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

From:  Kevin Cummings, Director of Technical Services, Policies, and Reporting

Subject: SC Works Online Services Support and Technical Assistance

Date: March 9, 2021

The SC Works Online Services (SCWOS) system houses South Carolina's labor exchange, labor market information resources, and case management system for multiple programs. Support of this system is managed by the Policies and Procedures department. Requests or questions regarding the following should be sent to Policies and Procedures at polnpro@dew.sc.gov:

- New staff user requests
- Privilege changes
- New or enhanced ad hoc report requests
- Default system setting questions
- Staff password resets
- Bug or error reports
- Functionality issues
- Reporting errors
- SCWOS training requests
- Performance related questions
- Employer account merge requests
- Individual (jobseeker) account merge requests*

**DEW's IT Service Center will no longer assist with individual (jobseeker) account merge requests.*

Requests or questions regarding the following should be routed through Workforce Support at workforcesupport@dew.sc.gov:

- Change requests
- Programmatic questions

Requests or questions regarding the following should be sent to Policies and Procedures at workforceintelligence@dew.sc.gov:

- Application Service Requests (ASRs)
NOTE: DEW staff must continue to enter ASRs within [Footprints](#).

Please ensure that all SC Works staff receives this memo. Questions may be directed to Policies and Procedures at polnpro@dew.sc.gov.