**How to file for TX unemployment:**

Coronavirus note - Information forCOVID19 [Jobseekers](https://twc.texas.gov/news/covid-19-resources-job-seekers) and [Child Care](https://twc.texas.gov/news/covid-19-resources-child-care)

**Having trouble filing an unemployment claim online? Our Unemployment Benefit System online portal is available 24 hours a day but is experiencing a high volume of visitors. We are seeing lower volume on the online portal between 10:00p.m. and 8 a.m. You may want to try back during those hours to file your claim or check the status of your claim.**

1. First, you will need to visit this site to get started – we recommend that you register online if possible due to the high call volume over the telephone.

<https://www.twc.texas.gov/jobseekers/unemployment-benefits-services#logon>

If you do prefer to call over the phone, pleas use the following table below:

| **Recommended Call and Access Times** | |
| --- | --- |
| **Area Code of Applicant** | **Suggested Call Time** |
| Area Codes Beginning with 9 | Mon-Wed-Fri 8:00 a.m.-Noon |
| Area Codes Beginning with 3, 4, 5,6 | Mon-Wed-Fri 1:00 p.m. - 5:00 p.m. |
| Area codes Beginning with 7, 8 | Tues -Thurs-Sat  8:00 a.m. - Noon |
| Area codes Beginning with 2 | Tues-Thurs-Sat 1:00 p.m. -5:00 p.m. |

1. To qualify for filing for unemployment, our workers must meet one following criteria. During the coronavirus, most DTK employees who are temporarily let go will more often than not be eligible based on the two underlined reasons below:

* Laid off
* Working hours reduced
* Furlough
* Fired

1. You will need to provide the claim with the following things:
   1. Past wages
   2. Job separation(s) – this is the step 2 above
   3. Ongoing eligibility requirements
      1. See this link to see ongoing requirements to stay on unemployment: <https://www.twc.texas.gov/jobseekers/ongoing-eligibility-requirements-receiving-unemployment-benefits>
         1. This consists of the following items:
            1. [Overview](https://www.twc.texas.gov/jobseekers/ongoing-eligibility-requirements-receiving-unemployment-benefits#overview)
            2. [Work Search Requirements](https://www.twc.texas.gov/jobseekers/ongoing-eligibility-requirements-receiving-unemployment-benefits#workSearchRequirements)
            3. [Payment Requests](https://www.twc.texas.gov/jobseekers/ongoing-eligibility-requirements-receiving-unemployment-benefits#paymentRequests)
            4. [Ability to Work](https://www.twc.texas.gov/jobseekers/ongoing-eligibility-requirements-receiving-unemployment-benefits#abilityToWork)
            5. [Availability for Work](https://www.twc.texas.gov/jobseekers/ongoing-eligibility-requirements-receiving-unemployment-benefits#availabilityForWork)
            6. [Participation in Required Reemployment Activities](https://www.twc.texas.gov/jobseekers/ongoing-eligibility-requirements-receiving-unemployment-benefits#participationInRequiredReemploymentActivities)
            7. [Required Contact - Call or Report as Instructed](https://www.twc.texas.gov/jobseekers/ongoing-eligibility-requirements-receiving-unemployment-benefits#requiredContactCallOrReportAsInstructed)
            8. [Job Separations After You Apply for Benefits](https://www.twc.texas.gov/jobseekers/ongoing-eligibility-requirements-receiving-unemployment-benefits#jobSeparationsAfterYouApplyForBenefits)
            9. [Citizenship or Work Authorization](https://www.twc.texas.gov/jobseekers/ongoing-eligibility-requirements-receiving-unemployment-benefits#citizenshipOrWorkAuthorization)
            10. [See Also](https://www.twc.texas.gov/jobseekers/ongoing-eligibility-requirements-receiving-unemployment-benefits#seeAlso)
            11. [Service](https://www.twc.texas.gov/jobseekers/ongoing-eligibility-requirements-receiving-unemployment-benefits#service)
2. You will need to make an online profile (if you have not created an account already)
   1. To sign up a new account – please visit : <https://apps.twc.state.tx.us/UBS/security/selfRegister.do>
   2. Once you have an account set up through TWC, please log in with the below link:
      1. https://apps.twc.state.tx.us/UBS/changeLocale.do?language=en&country=US&page=/security/logon.do

Now it is time to fill out an application.

*Note – you will need to print pages from your application. If you need help you can call your DTK manager or you can visit the following website for areas to go to help:* [*https://www.twc.texas.gov/directory-workforce-solutions-offices-services*](https://www.twc.texas.gov/directory-workforce-solutions-offices-services)

*You will need the following to fill out your application:*

* *Social Security number*
* *Employers Name, Address, Phone Number:* ***DTK Facility Services, LLC , 9821 Katy Freeway, Suite 500, Houston TX 77024, 713-463-7878***
* *Dates you worked for your employer- start and ending date (month, day, year)*
* *Number of hours worked and our pay rate during the week you apply – including Sundays*
* *Alien Registration number (if not a US citizen or National)*

Please see the note from TWC regarding the high amount of traffic

TWC is experiencing an exceptionally high volume of customers. To help manage on-line access, effective immediately, TWC will limit access for on-line payment requests based on the day listed on your filing instructions. Sunday through Wednesday are assigned filing days. All users may file online Thursday through Saturday. This restriction does not apply to individuals filing a new claim for unemployment.

Here is a link for Frequently asked questions that can be very beneficial for employees to use while attempting to fill an unemployment claim: <https://apps.twc.state.tx.us/UBS/changeLocale.do?language=en&country=US&page=/portalfaq.do>

Feel free to call DTK’s HR group if you would like anyone to walk you through this (Spanish only IS an option): **713-463-7878 ext. 102**