

Welcome

*to the
Unemployment Benefits Services
Tutorial*



How to View Your Claim & Payment Status

Tutorial Overview

Checking your Claim and Payment status over the Internet is fast, easy, and secure. The internet is available 24 hours a day, seven days a week, in English and Spanish.

This tutorial includes instructions for checking your claim and payment status over the **Internet**.

The online **Claim and Payment Status** option allows you to check:

- the status of your UI claim and payment history,
- important messages regarding your claim and payment status, and
- the summary and detailed information on claim status, payments, deductions, overpayments, and claim decisions.

If you've applied for unemployment benefits, go to our Web site at ui.texasworkforce.org and log on to [Unemployment Benefits Services](#).



Reminder

- **Not everyone who applies gets benefits.** We review your past wages and investigate why you are no longer working to determine whether we can pay you benefits.
- **If you meet all requirements *and* request payment on time,** you may get your ***first*** payment **about four weeks** after the date you applied.

Unemployment Benefits Services

The screenshot shows the Texas Workforce Commission website. The header includes the TWC logo and navigation links: About Us, Contact Us, Find Locations, FAQ, En Español, and Tiếng Việt. Below the header is a green banner with the text "Welcome, we're here to help. Resources, tips and tools to build a stronger Texas workforce." and two buttons: "Job Seekers & Employees" and "Businesses & Employers". The main content area has a breadcrumb trail: Home > Job Seekers & Employees > Unemployment Benefits. Below this is the heading "Unemployment Benefits Services". A section titled "On this page:" lists several links: Logon, Apply for Benefits, View Electronic Correspondence, Request a Payment, View Claim & Payment Status, View Appeal Status, View IRS 1099-G Information, Submit a Work Search Log, Change Payment Option, Estimate Unemployment Benefits, Technology Requirements & Privacy, Frequently Asked Questions, and More Information. At the bottom, there is a "Logon" section with a link: "Logon with your existing TWC User ID or create a new user ID." and a note: "You can access any of our Unemployment Benefit Services online systems through the above logon link or you can continue reading on this page for system descriptions, information on what's needed to use a system and related tutorials."

- This is the first page you see when you go to ui.texasworkforce.org.
- Before you can access the **Claim and Payment Status** option, you must log on to UBS using your **User ID** and **Password**.
- For instructions on how to create, retrieve or reset a User ID and Password, go to the [How to Create User IDs and Passwords Tutorial](#).

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

Viewing Your Claim and Payment Status Online

In this section you will learn how to find:

- Claim Information
- Most Recent Payment and Payment Summary
- Payment Details by Week
- Selecting Another Claim to View

Claim and Payment Status

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

This page provides:

- Quick Links to various benefits system topics and resources; and
- messages from TWC.

Select Claim and Payment Status.

The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services portal. At the top left is the TWC logo, and at the top right is a 'Logout' link. The main header reads 'Unemployment Benefit Services'. Below this is a 'Quick Links' sidebar with options: 'Apply For Benefits', 'Claim and Payment Status' (highlighted with a blue arrow), 'Payment Request', 'Work Search Log', 'WorkInTexas.com', 'IRS 1099-G Information', 'Payment Option', and 'Appeal List'. Below the sidebar is a 'Change My Profile' section with options: 'Contact Information', 'Password', and 'Security Information'. The main content area is titled 'My Home' and contains several paragraphs of text, including a warning about e-mail scams, instructions on how to apply for benefits, and a list of messages. One message states: 'You are required to do at least 5 work search activities each week. Check [Guidelines for a Productive Work Search \(PDF\)](#) for examples of activities.' At the bottom, it says 'If you need further assistance, call a [TWC Tele-Center](#)'.

Check for messages and take action as instructed.

Claim Information

The Claim and Payment Status page displays an overview of the claimant's benefit year including:

- Claimant name and Social Security number
- Messages from TWC
- Claim type, such as regular or extended benefits
- Claim start date
- Weekly benefit amount
- Maximum possible benefits
- Benefits paid
- Remaining balance
- Next date to request payment

TEXAS WORKFORCE COMMISSION | My Home | My Profile | Logoff

Unemployment Benefit Services

Quick Links

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

Claim and Payment Status

Claimant Information

Name: BOB JONES
Social Security Number (SSN): XXX-XX-1234

[Printer-friendly Summary](#)
PDF files require [Adobe Reader](#) for viewing.

[Select another claim to view](#)

Claim Information

TWC is reviewing your claim to determine if we can pay you benefits. If we need additional information, we will contact you.

Continue to request payment every two weeks, so TWC can pay you if you become eligible for benefits.

Claim Type:	Regular Unemployment Benefits
Claim Start Date:	Jul 01, 2012
Weekly Benefit Amount :	\$228.00
Maximum Possible Benefits:	\$2,509.00
Benefits Paid to Date:	\$0.00
Benefits Remaining :	\$2,509.00
Types of additional extended benefits available (PDF)	
Next Date to Request Payment:	Please call a TWC Tele-Center toll-free at (800) 939-6631.

- **Check for messages.** This claimant has not been paid benefits because TWC has not determined if the claimant is eligible for benefits.
- **If eligible, this claimant will receive a weekly benefit amount of \$228.**
- **Check next date to request payment.** If you don't submit a request for payment on time, you may not receive benefits.

Most Recent Payment & Payment Summary

The **Most Recent Payment** section shows:

- date payment was processed
- amount of benefits deposited to your bank account or Chase debit card
- date(s) of benefit week(s)

Most Recent Payment

 [TWC Processed Date:](#) Jul 18, 2012

 [Amount Deposited:](#) \$0.00

For Week(s): Jul 08, 2012 to Jul 14, 2012
Jul 01, 2012 to Jul 07, 2012


This is not a full payment for the week(s) listed. [View Payment Details](#)

Note: Because TWC has not determined if this claimant is eligible, no benefits have been deposited for the benefit weeks listed.

The **Payment Summary** lists:

- dates of benefit weeks requested
- dates TWC processed payments
- deduction(s), if any
- payment amount

Payment Summary

 [Printer-friendly Summary](#)

[View Payment Details by Week](#)

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Week(s)	TWC Processed Date	Deduction(s)	Payment
Jul 08, 2012 to Jul 14, 2012	Jul 18, 2012	\$0.00	\$0.00
Jul 01, 2012 to Jul 07, 2012	Jul 18, 2012	\$0.00	\$0.00

[View Payment Details by Week](#)

For more information,
select **View Payment
Details by Week.**

Deductions. This column
shows deductions taken
from benefit payments; for
example, federal income
taxes or child support.

Note: If TWC determines you are eligible for benefits, your payment should be in your bank or debit-card account within three days of when we process your payment request, with the exception of the “**waiting week**,” which is explained on the next page.

Payment Details by Week

The page provides more details about each payment by week, such as:

- process date
- amount deposited
- reason for no payment or partial payment

The Waiting Week

Texas law requires us to hold your benefits for the first payable week as the “waiting week.”

You will be paid for the waiting week after you have received **two times your weekly benefit amount** *and* returned to full-time work **or** exhausted your unemployment benefits.

To report you returned to full-time work:

- Log on to ui.texasworkforce.org and select Request your Waiting Week, or
- Call Tele-Serv and select Option 2, then Option 4, or
- Call a TeleCenter at 800-939-6631 to speak to customer service staff.

The screenshot shows the Texas Workforce Commission's Unemployment Benefit Services portal. The user is logged in as Melissa Kaye. The page displays 'Payment Details by Week' for claimant MELISSA KAYE (SSN: XXX-XX-8471). It lists three weeks of payment details:

Week	TWC Processed Date	Amount Deposited	Reason for No Payment
Jul 26, 2015 to Aug 01, 2015	Sep 14, 2015	\$465.00	
Jul 19, 2015 to Jul 25, 2015	Sep 14, 2015	\$465.00	
Jul 12, 2015 to Jul 18, 2015	Sep 09, 2015	\$0.00	This is your waiting week . You will receive this week's payment when you meet the waiting week requirement.

A red arrow points from the text box on the left to the 'waiting week' entry in the table. A red circle highlights the text 'waiting week' in the reason for no payment field.

Selecting Another Claim to View

When you **Select another claim to view**, you have the option to:

- view several claim years, and
- select your regular claim, Temporary Unemployment Benefits claim, or Extended Benefits claim.

The screenshot shows the Texas Workforce Commission Unemployment Benefit Services portal. The header includes the logo and navigation links: My Home, My Profile, Logoff. The main content area is titled 'Claim and Payment Status' and displays 'Claimant Information' for BOB JONES with Social Security Number XXX-XX-1234. A blue arrow points to the 'Select another claim to view' link at the bottom of the page.

The screenshot shows the Texas Workforce Commission Unemployment Benefit Services portal. The header includes the logo and navigation links: My Home, My Profile, Logoff. The main content area is titled 'Claim to View' and displays 'Claimant Information' for BOB JONES with Social Security Number XXX-XX-1234. Below this, it shows 'Claim Start Date' and 'Claim Type' for two claims: 'Jan 13, 2013 (REG)' for Regular Unemployment Benefits and 'Jun 12, 2011 (TUC)' for Temporary Unemployment Benefits. A blue arrow points to the 'Appeal List' link at the bottom of the page.

Still need help?

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

