EBS Administrator Duties

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Administrator Duties

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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

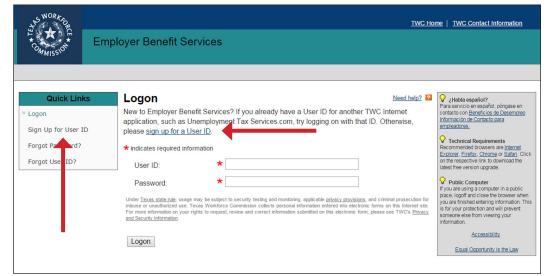
To access EBS, employers log in with an existing TWC User ID and password, such as for the Unemployment Tax system, or create a new User ID and password.

Creating a TWC User ID and Password

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

Employer Benefits Services On this page: <u>Overview</u> Employee refused return-to-work offer? Let us know! Logon	Frequently Asked Question - How to use Employer Benefits Services
Overview Employee refused return-to-work offer? Let us know! Logon	- How to use Employer Benefits
Employee refused return-to-work offer? Let us know! Logon	
EBS Administrator Duties Electronic Correspondence Submit Your Documents to TWC	More Information
Salamin Faa Ioodiminia for Hiti Appeal Online and View Appeal Status Submit a Shared Work Plan Submit a Mass. Claim Request Submit Return-to-Work Information Designate an Address for Mailed Correspondence Respond to a Notice of Maximum Potential Chargeback	Respond to a notice of applica for unemployment benefits Respond to an earnings verification request How to appeal a decision Manage unemployment claims appeals
Technology Requirements & Privacy Frequently Asked Questions More Information	
Dverview	
Employer Benefits Services is TWC's free online system that allows employers to access their Unemployment Benefits informati	on.
Return to:	Гор
Employee refused return-to-work offer? Let us know!	
f you offered any of your employees a chance to return to work and they refused. TWC needs to know. Please report each ndividual who refused to return to work on our online <u>Employer Work Refusal Documentation form</u> .	
Return to	Гор
Logon	
ogon 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**.

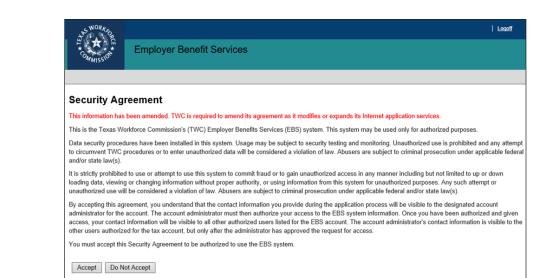
Complete the required information on the **Additional Information** page then select **Next**.

S WORK OF				TWC Home TWC Contact Information
H A CE	Employer Benefit Services			
Quick Links	Sign Up for User ID * indicates required information			Need help? 2
» Sign Up for User ID	Personal Information			
Forgot Password?	First Name:	*		
Forgot User ID?	Middle Initial:			
	Last Name:	*		
	Email Address:	*		
			(Entering your email address will help you retrieve yo information if you forget it later. Get Free Email According	our logon punt)
	Logon Information	1		
	Enter the User ID and password that you want to us try logging on with that ID. Passwords are case sen			met application, such as Unemployment Tax Services.com,
	User ID:	*		Check Availability
			(3-32 characters)	
	Password:	*	(8-32 oharacters; at least 1 letter and 1 number)	
	Retype Password:	*		
	Security Information			
	The security questions and answers will help identit answers are case sensitive.	y you	if you forget your password. Select your question	is and enter answers that others can't guess. The security
	First Security Question:	*	Choose One	\checkmark
	First Security Answer:	*		
	First Retype Answer:	*		
	Second Security Question:	*	Choose One	~
	Second Security Answer:	*		
	Second Retype Answer:	*		
	Third Security Question:	*	Choose One	~
	Third Security Answer:	*		
	Third Retype Answer:	*		
	Under Texas state rule, usage may be subject to security Commission collects personal information entered into ele	testing	g and monitoring, applicable <u>privacy provisions</u> , and crim forms on this Internet site. For more information on you	ninal prosecution for misuse or unauthorized use. Texas Workforce r rights to request, review and correct information submitted on this
	electronic form, please see TWC's Privacy and Security In	- Contrada	1011	
	Next Cancel			
SWORKE				Logoff
H H H	England Denefit Convises			
COMMISSION	Employer Benefit Services			
Additional Inf				Need help?
 indicates required infor 	additional personal information:			
Mailing Address:	*			
City:	*			
State:	* Choose One		~	
ZIP Code:	*			
Phone Number:	*		Ext:	
Email Address:	*	_		
Email Address.	(Entering your email address will help information if you forget it later. Get Fr	you ref	trieve your logon ail Account)	
Next				

Security Agreement

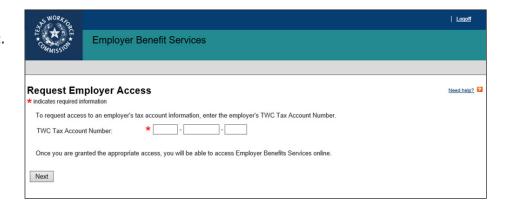
Carefully read the **Security Agreement**.

Select **Accept** to continue.



Request Employer Access

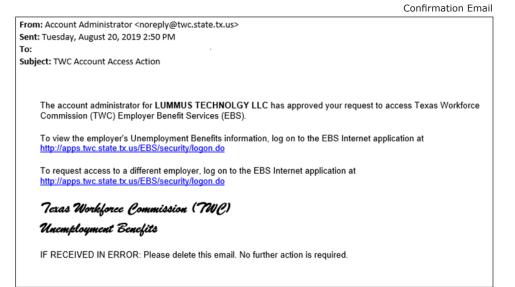
Enter the employer's TWC Tax Account Number then select **Next**.



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.



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

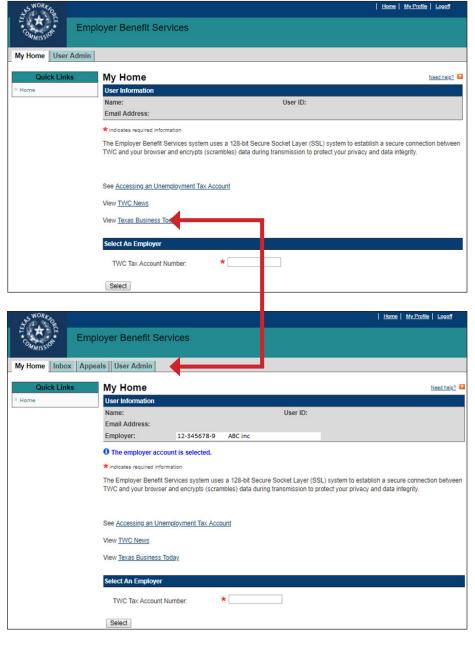
When a new user requests employer access, the request is pending until the administrator logs in to EBS and approves or denies the request. Log in to EBS.

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.

employee.

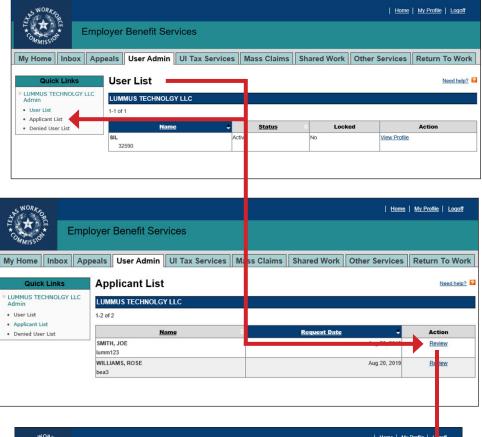
Cancel.

Select **Review** to view an

Select Approve, Deny, or

User Permissions page.

Select Approve to proceed to the



NORAGO THE COMMISSION	Employ	ver Benefit Ser	vices			Home	<u>My Profile</u> L	<u>10ff</u>
My Home Inb	ox Appea	Is User Admin	UI Tax Services	Mass Claims	Shared Work	Other Services	Return To	Vork
Quick Link		Review Applic	ant				Need	<u>telp?</u> <table-cell></table-cell>
Admin	P	Profile Information						
 User List Applicant List 		Name:	1	SMITH, JOE				
Denied User List User ID: lumm123								
		Email Address:						
		Group:	I	UMMUS TECHNOL	.GY LLC			
		TWC Tax Account N	umber:					
	[Approve Deny	Cancel					

User Permissions

Select permissions for the new user on the User Permissions **Employer Benefit Services** page. User permissions allow employers to customize the access users SOUTHWEST AIRLINES CO have to employer accounts. User List Applicant List TWC recommends that a minimum Denied User List of two users be designated Profile Information as administrators. Name User ID: Selecting Manage User Email Address Accounts designates a user as Group an administrator. Select the **Benefits Services Permissions.** missions 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.

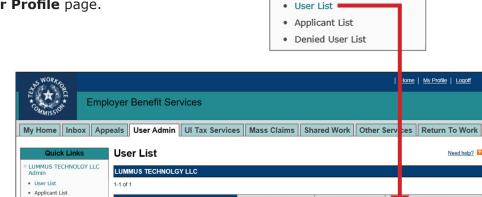
Edit User Permissions

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.

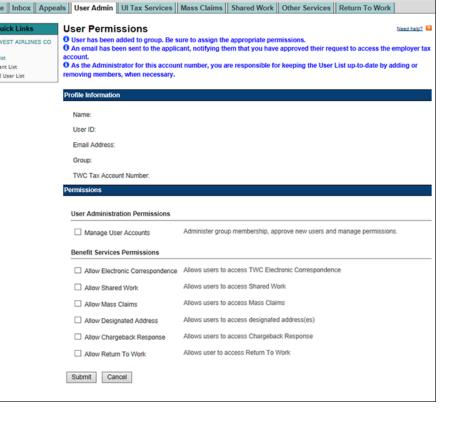
Denied User List

SIL

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Status



Quick Links

Locked

Action

View Profile

» LUMMUS TECHNOLGY LLC

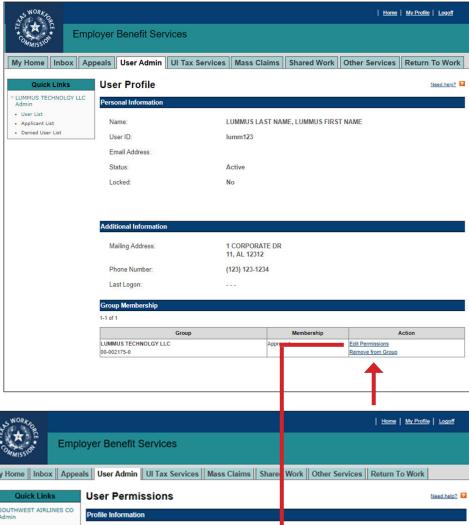
Admin

Home My Profile Logoff

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**.

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Emplo	oyer Benefit Services					
My Home Inbox Appea	Is User Admin UI Tax Services	Mass Claims Share	Work Other Services Return To Work			
Quick Links	User Permissions		Need help? 🖬			
SOUTHWEST AIRLINES CO Admin	Profile Information					
User List Applicant List	Name:					
Denied User List	User ID:					
	Email Address:					
	Group:					
	TWC Tax Account Number:					
	Permissions					
	User Administration Permissions					
	Manage User Accounts	Administer group membe	ership, approve new users and manage permissions.			
	Benefit Services Permissions					
	Allow Electronic Correspondence	Allows users to access T	WC Electronic Correspondence			
	Allow Shared Work	Allows users to access S	shared Work			
	Allow Mass Claims	Allows users to access N	fass 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				
	Submit 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**.

S WORKS			<u>Home</u>	My Profile Logoff
Emp	loyer Benefit Services			
My Home Inbox Ap	peals User Admin UI Ta	x Services Mass Claims	Shared Work Other Services	Return To Work
Quick Links	Denied User List			Need help?
» LUMMUS TECHNOLGY LLC Admin	LUMMUS TECHNOLGY LLC			
User List Applicant List	1-1 of 1			
Denied User List	Name	Denied By	Date Denied	Action
	WILLIAMS, ROSE	SIL	Aug 20, 2	019 <u>Reinstate</u>

SWORK FOR				<u>Home</u>	My Profile	<u>oqoff</u>
COMMISSION Emp	loyer Benefit Services					
My Home Inbox Ap	peals User Admin UI Tax	Services Mass Claims	Shared Work	Other Services	Return To	Work
Quick Links	Reinstate User				Nee	<u>i help?</u> <table-cell></table-cell>
» LUMMUS TECHNOLGY LLC Admin	Profile Information					
User List Applicant List	Name:	WILLIAMS, ROSE				
Denied User List	User ID:					
	Email Address:					
	Group:	LUMMUS TECHNOL	GY LLC			
	TWC Tax Account Number:	00-				
	Reinstate Cancel					

Contact

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