

# *Welcome*

*to the  
Unemployment Benefits Services  
Tutorial*





## **How to View Your Appeal Status**

# Tutorial Overview



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Welcome, we're here to help.

Resources, tips and tools to build a stronger Texas workforce.

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## Unemployment Benefits Services

### On this page:

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To view your appeal status, go to our Web site at [ui.texasworkforce.org](http://ui.texasworkforce.org), select the link **View Appeal Status** under the heading, **On this page**, and log on to [Unemployment Benefits Services](#).

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*Checking your appeal status over the Internet is fast, easy, and secure. The Internet is available 24 hours a day, 7 days a week, in English and Spanish.*

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This tutorial includes instructions for checking your appeal status over the **Internet**.

### You may view:

- a list of your most current appeal(s) by date
- your appeal status, and
- a decision summary and rulings made by the Appeal Tribunal or Commission Appeals

# Unemployment Benefits Services

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## Unemployment Benefits Services

On this page:

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**Logon Options**

- [Returning users, logon here.](#)
- [Logon with a User ID from another TWC Internet application, such as WorkInTexas.com.](#)
- [Sign up for a TWC Internet User ID.](#)

Under the **Logon Options** heading, select either of these links, **Returning users logon here** or **Logon with a User ID from another TWC Internet application**. Both will take you to the **Logon** page.

- This is the first page you see when you go to [ui.texasworkforce.org](http://ui.texasworkforce.org).
- Before you can access the **View Appeal Status** option, you must log on to UBS using your **User ID** and **Password**.
- For instructions on how to create, retrieve or reset a User ID and Password, go to 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 at your local [Workforce Solutions](#) office.

# *Viewing Your Appeal Status Online*

**In this section you will learn how to find:**

- Appeal List
- Appeal Status
- Appeal Parties
- Decision Summary

# Appeal Status

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

This page provides:

- Quick Links to various topics and resources
- Messages from TWC

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## Unemployment Benefit Services

### Quick Links

- Apply For Benefits
- Claim and Payment Status
- Payment Request
- Work Search Log
- WorkInTexas.com
- IRS 1099-G Information
- Payment Option
- Appeal List

### Change My Profile

- Contact Information
- Password
- Security Information
- Personal Information

## My Home

Beware of e-mail scams asking for your Social Security number (SSN), debit card number, or PIN. TWC **never** asks for your PIN or debit card number, and requests your SSN number **only** after you make an inquiry. If you receive benefits by debit card from Chase Bank, a Chase representative may call you to verify transactions as part of a fraud detection program. Chase **will not** ask for your card number or PIN. Do not volunteer that information.

You can apply for unemployment benefits free of charge on [ui.texasworkforce.org](http://ui.texasworkforce.org) or at 800-939-6631. TWC unemployment staff does not perform home visits. Give TWC personal information only when applying for benefits online at [ui.texasworkforce.org](http://ui.texasworkforce.org) or when calling a Tele-Center.

If you have moved to another state or Canada you need to register for work search assistance in your place of residence at a public workforce office or online. You must register within seven (7) days of moving and continue to meet your required weekly work search activities. TWC will verify that you registered with your state of residence. If you do not register for work search, your benefits may be delayed or denied.

See the list of state [Public Workforce Offices](#) for help finding out how to register in your state. PDF files require [Adobe Reader](#) for viewing.

VRU TEST-DP, welcome to Unemployment Benefits Services.

Here are your messages:

- You are required to do at least 5 work search activities each week. Check [Guidelines for a Productive Work Search \(PDF\)](#) for examples of activities.

If you need further assistance, call a [TWC Tele-Center](#).

To check your appeal status, select the link, **Appeal List**, under the **Quick Links** heading.

# Appeal List

The **Appeal List** page displays an overview of your appeal(s), including:

- appeal number assigned
- date appeal filed
- current appeal level (Appeal Tribunal, Commission Appeals, Motion for Rehearing)
- who appealed (claimant or employer)
- appeal status (active or complete)
- employer's name
- link to view action taken

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## Unemployment Benefit Services

**Claimants**

**Quick Links**

- Claimant Search
- Claimant Profile
- Claim and Payment Status
- IRS 1099-G Information
- Payment Option
- » Appeal List

### Appeal List

**Claimant Information**

Name:

Social Security Number (SSN):

Appeal Number	Appeal Filed Date	Appeal Level	Appealed By	Appeal Status	Employer	Action
	Apr 11, 2012	Commission Appeals	Claimant	Complete		<a href="#">View</a>
	Mar 09, 2012	Appeal Tribunal	Claimant	Complete		<a href="#">View</a>

Appeal Number	Appeal Filed Date	Appeal Level	Appealed By	Appeal Status	Employer	Action
	Aug 23, 2012	Motion for Rehearing	Claimant	Void		<a href="#">View</a>
	Jun 05, 2012	Commission Appeals	Claimant	Complete		<a href="#">View</a>
	Apr 02, 2012	Appeal Tribunal	Claimant	Complete		<a href="#">View</a>
	Dec 29, 2011	Appeal Tribunal	Claimant	Complete		<a href="#">View</a>

Appeal Number	Appeal Filed Date	Appeal Level	Appealed By	Appeal Status	Employer	Action
	Dec 29, 2011	Commission Appeals	Claimant	Complete		<a href="#">View</a>
	Nov 07, 2011	Appeal Tribunal	Claimant	Complete		<a href="#">View</a>
	Sep 20, 2011	Appeal Tribunal	Claimant	Complete		<a href="#">View</a>

Appeal Number	Appeal Filed Date	Appeal Level	Appealed By	Appeal Status	Employer	Action
	Sep 20, 2011	Appeal Tribunal	Claimant	Complete		<a href="#">View</a>

To view action taken on the appeal, select the link, **View** in the last column under the heading, **Action**.

# Appeal Status

The **Appeal Status** page shows:

- appeal information, such as initial claim date, date appeal filed, and who filed the appeal
- appeal status, such as date decision was mailed
- activity log, such as date appeal received and date hearing held

To view another appeal, choose the link, **Select another appeal to view**, located above the **Appeal Information** heading.

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## Unemployment Benefit Services

**Claimants**

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  - Appeal Parties
  - Decision Summary

### Appeal Status

**Claimant Information**

Name:  
Social Security Number (SSN):

[Select another appeal to view](#) | [Appeals Tutorial](#) | [Frequently Asked Questions](#)

**Appeal Information**

Initial Claim Date: July 21, 2013  
Appeal Number:  
Appeal Filed Date: September 03, 2013  
Appeal Level: Appeal Tribunal  
Appealed By: Claimant  
Appeal Status: Complete

**Status**

Mail Date: September 18, 2013  
Activity: Appeal Tribunal decision mailed.

If you disagree with this decision, you may file an appeal, according to the information and instructions included with the decision that you are appealing.

**Activity Log**

Activity Date	Activity
September 18, 2013	Decision mailed: Appeal Tribunal decision
September 18, 2013	Hearing Date
September 10, 2013	Letter mailed: hearing scheduled
September 10, 2013	Letter mailed: hearing scheduled
September 03, 2013	Appeal received

# Appeal Parties

To see the parties involved in the appeal, select the link, **Appeal Parties**, under the **Quick Links** heading.

The **Appeal Parties** page shows:

- appeal number, file date, appeal level and who appealed
- claimant's Social Security number, name and address
- employer's TWC tax account number, name and address

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## Unemployment Benefit Services

**Claimants**

**Quick Links**

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### Appeal Parties

<b>Appeal Number:</b>	<b>Appeal Level:</b>	Appeal Tribunal	
<b>Appeal Filed Date:</b>	April 03, 2012	<b>Appealed By:</b>	Claimant

Each appeal party must have a full set of information prior to the appeal hearing. TWC will copy and mail to all appeal parties the information provided with the appeal request. If you have additional information that you want presented during the hearing, you must ensure that the hearing officer and all parties receive a copy of that information prior to the appeal hearing.

#### Claimant Information

Social Security Number (SSN):

Name:

Address:

#### Employer information

TWC Tax Account Number:

Name:

Address:



# Decision Summary

To view the **Appeal Summary** page, select the **Decision Summary** link under the **Appeal List** heading from the **Quick Links** menu.

This page shows:

- determination (s) issue(s)
- date decision letter mailed
- appeal number
- appeal level
- who appealed
- appeal issue(s)
- TWC ruling
- Chargeback (for employers or TWC staff)

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## Unemployment Benefit Services

**Claimants**

**Quick Links**

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- Claimant Profile
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- IRS 1099-G Information
- Payment Option
- » **Appeal List**
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  - Appeal Parties
  - **Decision Summary**

### Decision Summary

**Claimant Information**

Name:  
Social Security Number (SSN):

There may be other determinations or decisions not associated with this appeal that affect the status of the claim.

**Determination(s) on Payment of Unemployment Benefits**

Issue	Mail Date	Ruling
Quit-Dissatisfied with Working Conditions	Mar 21, 2012	We cannot pay you unemployment benefits during this period of unemployment.

**Appeal Decision(s)**

Appeal Number:  
Appeal Level: Appeal Tribunal  
Appealed By: Claimant  
Decision Mail Date: May 02, 2012

Appeal	Issue(s)	Ruling	Chargeback
Separation from work		We affirmed the previous ruling.	Void

*Still need help?*

Call **Appeals Status**  
at 512-463-2807 and  
leave a message.  
TWC staff will return  
your call.

