

The Appointment Scheduler: How to schedule your required reemployment appointment online

The Appointment Scheduler is a secure website that allows you to schedule your required appointment at a time that's convenient for you. You also can call or visit a WorkSource office for help with scheduling your appointment.

1. Start at Scheduler.esd.wa.gov.

- **If you already have a Secure Access Washington (SAW) account:** You have a SAW account if you applied for unemployment benefits online, renewed your driver's license online or used other online state services. Select *Sign in to the Appointment Scheduler*.
- **If you don't know whether you have a SAW account:** Select *Check to see if you already have a SAW account*.
- **If you don't have a SAW account:** Select *Create a SAW account*. After you create your account, you will automatically return to the Appointment Scheduler sign-in page.

The screenshot shows the WorkSource Appointment Scheduler homepage. At the top, there is a blue header with the WorkSource logo and the text "WorkSource Appointment Scheduler". Below the header, there is a "Sign in" button and a link "Ver en español". The main content area is divided into two columns: "Unemployment claimants" and "Employment Security staff only". The "Unemployment claimants" column contains a "Sign in to the Appointment Scheduler" button, a link "Check to see if you already have a SAW account", and a link "Create a SAW account". The "Employment Security staff only" column contains a "Sign in to the Appointment Scheduler" button. A black box labeled "Step 1" with the text "Select 1 of these 3 options" has three arrows pointing to the "Sign in to the Appointment Scheduler" buttons in both columns and the "Create a SAW account" link in the "Unemployment claimants" column.

2. Once you have a SAW account, enter your username and password in the eServices sign-in box.

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

The screenshot shows the SecureAccess Washington (SAW) sign-in page. The page is divided into two columns: "SecureAccess Washington (SAW)" and "Need an account?". The "SecureAccess Washington (SAW)" column contains a "Sign in" button and a link "Click here if you are having trouble signing in". The "Need an account?" column contains a "Create new account" button. A black box labeled "Step 2" has two arrows pointing to the "Username" and "Password" input fields in the "SecureAccess Washington (SAW)" column.

3. Depending on whether you have an eServices account with the Employment Security Department, you will see one of the following two screens. Either way, select the link to schedule a WorkSource appointment.



eServices

You're almost there!

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

▼ **For yourself**

If you're an unemployment claimant, a job seeker, or if you want to send us a message or look up your past wages -

[Continue](#)

OR

If you're an unemployment claimant and received a letter saying that you must schedule an appointment with a WorkSource employment specialist

[Continue](#)

Step 3
Expand the orange banner. Then select the second **Continue** button.

OR

▶ **For an employer**

OR



eServices

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

For yourself

[Apply for unemployment benefits or manage your current and past claims](#)

[Send us a secure message](#)

- Ask us a question through a secure messaging service

[Look up your past wages](#)

- See and print your Washington wages from the past two years

[Schedule a WorkSource appointment only if required](#)

- Select this option **only** if you're an unemployment claimant and received a letter saying that you must schedule an appointment with a WorkSource employment specialist.

For an employer

[Apply for the WOTC \(Work Opportunity Tax Credit\)](#)

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

Almost there! To access any eServices, you must finish your online setup by creating an account in EAMS (Employer Account Management System). Use the same username and password you used to create your SecureAccess Washington account. Once you have finished, return to this page to see the eServices available to you.

Alternate step 3

- Note the date on your dashboard. You must schedule and attend your appointment *on or before* that date.
- Select the **Schedule** button.

The screenshot shows the 'Claimant dashboard' with a blue header. Below the header, there are tabs for 'My contact information', 'Events', 'Event history', 'Correspondence history', and 'Activity history'. The 'My contact information' tab is active, showing fields for Name, Address, Email address, and Phone number. Below these fields is a section for 'My WorkSource office'. A text box below the office section states: 'You must schedule and attend an appointment at WorkSource on or before Monday, January 25, 2021. If you don't, you might have to repay some or all of the unemployment benefits you received.' A 'Schedule' button is located at the bottom right of this section. A callout box labeled 'Step 4' points to the date 'Monday, January 25, 2021' and another callout box labeled 'Step 5' points to the 'Schedule' button.

- Use the two dropdown arrows at the top to see appointments in other WorkSource offices.
- Use the two arrows on the calendar to see prior or future months. But remember that date listed on your dashboard! You **must** schedule your appointment on or before that date.
- View all appointments for an entire day by selecting the date itself. Or select a time to view details for that one appointment. Appointment details will appear below the calendar.
- Use the **Select** button to start scheduling the appointment you chose.

The screenshot shows the 'BELLINGHAM WORKSOURCE - SHATCOE - Office details' page. At the top, there are dropdown menus for 'County' (set to 'Whatcom') and 'Office' (set to 'BELLINGHAM WORKSOURCE'). Below these are radio buttons for 'English' and 'Spanish'. A 'Load office' button is in the top right. Below the office selection is a calendar for 'January 2021'. A callout box labeled 'Step 6' points to the 'Office' dropdown. A callout box labeled 'Step 7' points to the calendar. A callout box labeled 'Step 8' points to a date on the calendar. Below the calendar is a 'Select' button. A callout box labeled 'Step 9' points to the 'Select' button. Below the 'Select' button, there is a table with appointment details:

Event:	Reemployment services
Start:	0:00 AM
Contact method:	Virtual
Virtual options:	Skype, WebEx, Zoom
Language:	English

10. Select **Save**. Or select **Cancel** to return to the calendar to choose a different appointment date or time.

WorkSource Appointment Scheduler Development

Home My profile Help Log out

Schedule appointment

Name: _____

Office: BELLINGHAM WORKSOURCE - WHATCOM Phone: _____

Event: Reemployment services

Start: 01/13/2021 8:00 AM Language: English

Contact method: Virtual

Virtual option: Skype WebEx Zoom

You can change the email address we'll send your virtual appointment information to.

*Email address: _____

Save Cancel

Step 10

11. Print your confirmation or send it to your email. You won't need it at your appointment. But you might want to have it handy so that you don't have to log back into the Scheduler to get the information.

WorkSource Appointment Scheduler Development

Home My profile Help Log out

Scheduling confirmation

Dear _____

Thank you for scheduling and confirming your appointment.
Your Reemployment services appointment is scheduled on Wednesday, January 13, 2021 at 8:00 AM.

Contact method: Virtual

Virtual option: Skype

We will email you your virtual meeting information to:

You must attend this appointment to receive unemployment benefits. If you miss or reschedule your appointment, we will need to make sure that you are still eligible for benefits. If you are not eligible, you might have to repay some or all of the benefits you received. If you have questions about the appointment, call the WorkSource number listed on your letter or on your WorkSource Scheduler dashboard. If you have questions about your unemployment claim, call the Claims Center at 800-318-6022 or send a secure message from your eServices account.

Print confirmation Email confirmation Go to dashboard

Step 11

From your dashboard, you also can:

1. Update your email address and phone number by selecting **My contact information.** Note: Updating your information here will not change it on your unemployment claim. If you need to update your profile information on your claim, sign in to your [eServices](#) account or call the claims center at 800-318-6022.

2. View:

- **Events** – appointments currently scheduled.
- **Event history** — past appointments you scheduled or attended.
- **Correspondence history** — letters and emails you received from the Employment Security Department.
- **Activity history** — Your log-in history and other website-related details.

Get help

Select the **Help** link in the upper right corner to find common questions about the Appointment Scheduler.

You also can call or visit an employment specialist at any WorkSource office for help. Find a list of WorkSource offices across the state at WorkSourceWA.com. Select the **Resources** tab and choose **WorkSource locator**. Choose a county on the map to display all the offices in that county.