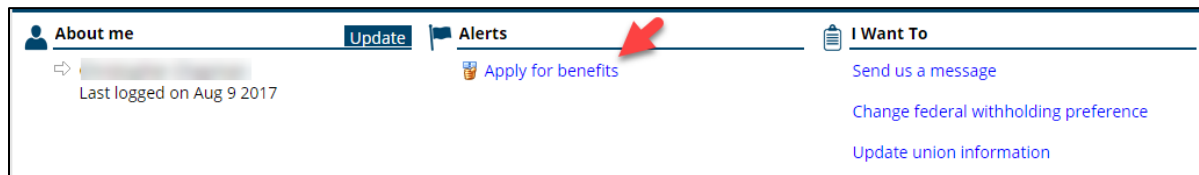


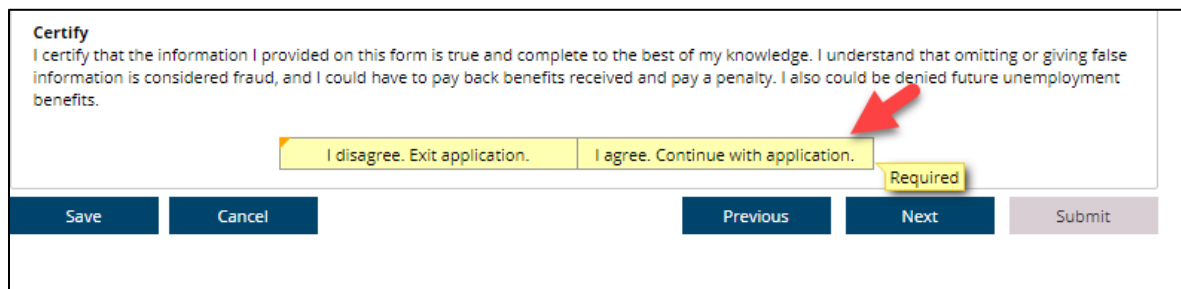
Filing an Unemployment Claim in eServices

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.



The screenshot shows the 'Certify' step in the application process. The user is required to certify that the information provided is true and complete. The 'I agree. Continue with application.' button is highlighted with a red arrow and a 'Required' label. Other buttons include 'Save', 'Cancel', 'Previous', 'Next', and 'Submit'.

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.

The screenshot shows a web form titled "Your profile" with a sub-section "Establishing Claimant Identity". It contains two input fields: "Your Social Security number:" and "Your date of birth:". Below the fields are buttons for "Save", "Cancel", "Previous", "Next", and "Submit".

6. Create or update your personal information, if there has been a change. Click the **Next** button.

The screenshot shows the "Your profile" page with two sections: "Claimant Details" and "Your identity". In the "Claimant Details" section, there is a question "Would you like to update your name information?" with "Yes" and "No" radio buttons. A red arrow points to the "Yes" button. A "Required" label is next to the "No" button. The "Your identity" section includes fields for "First name", "Last name", "Middle name", and "Suffix", and three questions with "Yes/No" radio buttons: "Would you like to add a prior or maiden name?", "Would you like to add a preferred or nickname?", and "Are you a U.S. citizen or an American national?". At the bottom, the "Next" button is highlighted.

7. Add or update your Washington state driver's license or ID information. Click the **Next** button.

Your profile



Drivers license

Do you have a Washington state driver's license or Washington state ID? Yes No

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

Date issued (B): Required

Expiration date (C): Required



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

Your profile

Benefits in other states

Have you applied for or received unemployment benefits from a state other than Washington in the last 12 months? Yes No Required

9. Answer the Injury/Illness question. Click the **Next** button.

Your profile

Injury or illness

Have you been unable to work for 13 or more consecutive weeks due to an injury or illness?

Yes No Required

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

Your profile

Federal jobs

Did you work for the federal government in the last 18 months? This doesn't include military service.

Yes No Required

11. Answer the active duty military question. Click the **Next** button.

Your profile

Military jobs

Did you separate from active duty military service in the last 18 months?

Yes No Required

12. Answer the worked in other states' question. Click the **Next** button.

The screenshot shows a web form titled "Your profile". Under the heading "Work in other states", there is a question: "Have you worked in any state other than Washington in the last 18 months?". To the right of the question are two yellow buttons labeled "Yes" and "No". A red arrow points to the "Next" button at the bottom of the form. A "Required" label is visible on the right side of the question area. At the bottom, there are buttons for "Save", "Cancel", "Previous", "Next", and "Submit".

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.

The screenshot shows a web form titled "Your profile". Under the heading "Claim start date", there is a question: "You are applying for benefits this week, so your claim year start date is Jul 9 2017. Is this the date you want your claim to start?". To the right of the question are two yellow buttons labeled "Yes" and "No". A red arrow points to the "Next" button at the bottom of the form. A "Required" label is visible on the right side of the question area. At the bottom, there are buttons for "Save", "Cancel", "Previous", "Next", and "Submit".

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

The screenshot shows a web form titled "Your profile". Under the heading "Anti-harassment", there is a question: "Do you currently have an anti-harassment order in place for your protection?". To the right of the question are two yellow buttons labeled "Yes" and "No". A red arrow points to the "Next" button at the bottom of the form. A "Required" label is visible on the right side of the question area. At the bottom, there are buttons for "Save", "Cancel", "Previous", "Next", and "Submit".

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.

Your profile

Contact information

Would you like to update your contact information? Yes No Required

Mailing address: USA
 Street 2
 Unit type: Unit #: WASHINGTON
 Attention: In care of..

Do you have a physical address that is different than your mailing address? Yes No

Correspondence

How do you prefer to receive correspondence?

If we need to talk to you or leave a detailed message, how may we contact you?

Contact permission:

Primary phone: Permission to leave voice mail? Yes No

Do you want to provide:

16. Create or update your personal information.

Your profile

Demographics confirmation

Would you like to update any of the information below? Yes No Required

Personal information

What is your gender? Female Male

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.

Warning: 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? Received GED

What is your ethnic background? Not Hispanic or Latino

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? Not a veteran

Do you have a disability? Not disabled

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.

The screenshot shows a web form titled "Washington employer:". Below the title is a section labeled "Employer details". It contains several fields: "Employer's name" and "Address" (text boxes), "What date did you *start* working for this employer?" (calendar icon, "Required" label), "What date did you last *physically* work for this employer?" (calendar icon, "Required" label), "Why did you separate from this employer?" (dropdown menu, "Required" label), "Have you applied for or are you receiving retirement pay from this employer?" (radio buttons for "Yes" and "No"), "What was your average gross income for this employer?" (text box, "Required" label, "Per" dropdown with options "Hour", "Week", "Month", "Year"), and "How many hours a week did you work, on average?" (text box, "Required" label). A button labeled "I did not work for this employer" is located to the right of the "Employer's name" field. At the bottom of the form are buttons for "Save", "Cancel", "Previous", "Next", and "Submit".

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.

This is a close-up of the dropdown menu for the question "Why did you separate from this employer?". The menu is open, showing a list of reasons. A red arrow points to the bottom of the list. The reasons listed are: "Currently working full time", "Currently working part time", "Currently working reduced hours(partially employed)", "Fired", "Laid off due to lack of work", "Leave of absence", "Quit", "Shared work reduced hours", "Strike/lockout", "Suspended", and "Temporarily out of work to attend mandatory apprenticeship training".

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.

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"/>	[REDACTED]	0	0	0	0	0	0	45	1,144
<input type="checkbox"/>	<input type="checkbox"/>	[REDACTED]	457	9,362	145	2,917	0	0	0	0
<input type="checkbox"/>	<input type="checkbox"/>	[REDACTED]	0	0	202	4,275	142	3,183	0	0
<input type="checkbox"/>	<input type="checkbox"/>	[REDACTED]	0	0	0	0	0	0	231	6,131
4 Rows			457	9,362	347	7,192	142	3,183	276	7,275

Save Cancel Previous Next Submit

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

Your occupation

Occupation

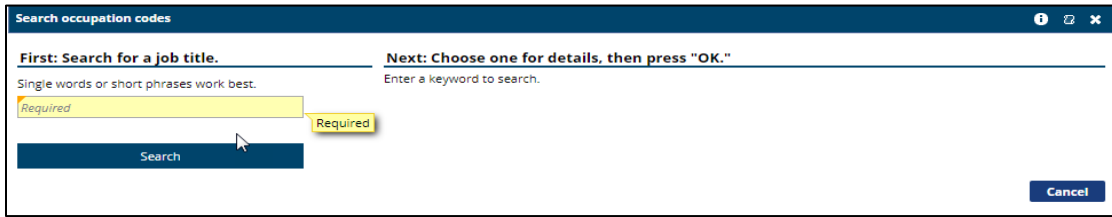
What was your primary occupation during the base year?
Click "Search occupation."

Primary occupation **Search occupation**

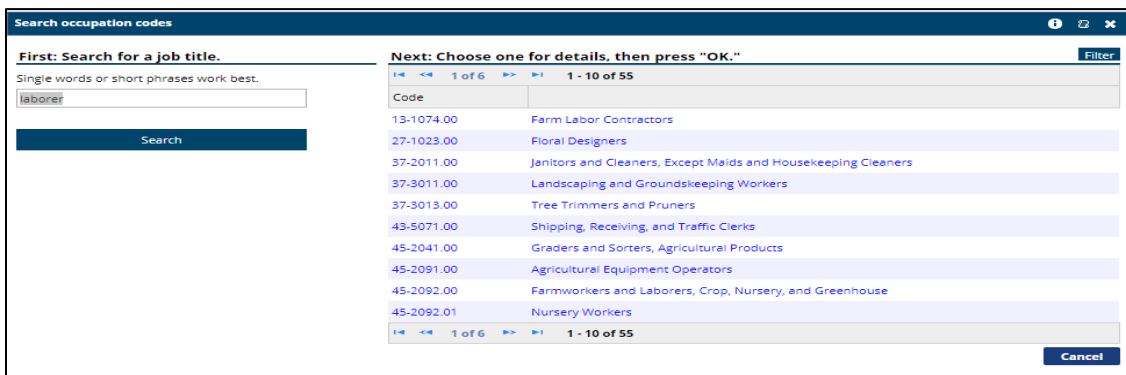
Are you going to continue to look for work in this occupation?
Yes No **Required**

Save Cancel Previous Next Submit

20. A window displays. Enter a keyword or short phrase to describe your occupation. Click the **Search** button.



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.



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.



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.

Your occupation

Union membership

Do you get your work through a union dispatch or referral list?

What union do you belong to?

Union's address

Have you applied for or are you receiving union

- 00297 - MACHINISTS 297
- 00300 - PAINTERS LOCAL 300
- 00302 - OPERATING ENGINEERS 302
- 0030C - CARPENTERS LOCAL 30
- 00313 - TEAMSTERS LOCAL 313 (HEAVY CONSTRUCTION ONLY)
- 00320 - LABORERS 320
- 0032L - LONGSHORE AND WAREHOUSE LOCAL 32
- 00335 - LABORERS 335
- 00348 - LABORERS 348
- 00364 - DRYWALL FINISHERS 364
- 0041C - CARPENTERS LOCAL 41
- 00427 - PAINTERS LOCAL 427
- 00440 - LABORERS 440

Required

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”**.

Your occupation

Standby for current employer

Do you have a date when you expect to return to full-time work? Yes No Required

Standby means you are unemployed but either:

- Expect to return to work with a former employer within the next four weeks; or
- Are starting with a new employer within the next two weeks.

Save Cancel Previous Next Submit

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.

Your occupation

School or training

Are you currently attending school or a training program? Yes No

Save Cancel Previous Next Submit

27. Answer the able and available for work question. Answer **Yes** if you are physically able and available to attend apprenticeship training.

The screenshot shows a web form with a dark header bar containing the text "Your occupation". Below this is a section titled "Able and available for work" in blue. The question is "Are you physically able to work and available for work?". To the right of the question are two yellow radio buttons labeled "Yes" and "No". A yellow "Required" label is positioned to the right of the "No" button. At the bottom of the form are five buttons: "Save", "Cancel", "Previous", "Next", and "Submit".

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

The screenshot shows a web form with a dark header bar containing the text "Your occupation". Below this is a section titled "Federal taxes" in blue. The question is "You must pay federal taxes on your unemployment benefits. Do you want us to withhold 10 percent of your payment each week?". To the right of the question are two yellow radio buttons labeled "Yes" and "No". A yellow "Required" label is positioned to the right of the "No" button. At the bottom of the form are five buttons: "Save", "Cancel", "Previous", "Next", and "Submit".

29. Answer the direct deposit question.

The screenshot shows a web form with a dark header bar containing the text "Getting paid". Below this is a section titled "Payment options" in blue. The question is "Would you like us to deposit your benefit payments into your bank account each week?". To the right of the question are two yellow radio buttons labeled "Yes" and "No". A yellow "Required" label is positioned to the right of the "No" button. At the bottom of the form are five buttons: "Save", "Cancel", "Previous", "Next", and "Submit".

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

Payment options

Would you like us to deposit your benefit payments into your bank account each week? Yes No

I give the Employment Security Department permission to deposit my benefit payments into my bank or credit union account. Yes No **Required**

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

Payment options

Would you like us to deposit your benefit payments into your bank account each week? Yes No

I give the Employment Security Department permission to deposit my benefit payments into my bank or credit union account. Yes No

PAY TO THE ORDER OF: ADFAF AKLDJFALJ

Account type **Required**

Routing number **Required** Name of bank or credit union **Required** Account number **Required** Confirm account number

⚠ If you don't have one of your checks handy, look at your monthly bank statement or contact your bank or credit union.

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

Payment options

Would you like us to deposit your benefit payments into your bank account each week?


Would you like us to deposit your benefit payments into a debit card?

You will receive your debit card in a plain white envelope. When you receive it, follow the instructions to activate your card.

BANK OF ANYWHERE
4000 0012 3456 7899
7.1.2008-5.31.2010
NAME: C. J. B. B. B. B. B.

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.

We will send your benefit payments by paper check in the U.S. mail. This option is the slowest because you need to allow time for delivery. If you change your address, update it immediately in eServices. The U.S. Postal Service cannot forward your checks.



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.



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.

Questions	Claimant		Adjudicator	
Are you enrolled in school or a training program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
What date did you or will you start attending school or training?	Jun 2 2017		Jun 2 2017	
What date did you or will you stop?	Jul 14 2017		Jul 14 2017	
Is this union apprenticeship or open shop training?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No