

eNotify FAQs

Q1 -- What is eNotify?

eNotify is SCBOS's program that notifies registered contacts via email and phone when there is important State business you need to attend to for your business.

Currently eNotify is only available for businesses responding to NET-101/Unemployment claims for DEW. To help you respond in a timely manner, DEW and SCBOS will notify you of unemployment claims via email and telephone using SCBOS eNotification. Refer to the question "I just received my eNotify letter, how do I register my contact information?"

Q2 -- I just received my eNotify letter, how do I register my contact information?

Once you have determined who will be responding to unemployment claims for your company, [register them as a contact](#). On that page, you will do the following:

- Enter your SCBOS Contact Registration Code.
- Log into SCBOS or create an SCBOS user name and password if you do not already have one.
- Enter the contact information for each person in your organization you want to respond to unemployment claims.
- Each contact you register will receive a validation email.
- Each contact must click the link in the validation email to complete the registration process.

Q3 -- How do I add more Contact Administrator/Contacts?

In eNotify, select the Business Name where the new contact will be added. Click on the "Add Contact." After entering the contact information, SCBOS will send an email validation to your newly added contact. A Contact must respond to the email to be validated. Only after an email is validated will SCBOS begin sending e-Notifications to your Contact. Remember, only a Contact Administrator can add other Contact Administrators or Contacts.

S will notify you of unemployment claims via email and telephone using SCBOS eNotification.

Q4 -- Where is my eNotify Page located?

After logging on SCBOS, click the MySCBOS menu and then click "My Contacts (eNotify)."

Q5 -- How do I remove myself as a Contact Administrator or Contact?

Any contact administrator can remove or add a contact. Any contact can remove himself/herself from being a contact.

A contact administrator can remove or add other contract administrators. The last contact administrator listed can only remove himself/herself if there are no other contacts listed for the business. This is how disenrollment occurs.

Once disenrollment occurs, claims will be mailed to the benefit address on record at the Dept. of Employment and Workforce for the business. Responses to claims from then on must be filed using paper and mailed to the DEW local office.

If you have not responded to claims that you have been sent to you through SCBOS before disenrollment, the opportunity to respond through SCBOS is no longer available. This means that the timing of disenrollment is important. First respond to all outstanding claims available to you through SCBOS before disenrollment. Also, after disenrollment, you may receive a few follow-up messages that have been queued up waiting to be sent.

If you wish to re-enroll at a future date and receive NET-101s electronically, go to the NET-101 information page of SCBOS and follow the instructions on the page as through you were enrolling for the first time.

Q6 -- What is a Contact Administrator?

To register for e-Notification, a business must have at least one Contact Administrator entered on the e-Notify Contacts page. The initial contact person is essentially the first Contact Administrator for your business. A Contact Administrator can create additional contacts, remove contacts, and update contact information. We strongly recommend designating someone to be a “backup” Contact Administrator for your business.

Q7 -- Where do I find my SCBOS Contact Registration Code?

The SCBOS Contact Registration Code is located by the top right of your e-Notify letter. Each Contact Registration Code is unique, so be sure you enter the correct number.

To begin receiving e-Notifications, a newly added Contact Administrator/ Contact must respond to the email validation sent by SCBOS. This is to ensure that e-Notifications will only be sent to valid contacts.

Q8 -- I lost or haven't received my validation email. What do I need to do?

Your contact administrator will need to delete the contact and then re-enter the contact.

Q9 -- I lost or misplaced my e-Notify letter, how can I register?

You can use your SCDEW Account Number and either your FEIN or SSN for the alternate sign-up method. Click “Don’t know Registration Code.” Enter your DEW Account Number. In addition enter your FEIN Number or your SSN.

Q10 -- How do I stop phone notification?

Go to e-Notify page. Select your contact name and click “Edit Contact,” and then erase the phone number from your contact information. Click “Save.”

Q11 -- What is a Contact?

A Contact is designated by the Contact Administrator to receive e-Notifications. A Contact will receive e-Notifications from SCBOS for processing NET-101 filings. A Contact may edit or delete their contact information, but unlike a Contact Administrator they are unable to add new contacts. In a case where multiple businesses are registered for e-Notifications, a Contact can only see the business they are assigned and the Contact Administrator for that business.

WARNING: DO NOT use a phone number or an email address that is accessible to someone who is not authorized to view, handle or respond to the confidential information.

Q12 -- I entered my SCBOS Contact Registration Code and the business name displayed is incorrect?

Click “Not My Business” on the e-Notify Sign Up Page. Then enter your DEW Account Number and either your FEIN or SSN.

Q13 -- How do I add more businesses for e-Notify?

You can add more businesses for e-Notify by clicking the “Enter Registration Code for another business” on the e-Notify page.

Q14 -- What if the new contact does not respond to the new contact/contact administrator email notification?

Answer:

The primary purpose of the email notification is to verify the email address. If the contact fails to respond and the intent is for the recipient to still be a contact, another email has to be generated. This is done by a contact administrator by deleting then adding back the prospective contact.