

# Upgrades to Employer Account Management Services (EAMS)

Audio begins at 11 a.m.



**Employment  
Security  
Department**  
WASHINGTON STATE

# Today's presentation

- Benefits to upgraded system
- Uploading a wage file
- Locked services
- Warnings and validations (bulk filing)
- Resources

**Note:** This presentation will be recorded

# Benefits to upgraded system

- Quicker response time for their filing with the new system
- Easier to manage locked service requests for employers and employees
- Improved error checking upon file upload
- Standard Occupational Classification (SOC) codes
- Alert: [esd.wa.gov/newsroom/alerts/eams-upgrade](https://esd.wa.gov/newsroom/alerts/eams-upgrade)

# Upgrading from old EAMS version

**Employment Security Department**  
WASHINGTON STATE

**Employer Account Management Services**  
**PRODUCTION**

Help Desk

You will need to upgrade to the latest version of the Employer Account Management Services (EAMS) system before you file your fourth quarter tax report.  
You can [upgrade now](#) and [learn more here](#).

Select a business:  Add a business

Your e-mail address:  Logout

### Available Services

No business selected  
(To select a business, click from the select a business list above.)

This site requires use of pop-ups

Administrative	Quarterly Reporting
<ul style="list-style-type: none"><li>• <a href="#">My user profile</a></li><li>• <a href="#">Request access to locked services</a></li><li>• <a href="#">Manage User Access</a></li><li>• <a href="#">View account activity</a></li><li>• <a href="#">Frequently asked questions</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="#">File UI quarterly report</a></li><li>• <a href="#">Amend UI quarterly report</a></li><li>• <a href="#">Print UI quarterly report</a></li></ul>
Business Account	Payment
<ul style="list-style-type: none"><li>• <a href="#">Check tax rates</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Pay taxes</a></li><li>• <a href="#">View payment history/Cancel a payment</a></li><li>• <a href="#">Print a payment coupon</a></li></ul>
	Bulk File and Pay
	<ul style="list-style-type: none"><li>• <a href="#">Quarterly report bulk filing (ICESA)</a></li><li>• <a href="#">Bulk amendment</a></li><li>• <a href="#">Bulk payment</a></li></ul>

Logout

# Uploading a wage file

## Required format has changed

- Four columns in old EAMS
- Eight columns in upgraded EAMS:
  - Separate columns for last, first and middle name, and suffix
  - Includes SOC code
- See [esd.wa.gov/employer-taxes/importing-wage-files-new-EAMS](https://esd.wa.gov/employer-taxes/importing-wage-files-new-EAMS)

# Locked services

## What is it?

- More functionality that must be requested
- Works the same in new EAMS as in old EAMS
- Quicker, more control and more secure self-service requests

## How do I request it?


- Log in to EAMS and request in the Business account area

**Note:** You don't need locked services to use bulk filing or check your tax rate


# Locked services request access

## State Unemployment Insurance available services

### Administrative

- Frequently asked questions
- My user profile
- Terms of Use
- Account activity 


### Quarterly reporting

- Tax and wage reporting
- View/print prior unemployment quarterly report(s) 
- Amend past filings (redirect to Legacy EAMS)
- Standard Occupational Classification code lookup  
(Spanish) Lista de códigos y definiciones de Clasificación Ocupacional Estándar

### Payment

- Pay taxes

### Business account

- Check tax rates for selected business
- Request access to locked services
- Manage user access to account 

### Bulk actions

- Bulk check tax rates

### Other services

- Submit paid family and medical leave reporting
- Wage verification notices
- Sign up for the ESD Employer Newsletter

# Copy previous quarter's filings

## Input Method

2nd quarter 2022 (April 1 - June 30)

Please select one of the input options below

Import employee wage data from a comma-delimited (.csv), tab-delimited (.txt) or Excel file.

[Singles filing - tips for importing data files](#)

Copy employee and wage data from a prior quarter.

Manually type in employee and wage data.

Questions? Please contact the Account Management Center at 855-829-9243 or [OlympiaAMC@esd.wa.gov](mailto:OlympiaAMC@esd.wa.gov)



# Manage user access

## Manage users access for employer

### Pending locked service requests

<input type="checkbox"/>	Name	Email	Login	Role	SSN/ITIN	Date applied	Digital signature
No pending locked service requests							

### The following users have locked service user access

<input type="checkbox"/>	Name	Email	Login	Role
No locked service users				

### The following users have locked service admin access

<input type="checkbox"/>	Name	Email	Login	Role	
<input type="checkbox"/>				Member	
<input type="checkbox"/>				President	
Remove admin rights for selected users		Clear checked		Remove locked service access from checked	Remove all access from checked

### The following users have basic access

<input type="checkbox"/>	Name	Email	Login
<input type="checkbox"/>			
Remove access from checked		Clear checked	

Available services

Print

# View account activity

## Account activity

Account Activity table . . .

Name	Employer	Activity	Authorized by	Date
M	_____	Locked Services approved	E:	9/28/2022
M	_____	Pending with reason: Default	E:	9/28/2022
M	_____	Applying for Locked Services	M	9/28/2022
H	_____	Locked Services approved	te	3/19/2022
H	_____	Pending with reason: Default	S:	3/8/2022
H	_____	Applying for Locked Services	T:	3/8/2022
M	_____	Associate employer with user's account	M	1/25/2022
S:	_____	Associate employer with user's account	P	1/3/2022
S:	_____	Remove employer from user's account	P	1/3/2022
S:	_____	Associate employer with user's account	P	1/3/2022
H	_____	Associate employer with user's account	T:	12/13/2021
H	_____	Remove employer from user's account	T:	12/13/2021
H	_____	Associate employer with user's account	T:	11/18/2021

Available services

# View / print reports

## Select Reporting Period to View/Print

The data below includes any amendments filed for this business and/or adjustments made by Employment Security Department staff.  
To continue, you must select a quarter from the list below.

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2019	Not Available	Not Available	Not Available	Not Available
2020	Not Available	Not Available	Not Available	Not Available
2021	Not Available	Not Available	<a href="#">Current Account Data</a> <a href="#">Quarterly Report as Filed</a>	<a href="#">Current Account Data</a> <a href="#">Quarterly Report as Filed</a>
2022	Not Available	Not Available	Not Available	Not Available

### Table descriptions

**Current Account Data:** View/print your account data, current as of 9/28/2022. This data includes any amendments filed for this business and/or adjustments made by ESD staff.

**Quarterly Report as Filed:** View/print your quarterly report as it was originally filed in EAMS

**Processing:** An unemployment tax and wage quarterly report has been submitted for the quarter but has not yet been processed by the Employment Security Department.

**Not Available:** An unemployment quarterly report is not available for amending. The original report for the quarter has not been filed and processed, was for a quarter older than the twelve most recent quarters.

[Available services](#)

[« Back](#)

# Warnings and validations – bulk filing

## ■ Upgraded version of EAMS

- Single upload – if validation passes, can be submitted without uploading again
- More robust error checking with detailed feedback on errors and warnings
- Use the new specifications to take advantage of electronic reporting for out of state wages
- Use the new specifications to take advantage of electronic reporting for zero hours reason code

# Frequently asked questions

- 1. EAMS keeps asking me to upgrade even though I already have. What do I do?

**Answer:** This is because you're logged into the old version of EAMS.

After you upgrade, make sure you're using the upgraded version of EAMS. Go to the new version at <https://portal.esd.wa.gov>

If that link doesn't take you directly to upgraded EAMS, make sure you have access to Upgraded Employer Account Management Services after logging into your SecureAccess Washington (SAW) account.

Upgraded Employer Account Management Services (EAMS) provided by Employment Security Department [Access Now](#)

*File your unemployment taxes and manage your state unemployment tax account all in one place.*

[Contact TWP help desk](#) [Remove from my list](#)

# Frequently asked questions

## ■ 2. Why don't I have an option to file quarterly?

Answer: Make sure you've selected an employer from the upper-left dropdown.

If you still don't have an option to file, you are in the old version of EAMS. Follow the same steps as question 1.

# Frequently asked questions

## 3. How do I fix a file import error on “Error importing row 1”? I tried to import my wage file.

Select a comma-delimited (.csv), tab-delimited (.txt), or Excel (.xls, .xlsx) file to import  
[Singles filing - tips for importing data files](#)

No file chosen

File Submitted

Please correct the errors below and submit again.

✖ Error importing row 1. A column is missing.

**Answer:** Read more about accepted file formats and required information at <https://esd.wa.gov/employer-taxes/importing-wage-files-new-EAMS>

# Frequently asked questions

- 4. The option to request locked services is greyed out. How do I request locked services?

**Answer:** Make sure you've selected an employer from the upper-left dropdown.



# Frequently asked questions

## 5. How do I file when all the quarters show “Not Available”?

Answer: Employers who are inactive will not see available quarters to file. Employers become inactive after eight quarters filing no-wage quarterly reports.

Please select a quarter from the grid below.

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2019	Not Available	Not Available	Not Available	Not Available
2020	Not Available	Not Available	Not Available	Not Available
2021	Not Available	Not Available	Not Available	Not Available
2022	Report filed	Not Available	Not Available	Not Available

# Frequently asked questions

## ■ 6. What happened to the screen where I entered corporate officer information?

Answer: That information is only required for corporate officers.

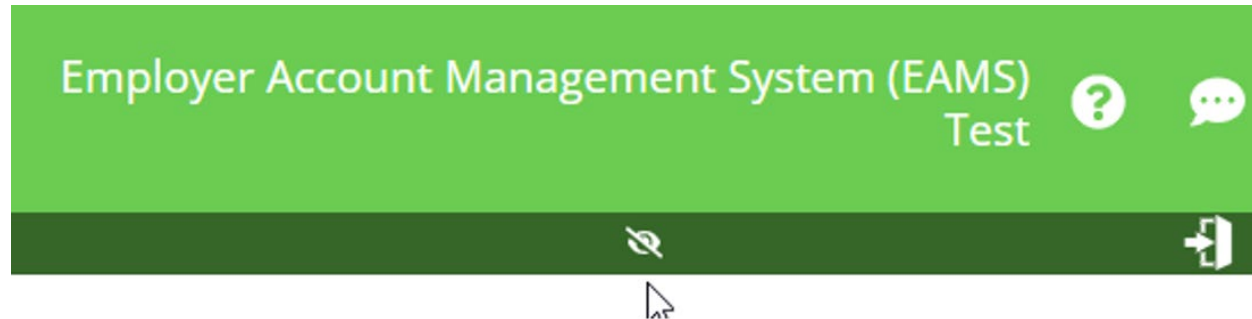
If you're filing for another type of business (like an LLC), that information is not required, and you won't see the screen.

More information is at <https://esd.wa.gov/employer-taxes/corporate-officers-FAQ>

# Frequently asked questions

- 7. When I enter Social Security numbers, they show up as asterisks. How do I change this so I can look at the full numbers?

Answer: Click on the eyeball in the upper right and that will unhide Social Security numbers.



# Frequently asked questions

■ 8. I filed in upgraded EAMS and now I need to amend that filing. What do I do?

Answer: Log into upgraded EAMS and go to Amend past filings.

# Frequently asked questions

- 9. I can't find an employer in my dropdown list and they were there in the old version of EAMS. What do I do?

**Answer:** Make sure to click the upgrade button in the old version of EAMS. That will copy your employer and locked services information to the upgraded version.

If the employer is still not showing, look for the legal entity name in the dropdown list instead of the business name. The two names aren't always the same, even though they are names for the same business.

# Resources

## ■ Upgrading in EAMS

- Questions about upgrades?  
[UIFTSupport@esd.wa.gov](mailto:UIFTSupport@esd.wa.gov)
- New specifications:  
<https://esd.wa.gov/employer-taxes/EAMS-bulk-filing>

# Resources

## Account questions

- General unemployment tax information:  
[OlympiaAMC@esd.wa.gov](mailto:OlympiaAMC@esd.wa.gov)  
855-829-9243
- Tax rate or benefit charging information:  
[esdexperiancerating@esd.wa.gov](mailto:esdexperiancerating@esd.wa.gov)  
855-829-9243, option 3

# Resources

## ■ Bulk filing

- General bulk filing information:  
[UFTSupport@esd.wa.gov](mailto:UFTSupport@esd.wa.gov)  
[esd.wa.gov/employer-taxes/EAMS-bulk-filing](https://esd.wa.gov/employer-taxes/EAMS-bulk-filing)



# Resources

## ■ Logging into SecureAccess Washington (SAW)

- Log into SAW:  
<https://secureaccess.wa.gov>
- Help for employers:  
[esd.wa.gov/employer-taxes/EAMS-SecureAccess-Washington](https://esd.wa.gov/employer-taxes/EAMS-SecureAccess-Washington)

# Resources

## ■ Using SOC codes

- SOC code general information:  
[socreporting@esd.wa.gov](mailto:socreporting@esd.wa.gov)  
<https://esd.wa.gov/employer-taxes/about-soc>
- Search for SOC codes:  
<https://www.onetonline.org>