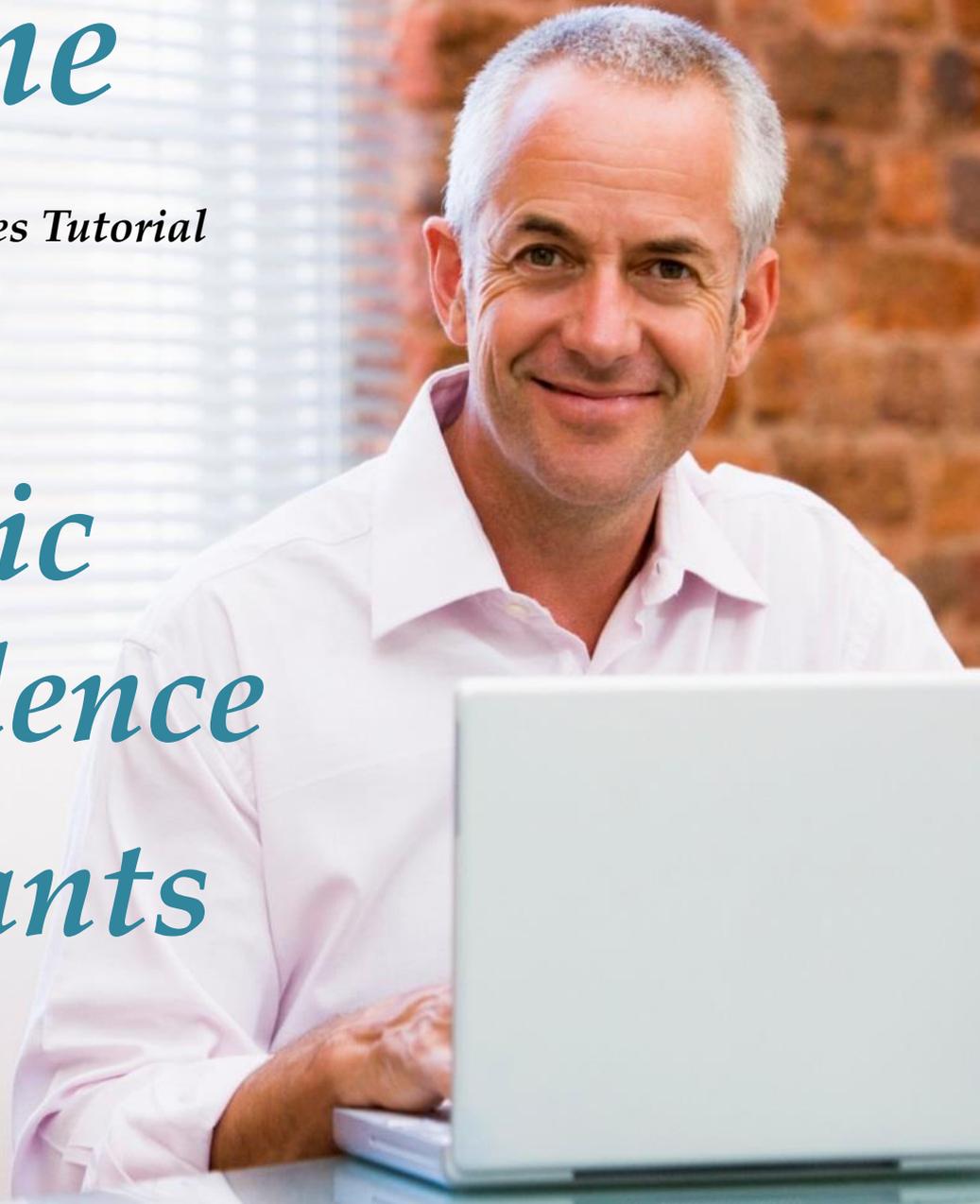


Welcome

*to the
Unemployment Benefits Services Tutorial*



Electronic Correspondence for Claimants



What Electronic Correspondence Does

Electronic Correspondence (EC) allows you to access unemployment benefits correspondence electronically on a secure, online mailbox, such as:

- time-sensitive determinations
- unemployment benefits claim information
- instructional materials

How Electronic Correspondence Works

You can receive EC documents electronically, delivered to a secure inbox on your Unemployment Benefits Services (UBS) account at ui.texasworkforce.org

OR

TWC can mail your documents by the U.S. postal service.

If you select Electronic Correspondence:

- you can view your unemployment benefits correspondence directly from the online inbox.

After you opt in:

- we send an e-mail to notify you when we send new correspondence to your inbox.
- you can view, print, and save your claim correspondence.

To sign up, you must provide a valid e-mail address, and agree to TWC's EC Terms and Conditions.

How Electronic Correspondence Works . . .

Electronic Correspondence allows you to receive most, but not all, of your unemployment notices and forms electronically in a secure, online mailbox.

Documents Included

- benefits information packet
- work search notification
- payment request filing instructions
- most benefits forms and notices
- statements and determinations

Documents Not Included

- appeals correspondence, including hearing notices or appeals decisions
- Workforce Solutions correspondence
- information about applying for benefits under special programs, such as Trade Adjustment Assistance

Note: You are responsible for regularly checking your online inbox, regardless of whether you receive an e-mail notifying you of new mail.



Getting Started

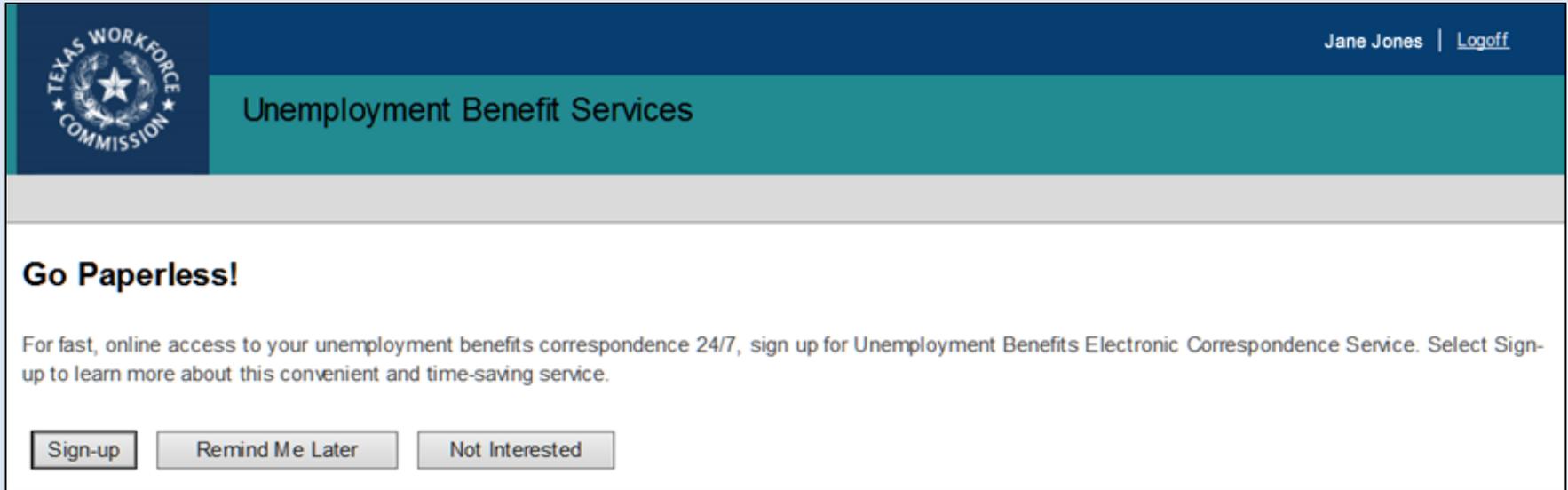
First, log on to UBS, or set up a User ID and password.

The screenshot shows the 'Unemployment Benefit Services' login page. At the top left is the Texas Workforce Commission logo. The top right has links for 'TWC Home' and 'TWC Contact Information'. Below the header is a 'Quick Links' menu with options: 'Logon', 'Sign Up for User ID', 'Forgot Password?', and 'Forgot User ID?'. A red arrow points from the 'Logon' link to the login form. The 'Logon' section includes a 'Need help?' link, a language selector for Spanish, and a note about technical requirements. The login form has two input fields: 'User ID:' and 'Password:', both marked with a red asterisk to indicate they are required. A 'Logon' button is at the bottom. On the right side, there are links for 'Public Computer' and 'Accessibility'.

You must verify your identity using your personal identification number (PIN) and Password.

The screenshot shows the 'Identity Verification' page. At the top left is the Texas Workforce Commission logo. The top right has links for 'Jane Jones' and 'Logout'. Below the header is the 'Identity Verification' section. A red asterisk indicates required information. The first step is to enter the 'Personal Identification Number (PIN)', with a 'Forgot your PIN?' link. The second step is to verify the user's name and User ID by re-entering their password. The page shows 'Logged in as: Jane Jones' and 'Logged in with User ID: jone123' with a 'Not your User ID?' link. A 'Current Password' input field is marked with a red asterisk. A 'Next' button is at the bottom left. Two red arrows point from the text on the left to the PIN and Password input fields.

Ways to Sign Up



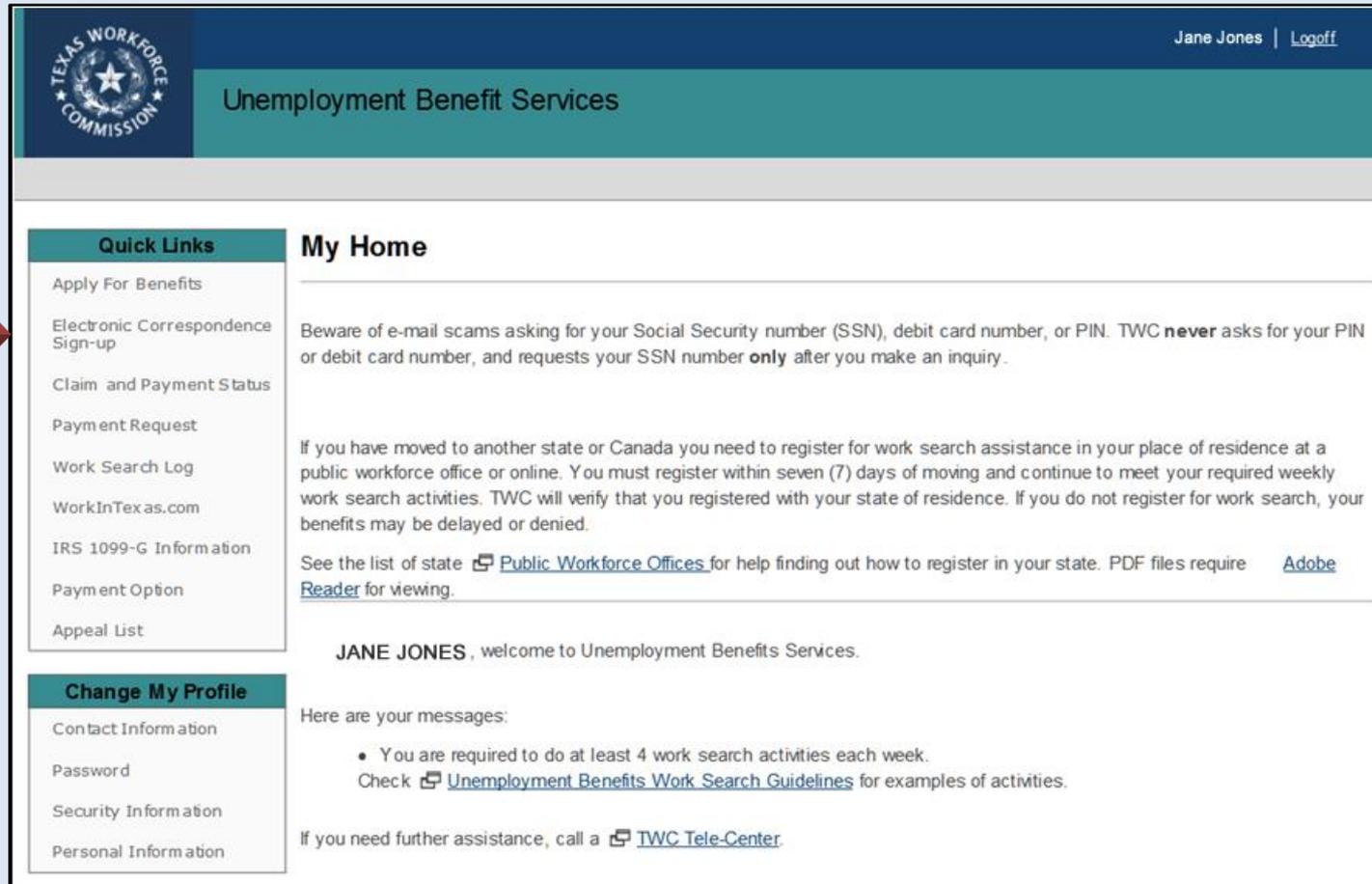
The screenshot shows the top navigation bar of the Texas Workforce Commission website. On the left is the logo for the Texas Workforce Commission, featuring a star in the center of a circular emblem with the text 'TEXAS WORKFORCE COMMISSION'. To the right of the logo, the text 'Unemployment Benefit Services' is displayed. In the top right corner, the user's name 'Jane Jones' and a 'Logoff' link are visible. Below the navigation bar, a white box contains a 'Go Paperless!' heading. The text below the heading reads: 'For fast, online access to your unemployment benefits correspondence 24/7, sign up for Unemployment Benefits Electronic Correspondence Service. Select Sign-up to learn more about this convenient and time-saving service.' At the bottom of this box are three buttons: 'Sign-up', 'Remind Me Later', and 'Not Interested'.

If you have a current claim, a “Go Paperless” message displays.

- Select **Sign-up** if you want to sign up now.
- Select **Remind Me Later** if you want the system to display the “Go Paperless!” page the next time you log on. You will continue to receive correspondence in paper format.
- Select **Not Interested** if you are not interested in electronic correspondence. You will continue to receive correspondence in paper format. If you change your mind, you can still sign up by selecting the “Sign-up” option from the Quick Links.

Ways to Sign Up . . .

If you don't sign up from the "Go Paperless" message, you can still sign up from the **My Home** screen by selecting **Electronic Correspondence Sign-up** from the Quick Links menu.



The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services website. The header includes the TWC logo and the user's name, Jane Jones, with a Logoff link. The main content area is titled "My Home" and contains a "Quick Links" sidebar on the left and a main message area on the right. A red arrow points to the "Electronic Correspondence Sign-up" link in the Quick Links menu.

Quick Links

- Apply For Benefits
- Electronic Correspondence Sign-up
- Claim and Payment Status
- Payment Request
- Work Search Log
- WorkInTex.as.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 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.

JANE JONES, welcome to Unemployment Benefits Services.

Here are your messages:

- You are required to do at least 4 work search activities each week.
Check [Unemployment Benefits Work Search Guidelines](#) for examples of activities.

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

Sign-Up for EC

- To sign up, you must:
- read, acknowledge, and agree to the Electronic Correspondence Service Terms and Agreement
 - provide a valid e-mail address
 - confirm your e-mail address
 - Select **Submit**

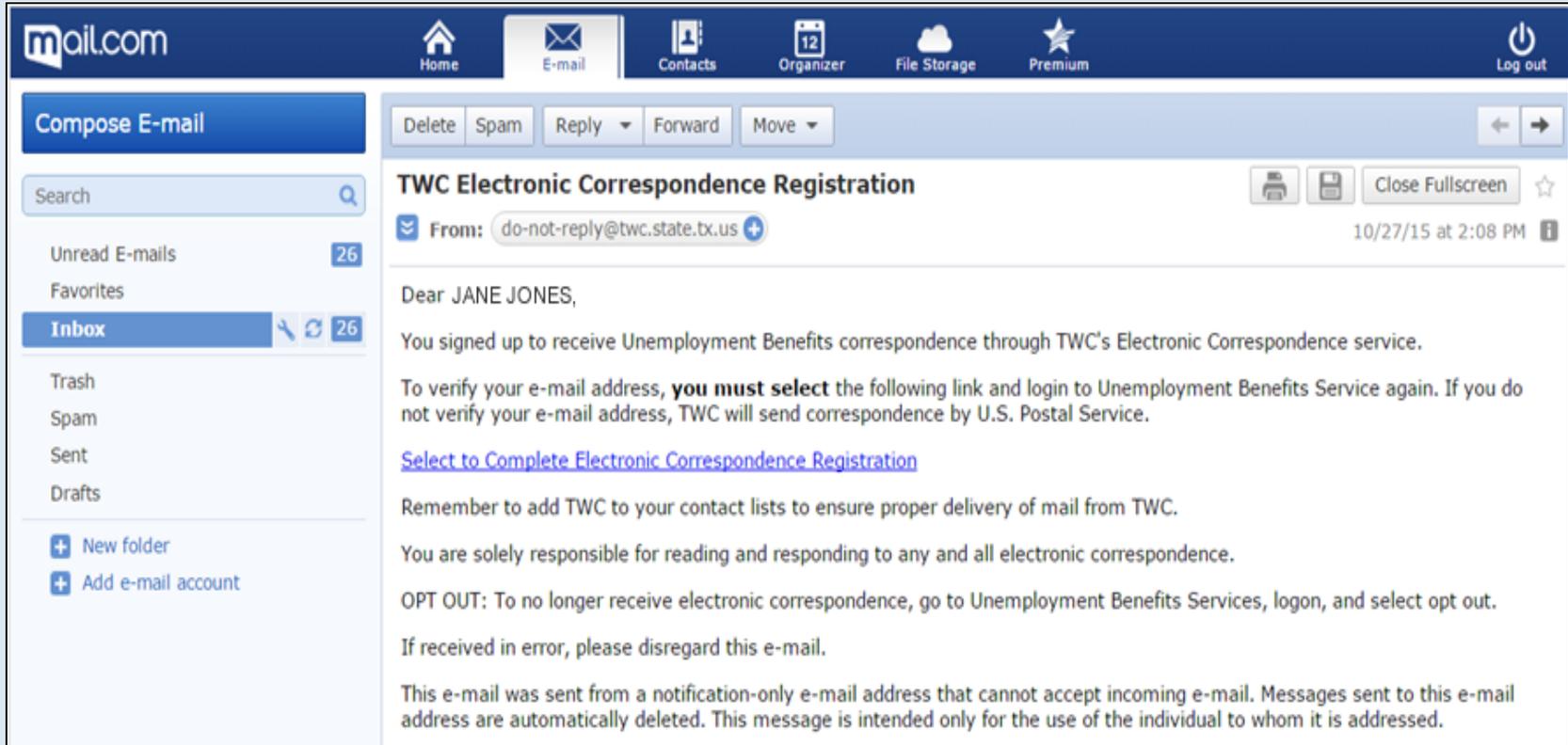
You are not finished until you confirm your e-mail!

The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services website. At the top right, it says 'Jane Jones | Logout'. The main header is 'Unemployment Benefit Services'. On the left, there are two menu sections: 'Quick Links' and 'Change My Profile'. The 'Quick Links' section includes: 'Apply For Benefits', 'Electronic Correspondence Sign-up' (highlighted with a red arrow), 'Claim and Payment Status', 'Payment Request', 'Work Search Log', 'WorkInTexas.com', 'IRS 1099-G Information', 'Payment Option', and 'Appeal List'. The 'Change My Profile' section includes: 'Contact Information', 'Password', 'Security Information', and 'Personal Information'. The main content area is titled 'Electronic Correspondence' and has a sub-section 'How It Works'. Below this, it explains that Electronic Correspondence allows users to receive most, but not all, of their unemployment benefits notices and forms electronically. It lists 'Documents Not Included' such as appeals correspondence, workforce solutions office correspondence, and information about special programs like Trade Adjustment Assistance. There is a section 'After you sign up:' which lists benefits like a secure inbox, daily email notifications, and the ability to view, print, and save correspondence. It also states that users must respond to TWC's request for contact and provide a valid e-mail address and agree to TWC's 'Unemployment Benefits Electronic Correspondence Terms and Conditions'. A red arrow points to a checkbox labeled 'I acknowledge that I have read and agree to the Electronic Correspondence Service Terms and Agreement.' Below this, it says 'We have the following e-mail address on our records:' followed by 'E-mail address: jane.jones@def.com'. It then asks the user to enter a valid e-mail address if the one on file is no longer valid. Two red arrows point to the 'Enter e-mail address:' and 'Confirm e-mail address:' input fields. At the bottom, there is a 'Submit' button and a 'Cancel' button. A third red arrow points to the 'Submit' button. The footer of the page shows the number '8'.

Confirm E-mail

TWC will send an e-mail to verify your address.

- You **MUST** select the link in the e-mail and log in to UBS again to verify your address.
- If you do not verify your e-mail address, TWC will continue to send correspondence by the U.S. Postal Service.

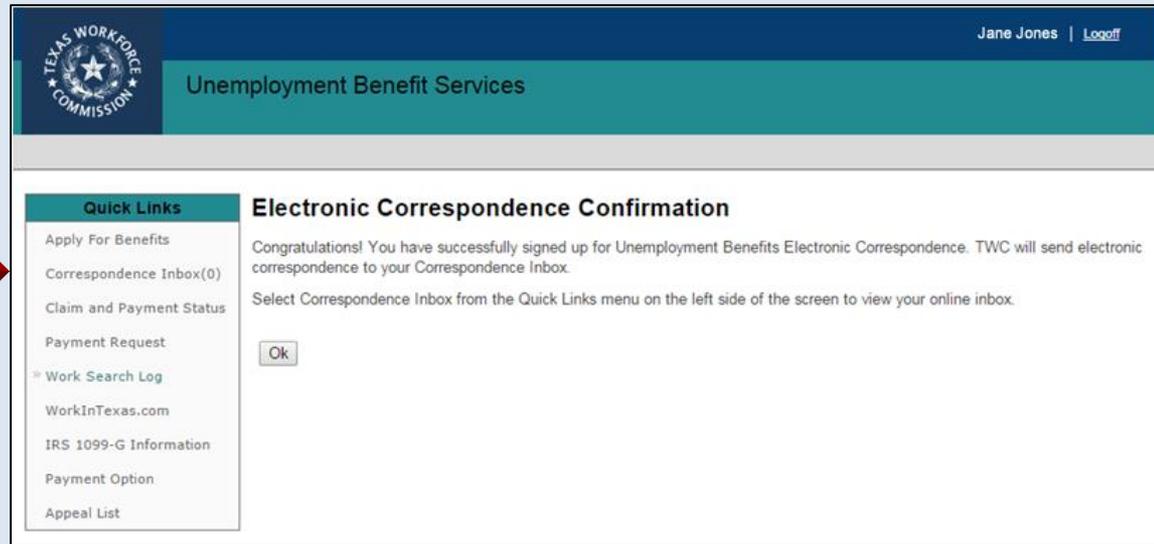


The screenshot displays a Gmail interface. At the top, the 'mail.com' logo is on the left, and navigation icons for Home, E-mail, Contacts, Organizer, File Storage, Premium, and Log out are on the right. The left sidebar shows folders: Unread E-mails (26), Favorites, **Inbox** (26), Trash, Spam, Sent, and Drafts. Below the folders are options for '+ New folder' and '+ Add e-mail account'. The main content area shows an email titled 'TWC Electronic Correspondence Registration' from 'do-not-reply@twc.state.tx.us' received on 10/27/15 at 2:08 PM. The email body reads: 'Dear JANE JONES, You signed up to receive Unemployment Benefits correspondence through TWC's Electronic Correspondence service. To verify your e-mail address, **you must select** the following link and login to Unemployment Benefits Service again. If you do not verify your e-mail address, TWC will send correspondence by U.S. Postal Service. [Select to Complete Electronic Correspondence Registration](#) Remember to add TWC to your contact lists to ensure proper delivery of mail from TWC. You are solely responsible for reading and responding to any and all electronic correspondence. OPT OUT: To no longer receive electronic correspondence, go to Unemployment Benefits Services, logon, and select opt out. If received in error, please disregard this e-mail. This e-mail was sent from a notification-only e-mail address that cannot accept incoming e-mail. Messages sent to this e-mail address are automatically deleted. This message is intended only for the use of the individual to whom it is addressed.'

Electronic Correspondence Inbox

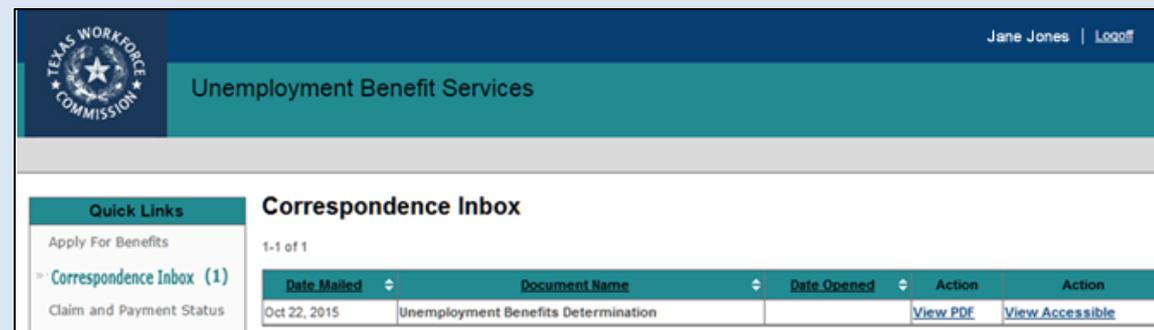
Once you have successfully signed up AND confirmed your e-mail address, TWC will send electronic correspondence to your Correspondence Inbox.

Select the **Correspondence Inbox** from the Quick Links menu to view the inbox.



The screenshot shows the 'Unemployment Benefit Services' page. The header includes the Texas Workforce Commission logo and the user name 'Jane Jones | Logout'. The main content area is titled 'Electronic Correspondence Confirmation' and contains the following text: 'Congratulations! You have successfully signed up for Unemployment Benefits Electronic Correspondence. TWC will send electronic correspondence to your Correspondence Inbox. Select Correspondence Inbox from the Quick Links menu on the left side of the screen to view your online inbox.' Below this text is an 'Ok' button. The 'Quick Links' menu on the left lists: 'Apply For Benefits', 'Correspondence Inbox(0)', 'Claim and Payment Status', 'Payment Request', 'Work Search Log', 'WorkInTexas.com', 'IRS 1099-G Information', 'Payment Option', and 'Appeal List'. A red arrow points from the text box to the 'Correspondence Inbox(0)' link.

The inbox shows the document name, date mailed, date opened, and provides an option to view the document as a Portable Document Format (.pdf) or accessible document.



The screenshot shows the 'Unemployment Benefit Services' page. The header includes the Texas Workforce Commission logo and the user name 'Jane Jones | Logout'. The main content area is titled 'Correspondence Inbox' and contains the text '1-1 of 1'. Below this is a table with the following columns: 'Date Mailed', 'Document Name', 'Date Opened', 'Action', and 'Action'. The table contains one row: 'Oct 22, 2015', 'Unemployment Benefits Determination', and two 'Action' links: 'View PDF' and 'View Accessible'. The 'Quick Links' menu on the left lists: 'Apply For Benefits', 'Correspondence Inbox (1)', and 'Claim and Payment Status'. The 'Correspondence Inbox (1)' link is highlighted.

Correspondence Inbox Appeal Link

This link appears when TWC delivers any document with a decision that can be appealed to your online mailbox, such as a Determination on Payment of Unemployment Benefits, or a Statement of Wages and Potential Benefit Amounts, and allows you to more easily submit an appeal.

Selecting the Appeal link takes you to the [Notice of Unemployment Benefits Appeal](#) submission page. You can complete and submit your appeal information online. Your appeal submission is not complete until you select “Submit” and wait for your appeal confirmation number.

The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services portal. The header includes the TWC logo and the user name 'Johnny B. Good | Logout'. The main content area is titled 'Unemployment Benefit Services' and features a 'Correspondence Inbox' section. On the left, there is a 'Quick Links' sidebar with options like 'Apply For Benefits', 'Correspondence Inbox (14)', 'Claim and Payment Status', 'Payment Request', 'Work Search Log', 'WorkInTexas.com', 'IRS 1099-G Information', 'Payment Option', 'Appeal List', and 'Request Your Waiting Week'. The 'Correspondence Inbox' table displays 10 items, with the last two items having an 'Appeal' link. A red arrow points to the 'Appeal' link in the second-to-last row of the table.

Date Mailed	Document Name	Date Opened	Action	Action	Link
Mar 10, 2016	Federal Income Tax Voluntary Withholding Request		View PDF	View Accessible	
Mar 10, 2016	Federal Income Tax Voluntary Withholding Request		View PDF	View Accessible	
Mar 10, 2016	Instructions: Requesting Benefit Payments		View PDF	View Accessible	
Mar 10, 2016	Instructions: Requesting Benefit Payments		View PDF	View Accessible	
Mar 10, 2016	Work Search Log		View PDF	View Accessible	
Mar 10, 2016	Statement of Wages and Potential Benefit Amounts		View PDF	View Accessible	Appeal
Mar 10, 2016	Statement of Wages and Potential Benefit Amounts		View PDF	View Accessible	Appeal
Mar 10, 2016	Unemployment Benefits Handbook		View PDF	View Accessible	
Mar 10, 2016	Work Search Notification		View PDF	View Accessible	
Mar 10, 2016	Work Search Notification		View PDF	View Accessible	

Opt Out of Electronic Correspondence

You may opt out at any time. To opt out, log in to Unemployment Benefits Services and select “opt out” under Change My Profile.

If you opt out:

- TWC mails your new correspondence through the U.S. Postal Service beginning the next business day.
- You have 21 days to view, print, or save documents you may need.
- You receive an Opt Out Confirmation screen and select **OK**.

The screenshot shows the 'Unemployment Benefit Services' portal for Jane Jones. The main heading is 'Opt Out Of Electronic Correspondence'. Below the heading, it states: 'You may opt out of Electronic Correspondence at any time. If you opt out:'. Three bullet points follow: 'TWC will resume mailing your unemployment benefits correspondence through the U.S. Postal Service, beginning the next business day.', 'You have 21 days to access your correspondence to view, print, or save documents you may need.', and 'You must sign up for Electronic Correspondence if you change your mind.' There is a checkbox labeled '* I want to opt out of Electronic Correspondence.' which is checked. Below it is a dropdown menu labeled '* Select Opt Out Reason'. At the bottom, there are 'Submit' and 'Cancel' buttons. A 'Change My Profile' button is visible in the left sidebar.

The screenshot shows the 'Unemployment Benefit Services' portal for Jane Jones. The main heading is 'Opt Out Confirmation'. Below the heading, it states: 'Thank you. You have successfully opted out of Electronic Correspondence. TWC will begin sending your correspondence by mail.' At the bottom, there is an 'Ok' button. The left sidebar shows 'Change My Profile' as the active menu item.



Still need help?

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