



## Notice of Suspicious Activity

*Texas Workforce Commission sent this bulletin at 07/02/2024 08:36 AM CDT*

Due to suspicious activity on your account, TWC requests that you reset your Personal Identification Number (PIN) and password to help keep your claim secure from unauthorized changes.

Your password is needed to access our Unemployment Benefits System (UBS). Your PIN is needed to access Tele-Serv, our automated phone system, and certain UBS functions. Follow these instructions to change your password and PIN:

- Go to the TWC website at [twc.texas.gov](http://twc.texas.gov)
- Select "Unemployment Benefits Services (UBS)" under the Quick Links tab
- Log on
- Select Password from the Change My Profile menu
  - Enter your current password
  - Enter your new password in both new password fields
  - Select the Submit button
- Select Reset PIN Number from the Change My Profile Menu
  - Follow the onscreen instructions

TWC sent this email to you as a reminder about password and PIN security.

### Follow These Best Practices:

- Change your password often. We recommend every 1-2 months while you are receiving benefits. Or change it immediately if you use an unsecure network or if you suspect one of your accounts was hacked.
- Do not use the same password or PIN in multiple places.
- Create a unique PIN for your TWC account.
- Passwords should have at least 12 characters and use upper- and lower-case letters, numbers, and special characters. You can use these special characters for your TWC password: # @ \$ % ^ ! \* \_ +
- Do not use dates, numbers, or personal information that would be easy to guess, such as your name, any part of your Social Security number, phone number, birthdate, or address.
- Do not use repeating numbers (such as 1111, 2222, 3333, etc.) or numbers in order (such as 1234, 5678, 9876, etc.).
- Use a passphrase instead of a single word. A passphrase is a combination of two or more words that are meaningful to you. An example could be "My favorite color is red".
- An example of a complex password could be "my f2vorite COLOR is=r3d".
- For more guidance, see the "Your Unemployment Benefits Services User ID, PIN, and Password" section on [twc.texas.gov/services/apply-benefits](http://twc.texas.gov/services/apply-benefits)

**Want to Verify this Email Came from TWC?** Go to the TWC website at [twc.texas.gov](http://twc.texas.gov) and search for "Scams." We added a copy to our Scams and Schemes page.