

UNEMPLOYMENT TUTORIAL DUE TO COVID19

This is a tutorial for how to apply for unemployment for those who are unemployed due to Covid-19. This would include people who were laid off, their jobs have closed and those whose hours have been significantly cut due to the Covid-19 government regulations, it also may cover people who are currently quarantined based on orders from a medical professional. For more specific information please see the document here <https://esd.wa.gov/newsroom/covid-19>

1. People will sign in to the employment security website at <https://secure.esd.wa.gov/>

They either need to sign into their existing account or get a new account, if they aren't sure if they have an account they can get an email sent with their username if it exists.

The screenshot shows the SecureAccess Washington (SAW) login page. At the top, there are two columns of links for users and employers. The main content area is divided into two sections: 'SecureAccess Washington (SAW)' and 'Need an account?'. The 'SecureAccess Washington (SAW)' section includes instructions for users and employers, a 'Username:' field with a 'Sign in' button, and a 'Password:' field. The 'Need an account?' section provides instructions for creating a new account and a 'Create new account' button. At the bottom, there is a security notice and the SAW logo.

secure.esd.wa.gov/home/?

- 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

- 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:

[Sign in](#) [Click here if you are having 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](#)

[Create new account](#)


We use SecureAccess Washington to protect your personal information

SAW SecureAccess WASHINGTON

<https://secure.esd.wa.gov/home/home/SawCheckUsername>

2. After you're signed in you will be on this page, choose, under "for yourself", "apply for unemployment benefits or manage your current and past claims".

← → ↻ secure.esd.wa.gov/home/myesd/ServicePages/ServicePage ☆ ⓘ ⋮

 **Employment Security Department**
WASHINGTON STATE

[Español](#)

[Sign out](#)

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

For an employer

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.


If you already have an EAMS account, to access eServices you need to "request access to locked services" in EAMS. See directions in the link below.


[Find out more about creating an account in EAMS.](#)

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


- Submit applications and documentation
- Check the status of applications


3. From here under the alerts section click apply for benefits.



 **Claimant eServices**


Welcome [redacted] 

[Home](#)

 [redacted]
Last logged on Mar 17 2020

 **Alerts**

-  [Switch to electronic correspondence](#)
-  [Apply for benefits](#)

 **I want to**

- [Change federal withholding preference](#)
- [Send a message/ask a question](#)
- [Update union information](#)
- [Upload a document](#)

[Summary](#) [Online activity](#) [Notices/letters](#) [Name/address](#) [Job Search Log](#) [1099s](#) [Applications/Forms](#)

4. Read the statement and click next.

File subsequent claim

Welcome, [REDACTED] Settings

[Home](#) [File subsequent claim](#)

Estimated percentage completed

0%

Subsequent claim

Your profile

Time Estimate

Your profile

Read and certify

Unemployment benefits registration application

Please read this important message before you begin.

The average time it takes to complete this application is 30 - 60 minutes. Depending on how you answer the questions will impact the time it will take to complete the application since some questions will require additional information.

If you begin the application and need to log out, be sure to save your work so you can resume where you left off.

Note: All saved, uncompleted applications will be automatically deleted by 6:30 p.m. Saturday.

SaveCancel

PreviousNext

- The next screen gives information about who typically qualifies for unemployment, remember that some of these requirements have been waived by the state during this time.
Click next

File subsequent claim

Welcome [redacted] Settings

Home

File subsequent claim

Estimated percentage completed

0%

Subsequent claim

Your profile

Time Estimate

Certification

Your profile

Read and certify

Welcome to the unemployment benefits application.

To qualify for unemployment benefits, you must:

- Have been employed for at least 680 hours in your base year.
- Be able to work and available for work.
- Search every week for work that's suitable for you.

After you apply, we will decide if you qualify, and we will let you know.

Do not use this online application if:

- You are a victim of domestic violence, stalking, sexual assault or trafficking and do not want your address on record with us. To keep your information private, sign up for the [Address Confidentiality Program](#). Then call the claims center at 800-318-6022 to apply for benefits.
- You did not work in Washington since 9/1/2018. Contact the unemployment agency in the state where you worked the longest in the past 24 months.
- If you left the military in the last 18 months, and you are not physically in Washington state.

Before you start, have ready:

- Your Social Security number.
- Information about jobs you have had in the last 18 months. Include part-time and temporary jobs. For each employer, you need a:
 - Business name.
 - Mailing address.
 - Phone number.
 - Date you worked.
- Paper and pen or pencil.
- If you had a military employer, your DD214 form.
- If you had a federal civilian employer, your SF50 or SF8.

6. There will be another statement to read and certify. They will need to click "I agree, Continue with application"

File subsequent claim

Welcome [redacted] Settings

Home

File subsequent claim

Estimated percentage completed

10%

Subsequent claim

Your profile

Time Estimate

Certification

Certification cont'd

Certification cont'd

Your profile

Read and certify

We protect your privacy

The Employment Security Department strictly obeys state and federal laws that protect your private information. We do, however, share your information with other government agencies to verify your eligibility for this and other government programs. Read our [privacy statement](#) for details.

Fraud

If you lie on this application or provide false information, we might find that you committed fraud. You could be:

- Disqualified from receiving benefits.
- Have to pay back benefits received.
- Required to pay a penalty.
- Charged with a crime.

Certify

I certify that the information I provided on this form is true and complete to the best of my knowledge. I understand that omitting or giving false information is considered fraud, and I could have to pay back benefits received and pay a penalty. I also could be denied future unemployment benefits.

I disagree. Exit application.

I agree. Continue with application.

Required

Save

Cancel

Previous

Next

7. Enter their social security and birthday.

File subsequent claim

Welcome [REDACTED] Settings

Home

File subsequent claim

Estimated percentage completed

10%

Subsequent claim

Your profile

Time Estimate

Certification

Certification cont'd

Certification cont'd

Verify Identity

Your profile

Establishing Claimant Identity

Your Social Security number: Required

Your date of birth: Required

Required

Format:

Save

Cancel

Previous

Next

8. Update their personal information

File subsequent claim

Welcome [REDACTED] Settings

Home

File subsequent claim

Estimated percentage completed

10%

Subsequent claim

Your profile

Time Estimate

Certification

Certification cont'd

Certification cont'd

Verify Identity

Personal information

Your profile

Claimant Details

Would you like to update your name information? Yes No

Your identity

Please enter your name as it appears on your Social Security Card:

First name [REDACTED]

Last name [REDACTED]

Middle name [REDACTED] Suffix

Would you like to add a prior or maiden name? Yes No

Would you like to add a preferred or nickname? Yes No

Are you a U.S. citizen or an American national? Yes No

Save

Cancel

Previous

Next

9. Update license information

File subsequent claim Welcome [redacted] Settings

Home File subsequent claim

Estimated percentage completed

10%

Subsequent claim

Your profile

- Katherine Dickinson
- Certification
- Certification cont'd
- Certification cont'd
- Verify Identity
- Personal information
- Driver's license**



Drivers license

Do you have a Washington state driver's license or Washington state ID?

License or ID number (See "A" in picture):

Date issued (B):

Expiration date (C):

10. They will answer yes or no questions about employment history and ability to work. There are about 7 questions that they will have to answer.

11. They will enter their contact information.

Estimated percentage completed

40%

Subsequent claim

Your profile

- Katherine Dickinson
- Certification
- Certification cont'd
- Certification cont'd
- Verify Identity
- Personal information
- Driver's license
- Benefits in other states
- Injury or illness
- Federal jobs
- Military jobs
- Work in other states
- Claim start date
- Anti-harassment
- Claimant contact info**

Contact information

Has your contact information changed? ☒ Required

Mailing address

Street 2

Unit type Unit # SPOKANE

WASHINGTON SPOKANE

Attention: In care of...

Do you have a physical address that is different than your mailing address?

Correspondence

What is the best way to contact you if we need to talk about your claim? **Please note:** If we attempt to contact you and you don't respond, it could affect your benefits or create an overpayment.

How do you want to receive important correspondence from us?

Email

Primary phone Permission to leave a detailed voicemail?

Do you want to provide an additional number?

12. Complete Demographic information

Estimated percentage completed

40%

Subsequent claim

Your profile

Katharine Dickinson
 Certification
 Certification cont'd
 Verify identity
 Personal information
 Driver's license
 Benefits in other states
 Injury or illness
 Federal jobs
 Military jobs
 Work in other states
 Claim start date
 Anti-harassment
 Contact information
Demographics

Your profile

Demographics confirmation

Would you like to update any of the information below? Required

Personal information

What is your gender? Required

If you could receive written materials in any language, which would you prefer? We can't guarantee we can send you information in the language you choose. Required

We are required to ask these questions. Answering them is voluntary. If you don't want to answer, select "Do not want to answer" as your answer.

What is your highest level of education? Required

What is your ethnic background? Required

What is your race? Select all that apply.

☐ African American/black
☐ American Indian/Alaska Native
☐ Asian
☐ Native Hawaiian/Pacific Islander
☐ Caucasian/white
☐ Do not want to answer

Are you a U.S. military veteran? Required

Do you have a disability? Required

13. Employer information

File subsequent claim Welcome [redacted]

[Home](#) [File subsequent claim](#)

Estimated percentage completed

50%

Subsequent claim

Your profile
Your employers
 Washington employers
Passages Family Support A Nonprofit

Washington employer: Passages Family Support A Nonprofit Corporation

Employer details

Employer's name ☐ I did not work for this employer

Address

What date did you **start** working for this employer? Required

What date did you last **physically** work for this employer? Required

Why did you separate from this employer? Required

Have you applied for or are you receiving retirement pay from this employer? Required

Please provide your gross income before any deductions, including taxes. Per Required

How many hours a week did you work, on average? Required

14. They will get a summary of the hours they worked and their wages

File subsequent claim

Welcome [REDACTED] Settings

Home

File subsequent claim

Estimated percentage completed

60%

Subsequent claim

Your profile

Your employers

Washington employers

Passages Family Support A Nonp

Add missing employer

Summary

Your employers

Employment wage summary

The employers for which you have provided information are shown below. This includes employers that we found in wage reports as well as any employers added by you. Employers marked "DNW" have already been flagged for agent review because you marked "Did Not Work." Employers marked "Pend" are waiting for a response from the federal government or another state.

Do you disagree with wage or hour information reported by an employer?

DNW	Pend	Employer	Q1 Hours	Q1 Wage	Q2 Hours	Q2 Wage	Q3 Hours	Q3 Wage	Q4 Hours	Q4 Wage
<input type="checkbox"/>	<input type="checkbox"/>	PASSAGES FAMILY SUPPORT A NONPROFIT CORPORATION								

Save

Cancel

Previous

Next

15. Enter information about their occupation and the next page will be questions about union membership that are yes or no questions.

File subsequent claim

Welcome [REDACTED] Settings

Home

File subsequent claim

Estimated percentage completed

60%

Subsequent claim

Your profile

Your employers

Your occupation

Occupation code

Your occupation

Occupation

What was your primary occupation during the base year?
Click "Search occupation."

Primary occupation 21-1014.00 - Mental Health Counselors

Change occupation

See this [employment data website](#) to determine whether you current occupation is in demand or decline.

Are you going to continue to look for work in this occupation?

Yes No

Save

Cancel

Previous

Next

16. Identify if they are requesting standby. This is for people that will be returning to work with their normal hours at a later date, they will not be required to look for work. This will ask when they will return to work, they should give the information they have for now, based on what their employer has told them about when they will return to work and it can be updated with a new claim later if the information changes.

The screenshot shows a web interface for filing a subsequent claim. At the top, there's a header with a menu icon, the title 'File subsequent claim', a 'Welcome' message with a redacted name, and a 'Settings' gear icon. Below the header is a breadcrumb trail: 'Home' > 'File subsequent claim'. A progress bar indicates 'Estimated percentage completed' at 70%. On the left, a sidebar titled 'Subsequent claim' lists sections: 'Your profile', 'Your employers', 'Your occupation', 'Occupation code', 'Union membership', and 'Standby' (which is highlighted with an orange arrow). The main content area is titled 'Your occupation' and contains a 'Standby request' section. This section defines 'Standby' with two bullet points: 'Unemployed with your regular employer due to a lack of work and you expect to return to full-time work with this employer within the next four weeks; or' and 'Unemployed and starting work with a new employer within the next two weeks.' It also includes a paragraph explaining that if an employer has told you you'll be returning to work with an expected date, you can request standby, which waives work search requirements. A link is provided: 'Click here if you would like to learn more about the Unemployment Standby benefit.' Below this, the question 'Do you wish to request Standby?' is followed by 'Yes' and 'No' buttons. At the bottom of the form are 'Save' and 'Cancel' buttons on the left, and 'Previous' and 'Next' navigation buttons on the right.

File subsequent claim

Welcome [redacted] Settings

Home File subsequent claim

Estimated percentage completed

70%

Subsequent claim

Your profile

Your employers

Your occupation

Occupation code

Union membership

Standby

Your occupation

Standby request

Standby means you are:

- Unemployed with your regular employer due to a lack of work and you expect to return to full-time work with this employer within the next four weeks; or
- Unemployed and starting work with a new employer within the next two weeks.

If your employer has told you that you will be returning to work and given you an expected return to work date, you can request standby. Since standby waives your work search requirements, we will decide if you qualify, not your employer. You must look for work each week until we notify you that you are allowed to be on standby.

[Click here if you would like to learn more about the Unemployment Standby benefit.](#)

Do you wish to request Standby?

Yes No

Save Cancel

Previous Next

17. They will be asked some yes or no questions about if they are available and able to work, and if they are currently in school.

18. Choose how they would like to be paid

Home

File subsequent claim

Estimated percentage completed

80%

Subsequent claim

Your profile

Your employers

Your occupation

Getting paid

Payment options

Getting paid

Debit Card

Direct Deposit

Learn more about all fees associated with the debit card option

Learn more about the direct deposit payment option

We will deposit your benefit payments onto a debit card.

You will receive your debit card 7 to 10 days from today in a white envelope with Employment Security Department in the upper left hand corner. Follow the instructions provided with the card to activate it.

BANK OF ANYWHERE

4000 0012 3456 7899

0000 0000 V

NAME O CARDHOLDER

We are required to provide you with certain disclosures relating to the KeyBank debit card program prior to completing your application.

There are no:

Monthly fees.

Per purchase fees.

Cash reload fees.

In-network ATM withdrawal fees (There is a \$1.75 ATM out-of-network fee. This fee can be lower depending on how and where this card is used.)

In- or out-of-network ATM fees for balance inquiries.

Automated or live agent customer service fees.

Per month inactivity fees after 180 days of inactivity.

Overdraft or credit feature.

KeyBank charges three other types of fees:

\$12 2-day expedited delivery of replacement card

2% international transaction fee

\$3 international ATM withdrawal fee

19. Review and submit the claim.