How to Register in 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.

You will complete your online registration after you have created a customer self service account. This involves confirming or entering personal data, address, contact and demographic information.

Enter your username and password that you set up in the system and click “Yes, I am human.” Then, click the Login button.

Please note that your username and password from the old system will not work. You must create an account in the new system before you can register.

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

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

TelClaim: 866-831-1724
Complete the Personal Information, Address Information and Contact Information screens.

At the bottom of the Contact screen, you will be prompted to identify your preferred method of contact.

When you make your selection, you will be notified that communication from DEW will be posted to the My Documents section of the Claimant Homepage and that you will be notified via the method of your choosing. In order to avoid delay or denial of your unemployment benefits, please make sure your information is up to date.
Last, you will be asked to complete your demographic information. If you need an interpreter, please click that box on the screen so that DEW can provide you with an interpreter at no cost to you.

You are also asked to indicate if you are disabled and/or a veteran.

While you are not obligated to answer these questions, there are services available to jobseekers who fit these qualifications.

Once the registration information is complete, you will be directed to the Customer Menu screen. You will notice that your name, claimant ID and address are all displayed. There are several tabs at the top of the screen which will help you navigate through the site.

You have now completed your registration and are ready to use the new system.
If you have any challenges while creating your account and need assistance, please call TelClaim at 1-866-831-1724.