How to Apply for Unemployment Benefits Online
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 and Requirements

**Note:** You might want to print pages from this tutorial. 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 (UBS) 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.
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
Getting Started (continued)

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 (continued)

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.

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.
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)

<table>
<thead>
<tr>
<th>Last Employment Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer Name</td>
<td></td>
</tr>
<tr>
<td>Another Name for This Business</td>
<td></td>
</tr>
<tr>
<td>Employer Phone Number</td>
<td></td>
</tr>
<tr>
<td>Employer Address</td>
<td></td>
</tr>
</tbody>
</table>

- What kind of work did you do at this job?
- Occupation That Best Describes Your Past Job Duties:
- First Date You Worked:
- Last Date You Worked:
- When you work full-time, how many hours per week do you work?
- Did you work on or after Sunday, January 13, 2019?
- Your Normal Wage:
- Reason No Longer Working:

<table>
<thead>
<tr>
<th>Last Employment Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Reason No Longer Working For Last Employer - Layoff</td>
<td></td>
</tr>
</tbody>
</table>

- Did your employer give you a definite date to come back to work?
- What date did your employer tell you to come back to work?

<table>
<thead>
<tr>
<th>Payment Option</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Option</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Electronic Correspondence</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Email address</td>
<td></td>
</tr>
</tbody>
</table>

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.
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 and Requirements

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
- Requesting payment
Next Steps and Requirements

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.
Next Steps and Requirements (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 and Requirements (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.

Register for Work

You must be registered for work during each week you request benefits. Complete your work registration within three business days of applying for unemployment benefits. You must use your Social Security number when you register.

• To register for work on the Internet, proceed to WorkInTexas.com to register for work and search for a job. You must use your Social Security Number when registering on WorkInTexas.com. If you have previously registered for work, update your employment and contact information OR

• Register for work in person at a local Workforce Solutions Office. TWC will send you a letter specifying how many work search activities you must complete each week.

  WF SOL NCT WAXAHACHIE

  Workforce Solutions Office Address: 1712 W 267 BUSINESS
  WAXAHACHIE, TX 75165

  Workforce Solutions Office Phone Number: - - -

Search for Work

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 so 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.
For more information on payment options, see:

- [Benefit Payments: Choose Direct Deposit or Debit Card](#)
- [How to Request Benefit Payments Online](#)
Next Steps and Requirements (continued)

**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
Next Steps and Requirements (continued)

When to Request Payment

You must request your unemployment benefit payment every two weeks on your scheduled filing day.

When you apply for unemployment benefits, TWC sends you a document titled: Instructions for Requesting Benefit Payments. This document shows your first filing day, your Tele-Serv filing day, and instructions for filing online or through Tele-Serv.

You must request your first benefit payment on your first filing date.
Next Steps and Requirements (continued)

Scheduled Filing Day and Payment Request Day

You can also find your scheduled filing day and your next payment request day by calling Tele-Serv at 800-558-8321 (select Option 2) or by logging in to Unemployment Benefits Services (UBS) and viewing your Claim and Payment Status. The Claim and Payment Status page can be accessed from the Quick Links menu.

Remember to make a note of your scheduled filing day and the next date you must request payment. You should request benefit payment every two weeks after your first filing date on your scheduled filing day. You should request payment on the filing day listed on the instructions as Tele-Serv Filing Day and on your claim and payment status whether you use Tele-Serv (800-558-8321, option 1) or UBS to request payment.
Next Steps and Requirements (continued)

You are scheduled to request benefit payment on Sunday, Monday, Tuesday, or Wednesday. These are designated filing days, and you should always request payment on your filing day. If you are unable to request payment on your filing day, you can request payment during the same week on our open filing days: Thursday, Friday, and Saturday.

Calculating Your Biweekly Payment Day

The following table shows how to calculate your next filing day. For example, if you requested payment on a Monday, you should request your next payment on the second also request payment during the open filing days in the same week as your designated filing day.

<table>
<thead>
<tr>
<th>Week 1</th>
<th>Designated Filing Days</th>
<th>Open Filing Days</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Sunday</td>
<td>Monday</td>
</tr>
<tr>
<td>Week 2</td>
<td>Sunday</td>
<td>Monday</td>
</tr>
<tr>
<td>Week 3</td>
<td>Sunday</td>
<td>Monday</td>
</tr>
<tr>
<td>Week 4</td>
<td>Sunday</td>
<td>Monday</td>
</tr>
</tbody>
</table>

See the next page for three examples showing how to use the table.
Next Steps and Requirements (continued)

Calculating Your Biweekly Payment Day

Example 1 – Normal Payment Request Schedule:
You request payment on a Monday during your first week. You would SKIP the next Monday in week 2, and then request payment on the Monday after that in week 3. Then you would skip the Monday in week 4 and request payment again on the next Monday.

Example 2 – You Miss One of Your Filing Days:
You request payment on a Tuesday during your first week. You skip the next Tuesday in week 2, but then miss the Tuesday after that in week 3. To stay on schedule, you would request payment on any of our open filing days during week 3. You would then skip the Tuesday in week 4, and request payment again on the next Tuesday after that.

Example 3 – You Miss a Filing Week:
You request payment on a Wednesday during your first week. You skip the next Wednesday like you should, but then forget to file on the Wednesday in week 3 and do not request payment during our open filing days that week. You should try to request payment as soon as possible. If the system tells you your payment request is late, you must call the Tele-Center at 800-939-6631 and tell a customer service representative (CSR) that your payment request was late. The CSR will inform you when to request payment next.
Next Steps and Requirements (continued)

Calculating Your Biweekly Payment Day

When you request payment on Unemployment Benefits Services, the program will display the next date to request payment on Claim and Payment Status. Please make note of the date and mark it on your calendar.

**Remember:** If you do not request payment on time, your payment may be delayed or you may not get paid. You should try to request payment as soon as possible. If the system tells you your payment request is late, call our Tele-Center at 800-939-6631 and tell the customer service representative (CSR) that you filed your payment request late. The CSR will inform you when to request payment next.

Remember, you must request payment during the same week as your designated filing day. If you miss requesting on your filing day or during the open filing days in the same week, try to request payment as soon as possible. If the system tells you your payment request is late, you will need to call our Tele-Center at 800-939-6631 and tell the customer service representative (CSR) that your payment request is late. The CSR will inform you when to request payment next.

If your payment request is late, your benefit payment may be delayed or you may not get paid.
How to Request Payment

To get started with a payment request, log on to UBS and select Payment Request from the Quick Links menu on the My Home page. For a comprehensive look at requesting payment using UBS, see our How to Request Benefit Payments Online tutorial.
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.