

Apply for Benefits: Next Steps, Requirements, and Instructions

Print this page. This is your only opportunity to view and print this information.

- **Your application for Unemployment Benefits has been submitted.** TWC will contact you if any additional information is needed. Please allow two business days for TWC to review and process the information that you have submitted before you check the status of your claim.
- **Register for Work:** You **must** register for work within three business days of applying for benefits. See the [Register for Work](#) section for instructions.
- **Request Payment on Time:** You must **submit your payment request on time** to receive unemployment benefits. Request payment every two weeks using [Unemployment Benefits Services](#) or [Tele-Serv](#). Request payment even if you have not heard from TWC that a decision has been made on your claim, otherwise you may cause a delay in payments.
- **Report Work:** If you are working and requesting unemployment benefits, you must report your earnings and the hours you worked for each week you request benefit payments. There are no exceptions.
- **Read and follow all instructions** you receive from TWC and [Workforce Solutions Offices](#), and **respond as instructed**. Ignoring mail and phone requests from TWC may cause a delay or denial of your unemployment benefits. Your benefits depend on you following all the instructions in the Unemployment Benefits packet we mail to you. If you do not receive the packet within seven business days, call a [TWC Tele-Center](#) at (800) 939-6631 to request another copy.
- **Fax your Certificate of Release or Discharge from Active Duty:** If available, Fax a copy of your [Certificate of Release or Discharge from Active Duty \(DD Form 214, Member 4 Copy\)](#) to (512) 322-2875.

Waiting Week

TWC cannot pay you for the first week of your claim, also known as the [waiting week](#), until you return to full-time work or exhaust your benefits. If you return to full-time work before exhausting your benefits, you must inform TWC in order to receive your waiting week payment. To report that you returned to full-time work, you must:

- Select [Request your Waiting Week](#) from ui.texasworkforce.org or
- Call Tele-Serv at 800-558-8321 and select Option 2 and then Option 4, or
- Call a Tele-Center at 800-939-6631 to speak to customer service staff.

Continuing Eligibility Requirements

You must meet **ALL** of these ongoing requirements to be eligible for benefits:

- **Register** for work.
- **Search** for [suitable work](#) and keep a **record** of your work search activities.

- **Request** payment.
- Be [physically and mentally able to work](#).
- Be [available](#) for work.

Register for Work

You must be registered for work during each week you request benefits. Complete your work registration within **three** business days of applying for unemployment benefits. You must use your Social Security number when you register.

- **To register for work** on the Internet, proceed to WorkInTexas.com to register for work and search for a job. You must use your Social Security Number when registering on WorkInTexas.com. If you have previously registered for work, update your employment and contact information OR

- **Register for work** in person at a local [Workforce Solutions Office](#): **WF SOLUTIONS ASTRODOME**

[Workforce Solutions Office](#) Address:

**9315 STELLA LINK RD
HOUSTON, TX 77025**

[Workforce Solutions Office](#) Phone Number:

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Search for Work

You must complete at least **3** work search activities per week and **keep a record** of your activities to receive benefits. TWC may ask for your [work search log](#) (PDF) at any time so keep it up-to-date.

TWC offers work search assistance to help you get the best-paying job available. To be eligible for benefits, you must look for and accept [suitable work](#).

For the first eight weeks of unemployment you should consider [suitable](#) positions that pay at least 90 percent of your [normal wage](#), but not less than the federal minimum wage which is \$15,080.00 per Year, or no less than your state's minimum wage, if it is higher than the federal. Your normal wage is \$120,000.00 per Year so 90 percent of that value would be \$108,000.00 per Year. If you are still unemployed after eight weeks, lower your wage requirement to 75 percent of your normal wage, or to your state's or the federal minimum wage, whichever is higher.

TWC will use these wage levels to match you with suitable positions and will refer you to jobs within this pay range.

Request Payment

You must **submit your payment request on time** to receive unemployment benefits. Request payment every two weeks using [Unemployment Benefits Services](#) or [Tele-Serv](#) (requires a touch-tone phone).

Method for Requesting Payment:

[Unemployment Benefits Services](#) or [Tele-Serv](#)

Your Internet Filing Day:

**Any day in the week the payment request is due
(Sunday, January 19, 2025 through**

Saturday, January 25, 2025), 24 hours a day

Your [Tele-Serv](#) Filing Day: **SUNDAY, from 7 a.m. - 6 p.m. Central time**

Your First [Tele-Serv](#) Filing Date: **January 19, 2025**

Toll-free [Tele-Serv](#) Phone Number: **(800) 558-8321**

You may request payment by mail *only* if you have neither the Internet nor a touch-tone phone. You must call a [TWC Tele-Center](#) to request mail as your option for requesting payments.

Be Able to Work

You must be physically and mentally [able](#) to perform the work you are seeking to receive unemployment benefits. You must have the health, endurance, and other physical and mental requirements necessary to perform [suitable work](#) for which you are qualified or can readily learn to perform, and which exists in the geographical area where you are seeking work.

Be Available for Work

You must be [available](#) for full-time work to receive unemployment benefits. You must be ready, willing, and able to accept any [suitable](#) full-time job. To be available for work, you must:

- Have adequate transportation;
- Have adequate child-care arrangements (if you have children);
- Be available for job interviews;
- Be willing to work all the days and hours required for the type of work you are seeking; and,
- Be willing to accept the usual rate of pay for a person of your qualifications and experience.

TWC Tele-Center Information

To speak with a customer service representative about your claim, call the [TWC Tele-Center](#) for assistance on any [business day](#).

[TWC Tele-Center](#) Phone Number: **(800) 939-6631**