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Henry McMaster  
Governor  
  
William H. Floyd, III  
Executive Director

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

**From:** Nina Staggers, AED – Workforce Development Division  
Diana Goldwire, AED – Employment Services

**Subject:** **SCWOS Support and Technical Assistance**

**Date:** December 19, 2024

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.

Requests or questions regarding the following should be sent to [WRC@dew.sc.gov](mailto:WRC@dew.sc.gov):

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| <ul style="list-style-type: none"><li>• Staff Account Management<ul style="list-style-type: none"><li>○ Creation/Deactivation</li><li>○ Privilege changes</li><li>○ Position updates</li><li>○ Password resets</li></ul></li><li>• Reporting functionality issues</li></ul> | <ul style="list-style-type: none"><li>• Individual (jobseeker) account<ul style="list-style-type: none"><li>○ Management</li><li>○ Merge requests</li></ul></li><li>• System Configuration questions</li><li>• Federal Performance questions</li></ul> |
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Requests or questions regarding employer account management requests should be sent to [SCWOSAccounts@dew.sc.gov](mailto:SCWOSAccounts@dew.sc.gov), including the following:

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|--|---|
| <ul style="list-style-type: none"><li>• Employer Account Merge Request</li></ul> | <ul style="list-style-type: none"><li>• Employer Account Verification</li></ul> |
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Requests or questions regarding ad hoc reports may be directed to DEW’s IT Department as follows:

	DEW Staff	Partner Staff
<b>Ad Hoc Reports</b>	Service Desk Ticket	<a href="mailto:SoftwareDevelopment@dew.sc.gov">SoftwareDevelopment@dew.sc.gov</a>

**Note:** DEW’s IT Department will not handle SCWOS assistance requests.

Programmatic questions, change requests, and training requests may be directed as follows:

	<b>Employment Services</b>	<b>Workforce Development</b>
<b>Programmatic Questions</b>	DEW Regional Managers	<a href="mailto:WorkforceSupport@dew.sc.gov">WorkforceSupport@dew.sc.gov</a>
<b>Change Requests</b>	<a href="mailto:WRC@dew.sc.gov">WRC@dew.sc.gov</a>	
<b>SCWOS Training Requests</b>	<a href="mailto:SCWorksTraining@dew.sc.gov">SCWorksTraining@dew.sc.gov</a>	

**Please distribute this guidance to all staff.**

Questions may be directed to [WorkforcePolicy@dew.sc.gov](mailto:WorkforcePolicy@dew.sc.gov).