

# Welcome

*to the  
Unemployment Benefits Services  
Tutorial*



## How to View Your Claim & Payment Status

# Tutorial Overview

Checking your Claim and Payment Status over the Internet is fast, easy, and secure. The application is available 24 hours a day, seven days a week, in English and Spanish.

This tutorial includes instructions for checking your claim and payment status over the **Internet**.

The online **Claim and Payment Status** option allows you to check:

- The status of your UI claim and payment history,
- Important messages regarding your claim and payment status, and
- The summary and detailed information on claim status, payments, deductions, overpayments, and claim decisions.

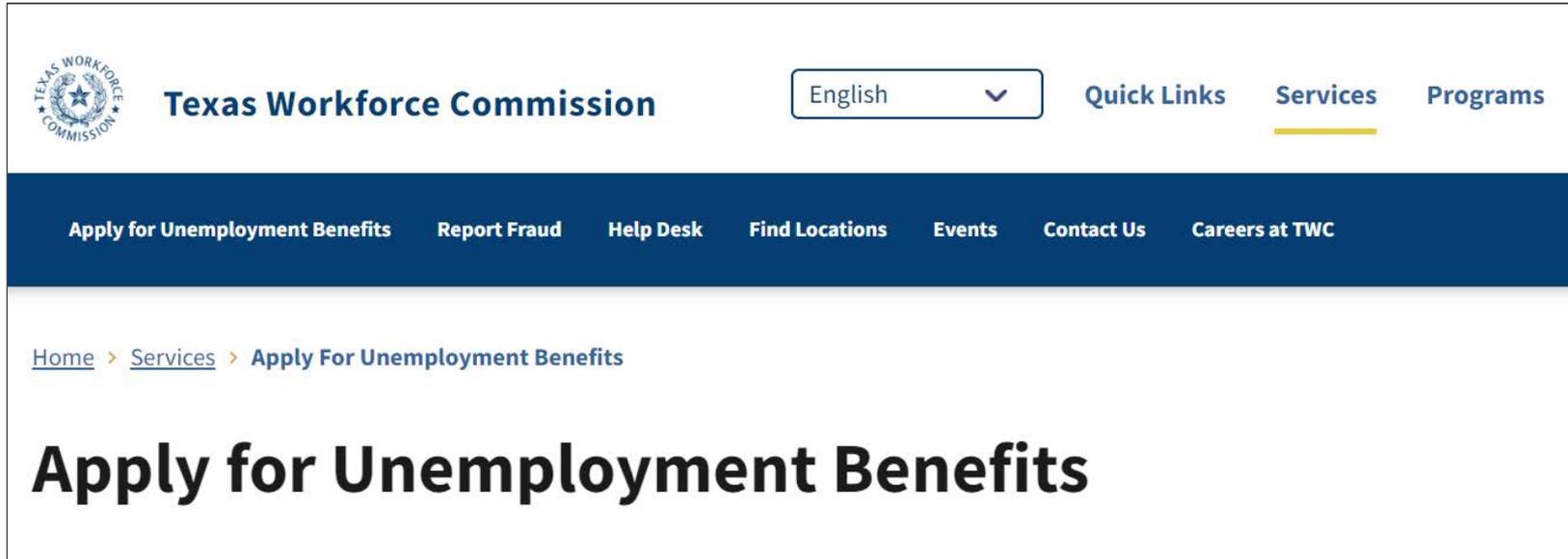
If you have applied for unemployment benefits, go to the [Texas Workforce Commission](#) (TWC) website and log on to [Unemployment Benefits Services](#) (UBS). Only visit [twc.texas.gov](#) and [workintexas.com](#) webpages when you interact online with [TWC](#) or [WorkInTexas](#).



## Reminder

- **Not everyone who applies gets benefits.** We review your past wages and investigate why you are no longer working to determine whether we can pay you benefits.
- **If you meet all requirements *and* request payment on time,** you may get your *first* payment **about four weeks** after the date you applied.

# Unemployment Benefits Services



The screenshot shows the Texas Workforce Commission website. At the top left is the TWC logo. To its right is the text 'Texas Workforce Commission'. Further right is a language dropdown menu set to 'English'. To the right of the language menu are three navigation links: 'Quick Links', 'Services' (which is underlined with a yellow bar), and 'Programs'. Below these is a dark blue horizontal bar containing several white navigation links: 'Apply for Unemployment Benefits', 'Report Fraud', 'Help Desk', 'Find Locations', 'Events', 'Contact Us', and 'Careers at TWC'. Below the dark bar is a breadcrumb trail: 'Home > Services > Apply For Unemployment Benefits'. The main heading of the page is 'Apply for Unemployment Benefits' in a large, bold, black font.

- This is the [Apply for Unemployment Benefits](#) page. Scroll down to **Apply for Benefits** to log on to UBS.
- Before you can access the **Claim and Payment Status** option, you must log on to [UBS](#) using your **User ID** and **Password**.
- For instructions on how to create, retrieve, or reset a User ID and Password, go to the [How to Create User IDs and Passwords Tutorial](#).

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

# *Viewing Your Claim and Payment Status Online*

**In this section you will learn how to find:**

- Claim Information
- Most Recent Payment and Payment Summary
- Payment Details by Week
- Selecting Another Claim to View

# Claim and Payment Status

After you log on, the My Home page displays.

This page provides:

- Quick Links to various benefits system topics and resources; and
- Messages from TWC.

Select Claim and Payment Status.

Check for messages and take action as instructed.

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

## Unemployment Benefit Services

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### 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
- Submit An Appeal
- Request Your Waiting Week

### My Home

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 information regarding your unemployment insurance (UI) claim, such as proof of ID, a Work Search Log, or other documentation, you can submit your documents online with our [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](http://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.

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John Smith, 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](http://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](#).

### Change My Profile

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

# Claim Information

The Claim and Payment Status page displays an overview of the claimant's benefit year including:

- Claimant name and Social Security number
- Messages from TWC
- Claim type, such as regular or extended benefits
- Claim start date
- Weekly benefit amount
- Maximum possible benefits
- Benefits paid
- Remaining balance
- Next date to request payment

The screenshot shows the 'Claim and Payment Status' page for John L. Smith. The page is titled 'Unemployment Benefit Services' and includes a 'Quick Links' sidebar on the left. The main content area is divided into two sections: 'Claimant Information' and 'Claim Information'. The 'Claimant Information' section displays the claimant's name as JOHN L SMITH and their Social Security Number (SSN) as XXX-XX-8925. The 'Claim Information' section provides details about the claim, including the claim type (Regular Unemployment Benefits), claim start date (Dec 03, 2023), weekly benefit amount (\$228.00), maximum possible benefits (\$2,509.00), benefits paid to date (\$0.00), and benefits remaining (\$2,509.00). The next date to request payment is indicated as 'This week on your scheduled filing day or Thursday through Saturday', and the scheduled filing day is MONDAY. A 'Printer-friendly Summary' link is also available.

Claimant Information	
Name:	JOHN L SMITH
Social Security Number (SSN):	XXX-XX-8925

Claim Information	
TWC is reviewing your claim to determine if we can pay you benefits. If we need additional information, we will contact you.	
Claim Type:	Regular Unemployment Benefits
Claim Start Date:	Dec 03, 2023
<a href="#">Weekly Benefit Amount:</a>	\$228.00
Maximum Possible Benefits:	\$2,509.00
Benefits Paid to Date:	\$0.00
<a href="#">Benefits Remaining:</a>	\$2,509.00
Next Date to Request Payment:	This week on your scheduled filing day or Thursday through Saturday
Your Scheduled Filing Day is :	MONDAY

- **Check for messages.** This claimant has not been paid benefits because TWC has not determined if the claimant is eligible for benefits.
- **If eligible, this claimant will receive a weekly benefit amount of \$228.**
- **Check next date to request payment.** If you do not submit a request for payment on time, you may not receive benefits.

# Most Recent Payment & Payment Summary

The **Most Recent Payment** section shows:

- Date payment was processed
- Amount of benefits deposited to your bank account or TWC debit card
- Date(s) of benefit week(s)

The **Payment Summary** lists:

- Dates of benefit weeks requested
- Dates TWC processed payments
- Deduction(s), if any
- Payment amount

The screenshot shows the 'Most Recent Payment' section with the following details:

- TWC Processed Date:** Jan 30, 2024
- Amount Deposited:** \$0.00
- For Week(s):** Jan 21, 2024 to Jan 27, 2024 and Jan 14, 2024 to Jan 20, 2024

A note box on the right states: "Note: Because TWC has not determined if this claimant is eligible, no benefits have been deposited for the benefit weeks listed." An arrow points from this note to the \$0.00 amount.

Below this is the 'Payment Summary' section with a table:

Week(s)	TWC Processed Date	Deduction(s)	Payment
Jan 21, 2024 to Jan 27, 2024	Jan 30, 2024	\$0.00	\$0.00
Jan 14, 2024 to Jan 20, 2024	Jan 30, 2024	\$0.00	\$0.00

Two callout boxes are present: one at the bottom left says "For more information, select View Payment Details by Week." with an arrow pointing to the link above the table. Another at the bottom right says "Deductions. This column shows deductions taken from benefit payments; for example, federal income taxes or child support." with an arrow pointing to the Deduction(s) column.

**Note:** If TWC determines you are eligible for benefits, your payment should be in your bank or debit card account within three days of when we process your payment request, with the exception of the *waiting week*, which is explained on the next page.

# Payment Details by Week

The page provides more details about each payment by week, such as:

- Processed date
- Amount deposited
- Reason for no payment or partial payment

## The Waiting Week

Texas law requires us to hold your benefits for the first payable week as the *waiting week*.

You will be paid for the waiting week after you have received **two times your weekly benefit amount** *and* returned to full-time work **or** exhausted your unemployment benefits.

To report you returned to full-time work:

- Log on to [UBS](#) and select Request your Waiting Week, or
- Call Tele-Serv and select Option 2, then Option 4, or
- Call a Tele-Center at 800-939-6631 to speak to customer service staff.

The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services portal. At the top, the user is logged in as John Smith. The main heading is 'Unemployment Benefit Services'. On the left, there is a 'Quick Links' menu with options like 'Apply For Benefits', 'Electronic Correspondence Sign-up', and 'Request Your Waiting Week'. The main content area is titled 'Payment Details by Week' and shows claimant information for John L. Smith (SSN: XXX-XX-8925). It details two weeks: 'Oct 08, 2023 to Oct 14, 2023' and 'Oct 01, 2023 to Oct 07, 2023'. The first week shows a processed date of Nov 07, 2023, an amount deposited of \$456.00, and a federal tax withholding of \$51.00. The second week shows a processed date of Oct 17, 2023, and an amount deposited of \$0.00. The 'Reason for No Payment' for the second week is '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 payment for that first week. To report that you returned to full-time work, select [Request your Waiting Week](#) from the Quick Links.' A red arrow points from the 'Request Your Waiting Week' link in the Quick Links menu to this text.

Payment Details by Week	
<b>Claimant Information</b>	
Name:	JOHN L SMITH
Social Security Number (SSN):	XXX-XX-8925
<b>Oct 08, 2023 to Oct 14, 2023</b>	
TWC Processed Date:	Nov 07, 2023
Amount Deposited:	\$456.00
Deduction(s)	
Federal Tax Withholding:	\$51.00
<b>Oct 01, 2023 to Oct 07, 2023</b>	
TWC Processed Date:	Oct 17, 2023
Amount Deposited:	\$0.00
Reason for No Payment:	TWC cannot pay you for the first week of your claim, also known as the <a href="#">waiting week</a> , 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 payment for that first week. To report that you returned to full-time work, select <a href="#">Request your Waiting Week</a> from the Quick Links.

# Selecting Another Claim to View

When you **Select another claim to view**, you have the option to:

- View several claim years, and
- Select your regular claim, Temporary Unemployment Benefits claim, or Extended Benefits claim.

TEXAS WORKFORCE COMMISSION

John Smith

## Unemployment Benefit Services

**Quick Links**

- Apply For Benefits
- Electronic Correspondence Sign-up
- » [Claim and Payment Status](#)

**Claim and Payment Status**

**Claimant Information**

Name: JOHN L SMITH  
Social Security Number (SSN): XXX-XX-8925

[Select another claim to view](#)

**Claim Information**

TEXAS WORKFORCE COMMISSION

John Smith

## 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

**Claim to View**

**Claimant Information**

Name: JOHN L SMITH  
Social Security Number (SSN): XXX-XX-8925

**Claim Start Date::**

- [Dec 03, 2023 \(REG\)](#)
- [Oct 09, 2022 \(REG\)](#)

**Claim Type:**

- Regular Unemployment Benefits
- Regular Unemployment Benefits

*Still need help?*

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

