

eServices for employers

eServices is the Employment Security Department’s secure website for both unemployment claimants and employers.

Employers can:

- Reply to inquiries about employees who were discharged or quit and have applied for unemployment benefits.
- Pay unemployment taxes and file wage reports using EAMS, Employer Account Management Services.
- Apply for [SharedWork](#) – a voluntary business sustainability program that provides flexibility to retain employees at reduced hours.
- Apply for the [Work Opportunity Tax Credit](#) – an incentive for employers to hire certain hard-to-place job seekers.

Table of Contents

Create an account	2
Sign in	3
Manage your employees’ claims	6
Send or reply to a message	8
Pay unemployment taxes and file wage reports	9
Apply for the SharedWork Program	10
Apply for the Work Opportunity Tax Credit.....	15

Create an account

You'll need to complete three steps, but you might already have completed one or more of them:

1. Create a SecureAccess Washington (SAW) account if you don't have one yet. SAW gives you access to EAMS (for paying taxes and filing wage reports), other Employment Security online services and services from other Washington state agencies.

You might already have a SAW account if you or your third-party representative use EAMS, if you have managed your employees' unemployment claims online or if you use other employer services at the state departments of Labor & Industries, Revenue or Licensing.

Go to esd.wa.gov and select *Sign in* or *Create new account*.

2. Request access to locked services within EAMS. [Instructions](#).
Note: If you want to use eServices only to apply for the Work Opportunity Tax Credit, you don't need to complete this step.
3. Sign in to eServices. Follow three steps below.

Sign in

1. If you already have a SAW account, sign in using your SAW username and password.


Employment Security Department
WASHINGTON STATE
Español

Sign in for eServices

Individuals

- Apply for unemployment benefits
- Submit a weekly claim
- Manage your unemployment benefits claim
- Restart a current claim
- Pay a benefit overpayment
- Look up your past wages

Employers

- Pay taxes
- Apply for SharedWork
- Apply for the Work Opportunity Tax Credit
- Manage your employees' unemployment claims
 - Send a secure message
 - View and respond to correspondence
 - File an appeal

SecureAccess Washington (SAW)

Use your SecureAccess Washington (SAW) username and password
[What is SAW?](#)

Employers: If you have ever paid taxes online with EAMS (Employer Account Management Services), you must use the same SAW account.

Username:
 Check to see if you have a SAW account

Password:

Sign in

[Trouble signing in?](#)

Need an account?

If you haven't already, you must create and activate a SecureAccess Washington (SAW) account to use our online services. [What is SAW?](#)

Check to see if you have a SAW account

Create new account

We use SecureAccess Washington to protect your personal information




2. Confirm the computer or mobile device you are using by entering your telephone number and email address. Then select and answer three challenge questions.

**Employment Security Department**
WASHINGTON STATE

[Sign Out](#)

Select and answer three challenge questions

In the future, when you sign in using an unrecognized device, we will ask you to answer a challenge question to verify your identity.

Your answers should be 30 characters or under and include no symbols. You might want to record your answers in a safe place for future reference.

Question1

Answer

Question2

Answer

Question3

Answer

[Continue](#)

3. Next, select *For an employer* and the *Continue* button.

The screenshot shows the top navigation bar of the Employment Security Department website. On the left is the logo with the text "Employment Security Department WASHINGTON STATE". On the right is a link for "Español". Below the navigation bar is a dark blue bar with a "Sign out" link. The main content area has a white background. On the left, the heading "eServices" is followed by the text "You're almost there!" and a question: "Are you signing in for yourself or for an employer? Please select one." There are two main options: "► For yourself" in a brown button and "▼ For an employer" in a blue button. Below the "For an employer" button is a text box containing the instruction "If you're an employer or a representative authorized to act on an employer's behalf -" and a "Continue" button. On the right side of the page, there is a logo for "SAW SecureAccess WASHINGTON" and a message: "Update your SAW profile and access services from other government offices by visiting SecureAccess Washington".

Employment Security Department
WASHINGTON STATE

Español

Sign out

eServices

You're almost there!

Are you signing in for yourself or for an employer? Please select one.

► For yourself

OR

▼ For an employer

If you're an employer or a representative authorized to act on an employer's behalf -

Continue

SAW SecureAccess
WASHINGTON

Update your SAW profile and access services from other government offices by visiting SecureAccess Washington

Manage your employees' claims

Select *Manage your employees' current & past unemployment claims*.

eServices

You're almost there!

Are you signing in for yourself or for an employer? Please select one.

▶ For yourself

OR

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Manage your tax account with EAMS
(Employer Account Management Services)

- Pay taxes
- Submit wage reports

Manage your employees' current & past unemployment claims

- Check the status of claims
- File an appeal
- Send a secure message
- View and respond to correspondence

Apply for SharedWork

- What's SharedWork?
- Manage your SharedWork plan
- Add or remove employees
- Access plan documents and letters

Apply for the WOTC
(Work Opportunity Tax Credit)

- Submit applications and documentation
- Check the status of applications
- Print certifications



Update your SAW profile and access services from other government offices by visiting [SecureAccess Washington](#)

If you are an employer, you will see a link to information only about your business. If you are a third-party administrator (TPA) who represents multiple businesses, you will see the names of all your business clients, like the example below.

The screenshot shows the 'Employer eServices' dashboard. At the top, there is a navigation bar with a home icon, the text 'Employer eServices', a 'Welcome' message, and a 'Settings' gear icon. Below this is a secondary bar with a 'Home' icon and text. The main content area is divided into three sections: 'Alerts', 'I want to', and a client selection section. The 'Alerts' section contains three items: 'There are 10 unread messages', 'There are 102 unread letters', and a 'Switch to electronic correspondence' button. The 'I want to' section contains two items: 'Send us a message' and 'Apply for SharedWork'. Below these is a horizontal menu with three tabs: 'Clients' (highlighted), 'Online activity', and 'Notices/letters'. Under the 'Clients' tab, there is a 'Select a Client' section with four client cards: 'SEATTLE WA 98108-5115', 'VANCOUVER WA 98661', 'WEB JOIST', and 'CHEHALIS WA 98532-8714'.

Select a business name to view information for that account.

If we need information from you, you will see a message under *Alerts*. Select the hyperlink to respond to our questions.

The screenshot shows the 'Employer eServices' dashboard with the 'Client Selection' breadcrumb. The navigation bar is the same as in the previous screenshot. The main content area is divided into three sections: 'Alerts', 'I want to', and an activity section. The 'Alerts' section contains two items: 'There are 6 unread letters' and a 'Switch to electronic correspondence' button. The 'I want to' section contains five items: 'Send us a message', 'Submit a tip', 'Apply for SharedWork', 'Manage a shared work plan', and 'Request standby for a claimant'. Below these is a horizontal menu with four tabs: 'Online activity' (highlighted), 'Notices/letters', 'Issues', and 'Decisions status'. Under the 'Online activity' tab, there are three sections: 'Needs your attention' (with a red exclamation mark icon and the text 'Nothing at this time'), 'Submitted' (with a clock icon and the text 'Nothing new at this time'), and 'Processed' (with a checkmark icon and the text 'Nothing new at this time'). There is also a link for 'All online activity'.

Send or reply to a message

To send a new message to the Claims Center, select the *Send us a message* link under *I want to*.

The screenshot shows the 'Employer eServices' dashboard. At the top, there is a navigation bar with a home icon, the text 'Home', and a 'Settings' gear icon. Below this is a main navigation area with three tabs: 'Clients' (highlighted), 'Online activity', and 'Notices/letters'. Under the 'Clients' tab, there is a 'Select a Client' section with four client cards: 'SEATTLE WA 98108-5115', 'VANCOUVER WA 98661', 'WEB JOIST', and 'CHEHALIS WA 98532-8714'. In the top right corner, there are three sections: 'Alerts' with two items ('There are 10 unread messages' and 'There are 102 unread letters') and a 'Switch to electronic correspondence' link; and 'I want to' with two links: 'Send us a message' and 'Apply for SharedWork'.

To reply to a message, select the *Notices/letters* tab. Then select *All notices* to the right of *Unread notices*. You will see a list of your notices, if any. To reply to one of the notices, select the subject line and select *Reply* in the upper right corner.

The screenshot shows the 'Employer eServices' dashboard with the 'Notices/letters' tab selected. The top navigation bar is the same as in the previous screenshot. The main navigation area now has four tabs: 'Online activity', 'Notices/letters' (highlighted), 'Issues', and 'Decisions status'. Below the tabs, there are three sections: 'Needs your attention' with the text 'Nothing at this time'; 'Submitted' with the text 'Nothing new at this time'; and 'Processed' with the text 'Nothing new at this time'. In the top right corner, the 'Alerts' section now shows 'There are 6 unread letters' and the 'Switch to electronic correspondence' link. The 'I want to' section now has five links: 'Send us a message', 'Submit a tip', 'Apply for SharedWork', 'Manage a shared work plan', and 'Request standby for a claimant'.

Pay unemployment taxes and file wage reports

Select *Manage your tax account with EAMS*. Go to esd.wa.gov to [get help with EAMS](#).

eServices

You're almost there!

Are you signing in for yourself or for an employer? Please select one.

▶ **For yourself**

OR

▼ **For an employer**

Manage your tax account with EAMS
(Employer Account Management Services)

- Pay taxes
- Submit wage reports

Manage your employees' current & past unemployment claims

- Check the status of claims
- File an appeal
- Send a secure message
- View and respond to correspondence

Apply for SharedWork

- What's SharedWork?
- Manage your SharedWork plan
- Add or remove employees
- Access plan documents and letters

Apply for the WOTC
(Work Opportunity Tax Credit)

- Submit applications and documentation
- Check the status of applications
- Print certifications



Update your SAW profile and access services from other government offices by visiting [SecureAccess Washington](#)

Apply for the SharedWork Program

Select *Apply for SharedWork*.

eServices

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Manage your tax account with EAMS
(Employer Account Management Services)

- Pay taxes
- Submit wage reports

Manage your employees' current & past unemployment claims

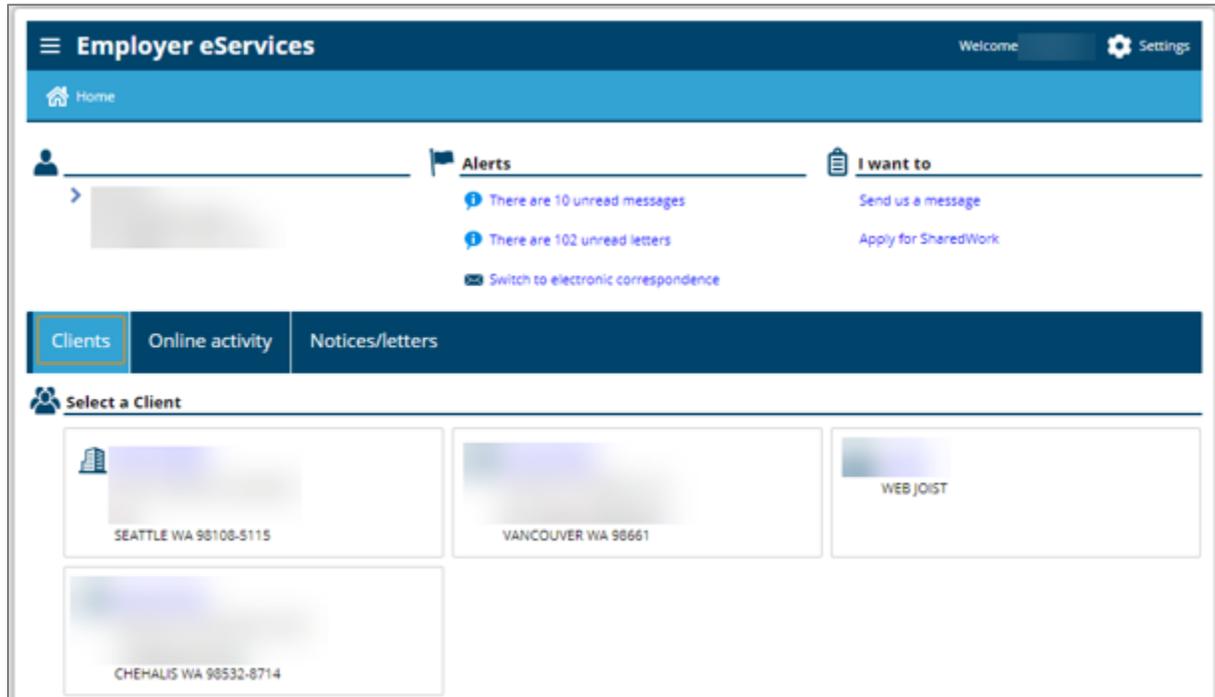
- Check the status of claims
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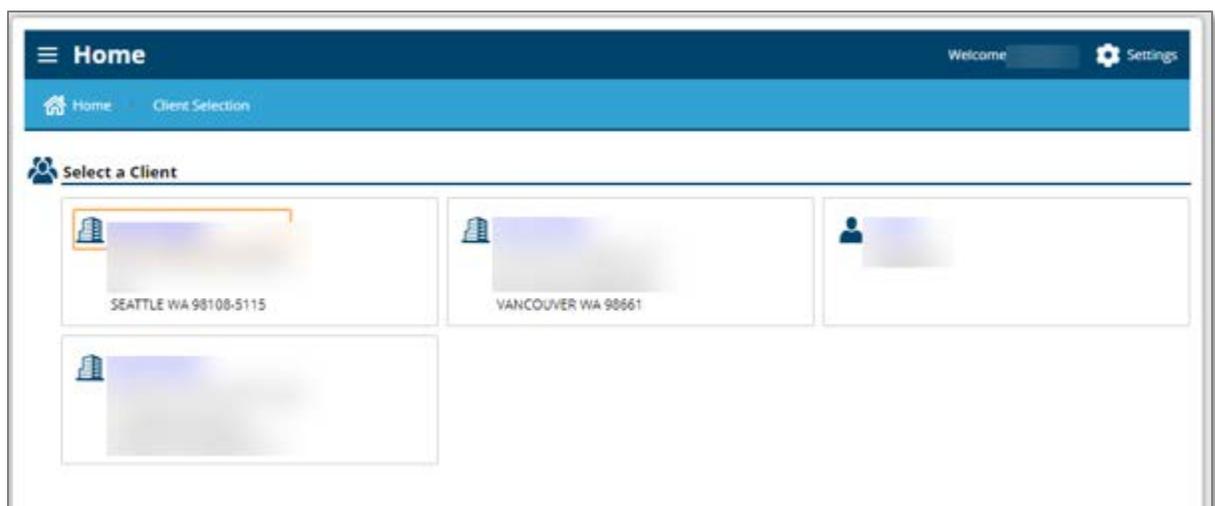
If you are an employer representative of several businesses, you will see all your clients displayed on the employer home screen. If you are an employer acting on your own behalf, you will see only your business displayed.

Select *Apply for SharedWork* under *I want to*.



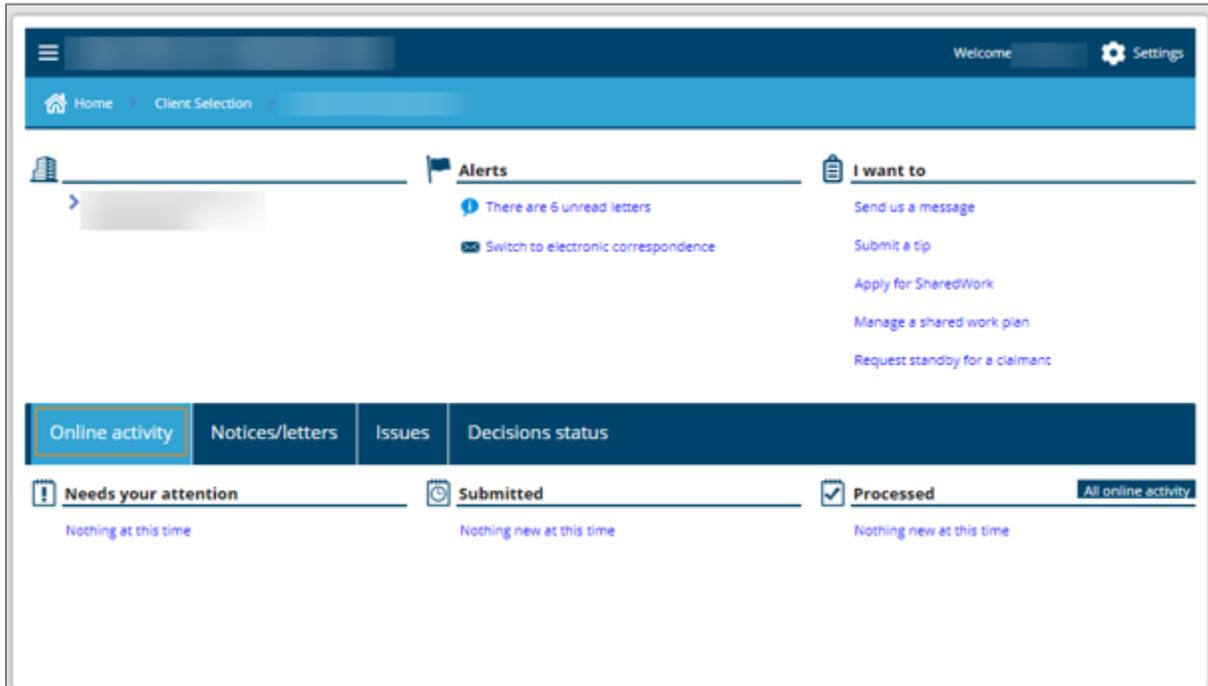
The screenshot shows the 'Employer eServices' home page. At the top, there is a navigation bar with a hamburger menu, the text 'Employer eServices', a 'Welcome' message, and a 'Settings' gear icon. Below this is a 'Home' breadcrumb. The main content area is divided into three sections: 'Alerts', 'I want to', and a client selection area. The 'Alerts' section contains three items: 'There are 10 unread messages', 'There are 102 unread letters', and 'Switch to electronic correspondence'. The 'I want to' section contains two items: 'Send us a message' and 'Apply for SharedWork'. Below these sections is a tabbed interface with 'Clients', 'Online activity', and 'Notices/letters'. The 'Clients' tab is active, showing a 'Select a Client' section with four client cards: 'SEATTLE WA 98108-5115', 'VANCOUVER WA 98661', 'WEB JOIST', and 'CHEHALIS WA 98532-8714'. The 'Apply for SharedWork' link in the 'I want to' section is highlighted with a blue border.

Select the client for whom you want to apply.



The screenshot shows the 'Employer eServices' home page with the 'Home' breadcrumb. The 'Select a Client' section is active, showing four client cards: 'SEATTLE WA 98108-5115', 'VANCOUVER WA 98661', 'WEB JOIST', and 'CHEHALIS WA 98532-8714'. The 'SEATTLE WA 98108-5115' card is highlighted with a blue border, indicating it is the selected client.

On your client's home page, again select *Apply for SharedWork* under *I want to*.



Enter all pertinent information about the employer.

The screenshot shows the 'Register for Shared Work' web application. The main header is blue with the title 'Register for Shared Work' and a 'Settings' gear icon. Below the header is a navigation bar with 'Home', 'Client Selection', and 'Register for Shared Work'. The main content area is titled 'Shared Work Employer Registration' and has a sub-header 'Registration'. A sidebar on the left shows 'Employer Information' as the active step. The main form area is titled 'Employer Information' and contains the following fields:

- Employment Security Department Number: A text input field with a yellow highlight and a 'Required' label.
- Business Name: A text input field with a yellow highlight.
- Mailing Address: A dropdown menu set to 'USA' with a 'Check address' button and a checkbox.
- Street: A text input field with a yellow highlight.
- Street2: A text input field.
- UnitType: A dropdown menu.
- Unit #: A text input field with a yellow highlight.
- City: A text input field with a yellow highlight.
- WASHINGTON: A dropdown menu.
- Zip: A text input field with a yellow highlight.
- County: A dropdown menu.
- Attention: A text input field.

At the bottom of the form, there is a question: 'Do you have a physical address that is different than your mailing address?' with 'Yes' and 'No' buttons. Navigation buttons 'Cancel', 'Previous', and 'Next' are located at the bottom of the page.

Choose a company representative who will be a liaison between the company employees and the SharedWork Unit for everything related to the company's SharedWork plan. Enter information about that person on the screen below. You also may name an additional representative.

The screenshot shows the 'Register for Shared Work' web application. The main header is blue with the title 'Register for Shared Work' and a 'Settings' gear icon. Below the header is a navigation bar with 'Home', 'Client Selection', and 'Register for Shared Work'. The main content area is titled 'Shared Work Employer Registration' and has a sub-header 'Registration'. A sidebar on the left shows 'Employer Representative Information' as the active step. The main form area is titled 'Employer Representative Information' and contains the following fields:

- An explanatory text: 'An employer representative must be provided to coordinate with Shared-Work Program staff in all matters pertaining to the employer plan and eligible employee claims.'
- Primary Employer Representative Information:
 - Name: A text input field with 'PETE MOSS' entered.
 - Job Title: A text input field with 'HR MANAGER' entered.
 - Email: A text input field with 'PETE@MOSS.COM' entered.
 - Phone: A dropdown menu set to 'Work phone', followed by a text input field with '509', another with '123-5654', and a small 'Ex.' field.
 - Fax: A dropdown menu set to 'Area Code', followed by a text input field for 'Fax Number'.

At the bottom of the form, there is a question: 'Would you like to provide an alternate employer representative?' with 'Yes' and 'No' buttons. Navigation buttons 'Cancel', 'Previous', and 'Next' are located at the bottom of the page.

“Sign” your name on this screen and indicate your role with the company.

Register for Shared Work Welcome Settings

Home Client Selection Register for Shared Work

Shared Work Employer Registration

Registration
Employer Information
Employer Representative Information
Additional Information
Signature

Registration

Signature

By your signature, you are certifying the following:

- You have a minimum of at least two permanent employees who are enrolled in the Shared-Work plan.
- Affected employees were hired on a permanent basis.
- Health benefits will continue to be provided under the same terms and conditions as when affected employee worked for his/her usual weekly hours, unless benefits changed for all your employees.
- Retirement benefits under a defined benefit plan or contributions under a defined contribution plan will be provided under the same terms and conditions as when the affected employee worked his/her usual weekly hours, unless retirement benefits changed for all your employees.
- Paid vacation, holidays, and sick leave continue to be provided under the same terms and conditions as when affected employee worked his/ her usual weekly hours of work.
- You agree to furnish all reports and information necessary for proper administration of your Shared-Work.
- Your participation is consistent with your obligations under federal and state law.
- If there are any changes to the information in this plan application or the plan participation list, you will notify Shared-Work program staff immediately.
- Each employee's reduction in work hours is in lieu of layoffs that would have resulted if not using Shared Work.

By signing below, I, certify that I am authorized to sign this document on behalf of the business, and all information provided on this application is true and correct.

Employer Signature

Required Date

Required
CEO
CFO
Corporate Officer
General Manager
HR Manager
Owner
Payroll Manager
Proprietor

Cancel Previous Next

This screen confirms you finished the first part of the application. The next part requires you to add employees to your plan. Currently, that process is still on paper. Download [this form](#) and skip to page 3 to add employee names. See the top of the form for instructions to submit. Contact the SharedWork Unit at 800-752-2500 and select option 2 if you have any questions. The SharedWork team will be happy to help you.

Confirmation Welcome Settings

Home Client Selection Register for Shared Work Confirmation

Confirmation

We received your submission. We will contact you if we need more information.

Home

Apply for the Work Opportunity Tax Credit

Select *Apply for the WOTC (Work Opportunity Tax Credit)*.

eServices

You're almost there!

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If you already have a WOTC account – Enter your existing username and password.

If you do not already have a WOTC account – Create an account by selecting either *New representative* or *New employer* and follow instructions on the screen.

 **Employment Security Department**
WASHINGTON STATE

Work Opportunity Tax Credit (WOTC)

Welcome!

The federal WOTC is available to employers, and even some tax-exempt organizations, who hire veterans, ex-felons, people with disabilities and those on public assistance.

Only employers and their authorized representatives can use this website to:

- Submit new applications
- Search your applications
- Check the status of applications
- Add authorized users to your WOTC account
- Review and change your list of authorized users
- Submit documentation

Visit esd.wa.gov/WOTC to learn more

Sign in	New to this website?
Username (not your email address)	Register below:
<input type="text"/>	<input type="button" value="New representative"/>
Forgot username?	
Password	<input type="button" value="New employer"/>
<input type="text"/>	
Forgot password?	
<input type="button" value="Sign in"/>	