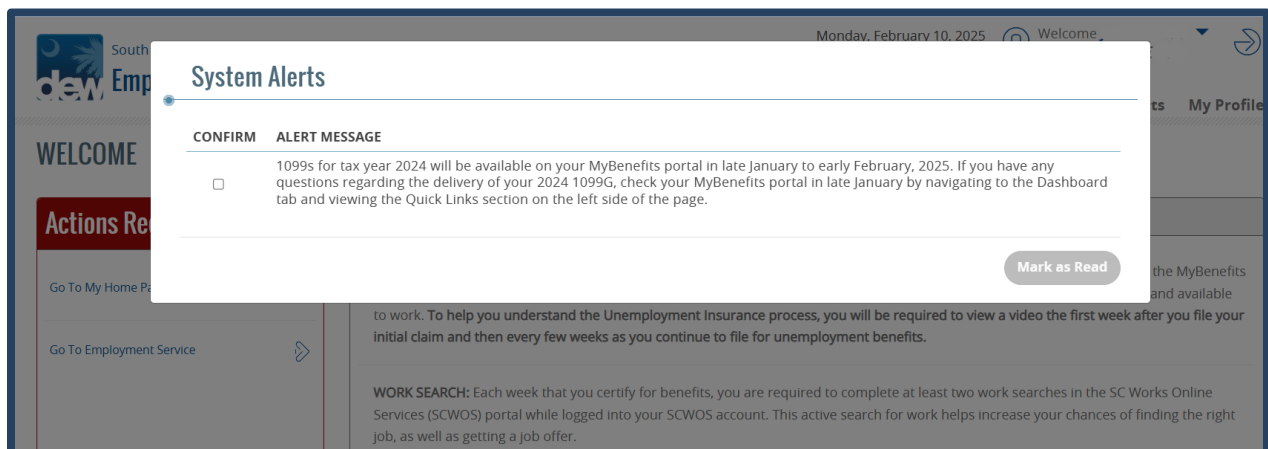
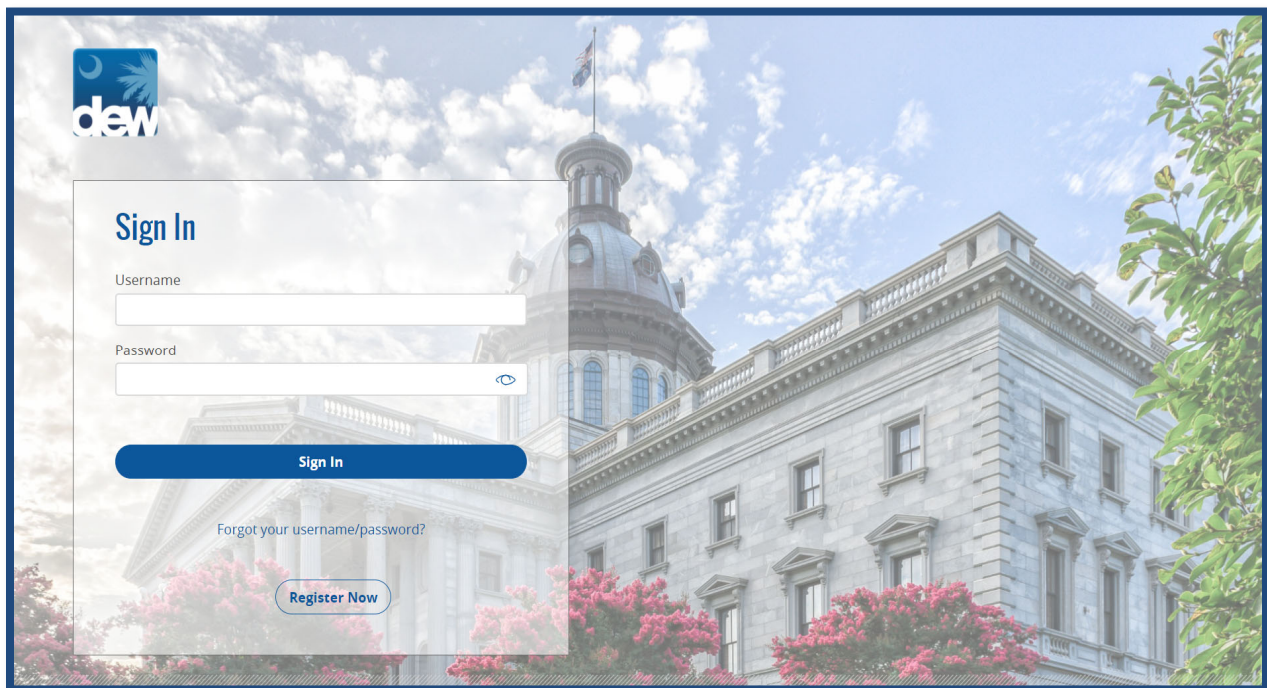


Dewy Chatbot AI Assistance when Filing for Unemployment Insurance Benefits

This guide will provide instructions on how to utilize Dewy, the AI chatbot during the application process.

1. After creating a Claimant Self-Service Portal account, complete the registration process and log in. Confirm acknowledgement in the System Alerts dialog box, then click the Mark as Read button.



Dewy Chatbot AI Assistance when Filing for Unemployment Insurance Benefits

- Click the File New Unemployment Insurance Claim, Reactivate Claim, or Resume claim link under the Actions Required section of the portal.

South Carolina Department of
dew Employment and Workforce

Monday, February 10, 2025 Welcome Claimant!

Dashboard Claims Confirmation History Overpayments Appeals Documents My Profile

WELCOME

Actions Required

Go To My Home Page

File a New Unemployment Insurance Claim

Important Messages

WEEKLY CERTIFICATION: Claim weeks run Sunday through Saturday. EVERY WEEK you must complete a weekly certification in the MyBenefits portal. That simply means you are confirming with the agency that you did not work the previous week and that you are able and available to work. To help you understand the Unemployment Insurance process, you will be required to view a video the first week after you file your initial claim and then every few weeks as you continue to file for unemployment benefits.

WORK SEARCH: Each week that you certify for benefits, you are required to complete at least two work searches in the SC Works Online Services (SCWOS) portal while logged into your SCWOS account. This active search for work helps increase your chances of finding the right job, as well as getting a job offer.

REPORT EARNINGS: You may have the opportunity to work part-time while you are filing for unemployment. When you certify your claim, you must report the earnings for any work you did the previous Sunday through Saturday claim week, even if you have not yet been paid for that work.

- DEW will present “Dewy,” your unemployment insurance virtual assistant in the lower right corner of each screen.
- You may close the chat by clicking the “X” button, or to activate the chat, click on the State Flag logo.

South Carolina Department of
dew Employment and Workforce

Monday, February 10, 2025 Welcome JUSTIN L BAKER
Claimant ID: 4396070

Dashboard Claims Confirmation History Overpayments Appeals Documents My Profile

FILE CLAIM

Before You Start | Address Information | Eligibility Questions | Able And Available Questions | Employment Details | Separation | Other | Work Search | Summary | Submit | Fact Finding | Confirmation

Before You Start Checklist

ALL INDIVIDUALS

- ✓ Social Security Number
- ✓ Work history (past 2 years).
 - Employer Name
 - Employer's Payroll and Physical Address
 - Employer Telephone number
 - Employment dates
 - Rate of pay
 - Total earnings
 - Information about your job separation
 - If you received severance pay or retirement

NON-CITIZENS

- ✓ From your Employment Authorization Document.
 - Alien number
 - Expiration date

FORMER FEDERAL EMPLOYEES

- ✓ If you were a federal employee within the past two years
 - Standard Form 8 and Standard Form 50
 - Your most recent Leave and Earning (LES) statement, or

IF APPLYING FOR DISASTER UNEMPLOYMENT INSURANCE ASSISTANCE (DUA)

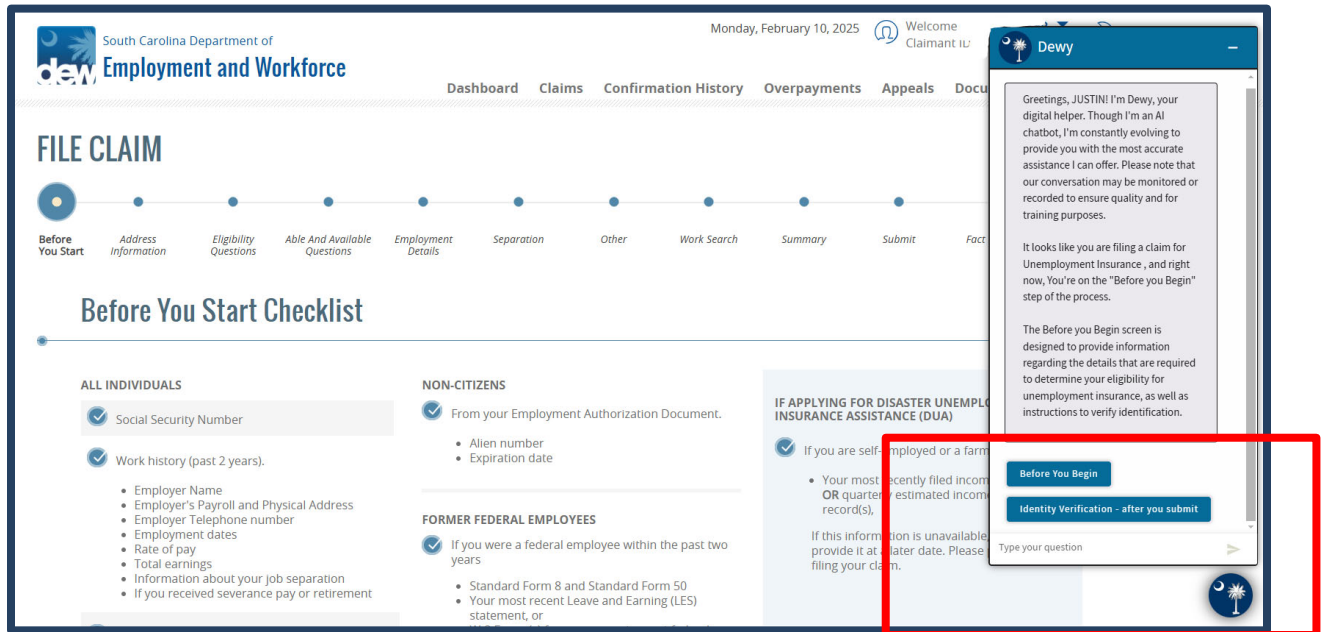
- ✓ If you are self-employed or a farmer,
 - Your most recently filed income tax return OR quarterly estimated income tax payment records).

If this information is unavailable, you may provide it at a later date. Please proceed in filing your claim.

Chat with Dewy, your unemployment virtual assistant.
How can I help you?

Dewy Chatbot AI Assistance when Filing for Unemployment Insurance Benefits

- Once the chat is activated, Dewy will provide a greeting message and introduction to the page/step you are on in the application process along with the topics related to each step.



- When selecting a topic, Dewy will display a list of questions that are related to the specific topics for each screen.
- Once a question is selected, Dewy will provide an answer. Dewy will also ask if the question was answered, to which you can use the Thumbs Up or Thumbs Down buttons to indicate that Dewy did or did not answer your question.
- You can also use the Batch to Topics button to select another topic or you can close Dewy by clicking "Close." If you do not see a topic that fits a question you have, you may type your question in the text box under the Back to Topics button.

