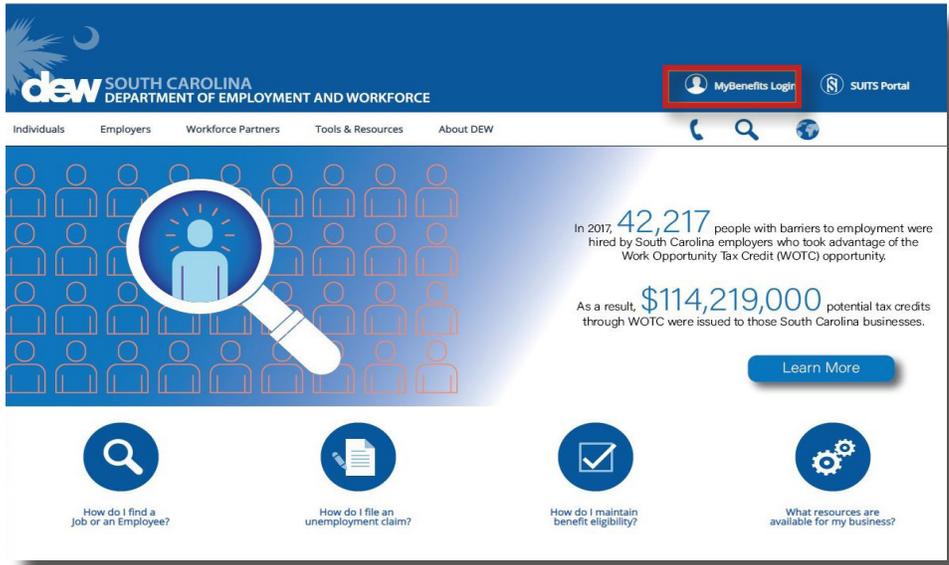




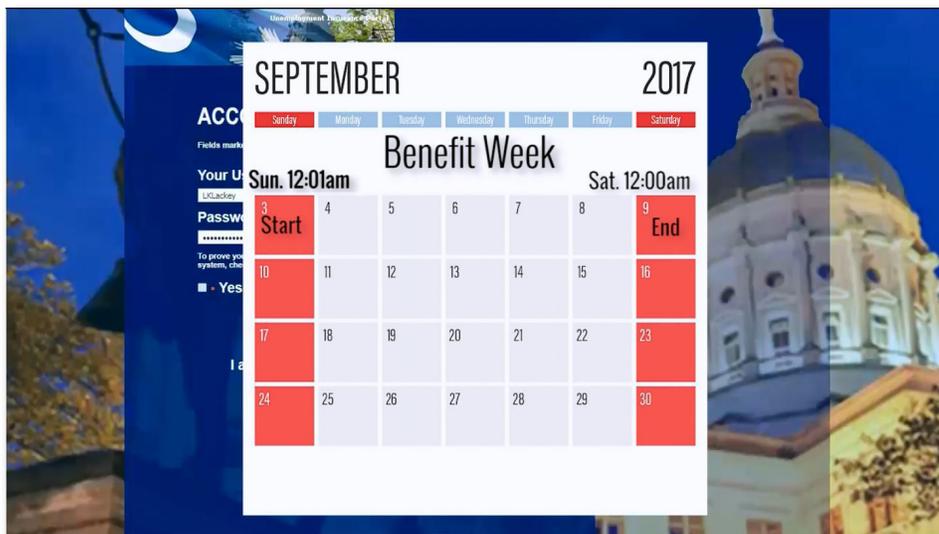
How to Claim Weekly Unemployment Benefits



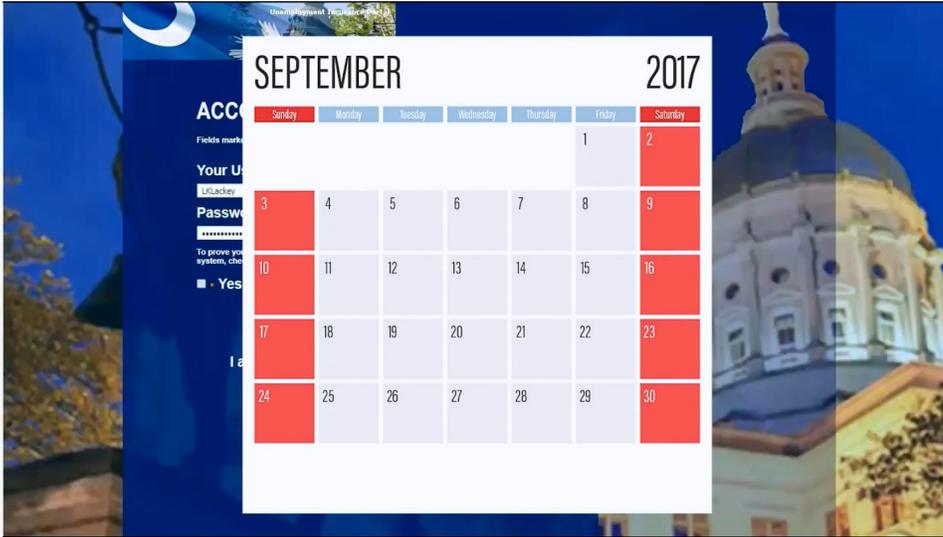
Go to dew.sc.gov to begin your Unemployment Insurance (UI) benefits process. This is the main website for the S.C. Department of Employment and Workforce. On this website you can find information about the UI process as well as tutorials and guides to help you navigate through the Claimant Self-Service (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.



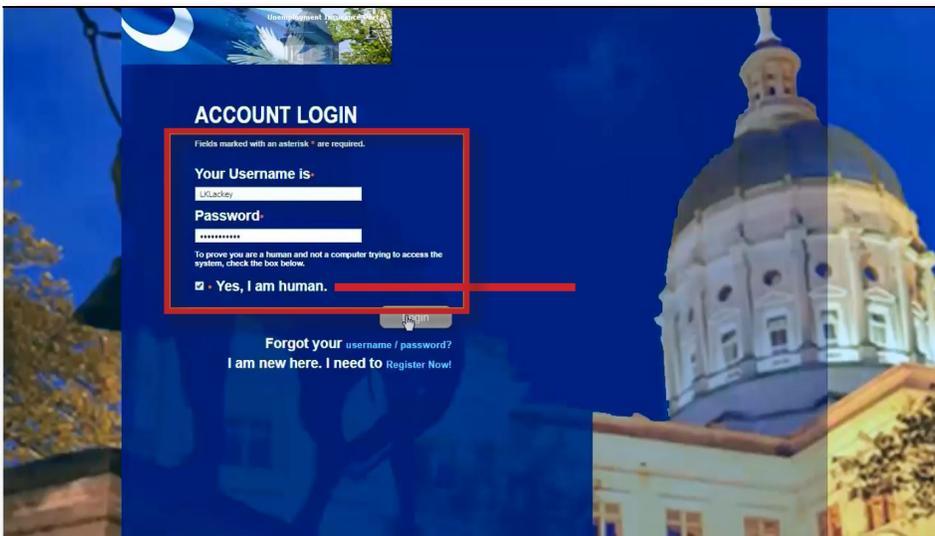
In order for you to file for your weekly unemployment benefits, you must have created a username and password for the new system. You must also have completed the initial UI claims process which gathers your employment history. In order to claim weekly benefits, you will need to file each week that you wish to receive payment.



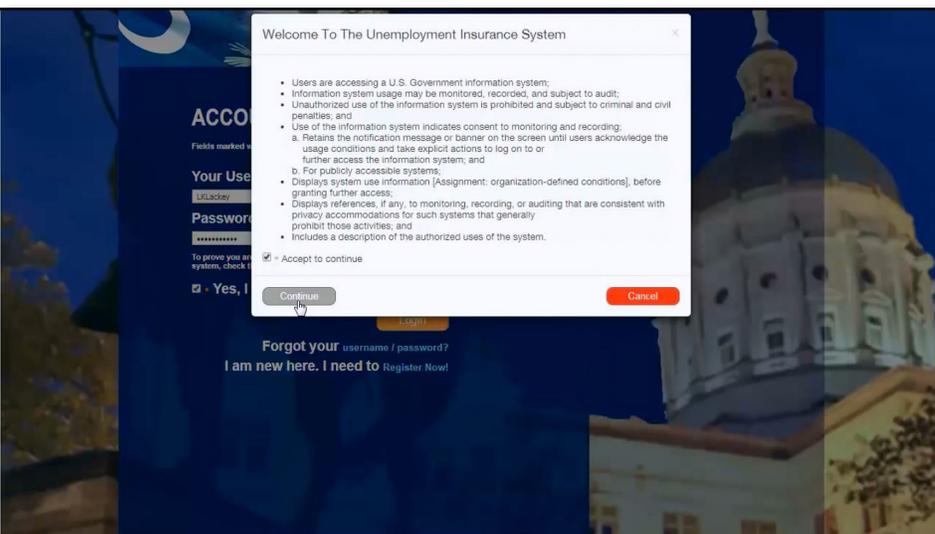
Benefit weeks begin Sundays at 12:01 a.m. and end on the following Saturday at 12:00 a.m. (midnight). You can only file for benefits for weeks that have been completed and then you have up to two weeks to file for that week.



If you are eligible to file for multiple weeks, you must complete each week individually and file the weeks from earliest to latest. If there is a break from filing for two weeks or more, your claim will be inactivated.



On the login screen, enter your username and password and click “Yes, I am human.” Then click the login button.



The system will display a message about using the new portal. Please read the information then click the check box to accept the terms of use. This will make the Continue button active so you may click to the next page.

If you click Cancel, you will be returned to the account login page.



CUSTOMER MENU

dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Claimant Name: CLAIMANT ID: 654321

Customer Menu Claimant Homepage Change Personal Info Change Security Pref Confirmation History Debit Card Website Determination History Appeal Information My Documents

ADVICE: Please do not use your Internet browser "Back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links above.

210 POTOMAC AVE, GREENVILLE SC 29605-2122 67876787@yahoo.com

Welcome [Name] to the [Service] website.
Ask on the title to choose the services you wish to use from the following options:

- Go To My Home Page
- Certify Weekly Benefits
- Benefits Held - Provide Certify Weekly Benefits

Equal Opportunity Employer Program:
Auxiliary ads and services are available upon request.
For Individuals with disabilities:
803-737-2400, 711 (TTY)

After clicking Continue, the system will display the customer menu screen. You will see smart links in the middle of the page for actions that are able to be completed for your account. Please notice that you will only have the Certify Weekly Benefits link if a weekly claim is available to file.

WEEKLY CERTIFICATIONS: IMPORTANT INFORMATION

dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Claimant Name: CLAIMANT ID: 654321

File Weekly Certification Summary Submit Confirmation Claimant Homepage

You have selected to certify for weekly benefits.

REMINDERS:

- In accordance with South Carolina law, any misrepresentation of information provided on this claim is subject to prosecution.
- When you file a weekly certification for benefits, you **MUST** report all work and any earnings from that work including but not limited to :
 - Wages, tips, show-up pay, orientation pay, self employment earnings and commission, and payments of a non-cash nature(room and board, etc).
 - Failure to provide complete and accurate information or omitting information in order to receive benefits may result in prosecution.
- When filing a weekly certification, you are submitting information about the previous week(s). You have up to 14 days after the end of each week to file a timely certification. Failing to file, or filing late, may affect your payment(s).
- Because the claim week ends at midnight Saturday, September 02, the last day to file would be Saturday, September 16.

If you do not file within fourteen(14) days, your certificate may be considered untimely and potentially disqualifying. You will need to reactivate your claim if you have not filed weekly certifications for two weeks.

Next

When you click the link, you will be directed to a page with important reminders. Review these and then click next.

WEEKLY CERTIFICATIONS: ELIGIBLE WEEKS

dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Claimant Name: CLAIMANT ID: 654321

File Weekly Certification Summary Submit Confirmation Claimant Homepage

Our records show that you are eligible to certify for benefits for the following week(s). You will need to complete each week individually.

Week	Status
Certify for the week of 08/13/2017 to 08/19/2017	Available
Certify for the week of 08/20/2017 to 08/26/2017	Available
Certify for the week of 08/27/2017 to 09/02/2017	Available

Note: When answering the weekly certification questions, remember your answers should apply to that week only. Often the answers vary from week to week, so pay close attention to the week you are filing for and answer the questions accordingly.

Claimant Homepage Next

This is the Eligible Weeks screen. It will list the week or weeks for which you are able to file for benefit payments. Available weeks that have not been filed will be indicated on the right. Once you file, the week will remain on the screen, but will have a Completed status until it is processed. Afterwards, that week will be removed from the screen.



WEEKLY CERTIFICATIONS: ELIGIBLE WEEKS

dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE

CLAIMANT NAME: [REDACTED] CLAIMANT ID: 654321

File Weekly Certification | Summary | Submit | Confirmation | Claimant Homepage

Our records show that you are eligible to certify for benefits for the following week(s). You will need to complete each week individually.

Week	Status
08/13/2017 to 08/19/2017	Available
08/20/2017 to 08/26/2017	Available
08/27/2017 to 09/02/2017	Available

Note: When answering the weekly certification questions, remember your answers should apply to that week only. Often the answers vary from week to week, so pay close attention to the week you are filing for and answer the questions accordingly.

Claimant Homepage | Next

Click either Yes or No to confirm whether or not you worked for the week. Please note, this includes temporary, on-call and part-time employment. If you wish to file for the week, but did not complete additional work, the system will treat this as a regular filing for a weekly claim. If you wish to file for the week and you did work during the week, you will answer some additional questions about your work for the week on the next screen. Click Next.

WEEKLY CERTIFICATIONS: CERTIFICATION

dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE

CLAIMANT NAME: [REDACTED] CLAIMANT ID: 654321

File Weekly Certification | Summary | Submit | Confirmation | Claimant Homepage

Reminder: You are certifying for the week of 08/13/2017 to 08/19/2017. Each of your answers should apply to this week only. * indicates a required field. Format for dollar amounts should include decimal. Ex-999.99.

Did you end a job, complete an on-call or temporary job assignment during the week of 08/13/2017 to 08/19/2017? No

Did you work during the week of 08/13/2017 to 08/19/2017? Yes No

Did you look for work during the week of 08/13/2017 to 08/19/2017? Yes No

Were you able to work during the week of 08/13/2017 to 08/19/2017? Yes No

Were you available to work during the week of 08/13/2017 to 08/19/2017? Yes No

Did you refuse any job offers or referrals during the week of 08/13/2017 to 08/19/2017? Yes No

Did you attend school or training during the week of 08/13/2017 to 08/19/2017? Yes No

Did you receive a pension or retirement payment for the week of 08/13/2017 to 08/19/2017? Yes No

Did you receive severance or separation pay during the week of 08/13/2017 to 08/19/2017? Yes No

Did you receive holiday or vacation pay during the week of 08/13/2017 to 08/19/2017? Yes No

Did you apply for or begin receiving any of the following during the week of 08/13/2017 to 08/19/2017: disability pay, Worker's Compensation or Unemployment Insurance under the law from any other State or Federal government agency? Yes No

Back | Next

PROD SUPPORT: SC.CES.2017.08.07.01-26.04.001.018
Acuity by Cognemini Government Solutions

On this page, you will find a list of questions about the week for which you are certifying.

WEEKLY CERTIFICATIONS: CERTIFICATION

dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE

CLAIMANT NAME: [REDACTED] CLAIMANT ID: 654321

File Weekly Certification | Summary | Submit | Confirmation | Claimant Homepage

Reminder: You are certifying for the week of 05/19/2019 to 05/25/2019. Each of your answers should apply to this week only. * indicates a required field. Format for dollar amounts should include decimal. Ex-999.99.

Did you end a job, complete an on-call or temporary job assignment during the week of 05/19/2019 to 05/25/2019? No

Did you work during the week of 05/19/2019 to 05/25/2019? Yes No

How many hours did you work for the week of 05/19/2019 to 05/25/2019? 20

How much was the hourly rate of pay for the week of 05/19/2019 to 05/25/2019? \$ 10.00

Enter your gross earnings and tips for the week of 05/19/2019 to 05/25/2019 (report wages earned whether or not they have been paid) * \$ 100.00

Did you look for work during the week of 05/19/2019 to 05/25/2019? Yes No

Were you able to work during the week of 05/19/2019 to 05/25/2019? Yes No

Were you available to work during the week of 05/19/2019 to 05/25/2019? Yes No

Did you refuse any job offers or referrals during the week of 05/19/2019 to 05/25/2019? Yes No

Did you attend school or training during the week of 05/19/2019 to 05/25/2019? Yes No

Did you receive a pension or retirement payment for the week of 05/19/2019 to 05/25/2019? Yes No

Did you receive severance or separation pay during the week of 05/19/2019 to 05/25/2019? Yes No

Did you receive holiday or vacation pay during the week of 05/19/2019 to 05/25/2019? Yes No

Did you apply for or begin receiving any of the following during the week of 05/19/2019 to 05/25/2019: disability pay, Worker's Compensation or Unemployment Insurance under the law from any other State or Federal government agency? Yes No

Back | Next

PROD SUPPORT: SC.CES.2019.06.07.01-26.04.001.362
Privacy Statement | Legal

Additional questions may appear depending on your answer, such as whether you worked during the week in which you are filing. To continue, you will need to fill out the additional questions that appear and click next.



WEEKLY CERTIFICATIONS: CERTIFICATION

dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE

CLAIMANT ID: 963948

File Weekly Certification Summary Submit Confirmation Claimed Homepage

Warning: There appears to be a discrepancy between your gross earnings for the week, the rate of pay, and hours worked. Please review your answers. If they are incorrect you may edit them at this time. Once you are satisfied that the information provided is correct, please submit again.
Reminder: You are certifying that the week of 05/19/2019 to 05/25/2019. Each of your answers should apply to this week only. * indicates a required field. Format for dollar amounts should include decimal, i.e. 999.99.

Did you end a job, complete an on-call or temporary job assignment during the week of 05/19/2019 to 05/25/2019? No Yes

Did you work during the week of 05/19/2019 to 05/25/2019? No Yes

How many hours did you work for the week of 05/19/2019 to 05/25/2019?

How much was the hourly rate of pay for the week of 05/19/2019 to 05/25/2019?

Enter your gross earnings and tips for the week of 05/19/2019 to 05/25/2019 (report wages earned whether or not they have been paid) *

Did you look for work during the week of 05/19/2019 to 05/25/2019? Yes No

Were you able to work during the week of 05/19/2019 to 05/25/2019? Yes No

Were you available to work during the week of 05/19/2019 to 05/25/2019? Yes No

Did you refuse any job offers or referrals during the week of 05/19/2019 to 05/25/2019? Yes No

Did you attend school or training during the week of 05/19/2019 to 05/25/2019? Yes No

Did you receive a pension or retirement payment for the week of 05/19/2019 to 05/25/2019? Yes No

Did you receive severance or separation pay during the week of 05/19/2019 to 05/25/2019? Yes No

Did you receive holiday or vacation pay during the week of 05/19/2019 to 05/25/2019? Yes No

Did you apply for or begin receiving any of the following during the week of 05/19/2019 to 05/25/2019: disability pay, Worker's Compensation or Unemployment Insurance under the law from any other State or Federal government agency? Yes No

To avoid any over or under payments, the system will prompt a warning message if there appears to be a discrepancy in the information you provided. If this happens, please review your information, make any necessary changes and then click next.

WEEKLY BENEFITS: WEEKLY EARNINGS

dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE

CLAIMANT ID: 963948

Week: 05/25/2019

Search Employer:

Employer Name: Address Line 1: Address Line 2:
City: State: Zip:

Gross Earnings: Hours Worked: Start Date:

Claimant Earnings

Employer Name	Account Number	Gross Wages	Hours Worked	Status
Nothing found to display.				

You will then need to add the employer for which you worked during this time period. You can either enter the search criteria and click add/update or select your recent employer. Once the employer shows up in the claimant earnings section you can then click save.

Responses for Benefit Week 08/13/2017 to 08/19/2017

Did you end a job, complete an on-call or temporary job assignment during the week of 08/13/2017 to 08/19/2017? NO

Did you work during the week of 08/13/2017 to 08/19/2017? NO

Did you look for work during the week of 08/13/2017 to 08/19/2017? NO

Were you able to work during the week of 08/13/2017 to 08/19/2017? YES

Were you available to work during the week of 08/13/2017 to 08/19/2017? YES

Did you refuse any job offers or referrals during the week of 08/13/2017 to 08/19/2017? NO

Did you attend school or training during the week of 08/13/2017 to 08/19/2017? NO

Did you receive a pension or retirement payment for the week of 08/13/2017 to 08/19/2017? NO

Did you receive severance or separation pay during the week of 08/13/2017 to 08/19/2017? NO

Did you receive holiday or vacation pay during the week of 08/13/2017 to 08/19/2017? NO

Did you apply for or begin receiving any of the following during the week of 08/13/2017 to 08/19/2017: disability pay, Worker's Compensation or Unemployment Insurance under the law from any other State or Federal government agency? NO

***** STOP *****
Please Review Your Answers Carefully

If there are any notes in the box below, please pay special attention to what they say.
If your answers are **NOT** correct, click "I need to correct my answers" below.
Notes: This information is used to help with verification only, and does not indicate that an answer is incorrect.
All of these answers apply to the week of 08/13/2017 to 08/19/2017.
You did NOT look for work during a majority of the week.

This screen gives you the opportunity to review all of your answers to confirm they are correct. Make sure to use the scroll bar to view information at the bottom of the page. If the system has identified any issues that could impact your eligibility, they will be displayed in the text at the bottom of your screen. If you need to correct an answer, you can click the button to return you to the Eligible Weeks screen. If your answers are correct, click the corresponding button.



WEEKLY CERTIFICATIONS: AGREEMENT

dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Claimant Name CLAIMANT ID: 654321

File Weekly Certification Summary **Submit** Confirmation Claimant Homepage

You have received payment for 0 benefit weeks. You must adhere to the wage demand requirement as listed below:
You must be willing to look for and accept employment that pays at least 90% of your last earned wage. Failure to comply with this could lead to a denial of benefits.

WEEKLY CERTIFICATION

- I hereby certify that I registered for work with a state employment agency.
- I certify that I have reported any and all work, earnings, and self employment activity for this week, even though I may not have yet been paid.
- I certify that I have reported all circumstances that may interfere with my ability to seek and accept suitable work.
- I certify that all answers and information given in this application for benefits are true and accurate.
- I am aware that if I knowingly make false statements, fail to disclose a material fact, or misrepresent material facts to obtain or increase unemployment benefits, I may lose my benefits, be required to repay benefits received improperly with interest and penalty, and may be subject to civil and criminal prosecution.*
- I acknowledge that if I do not wish to certify at this time, my certification will not be processed.

Back I Wish to Certify I Do Not Wish to Certify At This Time

When you arrive at the Weekly Certifications: Agreement screen, read all of the notes.

Click Back if you need to return to the Confirm Answers screen. Click I Do Not Wish To Certify At This Time to return to the claimant homepage and complete your certification at a later time. Or, click I Wish to Certify.

and not call or visit our offices to inquire about the claim status. Your Homepage allows you to check on the status of your weekly payments.

If there are issues, they will be identified and listed below and also on your Home page. Until these issues are addressed, your certification will be on hold and payment cannot be made. Please respond to inquiries as soon as possible to avoid a delay in your payment. You can provide the information necessary by responding to our mail correspondence or by clicking on the hyperlinked issue(s) under the "Issues Delaying Payment" section (hyperlinked issues are the ones that appear in blue and are underlined).

You have successfully certified for your weekly benefits for the week ending **08/19/2017**.
The confirmation number provided is for tracking purposes. You may print this page for your records.
Confirmation Number: 6942

Issues Delaying Payment (This Week)

Issue	Complete By	Note
Did not look for work	09/11/2017	Interview: Did not look for work
Lay Off (SC)	09/16/2017	Interview: Lay Off (SC)
Online Work Search	09/16/2017	Interview: Online Work Search

Issues Delaying Payment (All)

Issue	Complete By	Note
Did not look for work	09/11/2017	Interview: Did not look for work
Lay Off (SC)	09/16/2017	Interview: Lay Off (SC)
Online Work Search	09/16/2017	Interview: Online Work Search

[Click here for South Carolina Department of Employment and Workforce Contact Information](#)

You must keep a weekly record of your work search and be prepared to submit this record upon request of the Department. The Department regularly conducts work search verifications. Individuals are selected on a random basis for work search and in person identification verification. Always bring picture identification when selected for work search verification.

The South Carolina Department of Employment and Workforce may select you for participation in an Employment Service Program. Failure to report to the South Carolina Department of Employment and Workforce as requested or participate in the Employment Service program can result in a delay or denial of benefits. Work Search Records are requested at the time you are selected.

Print Claimant Homepage Logout Certify My Next Available Week

At this point your certification is officially filed. However, you will not receive a confirmation number if you need to complete any additional fact finding. If there are no issues with your claim or you have completed all fact finding, you will get a confirmation screen including your confirmation number for your claim. Please note that you may need to use the scroll bar to view additional information at the bottom of the page.

CLAIMANT HOMEPAGE

dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Claimant Name CLAIMANT ID: 654321

Customer Menu Claimant Homepage Change Personal Info Change Security Pref **Confirmation History** Debit Card Website Determination History Appeal Information My Documents

ADVICE: Please do not use your Internet browser "Back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links above.

210 POTOMAC AVE, GREENVILLE SC 29605-2122 Change Personal Info 87878787@yahoo.com

CLAIMS Overpayment Balance:

Program	Effective Date	View Claim History End Date	Maximum Benefit Amount	Weekly Benefit Amount	Earnings Allowance	Total Amount Paid	Status	Confirmation Number	View Initial Claim Summary	View Reactivate History	Remaining Balance Amount
UI	08/13/2017	08/11/2018	5,860.00	293.00	73.25	0.00	Open	6939	View		5,860.00

PAYMENTS

Date Issued	Amount Paid

ISSUES DELAYING PAYMENT

Issue	Complete By	Note
Able and Available : Did not look for work	09/11/2017	Interview: Did not look for work
Able and Available : Did not look for work	09/11/2017	Interview: Did not look for work
Lay Off : Lay Off (SC)	09/16/2017	Interview: Lay Off (SC)
Able and Available : Online Work Search	09/16/2017	Interview: Online Work Search
Able and Available : Online Work Search	09/17/2017	Interview: Online Work Search

Debit card payments may take up to 72 hours from date filed to post to your card.
For any questions regarding your unemployment insurance payment amounts and scheduled dates of additions to your Account, please contact the South Carolina Department of Employment and Workforce or go to the SC DEW website by [clicking](#)

If you return to the Claimant Homepage, you will see several tabs at the top of the screen which will help you navigate through the site. This includes a Confirmation History tab where you can make sure your certification was recorded.



and not call or visit our offices to inquire about the claim status. Your Homepage allows you to check on the status of your weekly payments.

If there are issues, they will be identified and listed below and also on your Home page. Until these issues are addressed, your certification will be on hold and payment cannot be made. Please respond to inquiries as soon as possible to avoid a delay in your payment. You can provide the information necessary by responding to our mail correspondence or by clicking on the hyperlinked issue(s) under the "Issues Delaying Payment" section (hyperlinked issues are the ones that appear in blue and are underlined).

You have successfully certified for your weekly benefits for the week ending:
08/19/2017

The confirmation number provided is for tracking purposes. You may print this page for your records.
Confirmation Number: 6942

Issues Delaying Payment (This Week)

Issue	Complete By	Note
Did not look for work	9/11/2017	Interview: Did not look for work
Lay Off (SC)	9/15/2017	Interview: Lay Off (SC)
Online Work Search	9/16/2017	Interview: Online Work Search

Issues Delaying Payment (All)

Issue	Complete By	Note
Did not look for work	9/11/2017	Interview: Did not look for work
Lay Off (SC)	9/15/2017	Interview: Lay Off (SC)
Online Work Search	9/16/2017	Interview: Online Work Search

[Click here for South Carolina Department of Employment and Workforce Contact Information](#)

You must keep a weekly record of your work search and be prepared to submit this record upon request of the Department. The Department regularly conducts work search verifications. Individuals are selected on a random basis for work search and in person identification verification. Always bring picture identification when selected for work search verification.

The South Carolina Department of Employment and Workforce may select you for participation in an Employment Service Program. Failure to report to the South Carolina Department of Employment and Workforce as requested or participate in the Employment Service program can result in a delay or denial of benefits. Work Search Records are requested at the time you are selected.

[Print](#) [Claimant Homepage](#) [Logout](#) [Certify My Next Available Week](#)

On this page, you will be able to see any issues that may be delaying payment or the status of the claim. If there are additional weeks for which you are able to file, you will see a Certify My Next Available Week button. Clicking that button will take you back to the Eligible Weeks screen. Make sure to read all the notes at the bottom of the page. You also have the opportunity to print the confirmation page, return to your claimant homepage or logoff the system.

CLAIMANT CONFIRMATION HISTORY

dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE

[Customer Menu](#) [Claimant Homepage](#) [Change Personal Info](#) [Change Security Pref](#) [Confirmation History](#) [Debit Card Website](#) [Determination History](#) [Appeal Information](#) [My Documents](#)

ADVICE: Please do not use your Internet browser "Back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links above.

210 POTOMAC AVE, GREENVILLE SC 29605-2122 [878787@yahoo.com](#)

Confirmation #	Date	Time	Business Event
6951	09/08/2017	9:34 AM	File Weekly Claim
6942	09/07/2017	4:19 PM	File Weekly Claim
6939	09/07/2017	1:58 PM	Initial Claim

[Claimant Homepage](#)

On this screen, you will see the date and time that you filed as well as the confirmation number.

CUSTOMER MENU

dew SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE

Claimant Name: CLAIMANT ID: 654321

[Customer Menu](#) [Claimant Homepage](#) [Change Personal Info](#) [Change Security Pref](#) [Confirmation History](#) [Debit Card Website](#) [Determination History](#) [Appeal Information](#) [My Documents](#)

ADVICE: Please do not use your Internet browser "Back" buttons. In the event you need to return to a previous page, please utilize the navigation buttons or the menu links above.

210 POTOMAC AVE, GREENVILLE SC 29605-2122 [878787@yahoo.com](#)

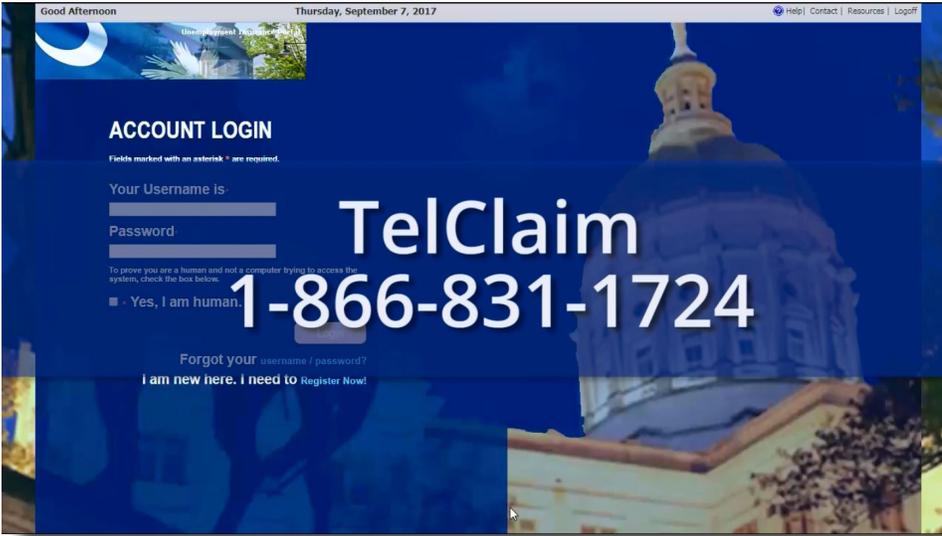
Welcome to the South Carolina Department of Employment and Workforce Claimant Self Service website.
Click on the title to choose the services you wish to use from the following options.

[Go To My Home Page](#)

[Benefits Help - provide additional Information](#)

Equal Opportunity Employer Program.
Auxiliary aids and services are available upon request
For individuals with disabilities
803.737.2400, 711 (TTY)

If you return to the Customer Menu screen, you will notice that the hyperlink to Certify Weekly Benefits has been removed, as there are no additional certifications to file at this time.



You have now completed the weekly certification process. If you have any challenges while filing for unemployment insurance, please call TelClaim at 1-866-831-1724.

