EBS Administrator Duties

Online Program User Guide

Introduction

Employer Benefits Services (EBS) is the Texas Workforce Commission's (TWC) online resource for employers. Employer administrators and users are responsible for receiving electronic information about unemployment benefits, applying for mass claims and Shared Work, submitting and checking the status of an appeal, reporting a return to work date, and more.
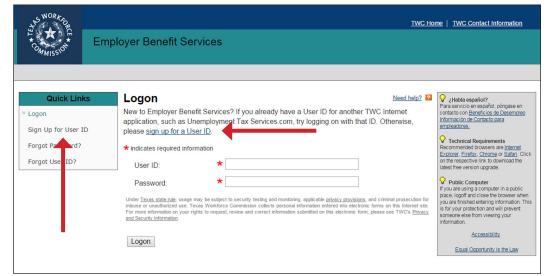
Access

To access EBS, employers log in with an existing TWC User ID and password, such as for the Unemployment Tax system, or create a new User ID and password.

Creating a TWC User ID and Password

Go to the EBS web page and select **Logon with your existing TWC User ID or create a new User ID**.

On the **Logon** page, select the **Sign Up for User ID** link from **Quick Links** or at the end of the EBS User ID introduction.

Complete all required information on the **Sign Up for User ID** page then select **Next**.
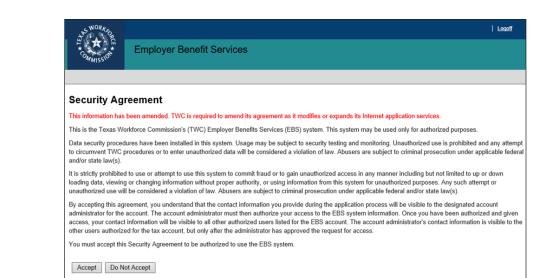
Complete the required information on the **Additional Information** page then select **Next**.

Security Agreement

Carefully read the **Security Agreement**.

Select **Accept** to continue.

Request Employer Access

Enter the employer's TWC Tax Account Number then select **Next**.

Access Confirmation

For security purposes TWC reviews the User ID request from the first person requesting access to an employer account then sends a confirmation email after the request is approved or denied.

When approved, that person becomes the administrator for the employer account.

Confirmation Email

Administrator Duties

The administrator has the authority to:

- Designate additional administrators
- Approve or deny new user requests
- View lists of users, applicants, and denied users
- Manage permission levels for user accounts
- Report return to work dates for laid-off employees

New User Access Request

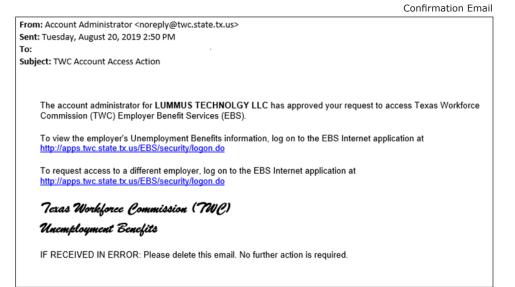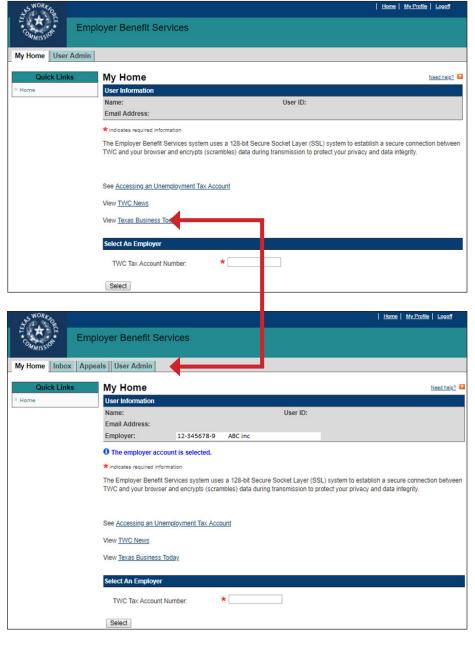When a new user requests employer access, the request is pending until the administrator logs in to EBS and approves or denies the request.

Log in to EBS.

On the **My Home** page select the employer by entering the correct TWC Tax Account Number then select **Select** to continue.

The **My Home** page displays the employer in the **User Information** section and a confirmation message.

If the employer is correct, select the **User Admin** tab.

If the employer is incorrect, enter the TWC Tax Account Number again, select **Select** then select the **User Admin** tab.

The program proceeds to the **User List** page.

Select **Applicant List** from **Quick Links**.

The program proceeds to the **Applicant List** page.

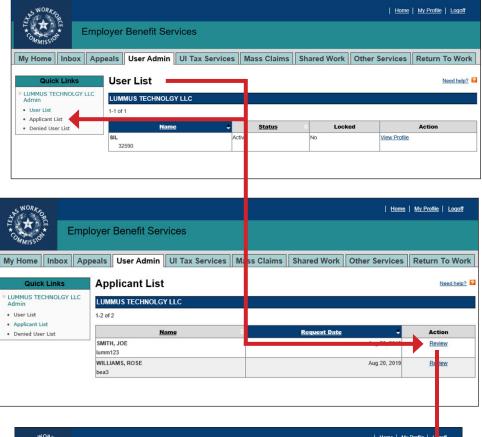All employees requesting user access are listed here.

Select **Review** to view an employee.

Select **Approve**, **Deny**, or **Cancel**.

Select Approve to proceed to the **User Permissions** page.

User Permissions

Select permissions for the new user on the **User Permissions** page.

User permissions allow employers to customize the access users have to employer accounts.

TWC recommends that a minimum of two users be designated as administrators.

Selecting **Manage User Accounts** designates a user as an administrator. Select the **Benefits Services Permissions**. Administrators typically are given all permissions.

For users not designated as administrators, select only those permissions the user is authorized to have. **Do not** select **Manage User Accounts** for users not designated as administrators.
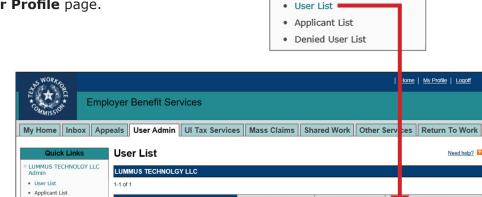

Edit User Permissions

To add or remove user permissions, select **User List** from **Quick Links**. On the **User List** page, select the user's **View Profile** link. The program proceeds to the **User Profile** page.
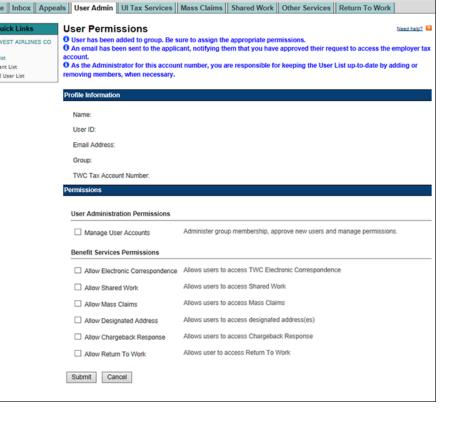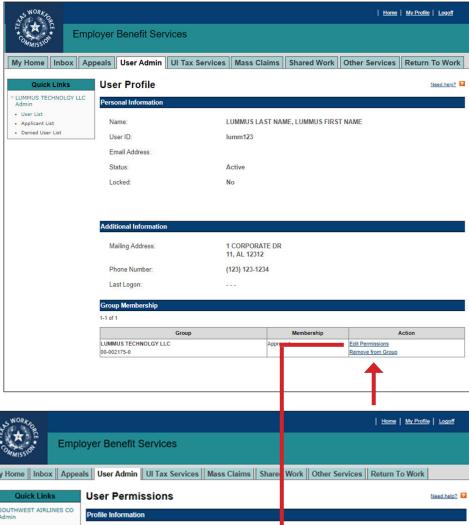
Select **Edit Permissions** from the **Action** column. If there is more than one employer, make sure to select the correct employer from the **Group** column.

The program proceeds to the **User Permissions** page.

Select the permissions to add or remove.

Select **Submit**.

To completely remove user access to an employer, select the **Remove From Group** link in the **Action** column. The program proceeds to the **Remove from Group Confirmation** page. Review the **Profile Information** section then select **Submit** or **Cancel**.

Denied User List

The Denied User List displays all users denied access to an employer account.

To view the Denied User List, select **Denied User List** from **Quick Links**.

Any user previously denied can be reinstated. To reinstate a user select **Reinstate** from the Action column.

On the **Reinstate User** page, select **Reinstate**.

Contact

For help call the TWC Tele-Center at 866-274-1722 to speak with a customer service representative.