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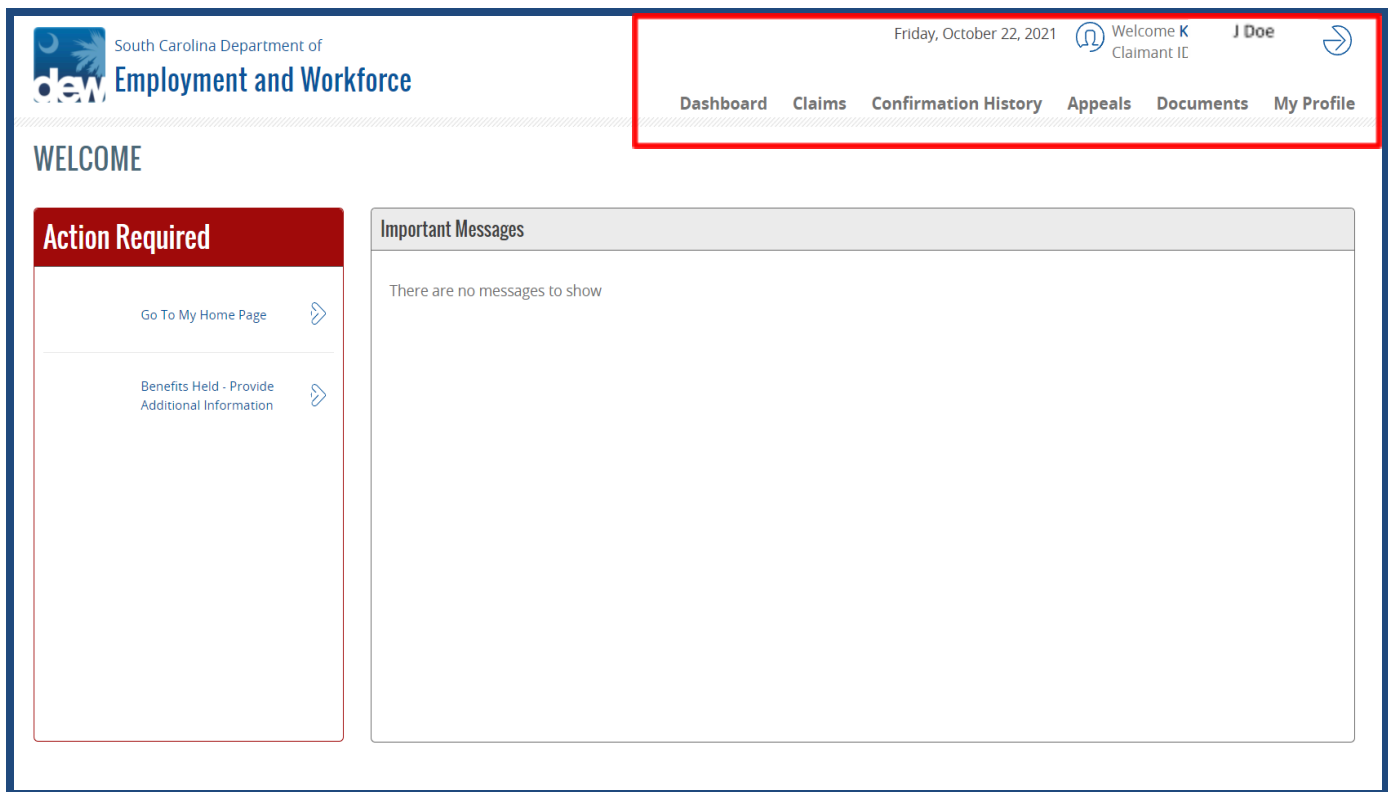
CSS Facelift Portal screens

Once logged in, the portal will display the Welcome screen.

The top of the screen under the Username and Claimant ID will show the customer menu or “Dashboard”, Claims, Confirmation History, Appeals, Documents, My Profile, Actions Required and any Important Messages.

Actions Required may include:

- Go to Homepage
- File a claim for Unemployment
- Reactivate Claim
- Benefits Held – Provide Additional Information



The claimant can click on these the icon or the drop-down list beside their name to update personal information or use




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CSS Facelift Portal screens


Dashboard (formerly Claimant Homepage)


- actions required,
- the work search indicator,
- past payment date,
- current claim issue,
- next week filed date.
- Quick Links to dispute 1099G, view Debit Card Website
- Need Some Help? Such as resources and contact information
- Current Claim Status progression bar
- Current Claim information
- Issues Delaying Payment
- Payment history



South Carolina Department of
Employment and Workforce

Friday, October 22, 2021



 Welcome
 Claimant


 J Doe

[Dashboard](#)
[Claims](#)
[Confirmation History](#)
[Appeals](#)
[Documents](#)
[My Profile](#)

DASHBOARD

Actions Required

[Go To My Home Page](#)


Quick Links


1099


[External Links](#)

[Debit Card Website](#)


Need Some Help?

Help System


[Help](#)


[Resources](#)

Contact Us


 1-866-831-1724 | Relay 711
 Monday to Friday 8:00am - 5:00pm

WORK SEARCH COMPLETED

N

May take up to 72 hours to update

LAST PAYMENT DATE

CURRENT CLAIM ISSUE

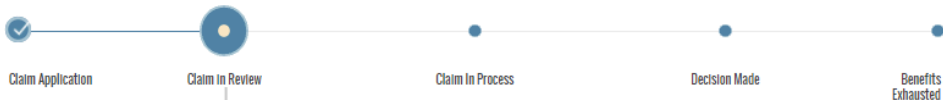
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NEXT WEEK FILE DATE

OCT 24

SUN 2021

Current Claim Status



Claim Application

Claim In Review

Claim In Process

Decision Made

Benefits Exhausted

We have determined that you did not earn enough wages to establish a claim for unemployment insurance. If you have previously submitted an application for Pandemic Unemployment Assistance, we will determine your eligibility for that program.

Current Claim

PROGRAM	EFFECTIVE DATE	MAXIMUM BENEFIT	WEEKLY BENEFIT	EARNINGS ALLOWANCE	AMOUNT PAID	STATUS	REMAINING BALANCE
UI	03/28/2021	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	Ineligible	\$ 0.00

Issues Delaying Payments

ISSUE	COMPLETE BY	STATUS / ACTION
See Previous Claim : Previously Adjudicated		Pending Resolution
See Previous Claim : Previously Adjudicated		Pending Resolution
Able and Available : Mileage Restriction	10/31/2021	Interview: Mileage Restriction
Able and Available : Not Available to Work	10/31/2021	Interview: Not Available to Work
Able and Available : Schedule		Interview: Schedule


Payments

DATE ISSUED	AMOUNT PAID
Payments may take up to 72 hours from date filed to post to your bank account or 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 here	

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CSS Facelift Portal screens

Claims



South Carolina Department of
Employment and Workforce

Friday, October 22, 2021

Welcome
Claimant J Doe

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CLAIMS

Current Claim

CLAIM ID	PROGRAM	EFFECTIVE DATE	END DATE	MAXIMUM BENEFIT	WEEKLY BENEFIT	REMAINING BALANCE	PAYMENTS	MONETARY DETERMINATION	NON-MONETARY DETERMINATION
	UI	03/28/2021	03/26/2022	\$0.00	\$0	\$0.00	View	View	View

Claims History

CLAIM ID	PROGRAM	EFFECTIVE DATE	END DATE	MAXIMUM BENEFIT	WEEKLY BENEFIT	PAYMENTS	MONETARY DETERMINATION	NON-MONETARY DETERMINATION
	UI	10/17/2021	10/15/2022			View		
	UI	10/18/2020	10/16/2021	\$0.00	\$0.00	View	View	View
	UI	07/26/2020	07/24/2021	\$0.00	\$0.00	View	View	View
	PUA	04/12/2020	06/26/2021			View		
	UI	04/13/2014	04/12/2015	\$3,640.00	\$182.00	View	View	View


Current Claim and Claims History

- Program Type
- Effective Date of the claim
- End Date of the claim, which is the Benefit Year End Date
- Maximum Benefit Amount
- Weekly Benefit Amount
- Remaining Balance (for current claim only)
- Hyperlinks to view Payments, Monetary Determination, and Non-Monetary Determination

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CSS Facelift Portal screens

Payments



South Carolina Department of
Employment and Workforce

Friday, October 22, 2021

Welcome
Claimant

J Doe

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PAYMENTS

Payment Information

EFFECTIVE DATE:

03/28/2021

END DATE:

03/26/2022

MAXIMUM BENEFIT AMOUNT:

\$ 0.00

WEEKLY BENEFIT AMOUNT:

\$ 0.00

EARNING ALLOWANCE:

\$ 0.00

Payment Summary

TOTAL AMOUNT PAID:


\$ 0.00

REMAINING BALANCE AMOUNT:

\$ 0.00

OVERPAYMENT BALANCE:

\$ 0.00



Payments

BENEFIT WEEK	DATE FILED	NET AMOUNT PAID	PAYMENT METHOD	OVERPAID WEEK	DEDUCTIONS	PAYMENT ISSUED	PAYMENT DATE	CONFIRMATION NUMBER	VIEW CLAIM ANSWERS
04/03/2021									

Request Replacement Payment

Payment Information

Effective Date of the claim

End Date, which is the Benefit Year End Date

Maximum Benefit Amount

Weekly Benefit Amount

Earnings Allowance

❖ Payments highlighted are hyperlinks to view data

Benefit Week

Payment Method

Payment Issued

View Claims Answers

Date Filed

Overpaid Week

Payment Date

Deductions

Confirmation Number

Payment Summary

Total Amount Paid

Remaining Balance Amount


Overpayment Balance



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CSS Facelift Portal screens

Net Amount Paid

Confirmation History

 South Carolina Department of
Employment and Workforce

Friday, October 22, 2021  Welcome |
Claimant | **J Doe** 

Dashboard Claims Confirmation History Appeals Documents My Profile

CONFIRMATION HISTORY

Please allow at least 24 hours from the time of your work search for the system to display the results.

CONFIRMATION NUMBER	DATE	TIME	BUSINESS EVENT
	10/22/2021	9:43 AM	Initial Claim
	04/01/2021	5:29 AM	Initial Claim
	12/06/2020	8:17 AM	File Weekly Claim
	11/29/2020	9:27 AM	File Weekly Claim
	11/22/2020	10:59 PM	File Weekly Claim
	11/16/2020	6:01 AM	File Weekly Claim

BENEFIT WEEK ENDING DATE

10/23/2021


SC WORK SEARCH CONFIRMATION

- Confirmation Number
- Date and time confirmation occurred
- Business Event, type of claim filed (Type of Initial/ File Weekly Cert)
- Work Search Confirmation

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CSS Facelift Portal screens

Appeals




South Carolina Department of
Employment and Workforce

Friday, October 22, 2021

Welcome
Claimant


J Doe




DashboardClaimsConfirmation History**Appeals**DocumentsMy Profile

APPEALS

Appeals History

APPEAL ID	APPEAL DATE	CLAIMANT	EMPLOYER	STATUS	LEVEL
 1-Doe	05/14/2014	KEITH HALL	BILO LLC	Closed	Appellate

Hearing History

HEARING ID	DOCKET NUMBER	HEARING METHOD	LOCATION	HEARING DATE	HEARING TIME	HEARING OFFICIAL
						

Schedule Details

HEARING METHOD

HEARING DATE

HEARING LOCATION

SCHEDULED START TIME

HEARING OFFICIAL


Hearing Issues

ISSUES	STATUS	APPELLANT
Nothing found to display		

Subpoena Requests

NAME	TYPE	METHOD
Nothing found to display		

Upload Documentation


Upload Document 

- Appeals History
 - Appeal ID, Appeal Date, Claimant, Employer, Status, Level
- Hearing History
 - Hearing ID, Docket #, Hearing Method, Location, Hearing Date and Time, Hearing Official
- Schedule Details (details are based on the Appeal ID/Hearing ID selected)
 - Hearing Method, Hearing Location, Hearing Official, Hearing Date, Scheduled Start Time
- Upload Documentation

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CSS Facelift Portal screens

Documents



South Carolina Department of
Employment and Workforce

Friday, October 22, 2021

Welcome
Claimant

J Doe

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DOCUMENTS

Sent by SCDEW


DATE ISSUED	CATEGORY	CORRESPONDENCE
Nothing found to display.		

Fact Finding

DATE COMPLETED	CATEGORY	CORRESPONDENCE
07/26/2020	Pandemic Unemployment Assistance	PUA Eligibility
07/26/2020	Lay Off	Lay Off (SC)

Claimant Uploaded Documents

DOCUMENT NAME	DATE CREATED
Nothing found to display.	

Upload Document 

- Sent By Dew
- Fact Finding
- Claimant Uploaded Documents

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CSS Facelift Portal screens

My Profile

The screenshot displays the 'My Profile' page of the South Carolina Department of Employment and Workforce (SCDEW) portal. The page header includes the SCDEW logo, the department name, the date 'Friday, October 22, 2021', a user greeting 'Welcome K Claimant IT', the user name 'J Doe', and a profile icon. A navigation bar contains links for 'Dashboard', 'Claims', 'Confirmation History', 'Appeals', 'Documents', and 'My Profile' (which is highlighted). The main content area is titled 'UPDATE APPLICANT INFORMATION' and features an 'Instructions' box with a lightbulb icon and the text: 'Please select the link for the information you wish to modify.' Below this is a section titled 'Change Information' with a progress indicator. It contains two columns of links, each with a right-pointing arrow icon: 'Change Personal Information', 'Change Address Information', 'Change Contact Information', 'Change Demographic Information', 'Change Payment Method Information', and 'Change Tax Withholding Information'.

South Carolina Department of
Employment and Workforce

Friday, October 22, 2021 Welcome K Claimant IT J Doe

Dashboard Claims Confirmation History Appeals Documents **My Profile**

UPDATE APPLICANT INFORMATION

Instructions
• Please select the link for the information you wish to modify.

Change Information

Change Personal Information	➤	Change Address Information	➤
Change Contact Information	➤	Change Demographic Information	➤
Change Payment Method Information	➤	Change Tax Withholding Information	➤

The My Profile page is where the claimant will update the Personal, Contact, Address, Demography, Payment, Tax Withholding election, and complete the Identity Verification.