If a claimant forgets their username and/or password, the CSS portal provides the claimant with three options of resetting their password. They can reset their password by answering the security questions, by sending a security code via text message or by sending a security code via email to the email address on file.

1. Claimant will click on Forgot your username / password link from the Account Login screen



2. Claimant will choose "I need help with Password or Username and Password"

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	FORGOT LOGIN INFORMATION	
	I need help with : O Password O Username And Password Username : Enter your SSN : Date of light : Email Address : Email Address : Email Address :	9
	By decling the law, I cart's that I are the person above or have been shared the logid without to such own their behalf is an argent. Exclosuridge that I are argent that accessing a period's account without the logid without their bod is a onne. Carrier, Back to Login Continue	
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- 3. Choosing **Password** will require the claimant to enter:
 - a. Username
 - b. SSN
 - c. Date of Birth
 - d. Email address (Email address associated with the account)
- 4. Choosing Username and Password will require the claimant to enter:
 - a. SSN
 - b. Date of Birth
 - c. Email address (Email address associated with the account)
- 5. Once the claimant enters the required information, clicks the acknowledgment box, and clicks Continue, the system will present the options to reset their password.
- 6. If the claimant chooses to receive a security code via text message, the claimant will choose the second option. The system will mask the phone number for security purposes.

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Y.	dew	FORGOT LOGIN INFORMATION SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE KOVINY VELSTOR	1	1 IT	L
		Please select how you wish to proceed with your password reset. You can choose to have a security code sent via email or text message or to answer your previously provided security questions. D By answering to the security questions D Procet Message to phone XXXX-S933 D Procet Message to phone XXX-S933 D Procet Message to phone XXX-S93 D Procet Message to p			
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7. If the claimant chooses to receive a security code via email, the claimant will choose the third option. The system will mask the email address for security purposes.



SCDEW 4 CSS Forgot Username / Password

8. The system will navigate to the security code screen where the claimant is informed they have 20 minutes to enter the code received via text message or email. The screen has a timer that counts down starting at 20 minutes. The code will expire after 20 minutes has passed.

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T		FORGOT LOGIN INFORMATION AROLINA INT OF EMPLOYMENT AND WORKFORCE	63	1
	SECURITY CODE			
• 11	You will have 20 minutes to enter	the code. Please do not close your browser.		•
S	Enter your security code here			
	Time remaining : 19 : 13		100	
		Resend Code Continue Cancel return to verification selection		
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9. If the claimant chooses to receive the security code via text message, the message will provide the code and a link. The text message advises the claimant that the code will expire in 20 minutes.



 If the claimant chooses to receive the security code via email, the email will have the subject "SCUBI CSS Password Reset" and will include the security code. The FROM email address will be DONOTREPLY.SCUI@dew.sc.gov.



- SCDEW 6 CSS Forgot Username / Password
- 11. After entering the security code received via text message or email, the system will navigate to the screen where the claimant can reset their password
 - a. If the claimant chose the "Username and Password" option, the Username will be displayed

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	CLAIMANT ACCOUNT MAINTENANCE		1
	Reset Password		
	Enter Password and re-type to confirm.		
	Password rules: A password nucles of tables behaviors ing is not the same as "A") A password much to at least 8 characters long A ADA A least one special characteristical is and the same as "A") A ADA A least one special characteristical is and the same and the same and the same and the same as a same		
	Cancel		

- 12. Claimant will enter the new password, following the outlined password rules, and click Submit.
- 13. The system will present a successful message and a confirmation number. Clicking Continue will navigate the claimant back to the Account Login screen.

Password Changed Successfully 🗙 🕂			- a ×
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Good Afternoon Wedne	vay, december 18, 2019 PASSWORD CHANGED SUCCESSFULLY VMENT AND WORKFORCE	Helpi Contact Resources Lopoff	F
Persevent Changed Successfully You have successfully changed your password You will receive a confirmation of the change via email (if you have an email	ddress on file) or vie U.S. Piotal mail.		
Click "Continue" below to be directed to the Log in Screen	Your confirmation number is: 567719		à.
	Continua	and the	
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14. If the claimant chooses to answer the security questions to reset their password, the first option will be selected.

y, July 20, 2020

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1	Please select how you wish to proceed with your password reset. You ca text message or to answer your previously provided security questions. By answering to the security questions O by Text Message to phone XXX-XXX-S953	in choose to have a security code sent via email or	
	O By email to email address t*******s@dew.sc.gov		
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15. The system will present the security questions (selected during the claim registration process) and the claimant will be required to answer each question correctly (to match the answers provided during claim registration) in order to navigate to the next screen.

Answer Security Questions X	+		- a ×
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A	Good Aftermoon Wednesday, December 18, 2019 Answer Security Questions SOUTH CAROLINA DEPARTMENT OF EMPLOYMENT AND WORKFORCE	♦ Help) Contact Resources Logoff	1
X	Answer Security Garesions To fix your Log In information, please answer the 3 Questions below.		
	You answered these questions when you first created your account.	'answer	2
	What year was your significant other born? blue Who is your favorite film actor? blue What is your youngest child's birthday? blue		
	Carvel, Rock Is Login Continue		

16. The claimant will click Continue when all answers have been recorded.

- SCDEW 8 CSS Forgot Username / Password
- 17. If the claimant does not know the answers to the security questions presented, choosing the red "Cancel Back to Login" button will take the claimant back to the SCUBI Login screen where they will sign in and choose another method of resetting their password.
- 18. The system will navigate to the screen where the claimant can reset their password
 - a. If the claimant chose the "Username and Password" option, the Username will be displayed

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