

*to the  
Unemployment Benefits Services  
Tutorial*



# How to Create User IDs & Passwords



# Online Unemployment Benefits Services

We offer online Unemployment Benefits Services (UBS) that allow you to:

- apply for benefits
- request payment
- check your claim, payment or appeal status
- submit a work search log
- view IRS 1099-G information
- change your payment option, and much more.

To use these services, you ***must*** have a **User ID** and **Password**.

***Creating a user ID and password is fast, easy and secure.***

**How do I create or retrieve my user ID and password?**

Start by visiting our web site at:  
<https://www.twc.texas.gov/services/apply-benefits>.

Only visit [twc.texas.gov](https://www.twc.texas.gov) webpages and [workintexas.com](https://www.workintexas.com) when you interact online with the Texas Workforce Commission (TWC) or WorkInTexas.

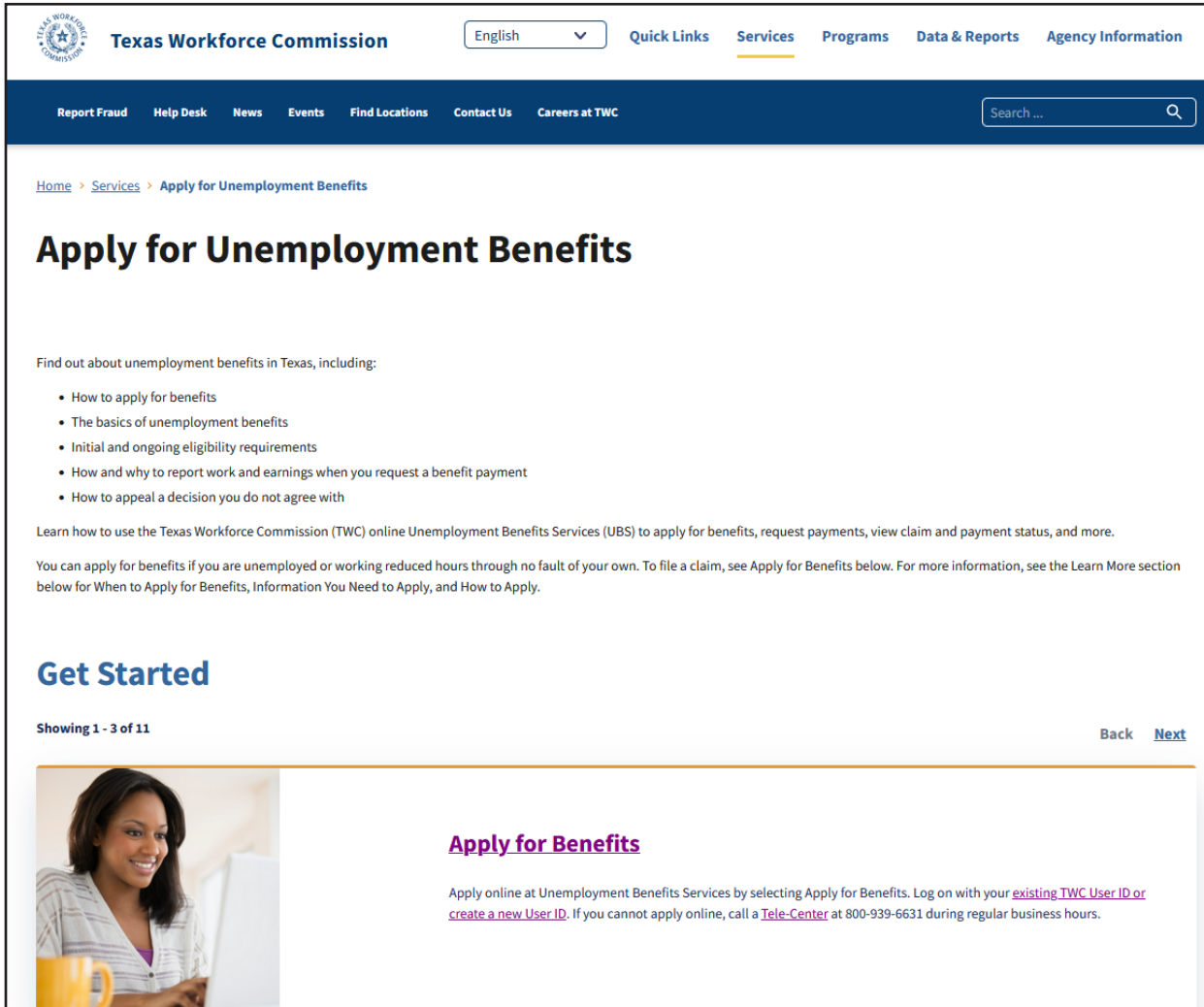


This tutorial includes instructions for creating, retrieving and resetting User IDs and Passwords.

Note: You may want to print pages from this tutorial. If you don't have a printer, you may use a printer at your local [Workforce Solutions](#) office.



# Unemployment Benefits Services



The screenshot shows the Texas Workforce Commission website. The header includes the TWC logo, the text 'Texas Workforce Commission', a language dropdown set to 'English', and navigation links for 'Quick Links', 'Services' (which is underlined), 'Programs', 'Data & Reports', and 'Agency Information'. A secondary navigation bar contains links for 'Report Fraud', 'Help Desk', 'News', 'Events', 'Find Locations', 'Contact Us', and 'Careers at TWC', along with a search bar. The main content area has a breadcrumb trail: 'Home > Services > Apply for Unemployment Benefits'. The title 'Apply for Unemployment Benefits' is prominently displayed. Below the title, a section titled 'Find out about unemployment benefits in Texas, including:' lists five bullet points: 'How to apply for benefits', 'The basics of unemployment benefits', 'Initial and ongoing eligibility requirements', 'How and why to report work and earnings when you request a benefit payment', and 'How to appeal a decision you do not agree with'. Further down, text explains how to use the TWC online Unemployment Benefits Services (UBS) to apply for benefits, request payments, and view claim status. It also states that users can apply for benefits if they are unemployed or working reduced hours through no fault of their own, and provides instructions on how to file a claim and where to find more information. A 'Get Started' section is visible at the bottom, with a pagination indicator 'Showing 1 - 3 of 11' and 'Back' and 'Next' links. The first item in the list is 'Apply for Benefits', which includes an image of a smiling woman at a computer and text instructing users to log on with their existing TWC User ID or create a new one, and to call the Tele-Center if they cannot apply online.

**Texas Workforce Commission** English Quick Links Services Programs Data & Reports Agency Information

Report Fraud Help Desk News Events Find Locations Contact Us Careers at TWC Search ...

Home > Services > Apply for Unemployment Benefits

## Apply for Unemployment Benefits

Find out about unemployment benefits in Texas, including:

- How to apply for benefits
- The basics of unemployment benefits
- Initial and ongoing eligibility requirements
- How and why to report work and earnings when you request a benefit payment
- How to appeal a decision you do not agree with

Learn how to use the Texas Workforce Commission (TWC) online Unemployment Benefits Services (UBS) to apply for benefits, request payments, view claim and payment status, and more.

You can apply for benefits if you are unemployed or working reduced hours through no fault of your own. To file a claim, see Apply for Benefits below. For more information, see the Learn More section below for When to Apply for Benefits, Information You Need to Apply, and How to Apply.

### Get Started

Showing 1 - 3 of 11 Back [Next](#)

**Apply for Benefits**

Apply online at Unemployment Benefits Services by selecting Apply for Benefits. Log on with your [existing TWC User ID](#) or [create a new User ID](#). If you cannot apply online, call a [Tele-Center](#) at 800-939-6631 during regular business hours.

This is the first screen you'll see when you visit [Apply for Benefits](#).

If you already have a TWC User ID or Password, such as for [WorkInTexas.com](#), select **Apply for Benefits** and skip to [page 6](#).

If you need to **create** a User ID or Password, select **Apply for Benefits** and go to the [next page](#).

# Creating a User ID and Password

Enter your personal information, including an e-mail address. Then create your User ID and password. Your User ID must be between 3 and 32 characters.

Your password must include:

- At least 8 characters
- At least one lowercase letter
- At least one uppercase letter
- At least one number
- At least one special character:  
# @ \$ % ^ ! \* \_ +

DO NOT include your email address, first or last name, Social Security Number, date of birth, or part of your home address in your password.

When you have finished this section, scroll down to enter your Security Information.

The screenshot shows the 'Sign Up for User ID' page on the Texas Workforce Commission website. The page has a dark blue header with the TWC logo and navigation links. A teal banner reads 'Unemployment Benefit Services'. On the left, a 'Quick Links' sidebar contains links for 'Ligon', 'Sign Up for User ID' (highlighted), 'Forgot Password?', and 'Forgot User ID?'. The main content area is titled 'Sign Up for User ID' and includes a red star icon indicating required information. It is divided into three sections: 'Personal Information' with fields for First Name, Middle Initial, Last Name, and Email Address; 'Ligon Information' with fields for User ID and Password (with a 'Check Availability' button), and a 'Retype Password' field; and 'Security Information' with a 'First Security Question' dropdown menu. A 'Need help?' link is in the top right corner.

**Sign Up for User ID** [Need help?](#)

\* indicates required information

**Personal Information**

First Name: \*

Middle Initial:

Last Name: \*

Email Address: \*  
(Entering your email address will help you retrieve your logon information if you forget it later. [Get Free Email Account](#))

**Ligon Information**

Enter the User ID and password that you want to use. If you already have a User ID for another TWC Internet application, such as WorkInTexas.com, try logging on with that ID. Passwords are case sensitive. Do not tell anyone your password.

User ID: \* (3-32 characters) [Check Availability](#)

Password: \* (8-32 characters; includes at least 1 lower case letter, 1 upper case letter, 1 number, and 1 symbol(one of #@\$%^!\*\_+); does not contain first name, last name, or part of User ID.)

Retype Password: \*

**Security Information**

The security questions and answers will help identify you if you forget your password. Select your questions and enter answers that others can't guess. The security answers are case sensitive.

First Security Question: \* Choose One

# Creating a User ID and Password ...

If you forget your Password, this security information will help you retrieve it or create a new one.

**Unemployment Benefit Services**

[TWC Home](#) | [TWC Contact Information](#)

**Sign Up for User ID** [Need help?](#)

\* indicates required information

**Security Information**

The security questions and answers will help identify you if you forget your password. Select your questions and enter answers that others can't guess. The security answers are case sensitive.

First Security Question: \* Choose One

First Security Answer: \*

First Retype Answer: \*

Second Security Question: \* Choose One

Second Security Answer: \*

Second Retype Answer: \*

Third Security Question: \* Choose One

Third Security Answer: \*

Third Retype Answer: \*

☐ I'm not a robot

reCAPTCHA  
[Privacy](#) - [Terms](#)

Under Texas state rule, usage may be subject to security testing and monitoring, applicable privacy provisions, and criminal prosecution for misuse or unauthorized use. Texas Workforce Commission collects personal information entered into electronic forms on this Internet site. For more information on your rights to request, review and correct information submitted on this electronic form, please see TWC's [Privacy and Security Information](#).

**Do not** create a new account if you are having trouble with your current one. Instead, [submit a contact request](#) to the TWC Help Desk. They will help you regain access to your original account.

Select **questions** and enter **answers** you can easily remember. **Answers** are case sensitive (upper/lower case).

# Logon

## From this screen you can:

- Log on with your UBS or [WorkInTexas.com](https://www.WorkInTexas.com) User ID and Password;
- Create a User ID or Password if you do not have one; and/or
- Retrieve a forgotten User ID or reset a Password.

The screenshot shows the 'Logon' page for the Texas Workforce Commission's Unemployment Benefit Services. The header features the TWC logo and the text 'Unemployment Benefit Services'. A 'Quick Links' sidebar on the left includes links for 'Logon', 'Sign Up for User ID', 'Forgot Password?', and 'Forgot User ID?'. The main content area is titled 'Logon' and includes a 'Need help?' link. It provides instructions for new and existing users. Below the instructions are input fields for 'User ID' and 'Password', both marked with a red asterisk to indicate required information. A reCAPTCHA 'I'm not a robot' checkbox is present. At the bottom, there is a 'Logon' button and a disclaimer about security testing and monitoring.

**Quick Links**

- » Logon
- Sign Up for User ID
- Forgot Password?
- Forgot User ID?

### Logon

[Need help?](#)

New to Unemployment Benefit Services? If you already have a User ID for another TWC Internet application, such as WorkInTexas.com, try logging on with that ID. Otherwise, please [sign up for a User ID](#).

\* Indicates required information

User ID: \*

Password: \*

☐ I'm not a robot

reCAPTCHA  
Privacy - Terms

Under [Texas state rule](#), usage may be subject to security testing and monitoring, applicable [privacy provisions](#), and criminal prosecution for misuse or unauthorized use. Texas Workforce Commission collects personal information entered into electronic forms on this Internet site. For more information on your rights to request, review and correct information submitted on this electronic form, please see TWC's [Privacy and Security Information](#).

Logon

Enter **User ID** and **Password** from UBS or [WorkInTexas.com](https://www.WorkInTexas.com).

Select **Sign up for a User ID** to create a User ID.

If you forget your Password or User ID, select **Forgot Password?** or **Forgot User ID?**

For instructions on:

- **resetting** your Password, go to [page 7](#).
- **retrieving** your User ID, skip to [page 9](#).



# Forget your Password?

TEXAS WORKFORCE COMMISSION

Unemployment Benefit Services

Quick Links

- » Logon
- Sign Up for User ID
- Forgot Password?
- Forgot User ID?

**Logon**

Need help?

⚠ Please correct the following errors:

- User ID and Password are not a valid combination. Please try again. Hints: Passwords are case sensitive, so check your capitalization and Caps Lock. Use the "Forgot User ID" or "Forgot Password" Quick Links for help.

New to Unemployment Benefit Services? If you already have a User ID for another TWC Internet application, such as WorkInTexas.com, try logging on with that ID. Otherwise, please [sign up for a User ID](#).

\* indicates required information

User ID: \*

Password: \*

**Have you received an error message?**  
**No problem. Follow these steps to reset your Password.**

**Step 1:** Enter User ID, First/Last Name. Select **Next**.

TEXAS WORKFORCE COMMISSION

Unemployment Benefit Services

Quick Links

- » Logon
- Sign Up for User ID
- » **Forgot Password?**
- Forgot User ID?

**Forgot Password: Step 1**

\* indicates required information

User ID: \*

First Name: \*

Last Name: \*

Next Cancel

**Step 2:** Answer security questions. Select **Next**.

TEXAS WORKFORCE COMMISSION

Unemployment Benefit Services

Quick Links

- Logon
- Sign Up for User ID
- Forgot Password?
- Forgot User ID?

**Forgot Password: Step 2**

\* indicates required information

Security Question: What is your favorite TV show?

Security Answer: \*

Next Cancel

# Forgot your Password? ...

The screenshot shows the 'Change Password' page on the Texas Workforce Commission website. The header includes the TWC logo and navigation links for 'TWC Home' and 'TWC Contact Information'. The page title is 'Unemployment Benefit Services'. On the left, a 'Quick Links' menu lists: Logon, Sign Up for User ID, Forgot Password?, and Forgot User ID?. The main content area is titled 'Change Password' and includes a message: 'New password required. Please enter your new password below. The password is case sensitive. Don't tell anyone your password.' Below this, a note states '\* indicates required information'. There are two input fields: 'New Password:' and 'Retype Password:', both marked with a red asterisk. The 'New Password' field has a hint: '(6-32 characters; at least 1 letter and 1 number)'. A 'Need Help?' link is visible on the right.

Enter and retype the new password, then select **Submit**.

The screenshot shows the 'My Home' page on the Texas Workforce Commission website. The header includes the TWC logo and a 'Logoff' link. The page title is 'Unemployment Benefit Services'. On the left, a 'Quick Links' menu lists: Apply For Benefits, Claim and Payment Status, Payment Request, Work Search Log, WorkInTexas.com, IRS 1099-G Information, Payment Option, and Appeal List. Below this is a 'Change My Profile' menu with: Contact Information, Password, and Security Information. The main content area is titled 'My Home' and features a blue notification: 'Your password has been changed.' Below the notification, there is a warning about e-mail scams and instructions on how to apply for unemployment benefits, including links to 'ui.texasworkforce.org' and the Tele-Center. It also provides information about registering for work search assistance if you have moved to another state or Canada.

When you get the message that your password has been changed, select **Submit**.



# Forget your User ID?

- You can retrieve your User ID with this screen **only** if you provided an email address when you created your User ID.
- If you did **not** provide an email address when you created your User ID, call Unemployment Benefits Services Support at 800-939-6631 for assistance.
- **Do not** create a new account if you are having trouble with your current one. Instead, [submit a contact request](#) to the TWC Help Desk. They will help you regain access to your original account.

**TEXAS WORKFORCE COMMISSION**

[TWC Home](#) | [TWC Contact Information](#)

## Unemployment Benefit Services

**Quick Links**

- Logon
- Sign Up for User ID
- Forgot Password?
- >> Forgot User ID?**

### Forgot User ID

[Need help?](#)

You must have already provided an email address in order to use this feature. Otherwise, please contact Unemployment Benefits Services Support toll-free at (866) 399-0615 for help.

\* indicates required information

First Name: \*

Last Name: \*

Email Address: \*

Select **Forgot User ID?**

Complete required information.



# *Still need help?*

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

**TEXAS**  
**WORKFORCE SOLUTIONS**  
★ ★ ★ ★ ★