

Welcome

*to the
Unemployment Benefits Services
User Guide*



How to View Your Appeal Status

User Guide Overview

Checking your appeal status over the Internet is fast, easy, and secure. TWC Internet resources are available 24 hours a day, 7 days a week, in English and Spanish.

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

This tutorial includes instructions for checking your appeal status over the **Internet**.

You may view:

- A list of your most current appeal(s) by date
- Your appeal status
- A decision summary and rulings made by the Appeal Tribunal or Commission Appeals

- To access the View Appeal Status option, you must log on to [Unemployment Benefits Services \(UBS\)](#) using your User ID and Password.
- For instructions on how to create, retrieve or reset a User ID and Password, go to the [User IDs and Passwords Tutorial](#).

Appeal Status

After you log on, the “My Home” page displays.

This page provides:

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

To check your appeal status, select the link, **Appeal List**, under the **Quick Links** heading.




The screenshot shows the Texas Workforce Commission (TWC) Unemployment Benefit Services website. The header includes the TWC logo and the text 'Unemployment Benefit Services' with a user name 'James T. Kirk' and a 'Logoff' link. The main content area is divided into two columns. The left column, titled 'Quick Links', contains a list of 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', 'Submit An Appeal', and 'Request Your Waiting Week'. The right column, titled 'My Home', contains several paragraphs of text: '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.'; 'If you were paid unemployment benefits last year, TWC will mail you a Form 1099-G showing the total benefits we paid you. TWC will mail 1099-Gs through the end of January. Beginning mid-January, you can get the amount that TWC paid you by selecting IRS 1099-G Information from Quick Links or by calling Tele-Serv at 1-800-558-8321 and selecting option 2. You do not need the 1099-G form to file your tax return, just the amount TWC paid you.'; 'Due to the holiday, TWC will issue unemployment benefits on our next business day. Please wait up to 3 business days for the benefits to appear on your debit card or in your bank account.'; and a welcome message from James T. Kirk. Below the welcome message, it says 'Here are your messages:' followed by a bullet point: 'You are required to do at least 3 work search activities each week. Check [Unemployment Benefits Work Search Guidelines](#) for examples of activities.' and 'If you need further assistance, call a [TWC Tele-Center](#).' The bottom left column, titled 'Change My Profile', contains links for 'Contact Information', 'Password', 'Security Information', and 'Personal Information'.

Appeal List

The **Appeal List** page displays an overview of your appeal(s), including:

- Appeal number assigned
- Date appeal filed
- Current appeal level (Appeal Tribunal, Commission Appeals, Motion for Rehearing)
- Who appealed (claimant or employer)
- Appeal status (active or complete)
- Employer's name (if relevant)
- Link to view action taken



James T. Kirk | [My Home](#) | [My Profile](#) | [Logout](#)

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](#)

Appeal List

Claimant Information

Name:	JAMES T. KIRK
Social Security Number (SSN):	xxx-xx-1234

Pending Appeal Requests

Appeal Confirmation Number	Submission time	Determination or Decision appealed	Status
No results			

Active and Complete Appeals

1-2 of 2

Appeal Number	Appeal Filed Date	Appeal Level	Appealed By	Appeal Status	Employer	Action
0000000-2	Apr 01, 2024	Commission Appeals	Claimant	Active	- - -	View
0000000-1	Feb 15, 2024	Appeal Tribunal	Claimant	Complete	- - -	View

To view action taken on the appeal, select the link, **View** in the last column under the heading, **Action**.

Appeal Status

The **Appeal Status** page shows:

- Appeal information, such as initial claim date, date appeal filed, and who filed the appeal
- Appeal status, such as date decision was mailed
- Activity log, such as date appeal received and date hearing held

To view another appeal, choose the link, **Select another appeal to view**, located above the **Appeal Information** heading.

Quick Links	
Claimant Search	
Claimant Profile	
Claim and Payment Status	
IRS Tax Information	
Payment Option	
» Appeal List	
• Appeal Status	
• Appeal Parties	
• Decision Summary	
Correspondence Inbox	
Electronic Correspondence Opt Out	
Electronic Correspondence Sign-up History	
Email Update History	

Appeal Status	
Claimant Information	
Name:	JAMES T. KIRK
Social Security Number (SSN):	xxx-xx-1234
Select another appeal to view	Appeals Tutorial
Frequently Asked Questions	
Appeal Information	
Initial Claim Date:	February 04, 2024
Appeal Number:	0000000-1
Appeal Filed Date:	February 15, 2024
Appeal Level:	Appeal Tribunal
Appealed By:	Claimant
Appeal Status:	Complete
Status	
Mail Date:	March 28, 2024
Activity:	Appeal Tribunal decision mailed.
If you disagree with this decision, you may file an appeal, according to the information and instructions included with the decision that you are appealing.	
Activity Log	
Activity Date	Activity
March 28, 2024	Decision mailed: Appeal Tribunal decision
March 27, 2024	Hearing Date
March 12, 2024	Letter mailed: hearing scheduled
February 15, 2024	Appeal received

Appeal Parties

To see the parties involved in the appeal, select the link, **Appeal Parties**, under the **Quick Links** heading.

Quick Links
Claimant Search
Claimant Profile
Claim and Payment Status
IRS Tax Information
Payment Option
» Appeal List
• Appeal Status
• Appeal Parties
• Decision Summary
Correspondence Inbox
Electronic Correspondence Opt Out
Electronic Correspondence Sign-up History
Email Update History

Appeal Parties

Appeal Number:	0000000-1	Appeal Level:	Commission Appeals
Appeal Filed Date:	May 25, 2024	Appealed By:	Claimant

Claimant Information

Social Security Number (SSN):	XXX-XX-1234
Name:	Kirk, James T.
Address:	1701 ENTERPRISE AVENUE AUSTIN, TX 74205

Employer information

TWC Tax Account Number:	11-222222-1
Name:	ENTERPRISE, CITY OF
Address:	PO BOX 0000 SAINT LOUIS, MO 00000-0000

The **Appeal Parties** page shows:

- Appeal number, file date, appeal level, and who appealed
- Claimant's Social Security number, name, and address
- Employer's TWC tax account number, name, and address

Decision Summary

To view the **Appeal Summary** page, select the **Decision Summary** link under the **Appeal List** heading from the **Quick Links** menu.

This page shows:

- Determination(s) issue(s)
- Date decision letter mailed
- Appeal number
- Appeal level
- Who appealed
- Appeal issue(s)
- TWC ruling
- Chargeback (for employers or TWC staff)

Quick Links
Claimant Search
Claimant Profile
Claim and Payment Status
IRS Tax Information
Payment Option
» Appeal List
• Appeal Status
• Appeal Parties
• Decision Summary
Correspondence Inbox
Electronic Correspondence Opt Out
Electronic Correspondence Sign-up History
Email Update History

Decision Summary

Claimant Information

Name: JAMES T. KIRK
Social Security Number (SSN): XXX-XX-1234

There may be other determinations or decisions not associated with this appeal that affect the status of the claim.

Determination(s) on Payment of Unemployment Benefits

Issue	Mail Date	Ruling
Separation from Work - Disqualified	Feb 15, 2024	We cannot pay you unemployment benefits during this period of unemployment.

Appeal Decision(s)

Appeal Number: 0000000-1
Appeal Level: Appeal Tribunal
Appealed By: Claimant
Decision Mail Date: April 11, 2024

Appeal 3716055-1 Issue(s)	Ruling	Chargeback
Separation from work	We affirmed the previous ruling.	No Charge

Appeal Number: 0000000-2
Appeal Level: Appeal Tribunal
Appealed By: Claimant
Decision Mail Date: May 21, 2024

Appeal 3716055-2 Issue(s)	Ruling	Chargeback
Good Cause to Reopen	We granted the request to reopen the appeal.	Not Applicable
Separation from work	We affirmed the previous ruling.	No Charge

Still need help?

Call **Appeals Status**
at 512-463-2807 and
leave a message.
TWC staff will return
your call.

