Tutorial Content

This tutorial contains the instructions and web page screenshots you need to complete, submit, and confirm your unemployment benefits application online.

You can read this tutorial page by page, or you can skip to one of the two main sections by selecting the link:

- Applying for Benefits
- Next Steps

**Note:** You will need to print pages from your application. If you do not 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’s 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 you worked and your pay rate if you worked during the week you apply (including Sunday)
- Military employment (service) start/end dates and a copy of your DD Form 214(s)(member copy 4 through 8), if you served in the military during 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 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.”
Unemployment Benefits Services (continued)

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) to 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 the TWC Tele-Center at 800-939-6631.

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.

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**Apply for Benefits: Initial Questions**

- **Social Security Number and User ID**
  - Social Security Number (SSN): [Correct SSN]
  - Logged in with User ID: [Not your User ID?]
  - [ ] By checking this box, I acknowledge that this is my SSN and User ID.

**Initial Questions**

Answer the following questions so we can determine whether you should apply for Unemployment Benefits using the Internet or by calling a TWC Tele-Center.

- Have you served in the military since October 01, 2017? [ ] Yes [ ] No

- Have you been employed and paid by the United States Federal Government for any length of time since October 01, 2017? (Examples of federal employers are the U.S. Postal Service, U.S. Census Bureau, Department of Treasury, and Department of Agriculture.) [ ] Yes [ ] No

- Have you worked in Texas for any length of time since October 01, 2017 excluding military service and federal employment? [ ] Yes [ ] No

- Have you worked in any state other than Texas between October 01, 2017 and September 30, 2018, excluding military service and federal employment? [ ] Yes [ ] No

- Have you filed for unemployment benefits in a state other than Texas in the last 12 months? [ ] Yes [ ] No

- Is your mailing address outside the United States, its territories, or Canada? [ ] Yes [ ] No

- Are you filing this application from outside the United States, its territories or Canada? [ ] Yes [ ] No

**Affected by Disaster**

- Are you out of work as a direct result of a disaster? [ ] Not Applicable [ ] UES-AFB Test Not Federal Disaster

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

You will need the information on page three to complete the next three sections, which includes:

- 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
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**.
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.

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.

Important

Never give your PIN to anyone, not even a TWC employee or family member.
Payment Option

How Do You Want to Receive Your Benefits?

There are two ways to receive unemployment benefits:

- Debit card
- Direct deposit to your United States bank or credit union account

**New Claimants.** For new claimants the default method is debit card. To change your payment method to direct deposit, select **No** on the Payment Option page, and you will be directed to the Change Payment Option screen.

**Returning Claimants.** For returning claimants the Payment Option screen shows the payment method we have on file for you. To change your payment method, select **Yes** and complete the Change Payment Option screen.

**Verify Your Payment Method**

Returning claimants must verify their payment method, and change it if necessary, or they may have difficulty receiving their benefit payments.
Change Payment Option

To change your payment option to direct deposit, you must provide:

• 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. On the ninth business day, TWC can submit a payment to the direct deposit account if you are eligible for payment. If you submit information your bank cannot confirm, TWC will pay you by debit card instead.
Continuing Unemployment Service Information

Sign Up for Electronic Correspondence

Go Paperless! When you sign up for Electronic Correspondence (EC), you will receive most, but not all, of your unemployment benefits correspondence in 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

Read these summary pages carefully.

• Correct any errors before you submit your application.

• 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.

Don’t forget to verify the tax withholding option you selected.
Review & Submit Application (continued)

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

Verify the payment option you selected, including all account numbers.

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

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.

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 (continued)

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.

Select **Next** to go to Next Steps, Requirements, and Instructions.
Next Steps, Requirements, and Instructions

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
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.

Apply for Benefits: Next Steps, Requirements, and Instructions

- 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 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 Benefits Services or TWC Tele-Share. Request payment even if you have not heard from TWC that a decision has been made on your claim. Ignoring mail and phone requests from TWC may cause a delay in payments.

- Respond to any requests from TWC or a Workforce Solutions office. If you do not respond, your benefits may be delayed or denied.

- 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 resolve the packet within seven business days, call TWC Tele-Center at (800) 295-8873 to request another copy.
Next Steps, Requirements, and Instructions (continued)

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 suitable work and keep a record of your work search activities
- Request payment
- Be physically and mentally able to work
- Be available for work
Next Steps, Requirements, and Instructions (continued)

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.

You must complete at least 5 work search activities per week and keep a record of your activities to receive benefits. TWC may ask for your work search log (PDF) at any time to keep it up-to-date.

TWC offers work search assistance to help you get the best-paying job available. To be eligible for benefits, you must look for and accept suitable work.

For the first eight weeks of unemployment you should consider suitable positions that pay at least 90 percent of your normal wage, but not less than the federal minimum wage which is $7.25 per Hour, or no less than your state’s minimum wage, if it is higher than the federal. Your normal wage is $7.25 per Hour so 90 percent of that value would be $6.53 per Hour. If you are still unemployed after eight weeks, lower your wage requirement to 75 percent of your normal wage, or to your state’s or the federal minimum wage, whichever is higher.

TWC will use these wage levels to match you with suitable positions and will refer you to jobs within this pay range.

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 (continued)

For more information on payment options, see:

- **Benefit Payments: Choose Direct Deposit or Debit Card**
- **How to Request Benefit Payments Online**
Important
You must be able to and available for full-time work to be eligible for unemployment benefits.

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.

TWC Tele-Center Information
To speak with a customer service representative about your claim, call the TWC Tele-Center for assistance on any business day.

TWC Tele-Center Phone Number: (800) 939-6631
You Completed Your Application – Now What?

It takes approximately 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 signed up for direct deposit into your personal checking or savings account at any bank or credit union chartered in the United States.

To change your payment option after you have completed your online application:

• Log on to ui.texasworkforce.org
• Select Payment Option, then Change Payment Option
Still Need Help?

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