Welcome

to the
Unemployment Benefits Services
Tutorial

How to View Your Claim & Payment Status

Tutorial Overview

Checking your Claim and Payment status over the Internet is fast, easy, and secure. The internet is available 24 hours a day, seven days a week, in English and Spanish.

This tutorial includes instructions for checking your claim and payment status over the **Internet.**

The online **Claim and Payment Status** option allows you to check:

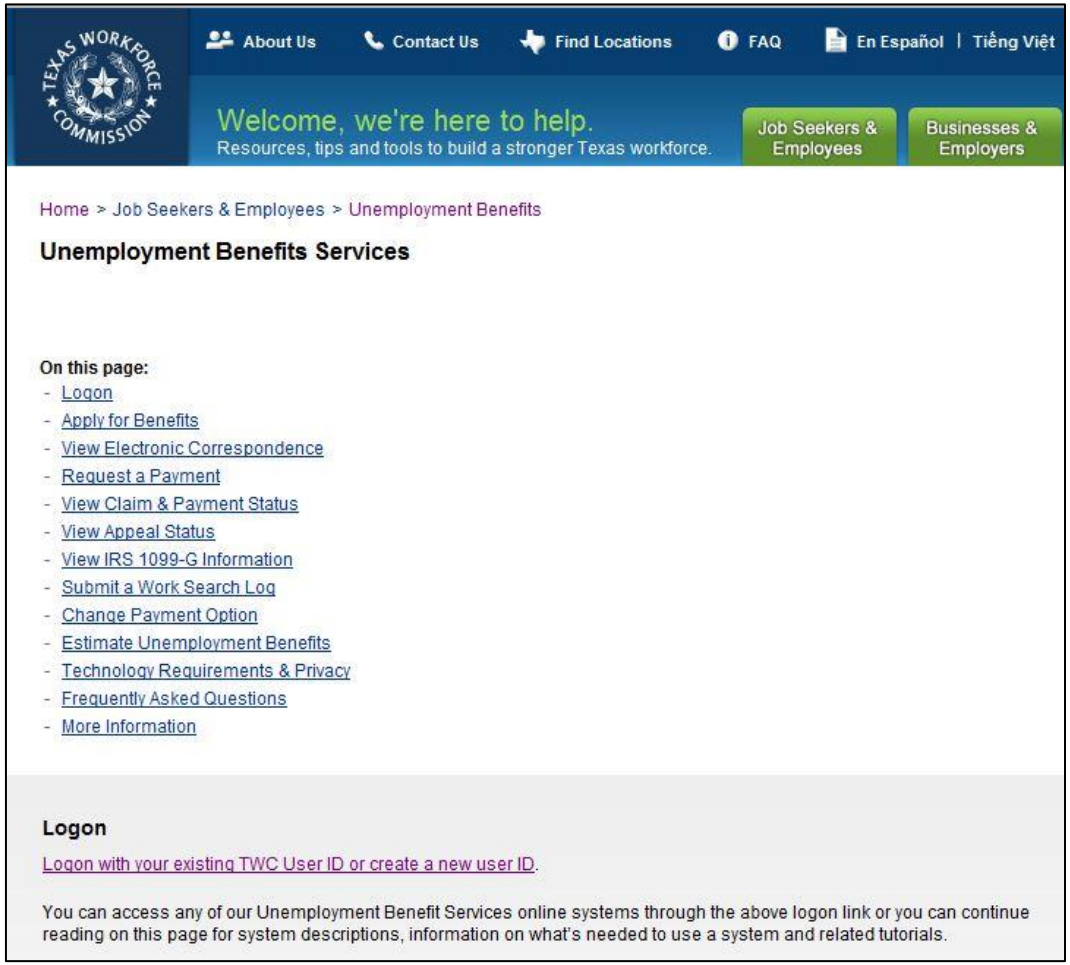
- the status of your UI claim and payment history,
- important messages regarding your claim and payment status, and
- the summary and detailed information on claim status, payments, deductions, overpayments, and claim decisions.

Reminder

- **Not everyone who applies gets benefits.** We review your past wages and investigate why you are no longer working to determine whether we can pay you benefits.
- **If you meet all requirements *and* request payment on time,** you may get your ***first*** payment **about four weeks** after the date you applied.

If you've applied for unemployment benefits, go to our Web site at ui.texasworkforce.org and log on to Unemployment Benefits Services.

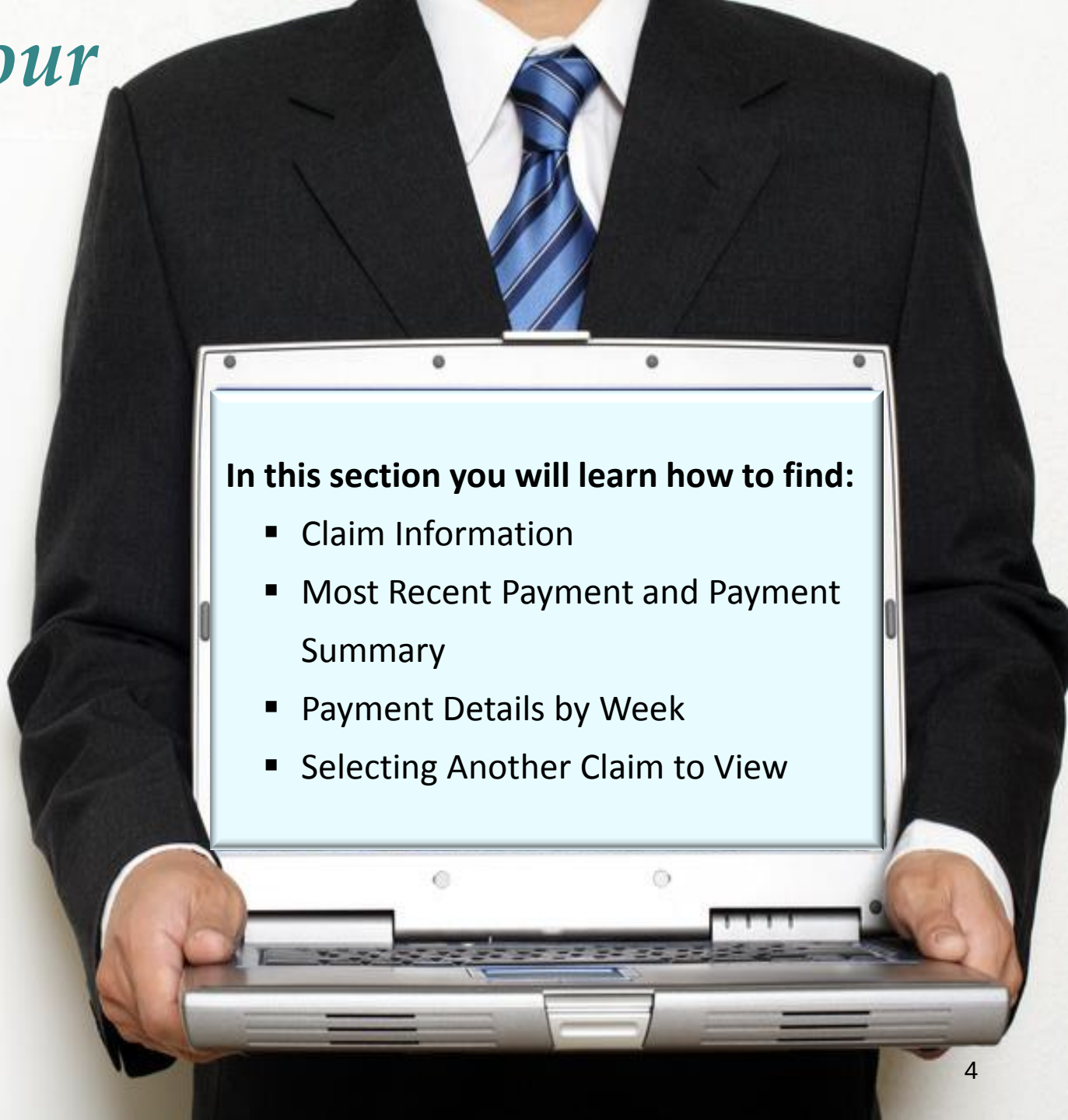
Unemployment Benefits Services



- This is the first page you see when you go to ui.texasworkforce.org.
- Before you can access the **Claim and Payment Status** option, you must log on to UBS using your **User ID** and **Password.**
- For instructions on how to create, retrieve or reset a User ID and Password, go to the **How to Create User IDs and Passwords Tutorial.**

Note: If you want to print pages from this tutorial and don't have a printer, you may use a printer at your local Workforce Solutions office.

Viewing Your Claim and Payment Status Online



In this section you will learn how to find:

- Claim Information
- Most Recent Payment and Payment Summary
- Payment Details by Week
- Selecting Another Claim to View

Claim and Payment Status

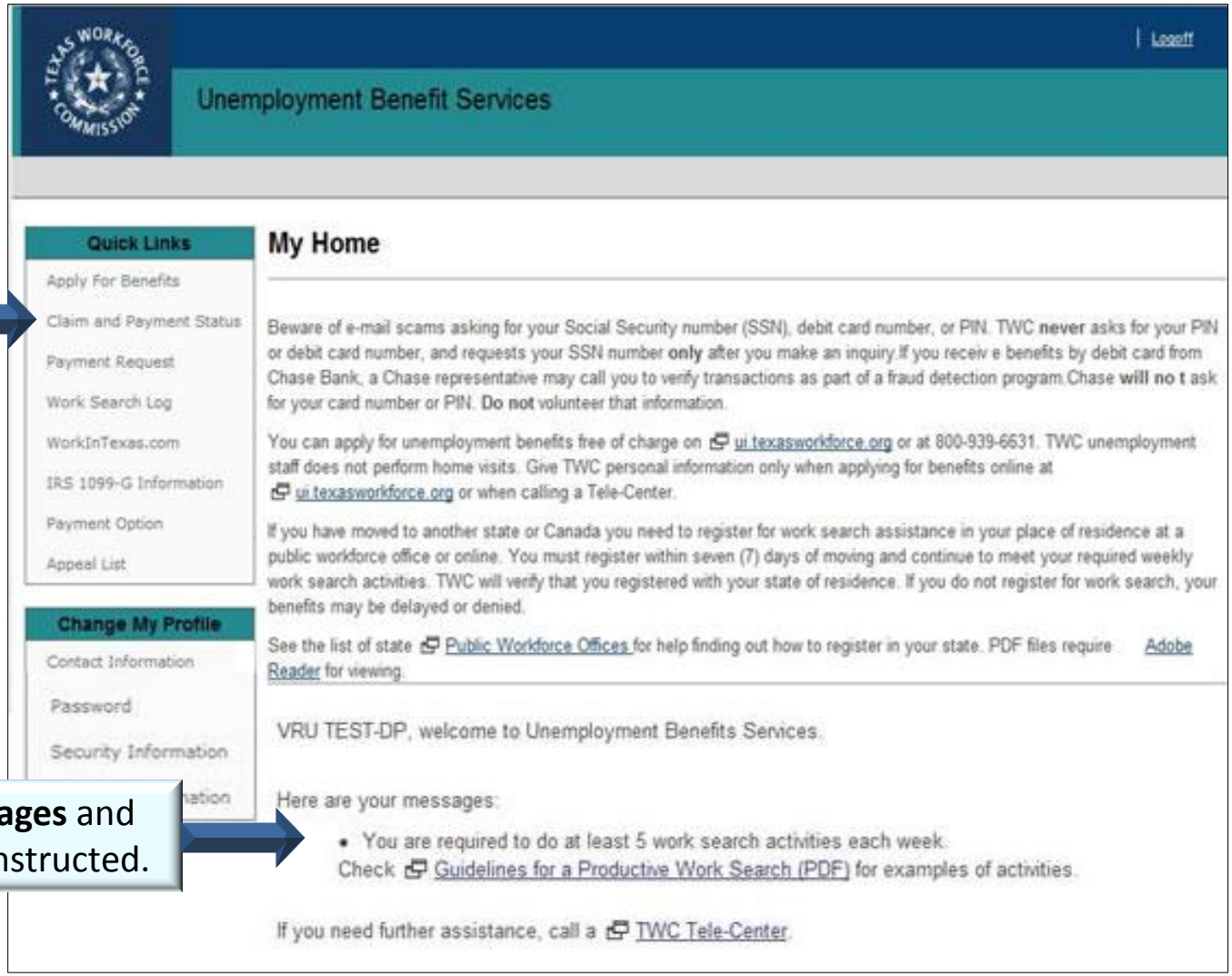
After you log on, the **"My Home"** page displays.

This page provides:

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

Select **Claim and Payment Status.**

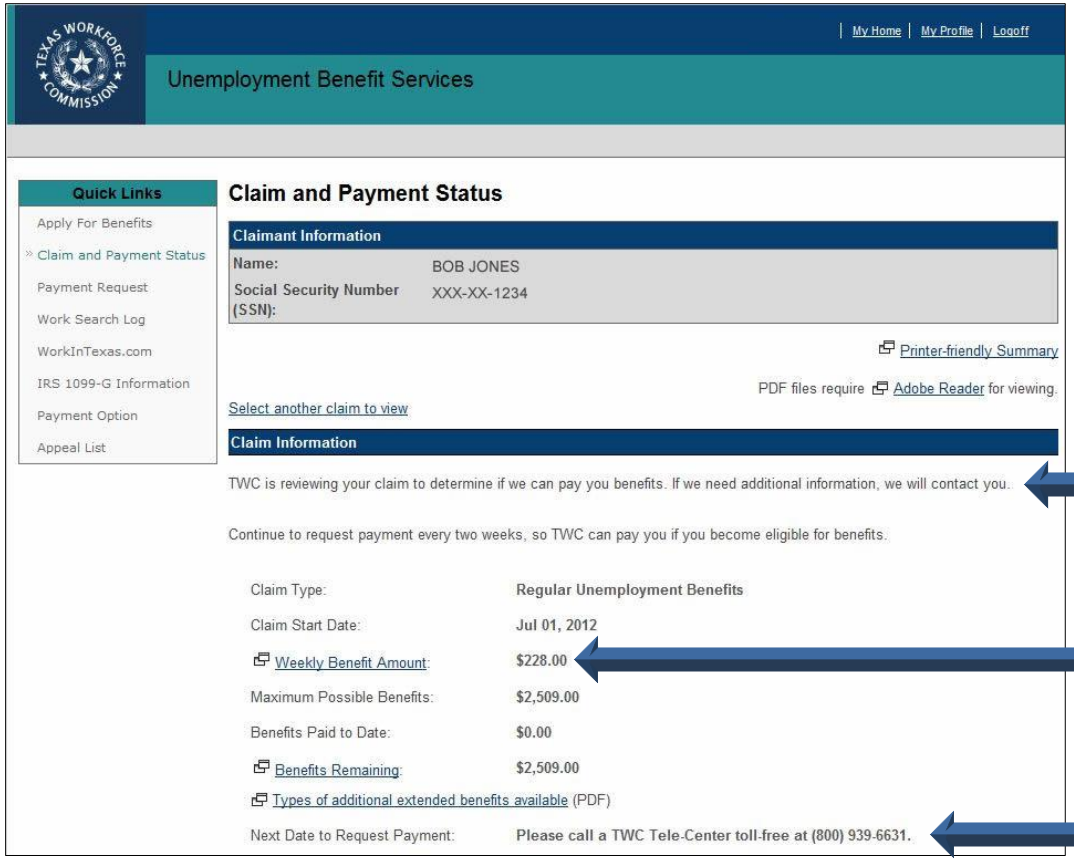
Check for **messages** and take action as instructed.



Claim Information

The Claim and Payment Status page displays an overview of the claimant's benefit year including:

- Claimant name and Social Security number
- Messages from TWC
- Claim type, such as regular or extended benefits
- Claim start date
- Weekly benefit amount
- Maximum possible benefits
- Benefits paid
- Remaining balance
- Next date to request payment



- **Check for messages.** This claimant has not been paid benefits because TWC has not determined if the claimant is eligible for benefits.
- **If eligible, this claimant will receive** a weekly benefit amount of $228.
- **Check next date to request payment**. If you don't submit a request for payment on time, you may not receive benefits.

Most Recent Payment & Payment Summary

The **Most Recent Payment** section shows:

- date payment was processed
- amount of benefits deposited to your bank account or Chase debit card
- date(s) of benefit week(s)

The **Payment Summary** lists:

- dates of benefit weeks requested
- dates TWC processed payments
- deduction(s), if any
- payment amount

Most Recent Payment

TWC Processed Date: Jul 18, 2012

Amount Deposited: $0.00

For Week(s): Jul 08, 2012 to Jul 14, 2012
Jul 01, 2012 to Jul 07, 2012

This is not a full payment for the week(s) listed. View Payment Detai

Note: Because TWC has not determined if this claimant is eligible, no benefits have been deposited for the benefit weeks listed.

Payment Summary

Printer-friendly Summary

View Payment Details by Week

1-2 of 2

Week(s)	TWC Processed Date	Deduction(s)	Payment
Jul 08, 2012 to Jul 14, 2012	Jul 18, 2012	$0.00	$0.00
Jul 01, 2012 to Jul 07, 2012	Jul 18, 2012	$0.00	$0.00

View Payment Details by Week

For more information, select **View Payment Details by Week**.

Deductions. This column shows deductions taken from benefit payments; for example, federal income taxes or child support.

Note: If TWC determines you are eligible for benefits, your payment should be in your bank or debit-card account within three days of when we process your payment request, with the exception of the **"waiting week,"** which is explained on the next page.

Payment Details by Week

The page provides more details about each payment by week, such as:

- process date
- amount deposited
- reason for no payment or partial payment

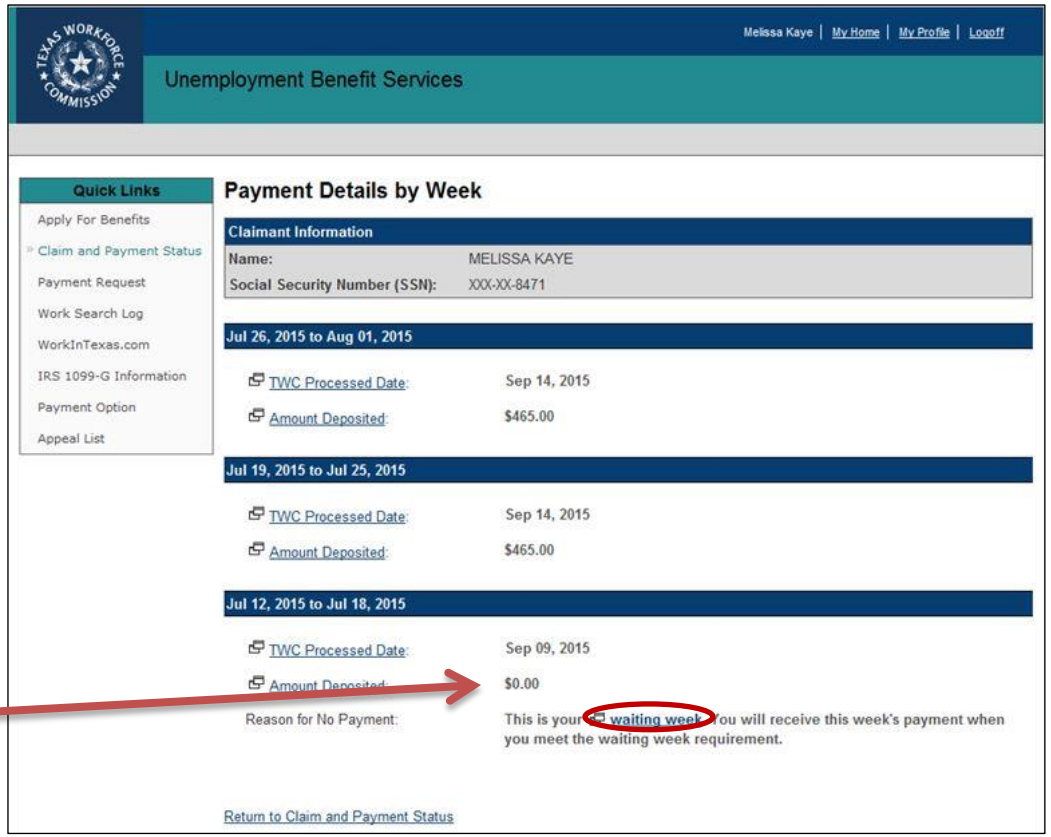
The Waiting Week

Texas law requires us to hold your benefits for the first payable week as the "waiting week."

You will be paid for the waiting week after you have received **two times your weekly benefit amount *and*** returned to full-time work **or** exhausted your unemployment benefits.

To report you returned to full-time work:

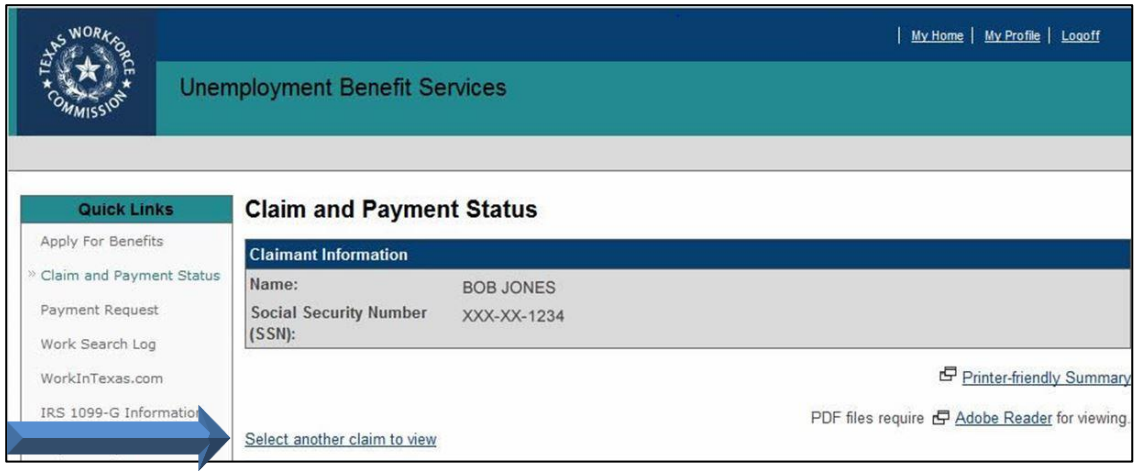
- Log on to ui.texasworkforce.org and select Request your Waiting Week, or
- Call Tele-Serv and select Option 2, then Option 4, or
- Call a TeleCenter at 800-939-6631 to speak to customer service staff.

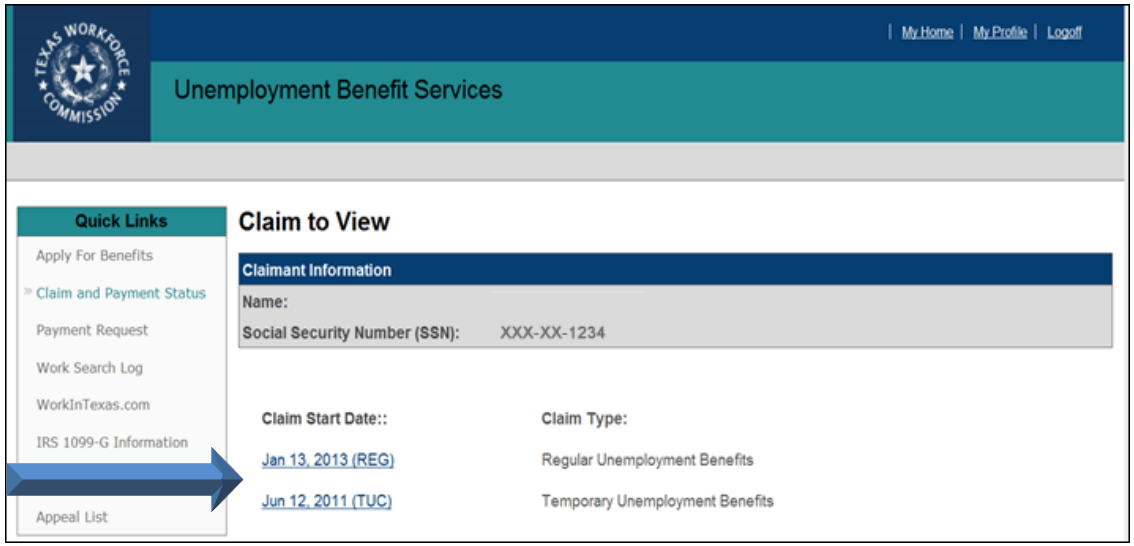


Selecting Another Claim to View

When you **Select another claim to view,** you have the option to:

- view several claim years, and
- select your regular claim, Temporary Unemployment Benefits claim, or Extended Benefits claim.





Still need help?

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