

Auto-Registration and Single Sign-On Desk Aid

The creation of an auto-registration and the single sign-on process for WorkInTexas.com and the unemployment insurance (UI) system may generate questions from claimants. This desk aid is intended to assist staff in understanding the issues and assisting claimants.

Issue:

The claimant is unable to self-register or add his or her Social Security number (SSN) to existing registration because it is already in the system. One of ~~four~~ **three** scenarios may be the cause:

- The claimant previously registered with WorkInTexas.com but does not remember doing so.
- An auto-registration was created for the claimant when he or she failed to register or complete registration within seven calendar days of filing an initial claim (IC).
- ~~An auto-registration was created for the claimant because the existing registration had a pseudo-SSN.~~
- The claimant's SSN is being used incorrectly by another job seeker.

What to Do:

Identify the applicable scenario through SSN search for the registration. Also look for multiple registrations under the same name. Take appropriate action by providing logon information to the claimant; providing a brief explanation of auto-registration; merging job seeker records (see Merging Job Seeker Records in this desk aid); or removing the SSN from the incorrect account.

Issue:

The claimant had an incomplete WorkInTexas.com registration that included his or her SSN before filing an IC. When the claimant logs on, some of the registration information is already completed. The claimant wants to know who updated or changed the information.

What to Do:

Verify that the claimant has an auto-registration. Provide a brief explanation about how and why account information was updated. Review the claimant's registration and make suggestions for additional changes.

Issue:

The claimant had a complete but inactive WorkInTexas.com registration that included his or her SSN before filing an IC. The claimant's account was inactive for more than 90 days so the auto-update process reactivated and updated registration information. The claimant wants to know who updated or changed the information.

What to Do:

Check the claimant's record of services to verify that the registration was inactive for more than 90 days. Provide a brief explanation of why the information was updated. Review the claimant's registration and make suggestions for additional changes.

Issue:

The claimant's name is on the auto-registration list because his or her registration has not been verified.

What to Do:

Check for the existence of other job seeker registrations under the same name. Contact the claimant. Explain that his or her WorkInTexas.com registration was created automatically because of failure to register or complete registration within seven days of filing the IC and that registration information must be verified. If necessary, remove duplicate records using the merge job seeker records process (see Merging Job Seeker Records in this desk aid). If necessary, provide logon information and assist the claimant in completing registration verification.

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Issue:

The claimant has a single sign-on (one logon for both WorkInTexas.com and UI), but changed his or her password in UI and now cannot log on to WorkInTexas.com.

What to Do:

Inform the claimant that changing the logon password in UI simultaneously changes the logon password for WorkInTexas.com and to use the same password to log on to both systems.

Merging Job Seeker Records

Merging records allows staff to eliminate duplicate job seeker registrations. Merges must always be performed carefully, but special care must be taken with the records of claimants who are required to include their SSN in the registration. Remember:

- Never merge job seeker records without first consulting the job seeker/claimant.
- Do not eliminate a claimant's SSN while merging records. UI benefits can be delayed or denied if the claimant's record does not include his or her SSN.
- Remove the SSN from the *Merge* record and add the SSN to the *Keep* record when necessary.
- If a claimant has two WorkInTexas.com registrations, each with its own logon—one with a user ID that matches the claimant's UI user ID—you can provide the claimant with a single sign-on by merging registrations and keeping the registration with the user ID that matches the UI user ID.
- Review the registration after merging and verify that everything is correct, especially the SSN.

Terms and Descriptions

Term	Description
Auto-Registration	A WorkInTexas.com registration created through an automated process for a claimant when the claimant fails to register or complete registration within seven calendar days of filing an IC. Also used to refer to the process of auto-creating the registration.
<i>Registration-UI Auto</i>	Registration service that automatically posts when a claimant's WorkInTexas.com registration is auto-created.
Registration Verification	The process by which the claimant's auto-created WorkInTexas.com registration is reviewed and edited. <i>Registration Verification</i> is also the name of the first page in the verification process.
<i>Verification Confirmation</i>	Last page in the registration verification process.
<i>[#] New UI Auto-Registrations</i>	Link on the WorkInTexas.com staff home page to provide a list of claimants with auto-registrations that have not undergone registration verification.
<i>This is a UI Auto-Registration. All information must be verified.</i>	Information message that displays on a claimant's home page when claimant has an unverified auto-registration.
Single Sign-On	One logon for all Texas Workforce Commission (TWC) Web applications.
Logon	The combination of user ID and password required to access any TWC Web application.