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**To:** WED Area Directors  
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**From:** Grey Parks, Director of Workforce Operations  
Pat Sherlock, Director of Policies and Procedures

**Subject:** **PIN Reset for UI Claimants**

**Date:** August 11, 2016

Claimants receiving unemployment benefits are required to use a Personal Identification Number (PIN) to access their UI account information through the Interactive Voice Response (IVR) phone system. Claimants are able to access the same information online through the [MyBenefits Portal](#) with their username and password. The MyBenefits Portal has been updated and now allows claimants to complete the following actions online regarding their PIN without assistance from UI staff through the IVR system:

- Create a PIN 24 hours after creating a MyBenefits Portal account;
- Unlock a PIN; and
- Reset a PIN if a previous PIN was forgotten.

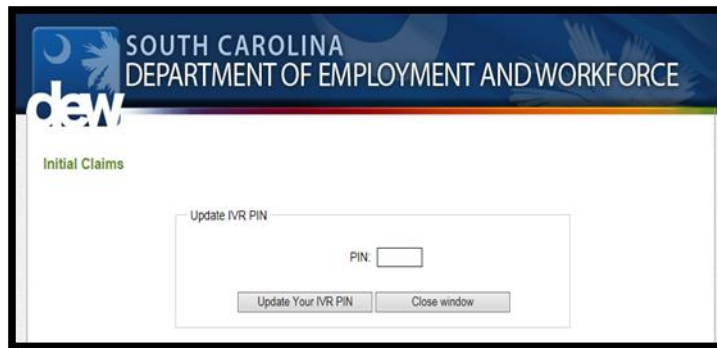
The attached guide for updating a PIN in the MyBenefits Portal should be made available to SC Works center customers receiving unemployment benefits.

## GUIDE TO UPDATING YOUR IVR PIN

**Step 1:** Log on to [MyBenefits.dew.sc.gov](http://MyBenefits.dew.sc.gov), enter your User ID and click **Next**. Enter your password and click **Login**. On the homepage, select **Update your IVR PIN**.



**Step 2:** You are now ready to select your new IVR PIN. Enter a four digit numerical PIN and click **Update your IVR PIN** to approve the changes.



**Step 3:** When you click **Update Your IVR PIN**, you will receive a message that reads **"IVR PIN Updated Successfully."** You can now click CLOSE window. If your weekly certification has not been filed, you can file your weekly certification through your My Benefits Portal.

