

Welcome

*to the
Unemployment Benefits Services
Tutorial*



TEXAS
WORKFORCE SOLUTIONS

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 webpages and 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, there is a paragraph: 'Find out about unemployment benefits in Texas, including:' followed by a bulleted list: '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, there are two paragraphs of text explaining how to use the UBS system and when to apply. A 'Get Started' section is visible, with 'Showing 1 - 3 of 11' items and 'Back' and 'Next' navigation links. The first item in the list is 'Apply for Benefits', which includes a small image of a woman at a computer and a brief description: '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' form on the Texas Workforce Commission website. The page header includes the TWC logo and navigation links for 'TWC Home' and 'TWC Contact Information'. A 'Quick Links' sidebar on the left contains links for 'Logon', 'Sign Up for User ID', 'Forgot Password?', and 'Forgot User ID?'. The main form is titled 'Sign Up for User ID' and includes a 'Need help?' link. It is divided into three sections: 'Personal Information', 'Logon Information', and 'Security Information'. The 'Personal Information' section has fields for First Name, Middle Initial, Last Name, and Email Address, all marked with a red asterisk. The 'Logon Information' section has fields for User ID, Password, and Retype Password, also marked with a red asterisk. The 'Security Information' section has a dropdown menu for the First Security Question, marked with a red asterisk. A red asterisk legend indicates that fields marked with an asterisk are required.

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](#))

Logon 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)

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.

The screenshot shows the Texas Workforce Commission website. At the top left is the logo for the Texas Workforce Commission. The main header is 'Unemployment Benefit Services'. There are links for 'TWC Home' and 'TWC Contact Information'. Below the header is a 'Quick Links' section with a 'Logon' link. The main content area is titled 'Sign Up for User ID' and includes a 'Need help?' link. A red asterisk indicates required information. The 'Security Information' section contains three sets of questions, each with a dropdown menu for the question and two text input fields for the answer and its retype. A reCAPTCHA 'I'm not a robot' checkbox is located below the questions. At the bottom, there are 'Next' and 'Cancel' buttons. A small disclaimer at the bottom of the form states: '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 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 page header includes the TWC logo and the text '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 a 'Need help?' link. Below the title, there is a message for new users and a link to 'sign up for a User ID'. Two input fields for 'User ID' and 'Password' are shown, both marked with a red asterisk to indicate they are required. Below the input fields is a reCAPTCHA widget with the text 'I'm not a robot' and a 'reCAPTCHA Privacy - Terms' link. At the bottom of the page, there is a 'Logon' button and a small disclaimer about security testing and monitoring.

Enter **User ID** and **Password** from UBS or 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?

The screenshot shows the 'Unemployment Benefit Services' login page. On the left, a 'Quick Links' menu includes 'Ligon', 'Sign Up for User ID', 'Forgot Password?', and 'Forgot User ID?'. A green callout box with an arrow points to 'Forgot Password?' and contains the text 'Select Forgot Password.'. In the main 'Ligon' area, a red error message reads: '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.' Below the error message are input fields for 'User ID' and 'Password', both marked with a red asterisk. A 'Need help?' link is visible in the top right.

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.

This screenshot shows the 'Forgot Password: Step 1' form. It includes a 'Quick Links' menu with 'Ligon', 'Sign Up for User ID', 'Forgot Password?', and 'Forgot User ID?'. The main form area has a red asterisk indicating required information and three input fields: 'User ID', 'First Name', and 'Last Name'. At the bottom, there are 'Next' and 'Cancel' buttons.

Step 2: Answer security questions. Select Next.

This screenshot shows the 'Forgot Password: Step 2' form. It includes a 'Quick Links' menu with 'Ligon', 'Sign Up for User ID', 'Forgot Password?', and 'Forgot User ID?'. The main form area has a red asterisk indicating required information and two input fields: 'Security Question' (with the text 'What is your favorite TV show?') and 'Security Answer'. At the bottom, there are 'Next' and 'Cancel' buttons.

Forgot your Password? ...

The screenshot shows the 'Change Password' page. At the top left is the Texas Workforce Commission logo. The page title is 'Unemployment Benefit Services'. In the top right corner, there are links for 'TWC Home' and 'TWC Contact Information'. On the left side, there is a 'Quick Links' menu with options: '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 is a note: '* indicates required information'. There are two input fields: 'New Password:' and 'Retype Password:'. Both fields have a red asterisk to their left and a small text box below the first field stating '(6-32 characters; at least 1 letter and 1 number)'. A 'Need Help?' link is visible on the right side.

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

The screenshot shows the 'My Home' page. At the top left is the Texas Workforce Commission logo. The page title is 'Unemployment Benefit Services'. In the top right corner, there is a 'Logout' link. On the left side, there is a 'Quick Links' menu with options: 'Apply For Benefits', 'Claim and Payment Status', 'Payment Request', 'Work Search Log', 'WorkInTexas.com', 'IRS 1099-G Information', 'Payment Option', and 'Appeal List'. Below the menu is a 'Change My Profile' section with options: '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 is a warning: '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.' There is also a paragraph about applying for unemployment benefits: 'You can apply for unemployment benefits free of charge on ui.texasworkforce.org or at 800-939-6631. TWC unemployment staff does not perform home visits. Give TWC personal information only when applying for benefits online at ui.texasworkforce.org or when calling a Tele-Center.' A final paragraph states: '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.' At the bottom, there is a link to 'Public Workforce Offices' and a note that PDF files require 'Adobe Reader' for viewing.

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.

The screenshot shows the 'Forgot User ID' form on the Texas Workforce Commission website. The header includes the TWC logo and navigation links for 'TWC Home' and 'TWC Contact Information'. The main heading 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 form title is 'Forgot User ID' with a 'Need help?' link. A note states: '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.' A legend indicates that a red asterisk (*) denotes required information. The form contains three input fields: 'First Name:', 'Last Name:', and 'Email Address:', each with a red asterisk to its left. At the bottom, there are 'Next' and 'Cancel' buttons.

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.

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