

The documents in this packet will help you understand your responsibilities as participants in your employer's SharedWork plan and how to get up and running in the program. The first step is to apply online through eServices. Use the instructions attached. Your employer will have more info for you soon on what's next.

- SharedWork Employee Responsibilities*
- Apply Online for SharedWork benefits*
- Receiving benefit payments on a prepaid debit card*

**If you're unable to apply online, you can get a paper application from your SharedWork employer representative.**

# SharedWork Employee Responsibilities

---

As a SharedWork participant, you are responsible to:

1. **Read the information in this packet.**
2. **Contact your SharedWork Employer Representative at your place of employment about your weekly claims, issues or any questions you have about the SharedWork Program.**  
Your SharedWork employer representative is \_\_\_\_\_.
3. **Remain able and available for all work offered by your SharedWork employer. Program rules state:**
  - You are not eligible for SharedWork benefits for any week that you do not work **all** hours scheduled by your SharedWork employer.
  - You must be available for additional hours of work, up to full-time, with the SharedWork employer.
  - When you are not eligible for SharedWork benefits during any week claimed, we process your claim as a regular unemployment insurance claim.
4. **File your own SharedWork claim each week by eServices or telephone.**
  - Your SharedWork employer representative at your place of employment will let you know when to start filing your weekly SharedWork claims.
  - Directions for filing your weekly claim are in the *SharedWork Employee Participation Packet*, (that your SharedWork Employer Representative will have for you), titled *You've applied for SharedWork benefits – what's next?*
  - File your claim every week to keep your claim open and active.
  - Incomplete and inaccurate information may cause a delay or denial of payments.
  - When reporting work hours and earnings each week, you must report your employer's correct legal business name. Your company's SharedWork Representative will have your employer's legal name. Incorrect reporting can cause a delay in your payments.
5. **Know when your claim expires and write it here.**
  - Your claim is good for 1 year (52 weeks). You will receive an *Unemployment Claim Determination* letter from the Department. Your benefit year is explained in that letter as are the monies you can expect to receive.

**My benefit year ends:** \_\_\_\_\_.

**(Insert date from *Unemployment Claim Determination* letter and keep for future reference)**

- When your claim expires, you must reapply through eServices or see your SharedWork Employer Representative to complete and sign a new SharedWork Employee Application.
- Also, you must respond to any requests for information that are made by phone, mail, email, eServices or your SharedWork employer representative. If you fail to respond, SharedWork payments may be denied.
- A review of the hours and earnings you claimed each week occurs regularly. Your employer will receive a report to see what you have claimed each week. You are responsible to pay back any monies you were not entitled to, including any deductions taken (IRS, etc).

## Apply Online

Employees must apply for unemployment benefits in order to participate in their employer's SharedWork plan. Apply using eServices at [esd.wa.gov](http://esd.wa.gov).

Example of screen and instructions



The screenshot shows the Employment Security Department website interface. At the top, there is a navigation bar with the department logo, the text "ALERTS (3)", and social media icons for Facebook, Twitter, and YouTube. Below this is a search bar and a main navigation menu with categories: HOME, UNEMPLOYMENT, PAID LEAVE, JOBS & TRAINING, UNEMPLOYMENT TAXES, EMPLOYER RESOURCES, LABOR MARKET INFO, and NEWSROOM. The main content area is divided into several sections:

- Unemployment:** Includes links for Unemployment benefits, Basic eligibility requirements, Customer service one-stop, Pay a benefit overpayment, Report fraud, and Handbook for Unemployed Workers (PDF).
- Paid Leave:** Includes links for What is Paid Family and Medical Leave?, Employer responsibilities, Premium collection began Jan. 2019, Reporting begins in July 2019, Subscribe to the newsletter, and Workers: What do benefits cover?
- Unemployment taxes:** Includes links for Quarterly reporting requirements, Employer taxes, About EAMS, About ePay, Get paper tax forms, and Register your business.
- Jobs & training:** Includes links for Look for a job on WorkSourceWA.com, Jobs with Employment Security, Train for a new career, Learn about an occupation, Improve your job hunting skills, and Jobs & training homepage.
- eServices:** Includes text about signing in to eServices to apply for and manage unemployment claims, pay taxes and more. It features a "Sign in or create account >>" link with a red arrow pointing to it, and user guides for individuals and employers.

There are also several promotional banners on the right side of the page, including one for an "ECONOMIC SYMPOSIUM 2019" and another for "FEDERAL WORKERS" and "CONTRACTORS".

### APPLY ONLINE

Apply online 24 hours a day, seven days a week with eServices. It's much faster.

You must use a laptop or desktop computer for this initial step—not a mobile device.

Don't have a computer? Stop by your local library or WorkSource center to use a computer.

To use eServices, you must:

1. Sign in to eServices with a Secure Access Washington (SAW) account. If you established a SAW account for WorkSourceWA.com or another state service, you can use that same user name and password. If not, follow the instructions to create a new SAW account.
2. Answer questions to verify your identity. You'll only need to do this the first time you sign in. Don't rush through the questions. If you answer incorrectly, the system will not recognize you. This added layer of security is designed to prevent identity thieves from accessing your account.
3. Confirm the computer or mobile device you are using the first time you sign in or whenever you use a new device.

A confirmation page appears when you successfully submit an application. You also will receive verification by email, if you gave us your email address and permission to correspond with you.

Follow these [instructions](#) to apply online. **If you're unable to apply online, you can get a paper application from your SharedWork employer representative.**

**Do not call the claims center or apply by phone.** Instead, contact your SharedWork employer representative if you have questions. SAW Account Assistance Line: 855-682-0785.

## Your Unemployment Benefits are paid by Debit Card Benefits are no longer paid by check

**Please note:** You may choose to receive your unemployment benefits by direct deposit or on a debit card. Prior to choosing how you would like to receive your benefits, you must review the attached information that explains all the fees relating to the benefits card program.

### Debit cards, are like checks – only better!

**Safety:** Debit cards are safer than paper checks. If a debit card is lost, damaged or stolen claimants can contact the KeyBank customer service number. The stolen card is immediately disabled and a replacement card will be mailed to the cardholder at no charge.

**Discrete and personalized to each individual:** It looks just like any other debit card. No one needs to know the cardholder is collecting unemployment.

**Paid sooner and faster:** You do not have to wait for a check to be delivered each week and you don't need to stand in line at a bank branch to deposit or cash your check. If you file your weekly claim on a regular schedule, your weekly benefit will be loaded onto your debit card on a regular, predictable timeframe.

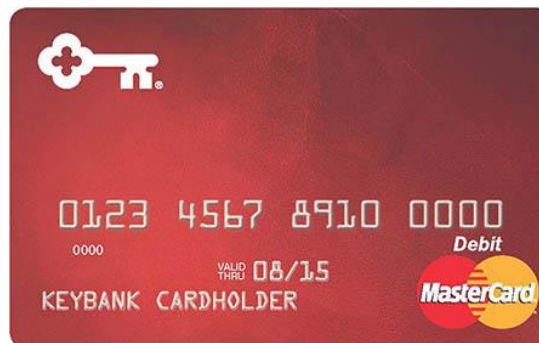
**Convenience and no check cashing fees:** Claimants have many more options to withdraw cash at no charge using their debit card at thousands of ATMs and MasterCard bank branches nationwide or at participating retailers who allow cash back with debit purchases.

**Account management:** Cardholders have access to online banking to view transactions, pay bills or transfer funds to personal accounts.

**Alerts and notifications:** Cardholders can also sign up for a suite of alerts to receive text or email notifications for account activity including any time the card receives a deposit, or is used to make a purchase.

**Call at KeyBank for customer support  
1-866-295-2955**

### What the debit card looks like



### What the debit card mailing envelope looks like

It takes about 7 business days to arrive, but one of the most common statements received is “I have not received my debit card.” It is possible that you may not know what the mailing envelope looks like. See below and watch for this to arrive.

