

RETURN TO WORK

Online Program User Guide

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Introduction

The Return to Work online program allows employers to easily report a future return to work date for laid-off employees. To process return to work information, employers must sign up for an Employer Benefits Services (EBS) account.

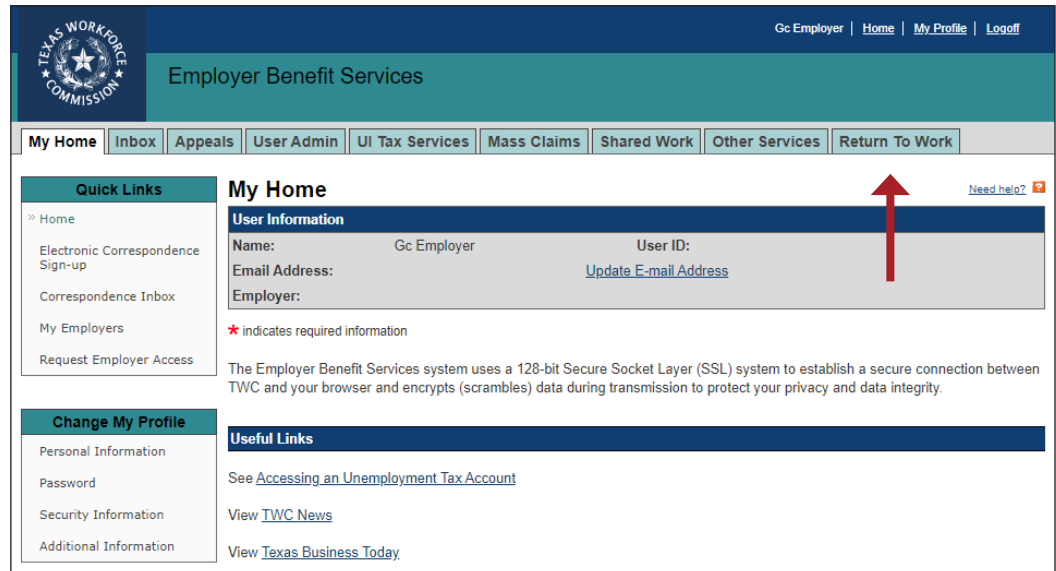
To learn more about Employer Benefits Services and to learn how to sign up for an Employer Benefits Services account, see the [EBS Administrator Duties user guide](#).

EBS My Home

After logging in to EBS, select the **Return to Work** tab on the top right corner of the screen.

Tip: Before getting started, it's a good idea to have the following information available:

- Employees' Social Security numbers (SSNs)
- Return to work dates



Return to Work Information

The **Return to Work Information** page provides user information, an overview of Return to Work, and instructions for how to submit return to work information.

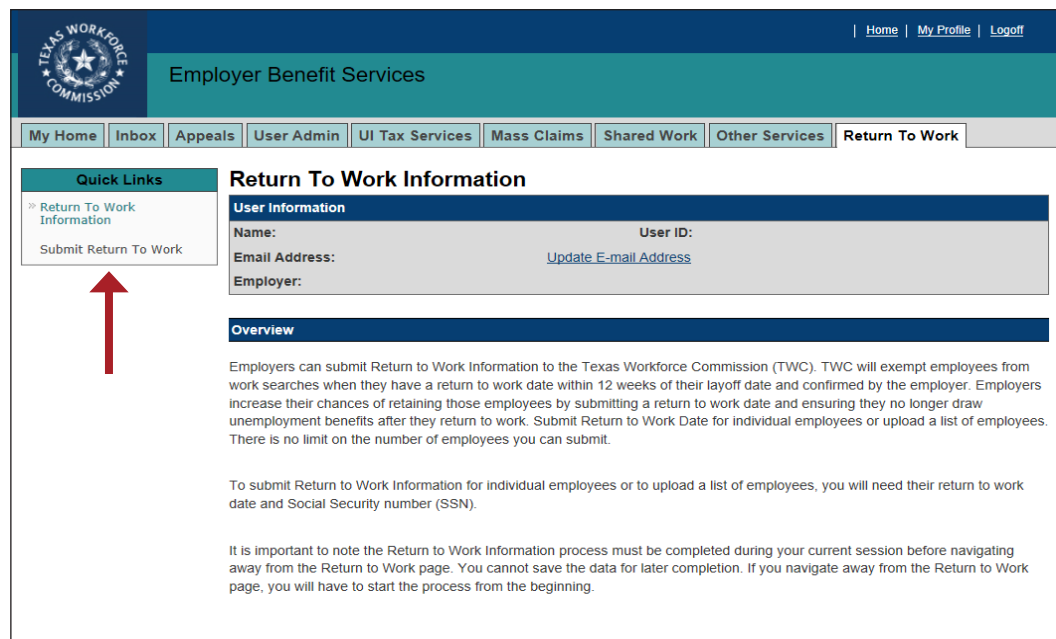
Employers can submit a return to work date for laid-off employees either by:

- Entering individual employee SSNs
- Uploading a list of employee SSNs

There is no limit on the number of employees

that employers can submit. Once employers submit the return to work date, TWC will exempt employees from work searches when they have a return to work date within 12 weeks of their layoff date.

To get started, select **Submit Return To Work** from **Quick Links**.



Return to Work: Getting Started

On the **Return to Work - Getting Started** page, select the return to work date using the **Month** and **Day** drop down menu and **Year** text box. The return to work date cannot be on or before the date the return to work information is submitted. A red asterisk appears next to all required fields.

Select an option for providing employee information with the radio buttons for **Add SSN** or **Upload SSNs**.

Select **Next**.

Tip: Navigate through the completed pages of the Return to Work form and check progress in the Progress bar.

To add employees, select one of the following options:

- Add SSN
- Upload SSNs

The screenshot shows the 'Return To Work - Getting Started' form. The top navigation bar includes the Texas Workforce Commission logo and the text 'Employer Benefit Services'. The user is identified as 'Bea Silva-office Mgr' with a 'Logout' link. The form has a 'Return To Work' breadcrumb and a 'Progress' sidebar with options: 'Getting Started', 'Upload SSNs', 'Review And Submit', and 'Confirmation'. The main form area is titled 'Return To Work - Getting Started' and contains a 'User Information' section with fields for Name, Email Address (with a link to 'Update E-mail Address'), and Employer. A red asterisk indicates required information. Below this is a section for 'Return to Work Date' with dropdown menus for Month and Day, and a text box for Year. A red asterisk is next to the date fields. Below the date fields is a section for 'Select any one:' with radio buttons for 'Add SSN' and 'Upload SSNs'. A red arrow points to the 'Upload SSNs' radio button. At the bottom are 'Next' and 'Cancel' buttons.

Add SSN

Selecting the **Add SSN** option on the **Return to Work - Getting Started** page continues to the **Return to Work - Add one or more SSN** page.

Use the text boxes to enter SSNs for one or more employees.

There is no limit to the number of employees an employer can submit; however, only 10 employees can be added at a time.

Select **Save & Add More** to save the SSNs and populate the employee information in the **Return to Work List** with their name, SSN, and return to work date.

Select **Clear** to delete the entries, if needed.

Select **Save & Add More** to add more employees.

Once all employees are saved in the **Return to Work List**, select **Next**.

The screenshot shows the 'Return To Work - Add one or more SSN' page. At the top, there is a header for 'Employer Benefit Services' with a 'Go Employer | Logoff' link. Below the header is a 'Return To Work' breadcrumb. A 'Progress' sidebar on the left lists: 'Getting Started', 'Upload SSNs', 'Review And Submit', and 'Confirmation'. The main content area is titled 'Return To Work - Add one or more SSN'. It contains a 'User Information' section with fields for Name (Gc Employer), User ID, Email Address (with an 'Update E-mail Address' link), and Employer. Below this is the 'Add SSN' section, which features ten rows of 'Social Security Number:' labels followed by input boxes. The first input box has a red asterisk. At the bottom of this section are 'Save & Add More' and 'Clear' buttons. Below the SSN section is a 'Return To Work List' table with columns for Name, Social Security Number, and Return To Work Date. The table currently shows 'No results'. At the very bottom are 'Next' and 'Previous' buttons.

Upload SSNs

Selecting the **Upload SSN** option on the **Return to Work - Getting Started** page continues to the **Return to Work - Upload SSNs** page.

Download the Return to Work template or create a template to upload all employees' SSNs at one time.

Upload steps:

1. Download and carefully read the instructions provided on the **Return to Work - Upload SSNs** page.

2. Download the Return to Work template.

3. Enter each employee's SSN in the SSN cell. Do not include dashes or number signs.

If the SSN begins with a zero,

enclose the entire SSN in single quotes. Do not enter more than one SSN within a cell.

4. Save the spreadsheet to your computer.
5. To upload the template, select **Browse** in EBS, select the saved spreadsheet file, and select **Open**.
6. Verify the correct file is selected. The file cannot be removed once it is uploaded.
7. Once verified, select **Upload**.
8. If the file was successfully uploaded, the following confirmation message displays: *Social Security Numbers successfully added.*

Contact the Mass Claims Coordinator at ui.massclaims@twc.texas.gov for assistance with uploading the Return to Work spreadsheet.

The uploaded employees will populate in the **Return to Work List** with their name, SSN, and return to work date.

Once all employees are saved in the **Return to Work List**, select **Next**.

The screenshot displays the 'Return to Work - Upload SSNs' page. At the top, there is a header for 'Employer Benefit Services' and a navigation bar with 'Return To Work' selected. A progress sidebar on the left shows 'Getting Started', 'Upload SSNs' (highlighted), 'Review And Submit', and 'Confirmation'. The main content area includes a 'User Information' section with fields for Name, Email Address, and Employer. Below this is a confirmation message: 'Social Security Numbers successfully added.' A red arrow points to the 'Upload SSNs' section, which contains instructions and a file upload area with a 'Browse...' button and an 'Upload' button. At the bottom, there is a 'Return To Work List' table with 3 rows of data.

Name	Social Security Number	Return To Work Date
Smith, John	000-00-7528	Dec 31, 2020
Doe, Jane	000-00-6981	Dec 31, 2020
Perez, Jose	000-00-2218	Dec 31, 2020

Review and Submit

The **Return to Work - Review and Submit** page displays the return to work date provided on the **Getting Started** page, the certification message, certification checkbox, and the **Submit** and **Previous** buttons. The employees' names and SSNs will also display only if the **Add SSNs** or **Upload SSNs** options were used.

Review the information on the **Return to Work - Review and Submit** page. Once the information is submitted, changes cannot be made. Use the **Previous** button to make any changes, if needed.

Select the **certification checkbox** and the **Submit** button to submit the Return to Work information.

The screenshot shows the 'Return to Work - Review and Submit' page. The page header includes the Texas Workforce Commission logo and 'Employer Benefit Services'. The main content area is titled 'Return To Work - Review and Submit'. It features a 'Progress' sidebar with options: Getting Started, Upload SSNs, Review And Submit (selected), and Confirmation. The 'User Information' section displays 'Name: Gc Employer', 'User ID:', 'Email Address: Update E-mail Address', and 'Employer:'. A note states '* indicates required information'. The 'Review and Submit' section contains a message: 'The employees listed below will be processed with a Return to Work Date of 12/01/2020. To complete your submission, certify and select the Submit button.' Below this is a table with 1-1 of 1 employee: Smith, John, with Social Security Number 000-00-4320 and Return To Work Date Dec 01, 2020. The 'Certify' section has a checked checkbox and the text: '* By checking this box, I certify that I am authorized to submit this information on behalf of this employer and the information I give is true, accurate and complete.' A caution note reads: 'Caution: Your Return To Work is NOT COMPLETE until you select the "Submit" button.' At the bottom are 'Submit' and 'Previous' buttons.

Confirmation

Once successfully submitted, the system continues to the **Return to Work - Confirmation** page displaying a confirmation message and the Return to Work date. The employees' name and SSNs will only display if the **Add SSNs** or **upload template** options were used. Select **Save as PDF** to save the **Return to Work - Confirmation Page** as a PDF or select **Printer Friendly** to print the page.

After submitting the return to work information, TWC processes the SSNs and return to work date through a verification check before updating the work search requirement for each employee to zero in the unemployment benefits system.

The screenshot shows the 'Return to Work - Confirmation' page. The page header includes the Texas Workforce Commission logo and 'Employer Benefit Services'. The main content area is titled 'Return To Work - Confirmation'. It features a 'Progress' sidebar with options: Getting Started, Upload SSNs, Review And Submit, and Confirmation (selected). The 'User Information' section displays 'Name: Gc Employer', 'User ID:', 'Email Address: Update E-mail Address', and 'Employer:'. A blue message states: 'All Employees were submitted successfully for return to work date.' Below this are 'Save as PDF' and 'Printer Friendly' buttons. The 'Return to Work Information' section contains a message: 'The Statewide Return to Work date submission for 01/02/2021 was submitted successfully on 11/03/2020. Select Print for your records.' At the bottom is a 'Return To Work Information' button.