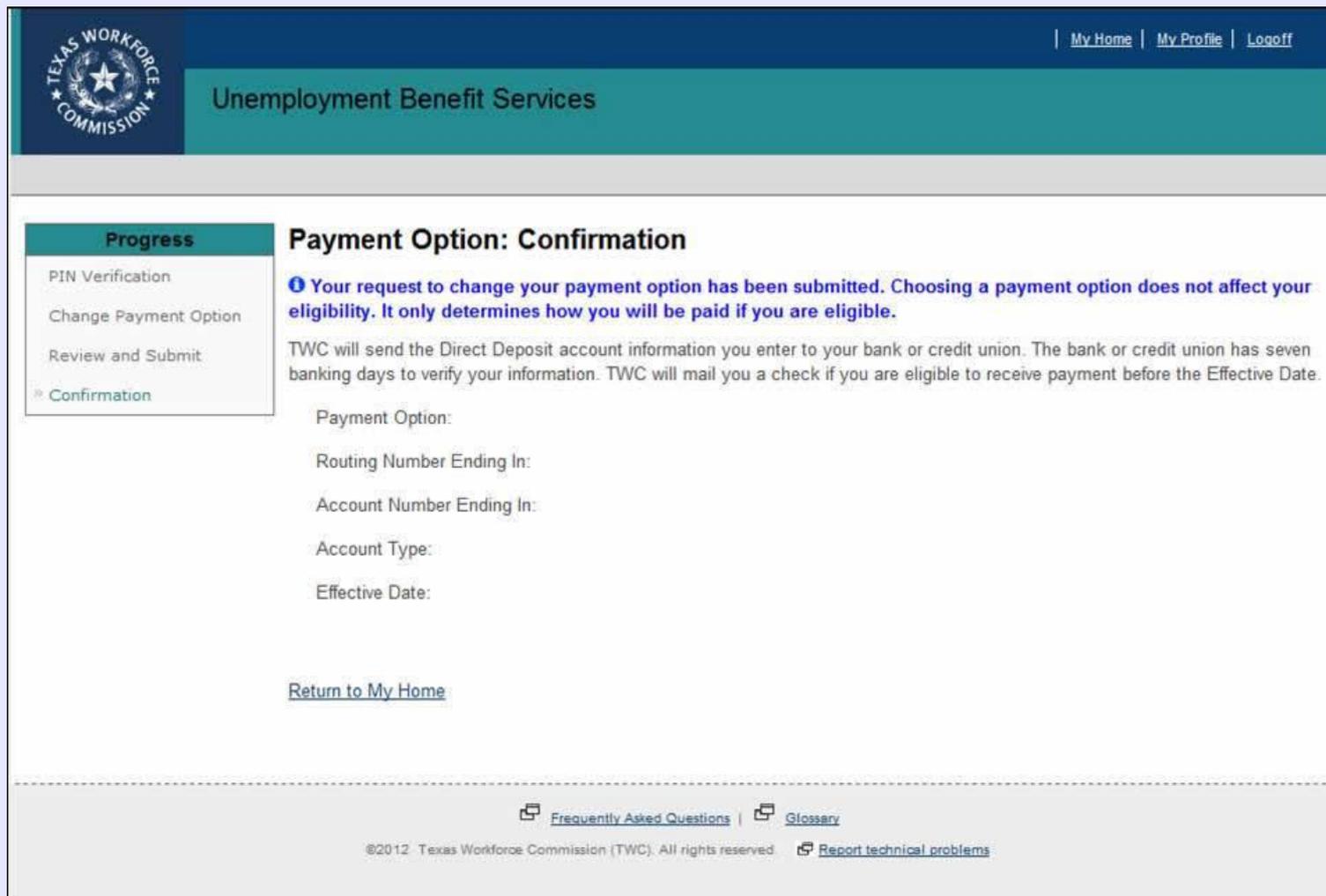
Note: If you are not sure about your routing and account numbers, contact your bank or credit union before you try to sign up for direct deposit.

The screenshot shows the Texas Workforce Commission Unemployment Benefit Services website. The header includes the logo and 'Unemployment Benefit Services'. A 'Quick Links' sidebar on the left lists: 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 'Current Payment Option' and displays 'Payment Option: TWC UI Visa® Debit Card'. Below this is a link for 'Change Payment Option'.

The screenshot shows the 'Payment Option: Change Payment Option' form. The header includes the logo and 'Unemployment Benefit Services'. A 'Progress' sidebar on the left lists: PIN Verification, » Change Payment Option, Review and Submit, and Confirmation. The main content area is titled 'Payment Option: Change Payment Option' and includes a legend: '* indicates required information'. The text explains that choosing a payment option does not affect eligibility and that TWC will send the Direct Deposit account information to the bank or credit union. It also states that TWC will mail a check if eligible for payment before direct deposit is set up. The form asks for bank or credit union account information to change the payment option to Direct Deposit. It includes fields for: Routing Number (with a note: 'The routing number must be nine digits long. The first two digits must be in the range 01-12 or 21-32.'), Account Number (with a note: 'The account number can be up to 17 digits. Do not include the check number with the account number.'), Retype Account Number, and Account Type (with radio buttons for Checking and Savings). A note states: 'Please use a check, not a deposit slip, for the routing or account number. Contact your bank or credit union if you are unsure about the routing and account number.' Below the text is a sample check from Jane Doe, 1234 Main St. Apt. 101, Austin, TX 78704, dated 10/01. The check is payable to the order of Jane Doe for \$100.00. The check number is 4578. Below the check, the routing number (423456789) and account number (423456789) are highlighted with red arrows, and the check number (4578) is circled in red. At the bottom are 'Next' and 'Cancel' buttons.

Payment Options . . .

Print and save this confirmation page, which shows what account you have designated for direct deposit.



The screenshot displays the Texas Workforce Commission (TWC) website interface for Unemployment Benefit Services. The header includes the TWC logo and navigation links for My Home, My Profile, and Logoff. The main content area is titled "Payment Option: Confirmation" and features a progress sidebar on the left with steps: PIN Verification, Change Payment Option, Review and Submit, and Confirmation (the current step). A blue information icon and text state: "Your request to change your payment option has been submitted. Choosing a payment option does not affect your eligibility. It only determines how you will be paid if you are eligible." Below this, a paragraph explains that TWC will send direct deposit information to the user's bank or credit union, which has seven banking days to verify the information. A check will be mailed if eligible before the effective date. The form fields listed are: Payment Option, Routing Number Ending In, Account Number Ending In, Account Type, and Effective Date. A "Return to My Home" link is provided at the bottom of the form area. The footer contains links for Frequently Asked Questions, Glossary, and Report technical problems, along with the copyright notice: ©2012 Texas Workforce Commission (TWC). All rights reserved.



*This completes
your application.*

Still need help?

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

