Welcome to the Unemployment Benefits Services Tutorial

How to Request Disaster Unemployment Assistance Payments Online
This tutorial includes instructions for completing, submitting, and certifying your DUA payment request made over the Internet.

You can go through this tutorial page by page, or skip to any main section by selecting one of these links:

- Requesting Payment Online
- Ongoing Eligibility Requirements
- Review and Submit Payment Request
Requesting payment over the Internet is fast, easy and secure.

You can request DUA benefit payments and report earnings over the Internet or by calling Tele-Serv, our interactive phone system.

Request payment one to two weeks after you first apply for benefits and every two weeks after that. You can find the date you are scheduled to request payment by calling Tele-Serv.

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

Whether you request payment over the Internet or by calling Tele-Serv, you’ll need access to the Internet or a phone, and your:

- Social Security number
- Personal Identification Number (PIN)
- earnings information if applicable

Note: You might want to print pages from this tutorial. If you don’t have a printer, you may use a printer for free at your local Workforce Solutions office.
Requesting Payment Online

In this section, you will learn:

- How to use Unemployment Benefits Services (UBS) to request your DUA payment
- How to find Quick Links to your DUA payment request
- How to begin your DUA payment request, and
- How to report work and other income
This is the first page you’ll see when you visit our website at ui.texasworkforce.org.

Before you can log on to Unemployment Benefits Services, you must have a **User ID** and **Password**.

For instructions on how to create, retrieve or reset a User ID and Password, see the **User ID and Password Tutorial**.

Select this link if you already have a User ID and Password, or to create a User ID and Password.
Important

Your information **WILL NOT BE SAVED if** you log off *before receiving confirmation.*

Please note . . .

- Your request **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 for the payment request.
- Read all instructions carefully.
- Complete each screen from top to bottom.
- Information marked with a **red asterisk** *is required.*
- Certify that the information you provided is true and complete.
Quick Link to Payment Request

After you log on, the “My Home” page displays.

This page provides:

- Quick Links to various benefits services topics and resources, and
- messages from TWC

Select Payment Request.

Check for messages and take action as directed.
Begin Payment Request

Complete these sections:

- Begin Payment Request
  - Update Contact Information
  - Work and Other Income
  - Work and Earnings
- Ability and Availability
- Review and Submit
- Confirmation

**IMPORTANT**

If you work, you must report all hours worked—there are no exceptions.

Unreported and underreported earnings cause overpayments that you must repay.
Work and Other Income

The first page of the Work and Other Income section displays the payment request period and other information about reporting work and earnings.

**General Information**

*A BENEFIT WEEK IS SEVEN CALENDAR DAYS BEGINNING ON SUNDAY AND ENDING ON SATURDAY.*

Workers must report the number of hours worked and earnings before any deductions, such as taxes, are taken out. Report for the week you performed the work, NOT when the earnings were paid.

Earnings include wages, tips, and commissions.

If you are self-employed, you must report gross income for the claim week in which you received the income, even if you performed the services in a prior week.

**Disaster Unemployment Assistance(DUA) Payment Request Period**

- Claim Week 1: Oct 08, 2017 - Oct 14, 2017

**Employment Type**

Are you Self-Employed?  
- Yes
- No

**Work and Earnings**
Work and Earnings . . .

When requesting a payment, you must report your total gross earnings and the number of hours you worked if you are employed.

If you are self-employed, you must report gross income for the claim week in which you received the income, even if you performed the services in a previous week.

If you need help calculating your earnings, visit our tutorial: How to Calculate and Report Earnings.

Common Mistake

One of the most common mistakes is believing that you do not need to report earnings from part-time work. This is not true.

You must report earnings from ALL work, no exception. It does not matter whether you got the job before or after you started your claim.
Work and Other Income . . .

You must also report if you received any income that you have not already reported.

You **must** report income from:

- Severance pay or wages paid instead of notice of layoff
- Retirement pensions
- Disability insurance
- Military retirement or disability pay, and
- Worker’s compensation

After you report these types of income, TWC will mail you a decision on your eligibility for unemployment benefits.

Depending on your answers, you may be contacted by TWC staff and asked for additional information.
In this section, you will learn about ongoing eligibility requirements, such as ability and availability.
Ability and Availability

TWC considers individuals available for work if they are ready, willing and able to accept any suitable full-time work.

To be considered able and available, you must:

- Be unemployed as a direct result of the disaster
- Be legally authorized to work in the United States
- Be able to work and available for work
- Actively search for work, unless ill or injured due to the disaster
- Submit DUA payment requests on time
- Have not refused an offer or referral to suitable work

Depending on your answers, you may be contacted by TWC staff and asked for additional information.
Ability and Availability . . .

Availability includes, but is not limited to:

- Having adequate transportation
- Having adequate child care arrangements if you have children. Child-care assistance may be available. See our Child Care Program web page: [http://www.twc.state.tx.us/students/child-care-program](http://www.twc.state.tx.us/students/child-care-program)
- Being available for job interviews
- Being willing to work all the days and hours required for the type of work you seek, and
- Being willing to accept the usual pay for a person of your qualifications and experience
In this section, you will learn how to:

- Review and edit your payment request
- Certify and submit your payment request, and
- Confirm your payment request
Review and Submit DUA Payment Request

This section:
- shows all the answers and information you entered, and
- allows you to make changes by selecting the Edit link at the beginning of each section

1. Read the online summary pages carefully.
2. Correct any errors before you submit your payment request.
3. Select Submit at the end of the questions for your request to be processed.
Review and Submit DUA Payment Request . . .

When editing a section, you will need to review and edit all web pages related to that section. When you finish the last page in the section, you will be returned to the Review and Submit page.

Changes to some answers could require additional details or new information.

Select Edit Work and Earnings.
Review and Submit DUA Payment Request . . .

Review all the information you entered carefully.

Entering incorrect or inaccurate information could delay your payment, or cause you to become ineligible for benefits.

### Other Income

<table>
<thead>
<tr>
<th>Claim Week 1 (Oct 08, 2017 - Oct 14, 2017)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did you begin receiving, or has there been a change in your receipt of income from any of the following sources?</td>
</tr>
<tr>
<td>If Yes, check all that apply:</td>
</tr>
<tr>
<td>Retirement Pension</td>
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<tr>
<td>Disability Pension (including SSI)</td>
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[Edit Other Income]

[Edit Ability and Availability]
Review all the information you entered carefully.

Entering incorrect or inaccurate information could delay your payment, or cause you to become ineligible for benefits.

### Ability and Availability to Work

#### Claim Week 1 (Oct 08, 2017 - Oct 14, 2017)
- Did you turn down any job offer or job referral during the claim period? No
- Were you physically able to work if not for the disaster? Yes
- Were you available for full-time work if not for the disaster? Yes

- Did you turn down any job offer or job referral during the claim period? No
- Were you physically able to work if not for the disaster? Yes
- Were you available for full-time work if not for the disaster? Yes

#### Claim Week 1 (Oct 08, 2017 - Oct 14, 2017)
- Did you attend school or training? No
- If you are attending school or training, have your days or hours changed since you last reported them? (not applicable)
- Enter the total number of work search activities you did. If self-employed, list the hours spent trying to resume normal business activities/services. Enter 0 if you did not search for work or attempt to resume self-employment. 0
- Were you unemployed or partially unemployed as a direct result of the disaster? Yes

- Did you attend school or training? No
- If you are attending school or training, have your days or hours changed since you last reported them? (not applicable)
- Enter the total number of work search activities you did. If self-employed, list the hours spent trying to resume normal business activities/services. Enter 0 if you did not search for work or attempt to resume self-employment. 0
- Were you unemployed or partially unemployed as a direct result of the disaster? Yes
Certify and Submit DUA Payment Request

Important

You **cannot make changes after you certify and submit** your payment request. However, if you need to correct any information on your payment request, call the Tele-Center the next business day at 800-939-6631 to discuss your situation.

To submit the information, you must **certify** that your information is true and complete, then **select Submit once**.

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**Certify and Submit**

Giving untrue information or withholding information on any unemployment claim may result in severe penalties including fines and/or imprisonment, and may also result in a loss of benefits.

TWC routinely compares the amount of earnings you report on your payment request to the amount of earnings your employer reports having paid you.

TWC also randomly verifies that you made the required number of valid work search activities.

- [ ] I certify that this is my Social Security Number, I am the person named on this claim for unemployment benefits, and the information I gave for those claim periods is true and complete.

**Caution:** Your payment request IS NOT COMPLETE until you submit it.

Submit
Once you submit your payment request, you will receive a message on the Confirmation screen stating that your request has been accepted, canceled, or rejected, depending on various circumstances.

The screen will display instructions if your payment request is canceled or rejected.
Still need help?

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