

Washington
Paid Family & Medical Leave



 **Employment Security Department**
WASHINGTON STATE

Employer Account Roles and Contact Types



Agenda

- Secure Access Washington (SAW)
- Register your Business
- PIN Process
- Limited Access
- Manage an Employer Account
- Account Activity

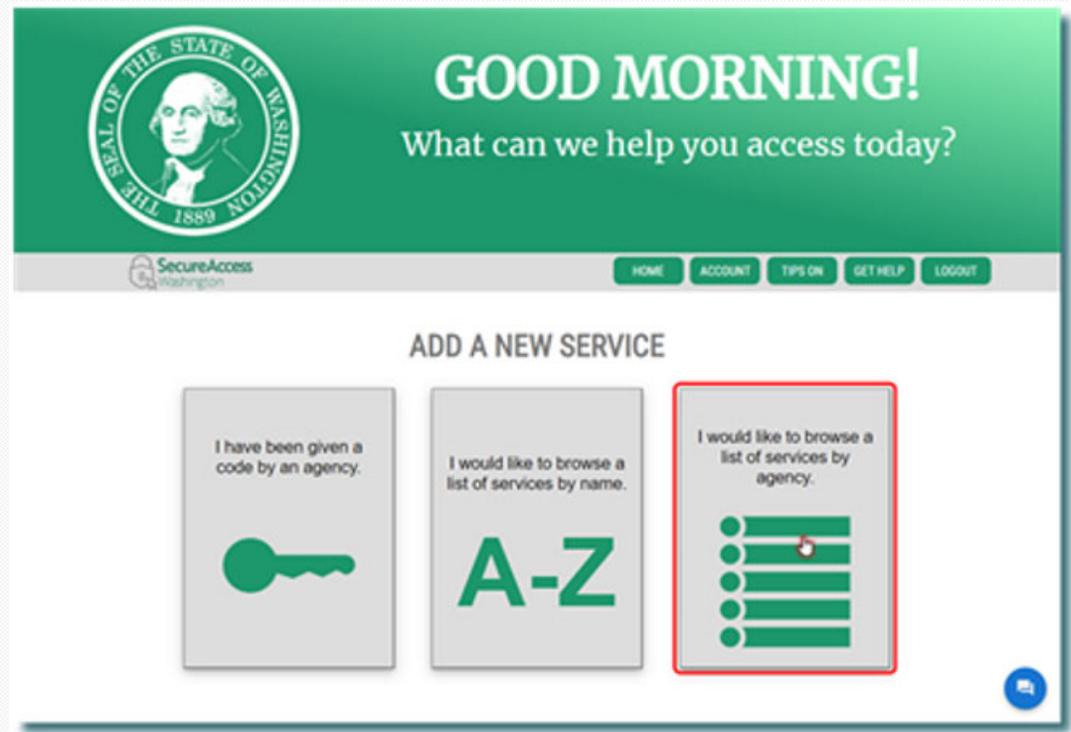
Secure Access Washington (SAW)

<https://secureaccess.wa.gov/>

Secure Access Washington (SAW)

After you create a SAW account you will add Paid Family and Medical Leave to your list of services.

Paid Family and Medical Leave is listed with other ESD services.



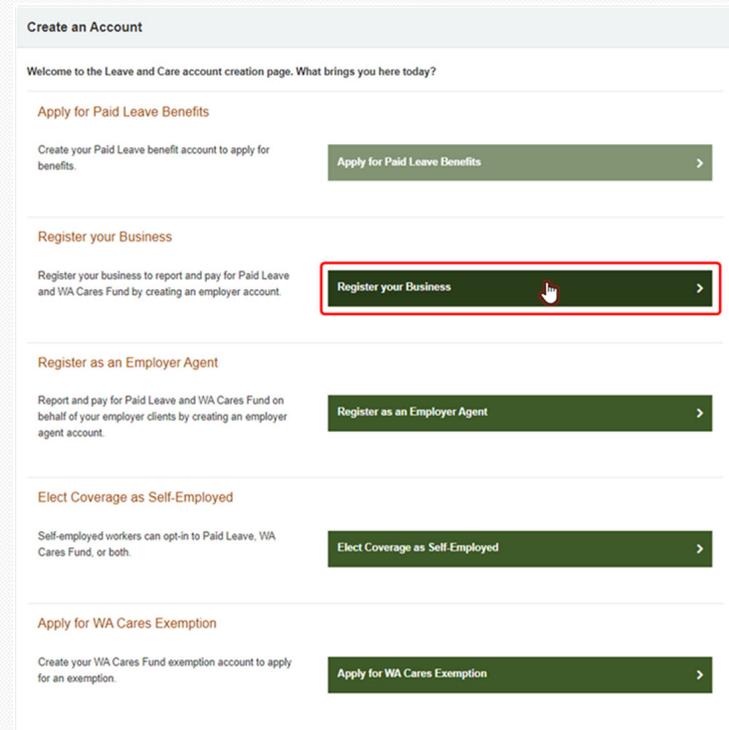
Register your Business

Register your Business

Select the Register your Business.

Enter your UBI and contact information to register.

If the email address associated with your SAW account matches the email address used to register the business with DOR, a PIN is not required. Most businesses require a PIN.



The screenshot shows a web page titled "Create an Account" with the heading "Welcome to the Leave and Care account creation page. What brings you here today?". There are five main options, each with a description and a green button with a right-pointing arrow:

- Apply for Paid Leave Benefits**: Create your Paid Leave benefit account to apply for benefits.
- Register your Business**: Register your business to report and pay for Paid Leave and WA Cares Fund by creating an employer account. This option is highlighted with a red rectangular border and a mouse cursor is pointing at it.
- Register as an Employer Agent**: Report and pay for Paid Leave and WA Cares Fund on behalf of your employer clients by creating an employer agent account.
- Elect Coverage as Self-Employed**: Self-employed workers can opt-in to Paid Leave, WA Cares Fund, or both.
- Apply for WA Cares Exemption**: Create your WA Cares Fund exemption account to apply for an exemption.

Note: Third Party Administrators(TPA) should register as an employer agent on accounts.

PIN Process

Sdly#d p b#dgg# hglddhdyh# Hp sα |p hqw/hfxul|#hsdup hqw

:

PIN Process

If the email associated with your SAW account does NOT match, you will be taken to the Verify Your Account screen.

Request a PIN letter be sent to the address listed on this screen by selecting the **Request PIN** button. You will receive your PIN in 7-10 days.

To change the address the PIN is sent to select the **Change Address** link.

Verify Your Account

To gain full access to your account, you need to complete the account verification process by requesting a PIN by mail.

- You can submit reports and make payments before verifying your account by continuing with limited access.
- We will mail your PIN to the business address listed below. If the address listed is incorrect, click "Change Address". If it's correct, click "Request PIN".

500 College St SE
LACEY, WA 98503

[Change Address](#)

Continue with **limited access** so you can:

- Submit wage reports
- Make payments

OR

Continue to verify your account by selecting "Request PIN" below. Once you receive the PIN and verify your account, in addition to submitting reports and making payments, you can:

- Delegate access to additional users
- Amend past reports
- Review and edit account information

[Previous](#) [Cancel](#) [Request PIN](#)

PIN Process- Address change

- On the Change Your Address screen enter the correct address your PIN should be mailed to.
- Employers must submit documentation to verify the change:
 - Business License
 - Active Reseller Permit
 - Articles of Incorporation
 - Certificate of Formation
- Once the change of address request is approved you will receive an email notification.
- Employers should log back into their account to request the PIN be sent to them.

Upload Your Documents

To upload a document now, choose the file from your computer and select "Upload". You may upload a maximum of 10 documents.

- We accept the following file formats: pdf, tif, .tiff, jpeg, jpg, .png
- File sizes are limited to 25 MB each

Please provide one of the following documents:

- Business license (WA Dept of Revenue)
- Active Reseller Permit (WA Dept of Revenue)
- Articles of Incorporation (WA Secretary of State)
- Certificate of Formation (WA Secretary of State)

Document Type*
Select One 1

Select file to upload*
Choose File No file chosen 2

Upload 3

Document Name	Document Type	Uploaded Date
Articles of Incorporation.pdf	Articles of Incorporation (WA Secretary of State)	03/25/2022

1 record

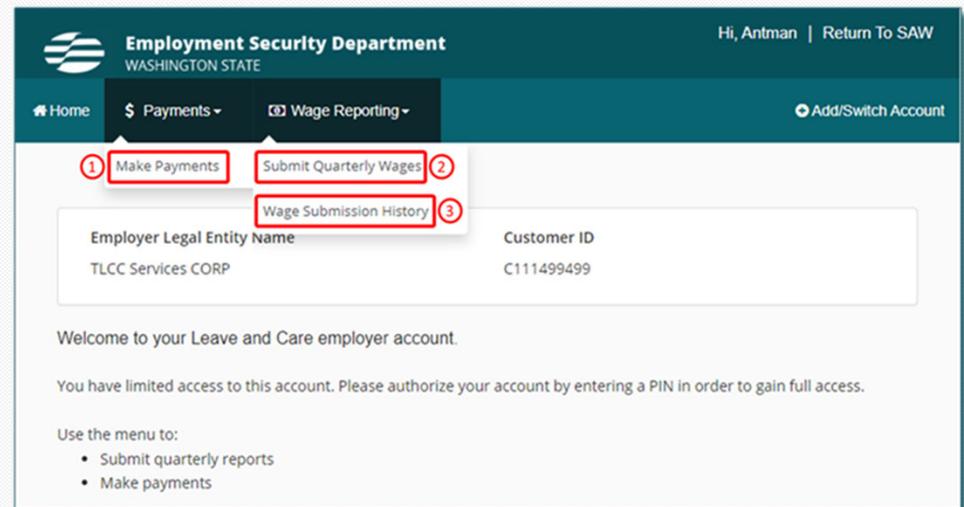
Previous **Next** 4

Limited Access

Limited Access

While waiting for the PIN to arrive in the mail, you can continue to the employer home page by selecting limited access to:

- Submit wage reports
- Make premium payments
- View wage submission history



Manage an Employer Account

Manage Account

Once you have entered your PIN you will have full access and will be the system administrator on your account.

As the system administrator you will be able to:

- Update and add multiple contact information
- Maintain SAW users
- Review the account activity



Adding Multiple Contacts

Employers with full access can add or update additional contact types to enable the department to contact the correct people.

Employers have the option to update the name, job title, phone number, email address and mailing address.

Note: Third Party Administrators(TPA) should not be listed as an additional contact information. An approved POA needs to be on file.

Multiple Contacts

Primary Contact Information – This is the address we use for general communications when the additional contacts are not completed by the employer. The default information is what we received from the Department of Revenue.

Quarterly Wage Reporting – Contact for quarterly reporting and questions about employee’s hours and wages.

Payments and Refunds – Contact for payments, balances due, or refund requests.

Paid Leave Benefit Claim – Contact for Paid Leave benefit questions and notifications. This is where we will mail notification letters related to an employee’s use of benefits.

Employer Contacts

Primary Contact Information

Name	Holly Golightly	Job Title	Owner	Edit
Phone Number	360-555-0555	Email Address	jennifer.cline@esd.wa.gov	
Mailing Address	1596 SUNFLOWER LN SW APT 37-201555 TUMWATER, WA 98512 - 0469			

Provide contact information for the business areas below by clicking Edit within each section. If a section is left blank, we'll use the primary contact above.

Quarterly Wage Reporting

Contact for quarterly reports and employee's hours and wages. [Edit](#)

Click Edit to add contact information for quarterly wage reporting.

Payments and Refunds

Contact for payments, balances due or refund requests. [Edit](#)

Click Edit to add contact information for payments and refunds.

Paid Leave Benefit Claim

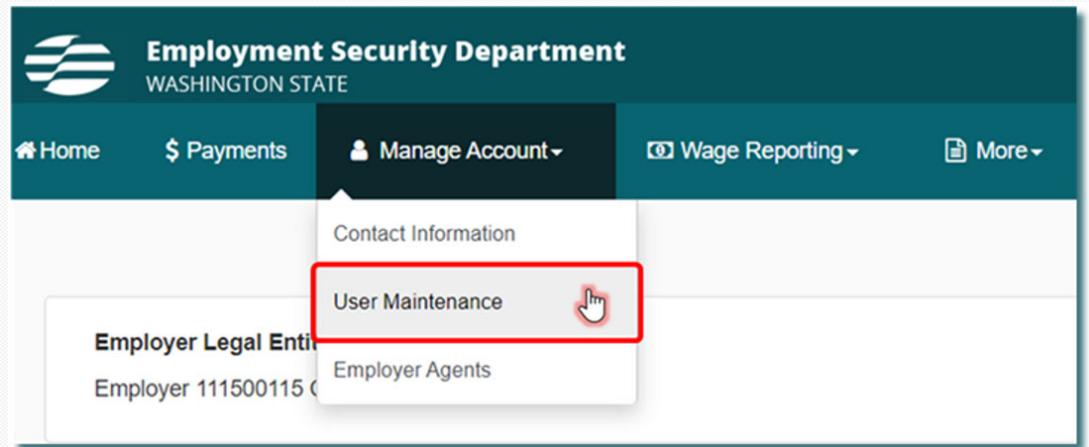
Contact for Paid Leave benefit questions and notifications. This is where we will mail notification letters related to your employee's use of benefits. [Edit](#)

Click Edit to add contact information for Paid Leave benefit claim.

[Home](#)

User Maintenance

System administrators can add multiple users to their Employer account and grant each user specific roles.



User Maintenance

To add a user to the employer account, the employer will need the person's name, their email address, and their SAW Username.

From this screen, the system administrator can also edit user roles.

Employer Legal Entity Name	Customer ID
The Big Donut	C980980980

User Maintenance

The following reflects all the users registered for this Leave and Care employer account.

Status	First Name	Last Name	SAW Username	Email Address	Modify
Inactive	Mary	Malony	Mary Malony	mary.mary@test.com	Edit
Active			clawhauser		Edit

2 records

[Add User](#)

User Maintenance

Once the user has been added the system administrator receives a confirmation email from NoReplyPaidLeave@esd.wa.gov, verifying the added User.

The new User will also receive an email from NoReplyPaidLeave@esd.wa.gov, indicating they have been added to the employer's account as a user, and providing them a link to the log in page.

Manage Internal User

The user must be someone within your organization (not an employer agent). Please ensure that the information provided is accurate.

First Name* Judy	Last Name* Hopps
Secure Access Washington (SAW) Username* JudyHopps	Email Address* judy.hopps@TBD.com

Roles*

- Employer System Administrator**
Full access to all functionalities
- Employment and Wage Detail**
Can file quarterly reports and review wage detail history
- Payments**
Can make payments for your business
- Account Maintenance**
Can manage account-related activities
- User Maintenance**
Can add other users to your business account

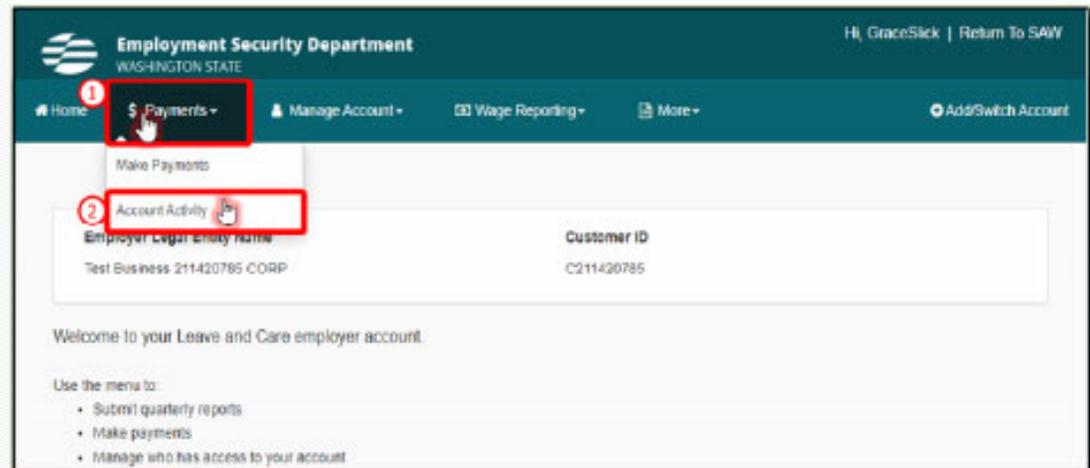
Account Status* ⓘ

Active
 Inactive

Account Activity

Account Activity

Users can view their full transaction data if they have system administrator, wage manager, or payment user permission.



Account Activity

The Account Activity page provides information about employer account transactions, payments, premiums and invoices.

Employer Account Activity

Paid Leave Transactions

Current Balance \$ 1,878.79

Search:

Transaction Date	Transaction Type	Invoice Number	Year and Quarter	Amount Due	Amount Paid
05/03/2023	Invoice	PR02022095	2019-Q1	\$ 50.66	\$ 0.00
05/03/2023	Invoice	PR02022096	2019-Q2	\$ 139.33	\$ 0.00
05/03/2023	Invoice	PR02022097	2019-Q3	\$ 263.20	\$ 0.00
05/03/2023	Invoice	PR02022098	2019-Q4	\$ 215.32	\$ 0.00
05/03/2023	Invoice	PR02022099	2020-Q1	\$ 379.98	\$ 0.00
05/03/2023	Invoice	PR02022100	2020-Q2	\$ 4.31	\$ 0.00
05/03/2023	Invoice	PR02022101	2020-Q3	\$ 357.18	\$ 0.00
05/03/2023	Invoice	PR02022102	2020-Q4	\$ 4.31	\$ 0.00
05/03/2023	Invoice	PR02022119	2023-Q3	\$ 873.12	\$ 0.00
05/03/2023	Payment			\$ 0.00	\$ -4.31
05/03/2023	Payment			\$ 0.00	\$ -321.54
05/03/2023	Payment			\$ 0.00	\$ -100.00
05/03/2023	Return			\$ 0.00	\$ 17.23

13 records

← Previous 1 Next → 25 ▾

WA Cares Transactions

Current Balance \$ 629.00

Search:

Transaction Date	Transaction Type	Invoice Number	Year and Quarter	Amount Due	Amount Paid
05/03/2023	Return			\$ 0.00	\$ 216.00
05/03/2023	Invoice	WCP00673734	2023-Q3	\$ 435.00	\$ 0.00
04/28/2023	Payment			\$ 0.00	\$ -22.00

3 records

Resources

Individuals & Families **Employers** Self-employed Healthcare Providers

Documents and forms

- ↓ [Form W-9 \(WA Cares\)](#)
- ↓ [Form W-9 \(Paid Leave\)](#)
- ↓ [.CSV wage report template \(v8\) 2023](#)
- ↓ [Instructions for creating a .CSV file \(v8\) 2023](#)
- ↓ [Temporary employee payroll form \(small business assistance grants\)](#)
- ↓ [2023 Paycheck insert](#)
- ↓ [Voluntary plan guide](#)
- ↓ [2023 Employer toolkit](#)
- ↓ [Conditional waiver](#)
- ↓ [Employer agent power of attorney form](#)
- ↓ [Employer to employee notice](#)
- ↓ [Required poster \(Spanish\)](#)
- ↓ [2023 Required poster \(English\)](#)
- ↓ [Employer checklist](#)

paidleave.wa.gov/help-center/employers/

Sign-up for news & details

Including upcoming webinars for employers and self-employed people!

Sign-up at esd.wa.gov/employer-taxes/employer-newsletter-history

Employer Newsletter

A monthly newsletter focusing on WA Cares Fund, Paid Family & Medical Leave, and Unemployment Insurance. [Sign up.](#)

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Contact Paid Family and Medical Leave



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