



# Welcome

to the  
*Employer Benefits Services Tutorial*



# How to Submit An Employer Appeal Online

# Tutorial Overview

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

This tutorial will walk you through the process of filing an appeal via Employer Benefits Services (EBS).

*Filing an appeal online is fast, easy, and secure. TWC's web service is available 24 hours a day, 7 days a week.*

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 e-mail or over the telephone.

**When your business is a party of interest, you may appeal:**

- Nonmonetary determinations
- Charge Liability Decisions
- Appeal Tribunal and Commission Appeals decisions
- Notice of Appeal Rights documents
- Reimbursing employer wage verification notices (only if not the last employer on the claimant's Initial Claim)

**You must submit your appeal within 14 calendar days from the date TWC mailed you the determination or appeal decision. For more information, see [How to Appeal a Decision](#) and [Introduction to Unemployment Benefits Appeals for Employers](#).**

# Logging On

The screenshot shows the Texas Workforce Commission (TWC) Employer Benefit Services login page. At the top left is the TWC logo. The page title is "Employer Benefit Services". Navigation links include "TWC Home" and "TWC Contact Information". A "Quick Links" sidebar contains: "» Logon", "Sign Up for User ID", "Forgot Password?", and "Forgot User ID?". The main "Logon" section includes a "Need help?" link, a "¿Habla español?" section with a link to "Beneficios de Desempleo Información de Contacto para empleadores", a "Technical Requirements" section with links to "Internet Explorer", "Firefox", "Chrome", and "Safari", and a "Public Computer" section. The login form has two fields: "User ID:" and "Password:", both marked with a red asterisk. A "Logon" button is at the bottom. A disclaimer at the bottom of the form states: "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." At the bottom right, there are links for "Accessibility" and "Equal Opportunity is the Law".

To submit an appeal online, log on to [Employer Benefit Services](#) (EBS) using your user ID and password.

New to Employer Benefit Services? If you already have a user ID for another TWC Internet application, such as Unemployment Tax Services, try logging on with that ID. Otherwise, sign up for a user ID.



# My Home Page

Once you log on, the **My Home** page displays.

**TEXAS WORKFORCE COMMISSION**

Arya Stark | [Home](#) | [My Profile](#) | [Logoff](#)

## Employer Benefit Services

[My Home](#) | [Benefits eCorrespondence](#) | [Appeals](#) | [User Admin](#) | [UI Tax Services](#) | [Work In Texas](#)

**Quick Links**

- » Home
- My Employers
- Request Employer Access

**Change My Profile**

- Personal Information
- Password
- Security Information
- Additional Information

### My Home

[Need help?](#)

User Information			
Name:	Arya T. Stark	User ID:	S136346
Email Address:	direwolf12@gmail.com	<a href="#">Update E-mail Address</a>	
Employer:	11-222222-1 DIREWOLF TRUCKING INC		

\* indicates required information

The Employer Benefit Services system uses a 128-bit Secure Socket Layer (SSL) system to establish a secure connection between TWC and your browser and encrypts (scrambles) data during transmission to protect your privacy and data integrity.

See [Accessing an Unemployment Tax Account](#)

View [TWC News](#)

View [Texas Business Today](#)

Select the **Appeals** tab to navigate to the default **Appeal Search** page.

# Appeals Tab

If you have already successfully submitted any appeal(s), they will appear under **Search Results** on the **Appeal Search** page in the Appeals tab for easy viewing.

The screenshot shows the Texas Workforce Commission Employer Benefit Services website. The top navigation bar includes the user name 'Arya Stark' and links for 'Home', 'My Profile', and 'Logoff'. The main navigation menu contains 'My Home', 'Benefits eCorrespondence', 'Appeals', 'User Admin', 'UI Tax Services', and 'Work In Texas'. The 'Appeals' tab is selected. On the left, the 'Quick Links' menu is visible, with 'Submit An Appeal' highlighted by a red box. A red arrow points from this box to a text box at the bottom of the page. The main content area is titled 'Appeal Search' and displays 'User Information' for Arya T. Stark, including her name, email address, employer, and user ID. Below this is the 'Search Results' section, which shows a table with two rows of appeal data.

Appeal Number	S.S.N	Claimant	Action
1234560	999-99-1239	Lannister, Jaime R.	<a href="#">View</a>
12012	123-45-6789	Frey, Walder M.	<a href="#">View</a>

To begin the online appeal process, select **Submit An Appeal** from the **Quick Links** menu.

# Submit an Appeal: Getting Started

The first step of the online appeal process is to enter the Social Security number (SSN) associated with the determination or appeal decision you want to appeal.

**TEXAS WORKFORCE COMMISSION**

Arya Stark | [Logoff](#)

## Employer Benefit Services

**Appeals**

**Progress**

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

### Submit an Appeal: Getting Started

**User Information**

Name:	Arya T. Stark	User ID:	S136346
Email Address:	direwolf12@gmail.com	<a href="#">Update E-mail Address</a>	
Employer:	11-222222-1 DIREWOLF TRUCKING INC		

\* 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](#).

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.

**Claimant Selection**

Enter the SSN associated to the UI Determination or Appeal Decision you want to appeal: \*

Enter the SSN associated with the determination or appeal decision you want to appeal, then select **Next**.

# Submit an Appeal: Getting Started...

If you receive a message stating **No recent determinations or decisions were found for this SSN**, please verify that you have entered the number correctly and try again.

**No recent determinations or decisions were found for this SSN. Check the SSN and enter it once more.**

If on your second try there are still no decisions or determinations found for the SSN you entered, select **Next** to be directed to a page to provide additional information to help us identify what determination or decision you want to appeal.

**No recent determinations or decisions were found for the SSN that you entered. Please select "Next" and provide information to help us identify what determination or decision you want to appeal.**

\* 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](#)

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.

## Claimant Selection

Enter the SSN associated to the UI Determination or Appeal Decision you want to appeal: \*

Next

Cancel

<b>Claimant Information</b>	
Social Security Number (SSN):	Not found
Claimant Name:	Not found
<b>Appellant Details</b>	
Appealed By:	* Choose One
Phone Number Where You Can Be Reached:	( ) - Ext.
<b>Appeal Information</b>	
No recent determinations or decisions were found for the SSN that you entered. Provide information to help us identify what determination or decision you want to appeal.	
What are you appealing?	Choose One
If Appeal Tribunal or Commission Appeals decision, what is the Appeal Number?	
When was the determination or decision mailed?	Month Day Year
Was a hearing scheduled with the Appeal Tribunal or Commission Appeals?	<input type="radio"/> Yes <input type="radio"/> No
Describe the determination or decision. Include the Claimant's full name if not already listed.	
* SSN: 123-45-6789	
4484 of 4500 characters remaining	
Next	Previous

# Submit an Appeal: Appeal Information

**TEXAS WORKFORCE COMMISSION** | Arya Stark | [Logout](#)

## Employer Benefit Services

**Appeals**

**Progress**

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

### Submit an Appeal: Appeal Information

**User Information**

Name:	Arya T. Stark	User ID:	S136346
Email Address:	direwolf12@gmail.com	<a href="#">Update E-mail Address</a>	
Employer:	11-222222-1 DIREWOLF TRUCKING INC		

\* indicates required information

**Claimant Information**

Social Security Number (SSN):	999-99-1239
Claimant Name:	Frey, Walder M.

**Appellant Details**

Appealed By:	* Choose One	
Phone Number Where You Can Be Reached:	EMPLOYER	<input type="text"/>
	REPRESENTATIVE OF EMPLOYER	<input type="text"/>

**Appeal Information**

What Determination or Decision are you appealing?

\* Choose One

Other

06/26/2017 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.

[Next](#) [Previous](#)

Once you enter a valid SSN, the claimant's information will display on the **Submit An Appeal: Appeal Information** page.

Under **Appellant Details**, select whether you are the employer or a representative of the employer from the drop-down menu, and enter the phone number where you can be reached.

Under **Appeal Information**, select the determination or decision you are appealing, or **Other**, from the drop-down menu and select **Next**.

You may only select one determination or decision from the drop-down list.

You must select a Determination or Decision to appeal, or choose **Other**. The drop-down box **will not allow you to select more than one decision or determination**.

To include additional Determinations or Decisions in your appeal, enter the Determination or Decision mail 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

Selecting **Other** from the drop-down menu on the **Submit An Appeal: Appeal Information** page will direct you to an additional screen, where you may provide a detailed explanation of the decision or determination you are appealing.

**Note:** you will only see this screen when “Other” is selected on the previous page.

After selecting the Determination or Decision you are appealing (Appeal Tribunal Decision, Commission Appeals Decision, or Unemployment Determination), 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?”

Describe the determination or decision you want to appeal in 4,500 characters or less, then select **Next**. **An entry in this box is required.**

The screenshot shows the 'Submit an Appeal: Appeal Information Other' page. At the top left is the Texas Workforce Commission logo and 'Employer Benefit Services'. The user is logged in as 'Arya Stark'. The page title is 'Submit an Appeal: Appeal Information Other'. A progress sidebar on the left shows 'Appeal Information' as the current step. The 'User Information' section displays: Name: Arya T. Stark, User ID: S130670, Email Address: direwolf12@gmail.com (with an 'Update E-mail Address' link), and Employer: 11-222222-1 DIREWOLF TRUCKING INC. A note indicates that an asterisk (\*) denotes required information. The 'Appeal Information' section asks: 'What are you appealing?' with a dropdown menu showing 'Choose One', 'Appeal Tribunal Decision', 'Commission Appeals Decision', and 'Unemployment Determination'. Below this is a field for 'If Appeal Tribunal or Commission App Appeal Number?'. The next question is 'When was the determination or decision mailed?' with dropdowns for 'Month', 'Day', and 'Year', and a 'Year' input field. The following question is 'Was a hearing scheduled with the Appeal Tribunal or Commission Appeals?' with radio buttons for 'Yes' and 'No'. The final question is 'Describe the determination or decision.' with a large text box (highlighted in yellow) and a character count '4500 of 4500 characters remaining'. At the bottom are 'Next' and 'Previous' buttons. A red arrow points from the text box to the explanatory text on the right.

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

# Submit an Appeal: Appeal Information Reason

The **Appeal Information Reason** page allows you to provide additional details for the reason you are appealing.

**Submit an Appeal: Appeal Information Reason**

**User Information**

Name: Arya T. Stark      User ID: S136346

Email Address: direwolf12@gmail.com [Update E-mail Address](#)

Employer: 11-222222-1 DIREWOLF TRUCKING INC

\* indicates required information

**Appeal Information**

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?

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

- Describe your reason for appealing in 4,500 characters or less.
- 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 mail date you want to include in your appeal, along with a description.
- If correspondence related to your appeal should be sent to any other person, include their name and address.

Indicate if you or your witnesses will need an interpreter during the hearing, and if so, the language needed.

If you need an accommodation, describe the accommodation you need (such as an accommodation for a hearing or visual impairment, or access to a telephone or fax machine.)

# Submit an Appeal: Review and Submit

 **Employer Benefit Services** Arya Stark | [Logout](#)

**Appeals**

**Progress**

- Getting Started
- Appeal Information
- Review and Submit**
- Appeal Confirmation

### Submit an Appeal: Review and Submit

**User Information**

Name:	Arya T. Stark	User ID:	S136346
Email Address:	direwolf12@gmail.com	<a href="#">Update E-mail Address</a>	
Employer:	11-222222-1 DIREWOLF TRUCKING INC		

**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.

**Claimant Information**

Social Security Number (SSN):	999-99-1239
Claimant Name:	Frey, Walder M.

**Appellant Details**

[Edit Appellant Details](#)

Appealed By:	EMPLOYER
TWC Tax Account Number:	11-222222-1
Employer/Business Name:	DIREWOLF TRUCKING INC
Name of Person Submitting Appeal:	Arya T. Stark
Phone Number Where You Can Be Reached:	(no response provided)

[Edit Appellant Details](#)

**Appeal Information**

[Edit Appeal Information Page](#)

What Determination or Decision are you appealing?	06/26/2017 Separation from Work - Not Disqualified Unemployment Benefits Determination
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[Edit Appeal Information Page](#)

**Appeal Information Reason**

[Edit Appeal Information Reason Page](#)

Reason for Appeal:	
I believe the determination is incorrect	
Do you need an interpreter during the hearing?	No
If yes, please select the language needed:	(not applicable)
If you selected 'Other' type the language needed:	(not applicable)
If you need an accommodation, describe the accommodation you need: (no response provided)	

[Edit Appeal Information Reason Page](#)

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

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

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


You can print or save your appeal and confirmation number after you submit your appeal.

Inform TWC 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](#).



# Submit an Appeal: Appeal Confirmation

 Employer Benefit Services Arya Stark | Logout

Appeals


**Progress**

- Getting Started
- Appeal Information
- Review and Submit
- Appeal Confirmation**

## Submit an Appeal: Appeal Confirmation

**User Information**

Name:	Arya T. Stark	User ID:	S136346
Email Address:	direwolf12@gmail.com	<a href="#">Update E-mail Address</a>	
Employer:	11-222222-1 DIREWOLF TRUCKING INC.		



**ⓘ 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:	Your appeal has been submitted. Your  confirmation number is 10002166.
Submission time:	August 1, 2017 2:14 PM, CDT

### Claimant Information

Social Security Number (SSN):	XXX-XX-1239
Claimant Name:	Frey, Welder M.

### Appellant Details

Appealed By:	EMPLOYER
TWC Tax Account Number:	11 222222-1
Employer/Business Name:	DIREWOLF TRUCKING INC.
Name of Person Submitting Appeal:	Arya T. Stark
Phone Number Where You Can Be Reached:	(no response provided)

### Appeal Information

What Determination or Decision are you appealing?	06/26/2017 Separation from Work - Not Disqualified Unemployment Benefits Determination
---	--

### Appeal Information Reason

Reason for Appeal:	
I believe the determination is incorrect	
Do you need an interpreter during the hearing?	No
If yes, please select the language needed:	(not applicable)
If you selected 'Other' type the language needed:	(not applicable)
If you need an accommodation, describe the accommodation you need:	(no response provided)

[Return to My Home](#)

## Congratulations!

You have successfully submitted your appeal form.

**Remember to:**

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



# Appeal List

When your appeal is processed, it will appear in your Appeal list.

**Note:** Please allow up to three weeks for your appeal to be processed.

**Quick Links**

- Appeal Search
- » Appeal List
- Submit An Appeal

**Appeal List**

**User Information**

Name: Arya T. Stark User ID: s134398  
Email Address: direwolf12@gmail.com [Update E-mail Address](#)  
Employer: 11-222222-1 DIREWOLF TRUCKING INC

Appeal Number	Appeal Filed Date	Appeal Level	Appealed By	Appeal Status	Claimant	Action
1234560-2	Jul 05, 2017	Commission Appeals	Employer	Complete	Lannister, Jaime R	<a href="#">View</a>
1234560-1	May 25, 2017	Appeal Tribunal	Employer	Complete	Lannister, Jaime R	<a href="#">View</a>

It's easy to check the status of your appeal from EBS. Select **View** from the Action box on the Appeal List page to view information about Appeal Status, Appeal Parties, and a Decision Summary (when available).

**Quick Links**

- Appeal Search
- » Appeal List
  - Appeal Status
  - Appeal Parties
  - Decision Summary
- Submit An Appeal

**Appeal Status**

**User Information**

Name: Arya T. Stark User ID: S134191  
Email Address: direwolf12@gmail.com [Update E-mail Address](#)  
Employer: 11-222222-1 DIREWOLF TRUCKING INC

[Select another appeal to view](#) [Appeals Tutorial](#)

**Claimant Information**

# Appeal Status

TEXAS WORKFORCE COMMISSION

Arya Stark | Home | My Profile | Logout

Employer Benefit Services

My Home | Benefits eCorrespondence | Appeals | User Admin | UI Tax Services | Work In Texas

### Quick Links

- Appeal Search
- » Appeal List
  - Appeal Status
  - Appeal Parties
  - Decision Summary
- Submit An Appeal

### Appeal Status

#### User Information

Name:	Arya T. Stark	User ID:	S134191
Email Address:	direwolf12@gmail.com	<a href="#">Update E-mail Address</a>	
Employer:	11-222222-1 DIREWOLF TRUCKING INC		

[Select another appeal to view](#)      [Appeals Tutorial](#)

#### Claimant Information

S.S.N.:	999-99-1239
Name:	Lannister, Jaime R.

#### Appeal Information

Initial Claim Date:	January 31, 2016
Appeal Number:	1230456-7
Appeal Filed Date:	February 01, 2017
Appeal Level:	Appeal Tribunal
Appealed By:	Claimant
Appeal Status:	Complete

#### Status

Mail Date:	March 01, 2017
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 01, 2017	Decision mailed: Appeal Tribunal decision
March 01, 2017	Hearing Date
February 13, 2017	Letter mailed: hearing scheduled
February 01, 2017	Appeal received

The Appeal Status page displays appeal information related to a particular SSN.

This also shows the:

- Initial claim date
- Appeal number
- Appeal filed date
- Appeal level
- Current appeal status
- Log of appeal activities, sorted by date



# *Still need help?*

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

