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Henry McMaster
Governor

William H. Floyd, III
Acting Executive Director

To: DEW Area Directors
DEW Regional Managers
Local Area Administrators
SCWOS Coordinators

From: Nina Stagers – AED, Workforce Development Division

Subject: **SCWOS Support and Technical Assistance**

Date: May 9, 2023

SC Works Online Services (SCWOS) houses South Carolina’s labor exchange, labor market information (LMI) resources, and case management system for multiple programs. Support of this system is managed by Workforce Reporting and Compliance (WRC, pronounced “work”).

Requests or questions regarding the following should be sent to WRC@dew.sc.gov:

<ul style="list-style-type: none">• Staff Account Management<ul style="list-style-type: none">○ Creation/Deactivation○ Privilege changes○ Position updates○ Password resets• Reporting functionality issues	<ul style="list-style-type: none">• Default system setting questions• Performance related questions• Employer account merge requests• Individual (jobseeker) account merge requests• SCWOS training requests
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DEW’S IT DEPARTMENT WILL NOT HANDLE SCWOS ASSISTANCE REQUESTS.

Requests or questions regarding ad hoc reports may be directed to DEW IT:

	DEW Staff	Partner Staff
Ad Hoc Reports	Service Desk Ticket	adenman@dew.sc.gov

Programmatic questions and change requests may be directed as follows:

	Employment Services	Workforce Development
Programmatic Questions	Regional Managers	WorkforceSupport@dew.sc.gov
Change Requests	WRC@dew.sc.gov	

Please distribute this guidance to all staff.

Questions may be directed to WRC@dew.sc.gov.