UNEMPLOYMENT INSURANCE

Creating an Account & Filling Out the Claim

S.C. DEPARTMENT OF EMPLOYMENT & WORKFORCE

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For more information, please visit dew.sc.gov   UPDATED 08/27/2020

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CREATING A USERNAME/PASSWORD

When filing for Unemployment Insurance benefits you are required to set up login credentials – in other words, a username and password. During this process you will be asked security questions that will be used in case you forget or need to reset your credentials.

Please remember to save your log-in information and security question answers!

If you have already applied for UI before, you must use your username and password to login and certify. If you do not remember your username and password, **DO NOT** create a new account.* This will delay potential payment! Instead, you should click "Forgot your username/password?"

You should keep this information in a safe place where you can refer back to it. You will need to login every week to certify that you are still unemployed in order to continue receiving benefits.

* It is only appropriate to create a new username and password if you last filed for benefits prior to September of 2017.

System Message:

The Username you have selected already exists in the system. Please select another Username.

This does not mean you are already registered in the system. It means that username has been assigned to another individual. Usernames in the *Claimant Self Service Portal* must be unique. Try another username.

Security Questions:

Some of the prompts require a multi-word answer, such as what is your all-time favorite movie or what is your all-time favorite summer destination?

Please note that the answers cannot contain spaces or special characters so the answers will have to be compounded together such as TheGodfather or Stpetersburg.

I have created my username and password, but I got "kicked out" and sent back to the login screen.

Account creation is a two-step process. The first thing you do is create your "credentials" or username and password. When you complete this process the system will automatically close and send you back to the login screen. Do not be alarmed. This step is for your security.

On the login page you will enter your new username and password to reenter the system. This way your credentials are associated with all of your registration information.

I forgot my password, what are my options?

You have three options to reset your password. You can reset by sending a security code via text message, by answering the security questions, or by sending a security code via email to the email address on file. For more information, read the how to tutorial on the Apply for Benefits page, under "Step 2".

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WHAT YOU WILL NEED TO FILE FOR UI

Please note that when you create an account it is a two-step process:

1. Create your credentials (username, password and security questions). When you complete this process the system will automatically close and send you back to the login screen. Do not be alarmed. This step is for your security.

2. On the login page you will enter your new username and password to reenter the system. This way your credentials are associated with all of your registration information.

Before you dive into the site, make sure you have all the necessary information on hand in order to make the process efficient.

You'll need several things to get started:

1. Your Social Security Number

2. Your work history for the past two (2) years, including:

   a. Name of employer

   b. Address

   c. Telephone number

   d. Employment dates

   e. Rate of pay

   f. Total earnings

   g. Information about your job separation for each employer

   h. If you received severance pay or retirement pay, you must know the amounts

3. In the event you qualify for benefits and you would like your unemployment payments to be directly deposited into your bank account, you will need your bank routing number and account number. You should also contact your bank to make sure that your bank accepts electronic fund transfers.

   a. There are several advantages to direct deposit: You will receive your UI benefits faster; it saves time and money because you do not need to go to the bank and it means no mail delays.

   b. If you do not have direct deposit information, you may enter it at a later date.

You may also need additional documents if you belong to one of the following categories:

Non-Citizens

1. Alien number and expiration date from your Employment Authorization Document.

Former Federal Employees

1. SF-50 form or SF-8 form and pay stub(s) if you were a federal employee within the past two years.

Former Military Personnel

1. At least one of the following:

    a. Most recent DD214 Member 4

    b. Orders to report

    c. Orders of release

    d. Military earnings and leave statement

    e. W-2 form(s) from your most recent military service

If this is the first claim you are filing since release from the military and you do not live in SC, contact the State Workforce Agency in the state you are physically located in for assistance with filing your claim.

FILLING OUT THE CLAIM

Resume my UI claim

If you log out or are timed out of the system, when you log back in to finish your claim you will see a link on the dashboard that says, "Resume My UI Claim." You will still have to proceed through the tabs you have already completed, but you will see that your information has been saved in the fields. Just click Next until you return to where you left off.

I am entering my personal information and it will not let my type by City name.

Click the magnifying glass in the blue square to the right of the city field. In the pop up box click the drop down menu and select your state. In the city name field, type your city or click "Search" and select the city from the list, scroll to the bottom of the city list and click "Select." The city name will then populate the field. Click "Close" and the city field should now be filled in.

If I work for a company with franchises, do I select the location where I worked or do I select the headquarters?

Select the one that seems to be the correct employer – use the name and address listed on your paystub. If adjustments need to be made, we will contact you.

Who do I list as an employer if I'm self-employed, 1099, gig employees, etc.?

Use the name you provide when filing with the IRS.

If I don't have a federal EIN number what do I use?

Use your Social Security Number.

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I am adding an employer to my employment history, where do I upload employer documentation while filing out my initial claim?

The last line of the screen says provide any supporting documents you have. Under the checkboxes there is a button labeled Upload. When you click this button it will allow you to select documents from your computer to upload into the system.

I was supposed to start a job, but didn't because of COVID-19. What amount do I put for wages?

You should report the actual wages you earned for the period you are being asked about. Individuals who do not have a sufficient wage history to meet the regular state UI monetary requirements or who were scheduled to start a job but couldn't due to COVID-19, may be eligible for PUA (Pandemic Unemployment Assistance) if they were separated from employment, or could not start employment, as a direct result of COVID-19.

Where do I tell the system that I was laid off because of COVID-19?

When you are directed to the *separation* tab, the first question is reason employment ended. In that drop down menu, you will see two options related to COVID-19: *Layoff due to Coronavirus* and *reduced hours due to Coronavirus*.

What is my return to work date if I don't know?

Use your best guess. This can be changed later.

I am self-employed 501(c) and my earnings are taken from my personal income tax each year, therefore my gross earnings for the week are $0. How should I complete this field?

Because the system is not built for the self-employed, this field is a requirement for unemployment insurance. Fill the field with $1 to proceed to the next screen.

Do I have to pay income tax on my unemployment insurance benefits?

Yes. The system will automatically pay out the full benefit amount, for which you will have to pay federal and state income tax. However, as you complete the application you can choose, when prompted, to have taxes withheld from your benefits.

This will also apply to any benefits you receive through the CARES Act programs.

There are fields in the Work Search tab that won't let me click in them.

Click the magnifying glass in the blue square to the right of the *Kinds of Job Seeking/O*Net* field. In the pop up box you will be able to search different categories of work and then select the one that is most appropriate.

If the work search was waived for South Carolina why does it tell me I have to do two job searches in South Carolina Works Online System (SCWOS)? If I want to return to my job, why would I be required to do two job searches?

Due to the unusual circumstances of COVID-19, the weekly work search requirement is waived for the duration of the State of Emergency declared by the Governor.

How do I answer the Able and Available Question?

Ask yourself: If COVID-19 was removed from the equation, would I be able and available to go back to the job I had before or accept a new job offer?

If yes, answer *"YES"*

If no, answer *"NO"*

Why is it asking if I have completed a job search since the weekly job search was waived for COVID-19 related claims?

Because unemployment insurance is a temporary bridge while an individual tries to find other employment, our system provides this question for claimants who started receiving UI benefits prior to COVID-19. However, with the changes in state and federal law to assist during COVID-19, you can answer the question honestly. Answer *"yes"* if you have searched for work – we encourage you to use SC Works Online Services to conduct at least two job searches. However, if you answer *"no"* you will not be penalized for not completing a job search.

The work search waiver was originally scheduled to expire April 18, 2020, but the deadline has been extended for the duration of the State of Emergency declared by the Governor. After the State of Emergency is removed by Gov. McMaster, the job search requirement will go back into effect.

I got an error message telling me that my SSN was invalid. What do I do?

In order to proceed please remove your middle initial if you provided it. If you left the field blank, fill in your middle initial. Under the drop down box labeled *"Name: Change Reason"* select, *I misspelled my name*. Then click **Next**. Your information will be validated and processed by our system during off-peak times.

I worked for an employer, but resigned to take a new job. Before my start date, my new employer told me that the job was eliminated due COVID-19. Can I still apply?

If you have a letter from the new employer with the intended start date then go ahead and file. You will originally be denied; however, you do not need to do anything. Please wait on our agency for further information once PUA is enacted.

I lived out of state, but I didn't indicate that properly on my initial claim, what do I do?

You need to call our call center at 1-866-831-1724 to speak to a dedicated claims specialist.

How do I know if my claims is completed and received by your agency?

When you have completed the claims process you will receive a confirmation number on the screen.

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CHART: Unemployment Insurance *Guide to the CARES Act*

*Includes 1099's and gig workers

CURRENTLY RECEIVING UI BENEFITS

APPLIED BUT WAITING FOR DETERMINATION

SELF-EMPLOYED CONTRACTORS & OTHERS*

UNSURE IF YOU QUALIFY?

EXHAUSTED UI BENEFITS

Apply for UI Benefits Online at *dew.sc.gov*

PANDEMIC UNEMPLOY-MENT ASSISTANCE (PUA)
for Self-Employed Contractors & Others
(39 Weeks)

PANDEMIC EMERGENCY UNEMPLOYMENT COM-PENSATION (PEUC)
13 Weeks of Additional Benefits

FEDERAL PANDEMIC UNEMPLOYMENT COMPENSATION (FPUC)
Continue to certify your weekly benefits to collect benefits. The $600 per week additional will automatically be added to your state benefits, once approved for benefits. (Available week ending 04.04.2020 - 07.25.2020)

- State UI Claim & FPUC
- TBD Once Claim is Filed
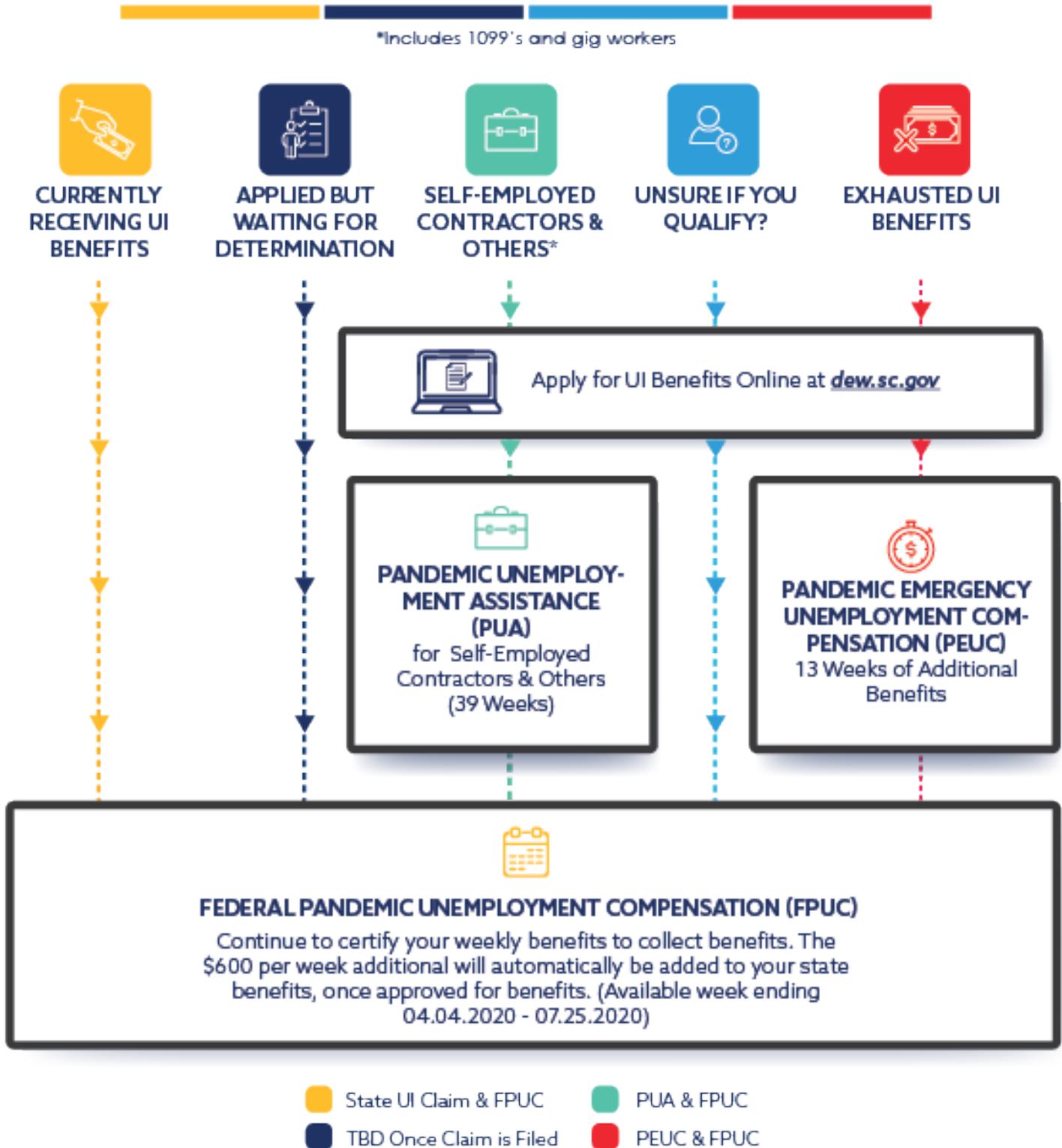- PUA & FPUC
- PEUC & FPUC

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CHART: Comparison of *BENEFIT PROGRAMS*

	SC Unemployment Insurance	SC Extended Benefits	$600 (Federal Pandemic Unemployment Compensation - FPUC)	Pandemic Emergency Unemployment Compensation (PEUC)	Benefits for Self-Employed and those not Eligible for UI (Pandemic Unemployment Assistance - PUA)
WHO IS THIS FOR?	Unemployed workers who are unemployed through no fault of their own.	Individuals who have exhausted regular UI benefits during periods of high unemployment - triggered by SC law.	Individuals receiving regular UI, EB, PUA, or PEUC.	Individuals who remain unemployed after UI is no longer available.	Individuals whose employment or self-employment has been lost as a direct result of COVID-19 and are not eligible for regular UI, EB, or PEUC, including exhaustees.
WHO DOES THIS SPECIFICALLY EXCLUDE?	Individuals who are unable to work or those who do not have a recent earnings history.				Excludes individuals able to telework with pay or individuals receiving paid leave.
ELIGIBILITY REQUIREMENTS	1. Unemployed through no fault of their own; 2. Able, available, and actively seeking work; 3. Has registered for work with SCWOS; 4. Has not earned excess wages; and 5. Has not refused work.	If available, Extended Benefits may start after an individual exhausts other UI benefits.	Individuals must have an active benefit claim under state or federal law.	Individuals must have exhausted state benefits or the benefit year has ended, and the individual is not currently eligible for UI.	Individuals must provide self-certification that the individual is otherwise able and available except that the individual is unable to work because of COVID-19.
MONETARY ELIGIBILITY REQUIREMENT	Must have earned at least $4,455 in covered employment during their base period. The base period is either the four oldest of the last five completed calendar quarters or the last four completed calendar quarters. Additionally, the total amount of wages in the base period must be at least 1.5 times the wages earned in the highest earning quarter.		Must meet state minimum monetary eligibility requirements to establish a claim.	Must meet state minimum monetary eligibility requirements to establish a claim.	Similar manner to regular state UI benefits. Self-employed must provide information to establish eligibility.
AMOUNT RECEIVED	Between $42 and $326.	Between $42 and $326.	$600 per week in addition to regular benefit amount.	Weekly benefit amount from the prior benefit year plus the $600 FPUC payment.	Weekly benefit amount under state UI law plus the $600 FPUC payment.
FUNDING	State (the UI trust fund is comprised of taxes SC employers pay on their payroll).	Federally funded (authorized under the Families First Coronavirus Response Act through 12/31/20).	100% federally funded.	100% federally funded.	100% federally funded.
DURATION	Up to 20 weeks of full UI benefits.	Additional 10 weeks of UI benefits.		Additional 13 weeks of benefits.	39 weeks of benefits total, including regular UI and EB weeks.
TIMEFRAME			Effective from the claim week ending April 4, 2020 through the claim week ending July 25, 2020.	Effective from the claim week ending April 4, 2020 through the claim week ending December 26, 2020.	Effective for the claim week ending February 8, 2020 through the claim week ending December 26, 2020.