

# Washington State WorkSource Information Notice (WIN)

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**WIN Number:** 0027, Change 4

**WIN Title:** Assisting Customers in Using the UI Claimant Website (eServices)

**Date:** January 18, 2018

**Expiration:** N/A

## **Purpose:**

To provide **updated information on assisting customers with access and use of eServices** to obtain wage records and basic information about unemployment benefit claims.

Change 4 includes:

- Removing references to GUIDE
- Removing references to the discontinued WIA001 report
- Providing staff with multiple options when assisting customers who need their wage and claim information

## **Action Required:**

Local Workforce Development Boards and their contractors, as well as Employment Security Regional Directors, must distribute this guidance broadly throughout the system to ensure that WorkSource System staff are familiar with the content.

## **Content:**

ESD's eServices supports customers' ability to directly access and print their own prior wage and limited unemployment benefit information via a secure website. The eServices site uses Secure Access Washington (SAW), which provides multiple layers of security to protect customer information.

Customers should be encouraged to access their own wage and claim data through the [eServices website](#) using their SAW accounts. Through the eServices site, customers select "Look at your past wages" and can print information on:

- Hours and wages as reported by Washington employers.
- Limited information about their most recent unemployment claim, such as:
  - Claim status;
  - Weekly benefit amount (if applicable)

Customers must establish a SAW account to access their information. Some customers may already

have a SAW account if they signed up for WorkSourceWA.com or with another state agency such as the Department of Licensing or Department of Labor and Industries.

Employment Connections (EC) staff may not access customers' unemployment insurance (UI) data through the eServices site. However, staff can assist customers with:

1. Creating or accessing their SAW account;
2. Contacting the SAW Enabled Agency Program (SEAP)/SAW help desk (1-855-682-0785) for support with eServices SAW account issues;
3. Navigating the eServices website; or
4. Accessing and printing information that customers need through the "[Wage Page](#)" after all self-service options have been exhausted, or if the customer is under severe time constraints. The "Wage Page" is an ESD Intranet site that Employment Connections staff can access to print customers' wage and basic claim information.

**Note:** Only EC staff can access the "[Wage Page](#)." After EC staff verify customers' identities, they enter customers' Social Security numbers (SSN). Staff then specify the number of calendar quarters the customers request to get their employer-reported hours and wages and the most recent unemployment claim information (if any is available). Staff then print the information and provide it directly to customers.

**References:**

- [RCW 50.13.040\(1\)](#) - Access of individual or employing unit to records and information.
- [WAC 192-15-100\(1\)](#) - Disclosure related to employment security programs.

**Website:**

[Workforce Professionals Center](#)

**Direct Inquiries To:**

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**Attachments:**

None.