



Employment Security Department
WASHINGTON STATE

eServices for employers

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

JUNE 2020

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.

Table of Contents

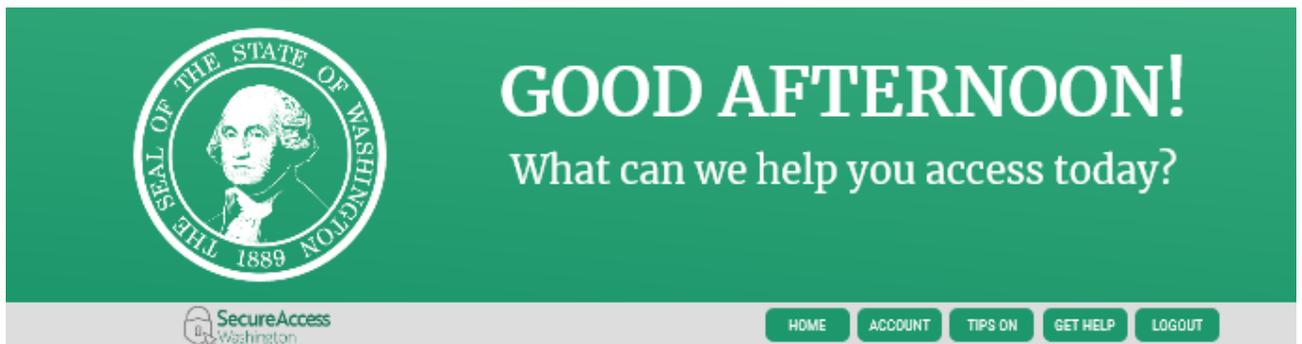
Create an account	3
Sign in	4
Manage your employees’ claims	7
Send or reply to a message	9
Report refusal to work	10
Apply for the SharedWork Program	12
Apply for the (WOTC) Work Opportunity Tax Credit	17
Manage your tax account with EAMS (Employer Account Management Services)	19
SIDES eResponse	20

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 you SAW menu by entering the code BEEP at the Add A New Service page.



ADD A NEW SERVICE

ENTER YOUR CODE

BEEP

SUBMIT

I would like to browse a list of services.

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.

**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:

[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

We use SecureAccess Washington to protect your personal information

**SecureAccess**
WASHINGTON

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.

The screenshot shows the user interface for the Washington State Employment Security Department. At the top left is the logo and name: "Employment Security Department WASHINGTON STATE". At the top right is a "Sign Out" link. The main heading is "Select and answer three challenge questions". Below this is explanatory text: "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." The interface contains three challenge question sections. Each section has a dropdown menu for selecting a question and a text input field for the answer. The first question is selected: "What is your best friend's first name??" with a dropdown arrow. The second and third questions are currently set to "- Please select a challenge question -" with dropdown arrows. At the bottom left is a blue "Continue" button.

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

What is your best friend's first name??

Answer

Question2

- Please select a challenge question -

Answer

Question3

- Please select a challenge question -

Answer

Continue

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

The screenshot shows the top navigation bar of the Washington State Employment Security Department website. On the left is the logo and name 'Employment Security Department WASHINGTON STATE'. On the right are links for 'Español' and 'Sign out'. The main content area is titled 'eServices' and includes the heading 'You're almost there!' and the question 'Are you signing in for yourself or for an employer? Please select one.' There are two main options: '► For yourself' (highlighted in orange) and '▼ For an employer' (highlighted in blue). Below the 'For an employer' option is a text box with the instruction 'If you're an employer or a representative authorized to act on an employer's behalf -' and a 'Continue' button. To the right of the main content is a 'SAW SecureAccess WASHINGTON' logo and a message: 'Update your SAW profile and access services from other government offices by visiting SecureAccess Washington'.

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 \(Employer Account Management Services\)](#)

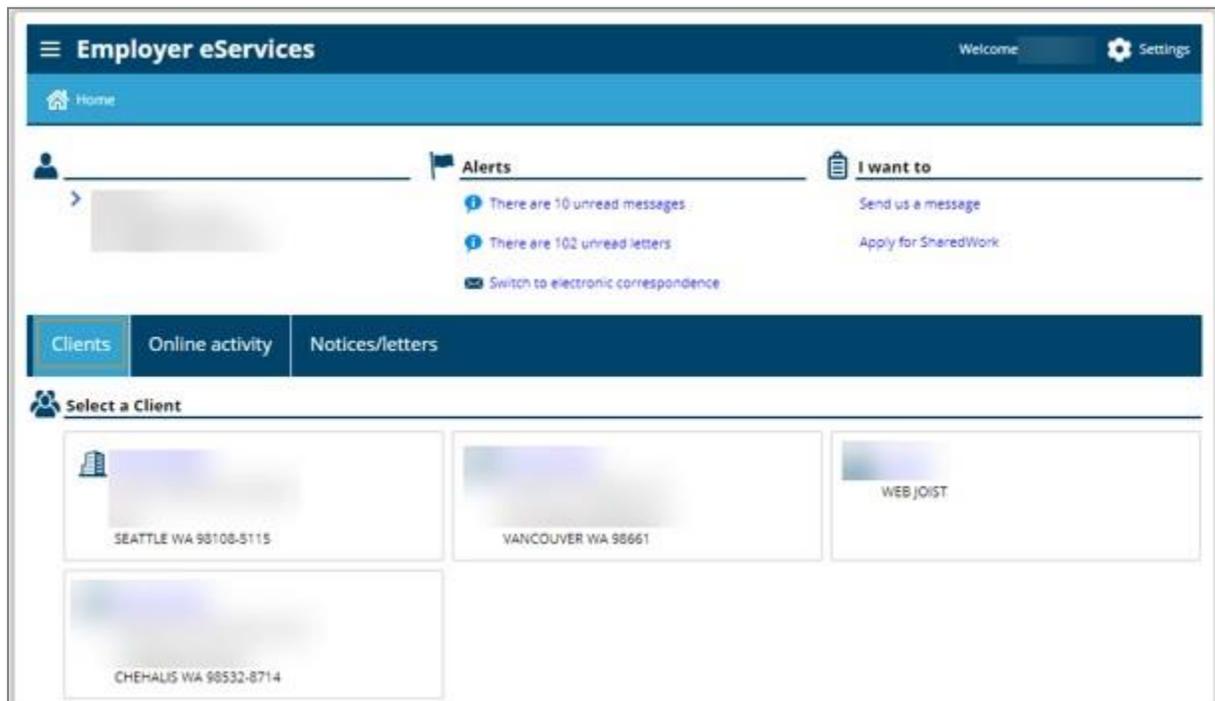
- Pay taxes
- Submit wage reports

[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.

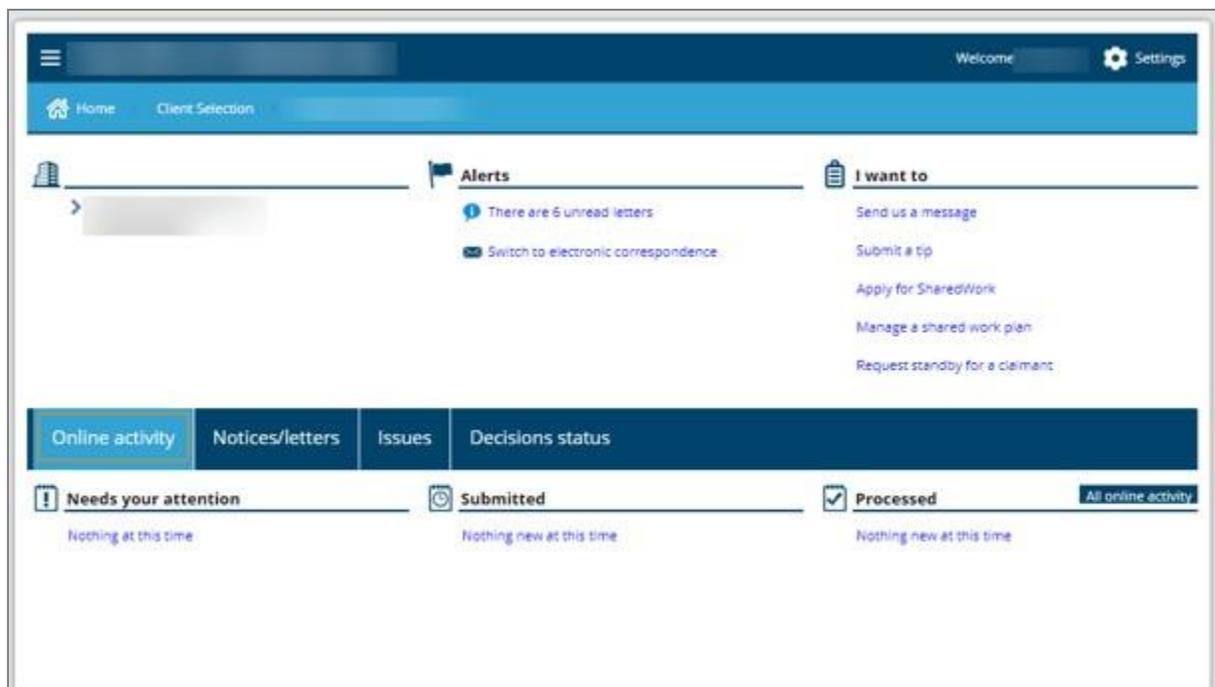
Select eServices: Full service management of your employees' unemployment claims

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.



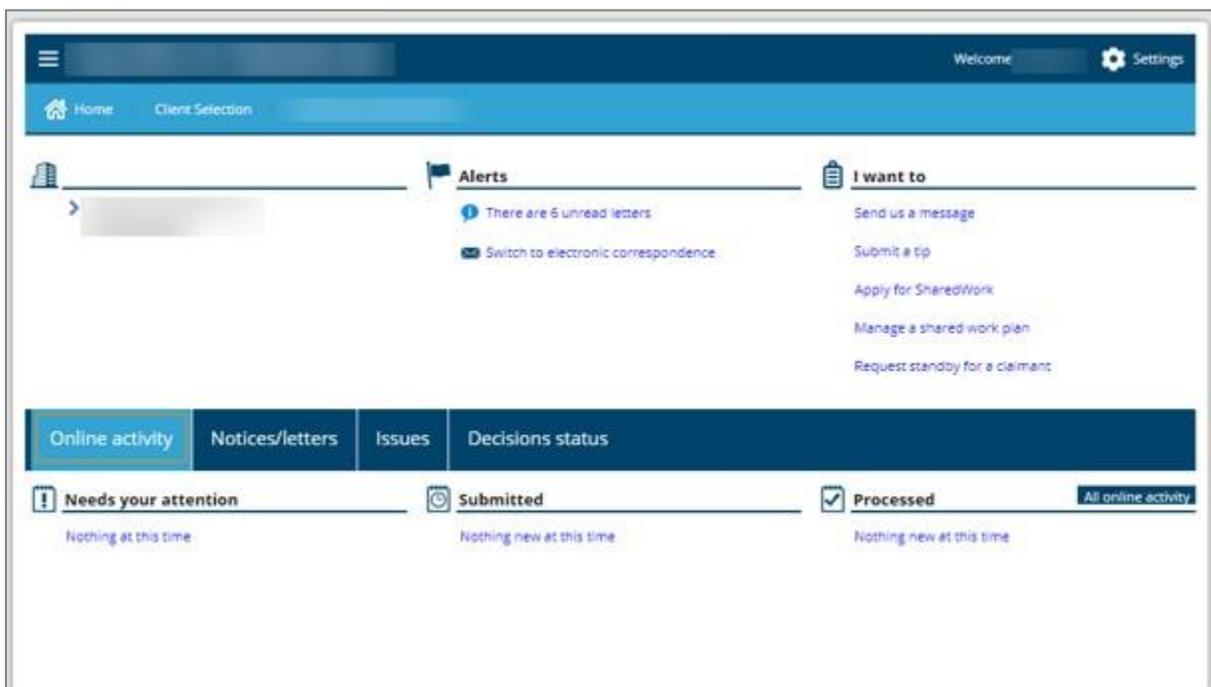
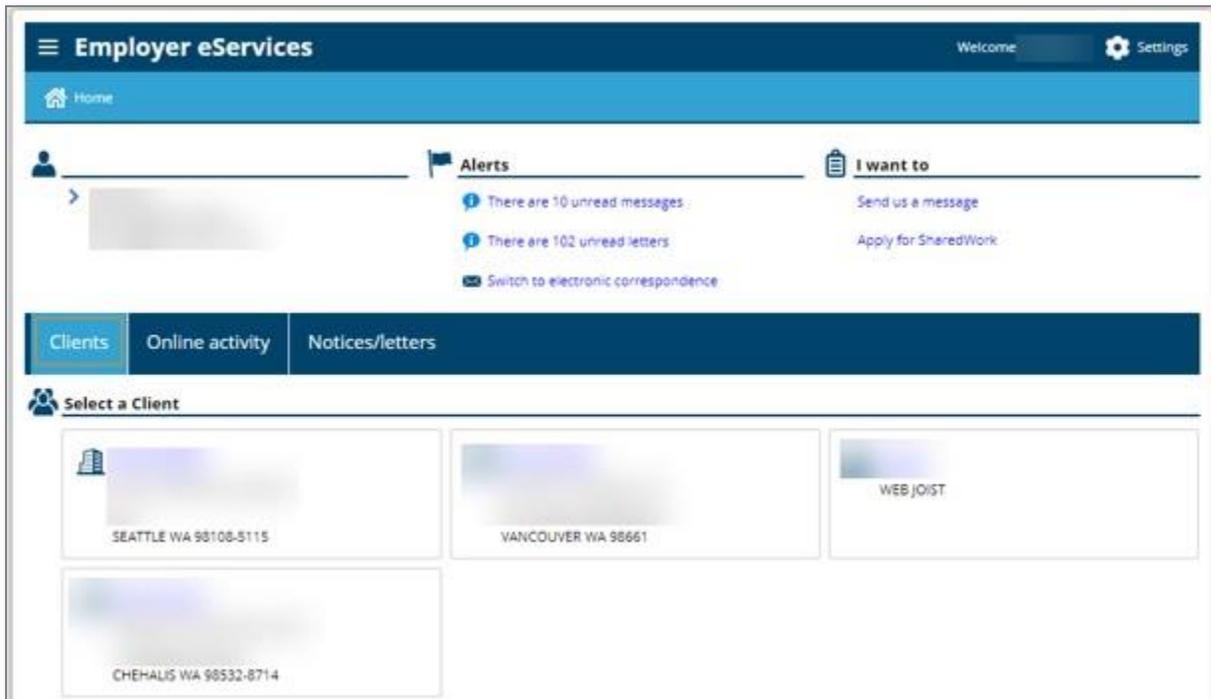
Select a business name to view information for that account.

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.

The screenshot shows the EMPLOYER dashboard. At the top, there is a dark blue header with the EMPLOYER logo and a 'Welcome, EMPLOYER' message with a settings gear icon. Below the header is a light blue navigation bar with 'Home' and 'EMPLOYER' links. A prominent yellow banner contains an information icon and a message: 'We are processing an unprecedented number of unemployment claims and our highest priority is getting benefit payments out to customers as quickly as we can. As a result, we are unable to respond to all questions submitted online in a timely manner and we apologize. Many questions can be answered on our website at esd.wa.gov/unemployment. You may also want to subscribe to email updates about our response to COVID-19. Thank you for your patience.'

Below the banner are three main sections: 'EMPLOYER' (with a building icon), 'Alerts' (with a flag icon), and 'I want to' (with a clipboard icon). The 'Alerts' section includes 'You have 7 unread messages' and 'Switch to electronic correspondence'. The 'I want to' section includes 'Send us a message', 'Submit a tip', 'Apply for SharedWork', 'Manage a SharedWork plan', and 'Request standby for a claimant'.

A dark blue navigation bar contains four tabs: 'Online activity', 'Notices/letters', 'Issues', and 'Decisions status'. Below this are three activity sections: 'Needs your attention' (Nothing at this time), 'Submitted' (Nothing new at this time), and 'Processed' (Nothing new at this time). A link for 'All online activity' is also present.

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

This screenshot is similar to the first one but with the 'Issues' tab selected in the dark blue navigation bar. The 'Self-report an issue' section is now visible, containing three links: 'Relief of charges', 'Report Refusal of Work' (highlighted with a red arrow), and 'Separation'.

Fill out the requested information.

Report Refusal of Work

Welcome, EMPLOYER  Settings

Home EMPLOYER Report Refusal of Work

1. Employer 2. Complete

Employer

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

4. On what date did the employee refuse the offer of work?
 Required

5. 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?
 Required

5b. Was the individual a customer, seasonal worker or temp prior to any COVID-19 related industry? (e.g., during winter construction slow-down, or many construction jobs are seasonal)

Apply for the SharedWork Program

For an employer

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[Apply for SharedWork](#)

- [What's SharedWork?](#)
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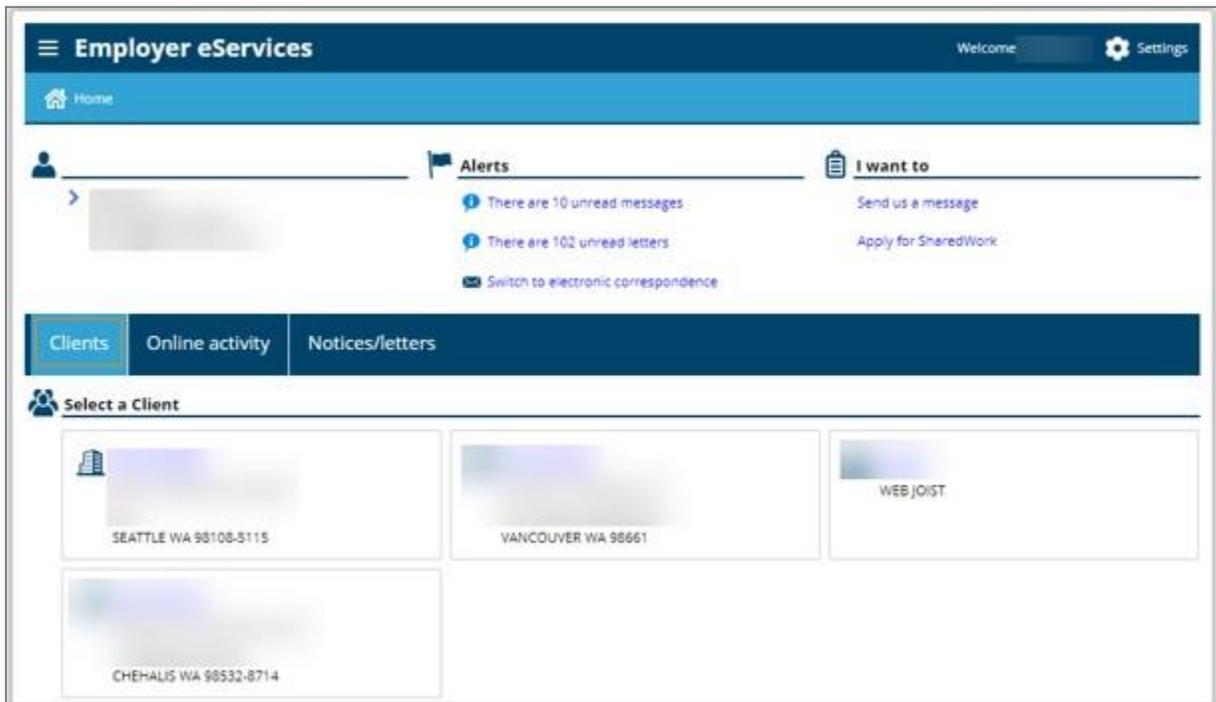
[SIDES eResponse](#)

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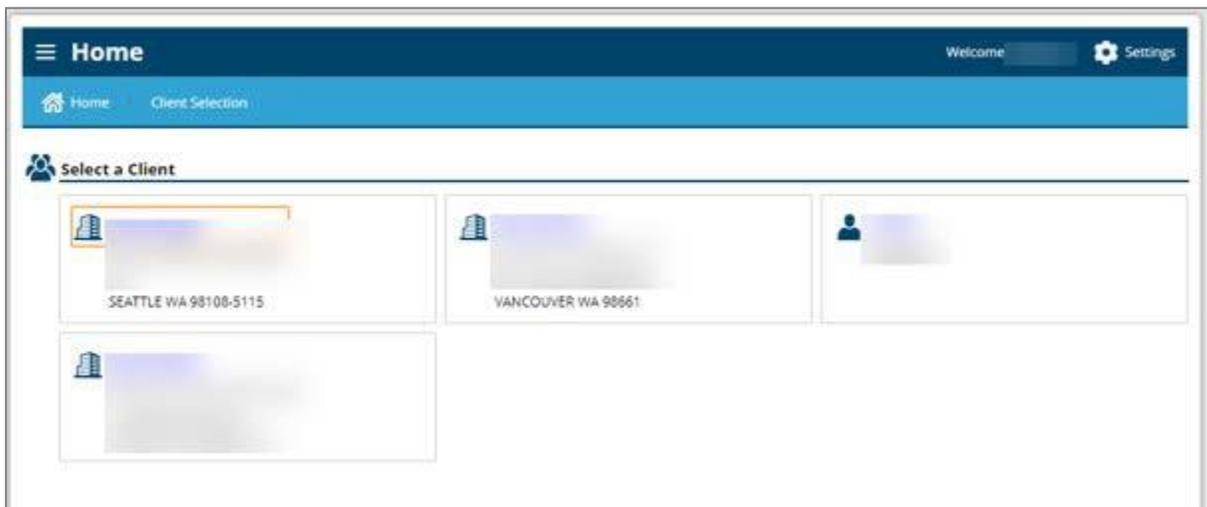
Select *Apply for SharedWork*.

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.

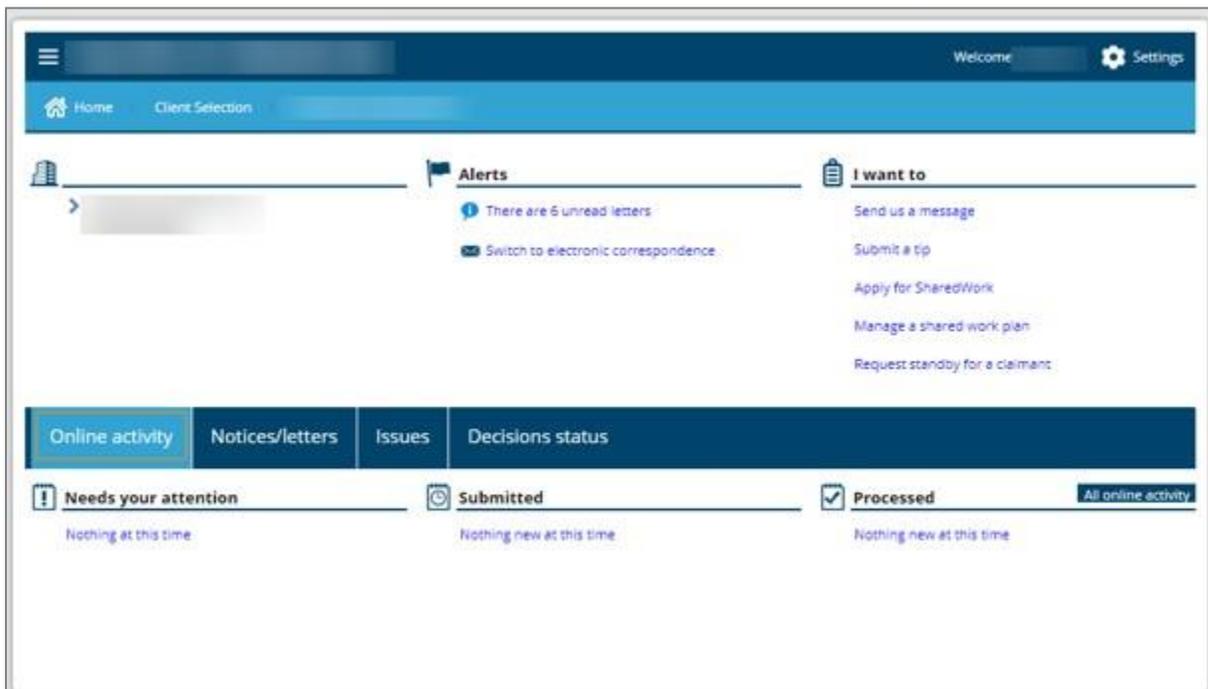
Select *Apply for SharedWork* under *I want to*.



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.

The screenshot shows the 'Register for Shared Work' web application. The top navigation bar includes 'Home', 'Client Selection', and 'Register for Shared Work'. The main heading is 'Shared Work Employer Registration'. The current step is 'Registration', with 'Employer Information' highlighted in the left sidebar. The form fields are as follows:

- Employment Security Department Number: (Required)
- Business Name:
- Mailing Address: (Country dropdown), (Street), (Street2), (Unit #), (City), (State dropdown), (Zip), (Attention)
- Check address:
- Do you have a physical address that is different than your mailing address?: Yes No

Buttons at the bottom: Cancel, Previous, Next.

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 top navigation bar includes 'Home', 'Client Selection', and 'Register for Shared Work'. The main heading is 'Shared Work Employer Registration'. The current step is 'Registration', with 'Employer Representative Information' highlighted in the left sidebar. The form fields are as follows:

- Primary Employer Representative Information:
 - Name:
 - Job Title:
 - Email:
 - Phone: (Work phone dropdown), (Area Code), (Phone Number), (Ex. dropdown)
 - Fax: (Area Code dropdown), (Fax Number dropdown)
- Would you like to provide an alternate employer representative?: Yes No

Buttons at the bottom: Cancel, Previous, Next.

“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

Date

Cancel Previous Next

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

This screen confirms you finished the first part of the application. The next part requires you to add employees to your plan.

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

For an employer

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- If you sign up for SIDES eResponse, you will no longer get job separation documents via eServices or US postal mail.

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.

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

Username (not your email address)

[Forgot username?](#)

Password

[Forgot password?](#)

[Sign in](#)

New to this website?

Register below:

[New representative](#)

[New employer](#)

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](#).

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