

# How to Apply for Unemployment Benefits Online



# Tutorial Content

This tutorial contains the instructions and webpage 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 [Apply for Unemployment Benefits](#).

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.

Only visit [twc.texas.gov](http://twc.texas.gov) webpages and [workintexas.com](http://workintexas.com) when you interact online with [TWC](#) or [WorkInTexas](#).

## Here is 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.



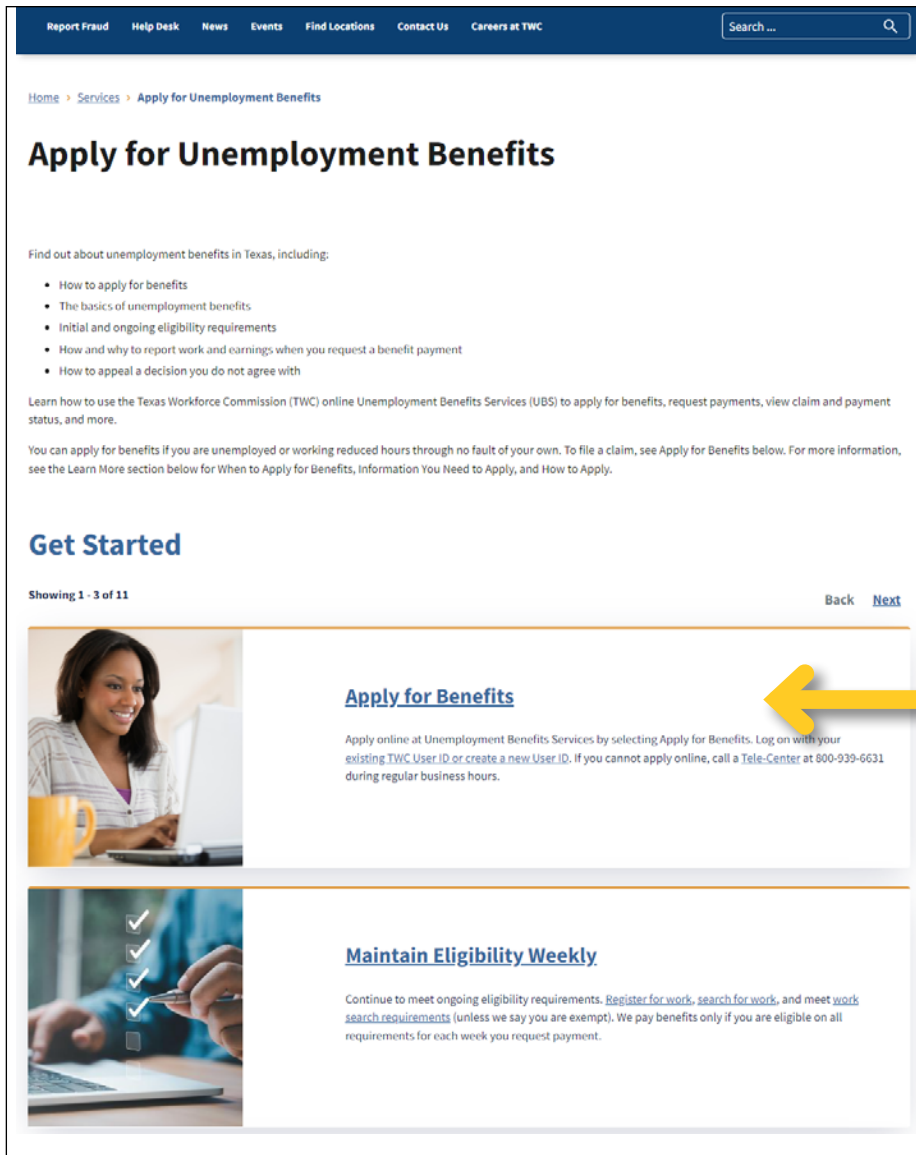
## Please note ...

- 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.

# Unemployment Benefits Services



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.



#### [Maintain Eligibility Weekly](#)

Continue to meet ongoing eligibility requirements. [Register for work](#), [search for work](#), and meet [work search requirements](#) (unless we say you are exempt). We pay benefits only if you are eligible on all requirements for each week you request payment.

To apply for benefits online, log on to Unemployment Benefits Services (UBS) at [Apply for Unemployment Benefits](#).

You will need a user ID and password to apply for benefits online.

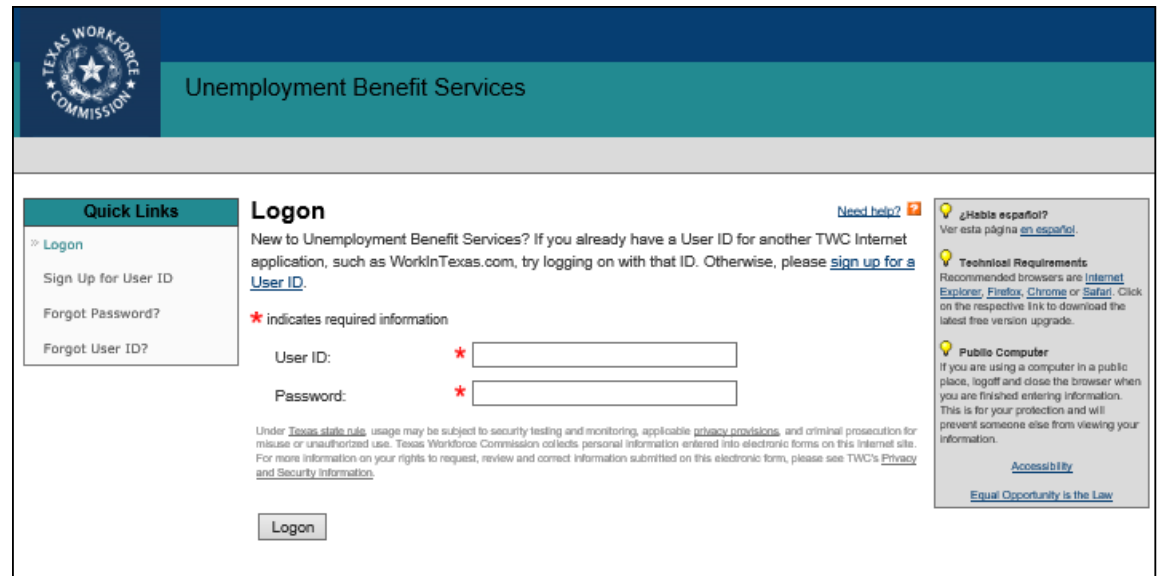
To log on to UBS, select [Apply for Benefits](#).

# Unemployment Benefits Services (continued)

## Logon Page

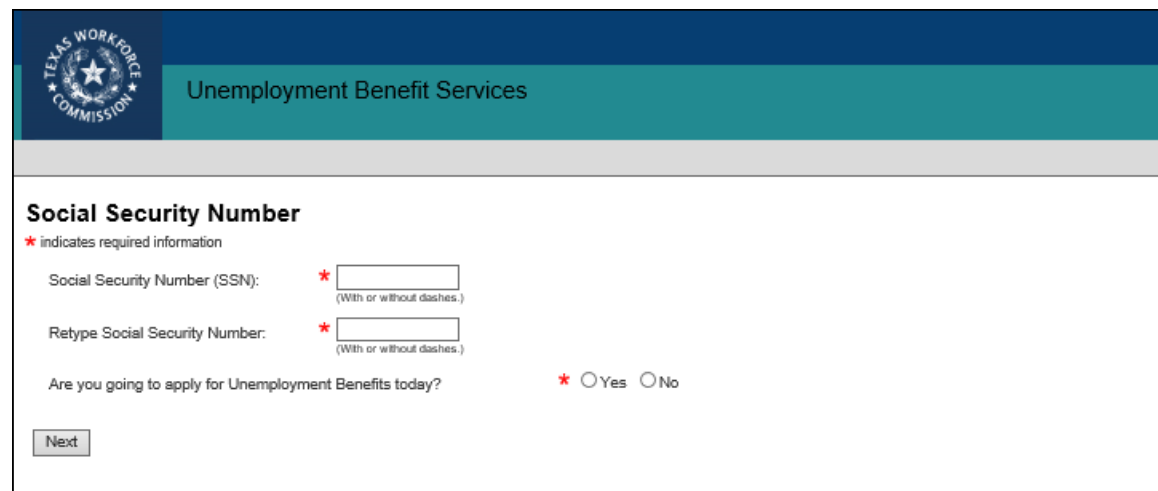
Use your user ID and password to log on when you apply for benefits online.

To learn how to create, retrieve, or reset a user ID and password, go to the [Managing Your Benefits Password & PIN](#).



The screenshot shows the 'Logon' page of the Texas Workforce Commission's Unemployment Benefit Services. The header includes the TWC logo and the title 'Unemployment Benefit Services'. A 'Quick Links' sidebar on the left contains links for 'Logon', 'Sign Up for User ID', 'Forgot Password?', and 'Forgot User ID?'. The main content area is titled 'Logon' and includes instructions for new and existing users. It features input fields for '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, there are links for 'Need help?', '¿Hable español?', 'Technical Requirements', and 'Public Computer'. A disclaimer at the bottom states that users may be subject to security testing and monitoring.

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**.

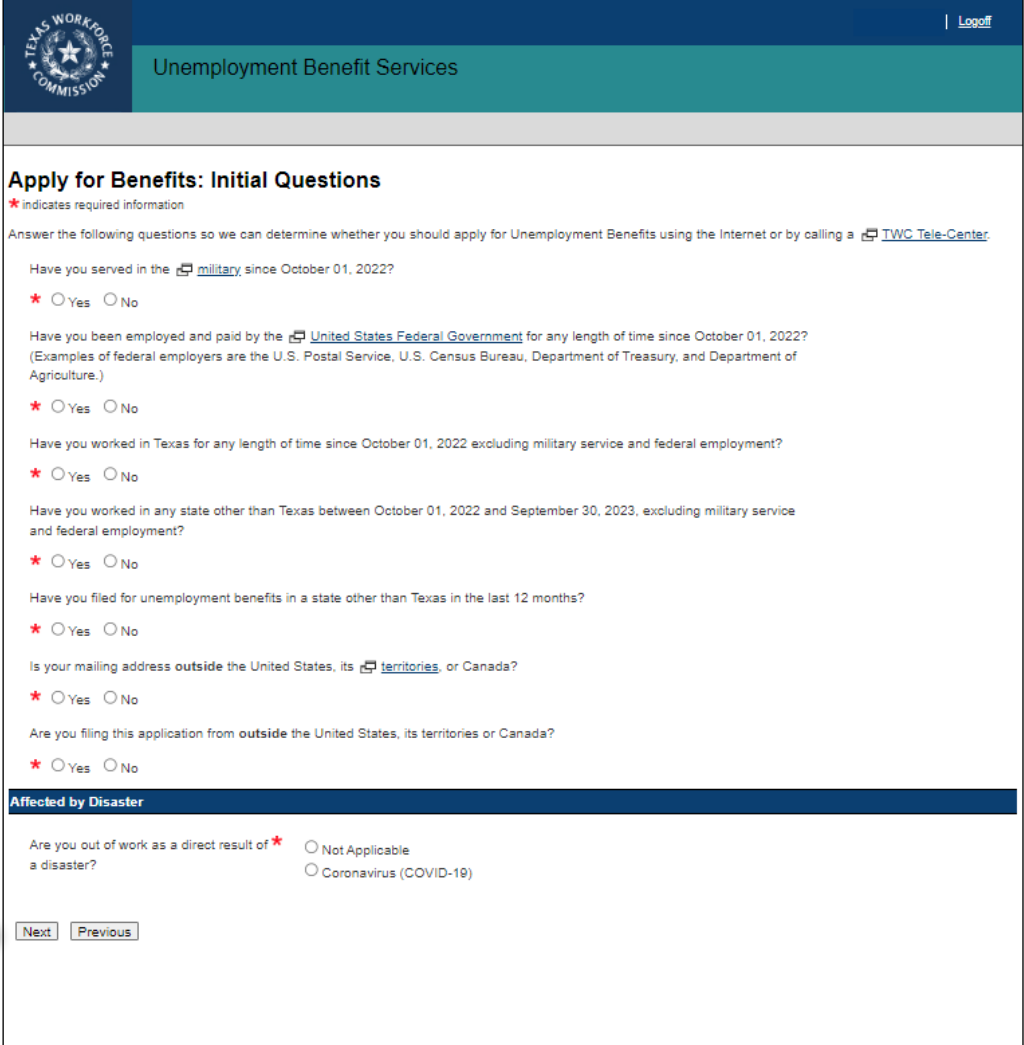


The screenshot shows the 'Social Security Number' page of the Texas Workforce Commission's Unemployment Benefit Services. The header is identical to the previous page. The main content area is titled 'Social Security Number' and includes instructions. It features two input fields for 'Social Security Number (SSN)' and 'Retype Social Security Number', both marked with a red asterisk. Below these fields is a question 'Are you going to apply for Unemployment Benefits today?' with radio buttons for 'Yes' and 'No'. A 'Next' button is at the bottom.

# 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.



**TEXAS WORKFORCE COMMISSION** | [Logout](#)

## Unemployment Benefit Services

### Apply for Benefits: Initial Questions

\* indicates required information

Answer the following questions so we can determine whether you should apply for Unemployment Benefits using the Internet or by calling a [TWC Tele-Center](#).

Have you served in the [military](#) since October 01, 2022?

\* ☐ Yes ☐ No

Have you been employed and paid by the [United States Federal Government](#) for any length of time since October 01, 2022?  
(Examples of federal employers are the U.S. Postal Service, U.S. Census Bureau, Department of Treasury, and Department of Agriculture.)

\* ☐ Yes ☐ No

Have you worked in Texas for any length of time since October 01, 2022 excluding military service and federal employment?

\* ☐ Yes ☐ No

Have you worked in any state other than Texas between October 01, 2022 and September 30, 2023, excluding military service and federal employment?

\* ☐ Yes ☐ No

Have you filed for unemployment benefits in a state other than Texas in the last 12 months?

\* ☐ Yes ☐ No

Is your mailing address **outside** the United States, its [territories](#), or Canada?

\* ☐ Yes ☐ No

Are you filing this application from **outside** the United States, its territories or Canada?

\* ☐ Yes ☐ No

#### Affected by Disaster

Are you out of work as a direct result of a disaster? \*

☐ Not Applicable  
☐ Coronavirus (COVID-19)

# 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

The screenshot shows the 'Apply for Benefits: Getting Started' page on the Texas Workforce Commission website. The page has a dark blue header with the TWC logo and 'Unemployment Benefit Services' text. A 'Logout' link is in the top right. A 'Progress' sidebar on the left lists steps: Personal Information (selected), Employment Information, Continuing Requirements, Review and Submit, Claim Confirmation, and Next Steps. The main content area is titled 'Apply for Benefits: Getting Started' and includes a red star icon indicating required information. The 'Personal Information' section asks for name details (First Name, Middle Initial, Last Name) and whether the user has worked under another name in the last 18 months. It also includes fields for 'Other First Name' and 'Other Last Name' if applicable. The 'Date of Birth' is required, with dropdowns for Month and Day, and a Year field. Identification is required, with fields for Texas Driver License Number or Texas Identification Card Number. The 'Dates Worked for Last Employer' section asks for the first and last dates worked, with dropdowns for Month and Day, and Year fields. A 'Next' button is at the bottom right.

**Progress**

- » Personal Information
- Employment Information
- Continuing Requirements
- Review and Submit
- Claim Confirmation
- Next Steps

**Apply for Benefits: Getting Started**

★ indicates required information

**Personal Information**

Enter your name in the following fields. If you have given TWC your name in the past, enter it as you previously gave it.

First Name: ★

Middle Initial:

Last Name: ★

Have you worked under any other name in the last 18 months?

★ ☐ Yes ☐ No

If Yes (Required):

Other First Name:

Other Last Name:

Date of Birth: ★  Month  Day  Year:

★  Texas Driver License Number or  
★  Texas Identification Card Number: (Unexpired Texas Driver License/ID only.)

**Dates Worked for Last Employer**

Enter the dates of your last employment. Choose "01" from the "Day" dropdown box as the first date worked if you do not remember the exact date.

★  First Date You Worked:  Month  Day  Year:   
(If you have worked for this employer before, provide the start date of the most recent employment period.)

★  Last Date You Worked:  Month  Day  Year:

# 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.


Next



# 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

Unemployment Benefit Services

Progress

Personal Information

» Employment Information

Continuing Requirements

Review and Submit

Claim Confirmation

Next Steps

### Apply for Benefits: Last Employer

★ indicates required information

**Notice:** If you have been working temporary jobs through a [temporary firm](#), you must contact them immediately for additional assignments and give them three business days to place you in a new assignment before you submit an application for Unemployment Benefits. During those three days you are not unemployed according to the law, so if you apply for benefits, the application you submit today will be invalid.

If you do not receive a **Statement of Wages and Potential Benefit Amount letter from the Texas Workforce Commission (TWC)** within three to five business days of submitting your claim to TWC, call (800) 939-8631 to verify that TWC processed your application.

#### Last Employer Identification

We are required by law to notify your last employer that you have applied for Unemployment Benefits.

Select your employer. If your employer does not appear, select Not Listed.

Employer Name: ★   
ADVANTAGE SALES

If you selected Not Listed, enter  
Employer Name:   
(Company name or person.)

Another Name for This Business:   
(For example, a corporate name.)

Employer Phone Number:   -  Ext:

#### Last Employer Location

Help us locate your last employer by entering the required information below.

Country: ☒ U.S. ☐ Canada

City: ★

State:

ZIP Code:

- OR -

Canadian Province:

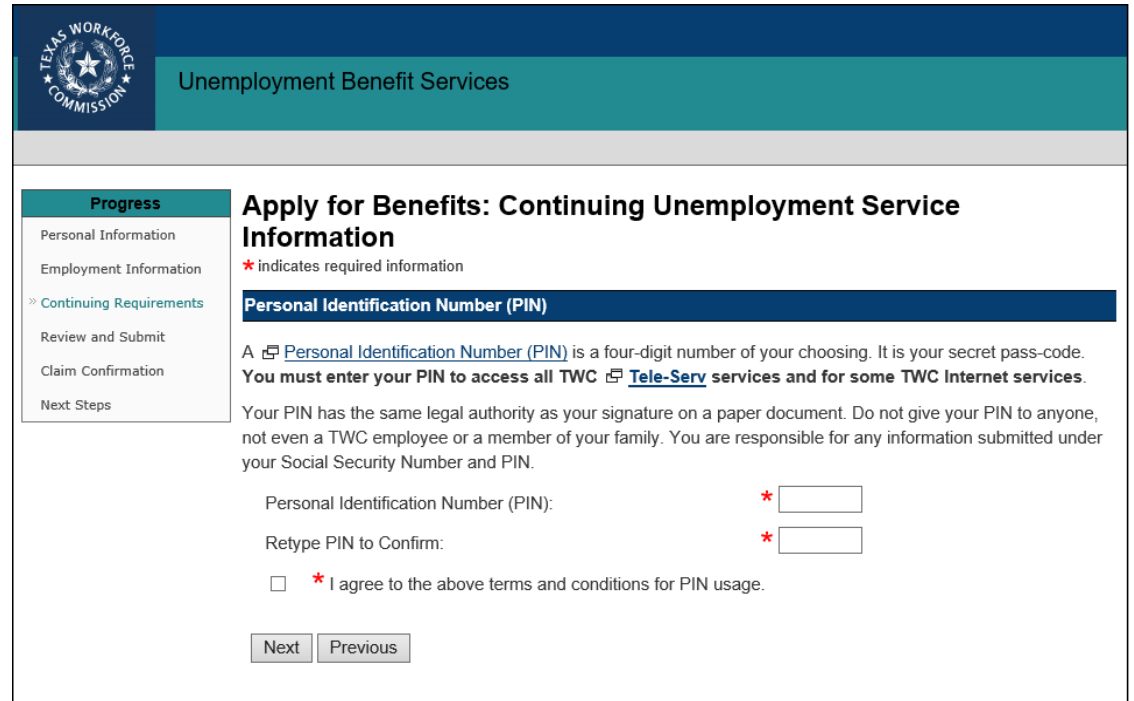
Canadian Postal Code:

# Continuing Unemployment Service Information

## 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.



The screenshot shows the 'Unemployment Benefit Services' portal. On the left is a 'Progress' sidebar with links: Personal Information, Employment Information, Continuing Requirements (highlighted), Review and Submit, Claim Confirmation, and Next Steps. The main content area is titled 'Apply for Benefits: Continuing Unemployment Service Information'. It includes a note that an asterisk indicates required information. The section 'Personal Identification Number (PIN)' explains that a PIN is a four-digit secret passcode used to access TWC Tele-Serv and some Internet services. It states that the PIN has the same legal authority as a signature and should not be shared. Below this, there are two input fields for the PIN, each marked with a red asterisk. A checkbox is present for agreeing to the terms and conditions for PIN usage. At the bottom are 'Next' and 'Previous' buttons.

### 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.

The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services portal. The header includes the TWC logo and a 'Logout' link. The main title is 'Unemployment Benefit Services'. A 'Progress' sidebar on the left lists steps: Personal Information, Employment Information, Continuing Requirements (current), Review and Submit, Claim Confirmation, and Next Steps. The main content area is titled 'Apply for Benefits: Payment Option' and includes a note that red stars indicate required information. Under the 'Current Payment Option' section, it states 'TWC offers two ways to receive payment:' followed by a bulleted list: 'Direct deposit into your personal bank account, or' and 'TWC Debit Card'. Below this, it asks 'If you want TWC to deposit your benefit payments on the TWC Debit Card, please select "Yes" below.' with radio buttons for 'Yes' and 'No'. At the bottom are 'Next' and 'Previous' buttons.

## 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.

The screenshot shows the Texas Workforce Commission (TWC) Unemployment Benefit Services portal. The header includes the TWC logo and the text 'Unemployment Benefit Services' with a 'Logout' link. A 'Progress' sidebar on the left lists steps: Personal Information, Employment Information, Continuing Requirements (selected), Review and Submit, Claim Confirmation, and Next Steps. The main content area is titled 'Apply for Benefits: Change Payment Option' and includes a note about the eight banking day verification period. It contains form fields for Routing Number, Account Number, Retype Account Number, and Account Type (Checking or Savings). Below these fields is a sample check from Jane Doe, 1234 Main St. Apt. 101, Austin, TX 78704, for \$1001. The check shows the routing number 4323456789 and account number 1234567890. At the bottom of the form are 'Next' and 'Cancel' buttons.

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.

The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services portal. The header includes the commission's logo and the text 'Unemployment Benefit Services'. A progress sidebar on the left lists steps: Personal Information, Employment Information, Continuing Requirements (highlighted), Review and Submit, Claim Confirmation, and Next Steps. The main content area is titled 'Apply for Benefits: Continuing Unemployment Service Information' and includes a sub-header 'Unemployment Benefits Electronic Correspondence Sign up'. Below this, it states: 'Go paperless! For fast, online access to your unemployment benefits correspondence 24/7, sign up for Unemployment Benefits Electronic Correspondence Service.' It then asks 'Do you want to sign up for Electronic Correspondence?' with radio buttons for 'Yes' and 'No'. A red asterisk indicates required information.

**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.

Remember to verify the tax withholding option you selected.

**TEXAS WORKFORCE COMMISSION** | [Logout](#)

## Unemployment Benefit Services

**Progress**

- Personal Information
- Employment Information
- Continuing Requirements
- » **Review and Submit**
- Claim Confirmation
- Next Steps

### Apply for Benefits: Review and Submit

★ indicates required information

Your application for Unemployment Benefits is not complete until you click the Submit button at the bottom of this page, receive a confirmation number and complete the Next Steps.

Carefully review your responses for accuracy and make any necessary corrections. To make changes or corrections, click the Edit link for that section.

If you want to print your application and confirmation number, you can do so after submitting your application.

#### Identification Information

Social Security Number (SSN):

Name:

Have you worked under any other name in the last 18 months?

Date of Birth:

Texas Driver License Number or Texas Identification Card Number: (response provided but not displayed)

#### Personal Information

[Edit Personal Information](#)

Daytime Phone Number:

Address:

Race or Ethnic Background:

Sex:

Education:

Are you a veteran of military service?

Are you a U.S. citizen?

Are you a labor union member?

Are you currently receiving a pension or retirement pay?

Are you under contract to work for a school or educational institution?

Are you a substitute teacher?

Are you a professional athlete?

In the last 18 months did you regularly drive to Texas to work?

If Yes, will you continue to drive to and look for work in Texas?

In which language do you want to receive your written Unemployment Benefits information?

Withhold federal income tax from your unemployment benefit payments?

[Edit Personal Information](#)


# Review & Submit Application (continued)

**Last Employment Information**  
[Edit Last Employment Information](#)  
Employer Name:  
Another Name for This Business:  
Employer Phone Number:  
Employer Address:  
  
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 28, 2024?  
Gross Salary:  
  
Your Normal Wage:  
Reason No Longer Working:  
[Edit Last Employment Information](#)

**Reason No Longer Working For Last Employer - Fired**  
[Edit Reason No Longer Working Information](#)  
What was the reason your employer gave you when you were fired?  
Name of the Person Who Told You That You Were Fired:  
Title of the Person Who Told You That You Were Fired:  
Did something specific happen that caused you to be fired?  
Explanation:  
Did you have any warnings related to the reason you were given for being fired?  
Explanation:  
Did you do what you were warned about?  
Explanation:  
[Edit Reason No Longer Working Information](#)

**Payment Option**  
[Edit Payment Option Information](#)  
Payment Option: TWC Debit Card  
[Edit Payment Option Information](#)

**Electronic Correspondence**  
[Edit Electronic Correspondence Information](#)  
Sign up for Electronic Correspondence? Yes  
E-mail address:  
[Edit Electronic Correspondence Information](#)

**Certification**  
You will not be able to change your application using the Internet after you submit it.  
☐ \* By checking this box, you certify that this is your Social Security Number and you are the person named on this Unemployment Benefits application; and you certify that the information you gave is  true and complete.  
Click Submit to file your application for Unemployment Benefits.  
Click the Submit button only once. It may take a moment to display your Confirmation page.

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.

Unemployment Benefit Services | [Logout](#)


**Progress**  
Personal Information  
Employment Information  
Continuing Requirements  
Review and Submit  
» Claim Confirmation  
Next Steps

## Apply for Benefits: Claim Confirmation

**You are not finished with your application for Unemployment Benefits. You have two more important steps.**

1. **Print this page and keep for your records.** Use the printer icon on your browser's toolbar. If you cannot print this page, write down your confirmation number.
2. **Click the NEXT button and complete the Next Steps.** If you ignore these Next Steps, you may delay or lose your benefits.

### Claim Confirmation Information

**Claim Confirmation Number:** Your application has been submitted. Your  [confirmation number](#) is 1024SYS5884.

**Effective Date:** Based on your submission time of October 24, 2023 01:19 PM, your claim starts on Sunday, October 22, 2023.

### Identification Information

Name:

Have you worked under any other name in the last 18 months?

Date of Birth:

Texas Driver License Number or Texas Identification Card Number:

### Personal Information

Daytime Phone Number:

Address:

Race or Ethnic Background:

Sex:

Education:

Are you a veteran of military service?

Are you a U.S. citizen?

Are you a labor union member?

Are you currently receiving a pension or retirement pay?

Are you under contract to work for a school or educational institution?

Are you a substitute teacher?

Are you a professional athlete?

In the last 18 months did you regularly drive to Texas to work?

If Yes, will you continue to drive to and look for work in Texas?

In which language do you want to receive your written Unemployment Benefits information?

Withhold federal income tax from your unemployment benefit payments?

# Claim Confirmation (continued)

**Last Employment Information**

Employer Name:

Another Name for This Business:

Employer Phone Number:

Your employer has requested TWC mail all Unemployment Benefits notices to the address listed below.

Employer Address:

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 Friday, July 1, 2022?

Your Normal Wage:

Reason No Longer Working:

**Reason No Longer Working For Last Employer - Layoff**

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?

**Payment Option**

Payment Option:

**Electronic Correspondence**

Sign up for Electronic Correspondence?

E-mail address:

**Continuing Unemployment Service Information**

Personal Identification Number (PIN):

Next



Select **Next** to go to Next Steps, Requirements, and Instructions.

## 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.





## 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

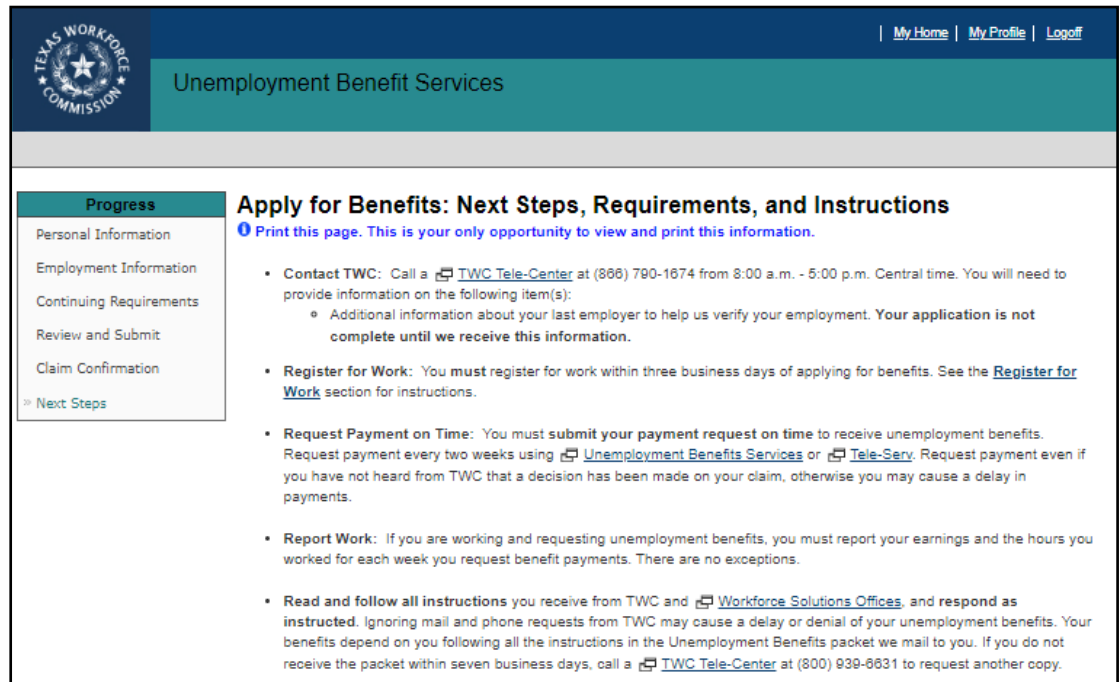
**You will need to print these pages.**

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.





The screenshot shows the Texas Workforce Commission (TWC) Unemployment Benefit Services portal. The header includes the TWC logo and navigation links: My Home, My Profile, and Logoff. The main heading is "Unemployment Benefit Services". Below this, there is a "Progress" sidebar with links to Personal Information, Employment Information, Continuing Requirements, Review and Submit, Claim Confirmation, and Next Steps (which is highlighted). The main content area is titled "Apply for Benefits: Next Steps, Requirements, and Instructions" and includes a blue icon and text: "Print this page. This is your only opportunity to view and print this information." The instructions are listed in a bulleted format:

- **Contact TWC:** Call a [TWC Tele-Center](#) at (866) 790-1674 from 8:00 a.m. - 5:00 p.m. Central time. You will need to provide information on the following item(s):
  - Additional information about your last employer to help us verify your employment. **Your application is not complete until we receive this information.**
- **Register for Work:** You must register for work within three business days of applying for benefits. See the [Register for Work](#) section for instructions.
- **Request Payment on Time:** You must submit your payment request on time to receive unemployment benefits. Request payment every two weeks using [Unemployment Benefits Services](#) or [Tele-Serv](#). Request payment even if you have not heard from TWC that a decision has been made on your claim, otherwise you may cause a delay in payments.
- **Report Work:** If you are working and requesting unemployment benefits, you must report your earnings and the hours you worked for each week you request benefit payments. There are no exceptions.
- **Read and follow all instructions** you receive from TWC and [Workforce Solutions Offices](#), and **respond as instructed**. Ignoring mail and phone requests from TWC may cause a delay or denial of your unemployment benefits. Your benefits depend on you following all the instructions in the Unemployment Benefits packet we mail to you. If you do not receive the packet within seven business days, call a [TWC Tele-Center](#) at (800) 939-8631 to request another copy.

# Next Steps and Requirements (continued)




## Waiting Week

TWC cannot pay you for the first week of your claim, also known as the  [waiting week](#), until you return to full-time work or exhaust your benefits. If you return to full-time work before exhausting your benefits, you must inform TWC in order to receive your waiting week payment. To report that you returned to full-time work, you must:

- Select  [Request your Waiting Week](#) from [ui.texasworkforce.org](#) or
- Call Tele-Serv at 800-558-8321 and select Option 2 and then Option 4, or
- Call a Tele-Center at 800-939-6631 to speak to customer service staff.

## Continuing Eligibility Requirements

You must meet **ALL** of these ongoing requirements to be eligible for benefits:

- 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](#).

## 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 work and keep a record of your work search
- Request payment on time
- Be physically and mentally able to work
- Be available for full-time work

# Next Steps and Requirements (continued)

**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](http://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](#): WF SOLUTIONS HUMBLE

<a href="#">Workforce Solutions Office</a> Address:	9668 FM1960 BYPASS RD W HUMBLE, TX 77338
<a href="#">Workforce Solutions Office</a> Phone Number:	- - -

**Search for Work**

You must complete at least 3 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. 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.

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](http://WorkInTexas) or in person at a [Workforce Solutions office](#).

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.

# Next Steps and Requirements (continued)

Request Payment	
You must submit your payment request on time to receive unemployment benefits. Request payment every two weeks using <a href="#">Unemployment Benefits Services</a> or <a href="#">Tele-Serv</a> (requires a touch-tone phone).	
Method for Requesting Payment:	<a href="#">Unemployment Benefits Services</a> or <a href="#">Tele-Serv</a>
Your Internet Filing Day:	Any day in the week the payment request is due (Sunday, February 11, 2024 through Saturday, February 17, 2024), 24 hours a day
Your <a href="#">Tele-Serv</a> Filing Day:	TUESDAY, from 7 a.m. - 6 p.m. Central time
Your First <a href="#">Tele-Serv</a> Filing Date:	February 13, 2024
Toll-free <a href="#">Tele-Serv</a> Phone Number:	(800) 558-8321
You may request payment by mail <i>only</i> if you have neither the Internet nor a touch-tone phone. You must call a <a href="#">TWC Tele-Center</a> to request mail as your option for requesting payments.	

For more information on payment options, see:



- [Apply for Unemployment Benefits](#) - Establish & Change Payment Options
- [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.

INSTRUCTIONS: REQUESTING BENEFIT PAYMENTS	
Date Mailed:	
(Dates in month-day-year order)	
Social Security Number:	
First Filing Date:	
Tele-Serv Number:	
Tele-Serv Filing Day:	
<b>Online Instructions</b>	<b>Tele-Serv Automated Phone Instructions</b>
Available all day, every day at <a href="http://ui.texasworkforce.org">ui.texasworkforce.org</a>	Available 7 a.m. to 6 p.m. Central time, Sunday-Friday by calling toll-free at 1-800-558-8321.
Your request is <b>complete</b> and information is saved <b>only</b> after you <b>submit</b> it and <b>receive a confirmation number</b> . If you submit your payment request after 6 p.m., it will be processed the <b>next business day</b> .	Your request is <b>complete</b> when you <b>submit</b> required information and hear your next filing date or a message requesting that you contact TWC to resolve an issue.

# 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 on to [Unemployment Benefits Services](#) (UBS) and viewing your Claim and Payment Status. Access the Claim and Payment Status page 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.

The screenshot displays the Unemployment Benefits Services (UBS) website. At the top, there is a header with the Texas Workforce Commission logo and navigation links: My Home, My Profile, and Logout. Below the header, the main title "Unemployment Benefit Services" is centered. On the left side, there is a "Quick Links" menu with options: Apply For Benefits, Electronic Correspondence Sign-up, Claim and Payment Status (highlighted), Payment Request, Make a Payment on Your Overpayment, Work Search Log, WorkInTexas.com, IRS Tax Information, Payment Option, Appeal List, Submit An Appeal, and Request Your Waiting Week. The main content area is titled "Claim and Payment Status" and contains several sections: "Claimant Information" with fields for Name and Social Security Number (SSN); a "Printer-friendly Summary" link; a "Waiting Week" section explaining that TWC cannot pay for the first week until the claimant returns to full-time work or exhausts benefits, and providing a link to "Request your Waiting Week"; a "Claim Information" section with a table of details; and a "Your Scheduled Filing Day" section.

Claim Information	
Claim Type:	Regular Unemployment Benefits
Claim Start Date:	Jul 16, 2023
Weekly Benefit Amount:	\$563.00
Maximum Possible Benefits:	\$7,995.00
Benefits Paid to Date:	\$3,941.00
Benefits Remaining:	\$4,054.00
Next Date to Request Payment:	This week on your scheduled filing day or Thursday through Saturday
Your Scheduled Filing Day is :	MONDAY

# 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 Monday after that. You can also request payment during the open filing days in the same week as your designated filing day.

	Designated Filing Days				Open Filing Days		
Week 1	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 2	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 3	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 4	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

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.

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.

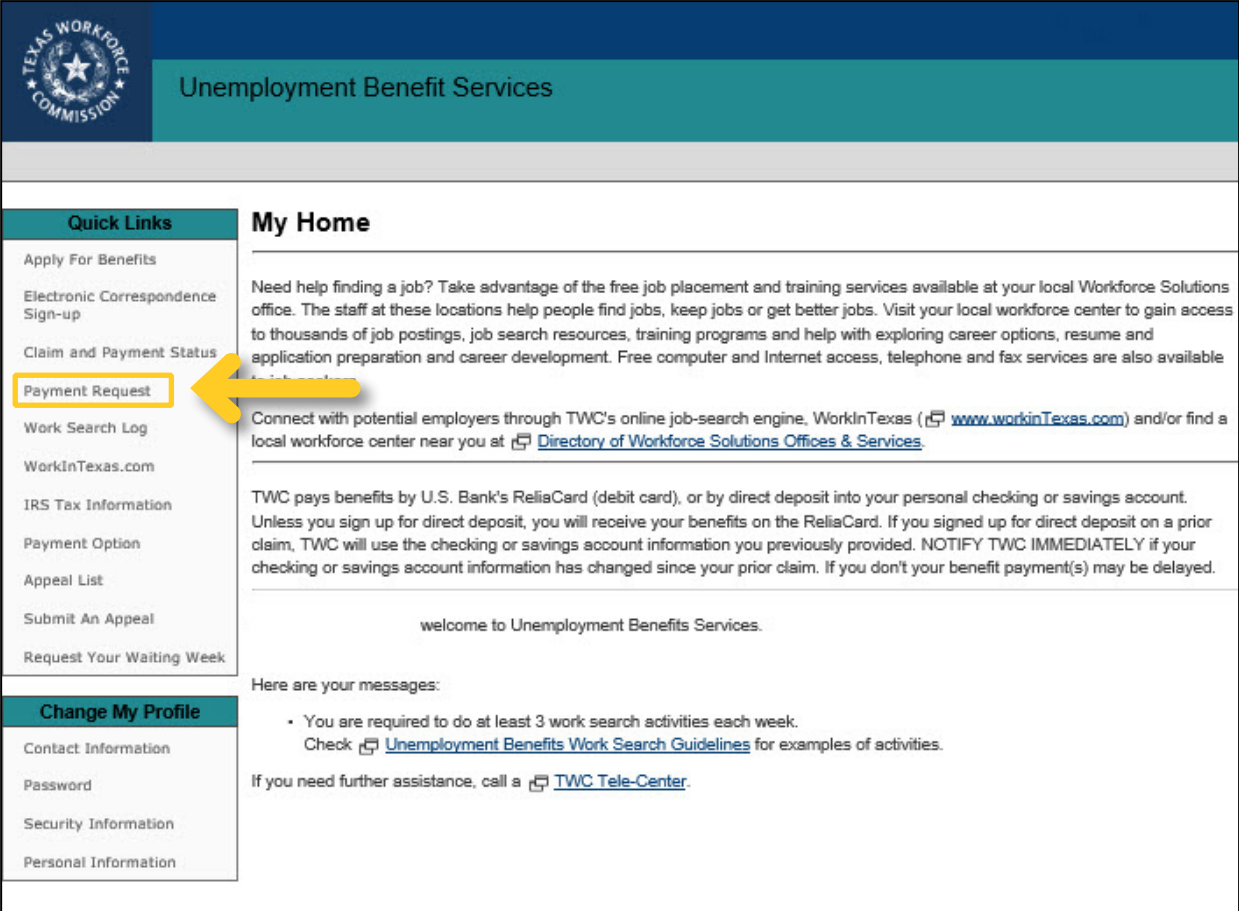
# Next Steps and Requirements (continued)

## 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.

For more information on requesting payment, visit our [Request Benefit Payments](#) webpage.



**TEXAS WORKFORCE COMMISSION**

### Unemployment Benefit Services

---

**Quick Links**

- Apply For Benefits
- Electronic Correspondence Sign-up
- Claim and Payment Status
- Payment Request**
- Work Search Log
- WorkInTexas.com
- IRS Tax Information
- Payment Option
- Appeal List
- Submit An Appeal
- Request Your Waiting Week

**My Home**

Need help finding a job? Take advantage of the free job placement and training services available at your local Workforce Solutions office. The staff at these locations help people find jobs, keep jobs or get better jobs. Visit your local workforce center to gain access to thousands of job postings, job search resources, training programs and help with exploring career options, resume and application preparation and career development. Free computer and Internet access, telephone and fax services are also available.

Connect with potential employers through TWC's online job-search engine, WorkInTexas ([www.workinTexas.com](http://www.workinTexas.com)) and/or find a local workforce center near you at [Directory of Workforce Solutions Offices & Services](#).

TWC pays benefits by U.S. Bank's ReliaCard (debit card), or by direct deposit into your personal checking or savings account. Unless you sign up for direct deposit, you will receive your benefits on the ReliaCard. If you signed up for direct deposit on a prior claim, TWC will use the checking or savings account information you previously provided. NOTIFY TWC IMMEDIATELY if your checking or savings account information has changed since your prior claim. If you don't your benefit payment(s) may be delayed.

welcome to Unemployment Benefits Services.

Here are your messages:

- You are required to do at least 3 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](#).

**Change My Profile**

- Contact Information
- Password
- Security Information
- Personal Information

# 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 on [UBS](#) or call [Tele-Serv](#) at 800-558-8321 and select Option 2.

If you qualify, TWVC 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 [UBS](#).
- 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.



[Return to Contents](#)