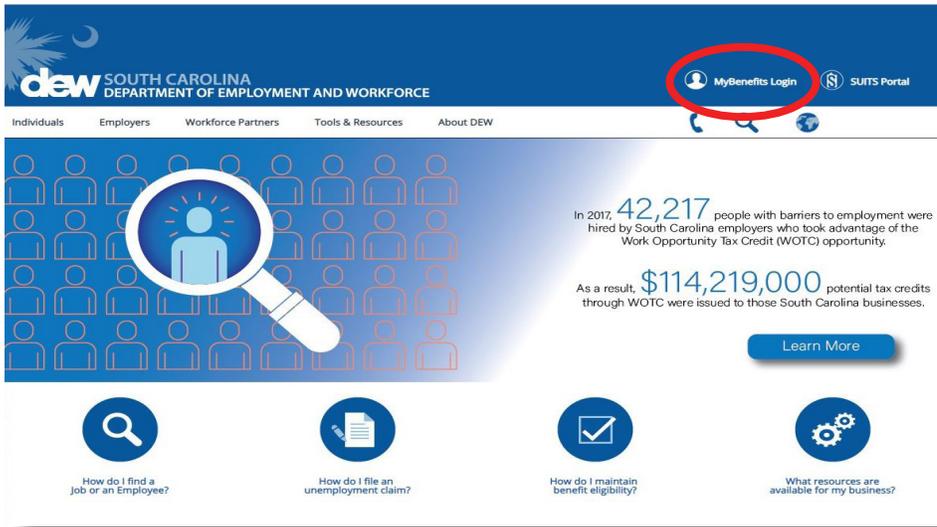
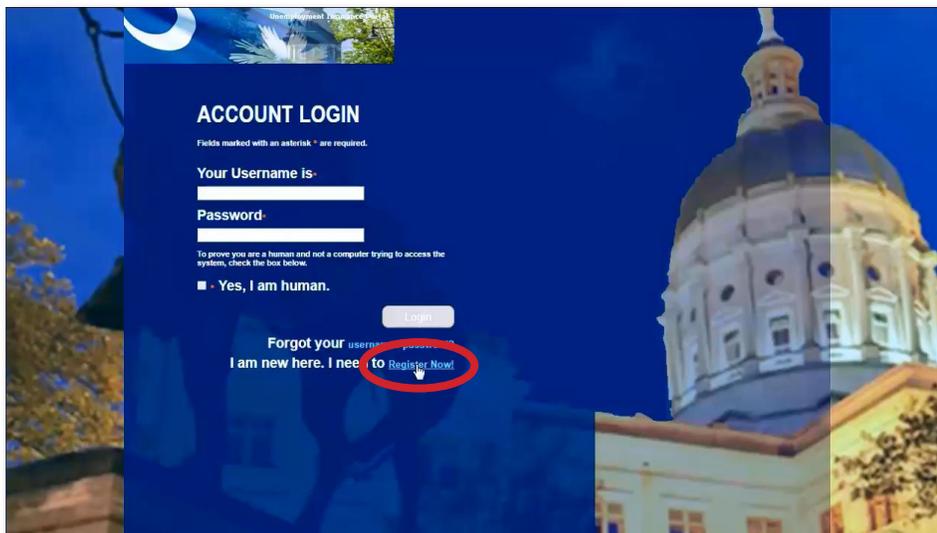




How to Get a Username and Password for Your New MyBenefits Portal Account



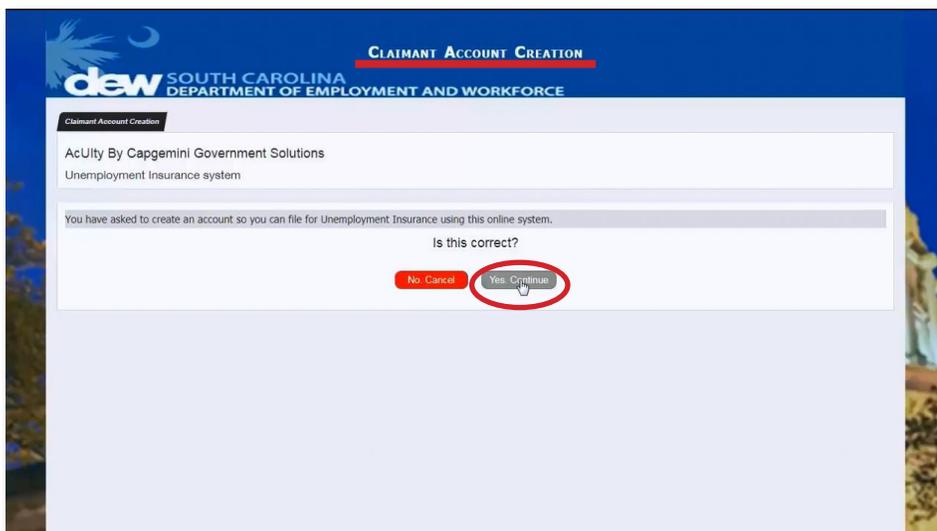
Go to dew.sc.gov to begin your Unemployment Insurance (UI) benefits process. This is the main website for the S.C. Department of Employment and Workforce. On this website you can find information about the UI process as well as tutorials and guides to help you navigate through the Claimant Self-Service (CSS) portal. From any screen on this site you can click the “MyBenefits Login” on the top right side of the screen to go directly to the CSS portal.



Welcome to your new bridge to benefits. Even if you are already registered to receive unemployment benefits, you must reenroll in the new system.

Click “Register Now!” to create your new online account.

**Make sure to have your social security number and your date of birth handy before you begin.



This will bring you to the first Claimant Account Creation screen. Click the green “Yes. Continue” button if you want to continue the process of creating an account. It will turn grey when you hover the mouse over it, as shown in the picture to the left.

If you want to exit the process, click “No. Cancel” to be brought back to the Account Login page.



The next page will remind you of the information that you need in order to create your account. This includes your social security number, date of birth and your employment history for the last 18 months. If you do not have this information, click the red “No. Cancel” button on the left. If you do have this information, click the green “Yes. Continue” button on the right.

Once you click the continue button, you will be brought to the Fraud Warning page. You must read and accept all options by clicking the box to the left of each statement. The “Yes. Continue” button does not become live until all boxes are checked. Once you have accepted all the statements, the button will become green. Click “Yes. Continue” to go to the next page.

You will now see a screen where you will enter your personal information. Remember that all fields marked with an asterisk (*) are required and must be completed. However, it is encouraged to give as much non-required information as possible.



Be sure to enter an active email address that you regularly check in the system. You cannot register multiple times with different email addresses. Choose an email account that you will use to communicate with DEW while you claim benefits.

If you ever need to change an email address, you can do so in your settings. Do not register a new account.

Also on this page, you will create a username and password. Your username must be between 8 and 30 characters.

Your password must contain at least one number, one special character (like an exclamation point or a percent sign) and one uppercase letter.

The bottom field on the page is where you will create your Pin number if you want to use the automated telephone system. If you will only use the Internet system, you will not need to create a Pin. Once you have completed all fields, click the green "Submit" button.



The Account Information Verification screen is where you will confirm that the information you provided is correct. Your name, date of birth and SSN will be verified with the Social Security Administration for accuracy. Please read the screen carefully before submitting. If you need to make a change, click the grey “I need to make a change” button on the left. This will take you back to the previous screen. After making any changes, you will need to retype the password fields in order to continue.

When you are ready to continue, click the green “Yes, I am sure this is correct” button on the right.

The next screen will help you set up your security questions. These questions will be used if you are having trouble accessing your account. You can answer the question already in the field or use the drop-down arrow to pick another one that might be easier for you to remember.



For more choices, you can click the blue question mark next to “Show me a different set of questions” underneath the yellow answer fields. Type your answers to the questions in the yellow fields and then click the green “Submit” button.

If you click the “Cancel” button, you will return to the Claimant Account Creation screen.

The last screen is the Account Created confirmation screen that shows you have completed created your customer self service account.

To proceed, click the “Go to Login Page.” button, which will return you to the Account Login screen.

From here, you can enter your login credentials and continue your registration or review your existing account in the benefits portal.

A screenshot of a web application's login page is overlaid on a background image of a large, domed building at night. The login form is titled 'ACCOUNT LOGIN' and includes the following elements:

- A note: 'Fields marked with an asterisk * are required.'
- A label 'Your Username is:' followed by a text input field.
- A label 'Password:' followed by a text input field.
- A CAPTCHA question: 'To prove you are a human and not a computer trying to break into our system, check the box below.'
- A checkbox with the text 'Yes, I am a human'.
- A link: 'Forgot your username / password?'.
- A link: 'I am new here. I need to Register Now!'.

Overlaid on the right side of the login form is the text 'TelClaim' in a large white font, and '866-831-1724' in a slightly smaller white font below it.