

向索赔人介绍eServices

eServices是就业保障局 (Employment Security Department) 旗下的安全门户网站，用于申请失业救济金、申领每周的失业救济金以及查询有关救济金的信息。

目录

借助eServices您可以做什么.....	1
创建账号.....	1
申请失业救济金.....	4
eServices导航.....	9
申领每周的失业救济金.....	11
申请开通直接存款或借记卡.....	17
发送或回复消息.....	20
答复有关其他信息的询问.....	23

借助eServices您可以做什么

- 申请失业救济金。
- 申领每周的失业救济金。
- 查询有关救济金的信息，包括您将收到的救济金数额以及我们是否通过了您的申领。
- 阅读我们发给您的信件内容。
- 更改您的联系方式。
- 申请开通直接存款或借记卡。
- 查询给您多付的款项并将其偿还。
- 更改您在我们的电话系统中使用的个人识别码 (Personal Identification Number, PIN)。
- 申请从您的救济金中扣缴或不扣缴联邦所得税。
- 申请培训补贴。
- 答复有关其他信息的询问（事实调查问题）。
- 向我们提问。
- 查看您以往的工资。

创建账号。

如需创建eServices帐号，请访问esd.wa.gov并点击*Sign in or create account*（登录或创建帐号）。

1. 您需要使用SecureAccess Washington (SAW) 帐号以登录。如果您已在WorkSourceWA.com或其他Washington州服务网站上创建了SAW帐号，您可使用相同的用户名和密码。

如果您尚未创建，请点击>Create new account（创建新帐号），按照指示操作。您须提供电子邮箱地址。

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
- Manage your employees' unemployment claims
- Send a secure message
- View and respond to correspondence
- File an appeal

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:


[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 already have a SAW account

We use SecureAccess Washington to protect your personal information



2. 帐户创建后须激活。请点击发送至您邮箱的链接。



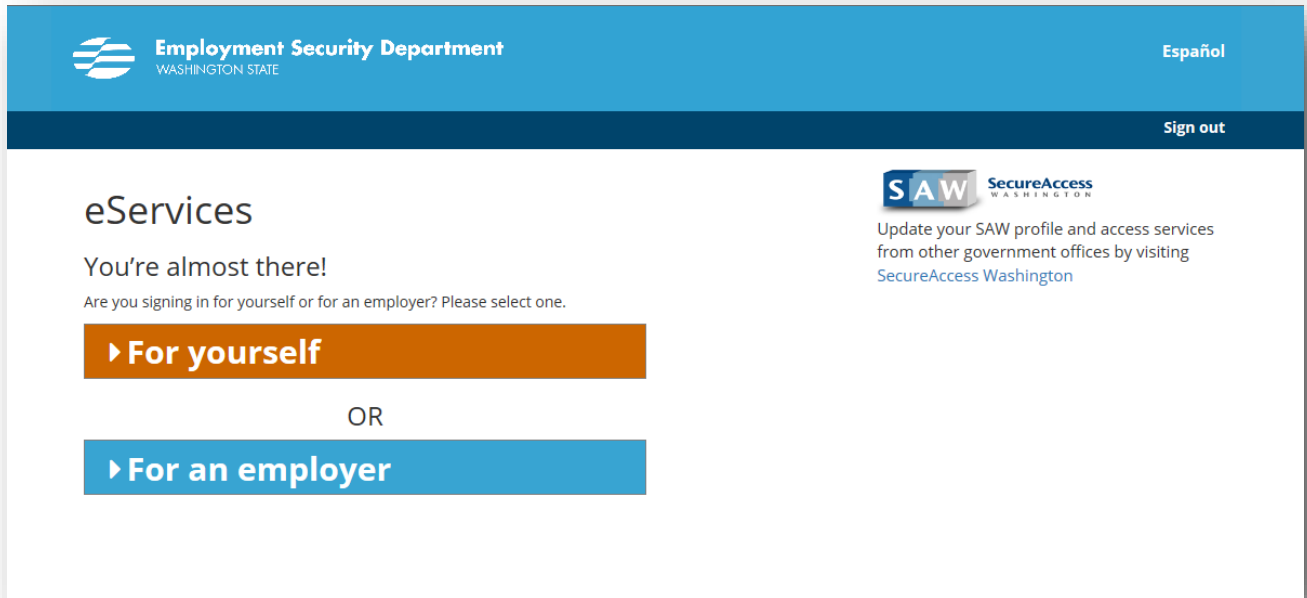
Select the link to [activate your eServices account](#). If you activate your account using a different device, such as a cellphone, be sure to refresh your computer monitor before entering your username and password.

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

Sincerely,

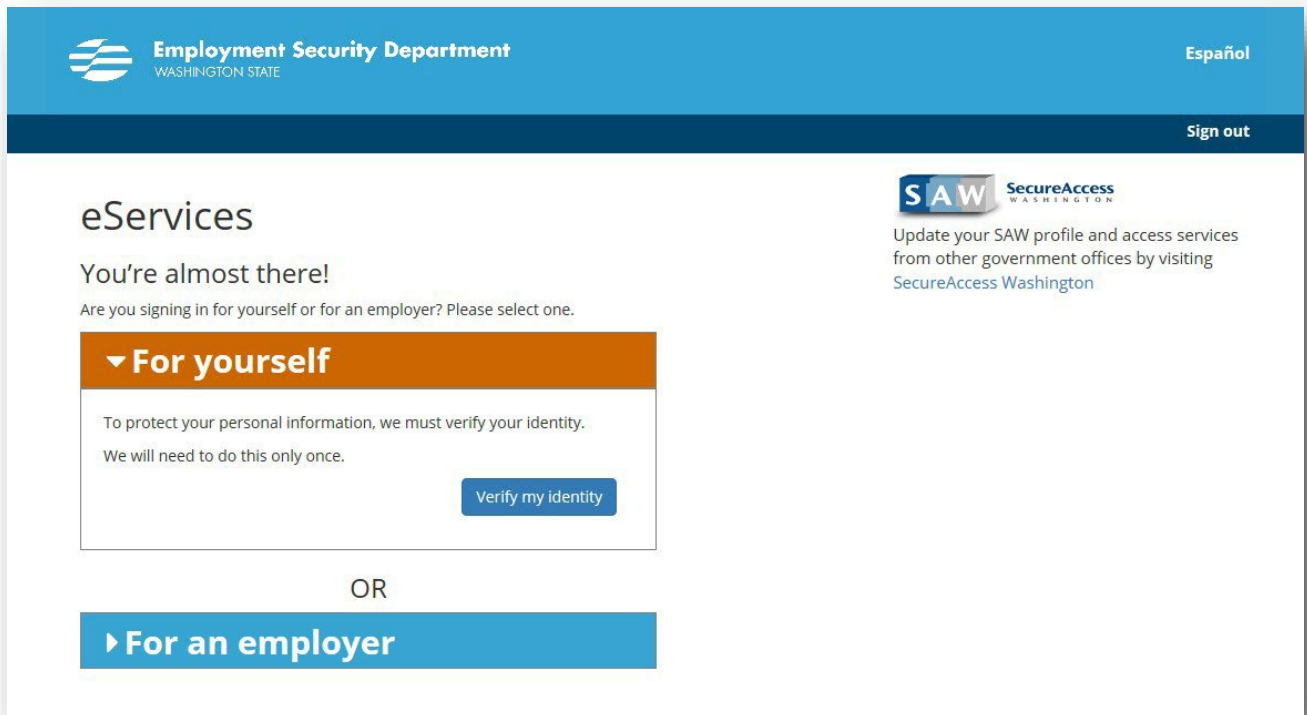
The Washington State Employment Security Department

3. 下一步，点击*For yourself*（代表您本人）和*Continue*（继续）按钮。



The screenshot shows the top navigation bar with the Employment Security Department logo and name on the left, and 'Español' on the right. Below the navigation bar is a dark blue bar with 'Sign out' on the right. The main content area has a white background with the heading 'eServices' and the sub-heading 'You're almost there!'. Below this is the question 'Are you signing in for yourself or for an employer? Please select one.' and two buttons: '▶ For yourself' (orange) and '▶ For an employer' (blue). To the right of the main content is the 'SAW SecureAccess WASHINGTON' logo and the text 'Update your SAW profile and access services from other government offices by visiting SecureAccess Washington'.

4. 点击*Verify my identity*（验证我的身份）。




The screenshot shows the same top navigation bar and 'Sign out' button as the previous image. The main content area has the heading 'eServices' and the sub-heading 'You're almost there!'. Below this is the question 'Are you signing in for yourself or for an employer? Please select one.' and two buttons: '▼ For yourself' (orange) and '▶ For an employer' (blue). The 'For yourself' button is selected, and a white box with a thin border is displayed below it. Inside this box is the text 'To protect your personal information, we must verify your identity. We will need to do this only once.' and a blue button labeled 'Verify my identity'. To the right of the main content is the 'SAW SecureAccess WASHINGTON' logo and the text 'Update your SAW profile and access services from other government offices by visiting SecureAccess Washington'.

5. 您需要提供您的个人信息，包括您的社会安全号码、地址和出生日期。
6. 如果您在注册帐号时需要帮助，请拨打855-682-0785。

申请失业救济金

点击 [Apply for unemployment benefits or manage your current and past claims](#)（申请失业救济金或者管理您当前或以往的申请）。

Español
Sign out

eServices

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

For yourself

- [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

您将回答我们提出的一些问题。点击Next（下一步），去到下一个页面。点击Save（保存），保存您的申请以便稍后返回查看。

The screenshot shows a web application interface for submitting an application for unemployment benefits. At the top, there is a dark blue header with a hamburger menu icon and the text 'Submit an application'. Below the header is a light blue navigation bar with a home icon and the text 'Home > Submit an application'. The main content area is titled 'Application for unemployment benefits'. On the left side, there is a vertical sidebar with three items: 'Your profile' (highlighted in dark blue), 'Certification' (in light green), and 'Certification cont'd' (in orange with a right-pointing arrow). The main content area has a dark grey header 'Your profile' and a section titled 'Read and certify'. This section contains three sub-sections: 'Save and continue button' with a warning about a 15-minute timeout; 'Get a confirmation number!' with a warning about losing information if the user exits; and 'When to apply' with information about the start date of the claim. At the bottom of the page, there are four buttons: 'Save', 'Cancel', 'Previous', and 'Next'.

Submit an application

Home > Submit an application

Application for unemployment benefits

Your profile

Certification

Certification cont'd

Your profile

Read and certify

Save and continue button
You don't have to complete the entire application all at once. But if you don't type anything for 15 minutes, the application will time out and you will lose your information. Be sure to choose the *Save and continue* button.

If you choose not to continue this application, we will discard it on Saturday.

Get a confirmation number!
Be sure to get a confirmation number proving you submitted your application. If you exit the application before receiving a confirmation number, you will lose any information you entered and you'll have to start over. You will also need the number if you exit and return to the application later.

When to apply
Your unemployment benefits claim will start Sunday of the week you apply. If you don't want to start your claim yet, wait to apply until the week (Sunday through Saturday) you want your claim to start.

Save Cancel Previous Next

进入Contact information（联系方式）页面时，输入您的地址信息。点击页面右上角的Check address（核对地址）按钮，检查您的地址是否有误。

The screenshot shows the 'Submit an application' page for unemployment benefits. The 'Contact information' section is active, and a red box highlights the 'Check address' button. The form includes fields for Mailing address (USA), Street, Street 2, Unit type, Unit #, City, WASHINGTON, ZIP, and County. There are also questions about physical addresses and contact permissions.

从地址列表中选择。在大多数情况下，您需要选择标记为Suggested（建议）的地址，即美国邮政局认可的地址。

The 'Check address' dialog box displays the address details and a list of suggestions. The 'Suggested address' is highlighted with a red box. The address details include Country (USA), Street (212 MAPLE PARK AVE SE), Street 2, Unit type, Unit #, City (OLYMPIA), State (WASHINGTON), Zip (98501-0000), County, and Attention.

如需输入您的职业，请先点击Search occupation（搜索职业）按钮。

Submit an application

Home > Submit an application

Application for unemployment benefits

- Your profile
- Your employers
- Your occupation
- Occupation code

Your occupation

Occupation

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

Primary occupation

Are you going to continue to look for work in this occupation?

Yes No

Please click 'Search occupation'

Required

在左侧，输入您的职称并点击Search（搜索）。在右侧，您将看到职位列表。选择最符合您工作内容的职位。

Search occupation codes

First: Search for a job title.

Single words or short phrases work best.

auto mechanic

Next: Choose one for details, then press "OK."

Filter

1 of 6 1 - 10 of 60

Code	Job Title
17-2121.01	Marine Engineers
17-2141.00	Mechanical Engineers
17-2199.05	Mechatronics Engineers
17-3013.00	Mechanical Drafters
17-3023.01	Electronics Engineering Technicians
17-3024.00	Electro-Mechanical Technicians
17-3024.01	Robotics Technicians
17-3027.00	Mechanical Engineering Technicians
25-1032.00	Engineering Teachers, Postsecondary
25-1194.00	Vocational Education Teachers, Postsecondary

1 of 6 1 - 10 of 60

在提交申请之前，您可以通过点击页面左侧的按钮返回相应页面并检查您回答。

在回答完所有问题之后，点击*Submit*（提交）按钮。
请记住您的确认号码并仔细阅读后续的重要指示。

eServices 导航

在您确立好申请并登录eServices时，您的页面将默认为Summary（概要）视图。蓝色文字表示超链接。点击UI claim（UI申请）链接...

Home

Home

About me [Update](#) **Alerts** **I Want To**

There is 1 unread message

Change federal withholding preference

Send us a message

Update union information

Last logged on Mar 20 2017

Summary Online activity Notices/letters Name/address 1099s

My accounts [All accounts](#)

UI claim

Claim ID	
Benefit year begin	Sep 24 2017
Benefit year ending	Sep 22 2018
Weekly benefit amount	\$269.00
Status	Active

⚠ We need more information from you

...查看您当前的申请和您已领取到的救济金。“UI”代表unemployment insurance（失业保险金）。

UI claim

Home UI claim

Account **Account alerts** **I want to**

We need more information from you

Restart my claim to begin filing again

Register for training benefits

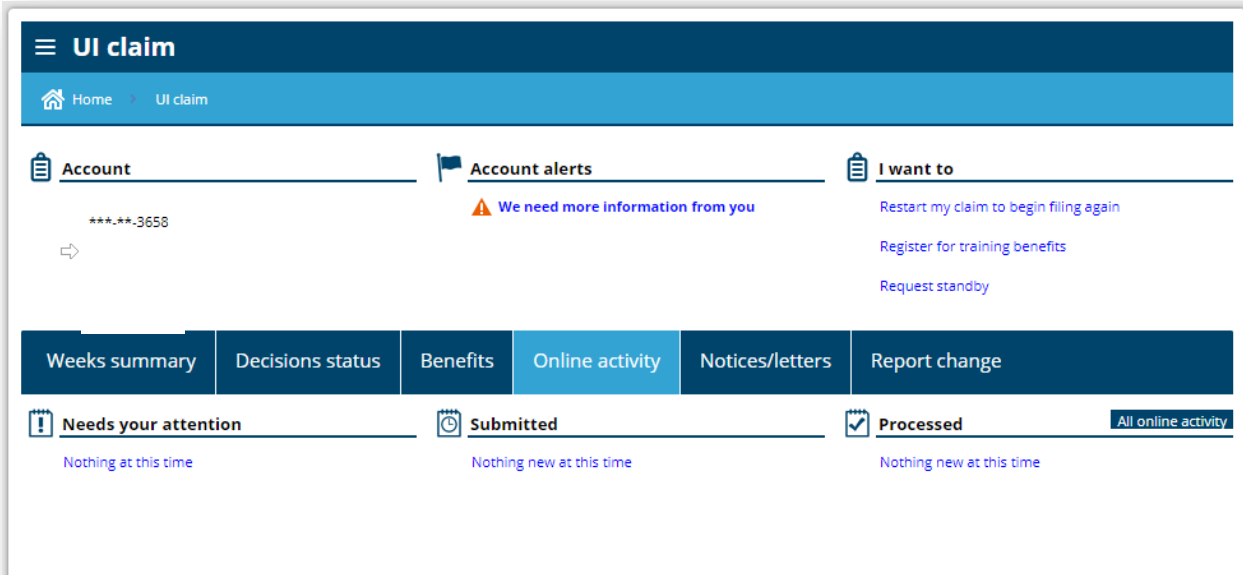
Request standby

Weeks summary Decisions status Benefits Online activity Notices/letters Report change

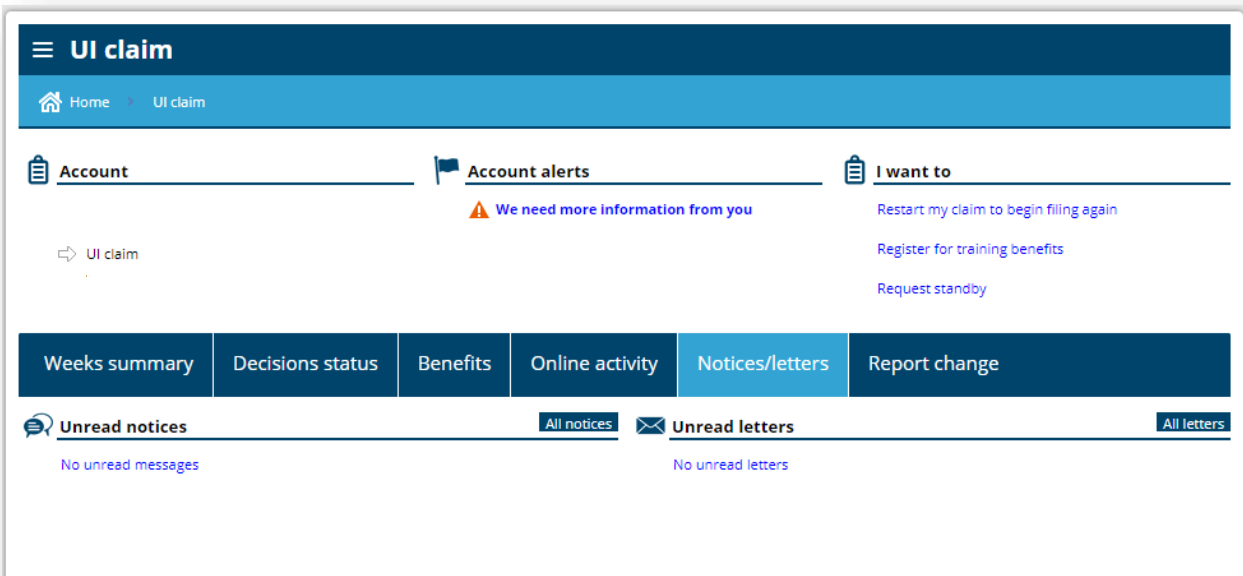
Weeks summary [Filter](#)

Week ending	Status	Weekly benefit amount	Deductions	Intercepts	Benefits paid	Payment date
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点击Online activity（线上活动）选项卡，查看您在eServices上已完成或需要完成的任务列表。

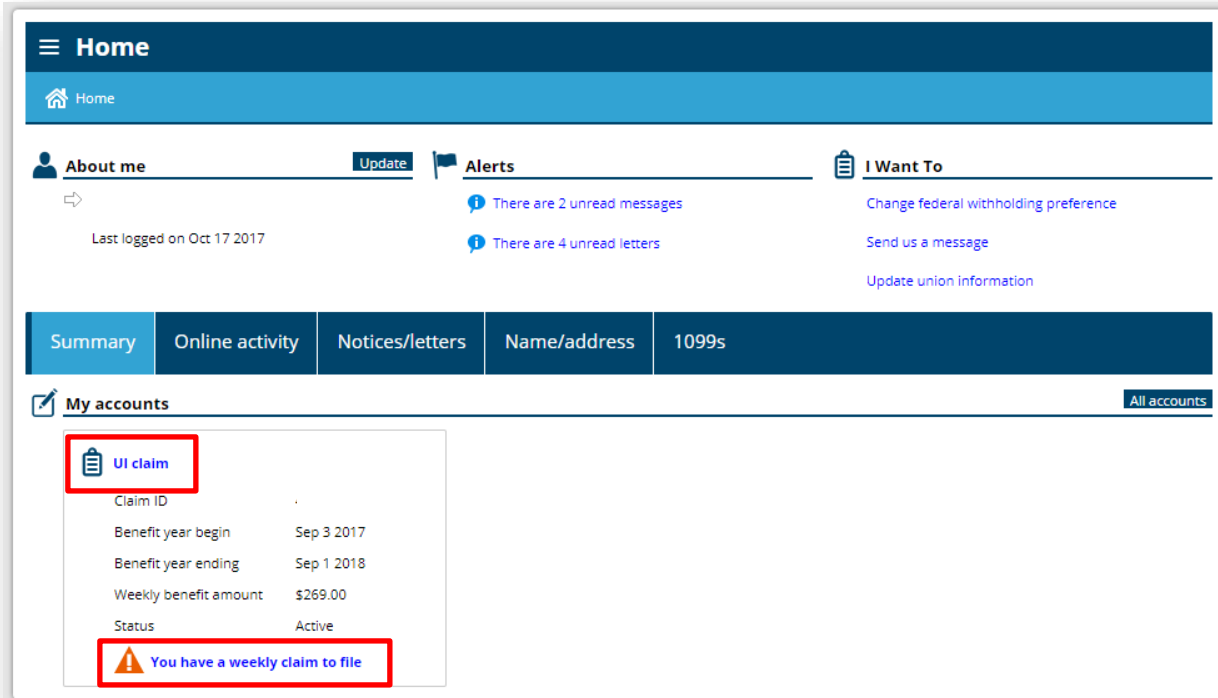


点击Notices/letters（通知/信件）选项卡，查看未读信件和通知。

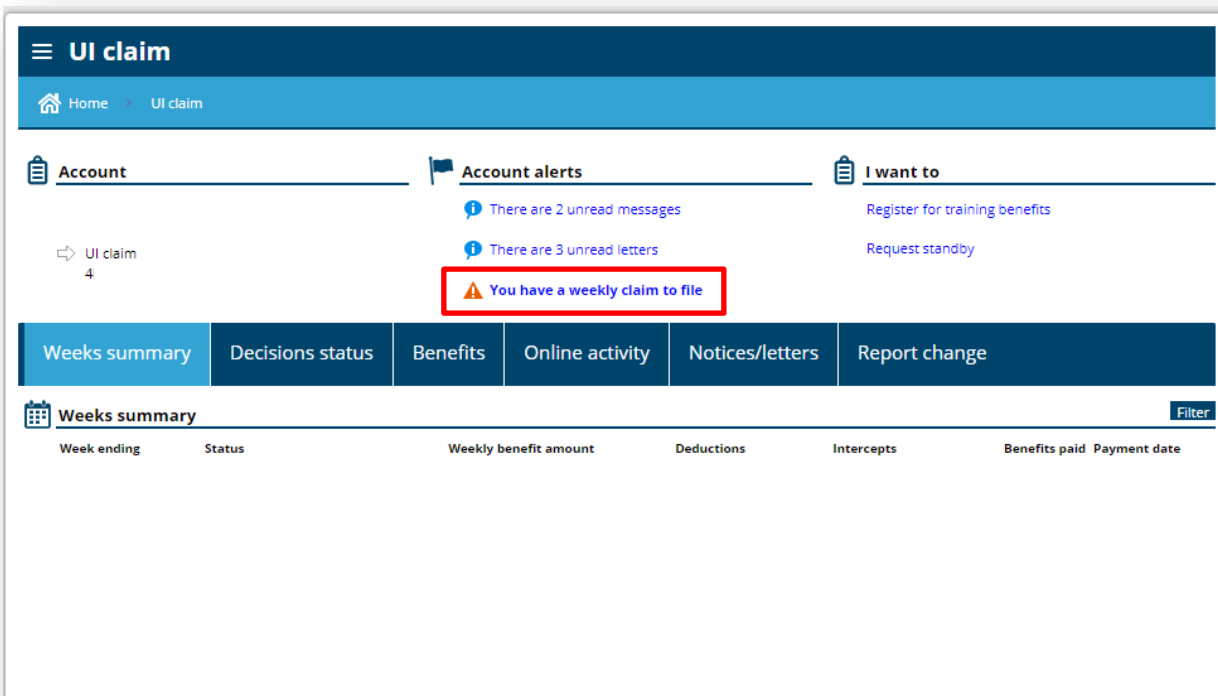


申领每周的失业救济金

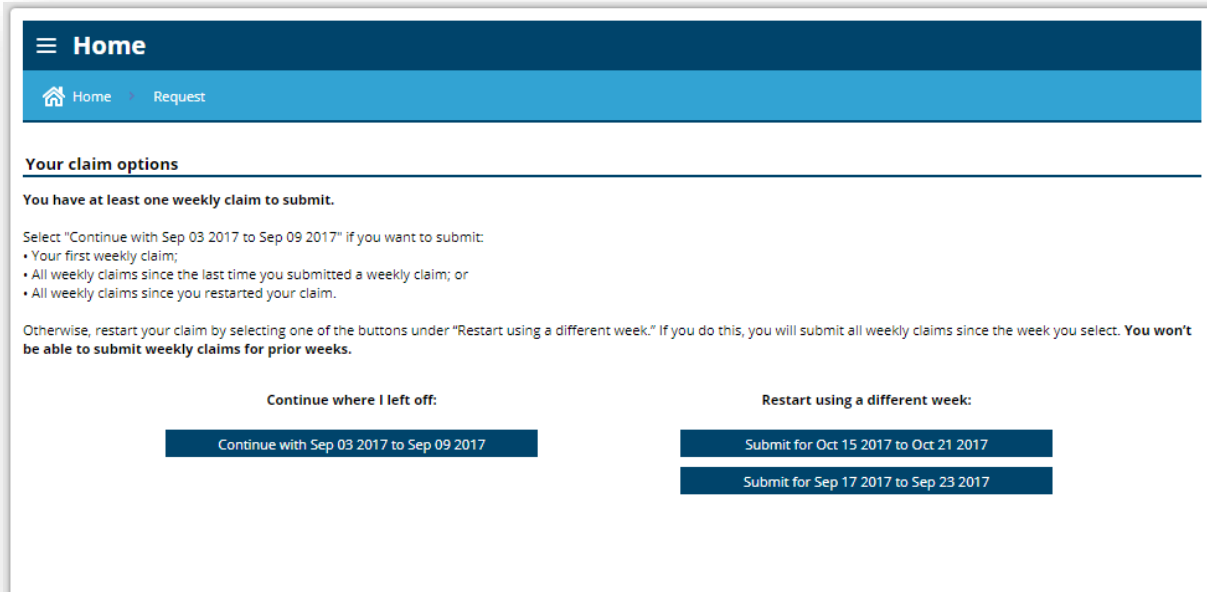
点击 [You have a weekly claim to file](#)（您需要申领每周的救济金）（标蓝的超链接）。您可在 *Summary*（概要）视图中找到此链接，如下图所示。如果您点击 *UI claim*（UI 申请）...



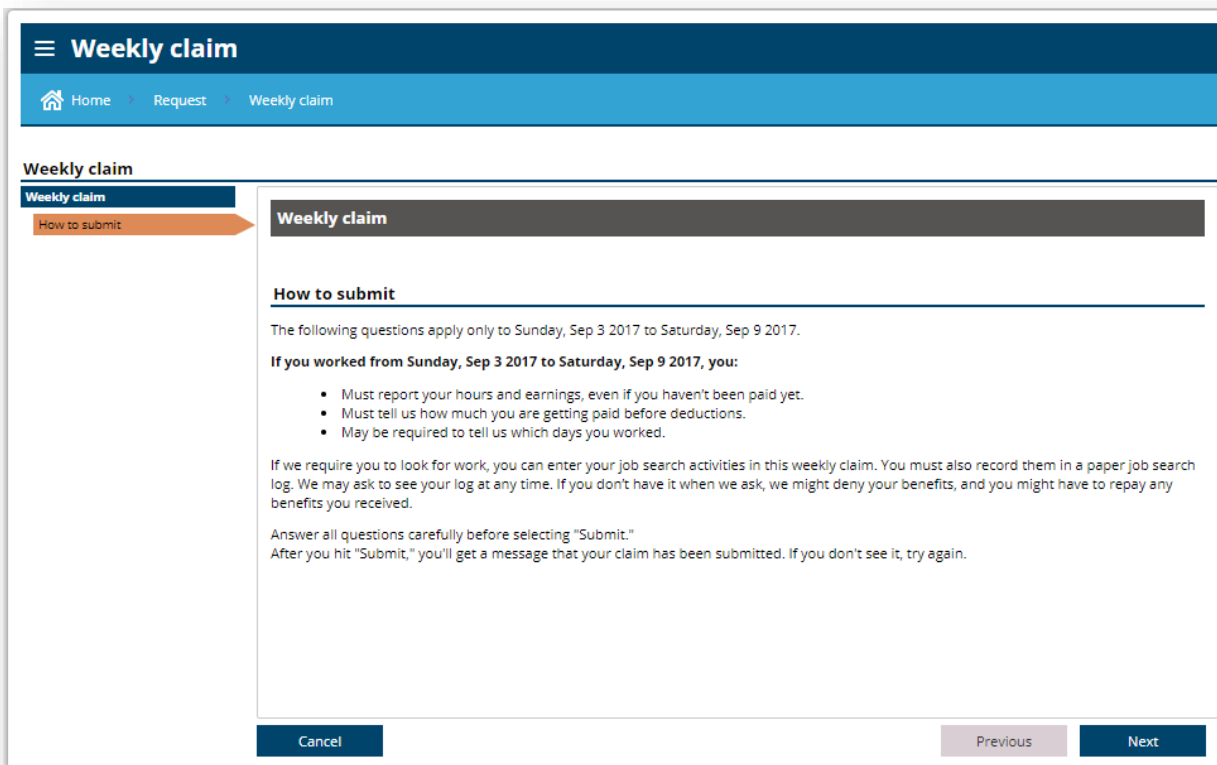
...您也可以在页面上方、*Account alerts*（帐号警告）一栏下方找到每周申领的链接。



选择您想要申领的星期。如果您错过了某星期，您可从申领中断处重新开始计算日期。



您将回答我们提出的一些问题。您必须要有能力工作、有时间工作并且每周至少进行三次职位搜索活动，才能成功申领救济金。



你可以在线上输入职位搜索活动的内容，包括雇主的联系方式和你在WorkSource职业中心参加的研讨会。点击Add contact（添加联系方式）。

The screenshot shows a web interface for a 'Weekly claim'. At the top, there is a navigation bar with 'Home', 'Request', and 'Weekly claim'. Below this is a sidebar menu with various options, including 'Job search log' which is currently selected. The main content area is titled 'Weekly claim' and contains two sections: 'Job search questions for Sunday, Sep 3 2017 to Saturday, Sep 9 2017' and 'Job search log for Sunday, Sep 3 2017 to Saturday, Sep 9 2017'. The 'Job search log' section features a table with columns for 'Employer or WorkSource activity', 'Position', 'Activity', and 'Contact date'. A red box highlights an 'Add contact' button in the first row of the table. At the bottom of the page, there are three buttons: 'Cancel', 'Previous', and 'Next'.

Employer or WorkSource activity	Position	Activity	Contact date
Add contact			

在您上报雇主联系方式时，您须提供最符合相关职位的职业代码。点击*Search occupation*（搜索职业），获取职称列表。

点击*Search employers*（搜索雇主），查找您的雇主。

保留您职位搜索记录的副本。我们有可能要求您出示您的搜索记录证明。

Job search questions for Sunday, Jul 31 2016 to Saturday, Aug 6 2016 ⓘ 🗄 ✕

What date was this contact made? 📅

Was this an in-person job search activity provided through WorkSource? Yes No

What type of employer contact was this? ▾

Position information

Occupation code

What was the position?

Employer information

Employer or WorkSource activity

Country

Street

Street 2

Unit type Unit number City

State ZIP code County

Additional employer information

Email

Website

Newspaper

Job reference number

Name of person contacted

Title of person contacted

Contact's phone number

Country code	<input type="text" value="USA"/>	Area code	<input type="text" value="1"/>	Phone number	<input type="text" value="Area code"/>	Extension	<input type="text" value="Phone Number"/>
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请告知我们您一周内的工作时数（如果有），并上报您赚取的所有工资数额，即便您在之后才能拿到工资。如需上报工资，请先从提供的列表中选择您的雇主。如果您从中找不到您的雇主，请点击 *I can't find the employer I'm looking for*（我找不到想要选择的雇主）以输入您的雇主名称。

Request

Employment history

Please select your employer from your employment list. If you have a different employer to report, please click "I can't find the employer I am looking for" on the bottom of the screen.

Employment Filter

Employer	Address
SMITH AUTO	

I can't find the employer I am looking for

选择雇主名称，输入您的收入和工作小时数。上报收入时，请提供缴税前的工资数额。

Earnings

Earnings for Sunday, Jul 31 2016 to Saturday, Aug 6 2016

Employer: SMITH AUTO

Hours worked: 8.00 Gross earnings: \$144.00

Gross earnings – The amount you earn, before deductions. To calculate, multiply the number of hours you worked by your hourly rate of pay before deductions (such as taxes, Social Security etc.). Include all types of pay (regular pay, overtime pay, tips, commission, room and board in lieu of pay, etc.).

Did your work for this employer end, even temporarily?

在回答完所有问题之后，点击Submit（提交）。

Weekly claim

Home > Request > Weekly claim

Weekly claim

- Weekly claim
- How to submit
- Fraud warning
- Paid time off
- Pay after last day worked
- Work for other employers
- Hours and earnings
- Self-employment
- Jury duty
- Workers' compensation
- Retirement pay
- School and training
- Able and available
- Job search
- Job search log
- Refused work
- Summary
- Submit**

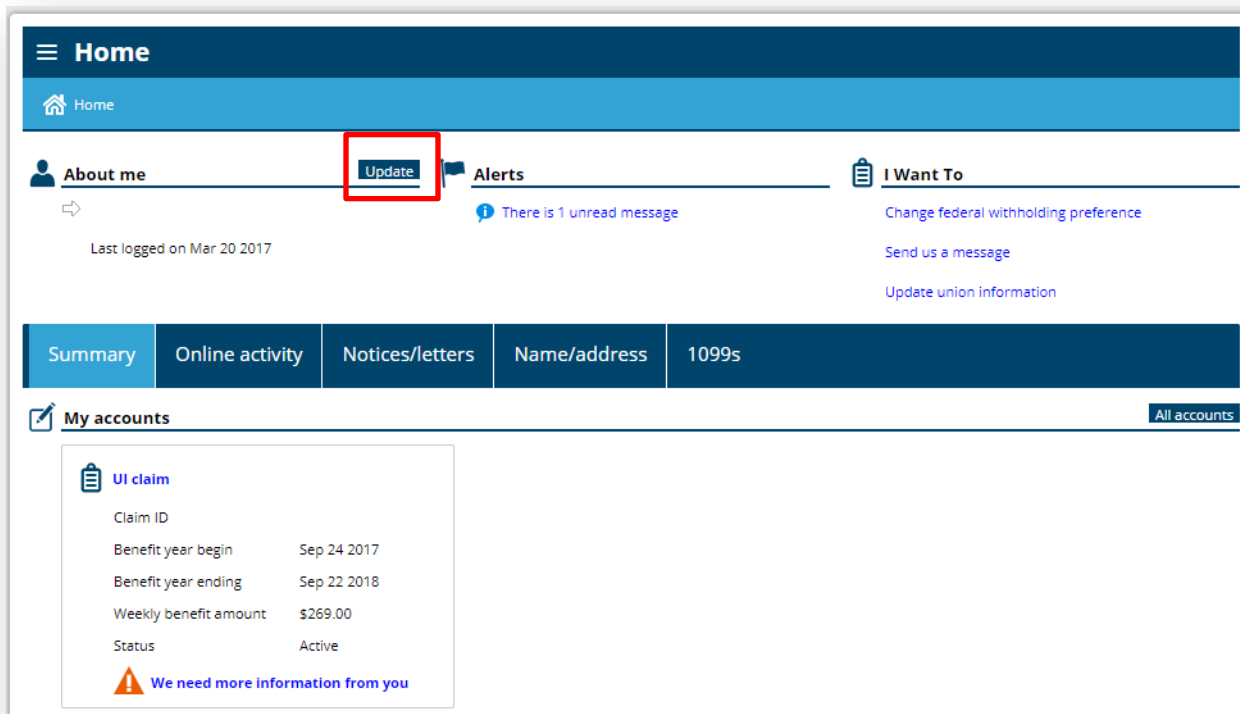
Submit

Select the "Submit" button to submit this weekly claim.

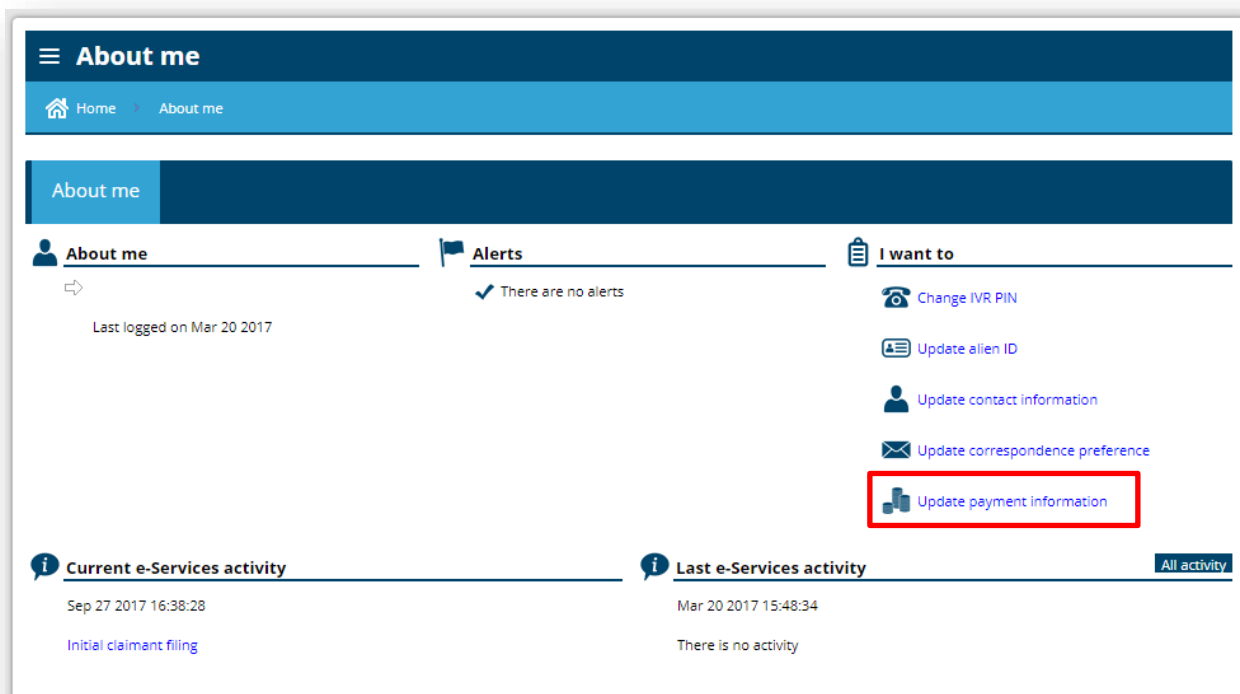
Cancel Previous Submit

申请开通直接存款或借记卡

从Summary（概要）视图，点击About me（关于我）旁边的Update（更新）。



在I want to（我想要）一栏下方，点击Update payment information（更新付款方式）。



如需申请开通直接存款，请对第一个问题回答“**Yes(是)**”：“您是否希望提供您的银行信息以便您的救济金款项自动直接存入您的账户？”

您将被要求提供您的银行账户详情。在提供账户信息之后，点击**Submit**（提交）。

Update contact information

Home > About me > Update contact information

Update payment information

Our records indicate that you do not have a bank account in our system.

Do you wish you provide your bank information so that your benefit payments will be automatically direct deposited into your account?

Yes No

I am granting the Unemployment Insurance Agency permission to credit my account.

Yes No

Account Holder's Name

Bank Account Type
 Required

Routing Number

Name of Bank

Account Number

Confirm Account Number

如果您希望将救济金存入您的借记卡，请对第一个问题回答“No (否)”，对第二个问题回答“是”：“您是否希望我们将您的救济金款项存入借记卡？”

然后点击Submit（提交）。

The screenshot shows a web interface for updating contact information. At the top, there is a dark blue header with a hamburger menu icon and the text "Update contact information". Below the header is a light blue navigation bar with a home icon and the text "Home", "About me", and "Update contact information". The main content area is white and titled "Update payment information". It contains two questions with radio button options. The first question is "Do you wish you provide your bank information so that your benefit payments will be automatically direct deposited into your account?" with "Yes" and "No" options. The second question is "Would you like us to deposit your benefit payments into a debit card?" with "Yes" and "No" options. A yellow banner below the questions states "You will receive your debit card in a plain white envelope. When you receive it, follow the instructions to activate your card." At the bottom right, there are two buttons: "Submit" and "Cancel".

Update contact information

Home About me Update contact information

Update payment information

Our records indicate that you do not have a bank account in our system.

Do you wish you provide your bank information so that your benefit payments will be automatically direct deposited into your account?

Yes No

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

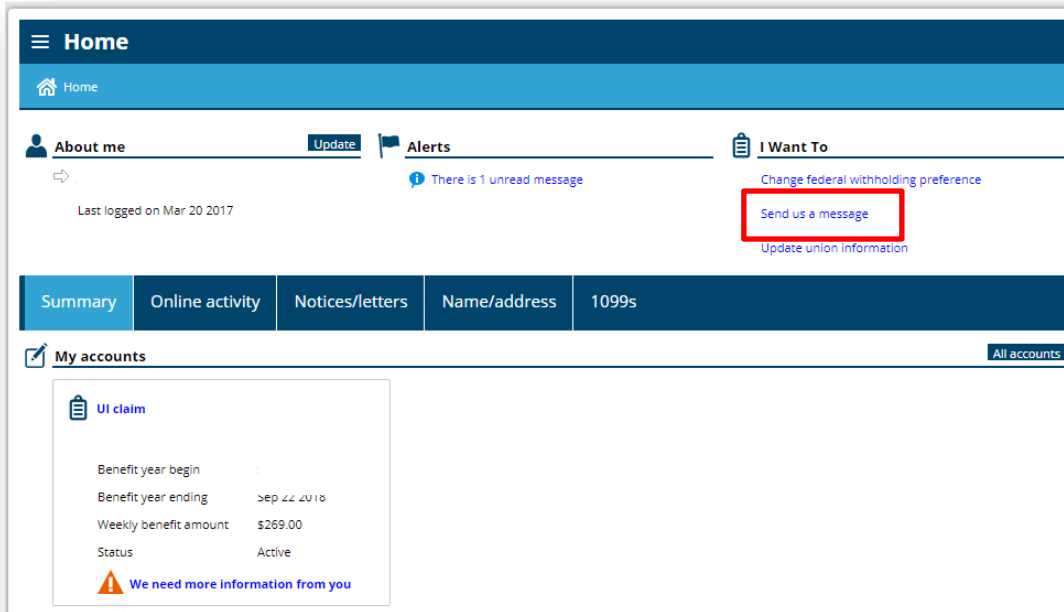
Yes No

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

Submit Cancel

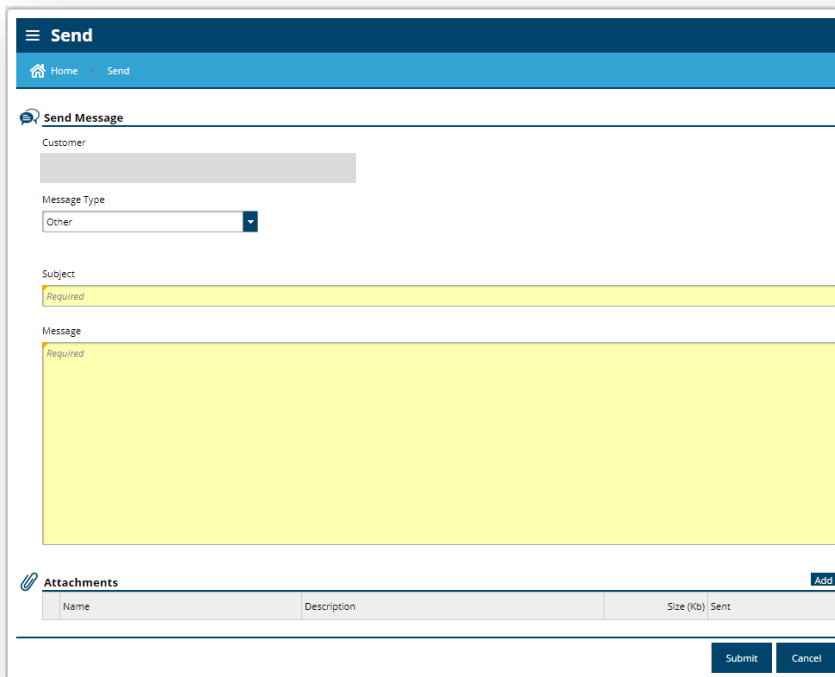
发送或回复消息

如需向索赔中心发送新消息，请点击 *I want to*（我想要）一栏下方的 *Send us a message*（给我们发送消息）链接。



发送新消息时，您将看到以下页面。点击 *Message type*（消息类型）一栏下方的 *Send us a message*（给我们发送消息），添加主题并输入您的消息。

如需添加附件，请点击 *Attachments*（附件）右侧的 *Add*（添加）按钮。添加文件描述并从您的电脑上传文件。



如需回复我们发送给您的消息，请点击Notices/letters（通知/信件）选项卡。然后点击Unread notices（未读通知）右侧的All notices（所有通知）。

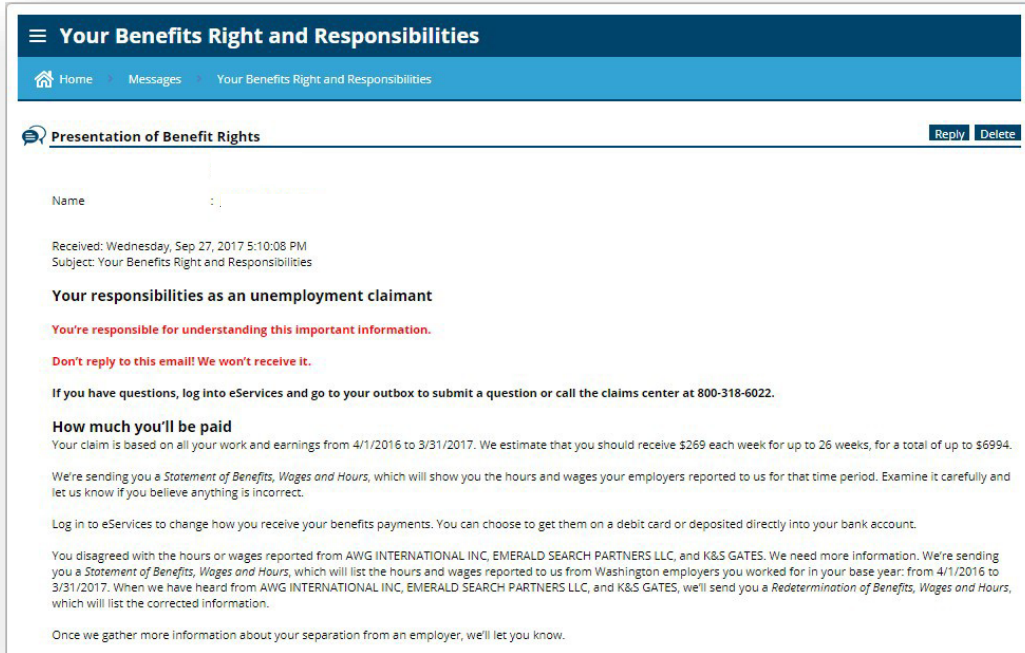
The screenshot shows the 'Home' page of a user interface. At the top, there is a navigation bar with 'Home' and a home icon. Below this, there are sections for 'About me' (with an 'Update' button and 'Last logged on Mar 20 2017'), 'Alerts' (with a notification 'There is 1 unread message'), and 'I Want To' (with links for 'Change federal withholding preference', 'Send us a message', and 'Update union information'). A horizontal menu contains 'Summary', 'Online activity', 'Notices/letters' (selected), 'Name/address', and '1099s'. Below the menu, there are two main sections: 'Unread notices' (with a link to 'Your Benefits Right and Responsibilities') and 'Unread letters' (with 'No unread letters'). The 'All notices' link in the 'Unread notices' section is highlighted with a red box.

您将看到通知列表（如果有）。如需回复通知，请点击主题栏。

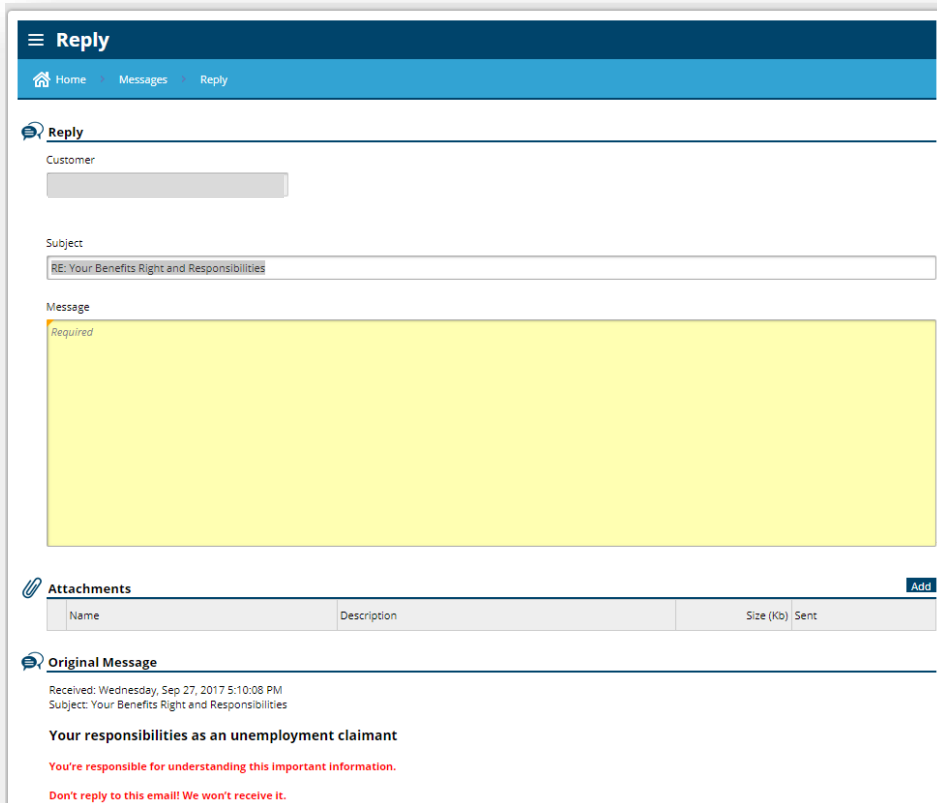
The screenshot shows the 'Messages' page. At the top, there is a navigation bar with 'Messages' and a home icon. Below this, there are tabs for 'Unread⁰', 'Inbox' (selected), and 'Outbox'. A 'Mark all as read' button is visible in the top right corner. Below the tabs, there is a table with columns: 'Posted', 'Subject', 'For', 'Id', 'Name', and 'Week ending'. A single message is listed with the subject 'Your Benefits Right and Responsibilities' and a 'Delete' link.

Posted	Subject	For	Id	Name	Week ending	
Sep 27 2017	Your Benefits Right and Responsibilities					Delete

下一步，点击通知右上角的Reply（回复）按钮。



然后您即可输入您的消息。如需添加附件，请点击Attachments（附件）右侧的Add（添加）按钮。添加文件描述并从您的电脑上传文件。



答复有关其他信息的询问

有时候，我们需要获取更多信息以确定您是否符合申领救济金的资格。我们会向您发送电子邮件，要求您在线上回答我们的问题。

从Home（主页）页面，点击*We need more information from you*（我们需要您提供更多信息）。

The screenshot shows the 'Home' page with a navigation menu and several sections. The 'My accounts' section is expanded to show a 'UI claim' card. The card displays the following information:

Claim ID	
Benefit year begin	Sep 24 2017
Benefit year ending	Sep 22 2018
Weekly benefit amount	\$269.00
Status	Active

Below the card, a red box highlights a warning message: **We need more information from you**.

您将看到问题列表。请点击标蓝的超链接回答我们的问题。

The screenshot shows the 'Home' page with a navigation menu and a section titled 'Additional information required'. Below this section is a table of 'Issues to be resolved'.

Filing period	Respond by	Issue
Sep 30 2017	Oct 4 2017	Incomplete employer information
Sep 30 2017	Oct 4 2017	Incomplete employer information
Sep 30 2017	Oct 4 2017	Incomplete employer information
Sep 30 2017	Oct 4 2017	Identity

Below the table, a yellow box highlights a message: **We may need information from you in addition to the issues listed here.**

阅读并勾选表示您已了解您的权利之方框。

The screenshot shows a web interface for 'Incomplete employer information'. The page title is 'Incomplete employer information' and the breadcrumb trail is 'Home > Request > Incomplete employer information'. The main content area is titled 'Incomplete employer info' and includes a sub-section 'Advice of Rights'. The text under 'Advice of Rights' states: 'You must respond by Oct 4 2017. We need you to answer the questions on the following pages. Then we will decide whether we can pay or continue to pay you unemployment benefits. If you don't respond by the deadline, we'll use the information we have to make our decision. This means we might not pay you unemployment benefits, and you might have to pay back benefits you already received.' Below this, there is a section 'Your rights' with a list of bullet points: '• Have anyone help, including an attorney.', '• Present evidence, documents, or witnesses.', '• Cross-examine witnesses or parties at the interview.', and '• Ask for copies of all records or documents related to the issue.' The next section is 'Tell the Truth' with the text: 'If you make a false statement or withhold information about your claim, we consider that fraud. If you commit fraud, you may be denied benefits for future weeks, have to pay back benefits you already received, and pay a penalty.' At the bottom of the form, there is a checkbox with the text 'I have read and understand the above statements.' and a yellow 'Required' label next to it. The checkbox is currently unchecked. At the very bottom of the page, there are three buttons: 'Cancel', 'Previous', and 'Next'.

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