



**WIOA Instruction 18-08**

**To:** Local Catawba Workforce Area

**From:** Kevin Cummings, Director of Policies and Procedures

**Subject:** **SC Works Online Services Support and Technical Assistance**

**Date:** April 8, 2019

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](mailto: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

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

- Change requests
- Programmatic questions

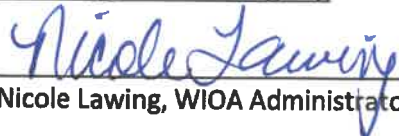
Requests or questions regarding the following should be sent to DEW's IT Service Center at [servicecenter@dew.sc.gov](mailto:servicecenter@dew.sc.gov):

- Individual (jobseeker) account merge requests

Requests or questions regarding the following should be sent to Policies and Procedures at [workforceintelligence@dew.sc.gov](mailto: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 Nicole Lawing at [nlawing@catawbacog.org](mailto:nlawing@catawbacog.org) or 803.327.9041.

  
Nicole Lawing, WIOA Administrator

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