Henry McMaster
Governor

G. Daniel Ellzey
Executive Director

To: WED Area Directors
             WED Regional Managers
             Local Area Administrators
             SC Works Operators

From: Grey Parks, Assistant Executive Director – Employment Services
             Kevin Cummings, Director of Policies and Procedures

Subject: **Username and Password Reset for UI Claimants**

Date: January 8, 2020

Claimants receiving unemployment benefits are required to have a username and password to access their UI account information through the MyBenefits Portal. The MyBenefits Portal has been updated now allows claimants to reset their username and password via the claimant self-service portal.

The attached guide for resetting usernames and passwords in the claimant self-service portal should be made available to frontline SC Works center staff and customers receiving unemployment benefits.

If a claimant forgets their username and/or password, the CSS portal provides the claimant with two options of resetting their password. They can reset their password by answering the security questions 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**"
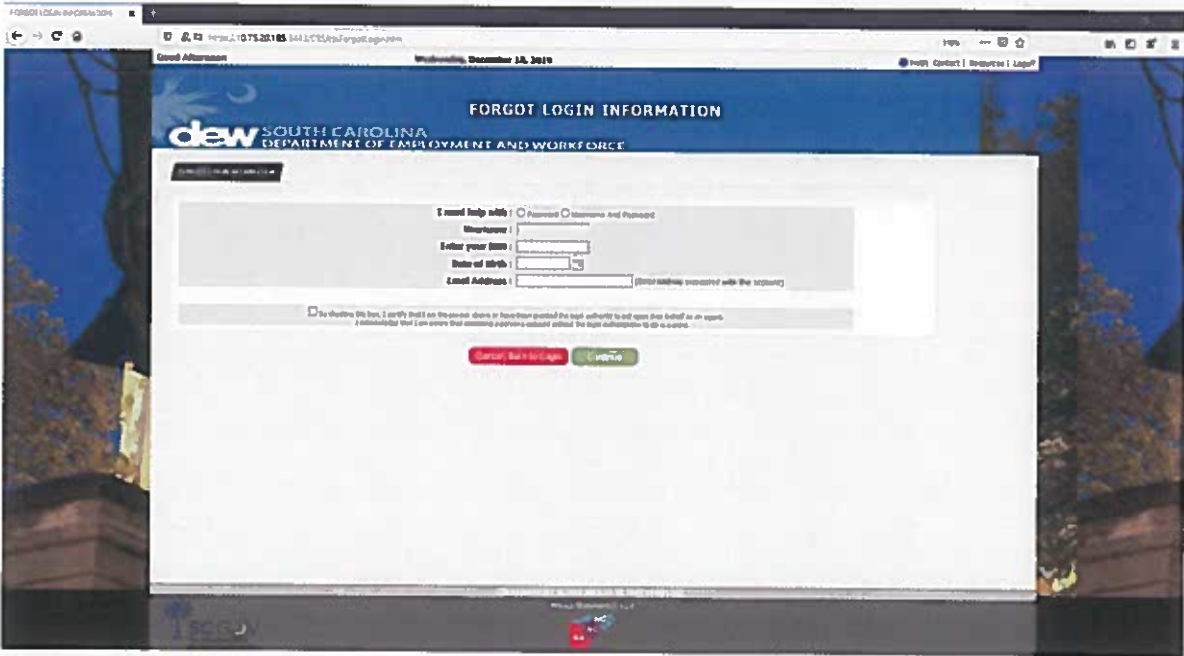
3. Choosing **Password** will require the claimant to enter:
   a. Username
   b. SSN
   c. Date of Birth
   d. Email address (Email address associated with the account)

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 email, the second option will be selected. The system will mask the email address for security purposes.
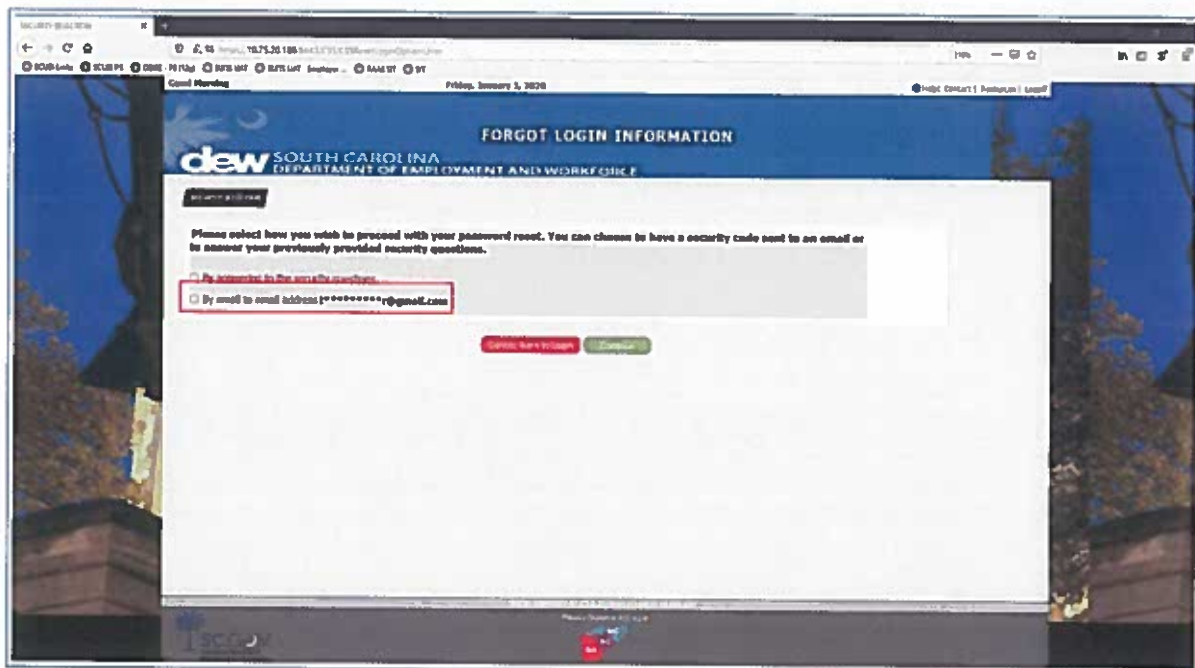
7. The system will navigate to the security code screen where the claimant is informed they have 20 minutes to enter the code received via email. The screen has a timer that counts down starting at 20 minutes. The code will expire after 20 minutes has passed.
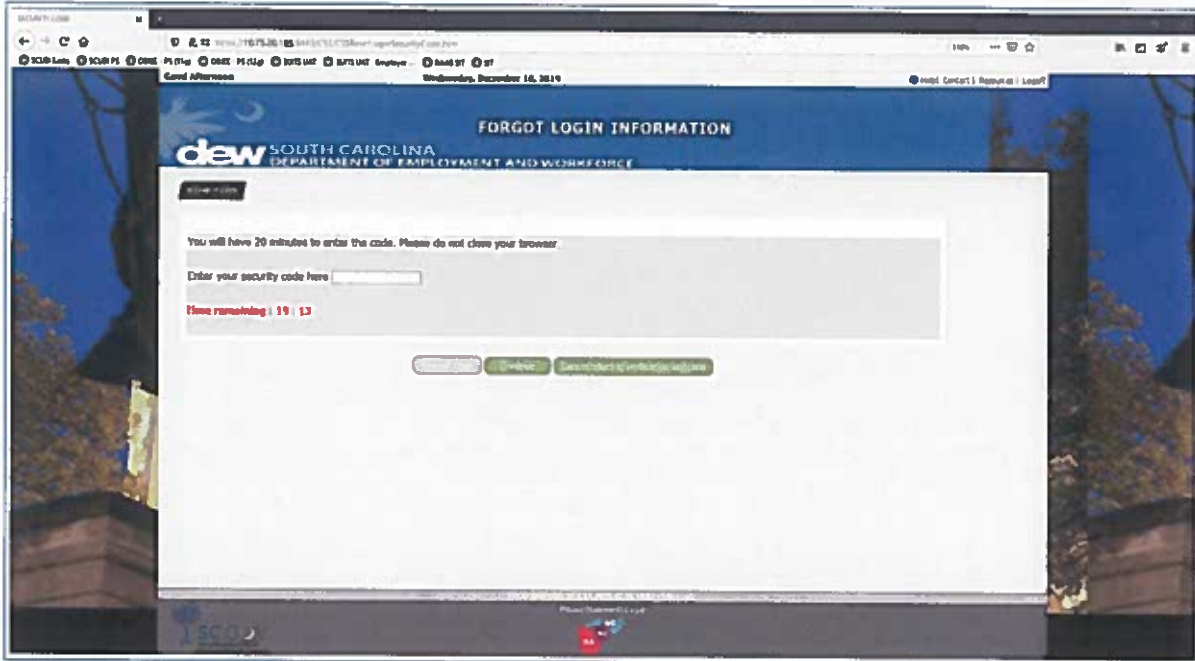
8. The claimant will receive an email with the subject "SCUBI CSS Password Reset" that will include the security code that must be entered on the screen. The FROM email address will be DONOTREPLY.SCUI@dew.sc.gov.
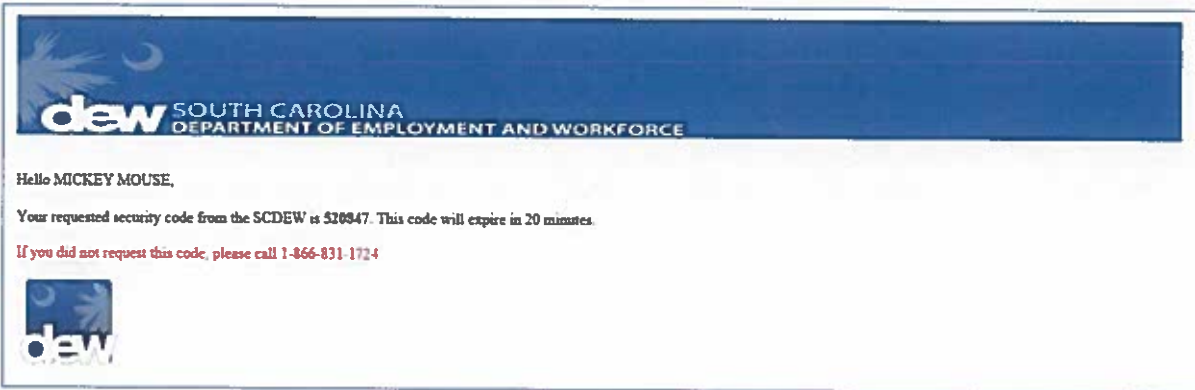
9. The system will navigate to the screen where the claimant can reset their password
   a. If the claimant chose the "Username and Password" option, the Username will be displayed
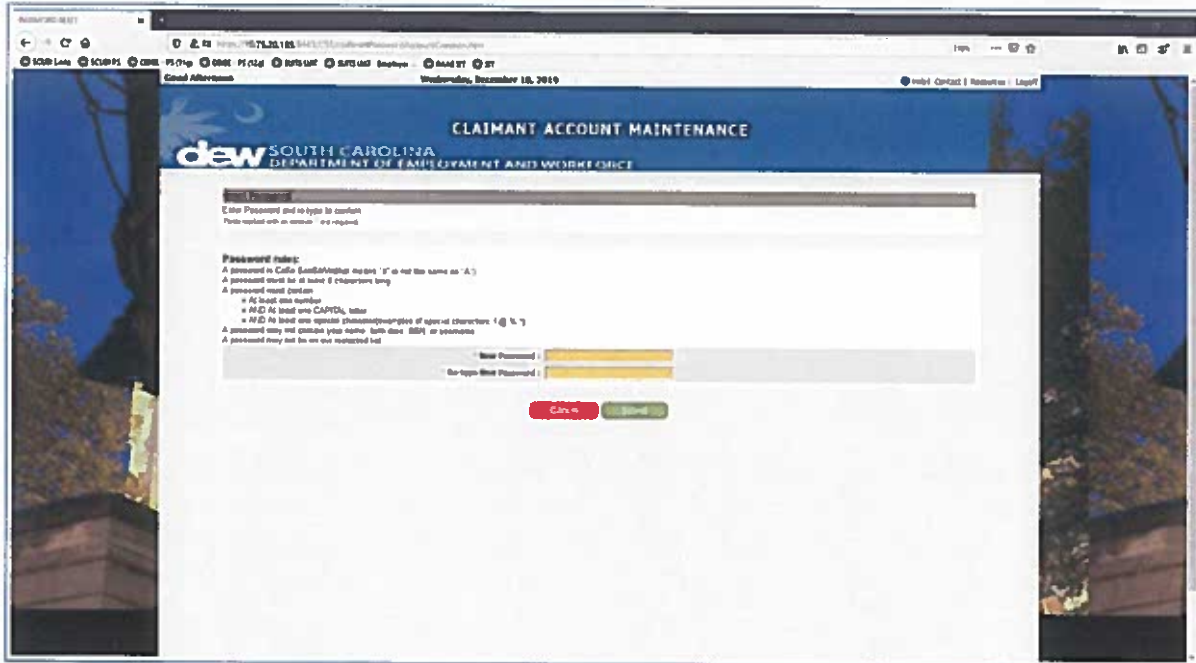

10. Claimant will enter the new password, following the outlined password rules, and click Submit.

11. The system will present a successful message and a confirmation number. Clicking Continue will navigate the claimant back to the Account Login screen.
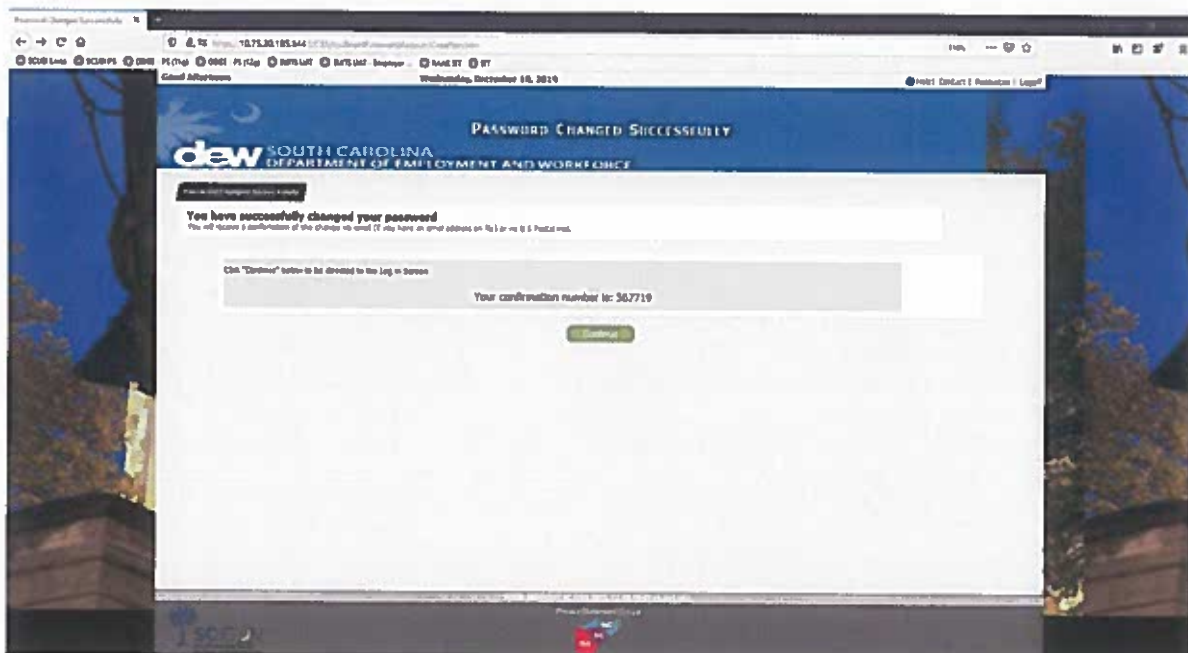
12. If the claimant chooses to answer the security questions to reset their password, the first option will be selected.
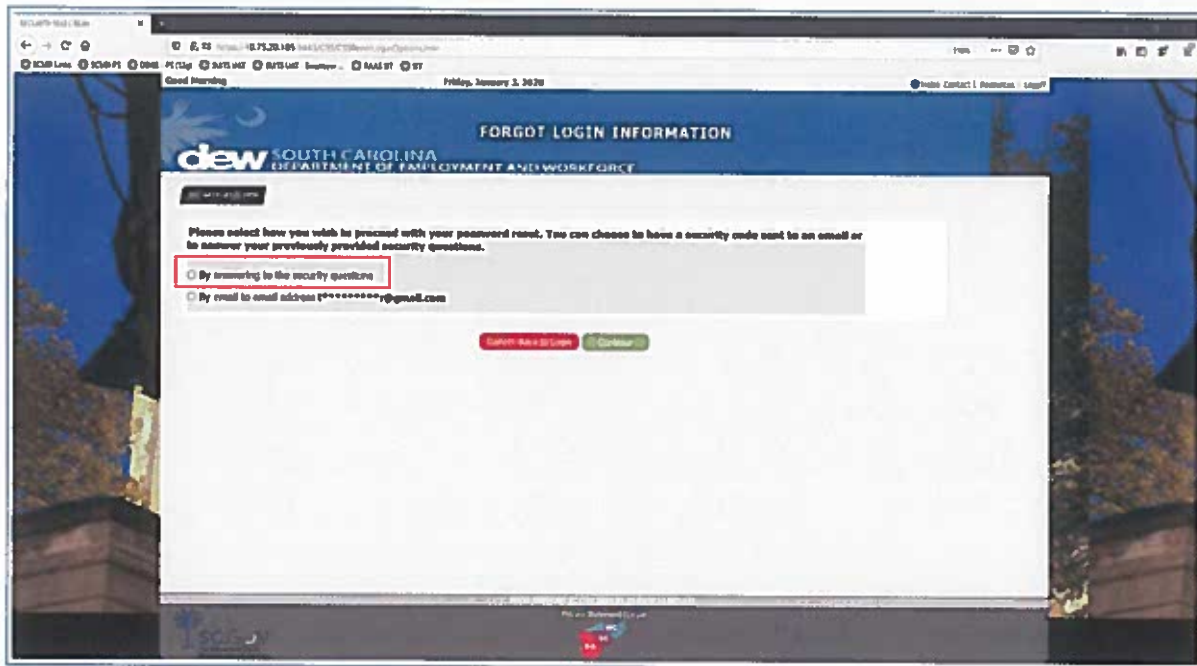
13. The system will present the security questions (selected during the claim registration process) and the claimant will be required to answer each question correctly (to match the answers provided during claim registration) in order to navigate to the next screen.
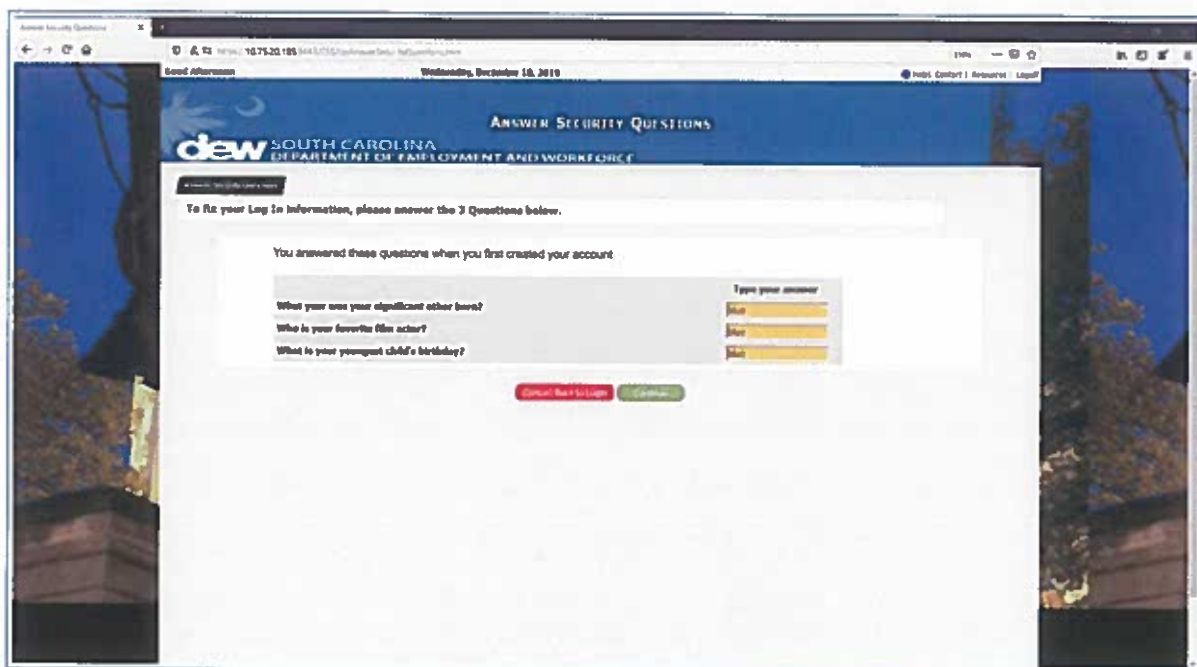
14. The claimant will click Continue when all answers have been recorded.

15. 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.

16. 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