

Introducing 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 the [Work Opportunity Tax Credit](#) — an incentive for employers to hire certain hard-to-place job seekers.

Table of Contents

| | |
|--|----|
| Create an account | 1 |
| Manage your employees’ claims | 5 |
| Send or reply to a message | 7 |
| Pay unemployment taxes and file wage reports | 9 |
| Apply for the Work Opportunity Tax Credit..... | 10 |

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.

1. If you already have a SAW account, sign in using the same SAW user name and password you use to access EAMS.


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 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



2. Confirm the computer or mobile device you are using. You'll do this by entering your telephone number and email address then selecting and answering three challenge questions.

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. You should then be able to access employer eServices.

The screenshot shows the Employment Security Department website for Washington State. The header includes the department logo and name, a language selector for Spanish, and a sign out button. The main content area is titled 'eServices' and contains a message for individuals needing to verify their identity, followed by a list of services for employers, including tax account management, unemployment claims, and WOTC applications.

Employment Security Department
WASHINGTON STATE

Español

Sign out

eServices

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

Individual

We need more information from you

To protect your personal information as you apply for benefits, manage your unemployment claim or look up your past wages, we must first verify your identity. We will need to do this only once.

[Verify my identity](#)

Employers

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

- Manage your account
- 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 the WOTC](#) (Work Opportunity Tax Credit)

For employers and employer representatives only

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

Manage your employees' claims

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

The screenshot shows the Employment Security Department website for Washington State. The header includes the department logo and name, a 'Español' language option, and a 'Sign out' button. The main content area is titled 'eServices' and features a 'Verify my identity' button. Below this, there are sections for 'Individual' and 'Employers' services.

Employment Security Department
WASHINGTON STATE

Español

Sign out

eServices

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

Individual

We need more information from you

To protect your personal information as you apply for benefits, manage your unemployment claim or look up your past wages, we must first verify your identity. We will need to do this only once.

[Verify my identity](#)

Employers

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

- Manage your account
- 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 the WOTC](#) (Work Opportunity Tax Credit)

For employers and employer representatives only

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

Next, select *Continue to account*.

The screenshot shows a navigation bar with a 'Menu' button and a 'Home' button. Below the navigation bar, there is a prominent 'Continue to account' button.

Menu Home

[Continue to account](#)

If you are an employer, you will see a link to information 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.

The screenshot shows the 'Home' dashboard for a TPA. At the top, there is a navigation bar with 'Menu' and 'Home'. Below this, there are three main sections: 'About me' (with an 'Update' button and a link to 'Brand Bedmark' last logged on Feb 7 2017), 'Alerts' (indicating 5 unread notices), and 'I Want To' (with a 'Send us a message' link). A secondary navigation bar contains 'Clients' and 'Recent items'. The 'Clients' section displays two client cards: 'BOLTON LTD A' (712 HARGRAVE ST, ABERDEEN WA 98520-2196) and 'BRAND BEDMARK'.

Select a business name to view information for that account. Your screen will default to the *Recent Items* tab. If we sent you any new letters or notices, they will show on this screen.

The screenshot shows the account details page for 'BOLTON LTD A'. The top navigation bar includes 'Menu', 'Home', and the account name. Below this, there are three main sections: 'ESD account number:' (with a link to 'BOLTON LTD A'), 'Alerts' (indicating 3 unread notices and a link to 'Switch to electronic correspondence'), and 'I want to' (with links for 'Send us a message', 'Submit a tip', 'Register for shared work', 'Manage a shared work plan', and 'Request standby for a claimant'). A secondary navigation bar contains 'Recent items', 'Issues', and 'Decisions status'. The 'Recent items' section displays three tabs: 'Requests' (with 'All requests' and 'No requests not submitted'), 'Unread notices' (with 'All notices' and '3 unread notices'), and 'Unread letters' (with 'All letters' and 'No unread letters'). The 'Unread notices' section lists three items: 'We need additional information from you'.

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

Menu Home » Client Account » Separation

All separations

All separations
 Contact Information
 General Questions
 Quit or Fired

All separations

Fired Questions

When did the final incident occur?
 Required

When did you decide to fire/suspend this claimant?
 Required

Cancel Previous Next Submit

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*.

Menu Home

About me Update
 Brandi Bethank
 Last logged on Feb 7 2017

Alerts
 There are 5 unread notices

I Want To
 Send us a message

Clients Recent items

Clients

000029403004
 BOLTON LES A
 712 HAGARA ST
 ABERDEEN WA 98520-0196

11178
 BRANDY BETHANK

To reply to a message, select the *Recent items* 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 then select *Reply* in the upper right corner.

The screenshot displays a user interface with a dark blue header bar containing a menu icon, the text "Menu", a home icon, "Home", and a user profile icon. Below the header, the page is divided into three main sections: "ESD account number:", "Alerts", and "I want to".

- ESD account number:** Shows a redacted account number with a right-pointing arrow.
- Alerts:** Contains two items: "There are 3 unread notices" (with a blue information icon) and "Switch to electronic correspondence" (with an envelope icon).
- I want to:** Lists five actions: "Send us a message", "Submit a tip", "Register for shared work", "Manage a shared work plan", and "Request standby for a claimant".

Below these sections is a navigation bar with three tabs: "Recent items" (highlighted in blue), "Issues", and "Decisions status".


Under the "Recent items" tab, there are three main categories:

- Requests:** Shows "No requests not submitted" under the "All requests" sub-tab.
- Unread notices:** Shows "3 unread notices" under the "All notices" sub-tab. The list includes three entries: "We need additional information from you".
- Unread letters:** Shows "No unread letters" under the "All letters" sub-tab.

Pay unemployment taxes and file wage reports

Select *Manage your tax account with EAMS*.

[Find more help with EAMS.](#)


Employment Security Department
WASHINGTON STATE
Español

[Sign out](#)

eServices

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

Individual

We need more information from you

To protect your personal information as you apply for benefits, manage your unemployment claim or look up your past wages, we must first verify your identity. We will need to do this only once.

Verify my identity

Employers

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

- Manage your account
- 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 the WOTC](#) (Work Opportunity Tax Credit)

For employers and employer representatives only

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

Apply for the Work Opportunity Tax Credit

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


Español

[Sign out](#)

eServices

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

Individual

We need more information from you

To protect your personal information as you apply for benefits, manage your unemployment claim or look up your past wages, we must first verify your identity. We will need to do this only once.

Verify my identity

Employers

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

- Manage your account
- 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 the WOTC](#) (Work Opportunity Tax Credit)

For employers and employer representatives only

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

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?](#)

New to this website?
Register below: