How to File Your Initial Claim in the New MyBenefits Portal
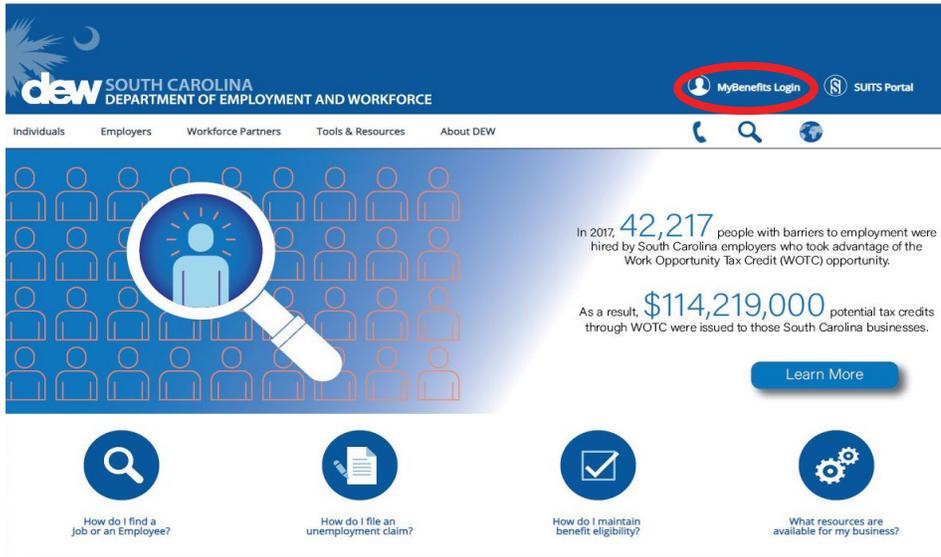
Go to dew.sc.gov to begin your Unemployment Insurance (UI) benefits process. This is the main website for the S.C. Department of Employment and Workforce. On this website you can find information about the UI process as well as tutorials and guides to help you navigate through the Claimant Self-Service (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.
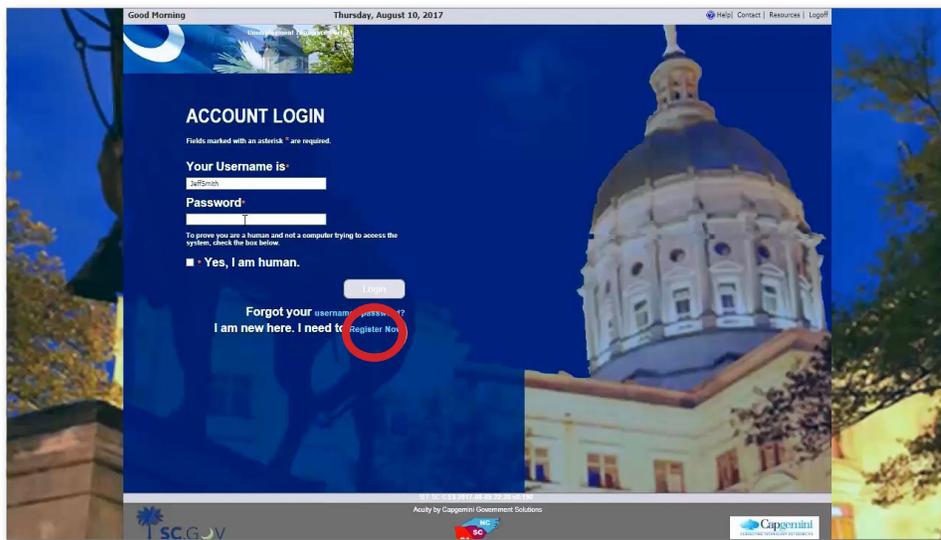
Now that you have successfully created a new online account and registered in the system, you are ready to claim unemployment insurance benefits.

If you have not registered, please do so now.

Please remember, you must apply for benefits each week you wish to receive them. You must also be able, available and actively seeking work.
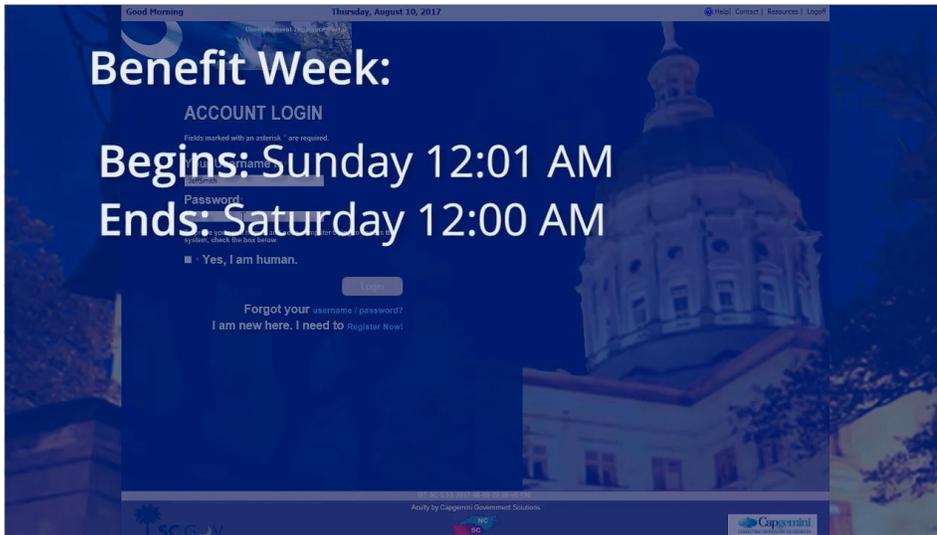
Benefit weeks begin on Sunday at 12:01 a.m. and end on the following Saturday at 12:00 a.m.

You may not claim a week's payment until the week has been completed and then you have up to two weeks to file for that week.
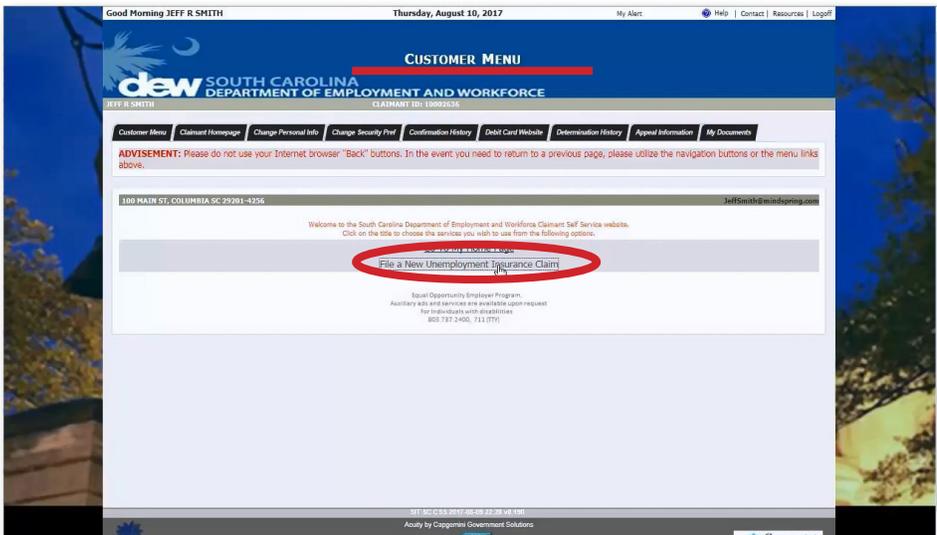
Once you have logged in to the system and accepted the terms, you will be directed to the Customer Menu screen.

For your convenience, smart links for actions that you are able to complete through your account will be displayed in the center of the screen. Click "File a New Unemployment Insurance Claim."
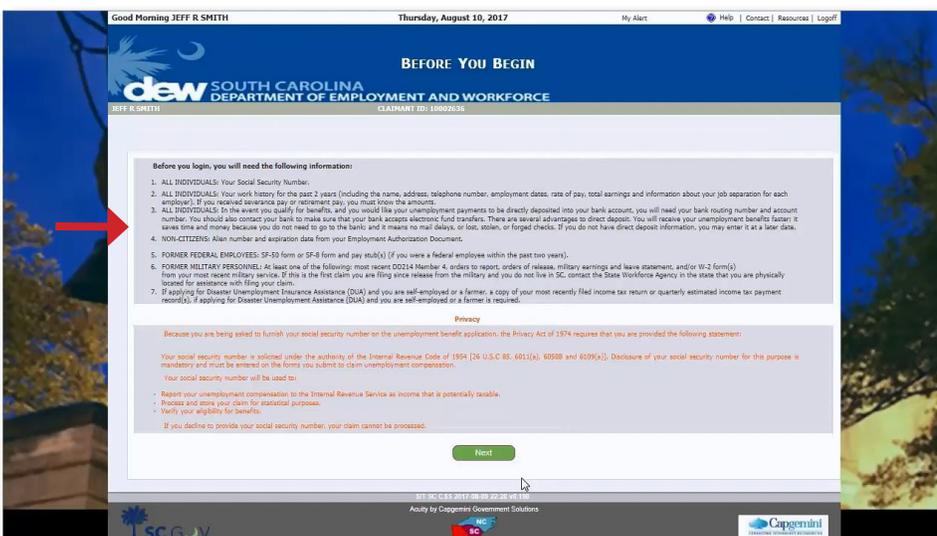
The next screen tells you all of the information and documentation you will need to complete this process. If you do not have all of this material, log off and take a moment to gather these things and then log back in to the system to complete the process. You will not be able to finish the claims process without this information.
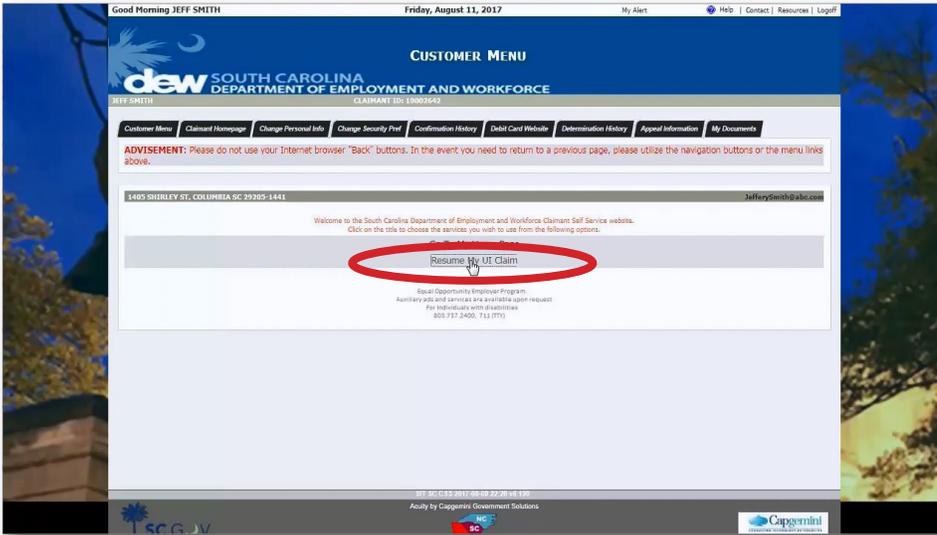
As you move through this process, if you need to log out and return to the system at a later time you will see a link called Resume My UI Claim. This will start you back through each tab, but you will notice that the information you filled in previously is still saved by the system. All you would need to do is click Next at the bottom of each page until you return to the place where you stopped.
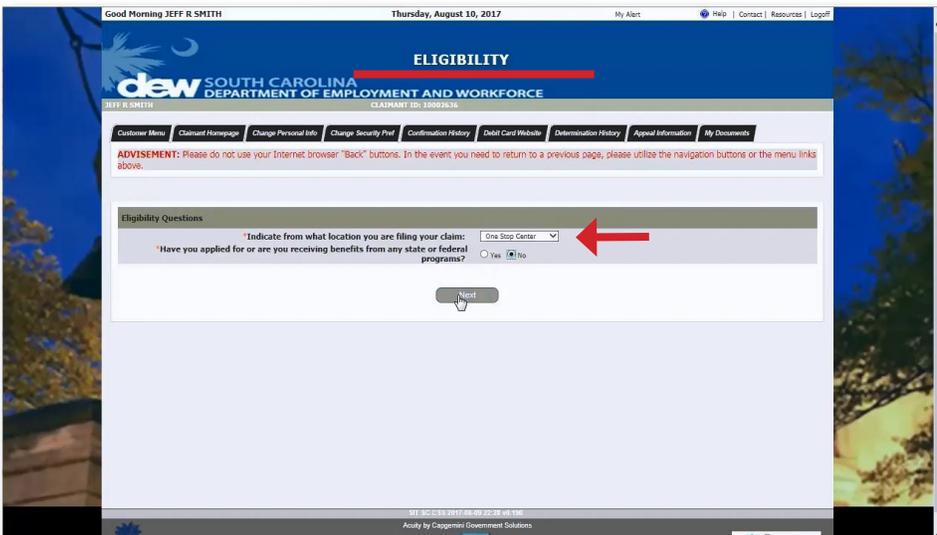
When you click Next, you will be directed to the Eligibility screen. When you have selected the location where you are filing your claim and any other state or federal programs for which you are receiving benefits, you will click Next.
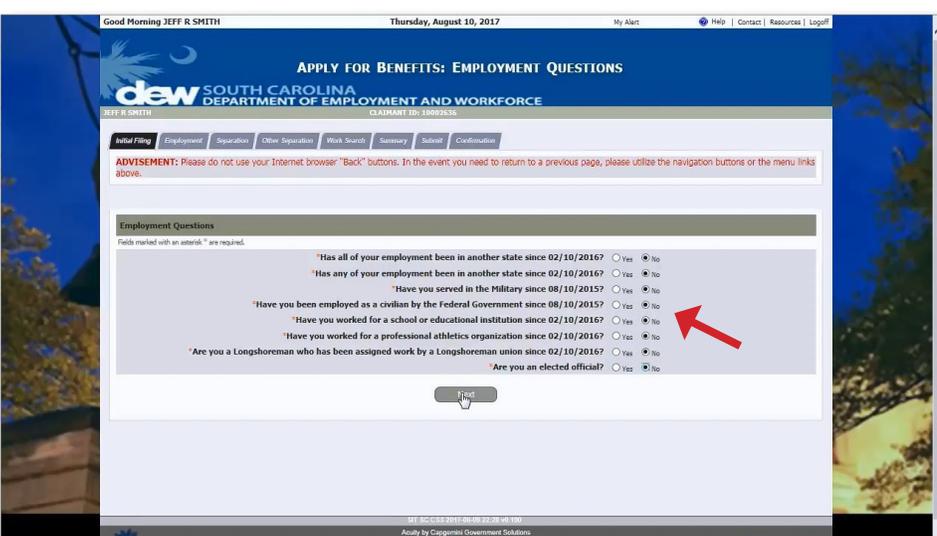
The next screen includes questions about employment. Click a Yes or No response to each of the questions listed. You will notice that additional questions may appear depending on some of your answers. Once you are finished, click Next.

The Initial Claims Questions screen will ask you Yes or No questions and again, additional questions may appear depending on some of your answers. When you have completed the questions, click Next.

The next screen asks for details about your employment history. You will notice the Initial Filing tab at the top of the screen is now green since you have completed this section. The Employment tab is black because you are currently completing this section. There are important instructions at the top of the screen in red. Make sure you read all instructions before you begin in order to properly complete the section.

As you begin to add employers, please use the green buttons to indicate the type of employer.
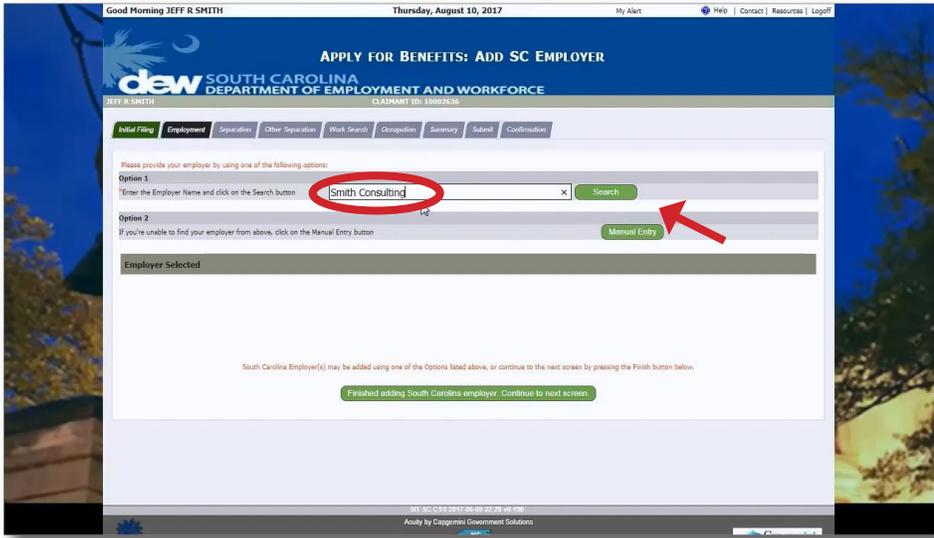
The screen will then prompt you to either enter an employer's name and then search the database for the match or manually enter a company. It is best to first search for an employer to see if they're already in the system. For this example, we'll enter Smith Consulting and click Search.
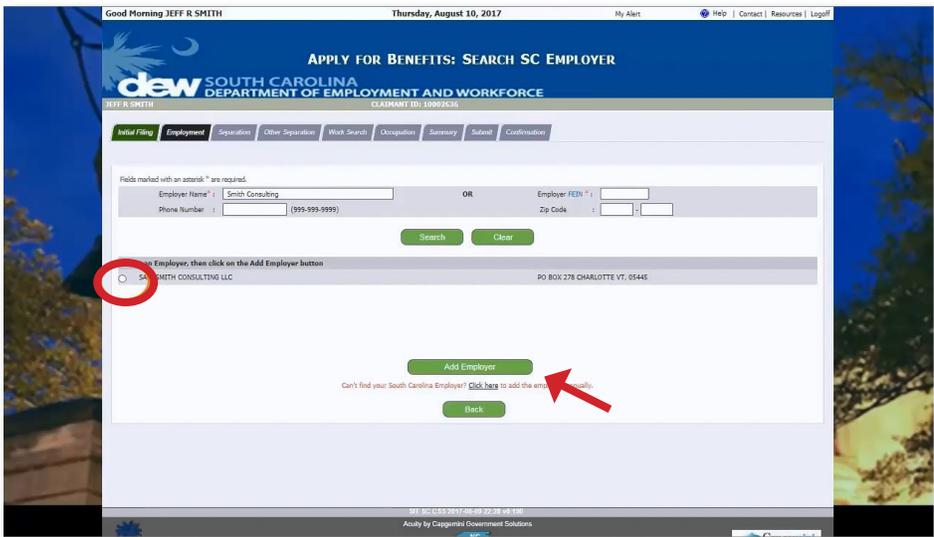
The next screen will list possible matches for your employer. If this employer was a match, we would click the button to the left and then click Add Employer.
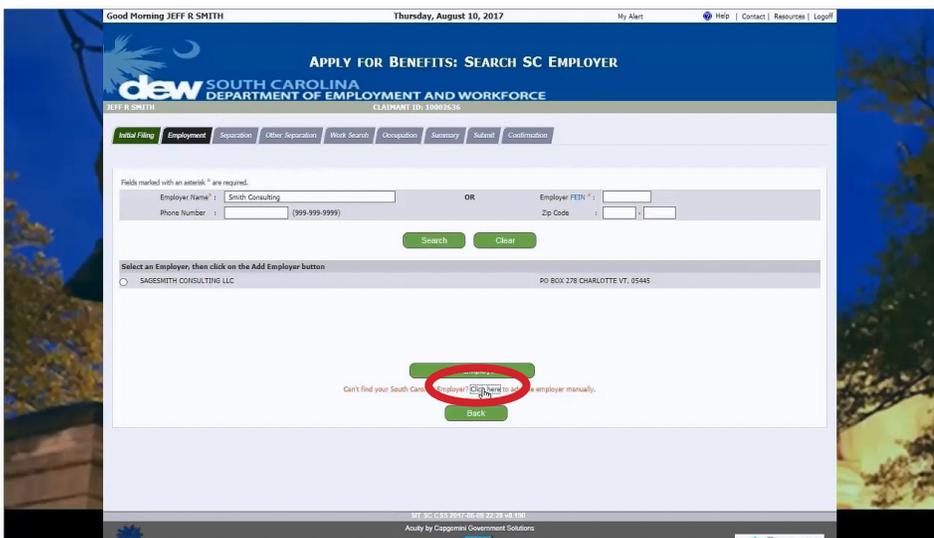
However, since this company was not a match, we still have the opportunity at the bottom to manually enter the information.

Remember to fill in all fields marked with an asterisk. This is the section that requires documentation from previous employment.

Please note that as you fill in the employer's address and the physical location of the job, you will need to click the Validate button. This allows the system to match your entry with the postal service's address.

When you click Validate, it will take you to another screen where you can confirm the entry or select a suggestion from the system which usually just includes the 4 digit extension on the zip code.

Once you have completed the fields on this screen, click the Add Employer button at the bottom of the page.
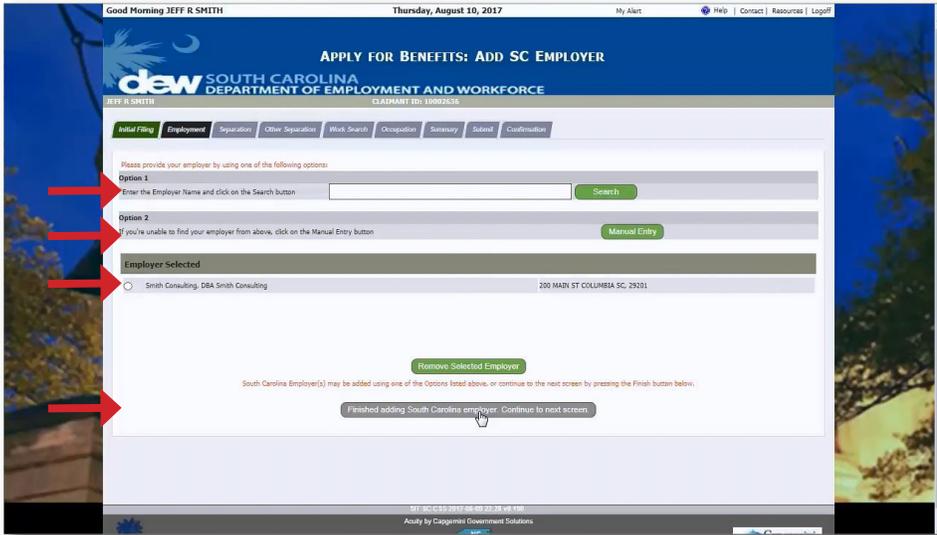
This will take you back to the Employer options page. From this screen, you can add additional employers by entering them in to the Search field, add them manually, remove one you have listed, or you may select the button to finish this section and continue to the next tab.
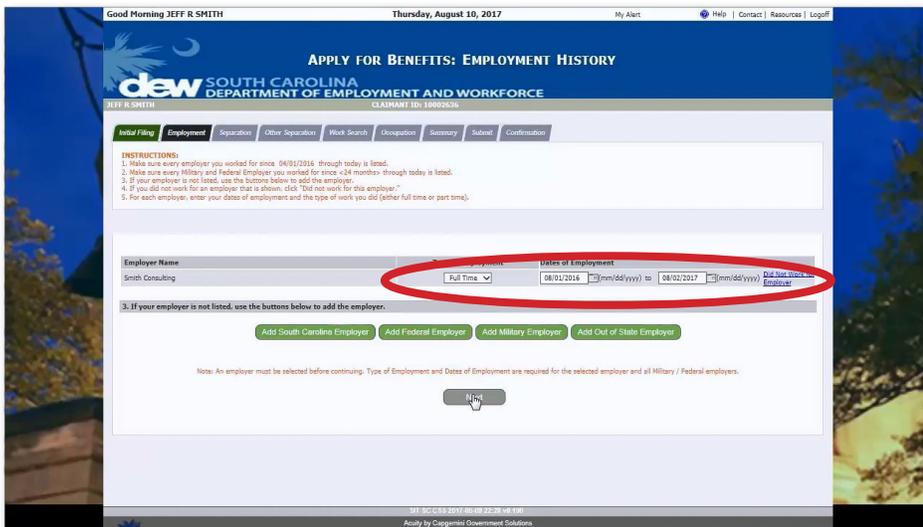
The system displays the Employment History screen. Here you will choose the type of employment and dates you were employed. Once this is completed, click Next.
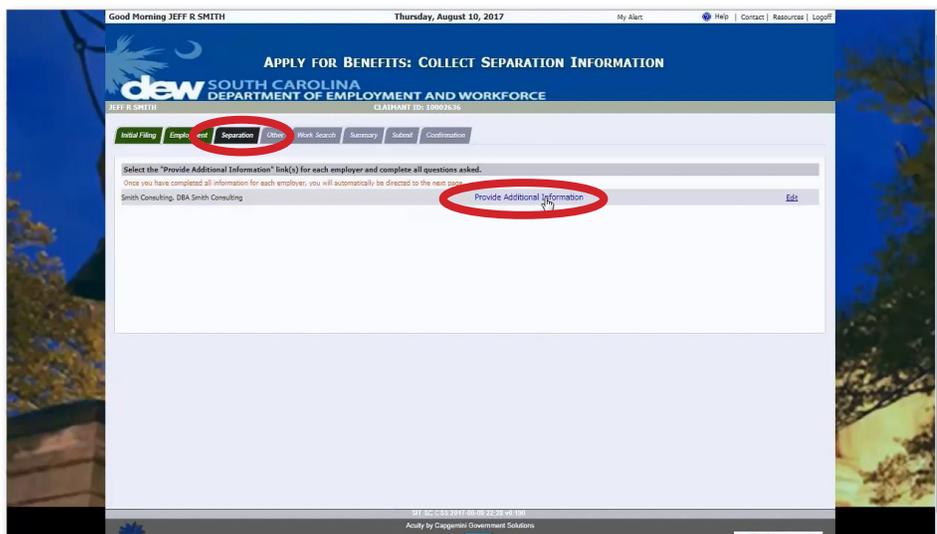
This will take you to the Separation tab. When you arrive on this screen you will notice there is no button to proceed forward. You must click the blue link titled Provide Additional Information for each employer in order to proceed.

This screen has questions related to your separation. Complete the fields and then click Next.

There are additional questions on this screen as well. Keep in mind that **Federal and State income tax must be paid on unemployment insurance benefits** and will only be withheld if you select "Yes" to both questions in the middle of this page.

I**f you select "No"** to these questions, **you will be responsible** for paying taxes on the benefits when you pay your income tax.

At the bottom of the page, you have the option to have the benefits directly deposited to your account or have the funds placed on a debit card.

If you select Direct Deposit, you will need your bank information in order to complete that section.

If you select Debit Card, you will be taken to the Terms of Agreement page. After clicking that you agree to the terms, click Next.

Fill in the Work Search tab and then click Next.

While this takes you back to the Initial Filing tab, the information required is different. Click the appropriate Yes or No tabs to complete this section and then click Next.

Select up to six counties where you are willing to work and click next.

The next screen contains questions about your job experience and training. You will need to select two types of jobs for this section.
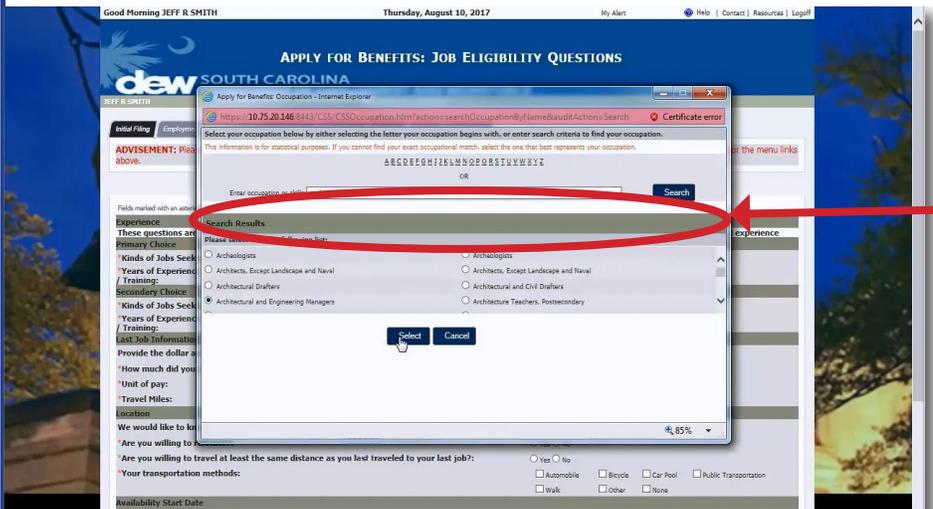
By clicking the icon to the right of the Jobs field, you can enter a job in the search box. The system will offer potential matches from which you may choose the best fit.
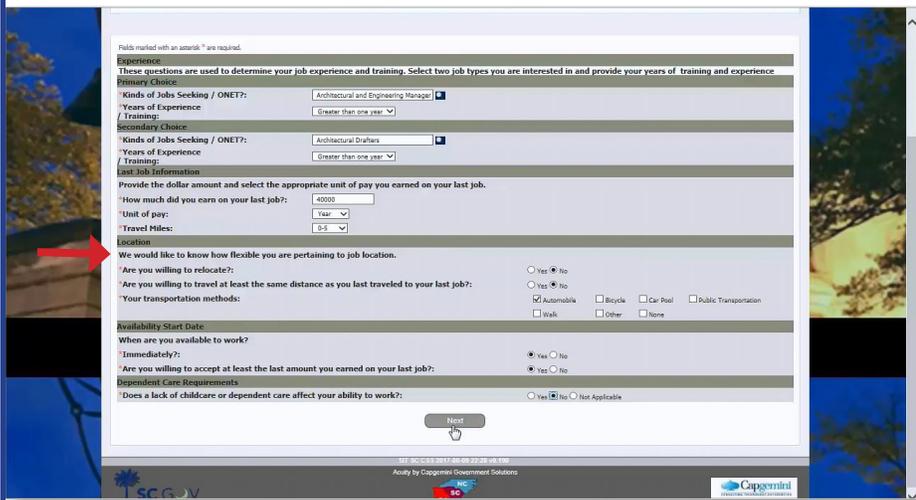
When you click Select, you will be taken back to the main screen and your job will be dropped in to the field. Complete the page and then click Next.
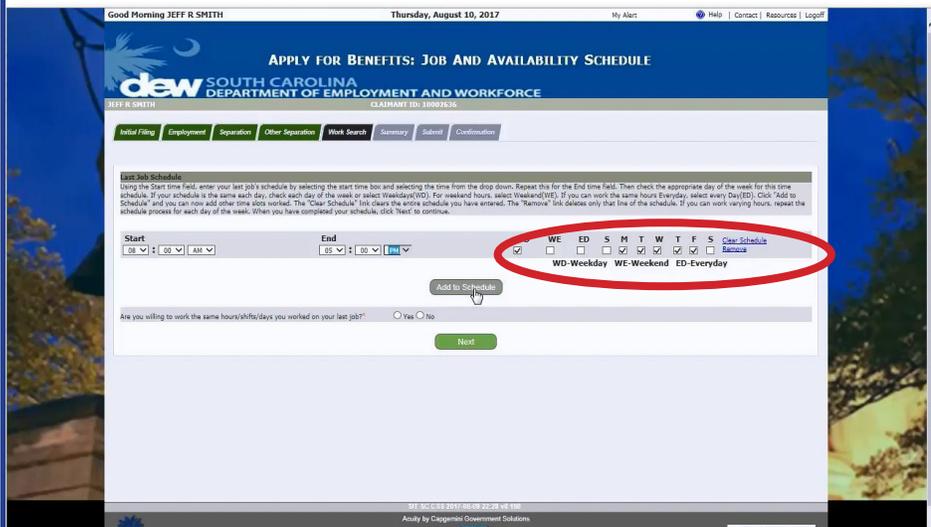
On this page, you will fill in the schedule of your last job.

"WD" stands for weekday.
"WE" stands for weekend.
"ED" stands for everyday.

You can click "Add to Schedule" in order to fill in additional hours. Complete the page and click Next.

Here, you will review all of the information you entered. Please note: this is a long page so you should use the scroll bar to see all of the information. If you need to change anything, click the Edit button under the section you need to revise.

At the bottom of the page, there is a Print button.

It is recommended that claimants print this page for their records. Once you have reviewed the page, click Next.

Please be sure to read all of the legal information on the Submit Claim screen. There is also a Print button on the top right side of the screen if you would like a personal copy of the page.

Use the scroll bar to go down the screen and click the acknowledgment buttons. You may then click to go Back to review or change information, file your claim, or click "I Do Not Wish to File." If you click I Do Not Wish To File, your application will be saved in the system for two (2) days during which time you can return to submit your claim.

Congratulations! You have now completed the Claim Filing process. There is important information on the confirmation screen. When you have read this information, you can return to the home page.

If you have any challenges or you need assistance, please call TelClaim at **1-866-831-1724**.