EMPLOYER RESPONSE
Online Program User Guide

Introduction

Getting Started

Fraud Warning

Work Separation Information

Work Separation Details

Permanent Layoff
Temporary Layoff
Fired
Quit
Reduced Hours
Never Worked Here
Still Working

Review and Submit Response

Confirmation

Employer Benefits Services
Introduction

The Texas Workforce Commission (TWC) Employer Response allows employers the opportunity to respond to a Notice of Application for Unemployment Benefits or Request for Work Separation Information online. Employers have a limit of five attempts to successfully complete the response. If they exceed the limit, they must submit the response by phone, fax, or mail. The phone number, fax number, and mailing address are found on the Notice of Application for Unemployment Benefits and Request for Work Separation Information.

Getting Started

To respond to a Notice of Application for Unemployment Benefits or a Request for Work Separation Information, access the Businesses & Employers page on the TWC homepage.

On the Businesses & Employers page, select the Unemployment Claim Management & Appeals link.
Select Logon to Employer Response to begin.

**Fraud Warning**
If the applicant is still working for you or never worked for you, notify TWC immediately using our UI Fraud Submission portal and respond to the claim by logging in to Employer Response. When you respond to the claim, select Never Worked Here or Still Working when prompted for a work separation reason. The claim may be fraudulent, and your employee may be a victim of identity theft. For more information visit our Unemployment Benefits Fraud and Reporting Fraud webpages.

**Employer Response Logon**
Log in using the applicant’s Social Security number (SSN) and Access Key.
The applicant’s SSN and Access key are found at the upper right corner of the Notice of Application for Unemployment Benefits or Request for Work Separation Information. You cannot log in without the applicant’s SSN and Access Key.
Remember, it is a good idea to read everything on a page. Important information or help is always provided. If there is a link, select the link for more information if you need it.
Select Logon to continue.

**Note**
If you have trouble logging in to your account, you can fax or mail the response using the information on the notice, or you can upload the response using our document upload portal. If you are using a Virtual Private Network (VPN), temporarily disable it before you log in. You also may try clearing the browser’s cache then log in again.
Work Separation Information

You must complete the entire response and submit it. You cannot save it and return to it later.

Verify that the Work Separation Information page displays the correct Applicant Name, Employer Name, Applicant SSN, TWC Account Number, Claim Date, and Response Due Date.

Select the reason for work separation:

- **Permanent Layoff** - select if the applicant is no longer employed through no fault of their own or because of a disaster or the COVID-19 pandemic

- **Temporary Layoff** - select if the applicant is not employed through no fault of their own or because of a disaster or the COVID-19 pandemic but will be in the near future

- **Fired** - select if the applicant is no longer employed because the employer initiated the separation due to the applicant’s actions, inactions, and/or job performance

- **Quit** - select if the applicant voluntarily initiated the separation

- **Reduced Hours** - select if the applicant is still employed but their hours are reduced from full-time to part-time through no fault of their own or because of a disaster or the COVID-19 pandemic

- **Never Worked Here** - select if the applicant never performed any service for you or your business

- **Still Working** - select if the applicant is still employed by you or your business

Complete the **Dates Worked** section.

The **Additional Payment** section requests information regarding additional payment other than paid time-off or wages earned, such as wages instead of advance notice of the layoff, severance pay, pay in exchange for signed general release, and any other type of separation pay. If the applicant did not receive additional pay, select **No**. If the applicant did receive additional pay, enter the paid-through date of the additional pay.

Select **Next** to continue.
Work Separation Details

The Work Separation Details page shows you information about the claim, such as the applicant’s name, the claim date, and the employer name and may ask you to provide required or optional information regarding the circumstances of the separation.

Select a reason for work separation from the following list to skip to a brief overview of that reason:

- Permanent Layoff
- Temporary Layoff
- Fired
- Quit
- Reduced Hours
- Never Worked Here
- Still Working

You can return to the Work Separation Details section of this user guide by selecting the Return to Work Separation Details link at the bottom of each reason for work separation page.

Work Separation Details - Permanent Layoff

The Work Separation Details - Permanent Layoff page displays because the applicant is no longer employed through no fault of their own or because of a disaster or the COVID-19 pandemic.

If the layoff is the result of a disaster or the COVID-19 pandemic, indicate that in the Optional: Comments, Additional Information, or Explanation box.

Complete the preparer’s information section and, if needed, complete the contact person’s information.

If you need to check or change the information on the previous page, select Previous.

Select Next to continue.
Work Separation Details - Temporary Layoff

The Work Separation Details - Temporary Layoff page displays because the applicant is not employed through no fault of their own or because of a disaster or the COVID-19 pandemic but will be in the near future.

Enter all required information and answer all relevant questions in the Details for Work Separation Reason - Temporary Layoff section.

If the layoff is the result of a disaster or the COVID-19 pandemic, indicate that in the Optional: Comments, Additional Information, or Explanation box.

Complete the preparer’s information section and, if needed, complete the contact person’s information.

If you need to check or change the information on the previous page, select Previous.

Select Next to continue.
Work Separation Details - Fired

The Work Separation Details - Fired page displays because the applicant is no longer employed because the employer initiated the separation due to the applicant’s actions, inactions, and/or job performance.

Answer all relevant questions in the Details for Work Separation Reason - Fired section.

You can use the Optional: Comments, Additional Information, or Explanation box if you need to.

Complete the preparer’s information section and, if needed, complete the contact person’s information.

If you need to check or change the information on the previous page, select Previous.

Select Next to continue.
Work Separation Details - Quit

The Work Separation Details - Quit page displays because the applicant voluntarily initiated the separation.

Answer all relevant questions in the Details for Work Separation Reason - Quit section.

You can use the Optional: Comments, Additional Information, or Explanation box if you need to.

Complete the preparer’s information section and, if needed, complete the contact person’s information.

If you need to check or change the information on the previous page, select Previous.

Select Next to continue.
Work Separation Details - Reduced Hours

The Work Separation Details - Reduced Hours page displays because the applicant is still employed but their hours are reduced from full-time to part-time through no fault of their own or because of a disaster or the COVID-19 pandemic.

If the reduction in hours is the result of disciplinary reasons, a disaster, or the COVID-19 pandemic, indicate that in the Optional: Comments, Additional Information, or Explanation box.

Complete the preparer’s information section and, if needed, complete the contact person’s information.

If you need to check or change the information on the previous page, select Previous.

Select Next to continue.
Work Separation Details - Never Worked Here

The Work Separation Details - Never Worked Here page displays because the applicant never performed any service for you or your business.

**Fraud Warning**

A claim for an individual who never worked for you may be an indication that the claim is fraudulent. Continue responding to the claim and notify TWC immediately using our UI Fraud Submission portal. For more information visit our Unemployment Benefits Fraud and Reporting Fraud webpages.

You can use the **Optional: Comments, Additional Information, or Explanation box** if you need to. Complete the preparer’s information section and, if needed, complete the contact person’s information.

If you need to check or change the information on the previous page, select **Previous**.

Select **Next** to continue.
Work Separation Details - Still Working

The Worked Separation Details - Still Working page displays because the applicant is still employed by you or your business.

Fraud Warning

A claim for an individual who is still working for you may be an indication that the claim is fraudulent. It may not mean your employee is attempting fraud; often in these circumstances, employees are victims of ID theft. Continue responding to the claim and notify TWC immediately using our UI Fraud Submission portal.

If you verify that your employee did not file a claim, you must let us know that in the Optional: Comments, Additional Information, or Explanation box.

For more information visit our Unemployment Benefits Fraud and Reporting Fraud webpages.

Complete the preparer’s information section and, if needed, complete the contact person’s information.

If you need to check or change the information on the previous page, select Previous.

Select Next to continue.
Review and Submit Response

Review all the responses you provided on the Review and Submit Response page.

To edit or correct any response to a question, select the Edit link at top and bottom of each section.

In the Determination Address section, you have an opportunity to change the address determinations and notifications are sent to. Select the link if you want to change the address. The address change only applies to the claim you are responding to.

Texas employers with a tax account number can establish a designated address. A designated address is advantageous because all notices will go to one location. To learn more about designated address, visit our Designated Address webpage.

If all the information is correct, check the box next to the certification statement and select Submit.

Select Previous to return to the previous page.

REMEMBER, you cannot change any of the responses or information you provided when you submit the response and receive a confirmation number.
Confirmation

The Confirmation page displays all the information and answers you provided. You can print this page for your records. Select the Print Response link or print through your browser.

It is important to print or save the Confirmation page or record the confirmation number on the Confirmation page or from your notice. The confirmation number is required for appeals.

We will determine if the claimant is eligible for unemployment insurance benefits. If we need more information from you, we will contact you.

To respond to another claim, select the Return to Logon link at the bottom of the page.
**Employer Benefits Services**

Employer Benefits Services (EBS) is an online resource for unemployment benefits information important to employers.

EBS gives employers the tools to manage claims online. On EBS employers can:

- Opt in to Electronic Correspondence (EC) and view most unemployment documents from a secure online inbox
- Access Internet Employer Response from the EC online inbox
- Respond to Notices of Maximum Potential Chargeback
- Submit a Designated Address to ensure that all Unemployment Insurance (UI) mail is sent to the correct address
- Submit an appeal and check the appeal status
- Access UI Tax Services
- Submit return-to-work information
- Submit a Mass Claim if a layoff affects a number of employees
- Participate in a Shared Work plan if employees’ hours are reduced but they are still working

To access EBS all you need is a User ID and a password.