

UNEMPLOYMENT BENEFITS

If you are having trouble getting through on the phone lines, please use our email form.

GO TO: <http://www.texasworkforce.org/>
CLICK: Unemployment Insurance Update
CLICK: email form

You may select a subject from the following options:

- Questions about an existing claim
- File a new claim
- Address change
- PIN password/reset
- Other

Texas Workforce Commission Staff will assist you within 48 hours.

HELP

FOR UNEMPLOYMENT INSURANCE CLAIMS

- Unemployment Insurance is handled by telephone. The toll free number is (800) 939-6631.
- The toll free number is frequently busy but your call will be answered if you are patient.
- You can speed up the process by having your Social Security Number, most recent employer's name and address, alien registration number (if applicable), and a statement on why you left your last job ready prior to making the call.
- At the Workforce Solutions Center, we can provide you the use of a telephone. However, we cannot assist you in the filing process.
- If you do not understand what you need to do, we can connect you with a web site in our Career Center that may explain the process more fully.
- If you need to file an appeal to a decision, all the information is provided by mail from Austin. We do not routinely provide assistance in the appeals process and cannot help you with wording your appeal.
- If you need special help with the submission of documents related to your appeal, you must first get permission from the Appeals Department. The Appeals Department will then notify the Workforce Solutions Center and we will respond. The toll free number is (800) 432-4218.

Register to work at:

www.workintexas.com