Welcome to the Unemployment Benefits Services Tutorial

How to Appeal a Decision Online
Filing an appeal online is fast, easy, and secure. TWC’s online appeal form is available 24 hours a day, 7 days a week, in English and Spanish.

An appeal is your written notice that you disagree with a TWC decision and want your case decided through the appeal process.

This tutorial includes instructions for filing an appeal over the Internet.

For more information, read the document(s) you received from TWC about the unemployment benefits appeals process. See also: [How to Appeal a Decision](#) and [Introduction to the Unemployment Benefits Appeal Process](#).
Appeal Overview

You may appeal:

- Benefit Determinations
- Appeal Tribunal decisions
- Commission Appeal decisions

You **must** submit your appeal within 14 calendar days from the date TWC mailed you the determination or appeal decision.

While waiting on your appeal, continue to request payment every two weeks for each week you are not employed full-time.

You can also submit your appeal in person at your nearest **Workforce Solutions office**, or by mailing or faxing your letter to the Appeals or Commission Appeals Department. You cannot submit an appeal by e-mail or over the telephone.
Logging On

To submit an online appeal, log on to Unemployment Benefits Services (UBS) at ui.texasworkforce.org.

Make sure you have the following on hand:

- User ID, password, and PIN.
- Determinations or Decisions you are appealing
- Appeal Number(s), if any
- Contact information changes, if any

For instructions on how to create, retrieve or reset a user ID and password, see 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 for free at your local Workforce Solutions office.
My Home Page

After you log on, the My Home page displays:

- Quick Links to various benefits claims topics and resources
- Messages from TWC
Your Appeal Submittal Form
Submit an Appeal: Getting Started

The **Submit an Appeal: Getting Started** page shows the personal information you have shared with us, including your:

- Social Security number
- Name
- Date of birth
- Address
- Phone number

On this page, you can change your contact information.

You must answer the question, “Do you need to update any of your contact information?” by selecting **Yes** or **No**.

If you do not select **Yes** or **No**, you will receive this error message.
Before you can change your contact information, you must verify your identity by entering your personal identification number (PIN).

If you forget to enter your PIN, you will receive the following error message:

**PIN Verification**

⚠️ Please correct the following errors:
- Personal Identification Number (PIN): Enter 4 numbers.
Change Contact Information

Your current contact information displays after you enter your PIN. You can change your street address, city, state, ZIP code and phone number. You can also select a Canadian Province and Postal Code. Your name is filled in for you. You cannot change your name on this page.

* Indicates required fields.
Did you get an error message after you selected **Next** to change your contact information? No Problem. You can correct the errors on the page, then select **Next** again.
Change Contact Information

If you see an **Address Verification** message, it means we reformatted the address you entered using U.S. Postal Service standards. This helps our mail get to you quickly.

Tell us which address you want to use. Select **Next** to make the Postal Service address your mailing address. If you prefer the address you entered, choose **Address You Entered** and select **Next**. To correct your address, select **Previous**.
Other Messages You Might Receive

1. Record changed.
   
   You did it! You changed your information.

2. The information you submitted matches what is currently on file. No changes saved.
   
   You did not make changes, or the changes you made duplicated what was already on file.

3. Please correct the following errors:
   
   • Phone Number: Enter 10-number phone number, including area code.
     
     You did not enter a valid phone number.

4. Please correct the following errors:
   
   • The system has logged you off. Please log on again to access the requested page.
     
     Too much time has passed since your last activity. You must log on again.

5. Please correct the following errors:
   
   • Address: Characters in the address field are limited to alphanumeric characters (A-Z, a-z, 0-9) except ‘#’, ‘&’, ‘-’, space, and apostrophe.
     
     You entered punctuation or symbols that are not allowed.
Under **Appellant Details**, enter a phone number. From the **Appealed By** drop-down menu, select one of the following:

- Claimant
- Person authorized to help the claimant

**Persons authorized to help claimants** must enter their contact information, and their relationship to the claimant.

If you do not make a selection in the **Appealed By** drop-down menu, you will see this error message.
Submit An Appeal: Appeal Information

You must select a Determination or Decision to appeal, or choose Other.

The drop-down menu will not allow you to select more than one Determination or Decision.

To include additional Determinations or Decisions in your appeal, enter the Determination or Decision date, with a description, in the Reason for Appeal box on the Submit An Appeal: Appeal Information Reason page.
Submit An Appeal: Appeal Information Other

You will only see this page if you selected **Other**.

**Under Appeal Information Other**, select the type of Determination or Decision you are appealing from the drop-down menu:
- Appeal Tribunal Decision
- Commission Appeals Decision
- Unemployment Determination

An Unemployment Determination is a TWC decision that is not an Appeal Tribunal or Commission Appeals decision, such as decisions involving:
- Denials of benefits
- Overpayments
- Insufficient wages
Submit An Appeal: Appeal Information Other

You will only see this page if you selected Other.

After selecting the Determination or Decision you are appealing, you must:

- Enter the Appeal Number (if any).
- Select the month, day, and year it was mailed.
- Answer the question, “Was a hearing scheduled with the Appeals Tribunal or Commission Appeals?”

You must also describe the Determination or Decision in 4,500 characters or less.

If you don’t provide a description, you will see this error message.
Submit An Appeal: Appeal Information Reason

In the first text box, tell us why you are appealing.

If you are submitting the appeal late, or you missed a prior hearing, include an explanation. Enter any dates or times when you cannot participate in a hearing.

Enter any additional Determination or Decision date you want to include in your appeal, along with a description.
Submit An Appeal: Appeal Information Reason

Do you need an interpreter?

If you or your witnesses need an interpreter, select the language you need in the drop-down menu. Or, choose Other and enter the language you require.

Do you need any other accommodation?

Enter the accommodation you need in the text box, such as:

- If you or your witnesses have a hearing impairment.
- If you need access to a telephone or fax machine.
Submit An Appeal: Review and Submit

Your appeal is not complete until you submit it and receive a confirmation number.

Review your responses carefully **before** selecting **Submit**. To make changes or corrections, select the edit link for that section.

If you want to print or save your appeal and confirmation number, you can do so after submitting your appeal.

While waiting on your appeal, continue to request payment every two weeks for each week you are not employed full-time.

Let us know right away if you change your mailing address.

After you submit this form, if you want to include other documents with your appeal you must send them by **mail or fax**.
Submit An Appeal: Appeal Confirmation

Congratulations! You have successfully submitted your appeal form.

Remember to:

- Send any other supporting documents by mail or fax.
- Print or save this page for your records, or write down your confirmation number.
Still need help?

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