

# *Welcome*

*to the  
Unemployment Benefits Services Tutorial*



# *Electronic Correspondence for Claimants*



# *What Electronic Correspondence Does*

Electronic Correspondence (EC) allows you to access unemployment benefits correspondence electronically on a secure, online mailbox, such as:

- time-sensitive determinations
- unemployment benefits claim information
- instructional materials

# *How Electronic Correspondence Works*

You can receive EC documents electronically, delivered to a secure inbox on your Unemployment Benefits Services (UBS) account at [www.twc.texas.gov/services/apply-benefits](http://www.twc.texas.gov/services/apply-benefits)

OR

TWC can mail your documents by the U.S. postal service.

If you select Electronic Correspondence:

- you can view your unemployment benefits correspondence directly from the online inbox.

After you opt in:

- we send an email to notify you when we send new correspondence to your inbox.
- you can view, print, and save your claim correspondence.

To sign up, you must provide a valid email address, and agree to TWC's EC Terms and Conditions.

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

# How Electronic Correspondence Works ...

Electronic Correspondence allows you to receive most, but not all, of your unemployment notices and forms electronically in a secure, online mailbox.

## Documents Included

- benefits information packet
- work search notification
- payment request filing instructions
- most benefits forms and notices
- statements and determinations

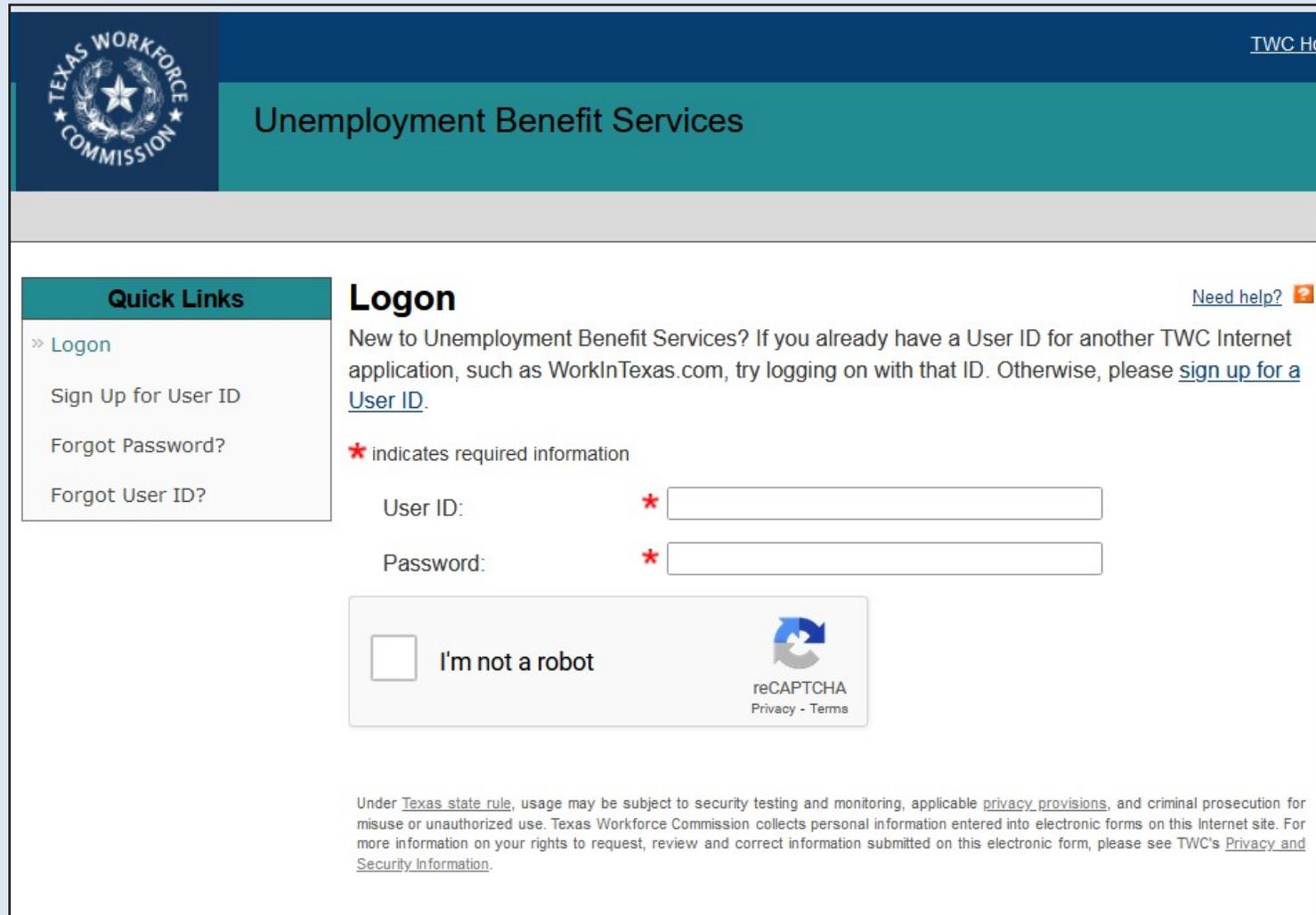
## Documents Not Included

- appeals correspondence, including hearing notices or appeals decisions
- Workforce Solutions correspondence
- information about applying for benefits under special programs, such as Trade Adjustment Assistance

**Note:** You are responsible for regularly checking your online inbox, regardless of whether you receive an email notifying you of new mail.



# Getting Started



The screenshot shows the login page for Unemployment Benefit Services. At the top left is the Texas Workforce Commission logo. The page title is "Unemployment Benefit Services". On the left, 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 "Logon" and includes a "Need help?" link. Below the title is a paragraph explaining that new users should sign up for a User ID, while existing users should log in with their User ID. There are two input fields: "User ID:" and "Password:", both marked with a red asterisk to indicate they are required. Below these fields is a reCAPTCHA widget with the text "I'm not a robot" and a checkbox. At the bottom, there is a disclaimer about Texas state rules, security testing, and privacy provisions.

**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: \*

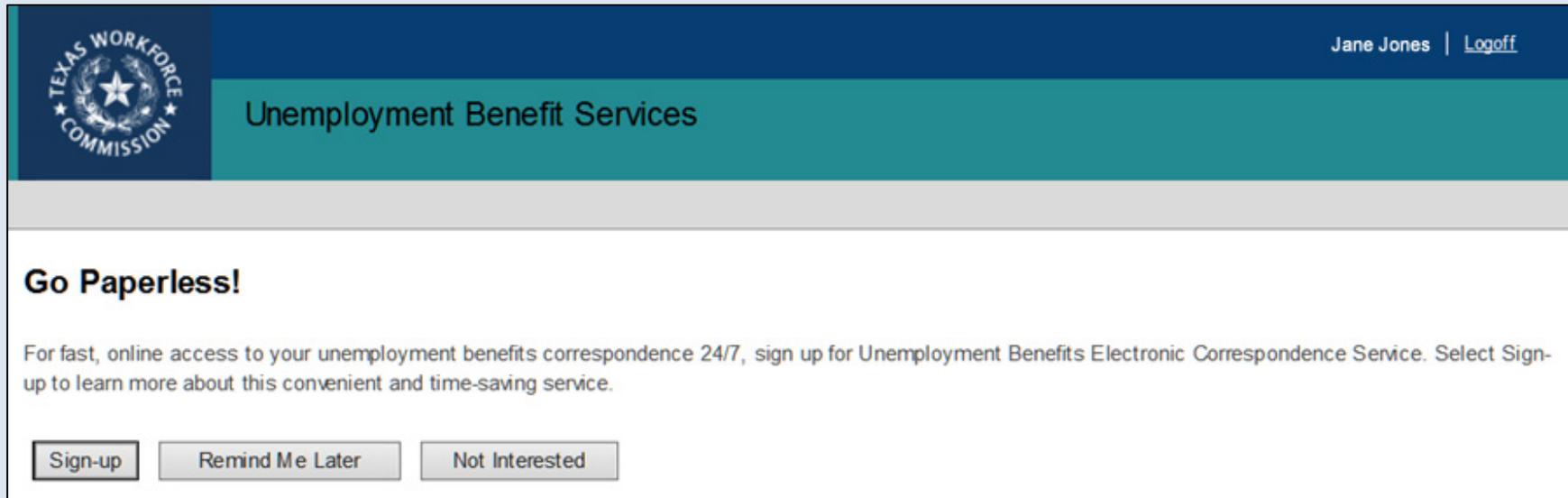
I'm not a robot

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](#).

First, log on to UBS, or set up a User ID and password.

# Ways to Sign Up



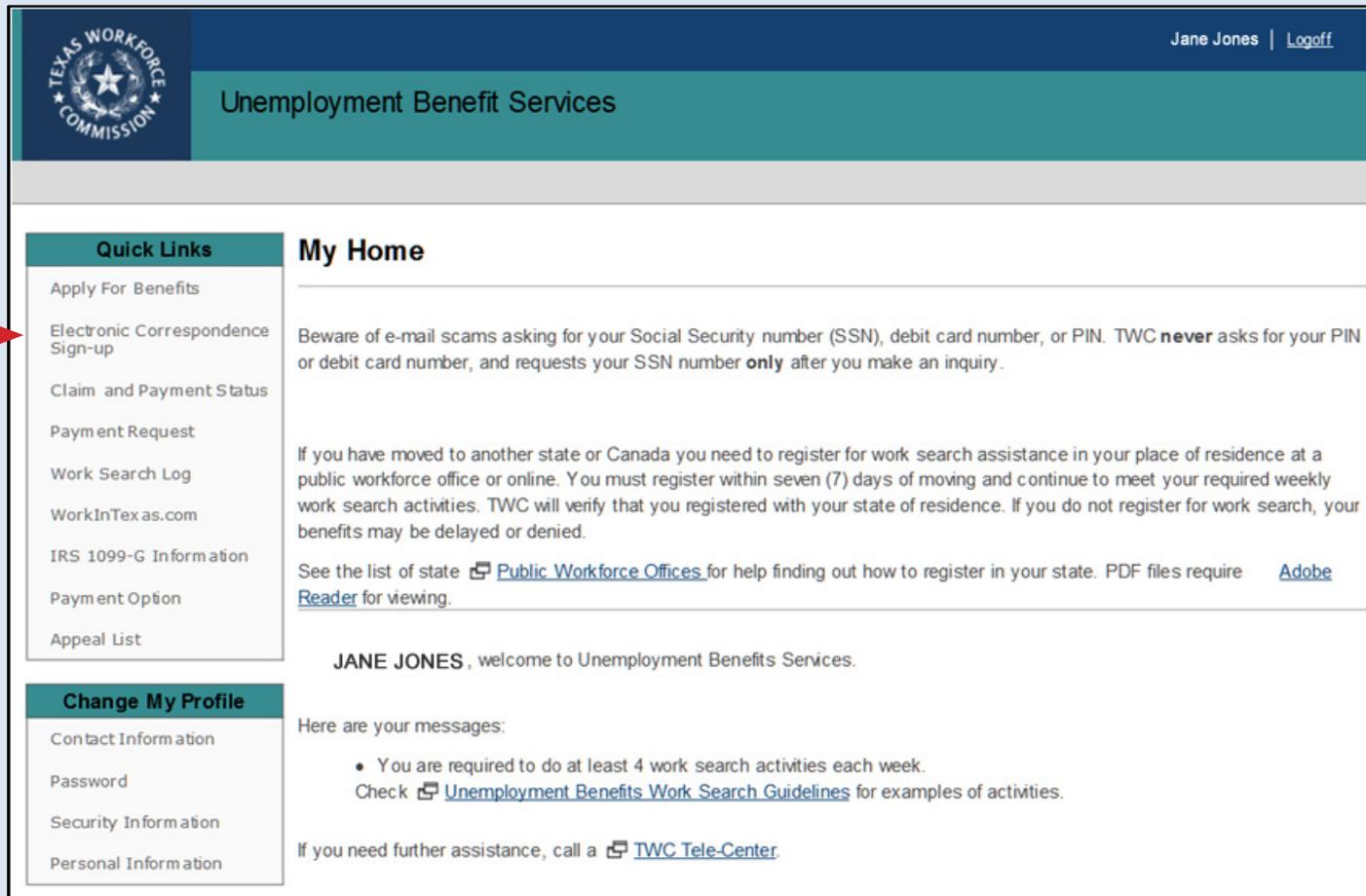
The screenshot shows the top navigation bar of the Texas Workforce Commission website. On the left is the logo for the Texas Workforce Commission, featuring a star in a circle with the text 'TEXAS WORKFORCE COMMISSION'. On the right, the user name 'Jane Jones' and a 'Logoff' link are visible. Below the navigation bar is a teal header with the text 'Unemployment Benefit Services'. The main content area has a white background and features a 'Go Paperless!' section. The text in this section reads: 'For fast, online access to your unemployment benefits correspondence 24/7, sign up for Unemployment Benefits Electronic Correspondence Service. Select Sign-up to learn more about this convenient and time-saving service.' Below the text are three buttons: 'Sign-up', 'Remind Me Later', and 'Not Interested'.

If you have a current claim, a “Go Paperless” message displays.

- Select **Sign-up** if you want to sign up now.
- Select **Remind Me Later** if you want the system to display the “Go Paperless!” page the next time you log on. You will continue to receive correspondence in paper format.
- Select **Not Interested** if you are not interested in electronic correspondence. You will continue to receive correspondence in paper format. If you change your mind, you can still sign up by selecting the “Sign-up” option from the Quick Links.

# Ways to Sign Up ...

If you don't sign up from the "Go Paperless" message, you can still sign up from the **My Home** screen by selecting **Electronic Correspondence Sign-up** from the Quick Links menu.



The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services website. The header includes the TWC logo and the user name 'Jane Jones' with a 'Logoff' link. The main navigation bar is titled 'Unemployment Benefit Services'. Below this, there are two main sections: 'Quick Links' and 'My Home'. The 'Quick Links' section contains a list of options: 'Apply For Benefits', 'Electronic Correspondence Sign-up', 'Claim and Payment Status', 'Payment Request', 'Work Search Log', 'WorkInTexas.com', 'IRS 1099-G Information', 'Payment Option', and 'Appeal List'. A red arrow points to the 'Electronic Correspondence Sign-up' link. The 'My Home' section contains a warning about e-mail scams, instructions for users who have moved to another state or Canada, and a welcome message for 'JANE JONES'. It also lists messages, including a requirement to do at least 4 work search activities each week, and provides a link to 'Unemployment Benefits Work Search Guidelines'. At the bottom, it offers assistance via the 'TWC Tele-Center'.

# Sign-Up for EC

To sign up, you must:

- Read, acknowledge, and agree to the Electronic Correspondence Service Terms and Agreement
- Provide a valid email address
- Confirm your email address
- Select **Submit**

You are not finished until you confirm your email!

The screenshot shows the 'Unemployment Benefit Services' page for Jane Jones. It features a navigation menu with 'Quick Links' and 'Change My Profile'. The main content area is titled 'Electronic Correspondence' and includes a 'How It Works' section, a list of 'Documents Not Included', and an 'After you sign up:' section. A red arrow points to a checkbox for acknowledging the terms and conditions. Another red arrow points to the 'Enter e-mail address:' field, and a third red arrow points to the 'Submit' button.

**Quick Links**

- Apply For Benefits
- Electronic Correspondence Sign-up
- Claim and Payment Status
- Payment Request
- Work Search Log
- WorkInTexas.com
- IRS 1099-G Information
- Payment Option
- Appeal List

**Change My Profile**

- Contact Information
- Password
- Security Information
- Personal Information

**Electronic Correspondence**

**How It Works**

Electronic Correspondence allows you to receive **most, but not all**, of your unemployment benefits notices and forms electronically, such as your claimant information packet, work search notification, payment request filing instructions and your benefits statements and determinations.

**Documents Not Included:**

- Appeals correspondence, such as hearing notices or appeals decisions.
- Workforce Solutions office correspondence, such as notices to attend Reemployment Services at your local Workforce Solutions office or notices regarding job openings and referrals.
- Information about applying for benefits under special programs, such as [Trade Adjustment Assistance](#)

**After you sign up:**

- TWC creates a secure, personal correspondence inbox on Unemployment Benefits Services (ui.texasworkforce.org).
- New unemployment benefits correspondence is delivered and stored in your inbox. When we send new electronic correspondence to your inbox, we send an e-mail to let you know. E-mails are sent once daily regardless of the number of new correspondence.
- You can view, print, and save correspondence about your claim.
- You must respond to TWC's request for contact.
- To sign up for electronic correspondence, you must provide a valid e-mail address and agree to TWC's [Unemployment Benefits Electronic Correspondence Terms and Conditions](#)

I acknowledge that I have read and agree to the [Electronic Correspondence Service Terms and Agreement](#).

**We have the following e-mail address on our records:**

E-mail address: jane.jones@def.com

If there is no e-mail address displayed above or the e-mail address displayed is no longer valid, enter a valid e-mail address below:

Enter e-mail address:

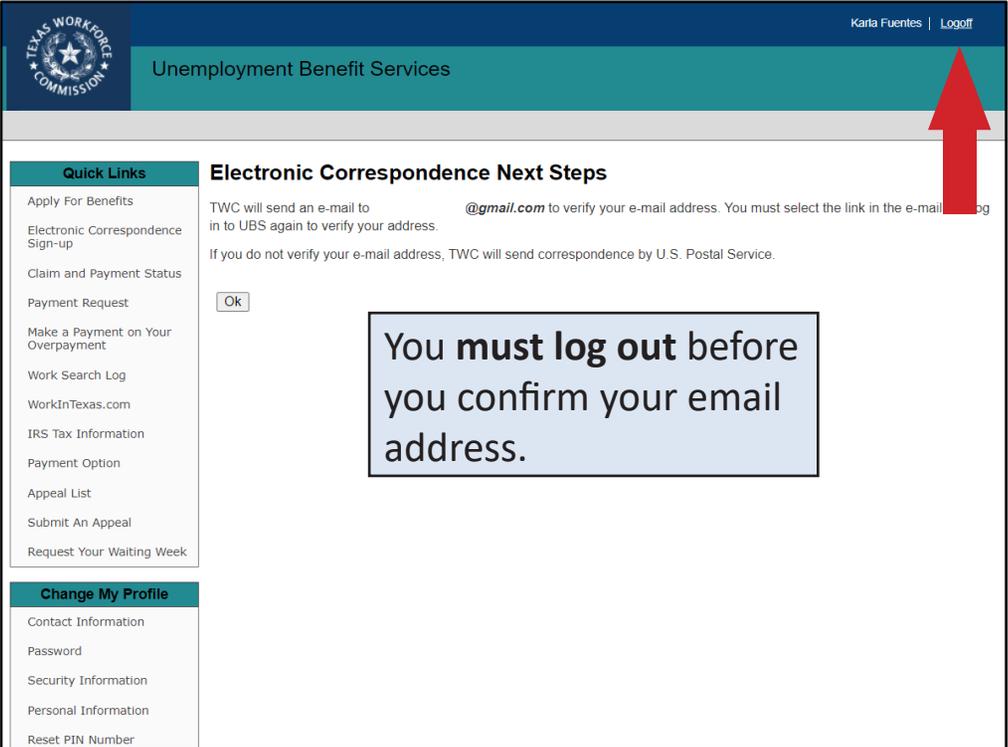
Confirm e-mail address:

TWC will send an e-mail to verify your e-mail address. You must select the link in the e-mail and log in to UBS again to verify your address. If you do not verify your e-mail address, TWC will send correspondence by U.S. Postal Service.

# Electronic Correspondence Next Steps

Once you select submit:

- UBS displays the Electronic Correspondence Next Steps page.
- Select the Logout link to exit UBS. **You must log out of UBS for your submission to take effect.**
- Check your email for a message from UBS. Select the link in the message to confirm your email address.
- The link will launch a new UBS login screen. Log back into UBS.
- After logging in, UBS will display the Electronic Correspondence confirmation screen.
- You will receive an email confirming that you have registered for electronic correspondence from TWC.



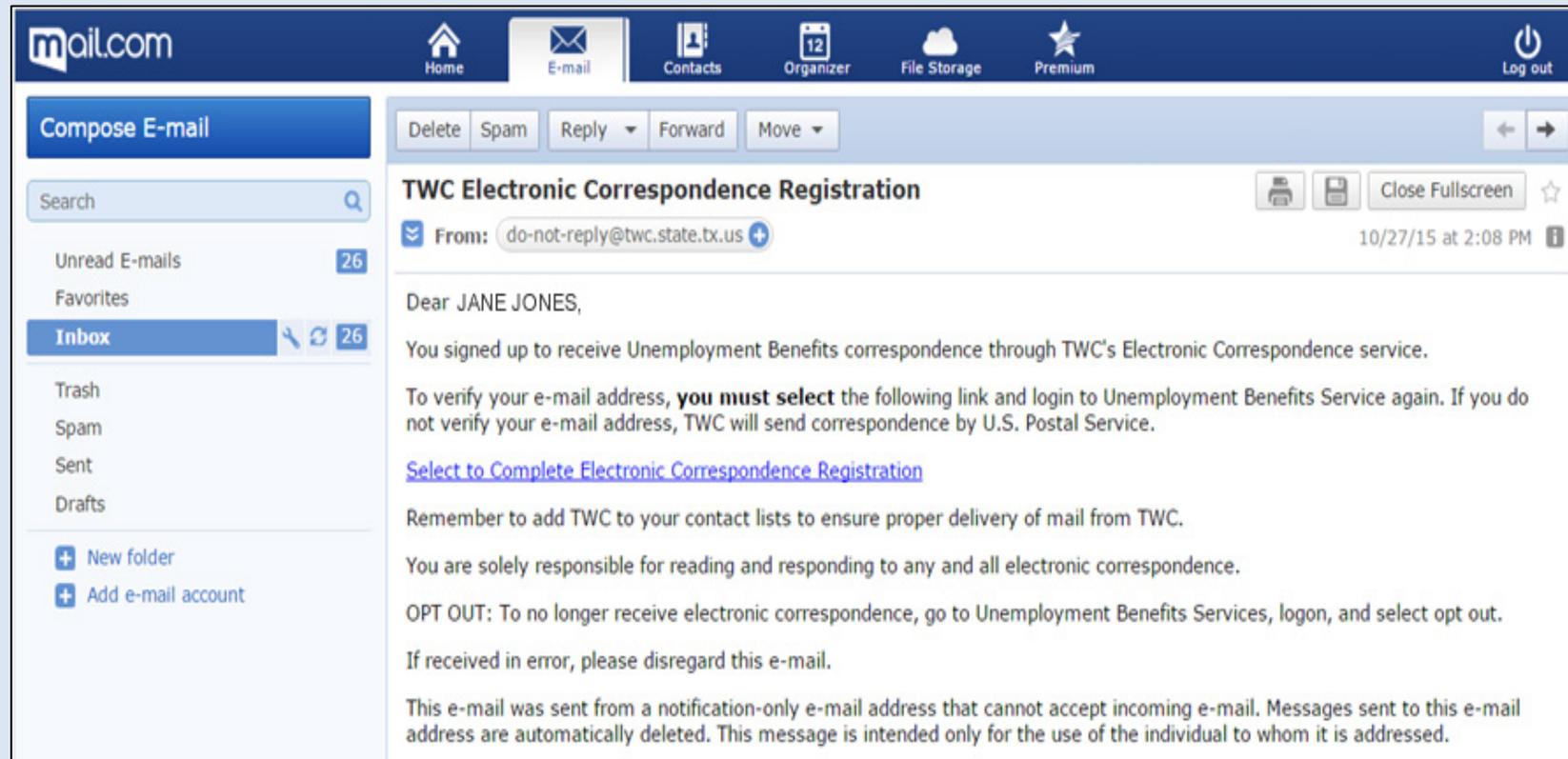
The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services website. The header includes the TWC logo and the text "Unemployment Benefit Services" with a user name "Karia Fuentes" and a "Logout" link. A red arrow points to the "Logout" link. The main content area is titled "Electronic Correspondence Next Steps" and contains instructions: "TWC will send an e-mail to @gmail.com to verify your e-mail address. You must select the link in the e-mail in to UBS again to verify your address. If you do not verify your e-mail address, TWC will send correspondence by U.S. Postal Service." Below this is an "Ok" button. A text box overlay reads: "You must log out before you confirm your email address." The left sidebar contains "Quick Links" and "Change My Profile" sections.

After you have confirmed your email address, your documents will be available in your electronic correspondence inbox immediately.

# Confirm Email

TWC will send an email to verify your address.

- You MUST select the link in the email and log in to UBS again to verify your address.
- If you do not verify your email address, TWC will continue to send correspondence by the U.S. Postal Service.



The screenshot shows a Gmail interface with a dark blue header. The main content area displays an email titled "TWC Electronic Correspondence Registration" from "do-not-reply@twc.state.tx.us" dated 10/27/15 at 2:08 PM. The email body contains the following text:

Dear JANE JONES,

You signed up to receive Unemployment Benefits correspondence through TWC's Electronic Correspondence service.

To verify your e-mail address, **you must select** the following link and login to Unemployment Benefits Service again. If you do not verify your e-mail address, TWC will send correspondence by U.S. Postal Service.

[Select to Complete Electronic Correspondence Registration](#)

Remember to add TWC to your contact lists to ensure proper delivery of mail from TWC.

You are solely responsible for reading and responding to any and all electronic correspondence.

OPT OUT: To no longer receive electronic correspondence, go to Unemployment Benefits Services, logon, and select opt out.

If received in error, please disregard this e-mail.

This e-mail was sent from a notification-only e-mail address that cannot accept incoming e-mail. Messages sent to this e-mail address are automatically deleted. This message is intended only for the use of the individual to whom it is addressed.

# Technical Support

The screenshot shows a web browser window with the URL `twc.zendesk.com/hc/en-us/requests/new?ticket_form_id=9947275591323`. The page header includes the Texas Workforce Commission logo and the text "Texas Workforce Commission | Help Desk". A "Select Language" dropdown and a "Get More Help" button are visible. The main content area features a search bar and the heading "Didn't find what you were looking for? Submit a request for more help." Below this is a form with the following fields:

- Your email address: `edward.test@example.com`
- Name: `Edward Test` (with a red error message "Enter your First and Last Name")
- Phone Number: `555-1212`
- I am...: `a Worker or Jobseeker`
- I need help with...: `Unemployment Assistance`
- Subject: `Electronic Correspondence Signup`

A "Suggested articles" section is partially visible at the bottom. A "CHAT WITH US" button is located in the bottom right corner, with the text "Click here to speak with our Virtual Assistant" below it.

If you have a problem signing up for Electronic Correspondence:

- Fill out a [TWC Help Desk ticket](#) or
- Call 800-939-6631 to report your issue

# Electronic Correspondence Inbox

Once you have successfully signed up AND confirmed your email address, TWC will send electronic correspondence to your Correspondence Inbox.

Select the **Correspondence Inbox** from the Quick Links menu to view the inbox.



The screenshot shows the 'Unemployment Benefit Services' dashboard. The 'Quick Links' menu on the left includes 'Correspondence Inbox(0)'. The main content area displays a confirmation message: 'Congratulations! You have successfully signed up for Unemployment Benefits Electronic Correspondence. TWC will send electronic correspondence to your Correspondence Inbox. Select Correspondence Inbox from the Quick Links menu on the left side of the screen to view your online inbox.' An 'Ok' button is visible below the message.

The inbox shows the document name, date mailed, date opened, and provides an option to view the document as a Portable Document Format (.pdf) or accessible document.

The screenshot shows the 'Unemployment Benefit Services' dashboard with the 'Correspondence Inbox' selected. The 'Quick Links' menu on the left has 'Correspondence Inbox (1)' highlighted. The main content area displays a table with one document entry:

Date Mailed	Document Name	Date Opened	Action	Action
Oct 22, 2015	Unemployment Benefits Determination		<a href="#">View PDF</a>	<a href="#">View Accessible</a>

# Correspondence Inbox Appeal Link

This link appears when TWC delivers any document with a decision that can be appealed to your online mailbox, such as a Determination on Payment of Unemployment Benefits, or a Statement of Wages and Potential Benefit Amounts.

Selecting the Appeal link takes you to the [Submit An Appeal: Getting Started](#) page. You can complete and submit your appeal information online. Your appeal submission is not complete until you select “Submit” and wait for your appeal confirmation number. You can also submit an appeal by clicking the Submit Appeal link in the Quick Links menu.

**Quick Links**

- Apply For Benefits
- » **Correspondence Inbox**
- Claim and Payment Status
- Payment Request
- Make a Payment on Your Overpayment
- Work Search Log
- WorkInTexas.com
- IRS Tax Information
- Payment Option
- Appeal List
- Submit An Appeal
- Request Your Waiting Week

## Correspondence Inbox

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Date Mailed	Document Name	Date Opened	Action	Action	Link
Jul 22, 2022	Statement of Overpaid Unemployment Benefits Account	Jul 22, 2022	<a href="#">View PDF</a>	<a href="#">View Accessible</a>	<a href="#">Appeal</a>
Jul 19, 2022	Determination of Payment of Benefits Continuation	Jul 19, 2022	<a href="#">View PDF</a>	<a href="#">View Accessible</a>	
Jul 19, 2022	Unemployment Benefits Determination	Jul 19, 2022	<a href="#">View PDF</a>	<a href="#">View Accessible</a>	<a href="#">Appeal</a>
Jul 19, 2022	Unemployment Benefits Determination	Jul 19, 2022	<a href="#">View PDF</a>	<a href="#">View Accessible</a>	<a href="#">Appeal</a>
Jan 12, 2021	<b>1099 Taxable Compensation Form</b>		<a href="#">View PDF</a>	<a href="#">View Accessible</a>	
Sep 21, 2020	Unemployment Benefits Determination	Sep 21, 2020	<a href="#">View PDF</a>	<a href="#">View Accessible</a>	<a href="#">Appeal</a>
Sep 14, 2020	Unemployment Benefits Determination	Sep 21, 2020	<a href="#">View PDF</a>	<a href="#">View Accessible</a>	<a href="#">Appeal</a>
Sep 11, 2020	Work Search Notification	Sep 11, 2020	<a href="#">View PDF</a>	<a href="#">View Accessible</a>	
May 26, 2020	Payment Request-Disaster Unemployment Assistance	Sep 11, 2020	<a href="#">View PDF</a>	<a href="#">View Accessible</a>	
May 18, 2020	Payment Request-Disaster Unemployment Assistance	May 19, 2020	<a href="#">View PDF</a>	<a href="#">View Accessible</a>	

1 [2](#) [3](#) [4](#) [Next](#)

# Opt Out of Electronic Correspondence

You may opt out at any time. To opt out, log in to Unemployment Benefits Services and select “opt out” under Change My Profile.

If you opt out:

- TWC mails your new correspondence through the U.S. Postal Service beginning the next business day.
- You have 21 days to view, print, or save documents you may need.
- You receive an Opt Out Confirmation screen and select **OK**.

The screenshot shows the 'Unemployment Benefit Services' portal for Jane Jones. The main heading is 'Opt Out Of Electronic Correspondence'. Below the heading, it states: 'You may opt out of Electronic Correspondence at any time. If you opt out:' followed by three bullet points: 'TWC will resume mailing your unemployment benefits correspondence through the U.S. Postal Service, beginning the next business day.', 'You have 21 days to access your correspondence to view, print, or save documents you may need.', and 'You must sign up for Electronic Correspondence if you change your mind.' There is a checkbox labeled '\* I want to opt out of Electronic Correspondence.' which is checked. Below the checkbox is a dropdown menu labeled '\* Select Opt Out Reason'. At the bottom of the form are 'Submit' and 'Cancel' buttons. A 'Change My Profile' link is visible in the left sidebar.

The screenshot shows the 'Unemployment Benefit Services' portal for Jane Jones. The main heading is 'Opt Out Confirmation'. Below the heading, it states: 'Thank you. You have successfully opted out of Electronic Correspondence. TWC will begin sending your correspondence by mail.' At the bottom of the confirmation message is an 'Ok' button. The left sidebar contains a 'Quick Links' menu with 'Electronic Correspondence Sign-up' highlighted.



## *Still Need Help?*

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