

WORKFORCE DEVELOPMENT DIVISION
Workforce Service Delivery
Technical Assistance Bulletin #146

Program: Unemployment Insurance, Employment Service, and WorkInTexas.com

Topic: Online *Payment Request* System for Unemployment Insurance

Date: April 11, 2007

This Technical Assistance Bulletin provides Local Workforce Development Boards (Boards) with information and procedures for the online Unemployment Insurance (UI) *Payment Request* system.

To receive UI benefits, UI claimants must submit payment requests on a biweekly basis. This process allows claimants to certify that they have met all of the ongoing eligibility requirements for receipt of benefits, including being able to, and available for, work and conducting an adequate weekly work search.

Note: The payment request process differs from the initial claim for benefits, which is made by accessing the online *Apply for Benefits* (AFB) application at <http://www.twc.state.tx.us/ui/uiclaim.html>.

Prior to the implementation of the online *Payment Request* system, claimants submitted payment requests by calling Tele-Serv, the Texas Workforce Commission's (TWC) automated telephone response system. Claimants now have the additional, *preferred* option of filing payment requests online using TWC's *Payment Request* system, which is available to claimants 24 hours-a-day, seven days-a-week.

Claimants need the following information to complete their biweekly payment request through Tele-Serv or the *Payment Request* system:

- User Identification Number (User ID) and Password (online *Payment Request* system only)
- Social Security Number (SSN) (first time only on both Tele-Serv and online *Payment Request*)
- Tele-Serv Personal Identification Number (PIN) (first time only on online *Payment Request*)
- Earnings Information (if applicable)
- Work Search Contact Log

It is important to inform claimants that the online *Payment Request* system is the *preferred* method of seeking payment. Claimants choosing to file a payment request

online may use a computer workstation at a Texas Workforce Center to file the payment request at <http://paymentrequest.texasworkforce.org>.

Note: Claimants who do not have Internet access can use a phone at the Texas Workforce Center to contact the nearest Tele-Serv location.

Tele-Serv Numbers

Austin local:	(512) 477-0999
Dallas local:	(214) 688-7088
El Paso local:	(915) 533-5259
Fort Worth local:	(817) 334-0360
Houston local:	(281) 933-9393
McAllen local:	(956) 668-0788
San Antonio local:	(210) 227-7939
Others call toll-free:	1-800-558-8321

Registering in the *Payment Request System*

First-time users of the *Payment Request* system must enter the following information:

User ID and Password

- Claimants may:
 - use their existing WorkInTexas.com User ID and password; or
 - register a new User ID and password if they have not registered with WorkInTexas.com.
- Claimants who are required to make an active work search should use the same User ID and password for both WorkInTexas.com and the online *Payment Request* system, regardless of which system is accessed first.

Security Question and Answer

The security question and answer established by the claimant are used to confirm the claimant's identity if a password reset is needed.

Social Security Number and PIN

- After establishing a User ID and password and successfully logging on to the *Payment Request* system, claimants must complete a onetime registration requiring them to enter their:
 - SSN; and
 - Tele-Serv or AFB PIN—the same PIN; however, claimants may have used either system to establish their PIN.
- During subsequent logons, claimants will be required to enter only their User ID and password.

Note: Neither Texas Workforce Center staff nor Tele-Center staff should ever need to know a claimant's password, PIN, or the answer to the security question. It is important that claimants be reminded to keep this information confidential.

Completing a Payment Request

To make a payment request using the online *Payment Request* system, claimants must follow these steps:

1. Logon. Complete the initial registration (first time only).
2. Click on the ***Payment Request*** link in the navigation pane on the left-hand side of ***My Home Page***.
3. Claimants are asked to answer a series of questions relating to their eligibility for UI benefits, and the questions and their answers are then presented on a ***Review and Submit*** page.
4. Click on the ***Submit*** button at the bottom of the ***Review and Submit*** page to confirm that all of the answers are true and correct and to complete filing the request.

The ***Confirmation*** page lists additional steps and messages and also contains a button to produce a printable copy of what was displayed on the ***Review and Submit*** page. This printable ***Confirmation*** page is produced in a separate browser window. Claimants may print a copy of the ***Confirmation*** page for their records.

Problems Logging On

- User ID
 - If a claimant attempts to access the *Payment Request* system, but is unable to enter the correct User ID, the claimant can use the ***Forgot User ID?*** link on the navigation pane on the left-hand side of the logon page.
 - After the claimant answers several questions to confirm his or her identity, the system will retrieve the User ID.

Note: Tele-Center staff also can look up the claimant's User ID by name or SSN.

- Password
 - The *Payment Request* system will lock a claimant out after three failed attempts to enter the correct password.
 - Tele-Center staff or Texas Workforce Center staff can issue a temporary password to allow claimants access to the ***Reset Password*** page, where they must answer their security question and enter the temporary password before being allowed to create a new password.

- PIN
 - Claimants have three tries during the same Internet session to enter their previously established PIN.
 - The PIN is revoked after the third failed attempt, and the claimants must then call a Tele-Center for assistance.
 - Texas Workforce Center staff cannot reassign PINs to claimants who are locked out of the *Payment Request* system.

Problems with:	May be assisted by:
User ID	Tele-Center staff
Password	Tele-Center staff or Texas Workforce Center staff
PIN	Tele-Center staff

Additional Information

- If a claimant spends more than 30 minutes on any one page, the *Payment Request* system will time out, and the claimant must start the process over from the beginning. The system will not store claimant information from incomplete or unsuccessful attempts to file a payment request.
- Payment requests received after 6 p.m. will be processed the next business day.
- Texas Workforce Center staff can access the *Payment Request* system to view:
 - a list of frequently asked questions;
 - basic instructions for completing applications or forms on the Internet; and
 - a glossary of terms related to the *Payment Request* system.

Please share this information with appropriate staff. Direct inquiries regarding this TA Bulletin to the Workforce-UI Coordinator at wfui.coordinator@twc.state.tx.us.