Welcome to the Unemployment Benefits Services Tutorial

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.
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 Questions
- More Information
- Highlighted Topics

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?

For instructions on:
- resetting your Password, go to page 7.
- retrieving your User ID, skip to page 9.

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

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

Enter and retype the new password, then select Submit.

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