

# Create an SEAP SAW Account for eServices and Other Help

*Self-Guide to assist claimant with Creating a SEAP account,  
Trouble Shooting, Forgot username, and Forgot password*

# What is SEAP?

It stands for: **Saw Enabled Agency Program (or Portal).**

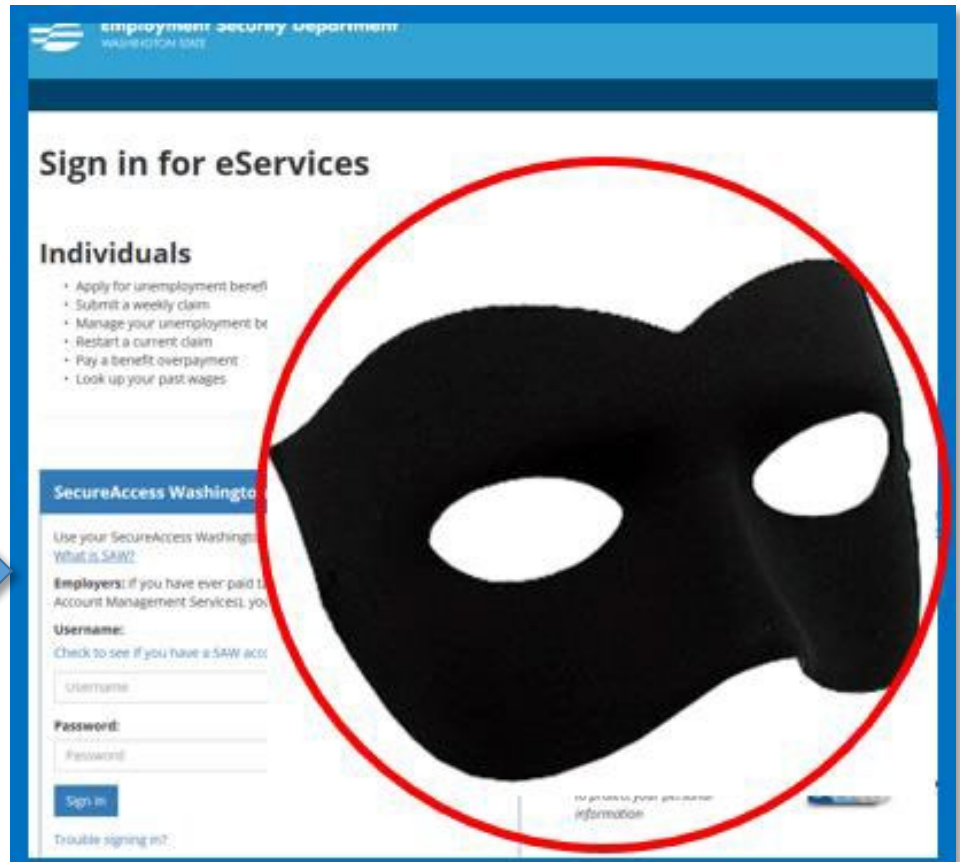
Use of SEAP indicates the customer is accessing SecureAccessWashington through the website of the agency whose services they are seeking. For example, the customer is trying to sign up for unemployment benefits and is at the Employment Security website to use eServices.

You can think of SEAP as a mask showing the face of your agency, while actually taking the user to SAW to set up their logon username and password, as well as provide contact and security information.

SEAP (SAW Enabled Agency Portal) is a portal behind  
SAW (Secure Access Washington)



**You'll Need a SEAP/SAW Account – eServices  
Sign In Secure.ESD.WA.GOV**



Note if you are starting from SEAP

# Creating a SEAP Account

Step-by-Step  
by the eServices Help Desk

Last  
Updated:  
10/21/2019





## 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

Start from:

Secure.ESD.WA.GOV

SEAP Homepage

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

Direct the claimant to this link to go to the SEAP log-in page.

### 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](#)

Username

**Password:**

Password

Sign in

[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



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WASHINGTON STATE

Español

## Sign in for eServices

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Check to see if you have a SAW account

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## Trouble signing in?

### Forgot username

Locate username(s) associated with your email address

### Forgot password

Receive an email with a temporary password

### I haven't received my activation link

Get another activation link sent to you by email or text

# Login Page [secure.esd.wa.gov](https://secure.esd.wa.gov)

Potential Issues on this page  
for Existing Accounts:

1. [Forgot Username](#)
2. [Forgot Password](#)

There are three basic steps: A –B –C:

A. Activate the account (if no account exists, it can be created at this point)  
B. Be sure to enter enrollment/device verification information for the SAW account  
C. Confirm identity with Employment Security  
Once the customer has activated the account, entered verification information, and confirmed their identity, they will arrive at ESD's landing page.

Customers can then select from three types of services:

- Apply for unemployment benefits or manage current and past claims
- Send a secure message
- Look up past wages

Ask the claimant to Bookmark this page for easy return.

Click the "Create New Account" button to proceed. APC is recommended for account creation.

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[Español](#)

**Choose English or Spanish**

## Sign in for eServices

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**Username:**

**Password:**

[Sign in](#)

[Trouble signing in?](#)

### Need an account?

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[Check to see if you already have a SAW account](#)

[Create new account](#)

We use SecureAccess Washington to protect your personal information

**SAW** SecureAccess WASHINGTON



# Create Your User Account

## Potential Issues:

### 1. Username is already in use

Solution: Choose another username.

### 2. Username does not meet requirements

Solution: claimant's username is either less than 4 characters long and/or contains special characters like # or a space. Only @, . period, - dash, and \_ underscore are allowed. Username is not case sensitive.

### 3. Password does not meet requirements

Solution: Password must be

\* 10+ characters

\* Must contain UPPERCASE and lowercase letters

\* At least one number or special character **DO NOT USE** an ! As a special character

\* **Cannot** be a form of the user's Username or Legal Name or email address

\* Something the user can remember -

Placing the cursor in the Password field grants a pop-up box. This field will tell the user in red characters what password requirements have not yet been met.

\* You may suggest using a Passphrase rather than password as a phrase can more easily meet the 10 char requirement. i.e. "OliverTwist" and "Olivertwist1" both satisfy all requirements. Other suggested passphrases: the full street address where you grew up, mother's full maiden name + a number or symbol, names of favorite authors, novels, bands, *et cetera* + numbers and/or symbols.



**Create your user account**

Correct your error(s) to move to the next screen.

- Password must match previous entry.
- Your email addresses don't match.

**Full first name**

Charles

**Full last name**

Dickens

**Email address**

ChristmasCarol@GreatExpectations.com

**Retype email**

christmascarol@greatexpectations.com

Your email addresses don't match.

**Contact preferences**

☒ Email ☐ Text ☐ Both

**Username**

OliverTwist

**Password**

\*\*\*\*\*

**Retype password**

\*\*\*\*\*

Password must match previous entry.

**Secret question**

What city were you born in?

**Secret answer**

Landport

Please click the box below so we know you are a human.

☐ I'm not a robot

reCAPTCHA

Privacy - Terms

**Register your user account**

**Error Summary**  
(only displays after Claimant has clicked "Register")

**Note: email fields are not case sensitive even though email addresses are not. USE an email address you currently have access to**

**Password Popup:**  
Shows errors in red text when the cursor is in the Password field.

characters, but no more than 64

- Use at least 3 of the 4 elements below:
  - Uppercase letters
  - Lowercase letters
  - Numbers
  - Symbols
- Not be your username or any form of your full name

**Elements still needed for a password:**

- At least 10 or more characters
- Username cannot be part of your password
- A capital letter OR a number OR a special character





## Create your user account

Full first name

Full last name

Email address

Retype email

Contact preferences

☐ Email ☐ Text ☐ Both

Username

Password

Retype password

Secret question

What city were you born in?

Secret answer

Please click the box below so we know you are a human.

☐ I'm not a robot



Register your user account

## Username and Password Requirements

Password requirements

Username requirements

You cannot use an exclamation point

Required elements still needed  
You must click on I am not a robot  
and then click register your user  
account

## Create your user account

Full first name

Full last name

Email address

Retype email

Contact preferences

☐ Email ☐ Text ☐ Both

Username

Password

Retype password

Secret question

What city were you born in?

Secret answer

Please click the box below so we know you are a human.

☐ I'm not a robot

Privacy - Terms

Register your user account

Your username is not case sensitive and must be between 4 and 32 characters. It may contain letters, numbers and any of these four special characters:

- @ (at sign)
- . (period)
- (dash)
- \_ (underscore)

Your password must:

- Be at least 10 case sensitive characters, but no more than 64
- Use at least 3 of the 4 elements below:
  - Uppercase letters
  - Lowercase letters
  - Numbers
  - Symbols
- Not be your username or any form of your full name

Elements still needed for a password:

At least 4 or more characters  
Username cannot be part of your password  
a number OR a special character



**Secret question**

What city were you born in? ✓

**Secret answer**

Please click the box below so we know you are a human.

☐ I'm not a robot

reCAPTCHA  
Privacy - Terms

Register your user account

**Secret question**

What city were you born in?  
What was your first teachers last name?  
What city did your first airplane ride take you to?  
Who was your best childhood friend?  
What was the name of your first permanent employer?  
By what nickname did your friends call you when you were a child?  
What was the mascot of your high school football team?



Register your account & reCAPTCHA

# Activation

The system will give the claimant an activation hyperlink via email or text. Direct the claimant to open the email or text and click the link. Claimant will then need to provide their password to continue.

- i. Email Activation Code never arrives
  - a) The claimant has an error on the Create Your User Account page such as an invalid username or password but has not realized there is a problem.
  - b) Claimant's email service directed the activation code to the claimant's junk email.
  - c) Claimant should wait a little longer for it to arrive (may take up to 5 minutes depending on server load).
- ii. Claimant doesn't know how to get back to the login page

Email: Direct the claimant to use the hyperlink in the Activation Code email.
- iii. Error: "Unable to Process your request."

Claimant may be using an activation link more than 10 minutes old or is not the most current link sent. Have them check the time-stamp on the email.



1

Activation link is on its way to you

We sent you an activation link by email [REDACTED]

Email users: If you don't see the email, check your spam or junk folder.

If you activate by text message, [return to sign-in page](#) to continue.

2

Email

Activate your SecureAccess Washington account

NoReply@esd.wa.gov

Today, 3:02 PM

You

The logo for the Washington State Employment Security Department, featuring a stylized 'E' and 'S' in blue and white.

Employment Security Department

WASHINGTON STATE

Select the link to [activate your eServices account](#). If you activate your account using a different device, such as a cellphone, be sure to refresh your computer monitor before entering your username and password.

This is a system generated message. Please **do not** reply to this email.

Sincerely,

The Washington State Employment Security Department

Thank you for activating your SecureAccess Washington account

Enter your password and choose *Continue* to give us a few more details.

Username

OliverTwist

Password

Password

Continue

3

Login



# Confirm Your Device



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## Confirm your device

For added security, we will confirm your device each time you sign in.

In the future, when you sign in using an unrecognized device, we will verify your identity using the information you provide in the following screens.

**You must:**

- Enter your email address and phone number.
- Select and answer challenge questions.
- Confirm

**Continue**



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## Enter phone number(s) for confirmation

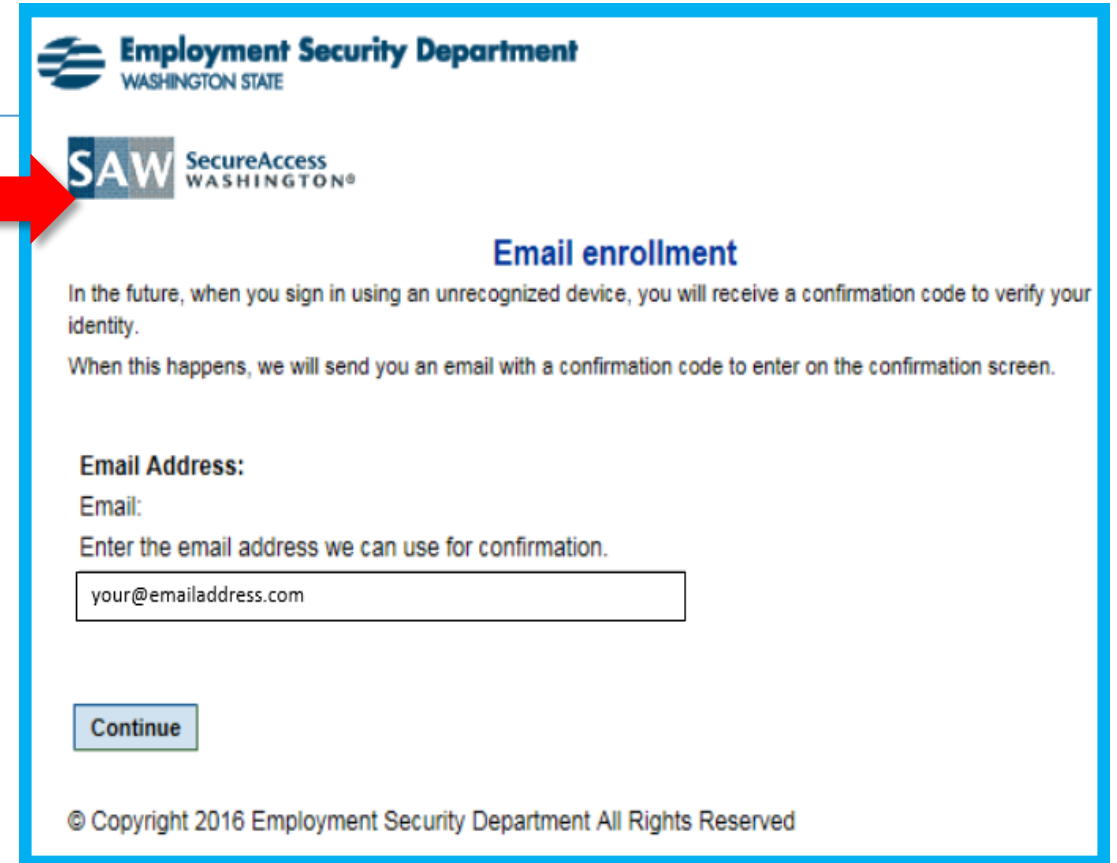
In the future, when you sign in using an unrecognized device, we will need a phone number to verify your identity.

Enter 1 or more phone numbers that we can use to verify your identity.

Phone Label: Country Code: Phone Extension  
(Cell/Home/Office) Number: (Optional):

Cell	United States (+1)	987	1234567
	United States (+1)		

**Continue**



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**SAW** SecureAccess  
WASHINGTON®

## Email enrollment

In the future, when you sign in using an unrecognized device, you will receive a confirmation code to verify your identity.

When this happens, we will send you an email with a confirmation code to enter on the confirmation screen.

**Email Address:**  
Email:  
Enter the email address we can use for confirmation.

**Continue**

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## Confirm the information you entered

**Email address:**

snichols@esd.wa.gov

**Phone number:**

+1 - 5092170313

To make a correction, choose *Change*.

Change

**Would you like us to remember this device??**

- ☒ Yes. I plan to use this device again to access my account.
- ☐ No. This is a public device or one I don't plan to use again to access my account.

Choose *Finish* to access Employment Security services.

Finish

Have customer select finish  
unless they need to update  
information



## 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

### ► For an employer

**NOTE: This is the next screen the customer will see after they hit finish**



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



## eServices

You're almost there!

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

### ▼ For yourself

To protect your personal information, we must verify your identity.

We will need to do this only once.

**Click Here**

[Verify my identity](#)

OR

### ► For an employer



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

## Verify your identity

Since this is your first time here, you need to answer a few more questions to confirm your identity

Legal first name

Legal last name

Previous last name (only if you changed it within the last year)

Social Security number

If you've leased or owned a home for at least one year, enter the address in the box below. If not, please call our help desk at 855-682-0785 for assistance. ⓘ

City

State

▼

ZIP code

Date of birth (mm/dd/yyyy)

Verify the information you entered is correct before selecting *Next*.

Next

Enter SSN# with no dashes or spaces

Do not be concerned with this message they do not need to use an address that they have lived at for at least a year with there name on the lease or mortgage. The search in public records link has been removed so this no longer applies.





## eServices

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

### For yourself

Click Here to apply

[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
- Print certifications

NOTE: What the customer will see after they click apply for or manage your unemployment claim


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Return to services | Español | Sign out

☰ Claimant eServices

Welcome Bob Smith 

Home

 Bob Smith  
[bobsmith1@aol.com](mailto:bobsmith1@aol.com)  
Last logged on Aug 22 2018

Alerts

✓ There are no alerts

I want to


[Submit an application](#)

[Send us a message](#)

Summary

Online activity

Notices/letters

 My accounts

Account type	Benefit year begin	Benefit year end	Status	Expiration
No processed claims				

WUS [Toggle Log](#)

Last Request: 630ms (73

[English](#) [Español](#)

[Desktop](#) [Tablet](#) [Mobile](#)

[Decode Info](#)



# Status Codes

and Their Interpretation

**GenericName**

Status: No Benefits

Name:

SSN: \*\*\* \*\* 7116

IP: 198.238.145.42

DOB:

Address: Camano Island  
WA, 98282

Email:

Phone:

Activities  
Notes

Suspend Reset

No Benefits: a SAW account created so long ago it will have difficulties. Logging in makes the user re-do their adaptive authentication and the "Verify My ID" page but will not present Lexis Nexis questions. Instead they'll get an error: "An account with this SSN already exists..." Remedy: Suspend account, start a new one.

**GenericName**

Status: Saw Activated

Name:

SSN: \*\*\* \*\*

IP: 198.239.105.67

DOB: Jan 1, 1

Address:

Email: fbrown@esd.wa.gov

Phone:

Activities  
Notes

Suspend Reset

Saw Activated: a SAW account created via secureaccess.wa.gov that has not gone through the "Verify My Identity" stage.

**GenericName**

Status: Lexis/Nexis Passed

Name:

SSN: \*\*\* \*\* 1489

IP: 198.239.105.68

DOB:

Address: Lake Stevens  
WA, 98258

Email:

Phone:

Activities  
Notes

Suspend Reset

Lexis/Nexis Passed: a SAW account that has passed Lexis Nexis OR has been bypassed by OSI. Once the claimant logs into the account the status will change to "Benefits."

**GenericName**

Status: Benefits

Name:

SSN: \*\*\* \*\* 3078

IP: 198.239.105.68

DOB:

Address: Spokane  
WA, 99201

Email:

Phone:

Activities  
Notes

Suspend Reset

Benefits: a SAW account that has passed Lexis Nexis and is in good standing.

**Note: if you see these messages when helping a customer, this is what they mean**

# Trouble shooting SEAP/SAW Accounts

# Error Codes

and Their Interpretation



Blank white screen



Log out and log in again it should allow them to proceed

Social Security number is linked or locked



This means that there are two accounts that have the same ssn#. You must suspended one of the accounts in order to move on. This call must go to the help desk at 855-682-0785

## Activities for GenericName

Description	Comments	Modified By	Modified Date
Failed SSN Wage check			1/19/17 5:16 PM
Failed SSN Wage check			1/19/17 2:43 PM
Failed SSN Wage check			1/19/17 2:41 PM



## Failed SSN Wage Check

1. The user's name as entered on the "Verify My Identity" page does not match the name on the Social Security Number they entered.  
*AutoFill entered another person's name, they used a nickname, there are punctuation marks in their name, they listed a middle name, etc.*
2. The user has no wages reported in the State of Washington.  
*Former federal employees will need to call Intake to establish a claim. eServices may be added after their claim is established.*
3. The employer reported wages under a name other than their legal name and the system cannot find the reported wages. **Refer to Help Desk 855-682-0785**

Question: Can a customer have more than one benefitted account

It will not allow a customer to create more than one account with the same SSN#. The customer will see this message

222364444

An account using this Social Security number (SSN) already exists and is linked to this partly hidden email address: [sni\\*\\*\\*\\*\\*@esd.wa.gov](#).

If you can access that email address, go to [Forgot username](#) and follow directions to receive all the usernames you created. Try signing in with each username until you succeed. If none work, call 855-682-0785 from 8 a.m. – 4 p.m. Monday – Friday and ask the agent to unlink your SSN from your SAW account. Then sign in again.

If you don't have access to that email address and you're sure you entered your SSN correctly, call the number above, ask the agent to unlink your SSN from your SAW account, then sign in again.

If you've leased or owned a home for at least one year, enter the address in the box below. If not, please call our help desk at 855-682-0785 for assistance. ⓘ

PO Box 1510

City

Walla Walla

State

WA

ZIP code

92301

Date of birth (mm/dd/yyyy)

1965-09-02

Entering in the name in the improper format will set an issue in UTAB

testingseap@1

Status:Benefits

Name:Robert Smith smith

SSN:\*\*\* \*\* 5555

IP:198.239.105.37

DOB:Feb 2, 1962

Address:pb 1010  
neverland  
WA, 20120

Email:snichols@esd.wa.gov

Phone:


Activities

Notes

Suspend

Reset

Wage Access

testing@1 

Status: **Benefits**

Name: Cher Test

Wrong SSN#

\*\*\* \*\* 4441

IP: 198.239.105.37

DOB: Sep 2, 1965

Address: PO Box 15  
Walla Walla  
WA, 92301

Email: snichols@esd.wa.gov

Phone:

Activities  
Notes

Suspend

Reset

Wage Access

NOTE: In putting the wrong SSN# will allow the customer to have a benefitted SAW account and it will set a Verifying Identity issue in UTAB

Cher@test 

Status: **Benefits**

Name: Cher Test

SSN: \*\*\* \*\* 4444

Correct SSN# 222-36-4444

IP: 198.239.105.37

DOB: Sep 2, 1965

Address: 1525 e 7th street  
Walla Walla  
WA, 92301

Email: snichols@esd.wa.gov

Phone:

Activities  
Notes

Suspend

Reset

Wage Access

Another issue that can possibly occur is that entering in the wrong SSN number in e-services gives them a benefitted SAW account. They will be able to go all the way through E-Services and open up an unemployment claim, it will not be caught until the customer notifies the department that they have not been paid.



# Tips to Remember

## How to fix

- If the address looks like this 454ASHSTREET, encourage the customer to suspend that account and create a new one. For suspension you will need to call the help desk 855-682-0785
- If the name looks like this BobSMITHSMIT encourage the customer to suspend that account and create a new one. For suspension you will need to call the help desk 855-682-0785
- If DOB is wrong they will need to suspend the account and start a new one.

## What will the system let the customer do?

- It will allow a customer to create two accounts with the same name, so check ssn# because one of them is wrong
- It will allow the customer to open a UI Claim with the wrong SSN#.
- It will allow them to get a benefitted account with only the numerical address and no street name

**Forgot Username**

**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:**

**Password:**

[Sign in](#)

[Trouble signing in?](#)

**Trouble signing in?**

[Forgot username](#)

Locate username(s) associated with your email address

**[Forgot password](#)**

Receive an email with a temporary password

**[I haven't received my activation link](#)**

Get another activation link sent to you by email or text

**Forgot username**

Enter the email address you used to sign in to SecureAccess Washington.  
 We will locate the username(s) associated with your email address.

**Email address**

# Forgot Username

1 **You cannot tell the caller their Username even after verifying ID.**  
 If the caller would like to try a couple guesses they may do so, and you may tell them if they are correct. Failing that...

2 Direct the claimant to the sign-in page at <https://secure.esd.wa.gov/>  
 Direct the caller to click the [Trouble signing in?](#) link.

3

4 Claimant enters their email address of record, I'm not a Robot, and Enter. The system will email a list of all Usernames associated with the email address provided. *Ensure the email address the claimant provides is the same as the email address on the account.*



## Forgot Username common triggers:

- Claimant: "System says an account already exists for that Social Security Number." Generally means they tried logging in with an incorrect username.
- Claimant: "I need to unlink my SSN from my SAW account." Generally means they tried logging in with an incorrect username.
- Claimant: "System says my username is invalid." Generally means they're trying to access a Nexis Lexis locked account or are using the wrong username.



5

Have the caller check their email for the list.

**We received your request**

In a moment we will email you any usernames identified with the email address you provided. If you don't see the email, check your spam or junk mail folder.

We will not send you an email if the address you entered does not match the email address on your *SecureAccess Washington* account.

OK

6

^ Folders    Focused   Other

Inbox    1    NoReply@esd.wa.gov    ESD username reminder • Your username(s):

The email will look like this and may take up to 5 minutes to arrive depending on server load. *If no email arrives direct the caller to check their junk email box.*

The email will provide a list of all Username(s) associated with the email account. If there is more than one username direct the caller to read you off the list. You may tell them which is the correct username to access their account.

7

ESD username reminder

NoReply@esd.wa.gov  
Today, 12:34 PM  
You

 **Employment Security Department**  
WASHINGTON STATE

Your username(s): OneESD, TheCommish, ServingSince1939

Return to <https://secure.esd.wa.gov/> and enter your username and password to sign in for services.

This is a system generated message. Please DO NOT reply to this email.

8

The caller may now access their account using the retrieved correct username.

**Sign in**

Create new account

Username:  
OneESD    [Forgot username](#)

Password:  
.....    [Reset password](#)

Sign in

Activate

Do you have an activation code? Choose [Activate](#).

[I haven't received an activation code](#)

Related: [Forgot Password](#)



**Forgot Password**



1

Direct the claimant to the sign-in page at <https://secure.esd.wa.gov/>  
Direct the caller to click the **Trouble Signing In?** link.

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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:**

  
**Password:**

\*\*\*\*\*

Sign in

**Trouble signing in?**

Direct the claimant to click on

2

the **Forgot Password** link.

## Trouble signing in?

### Forgot username

Locate username(s) associated with your email address

### Forgot password

Receive an email with a temporary password

### I haven't received my activation link

Get another activation link sent to you by email or text

3

### Forgot password

Enter the username and email address used for your SecureAccess Washington account and choose Submit.

**Username** ChrisPrattAwesomeMix

**Email address** WAPratt@guardian.com

✓ I'm not a robot



Submit

We will send a message with instructions to reset your password to the email address of record with SecureAccess Washington.

The system will require the claimant's Username and Email address of record. *Ensure the email address the caller provides is the same as the email address on the account.*

4

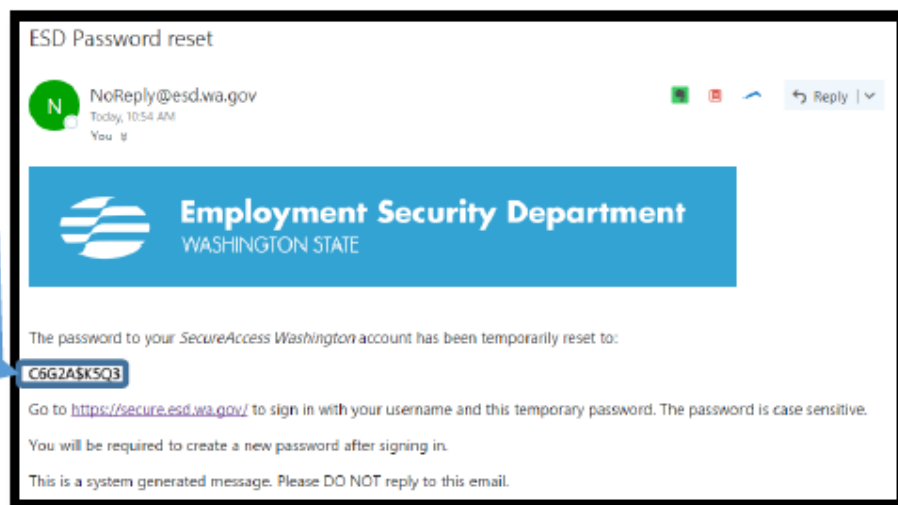
The system will email a temporary password (may take a minute to arrive). *If no email arrives direct the caller to refresh their inbox, if unsuccessful check their junk email box.*

SAW

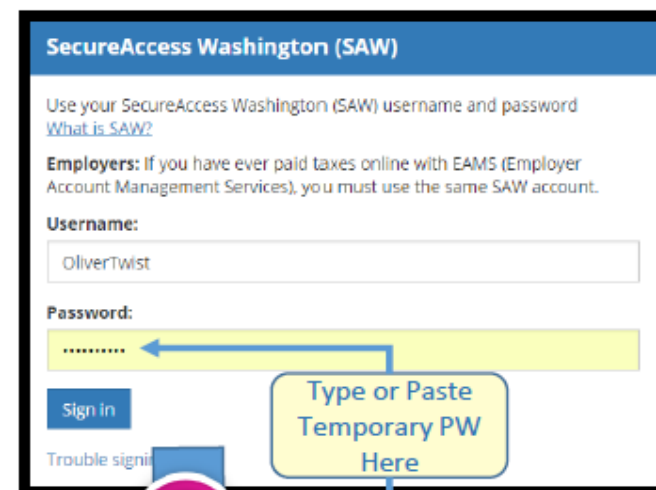
^ Folders		Focused Other	
Inbox	2	<input type="checkbox"/> NoReply@esd.wa.gov	ESD Password reset • The password to your SecureAccess Washington

5

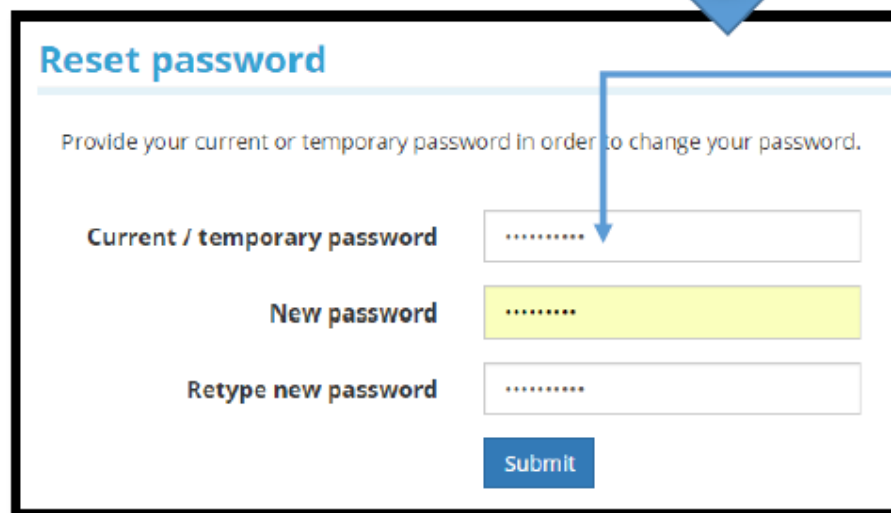
The system will email the claimant a temporary password. They will need to use this password back on the login screen. *If at all possible have the claimant use the "Copy + Paste" function rather than manually typing it in.*



6



7



The system will prompt the user to choose a new permanent password:

- 10+ chars long
- UPPER & lower
- 1+ number or symbol
- Not Legal Name
- Not Username
- Memorable

**Pro Tip:** Temporary passwords use a letter-number-letter-number-letter-\$-letter-number-letter-number ALL CAPS format. Use this to help claimants distinguish between a "1" and a capital "I".

A temporary password is only good for 10 minutes. If the claimant has not successfully signed in with their temporary password in that time they will need to start the process over with a new 10-minute countdown clock.

Related: [Forgot Username](#)







**Employment Security Department**  
WASHINGTON STATE

## CALL FOR ASSISTANCE

**SEAP/SAW Help Desk 1-855-682-0785**

**Mon – Fri 8:00 to 4:30**