

Welcome

*to the
Unemployment Benefits Services Tutorial*



Electronic Correspondence for Claimants



What Electronic Correspondence Does

Electronic Correspondence (EC) allows you to access unemployment benefits correspondence electronically on a secure, online mailbox, such as:

- time-sensitive determinations
- unemployment benefits claim information
- instructional materials

How Electronic Correspondence Works

You can receive EC documents electronically, delivered to a secure inbox on your Unemployment Benefits Services (UBS) account at ui.texasworkforce.org

OR

TWC can mail your documents by the U.S. postal service.

If you select Electronic Correspondence:

- you can view your unemployment benefits correspondence directly from the online inbox.

After you opt in:

- we send an email to notify you when we send new correspondence to your inbox.
- you can view, print, and save your claim correspondence.

To sign up, you must provide a valid email address, and agree to TWC's EC Terms and Conditions.

How Electronic Correspondence Works ...

Electronic Correspondence allows you to receive most, but not all, of your unemployment notices and forms electronically in a secure, online mailbox.

Documents Included

- benefits information packet
- work search notification
- payment request filing instructions
- most benefits forms and notices
- statements and determinations

Documents Not Included

- appeals correspondence, including hearing notices or appeals decisions
- Workforce Solutions correspondence
- information about applying for benefits under special programs, such as Trade Adjustment Assistance

Note: You are responsible for regularly checking your online inbox, regardless of whether you receive an email notifying you of new mail.



Getting Started

The screenshot shows the login page for the Texas Workforce Commission's Unemployment Benefit Services. At the top left is the TWC logo, and at the top right are links for 'TWC Home' and 'TWC Contact Information'. The main header reads 'Unemployment Benefit Services'. On the left, a 'Quick Links' menu includes 'Logon', 'Sign Up for User ID', 'Forgot Password?', and 'Forgot User ID?'. The central 'Logon' section features a 'Need help?' link, a '¿Habla español?' link, and a 'Technical Requirements' section. The login form has two fields: 'User ID' and 'Password', both marked with a red asterisk. Below the form is a 'Logon' button and a disclaimer about state rules and privacy. On the right, there are sections for 'Public Computer' and 'Accessibility'.

Quick Links

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

Logon [Need help?](#)

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

* indicates required information

User ID: *

Password: *

[Logon](#)

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](#).

¿Habla español?
Ver esta página [en español](#).

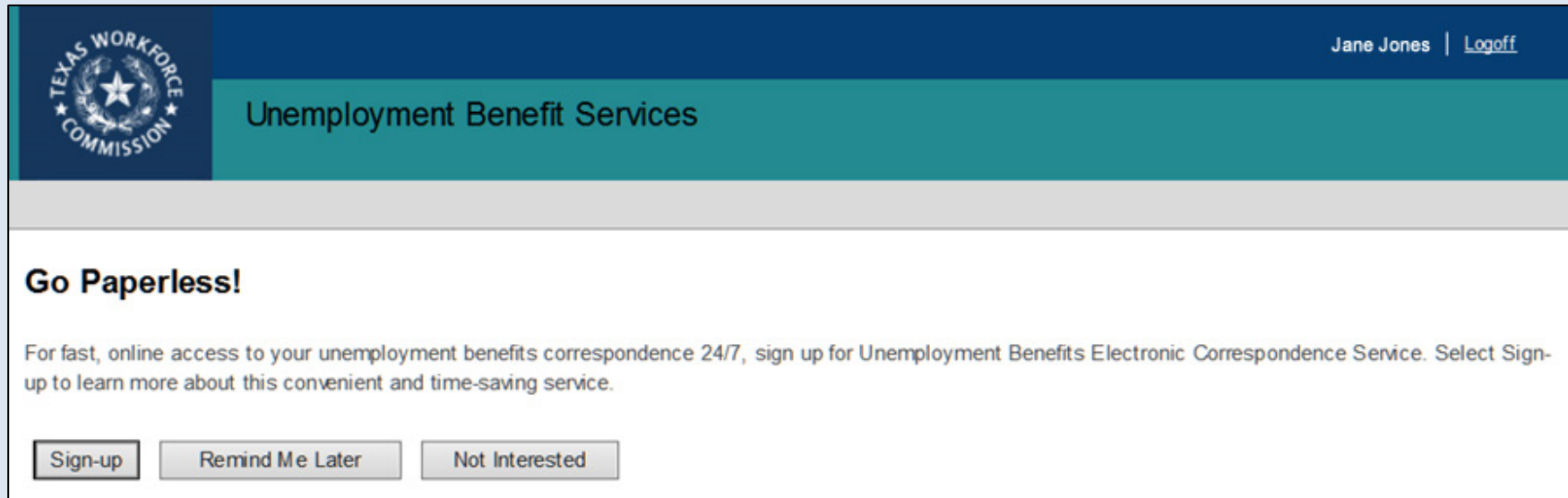
Technical Requirements
Recommended browsers are [Internet Explorer](#), [Firefox](#), [Chrome](#) or [Safari](#). Click on the respective link to download the latest free version upgrade.

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](#)

First, log on to UBS, or set up a User ID and password.

Ways to Sign Up



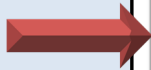
The screenshot shows the top navigation bar of the Texas Workforce Commission website. On the left is the logo for the Texas Workforce Commission, featuring a star in a circle with the text 'TEXAS WORKFORCE COMMISSION'. On the right, the user name 'Jane Jones' and a 'Logoff' link are visible. Below the navigation bar is a teal header with the text 'Unemployment Benefit Services'. The main content area has a white background and features a 'Go Paperless!' section. This section includes a paragraph of text: 'For fast, online access to your unemployment benefits correspondence 24/7, sign up for Unemployment Benefits Electronic Correspondence Service. Select Sign-up to learn more about this convenient and time-saving service.' Below the text are three buttons: 'Sign-up', 'Remind Me Later', and 'Not Interested'.

If you have a current claim, a “Go Paperless” message displays.

- Select **Sign-up** if you want to sign up now.
- Select **Remind Me Later** if you want the system to display the “Go Paperless!” page the next time you log on. You will continue to receive correspondence in paper format.
- Select **Not Interested** if you are not interested in electronic correspondence. You will continue to receive correspondence in paper format. If you change your mind, you can still sign up by selecting the “Sign-up” option from the Quick Links.

Ways to Sign Up ...

If you don't sign up from the "Go Paperless" message, you can still sign up from the **My Home** screen by selecting **Electronic Correspondence Sign-up** from the Quick Links menu.



The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services website. At the top left is the TWC logo, and at the top right is the user name 'Jane Jones' with a 'Logoff' link. The main header is 'Unemployment Benefit Services'. Below this is a 'Quick Links' menu on the left and a 'My Home' section on the right. The 'Quick Links' menu includes: Apply For Benefits, Electronic Correspondence Sign-up (highlighted with a red arrow), Claim and Payment Status, Payment Request, Work Search Log, WorkInTexas.com, IRS 1099-G Information, Payment Option, and Appeal List. The 'Change My Profile' menu includes: Contact Information, Password, Security Information, and Personal Information. The 'My Home' section contains a warning about e-mail scams, instructions for new residents, a link to public workforce offices, a welcome message for Jane Jones, a list of messages (including a requirement for 4 work search activities per week), and a link to the TWC Tele-Center.

TEXAS WORKFORCE COMMISSION

Jane Jones | [Logoff](#)

Unemployment Benefit Services

Quick 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

Change My Profile

- Contact Information
- Password
- Security Information
- Personal Information

My Home

Beware of e-mail scams asking for your Social Security number (SSN), debit card number, or PIN. TWC **never** asks for your PIN or debit card number, and requests your SSN number **only** after you make an inquiry.

If you have moved to another state or Canada you need to register for work search assistance in your place of residence at a public workforce office or online. You must register within seven (7) days of moving and continue to meet your required weekly work search activities. TWC will verify that you registered with your state of residence. If you do not register for work search, your benefits may be delayed or denied.

See the list of state [Public Workforce Offices](#) for help finding out how to register in your state. PDF files require [Adobe Reader](#) for viewing.

JANE JONES, welcome to Unemployment Benefits Services.

Here are your messages:

- You are required to do at least 4 work search activities each week. Check [Unemployment Benefits Work Search Guidelines](#) for examples of activities.

If you need further assistance, call a [TWC Tele-Center](#).

Sign-Up for EC

To sign up, you must:

- Read, acknowledge, and agree to the Electronic Correspondence Service Terms and Agreement
- Provide a valid email address
- Confirm your email address
- Select **Submit**

You are not finished until you confirm your email!

The screenshot shows the 'Unemployment Benefit Services' page. On the left, there are two navigation menus: 'Quick Links' and 'Change My Profile'. The 'Quick Links' menu includes: Apply For Benefits, Electronic Correspondence Sign-up (highlighted with a red arrow), Claim and Payment Status, Payment Request, Work Search Log, WorkInTexas.com, IRS 1099-G Information, Payment Option, and Appeal List. The 'Change My Profile' menu includes: Contact Information, Password, Security Information, and Personal Information. The main content area is titled 'Electronic Correspondence' and includes a 'How It Works' section, a 'Documents Not Included' list, and an 'After you sign up:' section. A red arrow points to a checkbox labeled 'I acknowledge that I have read and agree to the Electronic Correspondence Service Terms and Agreement.' Below this is a section titled 'We have the following e-mail address on our records:' with the email 'jane.jones@def.com' displayed. A red arrow points to the 'Enter e-mail address:' input field, and another red arrow points to the 'Confirm e-mail address:' input field. At the bottom, there are 'Submit' and 'Cancel' buttons, with a red arrow pointing to the 'Submit' button. The top right of the page shows the user 'Jane Jones' and a 'Logout' link.

Electronic Correspondence Next Steps

Once you select submit:

- UBS displays the Electronic Correspondence Next Steps page.
- Select the Logout link to exit UBS. **You must log out of UBS for your submission to take effect.**
- Check your email for a message from UBS. Select the link in the message to confirm your email address.
- The link will launch a new UBS login screen. Log back into UBS.
- After logging in, UBS will display the Electronic Correspondence confirmation screen.
- You will receive an email confirming that you have registered for electronic correspondence from TWC.

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

Change My Profile

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

Electronic Correspondence Next Steps

TWC will send an e-mail to @gmail.com to verify your e-mail address. You must select the link in the e-mail and log in to UBS again to verify your address.

If you do not verify your e-mail address, TWC will send correspondence by U.S. Postal Service.

You must log out before you confirm your email address.

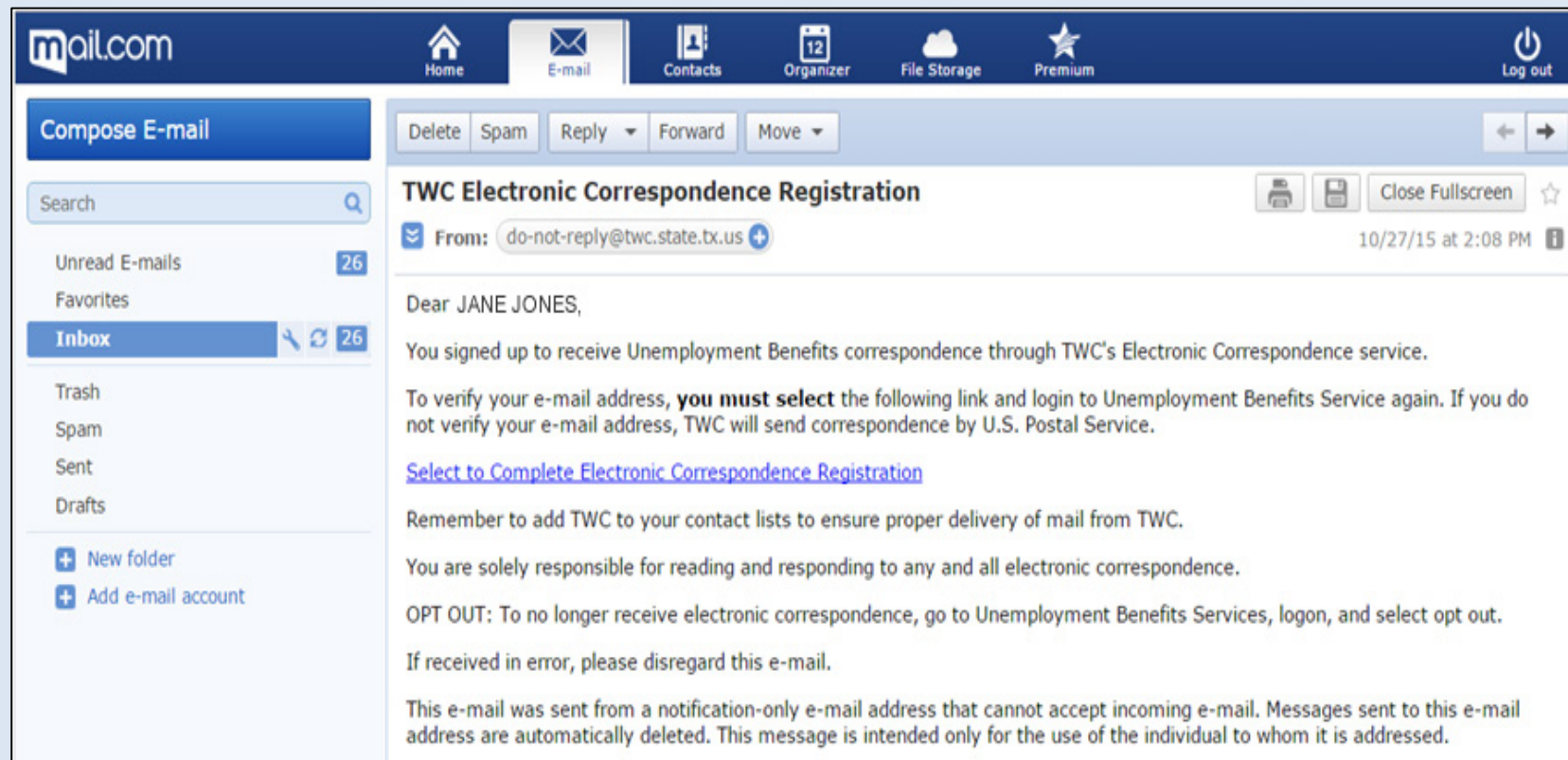
Karla Fuentes | [Logoff](#)

After you have confirmed your email address, your documents will be available in your electronic correspondence inbox immediately.

Confirm Email

TWC will send an email to verify your address.

- You MUST select the link in the email and log in to UBS again to verify your address.
- If you do not verify your email address, TWC will continue to send correspondence by the U.S. Postal Service.



The screenshot shows a Gmail interface with a dark blue header. The main content area displays an email titled "TWC Electronic Correspondence Registration" from "do-not-reply@twc.state.tx.us" dated 10/27/15 at 2:08 PM. The email body contains the following text:

Dear JANE JONES,

You signed up to receive Unemployment Benefits correspondence through TWC's Electronic Correspondence service.

To verify your e-mail address, **you must select** the following link and login to Unemployment Benefits Service again. If you do not verify your e-mail address, TWC will send correspondence by U.S. Postal Service.

[Select to Complete Electronic Correspondence Registration](#)

Remember to add TWC to your contact lists to ensure proper delivery of mail from TWC.

You are solely responsible for reading and responding to any and all electronic correspondence.

OPT OUT: To no longer receive electronic correspondence, go to Unemployment Benefits Services, logon, and select opt out.

If received in error, please disregard this e-mail.

This e-mail was sent from a notification-only e-mail address that cannot accept incoming e-mail. Messages sent to this e-mail address are automatically deleted. This message is intended only for the use of the individual to whom it is addressed.

Technical Support

The screenshot shows a web browser window with the URL `twc.zendesk.com/hc/en-us/requests/new?ticket_form_id=9947275591323`. The page header includes the Texas Workforce Commission logo, the text "Texas Workforce Commission | Help Desk", a "Select Language" dropdown, and a "Get More Help" button. The main content area features a search bar with the placeholder "Search for articles". Below this, a heading reads "Didn't find what you were looking for? Submit a request for more help." The form contains several fields: "Your email address" (filled with "edward.test@example.com"), "Name" (filled with "Edward Test" and a red error message "Enter your First and Last Name" below it), "Phone Number" (filled with "555-1212"), "I am..." (dropdown menu with "a Worker or Jobseeker" selected), "I need help with..." (dropdown menu with "Unemployment Assistance" selected), and "Subject" (filled with "Electronic Correspondence Signup"). A "Suggested articles" section is partially visible at the bottom. A "CHAT WITH US" button is located in the bottom right corner, with the text "Click here to speak with our Virtual Assistant" below it.

If you have a problem signing up for Electronic Correspondence:

- Fill out a [TWC Help Desk ticket](#) or
- Call 800-939-6631 to report your issue

Electronic Correspondence Inbox

Once you have successfully signed up AND confirmed your email address, TWC will send electronic correspondence to your Correspondence Inbox.

Select the **Correspondence Inbox** from the Quick Links menu to view the inbox.



The screenshot shows the 'Unemployment Benefit Services' dashboard. The user is logged in as Jane Jones. The 'Quick Links' menu is visible on the left, and the 'Electronic Correspondence Confirmation' message is displayed in the main content area.

Quick Links

- Apply For Benefits
- Correspondence Inbox(0)
- Claim and Payment Status
- Payment Request
- » Work Search Log
- WorkInTexas.com
- IRS 1099-G Information
- Payment Option
- Appeal List

Electronic Correspondence Confirmation

Congratulations! You have successfully signed up for Unemployment Benefits Electronic Correspondence. TWC will send electronic correspondence to your Correspondence Inbox.

Select Correspondence Inbox from the Quick Links menu on the left side of the screen to view your online inbox.

The inbox shows the document name, date mailed, date opened, and provides an option to view the document as a Portable Document Format (.pdf) or accessible document.

The screenshot shows the 'Unemployment Benefit Services' dashboard. The user is logged in as Jane Jones. The 'Quick Links' menu is visible on the left, and the 'Correspondence Inbox' is displayed in the main content area.

Quick Links

- Apply For Benefits
- » **Correspondence Inbox (1)**
- Claim and Payment Status

Correspondence Inbox

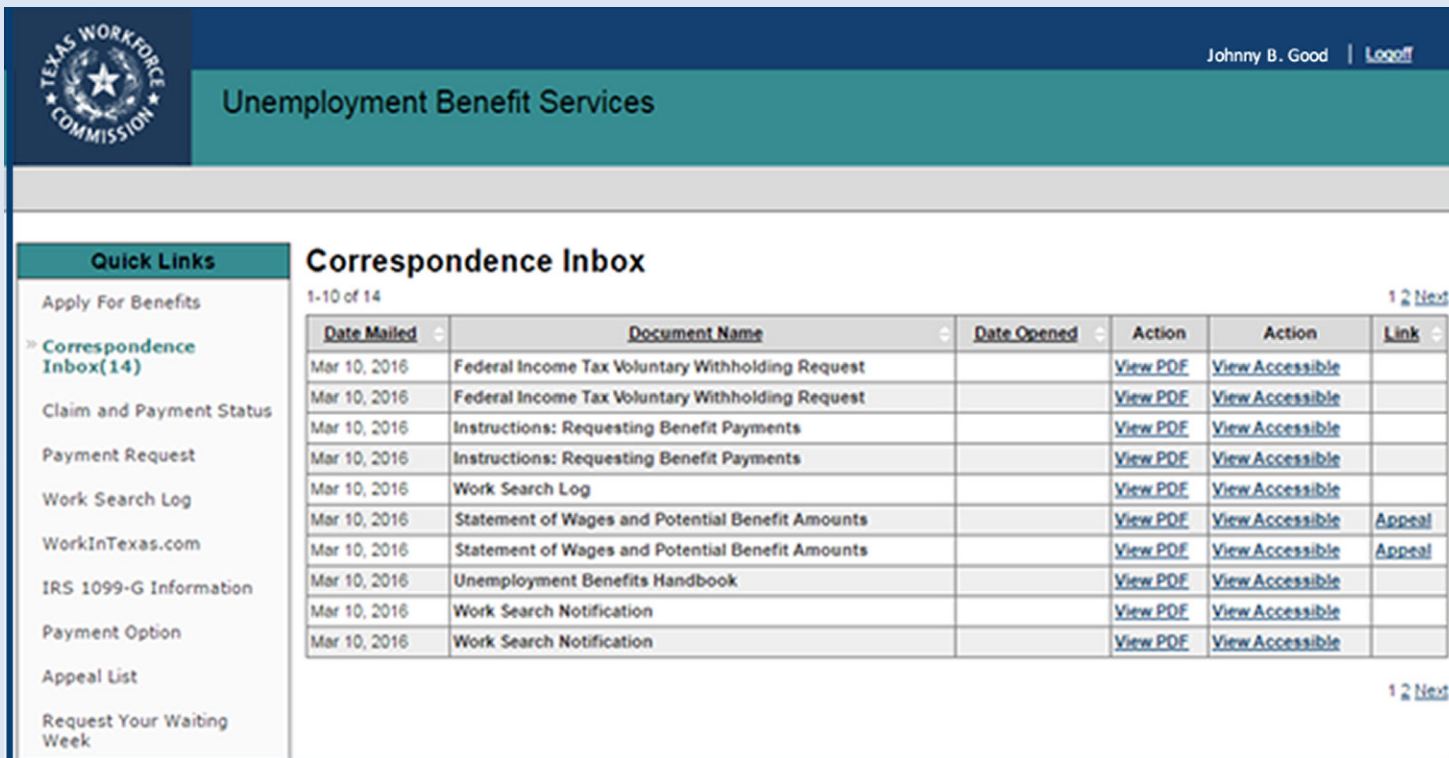
1-1 of 1

Date Mailed	Document Name	Date Opened	Action	Action
Oct 22, 2015	Unemployment Benefits Determination		View PDF	View Accessible

Correspondence Inbox Appeal Link

This link appears when TWC delivers any document with a decision that can be appealed to your online mailbox, such as a Determination on Payment of Unemployment Benefits, or a Statement of Wages and Potential Benefit Amounts, and allows you to more easily submit an appeal.

Selecting the Appeal link takes you to the [Notice of Unemployment Benefits Appeal](#) submission page. You can complete and submit your appeal information online. Your appeal submission is not complete until you select “Submit” and wait for your appeal confirmation number.



The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services portal. The header includes the TWC logo and the user name Johnny B. Good with a Logoff link. The main content area is titled "Correspondence Inbox" and displays a table of documents. A red arrow points to the "Appeal" link in the "Link" column of the row for "Statement of Wages and Potential Benefit Amounts".

Date Mailed	Document Name	Date Opened	Action	Action	Link
Mar 10, 2016	Federal Income Tax Voluntary Withholding Request		View PDF	View Accessible	
Mar 10, 2016	Federal Income Tax Voluntary Withholding Request		View PDF	View Accessible	
Mar 10, 2016	Instructions: Requesting Benefit Payments		View PDF	View Accessible	
Mar 10, 2016	Instructions: Requesting Benefit Payments		View PDF	View Accessible	
Mar 10, 2016	Work Search Log		View PDF	View Accessible	
Mar 10, 2016	Statement of Wages and Potential Benefit Amounts		View PDF	View Accessible	Appeal
Mar 10, 2016	Statement of Wages and Potential Benefit Amounts		View PDF	View Accessible	Appeal
Mar 10, 2016	Unemployment Benefits Handbook		View PDF	View Accessible	
Mar 10, 2016	Work Search Notification		View PDF	View Accessible	
Mar 10, 2016	Work Search Notification		View PDF	View Accessible	

Opt Out of Electronic Correspondence

You may opt out at any time. To opt out, log in to Unemployment Benefits Services and select “opt out” under Change My Profile.

If you opt out:

- TWC mails your new correspondence through the U.S. Postal Service beginning the next business day.
- You have 21 days to view, print, or save documents you may need.
- You receive an Opt Out Confirmation screen and select **OK**.

The screenshot shows the 'Unemployment Benefit Services' portal for Jane Jones. The main heading is 'Opt Out Of Electronic Correspondence'. Below the heading, it states: 'You may opt out of Electronic Correspondence at any time. If you opt out:' followed by three bullet points: 'TWC will resume mailing your unemployment benefits correspondence through the U.S. Postal Service, beginning the next business day.', 'You have 21 days to access your correspondence to view, print, or save documents you may need.', and 'You must sign up for Electronic Correspondence if you change your mind.' There is a checkbox labeled 'I want to opt out of Electronic Correspondence.' which is currently unchecked. Below the checkbox is a dropdown menu labeled 'Select Opt Out Reason'. At the bottom of the form are 'Submit' and 'Cancel' buttons. A 'Change My Profile' link is visible in the left sidebar.

The screenshot shows the 'Unemployment Benefit Services' portal for Jane Jones. The main heading is 'Opt Out Confirmation'. Below the heading, it states: 'Thank you. You have successfully opted out of Electronic Correspondence. TWC will begin sending your correspondence by mail.' At the bottom of the confirmation message is an 'Ok' button. The left sidebar shows a 'Quick Links' menu with 'Electronic Correspondence Sign-up' highlighted.



Still Need Help?

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