Welcome to the Unemployment Benefits Services Tutorial

How to Apply for Unemployment Benefits Online
Included in this tutorial are the instructions and screens you need to complete, submit, and confirm your unemployment benefits claim online.

You can read the tutorial page by page, or you can skip to any of these three main sections by selecting the link:

- **Applying for Benefits**
- **Next Steps**
- **Payment Options**

**Note:** You will need to print pages from your application. If you don’t have a printer, you can complete and print your application for free at your local [Workforce Solutions](#) office.
Applying over the Internet is fast, easy and secure.

Most people can apply for benefits and manage their unemployment claims online through [Unemployment Benefits Services](#).

However, if you worked in Massachusetts, Wisconsin, or Puerto Rico in the past 18 months, you must call the Texas Workforce Commission (TWC) Tele-Center at 800-939-6631 instead.

**Here is what you need to get started . . .**

When you apply for benefits you will need your:

- Social Security number
- last employer’s business name, address, and phone number
- first and last dates (month, day, and year) you worked for your last employer
- number of hours worked and pay rate if you worked during the week you apply (including Sunday)
- military employment start/end dates and copy of DD-214(s), if you served in the military in the past 18 months
- Alien Registration number (if not a U.S. citizen or national)
Applying for Benefits

In this section, you will learn how to:

- fill in your application by entering personal information and last employment details
- review and submit your application
- confirm your claim
Important

Your information **WILL NOT BE SAVED** if you log off before you submit and receive a confirmation number.

Please note:

- Read all instructions carefully.
- Complete each screen from top to bottom.
- **Red asterisks** *identify required information. You must answer these questions.*
- The system will log you out if you have not selected any action button, such as **Next**, **Previous** or **Submit**, within the last 30 minutes. Your information will not be saved. If this happens, you must log back on and re-enter your information on your application.
- Your application **is not complete** until you submit it and **receive a confirmation number**.

Truth in Filing

All information you give must be true and complete. There are penalties for withholding information or giving false information, including penalties for perjury in regard to citizenship or immigration status. The information you submit will create a record for you in our system.
To apply for benefits online, log on to Unemployment Benefits Services at [ui.texasworkforce.org](http://ui.texasworkforce.org).

You will need a user ID and password to apply for benefits online.

To log on, select the link that says, “Log on with your existing TWC User ID or create a new User ID” if you already have a user ID or password, or if you need to create a user ID and password.
Unemployment Benefits Services

Logon Page

Use your user ID and password to log on when you apply for benefits online.

To learn how to create, retrieve or reset a user ID and password, go to the User ID and Password Tutorial.

You must enter your Social Security number (SSN) so apply for benefits online. Enter your SSN with or without dashes. Select YES and then select Next.
Initial Questions

Your answers to the initial questions determine whether you can apply for benefits using the Internet or if you have to call a Tele-Center.

Select **Next** to continue or **Previous** to go back and review or change your response(s).

**DO NOT USE** your browser’s back or forward buttons.
In this part of the application, you will need the information listed on page 3 of this tutorial to complete these sections:

- Personal Information
- Dates Worked for Last Employer
- Identification Review
- Contact Information
- Statistical Information
- Citizenship Information
- Labor Union Information
- Pension Information
- Additional Information
- Correspondence
- Withholding Option
Getting Started

**Tax Withholding Option**

Unemployment benefits are taxable income. You must report all the unemployment benefits you receive on your federal tax return.

You can ask TWC to take federal income taxes out of your benefits, and we will withhold 10 percent of each payment to go toward your taxes. The choice is up to you. TWC will not withhold benefits unless you choose the **Withholding Option**.
Getting Started

How to Choose Tax Withholding

You will find the **Withholding Option** at the end of the **Personal Information** section. Check the box if you want TWC to withhold federal income tax from your unemployment benefits.

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**Withholding Option**

Unemployment benefits are taxable under federal law. You may authorize TWC to have federal income tax withheld from your unemployment benefits by checking the box below. Once authorized, TWC will withhold 10 percent of each weekly gross payment when we process your payment.

☐ I authorize TWC to withhold federal income tax from my unemployment benefits at the rate of 10 percent of the gross amount for each benefit week.

[Next](#)
Last Employer

In this part of the application, you must complete these sections:

- Last Employer Identification
- Last Employer Location
- Last Employer Information
- Job Information
- Dates Worked for Last Employer
- Salary and Work Hours
- Normal Wage for Occupation
- Reason No Longer Working
Choose Your Personal Identification Number

You must create a four-digit **Personal Identification Number** (PIN). It is your secret passcode. Keep a record of this number. You need it to access all TWC Tele-Serv services and some TWC Internet services.

A PIN has the same legal authority as your signature on a paper document.

**Important**

Never give your PIN to anyone, not even a TWC employee or family member.
**Go Paperless!** When you sign up for Electronic Correspondence (EC), you will receive most unemployment benefits correspondence on a secure, online inbox, including:

- time-sensitive determinations
- claim information
- instructional materials

We send emails to notify you when we send correspondence to your inbox. See the [Electronic Correspondence](#) tutorial to learn more.

**Warning!**

Check your U.S. Postal Service mailbox regularly even if you sign up for EC. We send these documents only by regular mail:

- Appeals correspondence
- Workforce Solutions correspondence
- Information about applying for benefits from special programs, such as Trade Adjustment Assistance
Review & Submit Application

The Review and Submit section:

- shows all the answers and information you entered
- allows you to make changes by selecting the Edit Information link at the end of each section

1. Read these summary pages carefully.
2. Correct any errors before you submit your application.
3. You must select Submit when you have finished reviewing your answers, or your claim will not be processed.

Your application is not complete until you submit it and receive a confirmation number.
Select the **Edit Information** link in any section to change your answers.

Check the tax withholding option you selected.
Review & Submit Application

Check to verify if you signed up for electronic correspondence and confirm your email address.

Make sure all your answers are correct before you select Submit.

WARNING! You cannot change your application using the Internet after you have submitted it.
Claim Confirmation

After you submit your application, the program will display your Claim Confirmation.

- Print the confirmation page for your records, then select Next to go to the Next Steps section.

If you do not have access to a printer:

- Printers are available free at your local Workforce Solutions offices.
- Write down your claim confirmation number.

Important

You cannot make changes online after you have submitted your application. However, if you need to change any information on your application, call the Tele-Center the next business day at 800-939-6631 to discuss your situation.
**Claim Confirmation**

**Apply for Benefits: Claim Confirmation**

- You are not finished with your application for Unemployment Benefits. You have two more important steps.
  1. Print this page and keep for your records. Use the printer icon on your browser’s toolbar. If you cannot print this page, write down your confirmation number.
  2. Click the NEXT button and complete the Next Steps. If you ignore these Next Steps, you may delay or lose your benefits.

**Claim Confirmation Information**

- **Claim Confirmation Number**: Your application has been submitted. Your confirmation number is ____________.

**Effective Date**: Based on your submission time of April 27, 2018 03:32 PM, your claim starts on Sunday, April 22, 2018.

**Identification Information**

- Name: ____________________________
- Have you worked under any other name in the last 18 months? ____________
- Date of Birth: __________________
- Texas Driver License Number or Texas Identification Card Number: __________________

**Personal Information**

- Daytime Phone Number: __________________
- Address: ____________________________
- Race or Ethnic Background: __________________
- Sex: __________________
- Education: __________________________
- Are you a veteran of military service? ____________
- Are you a U.S. citizen? ____________
- Are you a labor union member? ____________
- Are you currently receiving a pension or retirement pay? ____________
- Are you under contract to work for a school or educational institution? ____________
- Are you a substitute teacher? ____________
- Are you a professional athlete? ____________
- In the last 18 months did you regularly drive to Texas to work? ____________
  - If Yes, will you continue to drive to and look for work in Texas? ____________
- In which language do you want to receive your written Unemployment Benefits Information? ____________
- Withhold federal income tax from your unemployment benefit payments? ____________
  - Yes

This page shows the completed application you just submitted. Your confirmation number is displayed here.
Reminder: You are not done yet.

When you have finished reviewing the Claim Confirmation page, select **Next** to go to the **Next Steps, Requirements, and Instructions** section.

You must complete the **Next Steps** section, or you may delay or lose your benefits.
This section explains what you must do to remain eligible for unemployment benefits if you qualify. It also shows your payment options and includes information on:

- How to register and search for work
- Being able to and available for work
- The waiting week
- Direct deposit or debit card payment options
Important

You will need to print these pages. Printers are available free at your local Workforce Solutions offices.

Read this entire section carefully to understand your continuing eligibility requirements.

For example, you must:

- Register for work within three days of applying for benefits.
- Request payment on time.
- Report earnings and hours worked for each week you request benefit payments.
- Respond to any requests from TWC or a Workforce Solutions office. If you do not respond, your benefits may be delayed or denied.

• Your application for Unemployment Benefits has been submitted. TWC will contact you if any additional information is needed. Please allow two business days for TWC to review and process the information that you have submitted before you check the status of your claim.

• Register for Work: You must register for work within three business days of applying for benefits. See the Register for Work section for instructions.

• Request Payment on Time: You must submit your payment request on time to receive unemployment benefits. Request payment every two weeks using Unemployment Benefit Services or Tele-Serv. Request payment even if you have not heard from TWC that a decision has been made on your claim, otherwise you may cause a delay in payments.

• Report Work: If you are working and requesting unemployment benefits, you must report your earnings and the hours you worked for each week you request benefit payments. There are no exceptions.

• Read and follow all instructions you receive from TWC and Workforce Solutions Offices, and respond as instructed. Ignoring mail and phone requests from TWC may cause a delay or denial of your unemployment benefits. Your benefits depend on you following all the instructions in the Unemployment Benefits packet we mail to you. If you do not receive the packet within seven business days, call a TWC Tele-Center at (800) 939-8631 to request another copy.
Next Steps, Requirements, and Instructions

Waiting Week

You will not receive payment for your first payable week, the “waiting week,” until you have been paid two times your weekly benefit amount and have returned to full-time work or exhausted your benefits.

Eligibility Requirements

- Register for work
- Search for work and keep a record of your work search
- Request payment on time
- Be physically and mentally able to work
- Be available for full-time work

Waiting Week

TWC cannot pay you for the first week of your claim, also known as the \textit{waiting week}, until you return to full-time work or exhaust your benefits. If you return to full-time work before exhausting your benefits, you must inform TWC in order to receive your waiting week payment. To report that you returned to full-time work, you must:

- Select \texttt{Request your Waiting Week} from ui.texasworkforce.org or
- Call Tele-Serv at 800-558-8321 and select Option 2 and then Option 4, or
- Call a Tele-Center at 800-939-6631 to speak to customer service staff.

Continuing Eligibility Requirements

You must meet \texttt{ALL} of these ongoing requirements to be eligible for benefits:

- \texttt{Register} for work.
- \texttt{Search} for \texttt{suitable work} and keep a \texttt{record} of your work search activities.
- \texttt{Request} payment.
- Be \texttt{physically and mentally able to work}.
- Be \texttt{available for work}.
Next Steps, Requirements, and Instructions

Register for Work

You must register for work within three business days of applying for benefits:

- Register for work in the state where you reside.
- Texas residents must register with WorkInTexas.com or in person at a Workforce Solutions office.

Search for Work

TWC will send you a letter specifying how many work search activities you must complete each week.

- Document your work search activities.
- Apply for and accept suitable work.
Next Steps, Requirements, and Instructions

For more information on payment options, see Benefit Payments: Choose Direct Deposit or Debit Card.

**Payment Option**

TWC pays benefit payments by direct deposit into your personal checking or savings account or TWC debit card.

- If you signed up for direct deposit or debit card on a prior claim, we use the current account information on our records.
- If you have never selected a payment option, or do not select direct deposit on your current claim, we will automatically pay you by debit card.

To sign up for direct deposit, change account information, or check your current payment option, go to Unemployment Benefits Services and select Payment Option; or call Tele-Serv and select Option 5. Enter your bank or credit union’s 9-digit routing number and your personal savings or checking account number (found on your personal check). It takes eight banking days to verify your account information, so sign up immediately after applying for benefits.

**Request Payment**

You must submit your payment request on time to receive unemployment benefits. Request payment every two weeks using Unemployment Benefits Services or Tele-Serv (requires a touch-tone phone).

Method for Requesting Payment: Unemployment Benefits Services or Tele-Serv

Your Internet Filing Day:

Your Tele-Serv Filing Day:

Your First Tele-Serv Filing Date:

Toll-free Tele-Serv Phone Number:

You may request payment by mail only if you have neither the Internet nor a touch-tone phone. You must call a TWC Tele-Center to request mail as your option for requesting payments.
Important

You must be able **to** and available **for** full-time work to be eligible for unemployment benefits.

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**Be Able to Work**

You must be **physically and mentally** able to perform the work you are seeking to receive unemployment benefits. You must have the health, endurance, and other physical and mental requirements necessary to perform suitable work for which you are qualified or can readily learn to perform, and which exists in the geographical area where you are seeking work.

**Be Available for Work**

You must be **available for full-time work** to receive unemployment benefits. You must be ready, willing, and able to accept any suitable full-time job. To be available for work, you must:

- Have adequate transportation;
- Have adequate child-care arrangements (if you have children);
- Be available for job interviews;
- Be willing to work all the days and hours required for the type of work you are seeking; and,
- Be willing to accept the usual rate of pay for a person of your qualifications and experience.
You Completed Your Application – Now What?

It takes about four weeks from the date you apply for benefits to know if you are eligible. Make sure to read all the materials we send you, and respond promptly to any contact requests.

You can check your claim status online at [Unemployment Benefits Services](#) or call [Tele-Serv](#) at 800-558-8321 and select option 2.

If you qualify, TWC will pay you on a U.S. Bank Reliacard® unless you sign up for direct deposit into your personal checking or savings account at any bank or credit union chartered in the United States.

To sign up for direct deposit, you must wait one day after you have applied for benefits, and then change your payment option online or through our automated phone system. TWC cannot set up your direct deposit because we do not have access to your confidential bank numbers.
This section explains how you can sign up for direct deposit after you have applied for benefits.
Change Payment Option

To sign up for direct deposit, you must wait one day after you have applied for benefits, then:

- log on to ui.texasworkforce.org
- select Payment Option, then Change Payment Option

You will need:

- the nine-digit routing number for your United States bank or credit union
- your account number and account type (checking or savings) as printed on a check, not a deposit slip

**Note:** If you are not sure about your routing and account numbers, contact your bank or credit union before you try to sign up for direct deposit.

If you sign up for direct deposit, it takes eight banking days for TWC to verify your account information with your financial institution. If you submit information your bank cannot confirm, TWC will pay you by debit card instead.
Change Payment Option

Print and save this confirmation page, which shows what account you have designated for direct deposit.

Payment Option: Confirmation

Your request to change your payment option has been submitted.

TWC sends your direct deposit account information to your bank or credit union, which has EIGHT banking days to verify your account. If you submit an eligible payment request before direct deposit is set up, TWC will mail you a check. Therefore, you should confirm your address by selecting Contact Information under the My Profile menu.

Choosing a payment option does not affect your eligibility. It only determines how you will be paid if you are eligible.

<table>
<thead>
<tr>
<th>Payment Option:</th>
<th>Direct Deposit</th>
</tr>
</thead>
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<tr>
<td>Bank or Credit Union Name:</td>
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<tr>
<td>Account Type:</td>
<td>Checking</td>
</tr>
<tr>
<td>Effective Date:</td>
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</tr>
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Return to My Home
Still need help?

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