GUIDE TO APPLYING FOR EXTENDED BENEFITS (EB)

Getting Started
Log into your Claimant Self Service (CSS) Portal Account.

On the Customer Menu page click the “Apply for Extended Benefits” hyperlink.

Before You Begin
The system will navigate to the Before You Begin page, displaying important information. Please read the information and then click the “Next” button.
Eligibility

The system will navigate to the Eligibility screen, indicate where you are filing from and answer the question to indicate if you have applied for or are receiving benefits from another state other than South Carolina.

Employment Questions

The system will navigate to the Employment Questions screen, answer each question and click the "Next" button.

Initial Claims Questions

The system will navigate to the Initial Claims Questions screen, answer each question, and click the "Next" button.
Work History

The system will navigate to the **Work History** screen providing important instructions on what is required to be filled out. Follow the instructions and click the “Next” button.

Separation Information

If additional employment is added, the system will navigate to the **Collect Separation Information** screen. Click the “Provide Information” link to answer additional questions.

Other Separation

The system will navigate to the **Other Separation** screen; answer the questions, then click the “Next” button.
Benefits Payment Method

The system will navigate to the Payment Method screen, where the payment method currently on file will be displayed. Verify the payment method is still accurate and make the necessary changes if the payment method has changed.

Once verified/updated click the "Next" button.

Work Search

The system will navigate to the Work Search screen, answer the questions and click the "Next" button.
Job Eligibility

The system will navigate to the Job Eligibility screen, answer the questions, then click the "Next" button.
Job Eligibility Questions

The system will navigate to the next **Job Eligibility** screen, select up to six counties where you are willing to seek employment, then click the “Next” button.

Job Eligibility Questions, Continued

The system will navigate to the next **Job Eligibility Questions** screen, answer the questions and click the “Next” button.
**Job Availability**

The system will navigate to the Job Availability screen. Provide your last job schedule, answer the next question, then click the "Next" button.

**Summary**

The system will navigate to the Summary screen.

Review all the information make necessary changes by clicking the Edit button. Once finished click the “Next” button.
Submit Claim

The system will navigate to the Submit Claim screen. Read and acknowledge the information by checking the boxes at the bottom of the screen:

a. Click “Back” to go back to the previous screen.
b. Click “Continue” to provide any additional information the claim may require.
c. Click “I Do Not Wish to File,” to save and return. (Note: If you do not continue after 4 days, the claim will be deleted).

File Claim Confirmation

If no additional information is needed, the system will navigate to the confirmation page, providing a confirmation number and additional instructions. Click “Claimant Homepage” to return to the homepage where you may review your information and log off.

For assistance, please call TelClaim: (866) 831-1724