Filing an Unemployment Claim in eServices

1. Go to esd.wa.gov and log into your eServices account. There is a user guide to walk you through the process of creating an eServices account if you don’t already have one.

2. Select the **Apply for benefits** hyperlink to open the application.

   **NOTE:** You can’t file your application using a mobile device.

3. The first page of the application is your profile. Read it carefully before you click the **Next** button. When you click the **Next** button, the rest of the instructions display. Click the **Next** button.

4. Read the privacy, fraud and certification statements and click the, **I agree. Continue with application** button. Click the **Next** button.

   **NOTE:** fields with an orange triangle in the corner are required fields and must be completed.
5. Enter your Social Security number and your date of birth, then click the **Next** button.

6. Create or update your personal information, if there has been a change. Click the **Next** button.
7. Add or update your Washington state driver’s license or ID information. Click the **Next** button.

8. Answer the question about applying for unemployment benefits in another state in the last 12 months. Click the **Next** button.
9. Answer the Injury/Illness question. Click the **Next** button.

10. Answer the worked for the federal government question. Click the **Next** button.

11. Answer the active duty military question. Click the **Next** button.
12. Answer the worked in other states’ question. Click the **Next** button.

![Image of the worked in other states' question](image1)

13. The system automatically sets your claim up Sunday of the week you are completing your application for unemployment benefits. If you want your claim to start prior to that date, click the **No** button and enter the date you wish to start your claim. Otherwise, click the **Yes** button. Click the **Next** button.

![Image of the claim start date](image2)

14. Answer the anti-harassment question. Click the **Next** button.

![Image of the anti-harassment question](image3)
15. Create or update your contact information. If this is your first application or you need to change your address, be sure to verify your address. From the drop down menus, choose how you want to receive correspondence from us and how you want us to contact you if we need to talk with you. Click the **Next** button.

16. Create or update your personal information.
17. The employers you worked for or who reported earnings for you during your base year display, one at a time. If an employer is listed that you did not work for, click the **I did not work for this employer** button.

For the employer(s) you did work for, when you click on the question, **Why did you separate from this employer?** a drop down menu displays.
If you are temporarily out of work because you are attending mandatory apprenticeship training select **temporarily out of work to attend mandatory apprenticeship training**.

If you quit working for an employer to be accepted into apprenticeship training, select **quit**. You will receive a questionnaire about your separation from the employer. You must complete it as soon as possible. When we receive the completed paperwork, a decision is made letting you know if you are allowed or denied unemployment benefits. This may take several weeks.

You must file a weekly claim in order to receive a decision. Continue filing weekly claims for each week you want to receive benefits while you are waiting for a decision.

If you quit work to enter training as part of an apprenticeship program approved by the Washington State Apprenticeship Training Council (WSATC) you may have good cause for quitting. If the program is not approved by WSATC, even if approved by another state, or is not classroom training, good cause cannot be established.

To have good cause for quitting you must:

- Enter an apprenticeship program approved by the WSATC; **and**
- Have worked as long as was reasonable to make plans to begin your classroom training.

If your training starts more than one week in the future, you must show you worked as long as was **reasonable** before your training started. If you show this, you would only be denied benefits beginning Sunday the week you quit and ending 2 Saturdays before the week training begins. If you can’t show this, your benefits will be denied for quitting your employment.
18. Complete the employment information for each employer that displays. After you have provided the employment details for all displayed employers, you are asked if you worked for any other Washington employers. If you did work for other Washington employers, you are asked to provide the employment details for those employers as well.

After you have completed all of your employment history, an Employment Wage Summary screen shows all the employers you worked for during your base year and the hours and wages you made each quarter. It is important that you check the hours and wages reported to make sure everything is correct. Click the **Next** button.

![Employment Wage Summary](image)

19. Click the **Search occupation** button to look up your primary occupation.

![Search Occupation](image)
20. A window displays. Enter a keyword or short phrase to describe your occupation. Click the **Search** button.

![Image of a search window](image1.png)

21. If there is a match, a list of job titles display. There may be multiple pages. Select the hyperlink of the occupation that best describes what you do.

![Image of a search result list](image2.png)

22. After selecting the occupation, a description of the job responsibilities displays. If the description doesn’t match what you do, you can select a different hyperlink or click the **Cancel** button and search again until you find your correct occupation.

![Image of a job responsibility description](image3.png)
23. You are taken back to the Occupation page and asked if you are going to continue to look for work in that occupation. Answer the question and click the **Next** button.

24. If you were a member of a referral union on a prior claim, the question about getting your work through a union dispatch is already answered as yes and the name of your union displays. If you are a first time claimant or were not a member of a referral union in the past, you can choose your union from the dropdown menu. Answer the union retirement pay question and click the **Next** button.
25. If you are a member of a full referral union and available for dispatch, you should answer “No” to the standby question. Even if you expect to go back to work for the employer you were working for through your union prior to your layoff, you need to answer the standby question as “No”.

26. Answer the question about attending school or a training program as “Yes”. You will receive a questionnaire to complete asking about your school or training program.
27. Answer the able and available for work question. Answer Yes if you are physically able and available to attend apprenticeship training.

28. Answer whether or not you want federal taxes taken out of your unemployment benefits.

29. Answer the direct deposit question.
30. If you answer **Yes** to this question, you must give us permission to deposit your payments into your bank or credit union.

![Getting paid](image1.png)

31. Enter the account type, your routing number, name of bank or credit union and your account number.

**IMPORTANT:** You must set up direct deposit yourself in eServices. Agents cannot take your bank account information over the phone.

![Getting paid](image2.png)
32. If you answer **No** to the direct deposit question, we ask if you want us to deposit your payments onto a debit card.

![Getting paid](image)

33. If you answer **Yes** to a debit card, you are paid with a paper check until you receive the card and activate it. Click the **Next** button.

![Payment options](image)

34. A Confirmation page displays showing the data you keyed into the system which includes personal and contact information, your employment history, how you want to receive correspondence and the payment option you chose. *Review that page carefully*. Click the **Next** button.
35. The Submit Application page displays. Click the Submit button to complete your application for unemployment benefits.

![Submit Application Page]

36. After submitting your application, the system will send you an alert that we need more information. This is because you indicated you are attending school. Log back into your account and answer the questionnaire regarding your apprenticeship training.

Indicate the training is union apprenticeship or open shop training by answering Yes to that question on the questionnaire.

![Questionnaire]

Yes No Yes No
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Yes No Yes No