Welcome to the Unemployment Benefits Services Tutorial

How to Request Benefit Payments Online
This tutorial includes instructions for completing, submitting, and certifying your payment request made over the Internet.

You may go through this tutorial page by page, or you may skip to any of these main sections by selecting the appropriate links:

- Requesting Payment Online
- Ongoing Eligibility Requirements
- Review and Submit Payment Request
Requesting payment over the Internet is fast, easy and secure.

You can request unemployment benefit payment and report earnings over the Internet or by calling Tele-Serv, our interactive phone system.

Request payment one to two weeks after you first apply for benefits and every two weeks after that. You can find the date you are scheduled to request payment on Unemployment Benefits Services or by calling Tele-Serv.

Here’s what you need to get started . . .

Whether you request payment over the Internet or by calling Tele-Serv, you’ll need access to the Internet or a phone, and your:

- Social Security number;
- earnings information if applicable; and
- number of work search activities.

When you sign up for Unemployment Benefits Services, you will also need your Personal Identification Number (PIN).

Note: You may want to print pages from this tutorial. If you don’t have a printer, you may use a printer at your local Workforce Solutions office.
In this section you will learn:

- How to use the Unemployment Benefits System to request your payment;
- How to find Quick Links to your payment request;
- How to begin your payment request; and
- How to report work and other income.
Unemployment Benefits Services

This is the first screen you’ll see when you visit our Web site at ui.texasworkforce.org.

Before you can log on to the Unemployment Benefits System, you must have a User ID and Password.

For instructions on how to create, retrieve or reset a User ID and Password, go to the User ID and Password Tutorial.

Select this link if you already have a User ID or Password, or to create a User ID and Password.
Important

Your information **WILL NOT BE SAVED if** you log off *before receiving confirmation.*

Please note . . .

- Your request **IS NOT COMPLETE** until you submit it and *receive a confirmation number.*
- The system **will log you out** if you have not selected any action button, such as **Next,** **Previous,** or **Submit,** *within 30 minutes.* Your information **will not be saved.** If this happens, you must log back on and re-enter your information for the payment request.
- Read all instructions carefully.
- Complete each screen from top to bottom.
- Information marked with a **red asterisk** *is required.*
- Certify the Truth in Filing statement.
Quick Link to Payment Request

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

This page provides:
- Quick Links to various benefits system topics and resources; and
- Messages from TWC.

Select Payment Request.

Check for messages and take action as directed.
Truth in Filing Certification

Before you continue, you must certify the Truth in Filing statement by marking the box at the bottom of this screen.

To continue, you must certify you understand and will comply with the following requirements.

All information you provide must be true and complete. You may be penalized for withholding or giving incorrect information. TWC keeps a permanent record of the information you submit.

Your User ID and password have the same legal authority as your signature. Do not share your User ID and password with anyone. You are responsible for any payment request made with your password. Using someone else’s ID is fraud.

Each time you request payment, you must:

- Certify that the name and Social Security number on this claim belong to you.
- Report the number of hours you worked and your gross earnings for each week, even if you have not yet been paid. For more information, view a tutorial on how to calculate and report earnings.
- Keep a record of your work search activities. We may request your work search log at any time during your benefit year.

You are responsible for following the instructions in the Unemployment Benefits Handbook.

For more information about fraud, go to Unemployment Benefits Fraud.

☐ I certify that I have read, understood, and agree to comply with these requirements.

Next  Cancel
Begin Payment Request

Complete these sections:

- Begin Payment Request  
  – Work and Earnings  
  – Earnings and Hours Worked  
  – Other Income;
- Ability and Availability;
- Work Search;
- Review and Submit; and
- Next Steps (payment request confirmation).

**IMPORTANT**

If you work, you must report *all hours worked*—there are *no exceptions*.

Unreported and underreported earnings cause overpayments that you must repay.
Begin Payment Request . . .

When requesting a payment, you must answer these questions:
- “Did you work in Claim Week 1?”;
- “Did you work in Claim Week 2?”

One of the most common mistakes is believing that you do not need to report earnings from part-time work. **This is not true.**

You must report earnings from **ALL** work, **no exception**. It does not matter whether you got the job before or after you started your claim.

### Work and Earnings

<table>
<thead>
<tr>
<th>Claim Week 1 (Sep 16, 2012 - Sep 22, 2012)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did you work in Claim Week 1?</td>
</tr>
<tr>
<td>◦ Yes ◦ No</td>
</tr>
</tbody>
</table>

Did you earn **vacation** or **holiday** pay while on temporary layoff or on vacation from a current job during Claim Week 1?

| ◦ Yes ◦ No                             |

<table>
<thead>
<tr>
<th>Claim Week 2 (Sep 23, 2012 - Sep 29, 2012)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did you work in Claim Week 2?</td>
</tr>
<tr>
<td>◦ Yes ◦ No</td>
</tr>
</tbody>
</table>

Did you earn **vacation** or **holiday** pay while on temporary layoff or on vacation from a current job during Claim Week 2?

| ◦ Yes ◦ No                             |

### Earnings and Hours Worked

Earnings include wages or salary before deductions, tips, commissions or any kind of pay you receive for work. Earnings also include vacation or holiday pay if you are on temporary layoff or on vacation from a current job.

#### Claim Week 1 (Sep 16, 2012 - Sep 22, 2012)

<table>
<thead>
<tr>
<th>Earnings Before Deductions:</th>
</tr>
</thead>
<tbody>
<tr>
<td>◦ $ [ ] (Whole dollars only)</td>
</tr>
</tbody>
</table>

Number of Hours Worked:

| ◦ [ ] (Whole hours only) |

Were you self-employed or working only for commission during Claim Week 1?

| ◦ Yes ◦ No |

If you need help calculating your earnings, visit our tutorial: [How to Calculate and Report Earnings](#).
### Other Income

We also ask if you received any income that you have not already reported.

**You must** report income from:

- Severance pay or wages paid instead of notice of layoff;
- Retirement pensions;
- Disability insurance;
- Military retirement or disability pay; and
- Worker’s compensation.

Depending on your answers, you may be asked for additional information.

<table>
<thead>
<tr>
<th>Other Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did you receive other income from any of the sources below that you have <strong>not already</strong> reported to TWC such as Retirement or disability pension, <strong>Workers’ Compensation</strong>, or <strong>Additional payment</strong>, such as severance pay or wages instead of providing advance notice of work separation?</td>
</tr>
<tr>
<td>[ ] Yes</td>
</tr>
</tbody>
</table>

If Yes, check all that apply:

- ✔ Retirement or disability pension
- □ Workers’ Compensation
- □ Additional payment when you left your job other than wages you had earned

After you report these types of income, TWC will mail you a decision on your eligibility for unemployment benefits.
In this section you will learn about ongoing eligibility requirements, such as:

- Ability and availability; and
- Work search.
Ability and Availability

TWC considers individuals available for work if they are ready, willing and able to accept any suitable full-time work.

To be considered able and available, you must:

- Be physically and mentally able to perform the work you seek;
- Have the health and other physical and mental abilities needed for the job you’re looking for; and
- Be available for full-time work for the weeks for which you are filing.

Availability includes, but is not limited to:

- Having adequate transportation;
- Having adequate child care arrangements if you have children;
- Being available for job interviews;
- Being willing to work all the days and hours required for the type of work you seek; and
- Being willing to accept the usual rate of pay for a person of your qualifications and experience.

Depending on your answers, you may be asked for additional information.
Work Search

- You must make your minimum number of work search activities each week.
- Keep detailed records of your work search efforts.
- TWC routinely verifies work search activities.

When you get a job, go to www.WorkInTexas.com and report that you found a job.
In this section you will learn how to:

- Review and edit your payment request;
- Certify and submit your payment request; and
- Confirm your payment request.

Review and Submit Payment Request
Review and Edit Payment Request

This section:

- shows all the answers and information you entered; and
- allows you to make changes by selecting the Edit link at the beginning of each section.

1. Read these summary pages carefully.
2. Correct any errors before you submit your payment request.
3. Select Submit at the end of the questions for your request to be processed.
Review and Edit Payment Request . . .

When editing a section, you will need to review and edit all web pages related to that section. When you finish the last page in the section, you will be returned to the Review and Submit page.

Changes to some answers could require additional details or new information.
**Review and Edit Payment Request . . .**

<table>
<thead>
<tr>
<th>Earnings</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Edit Earnings</strong></td>
<td><strong>Select Edit Earnings.</strong></td>
</tr>
</tbody>
</table>

**Earnings and Hours Worked**

Earnings include wages or salary before deductions, tips, commissions or any kind of pay you receive for work.

Earnings also include vacation or holiday pay if you are on temporary layoff or on vacation from a current job.

**Claim Week 1 (Sep 16, 2012 - Sep 22, 2012)**

**Earnings Before Deductions:**

Number of Hours Worked:

Were you self-employed or working only for commission during Claim Week 1?

**Claim Week 2 (Sep 23, 2012 - Sep 29, 2012)**

**Earnings Before Deductions:**

Number of Hours Worked:

Were you self-employed or working only for commission during Claim Week 2?

**Work Status**

Are you still working for this employer?

If No, are you scheduled to return to work for this employer?
Review and Edit Payment Request . . .

### Ability and Availability to Work

**Select Edit Ability and Availability to Work.**

Were you physically **able** to work each day?

Were you **available** to accept full-time work for all of the days and hours required for the type of work you are seeking, if it had been offered?

If No, check the reason(s) you were not **available**:

- Transportation:
- Child care:
- Out of town:
- Personal reasons:
- Job preference restrictions:
- Did you turn down any job offer?
- Did you turn down any **job referral**?
- Did you attend school or training?
- If Yes, did the school or training prevent you from accepting work?

### Work Search

**Select Edit Work Search.**

**Number of Contacts**

Provide the number of work search contacts you made during the Claim Week(s).

- **Claim Week 1 (Sep 16, 2012 - Sep 22, 2012):**
- **Claim Week 2 (Sep 23, 2012 - Sep 29, 2012):**
Certify and Submit Payment Request

Important

You **cannot make changes** after you **certify and submit** your payment request. However, if you need to correct any information on your payment request, call the Tele-Center the next business day at 800-939-6631 to discuss your situation.

**Certify and Submit**

Giving untrue information or withholding information on any unemployment insurance claim may result in severe penalties including fines and/or imprisonment, and may also result in a loss of benefits. TWC routinely compares the amount of earnings you report on your certifications to the amount of wages your employer reports having paid you. TWC also randomly verifies that you made an adequate number of valid work search contacts.

- Do you certify that this is your Social Security Number and you are the person named on this unemployment insurance claim; and do you certify the information you gave for this claim period is true and complete?

  - [ ] Yes  
  - [ ] No

Only click Submit once. It may take a moment to display your Confirmation page.

To submit the information, you must **certify** that your information is true and complete, then **select Submit once**.
Once you submit your payment request you will receive a message on the Confirmation screen stating that your request has been accepted, canceled, or rejected depending on various circumstances.

Read the confirmation message carefully to determine:

- your next filing date; or
- whether you need to call the Tele-Center by a certain date.

If you are directed to call the Tele-Center by that date and do not call:

- you will not be paid for the payment request submitted; and
- TWC will place a hold on all future payments until you call.
Still need help?

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