

Welcome

*to the
Unemployment Benefits Services
Tutorial*



How to Appeal a Decision Online

DECISION ONLINE



Appeal Overview

Filing an appeal online is fast, easy, and secure. TWC's online appeal form is available 24 hours a day, 7 days a week, in English and Spanish.

An appeal is your written notice that you disagree with a TWC decision and want your case decided through the appeal process.

This tutorial includes instructions for filing an appeal over the Internet. Only visit twc.texas.gov webpages and workintexas.com when you interact online with [TWC](#) or [WorkInTexas](#).



For more information, read the document(s) you received from TWC about the unemployment benefits appeals process. See also: [How to Appeal a Decision](#) and [Introduction to the Unemployment Benefits Appeal Process](#).

Appeal Overview

You may appeal:

- Benefit Determinations
- Appeal Tribunal decisions
- Commission Appeal decisions

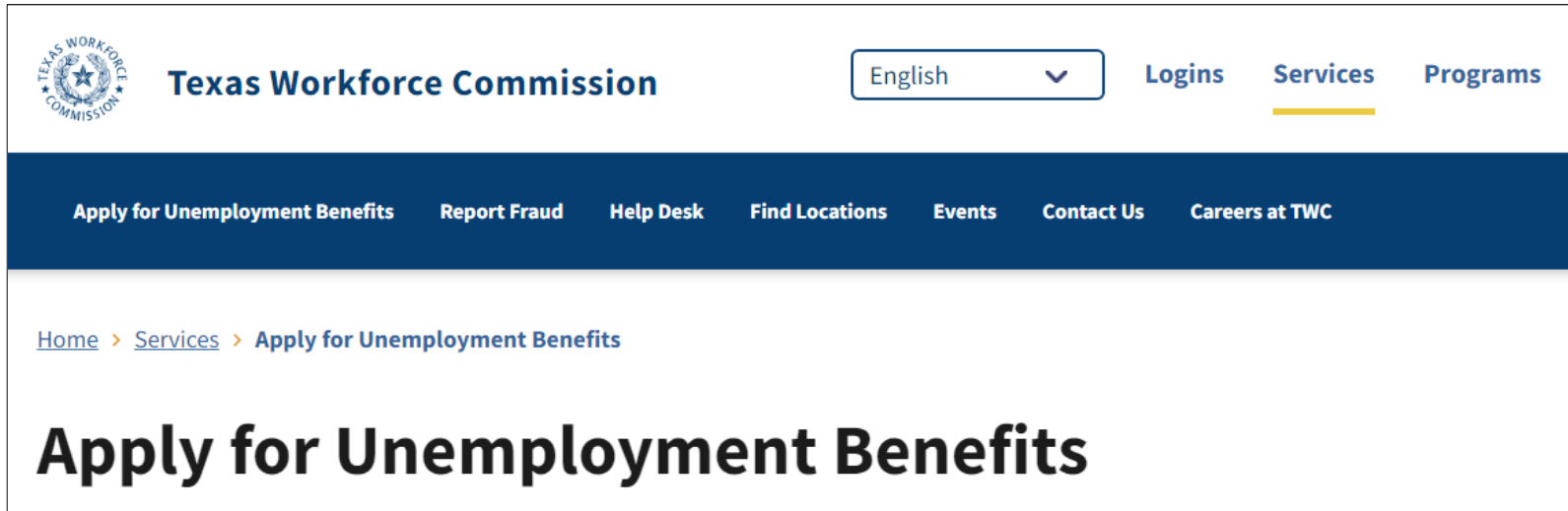
You **must** submit your appeal within 14 calendar days from the date **14 Days** TWC mailed you the determination or appeal decision.

While waiting on your appeal, continue to request payment every two weeks for each week you are not employed full time.

You can also submit your appeal in person at your nearest [Workforce Solutions office](#), or by mailing or faxing your letter to the Appeals or Commission Appeals Department. You cannot submit an appeal by email or over the telephone.



Logging On



To submit an online appeal, log on to [Unemployment Benefits Services](#) (UBS).

Have the following on hand:

- User ID, password, and PIN
- Determinations or Decisions you are appealing
- Appeal Number(s), if any
- Contact information changes, if any

For instructions on how to create, retrieve, or reset a user ID and password, see the [How to Create User IDs and Passwords Tutorial](#).

Note: If you want to print pages from this tutorial and do not have a printer, you may use a printer for free at your local [Workforce Solutions](#) office.

My Home Page

After you log on, the **My Home** page displays:

- Quick Links to various benefits claims topics and resources
- Messages from TWC

Select **Submit an Appeal**.



TEXAS WORKFORCE COMMISSION

James T. Kirk | Logoff

Unemployment Benefit Services

Quick Links

- Apply For Benefits
- Electronic Correspondence Sign-up
- 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

Change My Profile

- Contact Information
- Password
- Security Information
- Personal Information
- Reset PIN Number

My Home

If you received a determination that said we could not pay you benefits because of identity verification, you must visit twc.texas.gov/verifyID to complete the ID verification process.

If you were paid unemployment benefits last year, TWC will mail you a Form 1099G showing the total benefits we paid you. TWC will be mailing 1099s throughout the month of January. Beginning in mid-January, you can get the amount that TWC paid you or print

If TWC asked you to submit documentation regarding your unemployment insurance (UI) claim, such as a driver's license, a Work Search Log, or other **information**, you can submit your documents online [UI Submission Upload portal](#).

TWC is hiring! We're building a stronger Texas workforce by helping people find jobs, get benefits and training, and access childcare. For more information on working at TWC, visit www.twc.texas.gov and click at the top on "Careers at TWC".

You do not need to submit your work search log until we request it.

JAMES T. KIRK, welcome to Unemployment Benefits Services.

Here are your messages:

- You are required to do at least 5 work search activities each week. Check [Unemployment Benefits Work Search Guidelines](#) for examples of activities.

For help with common questions please visit our virtual assistant found at twc.texas.gov

If you need further assistance, call a [TWC Tele-Center](#), or request for TWC to call you by filling out a contact request form at [External Contact Request System](#)



Your Appeal Submittal Form

Submit an Appeal: Getting Started

Submit An Appeal: Getting Started

* Indicates required information

General Information

USE THIS FORM ONLY TO SUBMIT AN UNEMPLOYMENT BENEFITS APPEAL

To contact TWC for any other reason, see: [Contact Information](#)

Continue to request payment every two weeks while waiting on your appeal, unless you return to full-time work. Let us know right away if you change your mailing address. You will be asked to verify your address, and other personal information, at the bottom of this page.

At any time, you can change or verify your address, and other contact information, by going to ui.texasworkforce.org and select Contact information, or by selecting "My Profile", when logged into this application.

See [How to Appeal a Decision](#), or read the document(s) you received from TWC, for more information about the unemployment benefits appeals process.

After you submit this form, if you want to include other documents with your appeal you may send them by mail or fax.

Personal Information

Social Security Number(SSN): xxx-xx-1701

Claimant Name: James T. Kirk

Date of Birth: 01/01/1989

Address: 9 Warp Drive
Star, Texas 76880

Phone Number: (111) 222-3333 Ext. 10

Update Contact Information

Do you need to update any of your contact information? * ☐ Yes ☐ No

Next Cancel

The **Submit an Appeal: Getting Started** page shows the personal information you have shared with us, including your:

- Social Security number
- Name
- Date of birth
- Address
- Phone number

On this page, you can change your contact information.

You must answer the question, "Do you need to update any of your contact information?" by selecting **Yes** or **No**.

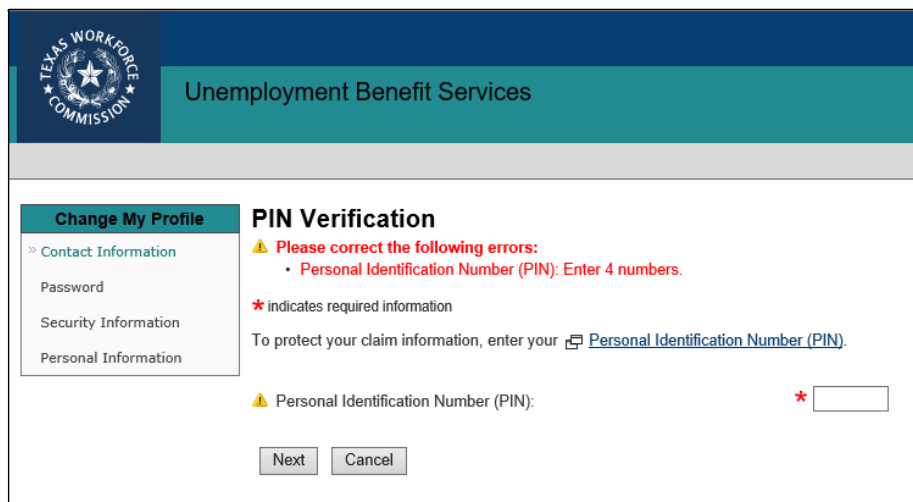
If you do not select **Yes** or **No**, you will receive this error message.

Submit An Appeal: Getting Started

⚠ Please correct the following errors:

- Do you need to update any of your contact information?: Required information.

Change Contact Information



The screenshot shows the Texas Workforce Commission Unemployment Benefit Services website. On the left is a sidebar with a 'Change My Profile' section containing links for 'Contact Information', 'Password', 'Security Information', and 'Personal Information'. The main content area is titled 'PIN Verification' and includes a warning icon and text: 'Please correct the following errors: Personal Identification Number (PIN): Enter 4 numbers.' Below this, it states '* indicates required information' and 'To protect your claim information, enter your [icon] Personal Identification Number (PIN)'. A form field for the PIN is shown with a red asterisk to its right. At the bottom are 'Next' and 'Cancel' buttons.

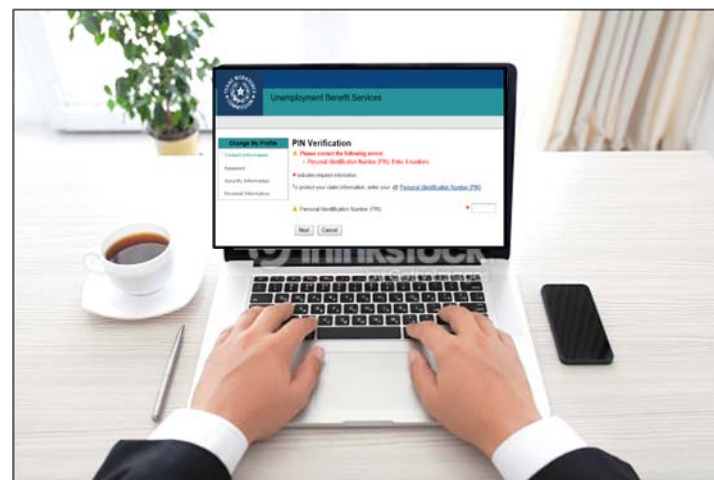
Before you can change your contact information, you must verify your identity by entering your personal identification number (PIN).



If you forget to enter your PIN, you will receive the following error message:

PIN Verification

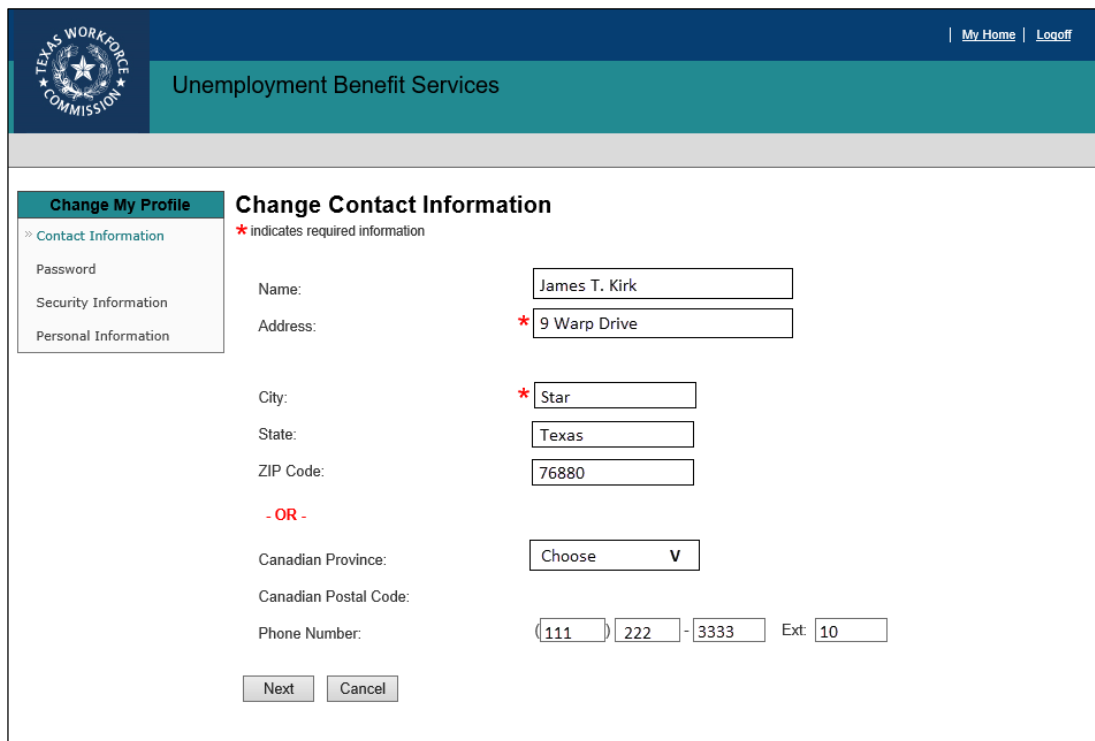
- ⚠ **Please correct the following errors:**
- **Personal Identification Number (PIN): Enter 4 numbers.**



Change Contact Information

Your current contact information displays after you enter your PIN. You can change your street address, city, state, ZIP code and phone number. You can also select a Canadian Province and Postal Code. Your name is filled in for you. You cannot change your name on this page.

* Indicates required fields.




The screenshot shows the 'Change Contact Information' form within the Texas Workforce Commission's Unemployment Benefit Services portal. The form includes a sidebar with navigation links: 'Change My Profile', 'Contact Information' (selected), 'Password', 'Security Information', and 'Personal Information'. The main content area is titled 'Change Contact Information' and includes a legend: '* indicates required information'. The form fields are as follows:

- Name: James T. Kirk
- Address: * 9 Warp Drive
- City: * Star
- State: Texas
- ZIP Code: 76880
- OR -
- Canadian Province: Choose v
- Canadian Postal Code:
- Phone Number: (111) 222 - 3333 Ext: 10

At the bottom of the form are 'Next' and 'Cancel' buttons.

100



Unemployment Benefit Services

Change My Profile

[» Contact Information](#)
[Password](#)
[Security Information](#)
[Personal Information](#)

Change Contact Information

Please correct the following errors:

- Address 2nd Line: Characters in the address fields are limited to alphanumeric characters (A - Z, a - z, 0-9) except '#', '&', ',', '/', space, and apostrophe.
- Phone Number: The phone number you entered is incorrect. Please check the number and try again.

* indicates required information

Name:

James T. Kirk

*

 Address:

ENTERPRISE AVENUE

P.O. Box 170

City:

Star

State:

Texas

ZIP Code:

76880

- OR -

Canadian Province:

Choose One

Canadian Postal Code:

*

 Phone Number:

(111) 222 - 3234 Ext: 10

Next

Cancel

Change Contact Information

If you see an **Address Verification** message, it means we reformatted the address you entered using U.S. Postal Service standards. This helps our mail get to you quickly.

Tell us which address you want to use. Select **Next** to make the Postal Service address your mailing address. If you prefer the address you entered, choose **Address You Entered** and select **Next**. To correct your address, select **Previous**.

TEXAS WORKFORCE COMMISSION | [My Home](#) | [Logoff](#)

Unemployment Benefit Services

Change My Profile

- » **Contact Information**
- Password
- Security Information
- Personal Information

Address Verification

We formatted the address you entered on the previous page using U.S. Postal Service address standards. Using the standardized address will promote rapid and accurate delivery of all correspondence TWC mails to you.

Click Next to select the U.S. Postal Service Standardized Address as your mailing address. If you prefer the address you entered instead of the standardized address, select Address You Entered and click Next. To correct your address, click Previous.

☒ U.S. Postal Service Standardized Address:
JAMES T. KIRK
111 N MAIN ST STE 170
HOUSTON, TX 77002-1037

☐ Address You Entered:
JAMES T. KIRK
111 MAIN STREET
SUITE 170
HOUSTON, TX 78711

Change Contact Information

Other Messages You Might Receive

1. Record changed.

You did it! You changed your information.

2. The information you submitted matches what is currently on file. No changes saved.

You did not make changes, or the changes you made duplicated what was already on file.

3. Please correct the following errors:

- Phone Number: Enter 10-number phone number, including area code.

You did not enter a valid phone number.

4. Please correct the following errors:

- The system has logged you off. Please log on again to access the requested page.

Too much time has passed since your last activity. You must log on again.

5. Please correct the following errors:

- Address: Characters in the address field are limited to alphanumeric characters (A-Z, a-z, 0-9) except '#', '&', '-', '/', space, and apostrophe.

You entered punctuation or symbols that are not allowed.

Submit An Appeal: Appeal Information

TEXAS WORKFORCE COMMISSION

Unemployment Benefit Services

My Home | My Profile | Logoff

Progress

- Getting Started
- » Appeal Information
- Review And Submit
- Appeal Confirmation

Submit An Appeal: Appeal Information

* Indicates required information

Appellant Details

Phone Number where you can be reached: () - Ext.

Appealed By: Choose One
CLAIMANT
* PERSON AUTHORIZED TO HELP THE CLAIMANT

Name of the Person Submitting Appeal (If different from Claimant)

First Name:

Middle Initial:

Last Name:

Relationship to Claimant:

Appeal Information

What Determination or Decision are you appealing?
* Choose One

To include additional determinations or decisions in your appeal, include the determination or decision date with a description of it when you fill out the reason for your appeal.

Next Previous

Under **Appellant Details**, enter a phone number. From the **Appealed By** drop-down menu, select one of the following:

- Claimant
- Person authorized to help the claimant

Persons authorized to help claimants must enter their contact information, and their relationship to the claimant.

Submit An Appeal: Appeal Information

- ⚠ Please correct the following errors:
- Appealed By: Required information.

If you do not make a selection in the **Appealed By** drop-down menu, you will see this error message.

Submit An Appeal: Appeal Information

Unemployment Benefit Services

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Submit An Appeal: Appeal Information

* indicates required information

Appellant Details

Phone Number where you can be reached: () - Ext:

Appealed By * Choose One

Name of the Person Submitting Appeal (If different from Claimant)

First Name:

Middle Initial:

Last Name:

Relationship to Claimant:

Appeal Information

What Determination or Decision are you appealing? * Choose One

08/29/2023 1/1 Separation from Work - Not Disqualified Unemployment Benefits Determination

To include additional Determinations or Decisions in your appeal, enter the Determination or Decision date, with a description, in the Reason for Appeal box on the Submit An Appeal: Appeal Information Reason page.

Next Previous

You must select a Determination or Decision to appeal, or choose **Other**.

The drop-down menu will not allow you to select more than one Determination or Decision.

Unemployment Benefit Services

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Submit An Appeal: Appeal Information Reason

Appeal Information Reason

Describe your reason for appealing. If you are submitting the appeal late or you missed a prior hearing, include an explanation. Also include any dates or times when you cannot participate in a hearing. If correspondence related to your appeal should be sent to any other person, include their name and address.

Reason for Appeal:

4500 of 4500 characters remaining

To include additional Determinations or Decisions in your appeal, enter the Determination or Decision date, with a description, in the **Reason for Appeal** box on the **Submit An Appeal: Appeal Information Reason** page.

Submit An Appeal: Appeal Information Other

You will only see this page if you selected **Other**.

Under **Appeal Information Other**, select the type of Determination or Decision you are appealing from the drop-down menu:

- Appeal Tribunal Decision
- Commission Appeals Decision
- Unemployment Determination

An Unemployment Determination is a TWC decision that is not an Appeal Tribunal or Commission Appeals decision, such as decisions involving:

- Denials of benefits
- Overpayments
- Insufficient wages

The screenshot shows the 'Submit An Appeal: Appeal Information Other' page on the Texas Workforce Commission website. The page has a dark blue header with the TWC logo and navigation links (My Home, My Profile, Logout). Below the header is a teal bar with the text 'Unemployment Benefit Services'. The main content area has a light gray background. On the left, there is a 'Progress' sidebar with four steps: 'Getting Started', 'Appeal Information' (highlighted with a blue bar and a right-pointing arrow), 'Review And Submit', and 'Appeal Confirmation'. The main title is 'Submit An Appeal: Appeal Information Other', followed by a red star icon and the text '* indicates required information'. Below this is a sub-header 'Appeal Information Other'. The instructions state: 'You have selected Other as the Determination or Decision you are appealing. Please answer the following questions if possible, and provide an explanation in the text box below.' The first question is 'What are you appealing?' with a dropdown menu. A yellow arrow points to the dropdown, which is open, showing three options: 'Appeal Tribunal Decision', 'Commission Appeals Decision', and 'Unemployment Determination'. Below this is a text box for 'If Appeal Tribunal or Commission Appeals Number?'. The next question is 'When was the determination or decision mailed?' with dropdowns for 'Month', 'Day', and 'Year'. The following question is 'Was a hearing scheduled with the Appeals Tribunal or Commission Appeals?' with radio buttons for 'Yes' and 'No'. The final question is 'Describe the determination or decision', marked with a red star, and has a large text area. At the bottom of the text area, it says '4500 of 4500 characters remaining'. At the very bottom of the form are 'Next' and 'Previous' buttons.

Submit An Appeal: Appeal Information Other

Submit An Appeal: Appeal Information Other

* indicates required information

Appeal Information Other

You have selected Other as the Determination or Decision you are appealing. Please answer the following questions if possible, and provide an explanation in the text box below.

What are you appealing? Choose One
Appeal Tribunal Decision
Commission Appeals Decision
Unemployment Determination

If Appeal Tribunal or Commission Appeals Number?

When was the determination or decision mailed? Month Day Year:

Was a hearing scheduled with the Appeals Tribunal or Commission Appeals? ☐ Yes ☐ No

Describe the determination or decision

*

4500 of 4500 characters remaining

You will only see this page if you selected **Other**.

After selecting the Determination or Decision you are appealing, you must:

- Enter the Appeal Number (if any).
- Select the month, day, and year it was mailed.
- Answer the question, “Was a hearing scheduled with the Appeals Tribunal or Commission Appeals?”

You must also describe the Determination or Decision in 4,500 characters or less.

If you do not provide a description, you will see this error message.


Submit An Appeal: Appeal Information Other

⚠ Please correct the following errors:

- Describe the determination or decision: Required information.

* indicates required information

Submit An Appeal: Appeal Information Reason

 **Unemployment Benefit Services** [My Home](#) | [My Profile](#) | [Logoff](#)

Progress

- Getting Started
- » **Appeal Information**
- Review And Submit
- Appeal Confirmation

Submit An Appeal: Appeal Information Reason

Appeal Information Reason

Describe your reason for appealing. If you are submitting the appeal late or you missed a prior hearing, include an explanation. Also include any dates or times when you cannot participate in a hearing. If correspondence related to your appeal should be sent to any other person, include their name and address.

Reason for Appeal:

4500 of 4500 characters remaining

Do you need an interpreter during the hearing? ☐ Yes ☐ No

If yes, please select the language needed:

If you selected 'Other' type the language needed:

If you need an accommodation, describe the accommodation you need:

4500 of 4500 characters remaining

In the first text box, tell us why you are appealing.

If you are submitting the appeal late, or you missed a prior hearing, include an explanation. Enter any dates or times when you cannot participate in a hearing.

Enter any additional Determination or Decision date you want to include in your appeal, along with a description.



Submit An Appeal: Appeal Information Reason

The screenshot shows the Texas Workforce Commission Unemployment Benefit Services portal. The main heading is "Submit An Appeal: Appeal Information Reason". Below this, there is a "Progress" sidebar with links: "Getting Started", "Appeal Information" (selected), "Review And Submit", and "Appeal Confirmation". The main content area is titled "Appeal Information Reason" and contains a text box for "Reason for Appeal:" with a character count of "4472 of 4500 characters remaining". Below this is a question: "Do you need an interpreter during the hearing?". If "yes", there is a dropdown menu to select the language needed. The dropdown menu is open, showing a list of languages: Other, Spanish, Vietnamese, Afaan Oromo, African, African-French, African-Menda, African-Tanzanene/Tirange, Akan (Ghana), Albanian, Albanian-Kosovo, Algerian, American Sign, Amharic, Arabic, Arabic Balanda, Arabic Egyptian, Arabic Iraqi, Arabic Libyan, Arabic Moroccan, Arabic Sudanese, Arabic Syrian, Arabic-Classical (Lebanese Dialect), Armenian, Asian Sign, Atakapa, Bahasa, Bangoli, and Behili. Below the language selection is another text box for "If you need an accommodation, describe the accommodation you need:" with a character count of "4500 of 4500 characters remaining". At the bottom are "Next" and "Previous" buttons.

Unemployment Benefit Services

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Submit An Appeal: Appeal Information Reason

Appeal Information Reason

Describe your reason for appealing. If you are submitting the appeal late or you missed a prior hearing, include an explanation. If you include any dates or times when you cannot participate in a hearing. If correspondence related to your appeal should be sent to other person, include their name and address.

Reason for Appeal:

4472 of 4500 characters remaining

Do you need an interpreter during the hearing?

If yes, please select the language needed:

If you selected 'Other' type the language needed:

If you need an accommodation, describe the accommodation you need:

4500 of 4500 characters remaining

Next Previous

Choose One

- Other
- Spanish
- Vietnamese
- Afaan Oromo
- African
- African-French
- African-Menda
- African-Tanzanene/Tirange
- Akan (Ghana)
- Albanian
- Albanian-Kosovo
- Algerian
- American Sign
- Amharic
- Arabic
- Arabic Balanda
- Arabic Egyptian
- Arabic Iraqi
- Arabic Libyan
- Arabic Moroccan
- Arabic Sudanese
- Arabic Syrian
- Arabic-Classical (Lebanese Dialect)
- Armenian
- Asian Sign
- Atakapa
- Bahasa
- Bangoli
- Behili

Do you need an interpreter?

If you or your witnesses need an interpreter, select the language you need in the drop-down menu. Or, choose **Other** and enter the language you require.

Do you need any other accommodation?

Enter the accommodation you need in the text box, such as:

- If you or your witnesses have a hearing impairment.
- If you need access to a telephone or fax machine.

Submit An Appeal: Review and Submit

Your appeal is not complete until you submit it and receive a confirmation number.


Review your responses carefully **before** selecting **Submit**. To make changes or corrections, select the edit link for that section.

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

While waiting on your appeal, continue to request payment every two weeks for each week you are not employed full time.

Let us know right away if you change your mailing address.

After you submit this form, if you want to include other documents with your appeal, you must send them by [mail or fax](#).

Unemployment Benefit Services

Progress

Getting Started

Appeal Information

Review And Submit

Appeal Confirmation

Submit An Appeal: Review and Submit

Caution: Your appeal IS NOT COMPLETE until you submit it and receive a confirmation number.

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 or save your appeal and confirmation number, you can do so after submitting your appeal.

General Information

USE THIS FORM ONLY TO SUBMIT AN UNEMPLOYMENT BENEFITS APPEAL

Continue to request payment every two weeks while waiting on your appeal, unless you return to full-time work.

Let us know right away if you change your mailing address.

After you submit this form, if you want to include other documents with your appeal you may send them by mail or fax.

Personal Information

Social Security Number(SSN):	XXX-XX-1701
Claimant Name:	James T. Kirk
Date of Birth:	03/22/2233
Address:	ENTERPRISE AVE, AUSTIN, TX 76880
Phone Number:	(111) 222-3333 Ext. 10

Appellant Details

Edit Appellant Details

Phone Number where you can be reached:	(111) 222-3333 Ext. 10
Appealed By:	CLAIMANT

Name of the Person Submitting Appeal
(If different from Claimant)

First Name:	(not applicable)
Middle Initial:	(not applicable)
Last Name:	(not applicable)
Relationship to Claimant:	(not applicable)

Edit Appellant Details

Appeal Information

Edit Appeal Information

What Determination or Decision are you appealing?

08/29/2292 1/1 Separation from Work - Not Disqualified Unemployment Benefits Determination

To include additional determinations or decisions in your appeal, include the determination or decision date with a description of it when you fill out the reason for your appeal.

Edit Appeal Information

Appeal Information Reason

Edit Appeal Information Reason

Describe your reason for appealing. If you are submitting the appeal late or you missed a prior hearing, include an explanation. Also include any dates or times when you cannot participate in a hearing. If correspondence related to your appeal should be sent to any other person, include their name and address.

Reason for Appeal:	(not applicable)
Do you need an interpreter during the hearing?	No
If yes, please select the language needed:	- - -
If you selected "Other" type the language needed:	(not applicable)
If you need an accommodation, describe the accommodation you need:	(not applicable)

Edit Appeal Information Reason

Caution: Your appeal IS NOT COMPLETE until you submit it and receive a confirmation number.

Submit


Submit An Appeal: Appeal Confirmation

Congratulations! You have successfully submitted your appeal form.

Remember to:


- Send any other supporting documents by mail or fax.
- Print or save this page for your records, or write down your confirmation number.



Unemployment Benefit Services | [Logout](#)

Progress
Getting Started
Appeal Information
Review And Submit
» **Appeal Confirmation**

Submit An Appeal: Appeal Confirmation



📘 Your appeal was successfully submitted. You do not need to submit this same appeal again. You have one more important step.

If you want to include other documents with your appeal, send them by mail or fax.

Print and/or save this page for your records. This is the only opportunity you will have to print and/or save this information.


To save, use the save icon on your browser's toolbar or select the Save as PDF button on this page and save after the document opens.

If you cannot save the PDF, use the printer icon on your browser's toolbar or select the Printer Friendly button on this page.

If you cannot print or save this page, write down your Confirmation Number.

[Save As PDF](#) [Printer Friendly](#) [Return to My Home](#)

Appeal Confirmation Information

Appeal Confirmation Number:	10002405
	Your appeal has been submitted.  Appeal Confirmation Number (Glossary)
Submission time:	August 17, 2017 9:04 AM, CDT



Still need help?

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