

UI Customer Services

How to Submit Work Search Activities on eServices Weekly Claims

Summary:

Effective January 2020, Claimants using eServices to submit weekly claims must add information on their work search contacts. Previously, this step had been optional. The template is dynamic, so the claimant's input options will change according to the answers given to each question. Required information for work search contacts is:

- What date was this contact made?
- Was this an approved in-person activity at Work Source? (yes/no)

If "yes,"

- Was this an out-of-state employment center? (yes/no)
 - If "yes."
 - What activity did you complete at the center?
 - What was the location of the center? (city and state)
 - If "no,"
 - Where did you complete this activity? (choose from dropdown menu)
 - Please select the activity. (choose from dropdown menu)

If "no," ...

- What was the name of the employer or company?
 - What position did you apply for or inquire about? if unknown, enter job reference number.
 - What type of employer contact was this? (choose from dropdown menu)
 - Application/resume, Inquiry, Interview
 - How did you make contact? (choose from dropdown menu)
 - Email, Fax, In person, , Mail, Phone, Website
 - Enter the email address, fax number, physical address/ name of person, mailing address, phone number, website address (URL).

Work Search Activities

After responding to “Able and Available,” the claimant will enter job search activities. This is the final stage of the claimant’s weekly claim process. Note the yellow banner that will present at the top of every screen of the weekly claim.

The screenshot displays the 'Weekly claim' web application. At the top, a blue header bar contains the title 'Weekly claim', a 'Welcome' message, and a 'Settings' gear icon. Below the header, a navigation bar shows 'Home', 'Alerts', 'Request', and 'Weekly claim'. A prominent yellow banner at the top of the main content area contains an information icon and text: 'If required, you must enter your job search contacts into eServices each week that you file for benefits. If you are not already doing this, you should begin right away so that you become familiar with the process. Most job seekers already enter this information on line. You should continue to keep a copy of job search contacts for your own records.' Below the banner, a sidebar on the left lists various claim-related topics, with 'Able and available' highlighted in orange. The main content area is titled 'Weekly claim' and features a section for 'Able and available questions for Sunday, Jan 5 2020 to Saturday, Jan 11 2020'. It asks, 'Were you physically able and available for work each day of the week?' with 'Yes' and 'No' radio buttons. Below this, a green box contains definitions for 'Able to work' and 'Available for work'. Further down, two green boxes provide instructions: 'You must be able and available for work. If you are not, you may be denied benefits' and 'Once you submit your claim, we will send a request for more information. Respond promptly to avoid delays with your claim.' At the bottom, there are 'Save' and 'Cancel' buttons on the left, and 'Previous' and 'Next' navigation buttons on the right.

In the 'Job search questions,' if the claimant answers *No* to “Did you complete at least three job search activities and keep a written record as required?” banners advising them of their responsibilities appear here:

Weekly claim

Welcome,
 Settings

Home
Alerts
Request
Weekly claim

i If required, you must enter your job search contacts into eServices each week that you file for benefits. If you are not already doing this, you should begin right away so that you become familiar with the process. Most job seekers already enter this information on line.

You should continue to keep a copy of job search contacts for your own records.

Weekly claim

- How to submit
- Development fields
- Fraud warning
- Paid time off
- Pay after last day worked
- Work for employers
- Self-employment
- Jury duty
- Workers' compensation
- Retirement pay
- School and training
- Able and available
- Job search**

Weekly claim

Job search questions for Sunday, Jan 5 2020 to Saturday, Jan 11 2020

Did you complete at least **three** job search activities and keep a written record as required? **if you didn't complete at least three activities, you must answer No.**

☐ Yes
☒ No

Job search activities include contacting an employer by email, fax, Internet, mail, phone or in person. They also include participating in an in-person workshop, training or other job search activities at a WorkSource center or other employment center.

You must make at least three work search contacts each week. If you don't, you may be denied benefits.

Once you submit your claim, we will send a request for more information. Respond promptly to avoid delays with your claim.

Save
Cancel

< Previous
Next >

If the claimant answers *Yes* to this question, but attempts to click on *Next* on the job search page without having submitted the required number of contacts, the “Job Search Log” error message will display (the highlighted text includes updated language on the [WorkSourceWA](#) link):

The screenshot shows the 'Weekly claim' web application interface. At the top, there is a navigation bar with 'Home', 'Alerts', 'Request', and 'Weekly claim' links. A yellow banner at the top contains a message about entering job search contacts. Below this, a sidebar on the left lists various claim categories, with 'Job search log' highlighted. The main content area is titled 'Weekly claim' and contains instructions for job search questions and a table for the job search log. An error message dialog box is displayed in the center, stating that at least three work search contacts are required each week. The dialog box has a red 'X' icon and an 'OK' button.

Weekly claim

Home Alerts Request Weekly claim

If required, you must enter your job search contacts into eServices each week that you file for benefits. If you are not already doing this, you should begin right away so that you become familiar with the process. Most job seekers already enter this information on line.

You should continue to keep a copy of job search contacts for your own records.

Weekly claim

How to submit
Development fields
Fraud warning
Paid time off
Pay after last day worked
Work for employers
Self-employment
Jury duty
Workers' compensation
Retirement pay
School and training
Able and available
Job search
Job search log

Weekly claim

Job search questions for Sunday, Jan 5 2020 to Saturday, Jan 11 2020

You are required to look for work. You must also keep a separate log of your job search activities. We may ask to see your logs at any time. If you don't provide it when we ask, we may deny your benefits, and you may have to repay any benefits you received. You **must** enter your job search activities in the weekly claim below.

Job search log for Sunday, Jan 5 2020 to Saturday, Jan 11 2020

Employer or WorkSource activity	Position	Activity	Contact date	Method
Add contact				

To see jobs you applied for on WorkSourceWA.com, click here.

Job search log error

You must make at least three work search contacts each week. If you don't, you may be denied benefits. If you made less than three contacts, go back to the previous page and select No.

OK

Save Cancel Previous Next

If allowed for domestic violence, the error message reflects that only one contact is needed:

This is a close-up of the error message dialog box. It features a red 'X' icon and text indicating that at least one work search contact is required each week. The word 'one' is highlighted in yellow. The dialog box includes an 'OK' button.

Job search log error

You must make at least **one** work search contacts each week. If you don't, you may be denied benefits. If you made less than **one** contacts, go back to the previous page and select No.

OK

To proceed, the claimant must click on "Add contact" link and enter information on the required three job contacts made during the week.

When claimants click the “Add contact” link, a popup box displays to capture their job search information. “What date was this contact made?” is the first question.

If the claimant answers *No* to the next question, “Was this an approved in-person activity at WorkSource?,” the following sequence of questions will appear.

Job search questions for Sunday, Nov 3 2019 to Saturday, Nov 9 2019

What date was this contact made?

Was this an approved in-person activity at WorkSource?

What was the name of the employer or company? If unknown enter the job reference number.

What position did you apply for or inquire about?

What type of employer contact was this?

How did you make the contact?

Enter the email address.

[+ Add contact](#)

The questions “What was the name of the employer or company?” and “What position did you apply for or inquire about?” are free text – i.e., the claimant can add any information that is appropriate.

The options for the next questions have drop down menu options. Note that the “Required” fields vary according to the claimant’s answers.

Selection options for the type of contact include: Application/resume, Inquiry, and Interview.

Selection options for “How did you make contact?” are: Email, Fax, In person, Mail, Phone, and Website. Depending on how the claimant made this contact, more information will be requested as appropriate. In the above example, the contact was made by Email, so the claimant was to “Enter the email address.”

Other situational options for contact information are:

- Enter the fax number
- Enter the address you visited
 - If available, enter the name of the person you spoke with
- Enter the mailing address
- Enter the phone number
- Enter the website address (URL)

If the claimant clicks the “Was this an approved in-person activity at WorkSource?” hyperlink, an explanation message will appear:

Job search questions for Sunday, Nov 3 2019 to Saturday, Nov 9 2019

What date was this contact made?

Was this an approved in-person activity at WorkSource?

Required

Examples include resume class, reemployment services, or Strategies for Success

Add Cancel

If the answer to “Was this an approved in-person activity at WorkSource?” is *Yes*, the claimant will additionally be asked “Was this an out-of-state employment center?” If that answer is *No*, the claimant must answer “Where did you complete this activity?” and “Please select an activity” by choosing the appropriate response from the drop down menus.

Job search questions for Sunday, Nov 3 2019 to Saturday, Nov 9 2019

What date was this contact made?

Nov 3 2019

Was this an approved in-person activity at WorkSource?

Yes No

Was this an out-of-state employment center?

Yes No

Where did you complete this activity?

Required

Please select the activity.

Required

Add Cancel

Conversely, if the answer to the question “Was this an out of state employment center?” was also *Yes*, the claimant must complete the following.

Job search questions for Sunday, Nov 3 2019 to Saturday, Nov 9 2019

What date was this contact made?

Was this an approved in-person activity at WorkSource?

Was this an out-of-state employment center?

What activity did you complete at the center?

What was the location of the center (city and state)?

If they click on the “What activity did you complete at the center?” hyperlink, a popup message with examples will appear:

Job search questions for Sunday, Nov 3 2019 to Saturday, Nov 9 2019

What date was this contact made?

Was this an approved in-person activity at WorkSource?

Was this an out-of-state employment center?

What activity did you complete at the center?

What was the location of the center (city and state)?

Answers to the questions “What activity did you complete at the center?” and “What was the location of the center (city and state)?” are free text.

Upon completing information on three work search contacts, the claimant can continue to file and submit the weekly claim, per the normal procedures.