

# ADMINISTRATOR DUTIES

## Online Program User Guide

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## Introduction

Employer Benefits Services (EBS) is the Texas Workforce Commission's (TWC) online resource for employers. Employer administrators and users are responsible for receiving electronic information about unemployment benefits, applying for mass claims and Shared Work, submitting and checking the status of an appeal, reporting a return to work date, and more.

## Access

To access EBS, employers and administrators must log in with an existing TWC User ID and password or create a new User ID and password.

## Creating a TWC User ID and Password

Go to the [EBS web page](#) and select **Logon with your existing TWC User ID or create a new User ID**.

Home > Businesses & Employers > Unemployment Claim Management & Appeals

**Employer Benefits Services**

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**Frequently Asked Questions**

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**More Information**

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**Overview**

Employer Benefits Services is TWC's free online system that allows employers to access their Unemployment Benefits information.

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**Employee refused return-to-work offer? Let us know!**

If you offered any of your employees a chance to return to work and they refused, TWC needs to know. Please report each individual who refused to return to work on our online [Employer Work Refusal Documentation form](#).

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**Logon**

[Logon with your existing TWC User ID or create a new User ID.](#)

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On the **Logon** page, select the **Sign Up for User ID** link from **Quick Links** or at the end of the EBS User ID introduction.

TEXAS WORKFORCE COMMISSION

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**Employer Benefit Services**

**Quick Links**

- » [Logon](#)
- [Sign Up for User ID](#)
- [Forgot Password?](#)
- [Forgot User ID?](#)

**Logon**

New to Employer Benefit Services? If you already have a User ID for another TWC Internet application, such as Unemployment Tax Services.com, try logging on with that ID. Otherwise, please [sign up for a User ID](#).

\* indicates required information

User ID:

Password:

[Logon](#)

[Need help?](#)

**¿Habla español?**  
Para servicio en español, póngase en contacto con Beneficios de Desempleo Información de Contacto para empleados.

**Technical Requirements**  
Recommended browsers are Internet Explorer, Firefox, Chrome or Safari. Click on the respective link to download the latest free version upgrade.

**Public Computer**  
If you are using a computer in a public place, logoff and close the browser when you are finished entering information. This is for your protection and will prevent someone else from viewing your information.

[Accessibility](#)

[Equal Opportunity is the Law](#)

Complete all required information on the **Sign Up for User ID** page then select **Next**.

Complete the required information on the **Additional Information** page then select **Next**.

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### Employer Benefit Services

**Quick Links**

- Logon
- » Sign Up for User ID
- Forgot Password?
- Forgot User ID?

## Sign Up for User ID

\* 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 Unemployment Tax Services.com, try logging on with that ID. Passwords are case sensitive. Do not tell anyone your password.

User ID: \*  (8-32 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: \*

First Security Answer: \*

First Retype Answer: \*

Second Security Question: \*


Second Security Answer: \*

Second Retype Answer: \*

Third Security Question: \*

Third Security Answer: \*

Third Retype Answer: \*

I'm not a robot 

Under [Texas state law](#), 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](#).

TEXAS WORKFORCE COMMISSION | [Logout](#)

### Employer Benefit Services

## Additional Information

Provide the following additional personal information:

\* indicates required information

Mailing Address: \*

City: \*

State: \*

ZIP Code: \*

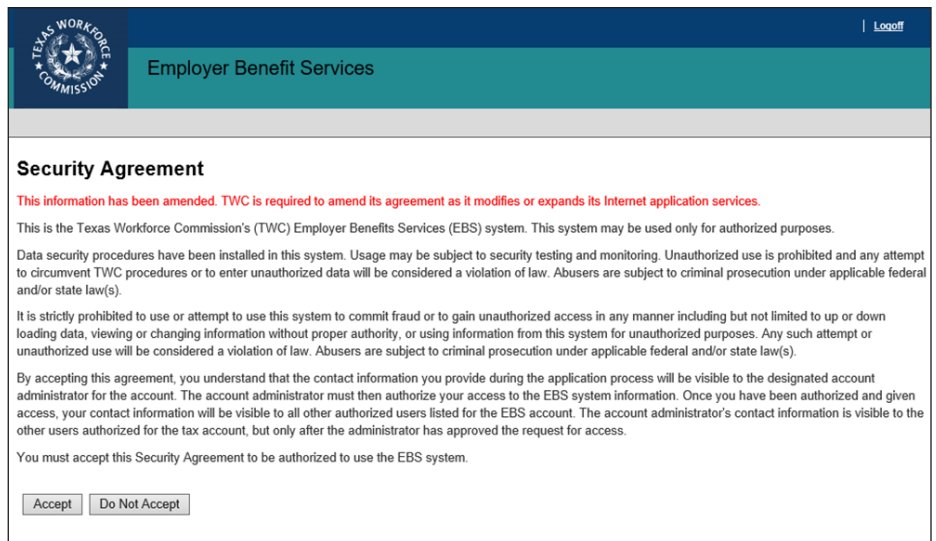
Phone Number: \*  ( )  -  Ext:

Email Address: \*   
(Entering your email address will help you retrieve your logon information if you forget it later. [Get Free Email Account](#))

## Security Agreement

Carefully read the **Security Agreement**.

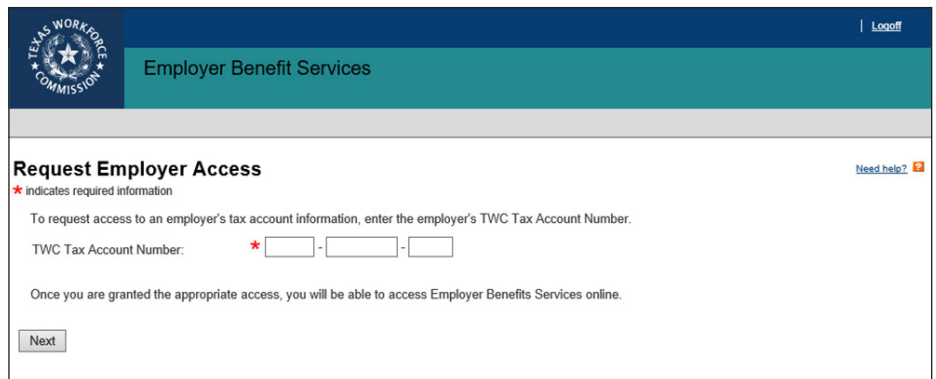
Select **Accept** to continue.



The screenshot shows the top navigation bar with the Texas Workforce Commission logo and "Employer Benefit Services" text. Below the header, the page title is "Security Agreement". A red notice states: "This information has been amended. TWC is required to amend its agreement as it modifies or expands its Internet application services." The main content area contains several paragraphs of text regarding system security, unauthorized use, and the requirement to accept the agreement. At the bottom, there are two buttons: "Accept" and "Do Not Accept".

## Request Employer Access

Enter the employer's TWC Tax Account Number then select **Next**.



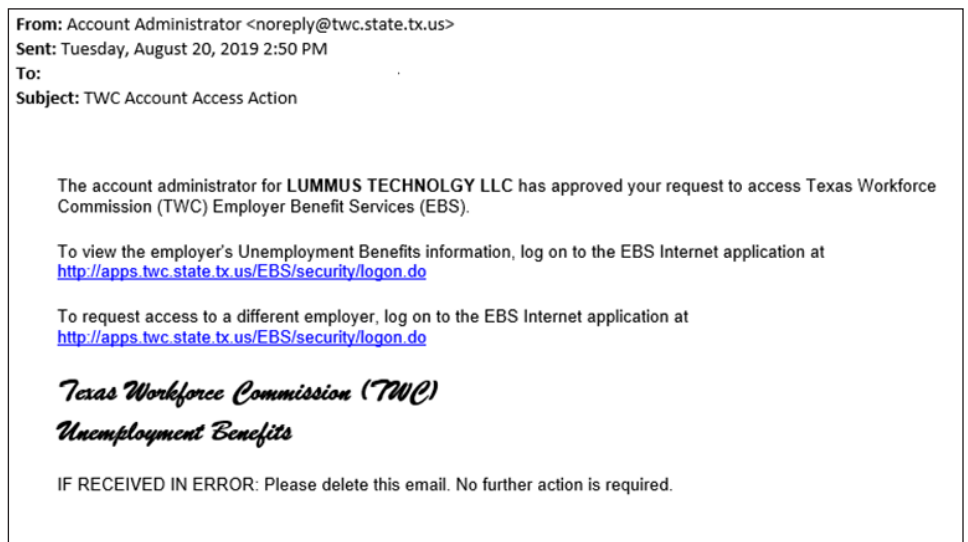
The screenshot shows the "Request Employer Access" page. It includes a red asterisk indicating required information. The text reads: "To request access to an employer's tax account information, enter the employer's TWC Tax Account Number." Below this is a form field for the TWC Tax Account Number, represented as three boxes separated by dashes. A "Next" button is located at the bottom of the form area.

## Access Confirmation

For security purposes TWC reviews the User ID request from the first person requesting access to an employer account then sends a confirmation email after the request is approved or denied.

When approved, that person becomes the administrator for the employer account.

Confirmation Email



The screenshot shows an email with the following details: "From: Account Administrator <noreply@twc.state.tx.us>", "Sent: Tuesday, August 20, 2019 2:50 PM", "To:", and "Subject: TWC Account Access Action". The body of the email states: "The account administrator for LUMMUS TECHNOLOGY LLC has approved your request to access Texas Workforce Commission (TWC) Employer Benefit Services (EBS). To view the employer's Unemployment Benefits information, log on to the EBS Internet application at <http://apps.twc.state.tx.us/EBS/security/logon.do> To request access to a different employer, log on to the EBS Internet application at <http://apps.twc.state.tx.us/EBS/security/logon.do>". The email is signed "Texas Workforce Commission (TWC) Unemployment Benefits". At the bottom, it says "IF RECEIVED IN ERROR: Please delete this email. No further action is required."

## Administrator Duties

The administrator has the authority to:

- Designate additional administrators
- Approve or deny new user requests
- View lists of users, applicants, and denied users
- Manage permission levels for user accounts
- Report return to work dates for laid-off employees

## New User Access Request

When a new user requests employer access, the request is pending until the administrator logs in to EBS and approves or denies the request.

Log in to EBS.

On the **My Home** page select the employer by entering the correct TWC Tax Account Number then select **Select** to continue.

The screenshot shows the 'Employer Benefit Services' interface. At the top, there is a navigation bar with 'Home', 'My Profile', and 'Logout'. Below this is a sub-navigation bar with 'My Home' and 'User Admin'. The main content area is titled 'My Home' and includes a 'Quick Links' section with a 'Home' link. The 'User Information' section displays fields for Name, Email Address, and User ID. A red asterisk indicates required information. Below this, there is a message about the system's security and links for 'Accessing an Unemployment Tax Account', 'TWC News', and 'Texas Business Today'. The 'Select An Employer' section features a 'TWC Tax Account Number' input field with a red asterisk and a 'Select' button. A red arrow points from the 'Select' button in this section to the 'User Admin' tab in the sub-navigation bar of the second screenshot.

The **My Home** page displays the employer in the **User Information** section and a confirmation message.

If the employer is correct, select the **User Admin** tab.

If the employer is incorrect, enter the TWC Tax Account Number again, select **Select** then select the **User Admin** tab.

This screenshot shows the same 'Employer Benefit Services' interface, but with the 'User Information' section updated. The 'Employer' field now contains '12-345678-9 ABC inc'. A blue confirmation message states 'The employer account is selected.' The 'Select An Employer' section remains the same. A red arrow points from the 'User Admin' tab in the sub-navigation bar to the 'User Information' section.

The program proceeds to the **User List** page.

Select **Applicant List** from **Quick Links**.

The program proceeds to the **Applicant List** page.

All employees requesting user access are listed here.

Select **Review** to view an employee.

Select **Approve, Deny, or Cancel**.

Select **Approve** to proceed to the **User Permissions** page.

The screenshot shows the 'User List' page for LUMMUS TECHNOLOGY LLC. The page header includes the Texas Workforce Commission logo and navigation links for Home, My Profile, and Logout. A menu bar contains options like My Home, Inbox, Appeals, User Admin, UI Tax Services, Mass Claims, Shared Work, Other Services, and Return To Work. On the left, a 'Quick Links' sidebar lists 'User List', 'Applicant List', and 'Denied User List'. The main content area displays a table with columns for Name, Status, Locked, and Action. A red arrow points from the 'Applicant List' link in the sidebar to the 'User List' page title.

Name	Status	Locked	Action
SIL 32590	Activ	No	<a href="#">View Profile</a>

The screenshot shows the 'Applicant List' page for LUMMUS TECHNOLOGY LLC. It features the same header and menu as the previous page. The 'Quick Links' sidebar is updated to show 'Applicant List' as the selected option. The main table lists two applicants: SMITH, JOE (User ID: lumm123) and WILLIAMS, ROSE (User ID: bea3). A red arrow points from the 'Review' link in the 'Action' column of the first row to the 'Review Applicant' page.

Name	Request Date	Action
SMITH, JOE lumm123		<a href="#">Review</a>
WILLIAMS, ROSE bea3	Aug 20, 2019	<a href="#">Review</a>

The screenshot shows the 'Review Applicant' page for SMITH, JOE. The page displays profile information including Name, User ID (lumm123), Email Address, Group (LUMMUS TECHNOLOGY LLC), and TWC Tax Account Number. At the bottom, there are three buttons: 'Approve', 'Deny', and 'Cancel'. A red arrow points from the 'Review' link in the previous page to the 'Approve' button.

Profile Information

Name: SMITH, JOE  
User ID: lumm123  
Email Address:  
Group: LUMMUS TECHNOLOGY LLC  
TWC Tax Account Number:

## User Permissions

Select permissions for the new user on the **User Permissions** page.

User permissions allow employers to customize the access users have to employer accounts.

TWC recommends that a minimum of two users be designated as administrators.

Selecting **Manage User Accounts** designates a user as an administrator. Select the **Benefits Services Permissions**. Administrators typically are given all permissions.

For users not designated as administrators, select only those permissions the user is authorized to have. **DO NOT** select **Manage User Accounts** for users not designated as administrators.

The screenshot shows the 'User Permissions' page for 'SOUTHWEST AIRLINES CO Admin'. The page includes a 'Quick Links' sidebar with 'User List', 'Applicant List', and 'Denied User List'. The main content area has a 'Profile Information' section with fields for Name, User ID, Email Address, Group, and TWC Tax Account Number. Below this is a 'Permissions' section with two categories: 'User Administration Permissions' (including 'Manage User Accounts') and 'Benefit Services Permissions' (including 'Allow Electronic Correspondence', 'Allow Shared Work', 'Allow Mass Claims', 'Allow Designated Address', 'Allow Chargeback Response', and 'Allow Return To Work'). 'Submit' and 'Cancel' buttons are at the bottom.

## Edit User Permissions

To add or remove user permissions, select **User List** from **Quick Links**.

On the **User List** page, select the user's **View Profile** link.

The program proceeds to the **User Profile** page.

A close-up of the 'Quick Links' sidebar showing the 'LUMMUS TECHNOLOGY LLC Admin' section. The 'User List' link is highlighted with a red box, and a red arrow points from it down to the 'View Profile' link in the screenshot below.

The screenshot shows the 'User List' page for 'LUMMUS TECHNOLOGY LLC'. It displays a table with one user entry. A red arrow from the 'User List' link in the sidebar above points to the 'View Profile' link in the table's 'Action' column.

Name	Status	Locked	Action
SIL 32590	Active	No	<a href="#">View Profile</a>

Select **Edit Permissions** from the **Action** column. If there is more than one employer, make sure to select the correct employer from the **Group** column. The program proceeds to the **User Permissions** page.

**Employer Benefit Services**

My Home | Inbox | Appeals | **User Admin** | UI Tax Services | Mass Claims | Shared Work | Other Services | Return To Work

**Quick Links**

- LUMMUS TECHNOLOGY LLC Admin
  - User List
  - Applicant List
  - Denied User List

**User Profile** Need help?

**Personal Information**

Name: LUMMUS LAST NAME, LUMMUS FIRST NAME  
 User ID: lumm123  
 Email Address:  
 Status: Active  
 Locked: No

**Additional Information**

Mailing Address: 1 CORPORATE DR  
 11, AL 12312  
 Phone Number: (123) 123-1234  
 Last Logon: ---

**Group Membership**

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Group	Membership	Action
LUMMUS TECHNOLOGY LLC 00-002175-0	Applicant	<a href="#">Edit Permissions</a> <a href="#">Remove from Group</a>

Select the permissions to add or remove. Select **Submit**. To completely remove user access to an employer, select the **Remove From Group** link in the **Action** column. The program proceeds to the **Remove from Group Confirmation** page. Review the **Profile Information** section then select **Submit** or **Cancel**.

**Employer Benefit Services**

My Home | Inbox | Appeals | **User Admin** | UI Tax Services | Mass Claims | Shared Work | Other Services | Return To Work

**Quick Links**

- SOUTHWEST AIRLINES CO Admin
  - User List
  - Applicant List
  - Denied User List

**User Permissions** Need help?

**Profile Information**

Name:  
 User ID:  
 Email Address:  
 Group:  
 TWC Tax Account Number:

**Permissions**

**User Administration Permissions**

Manage User Accounts Administer group membership, approve new users and manage permissions.

**Benefit Services Permissions**

Allow Electronic Correspondence Allows users to access TWC Electronic Correspondence

Allow Shared Work Allows users to access Shared Work

Allow Mass Claims Allows users to access Mass Claims

Allow Designated Address Allows users to access designated address(es)

Allow Chargeback Response Allows users to access Chargeback Response

Allow Return To Work Allows user to access Return To Work



## Denied User List

The Denied User List displays all users denied access to an employer account.

To view the Denied User List, select **Denied User List** from **Quick Links**.

Any user previously denied can be reinstated. To reinstate a user select **Reinstate** from the Action column.

On the **Reinstate User** page, select **Reinstate**.

The screenshot shows the 'Denied User List' page for LUMMUS TECHNOLOGY LLC. The page header includes the Texas Workforce Commission logo and navigation links for Home, My Profile, and Logoff. A secondary header reads 'Employer Benefit Services'. Below this is a navigation bar with tabs: My Home, Inbox, Appeals, User Admin (selected), UI Tax Services, Mass Claims, Shared Work, Other Services, and Return To Work. A 'Quick Links' sidebar on the left lists 'LUMMUS TECHNOLOGY LLC Admin' with sub-links for 'User List', 'Applicant List', and 'Denied User List'. The main content area is titled 'Denied User List' and shows a table with one entry for WILLIAMS, ROSE, denied by SIL on Aug 20, 2019. A red arrow points from the 'Reinstate' link in the 'Action' column to the 'Reinstate User' page below.

Name	Denied By	Date Denied	Action
WILLIAMS, ROSE be	SIL	Aug 20, 2019	<a href="#">Reinstate</a>

The screenshot shows the 'Reinstate User' page for WILLIAMS, ROSE. The page header and navigation are identical to the previous screenshot. The 'Quick Links' sidebar is also present. The main content area is titled 'Reinstate User' and displays 'Profile Information' for the user. The information includes: Name: WILLIAMS, ROSE; User ID: (blank); Email Address: (blank); Group: LUMMUS TECHNOLOGY LLC; TWC Tax Account Number: 00-. At the bottom of the page are two buttons: 'Reinstate' and 'Cancel'. A red arrow points from the 'Reinstate' button back to the 'Reinstate' link in the 'Denied User List' page above.

Name: WILLIAMS, ROSE  
User ID:  
Email Address:  
Group: LUMMUS TECHNOLOGY LLC  
TWC Tax Account Number: 00-

## Contact

For help call the TWC Tele-Center at 866-274-1722 to speak with a customer service representative.