NAVIGATING UNEMPLOYMENT:

HOW TO APPLY FOR BENEFITS AFTER LOSING YOUR JOB DUE TO COVID-19

Texans who find themselves unemployed as a result of the COVID-19 pandemic are eligible to apply for unemployment benefits and manage their claims through the Texas Workforce Commission (TWC).

Apply Online
Visit **ui.texasworkforce.org** and create a user ID and password.

Apply on the Phone
Call the TWC Tele-Center at 800-939-6631.

WHAT YOU NEED TO GET STARTED:

- Personal information and Social Security number
- Personal Identification Number (for returning claimants only)
- Previous employer's business name, address, and phone number

- Dates worked for for last employer, along with wages and work hours
- Nine-digit routing information and account number for your bank or credit union, should you wish to receive benefits via direct deposit.

STEP 1: Complete the online application

STEP 2: Choose your payment plan & sign up for e-mail updates

STEP 3: Submit your application & retain the confirmation number

STEP 4: Receive your benefits via debit card or direct deposit

WHEN TO APPLY:

TWC is currently experiencing a massive increase in call volumes and hold times on their Tele-Center phone lines and online web application. To help prevent website outages and ensure every applicant is able to file their unemployment benefits claims, TWC is asking Texans to apply during designated times and days, based on the number their area code begins with.

If your area code begins with 9, file claims on:
Monday, Wednesday and Friday
8:00 AM - 12:00 PM.

If your area code begins with 7 or 8:
Tuesday, Thursday and Saturday
8:00 AM - 12:00 PM.

If your area code begins with 3, 4, 5 or 6:
Monday, Wednesday and Friday
1:00 PM - 5:00 PM.

If your area code begins with 2:
Tuesday, Thursday and Saturday
1:00 PM and 5:00 PM.

WHAT YOU NEED TO KNOW AND DO ABOUT THE CARES ACT

- Already approved for UI Benefits
- Eligible for regular UI Benefits
- Non-Traditional Applicant*
- **Exhausted UI**

New Applicant

Already Applied

On or After 7/1/19

Wait for Notification

Apply Online
ui.texasworkforce.org

Maybe eligible for Pandemic Unemployment Assistance (PUA)

13 weeks of additional benefits

Eligible to receive either UI or PUA benefits for up to 39 weeks

*Non traditional – Includes individuals not eligible for regular UI, including independent contractors, the self-employed, and those without sufficient wages.

Additional $600 per week available until 7/31/2020

TEXAS WORKFORCE COMMISSION

Disclaimer: this chart is not accurate for all cases