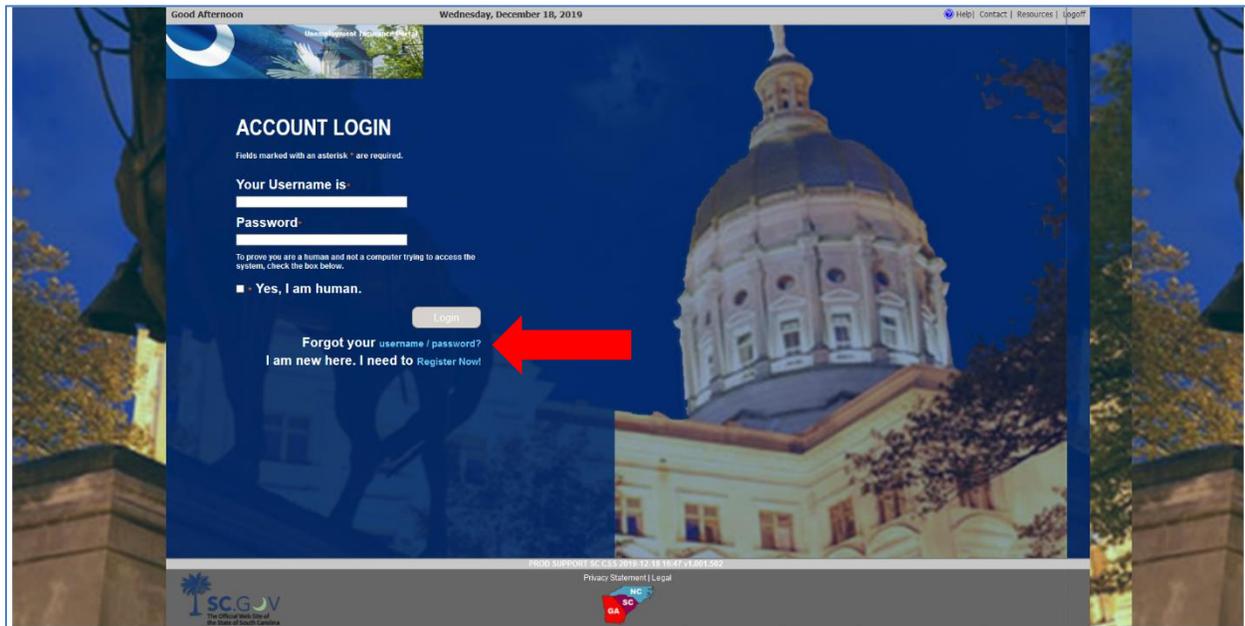
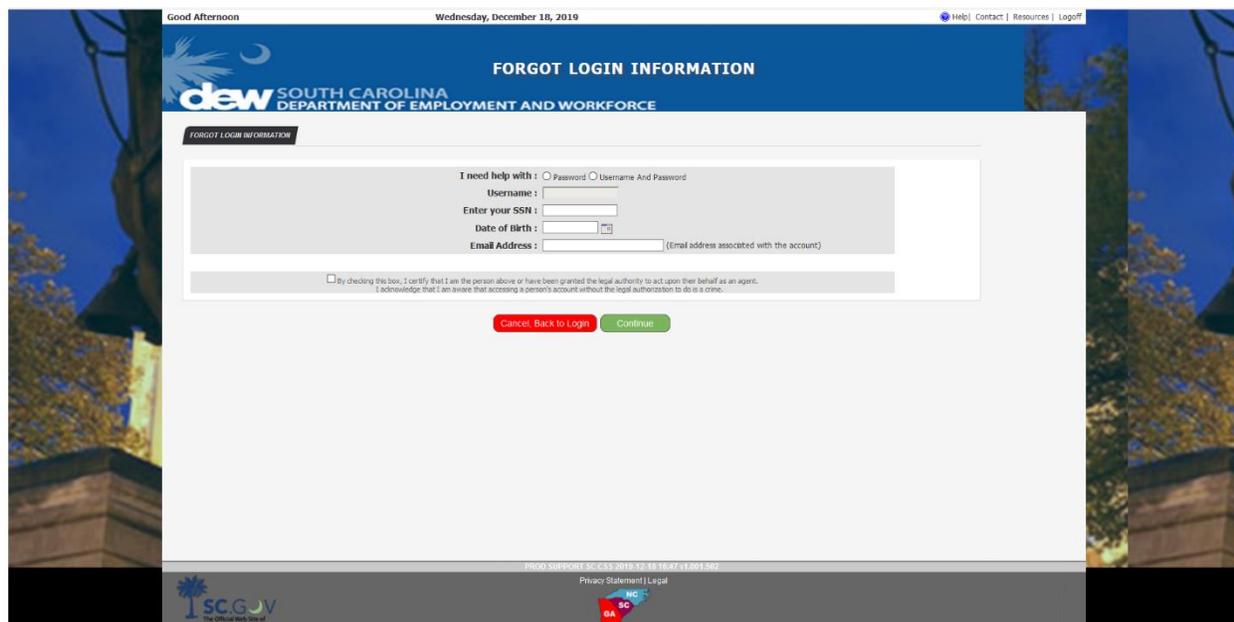


If a claimant forgets their username and/or password, the CSS portal provides the claimant with three options of resetting their password. They can reset their password by answering the security questions, by sending a security code via text message or by sending a security code via email to the email address on file.

1. Claimant will click on **Forgot your username / password** link from the Account Login screen



2. Claimant will choose "I need help with **Password or Username and Password**"

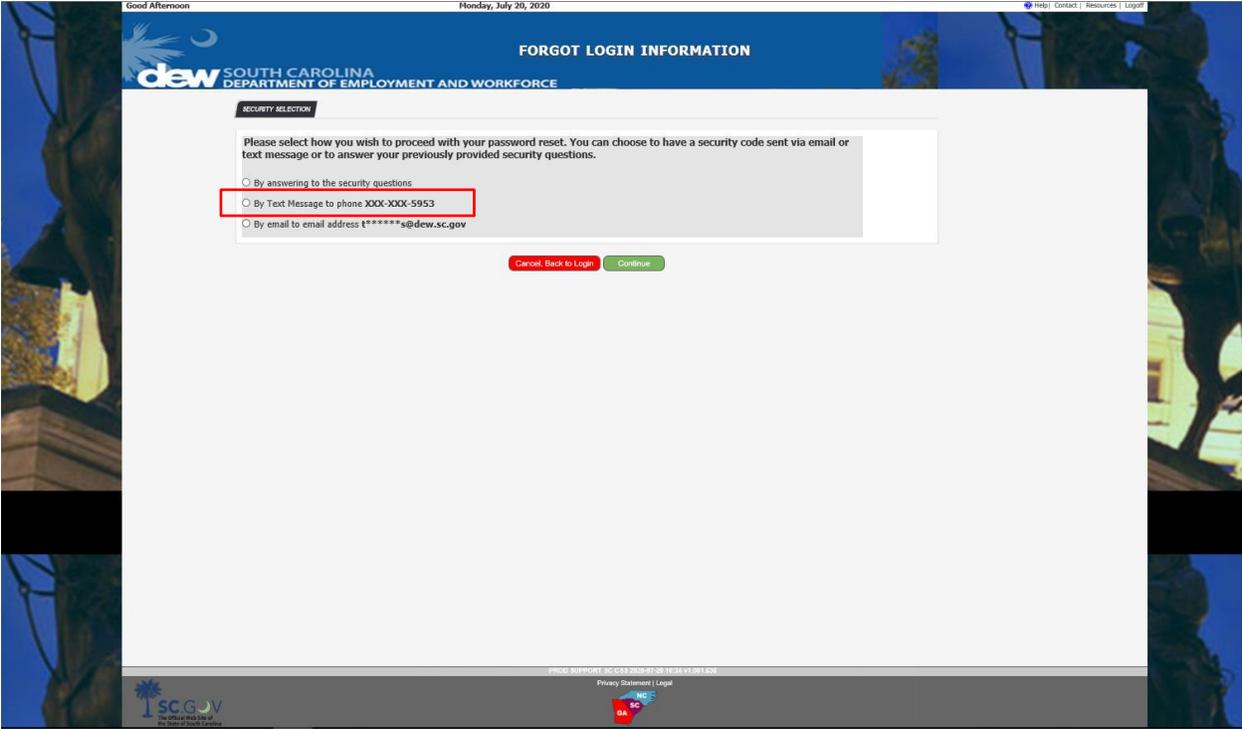


3. Choosing **Password** will require the claimant to enter:
  - a. Username
  - b. SSN
  - c. Date of Birth
  - d. Email address (Email address associated with the account)
  
4. Choosing **Username and Password** will require the claimant to enter:
  - a. SSN
  - b. Date of Birth
  - c. Email address (Email address associated with the account)
  
5. Once the claimant enters the required information, clicks the acknowledgment box, and clicks Continue, the system will present the options to reset their password.
  
6. If the claimant chooses to receive a security code via text message, the claimant will choose the second option. The system will mask the phone number for security purposes.

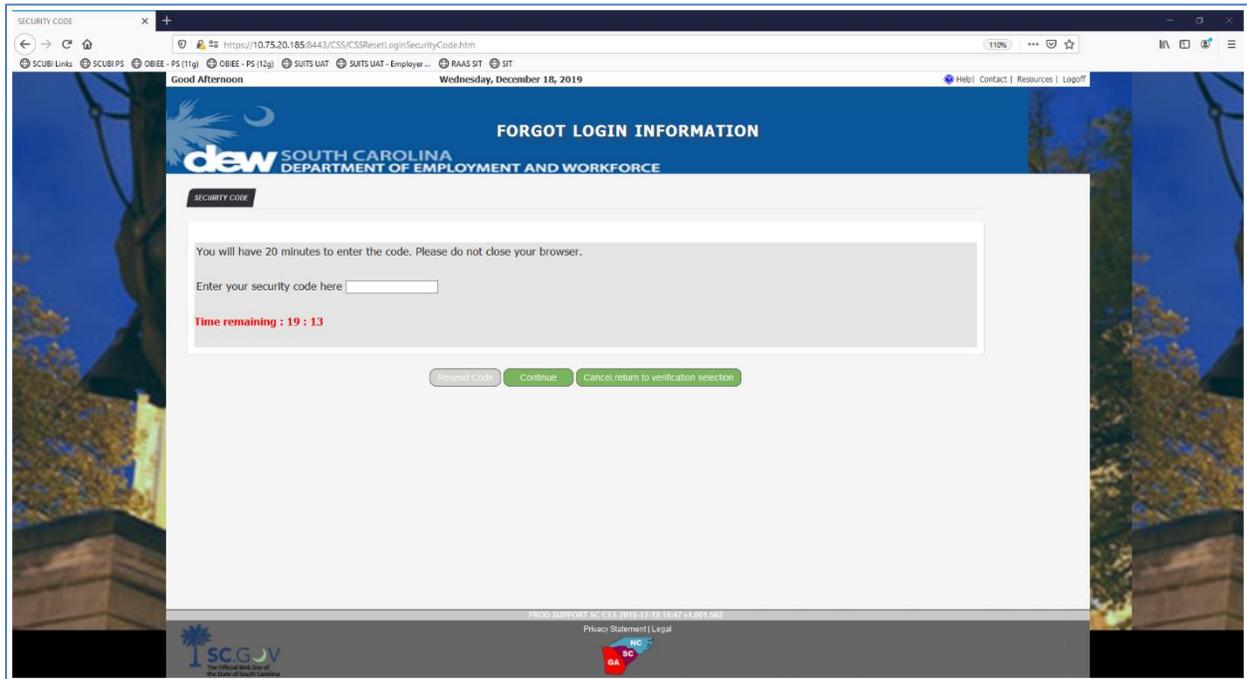
The screenshot shows a web browser window with the following elements:

- Browser address bar: Good Afternoon, Monday, July 20, 2020, 1946 | Contact | Resources | Logout
- Page Header: dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE
- Section Title: FORGOT LOGIN INFORMATION
- Section Subtitle: SECURITY SELECTION
- Text: Please select how you wish to proceed with your password reset. You can choose to have a security code sent via email or text message or to answer your previously provided security questions.
- Options:
  - By answering to the security questions
  - By Text Message to phone XXX-XXX-5953 (highlighted with a red box)
  - By email to email address t\*\*\*\*\*s@dew.sc.gov
- Buttons: Cancel, Back to Login (red), Continue (green)
- Page Footer: PHONE SUPPORT: SC 803 2028-07-28 10:06 AM EST, Privacy Statement | Legal, SC GOV logo, and SC GOV logo.

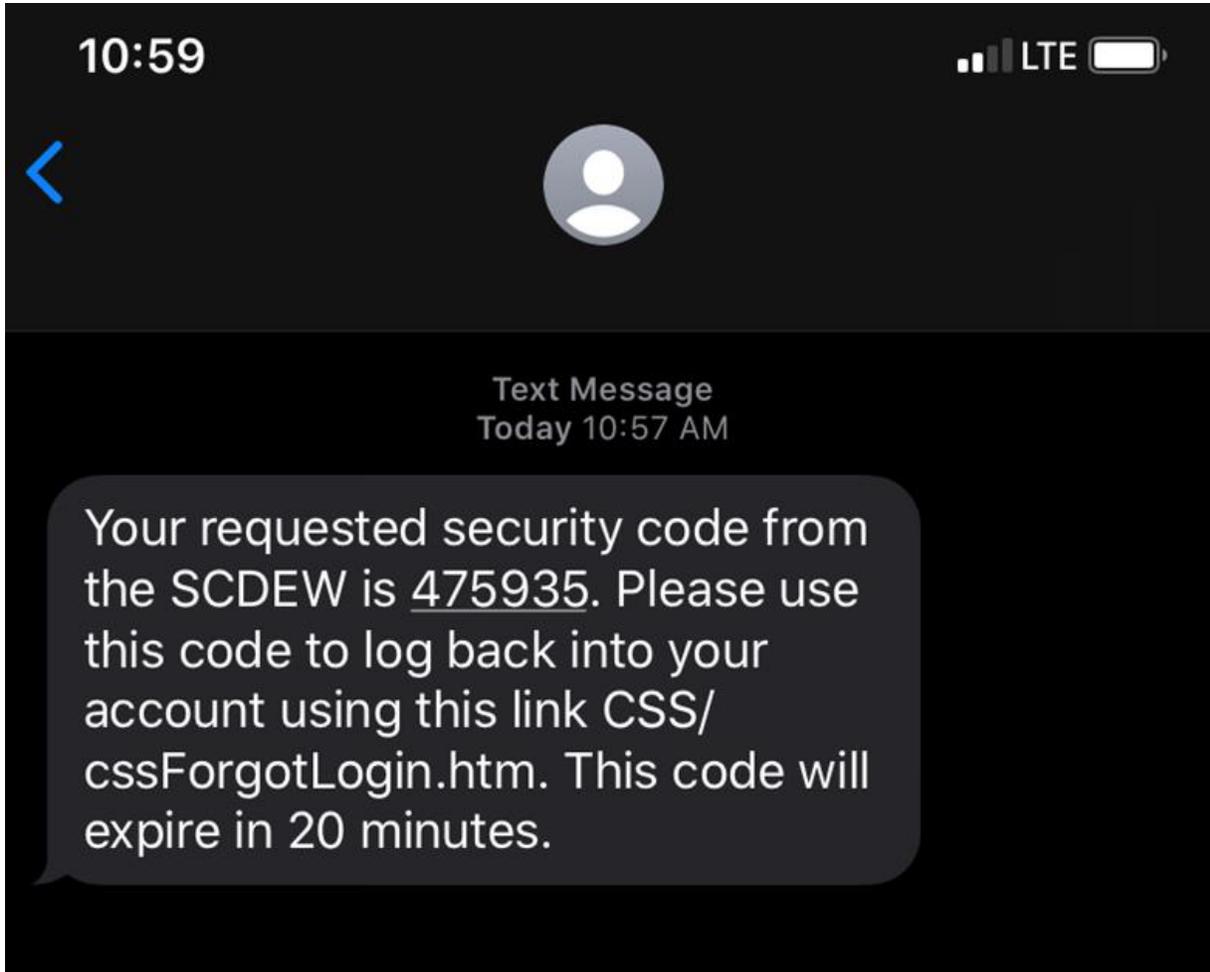
7. If the claimant chooses to receive a security code via email, the claimant will choose the third option. The system will mask the email address for security purposes.



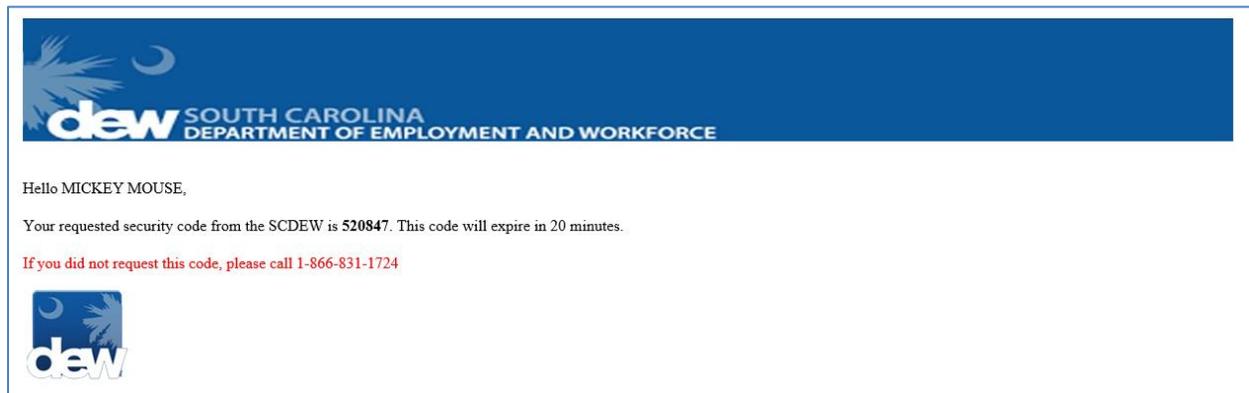
- The system will navigate to the security code screen where the claimant is informed they have 20 minutes to enter the code received via text message or email. The screen has a timer that counts down starting at 20 minutes. The code will expire after 20 minutes has passed.



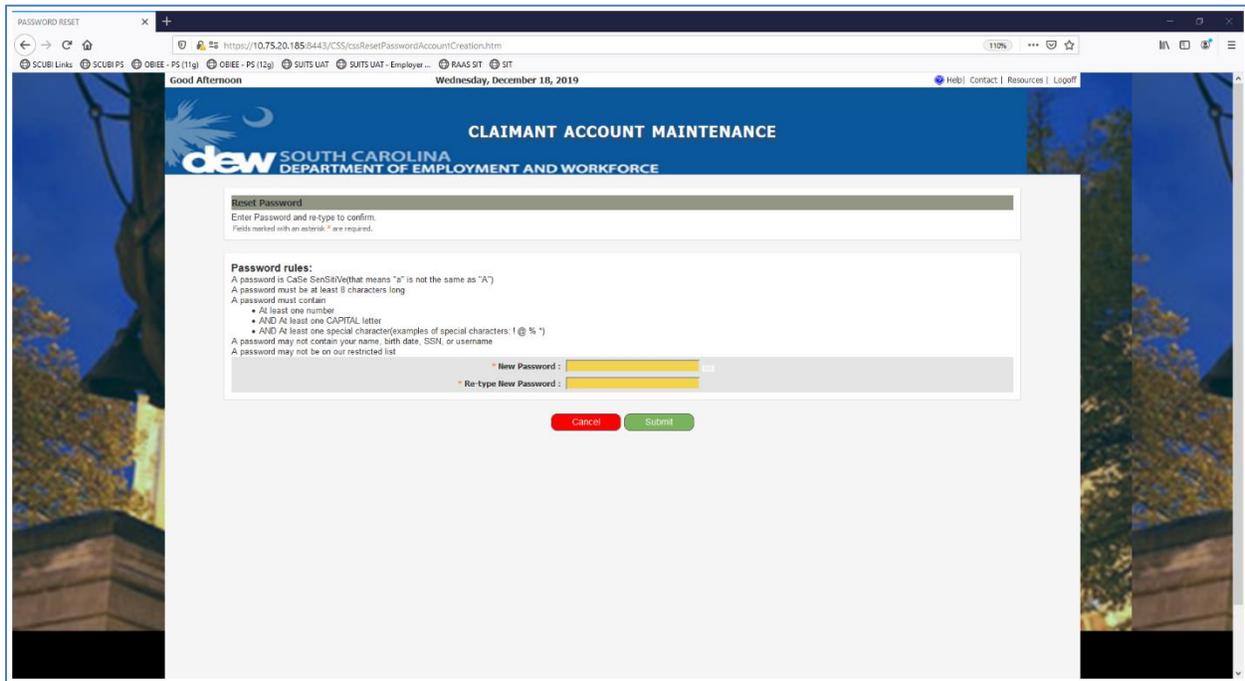
9. If the claimant chooses to receive the security code via text message, the message will provide the code and a link. The text message advises the claimant that the code will expire in 20 minutes.



10. If the claimant chooses to receive the security code via email, the email will have the subject "SCUBI CSS Password Reset" and will include the security code. The FROM email address will be DONOTREPLY.SCUI@dew.sc.gov.



11. After entering the security code received via text message or email, the system will navigate to the screen where the claimant can reset their password
  - a. If the claimant chose the "Username and Password" option, the Username will be displayed



The screenshot shows a web browser window with the URL <https://10.75.20.185:9443/CSS/cssResetPasswordAccountCreation.htm>. The page title is "CLAIMANT ACCOUNT MAINTENANCE" and the logo for "dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE" is visible. The main content area is titled "Reset Password" and contains the following text:

Enter Password and re-type to confirm.  
Fields marked with an asterisk "\*" are required.

**Password rules:**  
A password is Case Sensitive (that means "a" is not the same as "A")  
A password must be at least 8 characters long  
A password must contain:

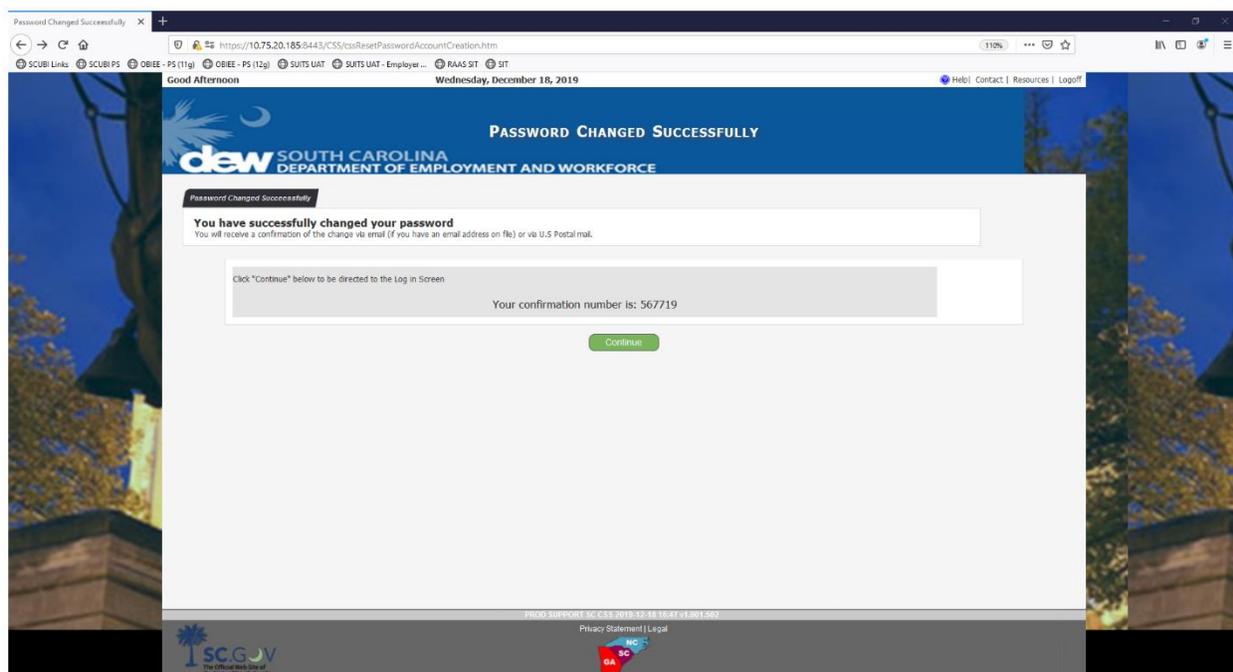
- At least one number
- AND At least one CAPITAL letter
- AND At least one special character (examples of special characters: ! @ % ^)

A password may not contain your name, birth date, SSN, or username  
A password may not be on our restricted list

Below the rules are two input fields: "New Password" and "Re-type New Password", both with asterisks indicating they are required. At the bottom of the form are two buttons: "Cancel" (red) and "Submit" (green).

12. Claimant will enter the new password, following the outlined password rules, and click Submit.

13. The system will present a successful message and a confirmation number. Clicking Continue will navigate the claimant back to the Account Login screen.



The screenshot shows a web browser window with the URL <https://10.75.20.185:9443/CSS/cssResetPasswordAccountCreation.htm>. The page title is "PASSWORD CHANGED SUCCESSFULLY" and the logo for "dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE" is visible. The main content area is titled "Password Changed Successfully" and contains the following text:

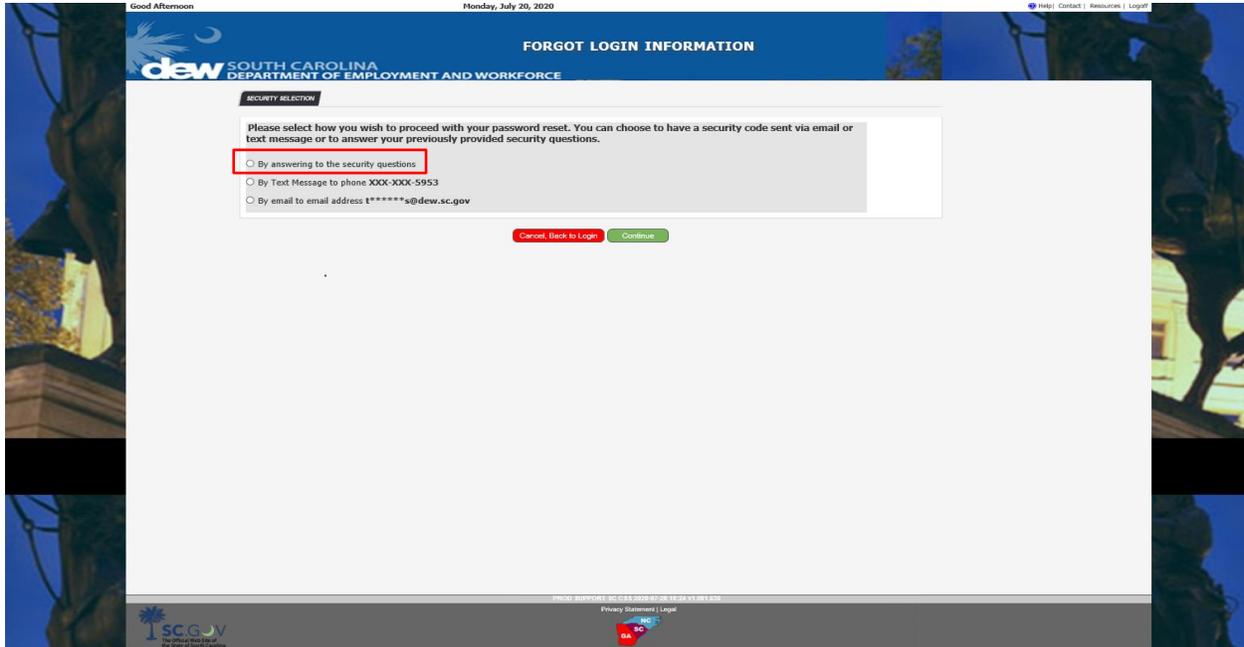
**You have successfully changed your password**  
You will receive a confirmation of the change via email (if you have an email address on file) or via U.S. Postal mail.

Click "Continue" below to be directed to the Log in Screen

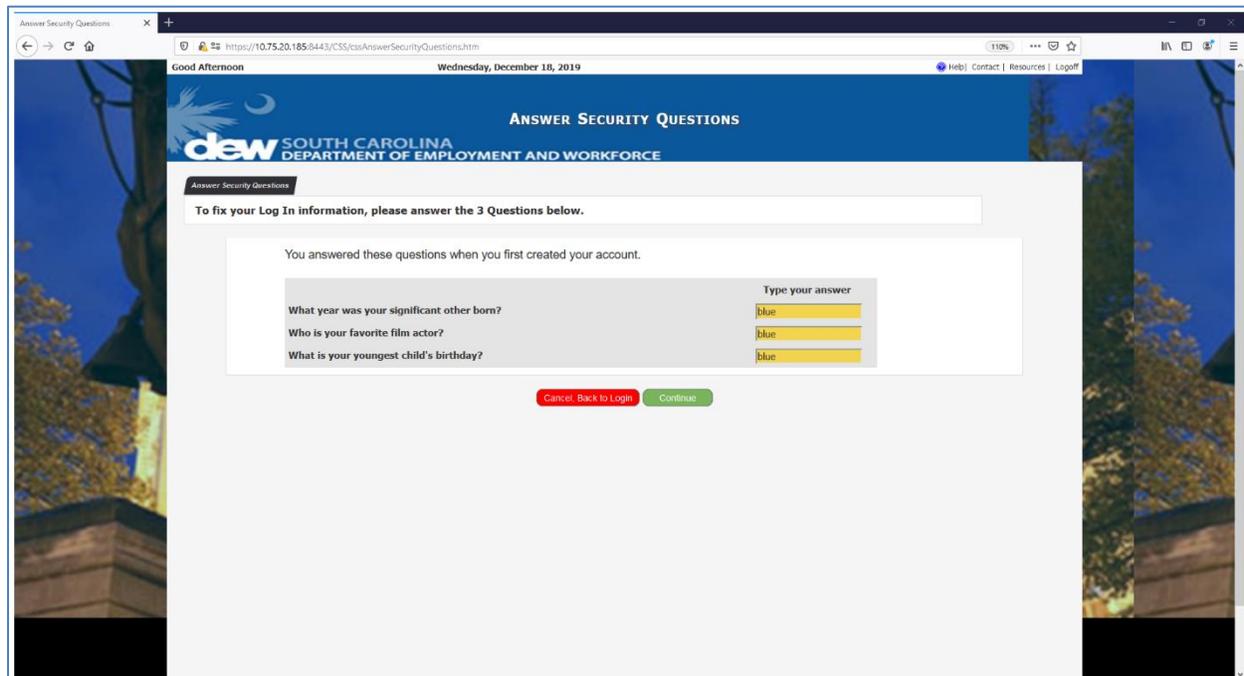
Your confirmation number is: 567719

At the bottom of the page is a green "Continue" button. The footer of the page includes the text "PRIME SUPPORT SC CSS 2019.12.18.10:47 (L101) 962" and "Privacy Statement | Legal" along with the "SC.GOV" logo and a small "SC" logo.

14. If the claimant chooses to answer the security questions to reset their password, the first option will be selected.



15. The system will present the security questions (selected during the claim registration process) and the claimant will be required to answer each question correctly (to match the answers provided during claim registration) in order to navigate to the next screen.



16. The claimant will click Continue when all answers have been recorded.

17. If the claimant does not know the answers to the security questions presented, choosing the red “Cancel Back to Login” button will take the claimant back to the SCUBI Login screen where they will sign in and choose another method of resetting their password.
18. The system will navigate to the screen where the claimant can reset their password
  - a. If the claimant chose the “Username and Password” option, the Username will be displayed

PASSWORD RESET

Good Afternoon Wednesday, December 18, 2019

CLAIMANT ACCOUNT MAINTENANCE

**dew** SOUTH CAROLINA  
DEPARTMENT OF EMPLOYMENT AND WORKFORCE

**Reset Password**

Enter Password and re-type to confirm.  
Fields marked with an asterisk, \* are required.

Your Username is **PWRESETTEST1217**

**Password rules:**  
A password is CaSe SenSiVe(that means "a" is not the same as "A")  
A password must be at least 8 characters long  
A password must contain

- At least one number
- AND At least one CAPITAL letter
- AND At least one special character (examples of special characters: ! @ % \*)

A password may not contain your name, birth date, SSN, or username  
A password may not be on our restricted list

\* New Password :

\* Re-type New Password :

Cancel Submit