

# EBS Administrator Duties

## Online Program User Guide

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## 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**.

Home > Businesses & Employers > Unemployment Claim Management & Appeals

### Employer Benefits Services

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**Frequently Asked Questions**

- [How to use Employer Benefits Services](#)

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**Overview**

Employer Benefits Services is TWC's free online system that allows employers to access their Unemployment Benefits information.

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**Employee refused return-to-work offer? Let us know!**

If you offered any of your employees a chance to return to work and they refused, TWC needs to know. Please report each individual who refused to return to work on our online [Employer Work Refusal Documentation form](#).

[Return to Top](#)

**Logon**

[Logon with your existing TWC User ID or create a new User ID.](#)

[Return to Top](#)

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.

TEXAS WORKFORCE COMMISSION

TWC Home | TWC Contact Information

### Employer Benefit Services

**Quick Links**

- » [Logon](#)
- [Sign Up for User ID](#)
- [Forgot Password?](#)
- [Forgot User ID?](#)

**Logon**

New to Employer Benefit Services? If you already have a User ID for another TWC Internet application, such as Unemployment Tax Services.com, try logging on with that ID. Otherwise, please [sign up for a User ID](#).

\* indicates required information

User ID:

Password:

[Logon](#)

[Need help?](#)

**¿Habla español?**  
Para servicio en español, póngase en contacto con Beneficios de Desempleo Información de Contacto para empleados.

**Technical Requirements**  
Recommended browsers are Internet Explorer, Firefox, Chrome or Safari. Click on the respective link to download the latest free version upgrade.


**Public Computer**  
If you are using a computer in a public place, logoff and close the browser when you are finished entering information. This is for your protection and will prevent someone else from viewing your information.

[Accessibility](#)

[Equal Opportunity is the Law](#)

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**.

 [TWC Home](#) | [TWC Contact Information](#)

## Employer Benefit Services

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**Quick Links**

- Ligon
- » Sign Up for User ID
- Forgot Password?
- Forgot User ID?

### Sign Up for User ID [Need help?](#)

\* indicates required information

**Personal Information**

First Name: \*

Middle Initial:

Last Name: \*

Email Address: \*   
(Entering your email address will help you retrieve your logon information if you forget it later. [Get Free Email Account](#))

**Logon Information**

Enter the User ID and password that you want to use. If you already have a User ID for another TWC Internet application, such as Unemployment Tax Services.com, try logging on with that ID. Passwords are case sensitive. Do not tell anyone your password.

User ID: \*    
(3-32 characters)

Password: \*   
(6-32 characters; at least 1 letter and 1 number)

Retype Password: \*

**Security Information**

The security questions and answers will help identify you if you forget your password. Select your questions and enter answers that others can't guess. The security answers are case sensitive.

First Security Question: \*

First Security Answer: \*

First Retype Answer: \*

Second Security Question: \*

Second Security Answer: \*


Second Retype Answer: \*

Third Security Question: \*

Third Security Answer: \*

Third Retype Answer: \*

Under [Texas state law](#), usage may be subject to security testing and monitoring, applicable [privacy provisions](#), and criminal prosecution for misuse or unauthorized use. Texas Workforce Commission collects personal information entered into electronic forms on this Internet site. For more information on your rights to request, review and correct information submitted on this electronic form, please see TWC's [Privacy and Security Information](#).

 [Logout](#)

## Employer Benefit Services

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### Additional Information [Need help?](#)

Provide the following additional personal information:

\* indicates required information

Mailing Address: \*

City: \*

State: \*

ZIP Code: \*

Phone Number: \*  (  )  -  Ext:

Email Address: \*   
(Entering your email address will help you retrieve your logon information if you forget it later. [Get Free Email Account](#))

## Security Agreement

Carefully read the **Security Agreement**.

Select **Accept** to continue.

The screenshot shows the 'Employer Benefit Services' page with a 'Security Agreement' section. The header includes the Texas Workforce Commission logo and a 'Logout' link. The main content area contains the following text:

**Security Agreement**

*This information has been amended. TWC is required to amend its agreement as it modifies or expands its Internet application services.*

This is the Texas Workforce Commission's (TWC) Employer Benefits Services (EBS) system. This system may be used only for authorized purposes.

Data security procedures have been installed in this system. Usage may be subject to security testing and monitoring. Unauthorized use is prohibited and any attempt to circumvent TWC procedures or to enter unauthorized data will be considered a violation of law. Abusers are subject to criminal prosecution under applicable federal and/or state law(s).

It is strictly prohibited to use or attempt to use this system to commit fraud or to gain unauthorized access in any manner including but not limited to up or down loading data, viewing or changing information without proper authority, or using information from this system for unauthorized purposes. Any such attempt or unauthorized use will be considered a violation of law. Abusers are subject to criminal prosecution under applicable federal and/or state law(s).

By accepting this agreement, you understand that the contact information you provide during the application process will be visible to the designated account administrator for the account. The account administrator must then authorize your access to the EBS system information. Once you have been authorized and given access, your contact information will be visible to all other authorized users listed for the EBS account. The account administrator's contact information is visible to the other users authorized for the tax account, but only after the administrator has approved the request for access.

You must accept this Security Agreement to be authorized to use the EBS system.

Buttons:

## Request Employer Access

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

The screenshot shows the 'Request Employer Access' page in the 'Employer Benefit Services' portal. The header includes the Texas Workforce Commission logo and a 'Logout' link. The main content area contains the following text:

**Request Employer Access** [Need help?](#)

\* indicates required information

To request access to an employer's tax account information, enter the employer's TWC Tax Account Number.

TWC Tax Account Number: \*  -  -

Once you are granted the appropriate access, you will be able to access Employer Benefits Services online.

Button:

## 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

The screenshot shows an email confirmation from the Texas Workforce Commission. The email content is as follows:

**From:** Account Administrator <noreply@twc.state.tx.us>  
**Sent:** Tuesday, August 20, 2019 2:50 PM  
**To:**  
**Subject:** TWC Account Access Action

The account administrator for LUMMUS TECHNOLOGY LLC has approved your request to access Texas Workforce Commission (TWC) Employer Benefit Services (EBS).

To view the employer's Unemployment Benefits information, log on to the EBS Internet application at <http://apps.twc.state.tx.us/EBS/security/logon.do>

To request access to a different employer, log on to the EBS Internet application at <http://apps.twc.state.tx.us/EBS/security/logon.do>

*Texas Workforce Commission (TWC)*  
*Unemployment Benefits*

IF RECEIVED IN ERROR: Please delete this email. No further action is required.

## 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 screenshot shows the 'Employer Benefit Services' interface. At the top, there is a navigation bar with 'Home', 'My Profile', and 'Logout'. Below this is a sub-navigation bar with 'My Home' and 'User Admin'. The main content area is titled 'My Home' and includes a 'Quick Links' section with a 'Home' link. The 'User Information' section displays fields for Name, Email Address, and User ID. A red asterisk indicates required information. Below this, there is a message about the system's security and links for 'Accessing an Unemployment Tax Account', 'TWC News', and 'Texas Business Today'. The 'Select An Employer' section contains a 'TWC Tax Account Number' field with a red asterisk and a 'Select' button. A red arrow points from the 'Select' button to the 'User Admin' tab in the sub-navigation bar.

This screenshot shows the same 'Employer Benefit Services' interface, but with the employer information updated. The 'Employer' field now displays '12-345678-9 ABC inc'. A blue confirmation message states 'The employer account is selected.' The 'Select' button is still present. A red arrow points from the 'User Admin' tab in the sub-navigation bar to the 'User Admin' tab in the main navigation bar.

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.

Employer Benefit Services

My Home | Inbox | Appeals | **User Admin** | UI Tax Services | Mass Claims | Shared Work | Other Services | Return To Work

Quick Links

- LUMMUS TECHNOLOGY LLC Admin
  - User List
  - Applicant List**
  - Denied User List

**User List**

LUMMUS TECHNOLOGY LLC

1-1 of 1

Name	Status	Locked	Action
SIL 32590	Active	No	<a href="#">View Profile</a>

Employer Benefit Services

My Home | Inbox | Appeals | **User Admin** | UI Tax Services | Mass Claims | Shared Work | Other Services | Return To Work

Quick Links

- LUMMUS TECHNOLOGY LLC Admin
  - User List
  - Applicant List**
  - Denied User List

**Applicant List**

LUMMUS TECHNOLOGY LLC

1-2 of 2

Name	Request Date	Action
SMITH, JOE lumm123		<a href="#">Review</a>
WILLIAMS, ROSE bea3	Aug 20, 2019	<a href="#">Review</a>

Employer Benefit Services

My Home | Inbox | Appeals | **User Admin** | UI Tax Services | Mass Claims | Shared Work | Other Services | Return To Work

Quick Links

- LUMMUS TECHNOLOGY LLC Admin
  - User List
  - Applicant List
  - Denied User List

**Review Applicant**

Profile Information

Name: SMITH, JOE

User ID: lumm123

Email Address:

Group: LUMMUS TECHNOLOGY LLC

TWC Tax Account Number:

## 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.

The screenshot shows the 'User Permissions' page for 'SOUTHWEST AIRLINES CO Admin'. The page includes a 'Quick Links' sidebar with 'User List', 'Applicant List', and 'Denied User List'. The main content area has a 'Profile Information' section with fields for Name, User ID, Email Address, Group, and TWC Tax Account Number. Below this is a 'Permissions' section with two categories: 'User Administration Permissions' and 'Benefit Services Permissions'. Under 'User Administration Permissions', the 'Manage User Accounts' checkbox is selected. Under 'Benefit Services Permissions', several checkboxes are present, including 'Allow Electronic Correspondence', 'Allow Shared Work', 'Allow Mass Claims', 'Allow Designated Address', 'Allow Chargeback Response', and 'Allow Return To Work'. 'Submit' and 'Cancel' buttons are at the bottom.

## 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.

A close-up of the 'Quick Links' sidebar showing the 'LUMMUS TECHNOLOGY LLC Admin' section. The 'User List' link is highlighted with a red box, and a red arrow points from it to the 'View Profile' link in the screenshot below.

The screenshot shows the 'User List' page for 'LUMMUS TECHNOLOGY LLC'. It displays a table with one user entry. A red arrow from the 'User List' link in the sidebar above points to the 'View Profile' link in the table's 'Action' column.

Name	Status	Locked	Action
SIL 32590	Active	No	<a href="#">View Profile</a>



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.

**Employer Benefit Services**

My Home | Inbox | Appeals | **User Admin** | UI Tax Services | Mass Claims | Shared Work | Other Services | Return To Work

**Quick Links**

- LUMMUS TECHNOLOGY LLC Admin
  - User List
  - Applicant List
  - Denied User List

**User Profile** Need help?

**Personal Information**

Name: LUMMUS LAST NAME, LUMMUS FIRST NAME  
 User ID: lumm123  
 Email Address:  
 Status: Active  
 Locked: No

**Additional Information**

Mailing Address: 1 CORPORATE DR  
 11, AL 12312  
 Phone Number: (123) 123-1234  
 Last Logon: ---

**Group Membership**

1-1 of 1

Group	Membership	Action
LUMMUS TECHNOLOGY LLC 00-002175-0	Applicant	<a href="#">Edit Permissions</a> <a href="#">Remove from Group</a>

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**.

**Employer Benefit Services**

My Home | Inbox | Appeals | **User Admin** | UI Tax Services | Mass Claims | Shared Work | Other Services | Return To Work

**Quick Links**

- SOUTHWEST AIRLINES CO Admin
  - User List
  - Applicant List
  - Denied User List

**User Permissions** Need help?

**Profile Information**

Name:  
 User ID:  
 Email Address:  
 Group:  
 TWC Tax Account Number:

**Permissions**

**User Administration Permissions**

Manage User Accounts Administer group membership, approve new users and manage permissions.

**Benefit Services Permissions**

Allow Electronic Correspondence Allows users to access TWC Electronic Correspondence  
 Allow Shared Work Allows users to access Shared Work  
 Allow Mass Claims Allows users to access Mass Claims  
 Allow Designated Address Allows users to access designated address(es)  
 Allow Chargeback Response Allows users to access Chargeback Response  
 Allow Return To Work Allows user to access Return To Work



## 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**.

The screenshot shows the 'Denied User List' page for LUMMUS TECHNOLOGY LLC. The page header includes the Texas Workforce Commission logo and navigation links for Home, My Profile, and Logoff. A secondary navigation bar contains links for My Home, Inbox, Appeals, User Admin, UI Tax Services, Mass Claims, Shared Work, Other Services, and Return To Work. The 'Quick Links' sidebar lists 'LUMMUS TECHNOLOGY LLC Admin' with sub-links for User List, Applicant List, and Denied User List. The main content area displays a table with one user entry: WILLIAMS, ROSE, denied by SIL on Aug 20, 2019. A red arrow points from the 'Reinstate' link in the Action column to the 'Reinstate' button in the subsequent screenshot.

Name	Denied By	Date Denied	Action
WILLIAMS, ROSE be	SIL	Aug 20, 2019	<a href="#">Reinstate</a>

The screenshot shows the 'Reinstate User' page for WILLIAMS, ROSE. The page header and navigation are identical to the previous screenshot. The 'Quick Links' sidebar is also present. The main content area displays 'Profile Information' for the user: Name: WILLIAMS, ROSE; User ID: [blank]; Email Address: [blank]; Group: LUMMUS TECHNOLOGY LLC; TWC Tax Account Number: 00-. At the bottom, there are 'Reinstate' and 'Cancel' buttons. A red arrow points from the 'Reinstate' button in the previous screenshot to this 'Reinstate' button.

Name: WILLIAMS, ROSE  
User ID:  
Email Address:  
Group: LUMMUS TECHNOLOGY LLC  
TWC Tax Account Number: 00-

## Contact

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