EBS Administrator Duties
Online Program User Guide

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Introduction

Employer Benefits Services (EBS) is the Texas Workforce Commission’s (TWC) online resource for employers. Employer administrators and users are responsible for receiving electronic information about unemployment benefits, applying for mass claims and Shared Work, submitting and checking the status of an appeal, and more.

Access

To access EBS, employers log in with an existing TWC User ID and password, such as for the Unemployment Tax system, or create a new User ID and password.

Creating a TWC User ID and Password

Go to the EBS web page, twc.texas.gov/businesses/employer-benefits-services, and select the Logon with your existing TWC User ID or create a new User ID link.

On the Logon page, select the Sign Up for User ID link from Quick Links or at the end of the EBS User ID introduction.
Complete all required information on the **Sign Up for User ID** page then select **Next**.

**Tip:** Choose a good User ID. Pick a user ID that is memorable but not unusual. Make it simple. Never use a social security number as a user ID.

**TIP:** Having strong passwords is only one of the steps to keeping accounts protected. Don’t share passwords with anyone, don’t write passwords down. There are programs available that securely store passwords.

Complete the required information on the **Additional Information** page then select **Next**.
Security Agreement

Carefully read the Security Agreement. Select Accept to continue.

Access Confirmation

For security purposes TWC reviews the User ID request from the first person requesting access to an employer account then sends a confirmation email after the request is approved or denied. When approved, that person becomes the administrator for the employer account.

Confirmation Email

From: Account Administrator <noreply@twc.state.tx.us>
Sent: Tuesday, August 20, 2019 2:50 PM
To: 
Subject: TWC Account Access Action

The account administrator for LUMMUS TECHNOLOGY LLC has approved your request to access Texas Workforce Commission (TWC) Employer Benefit Services (EBS).

To view the employer’s Unemployment Benefits information, log on to the EBS Internet application at http://apps.twc.state.tx.us/EBS/security/logon.do

To request access to a different employer, log on to the EBS Internet application at http://apps.twc.state.tx.us/EBS/security/logon.do

Texas Workforce Commission (TWC)

Unemployment Benefits

IF RECEIVED IN ERROR: Please delete this email. No further action is required.
Administrator Duties

The administrator has the authority to:

- Designate additional administrators
- Approve or deny requests by employees who want to sign up
- View lists of users, applicants, and denied users
- Manage permission levels user accounts

New User Access Request

When a new user requests employer access, the request is pending until the administrator logs in to EBS and approves or denies the request.

Log in to EBS.

On the My Home page select the employer by entering the correct TWC Tax Account Number then select Select to continue.

The My Home page displays the employer in the User Information section and a confirmation message. If the employer is correct, select the User Admin tab.

If the employer is incorrect, enter the TWC Tax Account Number again, select Select then select the User Admin tab.
The program proceeds to the **User List** page.

Select **Applicant List** from Quick Links.

The program proceeds to the **Applicant List** page.

All employees requesting user access are listed here.

Select **Review** to view an employee.

Select **Approve**, **Deny**, or **Cancel**.

Select Approve to proceed to the **User Permissions** page.
User Permissions

Select permissions for the new user on the User Permissions page. User permissions allow employers to customize the access users have to employer accounts. TWC recommends that a minimum of two users be designated as administrators.

Selecting Manage User Accounts designates a user as an administrator. Select the Benefits Services Permissions. Administrators typically are given all permissions.

For users not designated as administrators, select only those permissions the user is authorized to have. Do not select Manage User Accounts for users not designated as administrators.

Edit User Permissions

To add or remove user permissions, select User List from Quick Links. On the User List page, select the user’s View Profile link. The program proceeds to the User Profile page.
Select **Edit Permissions** from the **Action** column. If there is more than one employer, make sure to select the correct employer from the **Group** column.
The program proceeds to the **User Permissions** page.
Select the permissions to add or remove.
Select **Submit**.
To completely remove user access to an employer, select the **Remove From Group** link in the **Action** column. The program proceeds to the **Remove from Group Confirmation** page. Review the **Profile Information** section then select **Submit** or **Cancel**.
Denied User List

The Denied User List displays all users denied access to an employer account. To view the Denied User List, select Denied User List from Quick Links. Any user previously denied can be reinstated. To reinstate a user select Reinstates from the Action column. On the Reinstates User page, select Reinstates.
Contact

For help call the TWC Tele-Center at 866-274-1722 to speak with a customer service representative.