Welcome to the Employer Benefits Services Tutorial
Introducing the Employer Benefits Services System & Electronic Correspondence

TWC launched a new system that provides more online unemployment benefits services for the employer. The first service we introduced through the Employer Benefits Services (EBS) online system was Electronic Correspondence for Employers.

Now, TWC has added links to the Electronic Correspondence (EC) program that allows employers to respond to TWC notices by accessing other EBS portals directly from the online mailbox. The relevant links are provided according to document type and selecting each link will open a new browser page to the portal selected.

What Electronic Correspondence Does

Electronic Correspondence (EC) allows you to access unemployment benefits documents electronically on a secure, online mailbox, including:

• time-sensitive determinations
• claim information and notices
You can electronically access documents from a secure inbox using your Employer Benefits Services (EBS) account at [www.texasworkforce.org/EBS](http://www.texasworkforce.org/EBS)

OR

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

If you select EC, you can:

• view your 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 documents.

To sign up, you must provide a valid e-mail address and agree to TWC’s EBS Electronic Correspondence Terms and Conditions.
EC allows you to receive most, but not all, of your company’s unemployment notices and forms electronically in a secure, online mailbox.

**Documents Included**
- statements and determinations
- chargeback notices and determinations
- most benefits forms and notices

**Documents Not Included**
- appeals correspondence, such as hearing notices or appeals decisions
- tax notices and forms

**Note:** You are responsible for regularly checking your online inbox, regardless of whether you receive an e-mail notifying you of new mail.
This tutorial includes instructions and screens you need to:

1. **log on** to the Employer Benefits Services portal

2. **sign up** and accept the terms and conditions for EC

3. **opt out** of EC

4. **manage administrator** duties

5. **select options** from the Benefits eCorrespondence Inbox to respond to TWC notices and documents online
Part I: Log on with User ID/Password

• Before you can sign up for EC, you must register to access the new Employer Benefits Services portal.

• If you have a User ID and Password for the Unemployment Tax Services system, then use that ID to log on. Otherwise, you should **Sign up for a User ID** and complete the required information to create a new user ID and Password.

• Although more than one person may log on to an employer’s account, the first person to sign up becomes the administrator for your employer account.
Sign Up for User ID

Complete this screen to create a new User ID and Password.

You must enter your personal information, plus choose and answer three security questions.

Select Next.
Access Verification

TWC verifies your identity by asking a security question, such as providing a Federal Employer Identification Number or a mail date from a recent notice. On this screen, enter the requested information and select Submit, which takes you to the My Home page to begin the sign-up process for EC.
Access Confirmation

Administrators keep the User List current by adding or removing members as needed. See page 21 for more information on administrator duties.
Part II: Sign Up for Electronic Correspondence

Go Paperless!
Electronic Correspondence Sign-Up

At the **My Home** screen, select **Electronic Correspondence Sign-up** under the **Quick Links** menu.
Electronic Correspondence Sign-Up . . .

To sign up, you must:

• agree to TWC’s Unemployment Benefits Electronic Correspondence Terms and Conditions

• provide a valid e-mail address

• verify your e-mail address, see page 14
Terms and Conditions

Remember:

• Most, but not all, UI benefits correspondence is sent to the electronic mailbox.

• It is your responsibility to read and respond to all TWC correspondence.

• You should check your online inbox regardless of whether you receive an e-mail notifying you of new mail.
TWC will send an e-mail to verify your e-mail address.

Select OK to continue.
Sign-Up Verification

• When you receive this e-mail from TWC, you must select the link, **Select to Complete Electronic Correspondence Registration**, which takes you to the Logon screen for EBS to verify your e-mail address.

• **Note:** If you do not verify your e-mail address, TWC will send your correspondence by U.S. Postal Service.
Completing the Verification Process

Log on to EBS again to complete the verification process.

Select OK to go to your My Home page.
Viewing Your Inbox

At the **My Home** screen, Select **Benefits eCorrespondence** to see a list of documents sent to you.

The inbox shows:
- date mailed
- document name
- date opened
- option to view as Portable Document Format (PDF) or accessible file.
Part III: Opt-Out Process

If you opt in and decide not to use EC, you must opt-out.
Part III: Opt-Out Process

You may opt out at any time by selecting the **Electronic Correspondence Opt Out** link in the Quick Links menu.

If you want to receive paper correspondence, select **Opt Out**.

If you opt out:

- TWC will resume mailing correspondence the next business day.
- You have 21 days to view, print, or save documents you may need. After that, you will no longer have access to your online inbox.
Opt-Out Confirmation

Thank you. You have successfully opted out of Electronic Correspondence. TWC will begin sending your correspondence by mail.

Ok
Part IV: Administrator Duties

The first person who signs up under the employer’s account becomes the administrator. The administrator will have the authority to:

• designate other employees to serve as additional administrators
• approve or deny other employees who want to sign up
• view lists of users, applicants, and denied users
• manage permission levels of user accounts
Applicant Request for Access

When a subsequent user requests permission to sign up under the company’s account, TWC sends an e-mail to the administrator, who can approve or deny the request. The pending applicant receives the message below stating the request must be reviewed by the administrator.
Reviewing Applicants

After receiving an e-mail instructing the administrator to review the applicant’s request, the administrator will select the **User Admin** tab to approve or deny the request. Select the applicant list under the Quick Links menu to see any pending applicants.

![Image of Employer Benefit Services interface with User Admin tab and applicant profile information]
Assigning Permissions

If approved, the administrator must assign permission levels, such as to:

- administer group memberships, approve new users, and manage permission levels
- allow users access to EC

Note: The administrator is responsible for keeping the user list current by adding or removing members, as needed.
EBS Confirmation

Once the administrator has approved access, the applicant receives this e-mail confirming they have been successfully signed up for EBS.
Benefits eCorrespondence Inbox Features

This section introduces features to the Benefits eCorrespondence inbox that allow you to more easily respond online to unemployment claim notices for:

- Wage verifications
- Employer responses
- Appeals
Benefits eCorrespondence Inbox Features

The Inbox features links under the “Link” column that allow you to directly access other online EBS systems, such as Employer Response and Unemployment Tax Services (UTS). Selecting any link will open a new browser window to the selected system.

- The **Correct Wages** link appears when TWC delivers a Wage Verification Notice.
- The **Respond** link appears when TWC delivers a Notice of Application for Unemployment Benefits (Initial Claim) or a Request for Work Separation Information (Additional Claim).
- The **Appeal** link appears when TWC delivers any document with a decision that can be appealed to your online mailbox, such as an Employer Determination on Payment of Unemployment Benefits document or a Charge Liability Decision document.
Wage Verifications

The **Correct Wages** link appears when TWC delivers a Wage Verification Notice, and it allows you to directly access the online Unemployment Tax Services system to make changes to wage records if needed.

Selecting the **Correct Wages** link takes you to the Unemployment Tax Services Logon page. You will need your User ID and password, or you may sign up for a User ID and password.

For more information on UTS, refer to [http://www.twc.state.tx.us/businesses/unemployment-tax-services#usingUnemploymentTaxServices](http://www.twc.state.tx.us/businesses/unemployment-tax-services#usingUnemploymentTaxServices).
Employer Responses

The **Respond** link appears when TWC delivers a Notice of Application for Unemployment Benefits (initial claim) document or a Request for Work Separation Information (additional claim) document to the online mailbox, and allows you to more easily access the online Employer Response to Notice of Application program to submit your response.

Selecting the **Respond** link will take you to the **Employer Response to Notice of Application Logon** page. You will have to enter the applicant’s Social Security number as well as the Access Key, which is shown in the upper right corner of the Notice of Application for Unemployment-Regular document.

Employer Inbox Appeal Link

- This link appears when TWC delivers any document with a decision that can be appealed to your online mailbox, such as an Employer Determination on Payment of Unemployment Benefits document, or a Charge Liability Decision document, and allows you to more easily submit an appeal.

- **Note:** The Employer Wages Verification notice listed below features both the appeals link and the correct wages link in the Link column on the EC inbox.

- Selecting the Appeal link takes you to the [Notice of Unemployment Benefits Appeal](#) submission page. You can fill in and submit your appeal information online. Remember that your appeal submission is not complete until you select “Submit” and wait for your appeal confirmation number.
Still need help?

Call the TWC Tele-Center at 866-274-1722 to speak with one of our customer service representatives.