

How to Request Benefit Payments Online



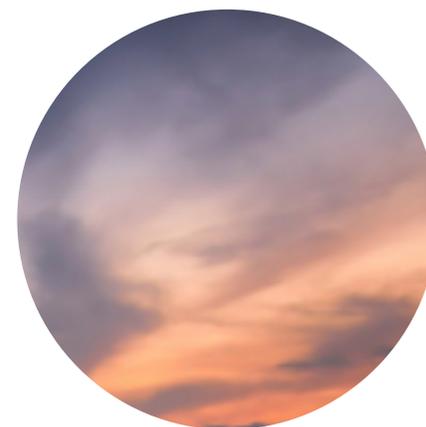
Tutorial Content

This tutorial includes instructions for completing, submitting, and certifying your payment request made over the Internet.

You may go through the tutorial page by page, or you may skip to any section by selecting the following links:

- [Requesting Payment Online](#)
- [Ongoing Eligibility Requirements](#)
- [Review and Submit Payment Request](#)

You may want to print pages from this tutorial. If you don't have a printer, you may use a printer for free at your local [Workforce Solutions office](#).



Requesting payment over the Internet is fast, easy, and secure

You can request unemployment benefit payments and report earnings over the Internet or by calling Tele-Serv, the Texas Workforce Commission (TWC) 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 your Unemployment Benefits Services (UBS) account 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 will need access to the Internet or a phone plus your:

- Social Security number
- Earnings information, if applicable
- Number of work search activities

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



Your Tele-Serv Personal Identification Number (PIN) is a four-digit number you create to verify your identity on Tele-Serv and for some online transactions. It protects your identity and privacy because no one can submit a payment request or get your claim information from Tele-Serv without using your PIN.

Requesting Payment Online



In this section you will learn:

- How to use the Unemployment Benefits System to request your payment
- How to find Quick Links to Payment Request
- How to begin your payment request
- How to change your payment option
- How to report work and other income

Unemployment Benefits Services

[Home](#) > [Job Seekers & Employees](#) > [Unemployment Benefits](#)

Unemployment Benefits Services

On this page:

- [Logon](#)
- [Apply for Benefits](#)
- [View Electronic Correspondence](#)
- [Request a Payment](#)
- [Request a Disaster Unemployment Assistance \(DUA\) Payment](#)
- [Request Your Waiting Week](#)
- [View Claim & Payment Status](#)
- [Appeal Online](#)
- [View Appeal Status](#)
- [Change Your Income Tax Withholding](#)
- [View IRS 1099-G Information](#)
- [Submit a Work Search Log](#)
- [Change Payment Option](#)
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Logon

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

This is the first screen you will see when you visit our website at ui.texasworkforce.org.

Before you can log on to the Unemployment Benefits System (UBS), 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 if you need to create a User ID and Password.

Important

Your information **will not be saved** if you log off before you receive a confirmation.

Remember:

- 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 your 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.
- Your request **IS NOT COMPLETE** until you submit it and receive a confirmation number.
- Do not use your browser's back/arrow to return to the previous page; use the **Previous** and **Next** buttons at the bottom of each screen.



Quick Link to Payment Request

The My Home page displays after you log on.

The My Home page provides useful information about finding a job, training programs, career development, payment options, messages from TWC, and much more.

The page also provides Quick Links to various benefits system topics and resources, plus profile management so you can view and change your personal and profile information.

To get started with a payment request, select **Payment Request**.

TEXAS WORKFORCE COMMISSION Unemployment Benefit Services

Quick Links

- Apply For Benefits
- Electronic Correspondence Sign-up
- Claim and Payment Status
- Payment Request**
- 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

My Home

Need help finding a job? Take advantage of the free job placement and training services available at your local Workforce Solutions office. The staff at these locations help people find jobs, keep jobs or get better jobs. Visit your local workforce center to gain access to thousands of job postings, job search resources, training programs and help with exploring career options, resume and application preparation and career development. Free computer and Internet access, telephone and fax services are also available to job seekers.

Connect with potential employers through TWC's online job-search engine, WorkInTexas (www.workinTexas.com) and/or local workforce center near you at [Directory of Workforce Solutions Offices & Services](#).

TWC pays benefits by U.S. Bank's ReliaCard (debit card), or by direct deposit into your personal checking or savings account. Unless you sign up for direct deposit, you will receive your benefits on the ReliaCard. If you signed up for direct deposit on a previous claim, TWC will use the checking or savings account information you previously provided. NOTIFY TWC IMMEDIATELY if your checking or savings account information has changed since your prior claim. If you don't notify TWC, your benefit payment(s) may be delayed.

welcome to Unemployment Benefits Services.

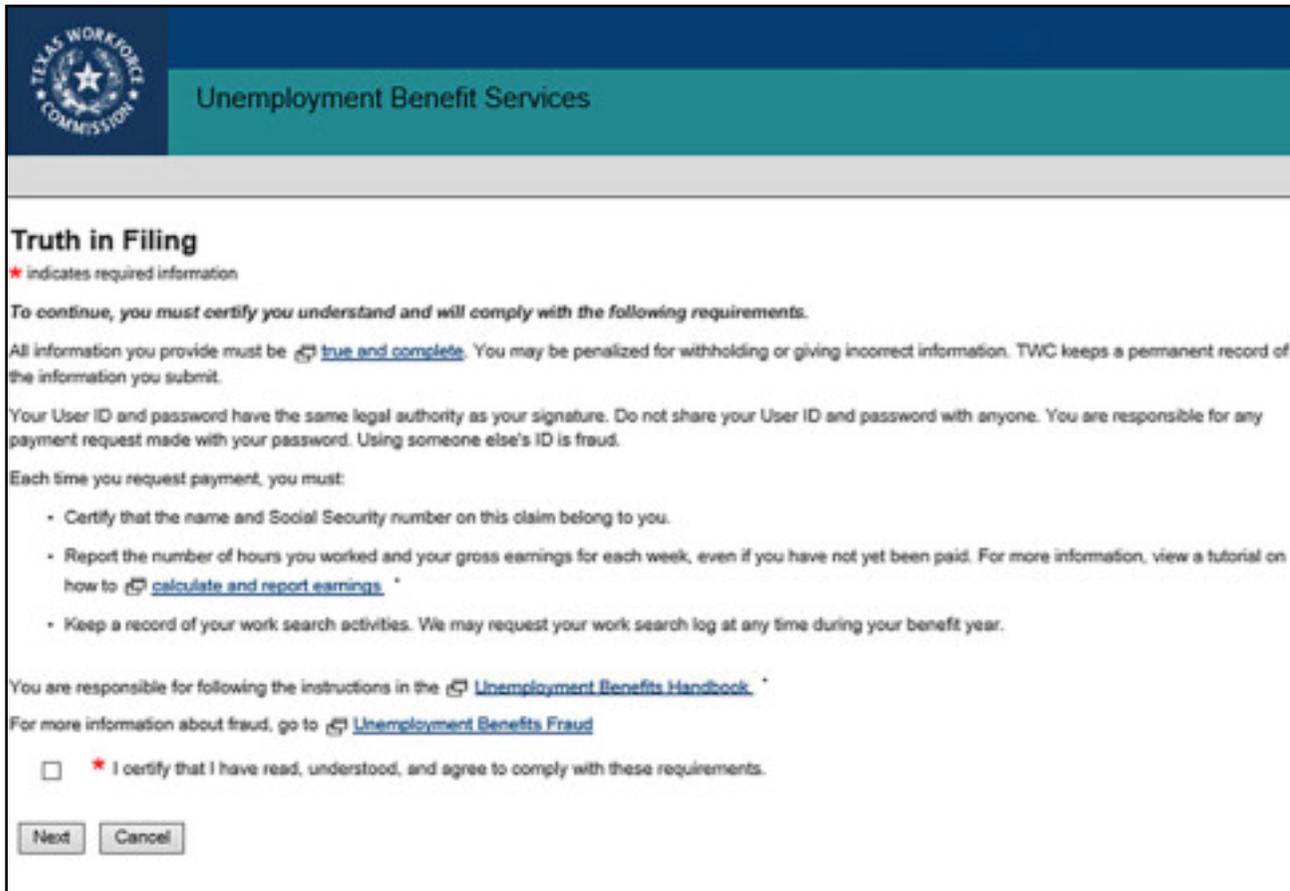
Here are your messages:

- You are required to do at least 3 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](#).

Truth in Filing

The Truth in Filing page provides important requirements regarding personal information, payment requests, instructions in the Unemployment Benefits Handbook, and fraud. You must read and certify that you understand and agree to comply with these requirements.



TEXAS WORKFORCE COMMISSION

Unemployment Benefit Services

Truth in Filing

* indicates required information

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. TVWC 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.

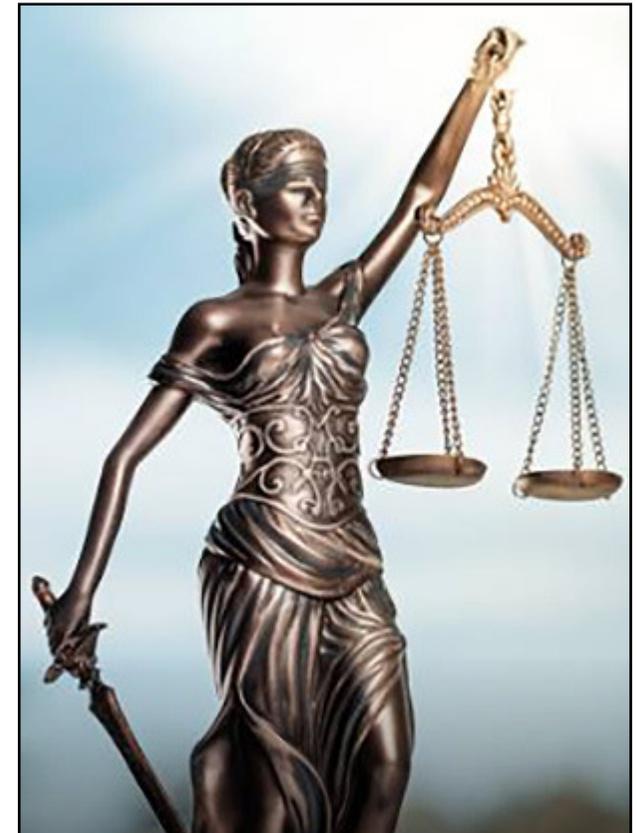
Each time you request payment, you must:

- 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.



Begin Payment Request



TEXAS WORKFORCE COMMISSION Unemployment Benefit Services

Begin Payment Request

Payment Request Period

Claim Week 1:	Dec 16, 2018 - Dec 22, 2018
Claim Week 2:	Dec 23, 2018 - Dec 29, 2018

* indicates required information

- If you have never selected a payment option, or do not select direct deposit on your current claim, we will automatically pay you by debit card. Go to <http://twc.state.tx.us/receiving-benefit-payments-debit-card> to review the US BANK scheduled debit card fees.

Completion Requirements

If you submit your payment request after 6PM Central, TWC will process your payment in two [business days](#).

Your Payment Request is not complete until you have submitted it and received a confirmation message. Your data will not be saved if you logoff before receiving a confirmation message or if you stay on one page for more than 30 minutes.

Navigation Requirements

Use the buttons at the bottom of each page instead of the browser navigation buttons. Results are unpredictable when you use the browser Back button.

Current Payment Option

Your current payment method is TWC Debit Card. If you no longer have the card, or your card has expired, call US BANK at (800) 657-6343 to request a replacement. To sign up for direct deposit, select "Yes" in the field below.

Payment Option: TWC Debit Card

Bank or Credit Union Name: US BANK, (800) 657-6343

Payment Option Last Selected or Updated On: November 16, 2018

Do you need to change your Payment Option?

* Yes No

Mailing Address

Do you need to change the mailing address on your claim?

* Yes No

The Begin Payment Request screen shows:

- The Payment Request Period
- A link to the TWC debit card fee schedule

Completion Requirements:

If you submit your payment request after 6 p.m. Central, TWC will process your payment in two business days.

Your payment request is not complete until you have submitted it and received a confirmation message. Your data will not be saved if you log off before receiving the confirmation message.

Begin Payment Request (continued)

Begin Payment Request

Payment Request Period

Claim Week 1:	Dec 16, 2018 - Dec 22, 2018
Claim Week 2:	Dec 23, 2018 - Dec 29, 2018

* indicates required information

- If you have never selected a payment option, or do not select direct deposit on your current claim, we will automatically pay you by debit card. Go to <http://twc.state.tx.us/receiving-benefit-payments-debit-card> to review the US BANK scheduled debit card fees.

Completion Requirements

If you submit your payment request after 6PM Central, TWC will process your payment in two [business days](#).

Your Payment Request is not complete until you have submitted it and received a confirmation message. Your data will not be saved if you logoff before receiving a confirmation message or if you stay on one page for more than 30 minutes.

The first section in Begin Payment Request shows you your Payment Request Period. The example given shows a payment request period in December 2018.

The information following the **red asterisk *** is **required**.

If this is your first claim and you are receiving your benefits on the TWC Debit Card, you must read the U.S. Bank debit card fee schedule by selecting the following link: <http://twc.state.tx.us/receiving-benefit-payments-debit-card>

The Current Payment Option section shows information regarding your current payment method.

New claims default to the TWC Debit Card.

If you need to change your payment option, select **Yes**.

You can only change your payment option once when you submit your first payment request.

To change your payment option after submitting your first payment request, you must log back in and select Payment Option from the Quick Links menu.

Current Payment Option

Your current payment method is TWC Debit Card. If you no longer have the card, or your card has expired, call US BANK at (800) 657-6343 to request a replacement. To sign up for direct deposit, select "Yes" in the field below.

Payment Option:	TWC Debit Card
Bank or Credit Union Name:	US BANK, (800) 657-6343
Payment Option Last Selected or Updated On:	November 16, 2018

Do you need to change your Payment Option?

* Yes No

Select **Yes** to change your payment option. The change payment option is explained on the following pages.

Change Payment Option

Before changing your payment option, you will be asked to verify your identity by entering your PIN.



If you are changing your payment option from the TWC Debit Card to direct deposit, you will see information regarding direct deposit account information.

Provide the routing number, account number, and the account type.

If you are unsure of your routing and account numbers, contact your bank or credit union before choosing the direct deposit payment option.

If you sign up for direct deposit, it takes up to eight business days for a bank or credit union to verify a direct deposit account. On the ninth business day, TWC can submit a payment to the direct deposit account waiting if the claim is eligible for payment.

Change Payment Option (continued)



If you are keeping the TWC Debit Card or changing your payment option from direct deposit to the TWC Debit Card, you will be shown the Current Payment Option: Debit Card Authorization page.

TEXAS WORKFORCE COMMISSION

Unemployment Benefit Services

Quick Links

- Apply For Benefits
- Electronic Correspondence Sign-up
- Claim and Payment Status
- Payment Request
- Work Search Log
- WorkInTexas.com
- IRS Tax Information
- Payment Option
- Appeal List
- Submit An Appeal
- Request Your Waiting Week

Current Payment Option: Debit Card Authorization

You have chosen TWC Debit Card as your method of payment, you must acknowledge you have received and/or reviewed U.S. Bank fee schedule.

* By checking this box, you acknowledge you have received and reviewed the fee schedule associated with the TWC debit card. Go to <http://twc.state.tx.us/receiving-benefit-payments-debit-card> to view the fees.

All claimants keeping the TWC Debit Card or changing to the TWC Debit Card will have to read and acknowledge that they have read the U.S. Bank Debit Card fee schedule.

The fee schedule lists fees and limits to TWC Debit Card activities and transactions.

The fee schedule can be accessed here: https://twc.texas.gov/files/jobseekers/usbank_debit_card_fee_schedule.pdf

Selecting **Next** will take you to the Payment Option: Review and Submit screen.

Change Payment Option (continued)



The screenshot shows the 'Unemployment Benefit Services' website. On the left is a 'Quick Links' menu with items like 'Apply For Benefits', 'Electronic Correspondence Sign-up', 'Claim and Payment Status', 'Payment Request', 'Work Search Log', 'WorkInTexas.com', 'IRS Tax Information', 'Payment Option', 'Appeal List', 'Submit An Appeal', and 'Request Your Waiting Week'. The main content area is titled 'Payment Option: Review and Submit'. It displays 'Payment Option: TWC Debit Card'. Below this, a note says 'Select the Submit button only once. It may take a moment to display your Confirmation page.' At the bottom of the main area are two buttons: 'Submit' and 'Previous'.

The Payment Option: Review and Submit page shows the payment method you selected. It allows you to review the information you provided.

If something is incorrect, select **Previous** to navigate back to the Payment Option: Change Payment Option page.

If you select direct deposit, make sure your account type, account number, and routing number is correct. You will not be able to make changes once you submit.

Selecting **Submit** will complete the change payment option request.

You will be shown a confirmation page verifying that the payment option has been successfully submitted.

Select **Next** on the confirmation page to return to the Payment Request page.

This screenshot shows the same 'Unemployment Benefit Services' website. The 'Payment Option: Review and Submit' page now displays 'Payment Option: Direct Deposit'. Below this, the following information is shown: 'Bank or Credit Union Name: JPMORGAN CHASE', 'Routing Number: 111000014', 'Account Number: 0000000', and 'Account Type: Checking'. The same note about the Submit button and the 'Submit' and 'Previous' buttons are present.

Work and Other Income

The screenshot shows the 'Work and Other Income' section of a Texas Workforce Commission online form. It includes a 'Claim Progress' sidebar, a 'Payment Request Period' table, and several questions with radio button options for 'Yes' and 'No'. The questions are: 'Did you work in Claim Week 1?', 'Did you earn vacation or holiday pay while on temporary layoff or on vacation from a current job during Claim Week 1?', 'Did you work in Claim Week 2?', 'Did you earn vacation or holiday pay while on temporary layoff or on vacation from a current job during Claim Week 2?', and 'Did you receive other income from any of the sources below that you have not already reported to TWC such as Retirement or disability pension, Workers' Compensation, or Additional payment, such as severance pay or wages instead of providing advance notice of work separation?'. There are also checkboxes for 'Retirement or disability pension', 'Workers' Compensation', and 'Additional payment when you left your job other than wages you had earned'.

Unemployment Benefit Services

Claim Progress

- Work and Other Income
- Ability and Availability
- Work Search
- Review and Submit
- Next Steps

Work and Other Income

Payment Request Period

Claim Week 1:	Dec 16, 2018 - Dec 22, 2018
Claim Week 2:	Dec 23, 2018 - Dec 29, 2018

* Indicates required information

Important: All questions apply to the Claim Week(s) shown above.

- All claim weeks begin on a Sunday and end on a Saturday.
- Work is considered to be any kind of service you provide for pay, including tips or commission.
- Report vacation and holiday pay as earnings if you were on temporary layoff or on vacation from a current job.
- Report for the week you performed the work, not when the earnings were paid.
- Failure to report all work or earnings accurately could be considered fraud.
- Report other income not previously reported to TWC for Pension, Workers' Compensation, and Additional Payment.

Work and Earnings

Claim Week 1 (Dec 16, 2018 - Dec 22, 2018)

Did you work in Claim Week 1? *

Yes No

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

Yes No

Claim Week 2 (Dec 23, 2018 - Dec 29, 2018)

Did you work in Claim Week 2? *

Yes No

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

Yes No

Other Income

Did you receive other income from any of the sources below that you have not already reported to TWC such as Retirement or disability pension, Workers' Compensation, or Additional payment, such as severance pay or wages instead of providing advance notice of work separation? *

Yes No

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

Next Previous

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.

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

Other Income

Texas Workforce Commission
Unemployment Benefit Services

Claim Progress

- Work and Other Income
- Ability and Availability
- Work Search
- Review and Submit
- Next Steps

Work and Other Income

Payment Request Period

Claim Week 1:	Dec 16, 2018 - Dec 22, 2018
Claim Week 2:	Dec 23, 2018 - Dec 29, 2018

* indicates required information

Important: All questions apply to the Claim Week(s) shown above.

- All claim weeks begin on a Sunday and end on a Saturday.
- Work is considered to be any kind of service you provide for pay, including tips or commission.
- Report vacation and holiday pay as earnings if you were on temporary layoff or on vacation from a current job.
- Report for the week you performed the work, not when the earnings were paid.
- Failure to report all work or earnings accurately could be considered fraud.
- Report other income not previously reported to TWC for Pension, Workers' Compensation, and Additional Payment.

Work and Earnings

Claim Week 1 (Dec 16, 2018 - Dec 22, 2018)

Did you work in Claim Week 1? *

Yes No

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

Yes No

Claim Week 2 (Dec 23, 2018 - Dec 29, 2018)

Did you work in Claim Week 2? *

Yes No

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

Yes No

Other Income

Did you receive other income from any of the sources below that you have not already reported to TWC such as Retirement or disability pension, Workers' Compensation, or Additional payment, such as severance pay or wages instead of providing advance notice of work separation? *

Yes No

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

You **must** report income from:

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

After you report these types of income, TWC will mail you a decision on your eligibility for unemployment benefits.

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

Ongoing Eligibility Requirements



In this section you will learn about ongoing eligibility requirements, such as:

- Ability and availability to work
- 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.

The screenshot shows the 'Ability and Availability to Work' section of the Texas Workforce Commission's Unemployment Benefit Services portal. The page includes a 'Claim Progress' sidebar with options like 'Work and Other Income', 'Ability and Availability', 'Work Search', 'Review and Submit', and 'Next Steps'. The main content area is titled 'Ability and Availability to Work' and includes a 'Payment Request Period' table with two claim weeks: 'Claim Week 1: Dec 16, 2018 - Dec 22, 2018' and 'Claim Week 2: Dec 23, 2018 - Dec 29, 2018'. Below this, there are several questions with radio button options for 'Yes' and 'No'. The questions are: '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' (with checkboxes for Transportation, Child care, Out of town, Job preference restrictions, and Personal reasons), '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?', 'Are you a United States citizen?', and 'If No, are you legally authorized to work in the United States?'. At the bottom, there are 'Next' and 'Previous' buttons.

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.
- Be available for full-time work during the weeks you are filing for.

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.
- 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.

The screenshot shows the 'Unemployment Benefit Services' portal. On the left is a 'Claim Progress' sidebar with options: 'Work and Other Income', 'Ability and Availability', 'Work Search' (selected), 'Review and Submit', and 'Next Steps'. The main content area is titled 'Work Search' and includes a 'Payment Request Period' table with two claim weeks: 'Claim Week 1: Dec 16, 2018 - Dec 22, 2018' and 'Claim Week 2: Dec 23, 2018 - Dec 29, 2018'. Below this is a list of acceptable work search contacts, including contacting employers, using workforce center resources, attending workshops, and registering with agencies. At the bottom, there are input fields for the 'Number of Contacts' for each claim week, with red asterisks indicating required information. 'Next' and 'Previous' buttons are also visible.

Payment Request Period	
Claim Week 1:	Dec 16, 2018 - Dec 22, 2018
Claim Week 2:	Dec 23, 2018 - Dec 29, 2018

★ indicates required information

Important: All questions apply to the Claim Week(s) shown above.

- TWC randomly verifies work search contacts.
- Acceptable contacts include:
 - Contacting potential employers for work
 - Using resources available at a Workforce Center
 - Participating in job clubs or attending employment workshops
 - Registering with private employment agencies.
- For additional examples of acceptable contacts, view [Unemployment Benefits Work Search Guidelines](#).

Number of Contacts

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

Claim Week 1 (Dec 16, 2018 - Dec 22, 2018):

Claim Week 2 (Dec 23, 2018 - Dec 29, 2018):

When you get a job, go to www.WorkInTexas.com and report that you got a job!

Review and Submit Payment Request

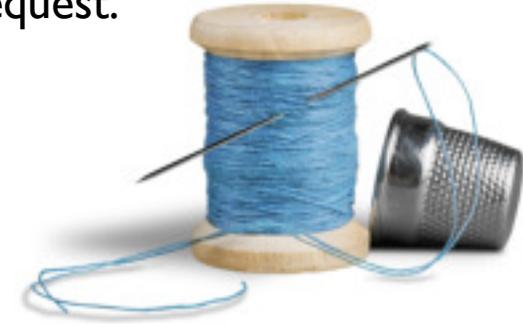


In this section you will learn how to:

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

Review and Submit

The Review, Edit, and Submit section shows you all the information you entered and allows you to make changes by selecting the **Edit** link at the beginning of each section. Read the summary page very carefully and correct any errors before you submit your payment request.



Unemployment Benefit Services

Claim Progress

- Work and Other Income
- Ability and Availability
- Work Search
- Review and Submit**
- Next Steps

Review and Submit

Payment Request Information

Name: _____

Social Security Number (SSN): _____

Claim Week 1: Dec 16, 2018 - Dec 22, 2018

Claim Week 2: Dec 23, 2018 - Dec 29, 2018

★ indicates required information

Important: All questions apply to the Claim Week(s) shown above.

- Carefully review your answers for accuracy and make any necessary corrections. To make changes or corrections, click the "Edit" link under the appropriate section heading.
- After you certify your answers are true and complete below and successfully submit your Payment Request, you will be able to produce a printer friendly copy.

Work and Other Income

[Edit Work and Other Income](#)

Work and Earnings

Claim Week 1 (Dec 16, 2018 - Dec 22, 2018)

Did you work in Claim Week 1? No

Did you earn vacation or holiday pay while on temporary layoff or on vacation from a current job during Claim Week 1? No

Claim Week 2 (Dec 23, 2018 - Dec 29, 2018)

Did you work in Claim Week 2? No

Did you earn vacation or holiday pay while on temporary layoff or on vacation from a current job during Claim Week 2? No

Other Income

Did you receive other income from any of the sources below that you have not already reported to TWC such as Retirement or disability pension, Workers' Compensation, or Additional payment, such as severance pay or wages instead of providing advance notice of work separation? No

If Yes, check all that apply:

Retirement or disability pension: (Not Checked)

Workers' Compensation: (Not Checked)

Additional payment when you left your job other than wages you had earned: (Not Checked)

Ability and Availability to Work

[Edit Ability and Availability to Work](#)

Were you physically able to work each day? Yes

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? Yes

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

Transportation: (Not Checked)

Child care: (Not Checked)

Out of town: (Not Checked)

Personal reasons: (Not Checked)

Job preference restrictions: (Not Checked)

Did you turn down any job offer? No

Did you turn down any job referral? No

Did you attend school or training? No

If Yes, did the school or training prevent you from accepting work? (Optional - not answered)

Are you a United States citizen? Yes

If No, are you legally authorized to work in the United States? (Optional - not answered)

Work Search

[Edit Work Search](#)

Number of Contacts

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

Claim Week 1 (Dec 16, 2018 - Dec 22, 2018): 5

Claim Week 2 (Dec 23, 2018 - Dec 29, 2018): 5

Certify and Submit

To complete the payment request, you must **certify** that your information is true and complete, then select **Submit**.

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.

Important!

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

Confirm Payment Request

Once you submit your payment request you will receive a message on the **Confirmation** page stating that your request has been accepted, canceled, or rejected.

Read the confirmation message carefully to determine:

- Your next filing date.
- Whether you need to call the Tele-Center by a certain date.

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

- You will not be paid for the payment request submitted.
- TWC will place a hold on all future payments until you call.

The screenshot shows the 'Unemployment Benefit Services' website. The page title is 'Confirmation'. On the left, there is a 'Claim Progress' sidebar with links for 'Work and Other Income', 'Ability and Availability', 'Work Search', 'Review and Submit', and 'Next Steps'. The main content area is titled 'Confirmation' and includes a 'Payment Request Information' section with fields for Name, Social Security Number (SSN), Claim Week 1 (Dec 16, 2018 - Dec 22, 2018), and Claim Week 2 (Dec 23, 2018 - Dec 29, 2018). Below this is a 'Payment Request Confirmation' section stating that the request was submitted on February 28, 2019 at 00:37 AM (Central time). The 'Next Steps' section lists three steps: 1. View and print a record of your Payment Request answers in a new window. This will be your ONLY chance to view or print a record of your Payment Request. 2. Request payment for an additional week or weeks. Click the Next button below to request payment. 3. Check job openings on WorkInTexas.com. A 'Next' button is located below the list. At the bottom, there is a 'Reminders' section stating that a minimum of 8 work search contact(s) must be made each week and that TWC routinely verifies work search contacts.

Still need help?

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

