eServices is the Employment Security Department’s secure website for both employers and unemployment-benefits claimants.
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.
- 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.
- Pay unemployment taxes and file wage reports using EAMS, Employer Account Management Services.

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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. You can add eServices and Shared Work to your SAW menu by entering the code BEEP at the Add A New Service page.

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

4. 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.
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.
3. Next, select *For an employer* and the *Continue* button.
Manage your employees’ claims

For an employer

**eServices: Full service management of your employees’ unemployment claims**
- Check the status of claims
- View and respond to correspondence about an employee’s claim, including job separation information
- File an appeal
- Report a refusal of work
- Send a secure message about a claim or employee
- Request standby for an employee or a group of employees
- Apply for SharedWork

**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

**Manage your tax account with EAMS (Employer Account Management Services)**
- Pay taxes
- Submit wage reports

**SiDES eResponse**
- If you are already signed up for eServices, you do not have to sign up for SiDES eResponse.
- eResponse is limited to responding to separations (quit, fired, laid off, suspended) only. You cannot manage any other account information.
- If you sign up for SiDES eResponse, you will no longer get job separation documents via eServices or US postal mail.

Select eServices: Full service management of your employees’ unemployment claims
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.

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.
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.

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.
Report Refusal to Work

Navigate to the employer account.

Select the Issues tab. The Report Refusal of Work link will be available under Self-report an issue.
Fill out the requested information.

### Report Refusal of Work

**Employer**

Complete this form if you have offered work to an individual who is receiving unemployment benefits, and that person turned down the offer.

**Your business name**

**Required**

**Your Employment Security Department Number (Employment Security Reference Account Number)**

**Required**

Complete this section to tell us about the individual who turned down the offer of work.

1. **Name of the individual**
   - **First name**
     - **Required**
   - **Last name**
     - **Required**

2. **The individual’s social security number**
   - **Required**

3. **On what date did the employee refuse the offer of work?**
   - **Required**

4. **Was the individual employed with you prior to the COVID-19 health emergency?**
   - **Yes**
   - **No**

If you answered “yes” to question 5, complete the remaining questions in this section. If you answered “no” to question 5, move on to the next section.

5a. **What was the individual’s physical last day of work prior to your offer to return to work?**

If you answered “yes” to question 5c, complete the remaining questions in this section.

5c. **Was the individual working on a part-time basis prior to the COVID-19 health emergency?**
   - **Yes**
   - **No**

5d. **Did the individual work less than 32 hours per week because of COVID-19?**
   - **Yes**
   - **No**

5e. **Did you offer another job within the same establishment?**
   - **Yes**
   - **No**
Apply for the SharedWork Program

For an employer

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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

Manage your tax account with EAMS (Employer Account Management Services)
- Pay taxes
- Submit wage reports

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Select Apply for SharedWork.
If you represent 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.

Select the client for whom you want to apply.
On your client’s home page, again select Apply for SharedWork under I want to.
Enter all pertinent information about the employer.

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

This screen confirms you finished the first part of the application. The next part requires you to add employees to your plan.
Apply for the Work Opportunity Tax Credit

For an employer

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Select Apply for the WOTC (Work Opportunity Tax Credit).
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.
Pay unemployment taxes and file wage reports

**For an employer**

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Select *Manage your tax account with EAMS*. Go to esd.wa.gov to [get help with EAMS](http://esd.wa.gov).
SIDES eResponse

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