

User Guide for Benefit Customers

Washington's Paid Family & Medical Leave Program

Here for you. Use this guide to help you use Paid Family and Medical Leave online portal to access and manage your benefit account.

Stay informed. This guide is updated regularly to match the current user experience. The most recent version of this guide is available at paidleave.wa.gov.

Table of Contents

Introduction	3
The SecureAccess Washington (SAW) and Paid Leave Portals.....	3
Paid Family and Medical Leave Portal	4
<i>Create a Paid Leave Benefit Account</i>	4
<i>Switch to or create another Paid Leave account</i>	8
<i>Apply for Paid Leave Benefits</i>	9
<i>Manage your Paid Leave benefit account</i>	18
View leave claim information.....	18
File a weekly claim.....	20
Request a change or disagree with a decision	23
Update payment preference and/or complete a pending application	28
Update contact information.....	31
Update employment information	33

Introduction

This user guide will help you use the Paid Family and Medical Leave online portal to access and manage your benefit account.

See the table of contents for specific tasks and the info boxes, like the one below, for additional information that may answer your questions or help you work through common issues.



Need help? Check these boxes for helpful information and ways to troubleshoot common issues.

The SecureAccess Washington (SAW) and Paid Leave Portals

You must login to the SAW portal first to access the Paid Leave portal.

SecureAccess Washington (SAW) is an online portal used to access Washington state services securely. You only need one SAW account to access services from state agencies, including Paid Family and Medical Leave.

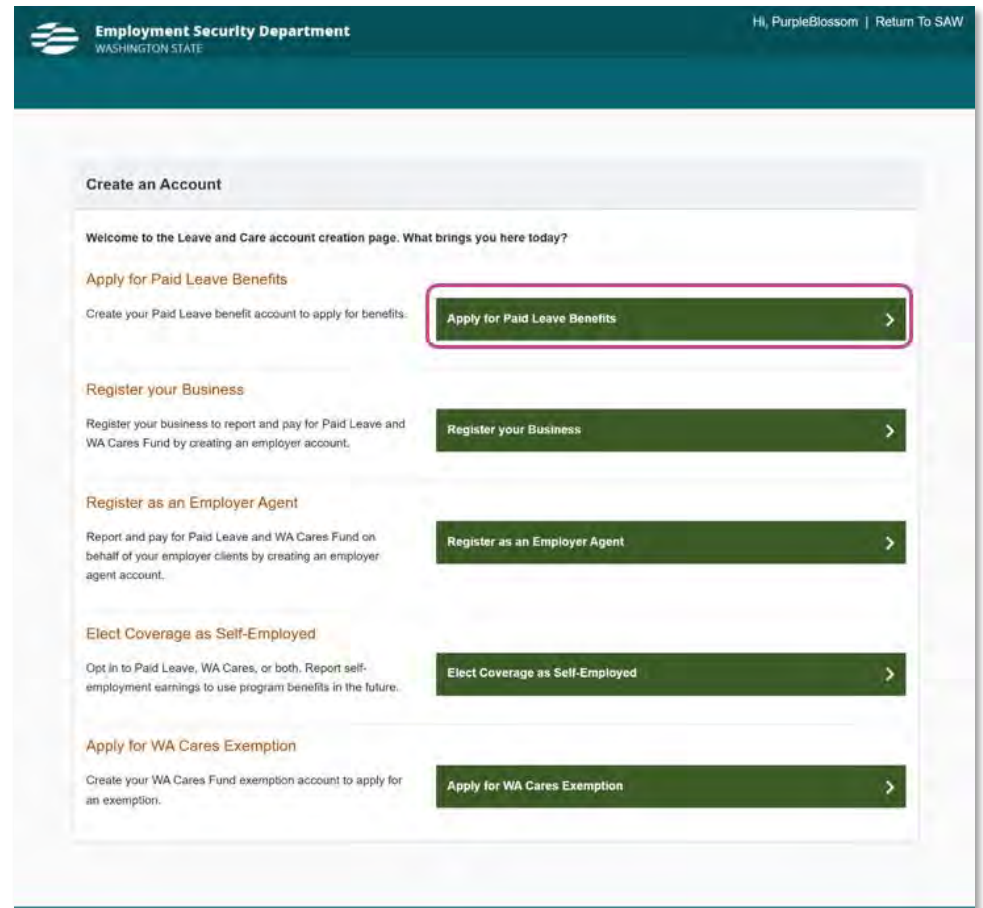
Check out the [SAW User Guide](#) for instructions on how to sign-in to your SAW account, create a SAW account, link your SAW account to the Paid Leave Portal, and use multi-factor authentication.

Paid Family and Medical Leave Portal

Create a Paid Leave Benefit Account


If you have not created a Paid Leave account, the first screen you see in the Paid Leave portal is the 'Create an Account' screen. If you have created another Paid Leave account and were taken to that account's homepage, follow the [+Add/Switch instructions](#) below to get to the 'Create an Account' screen.

1. On the 'Create an Account' screen, click **Apply for Paid Leave Benefits**.

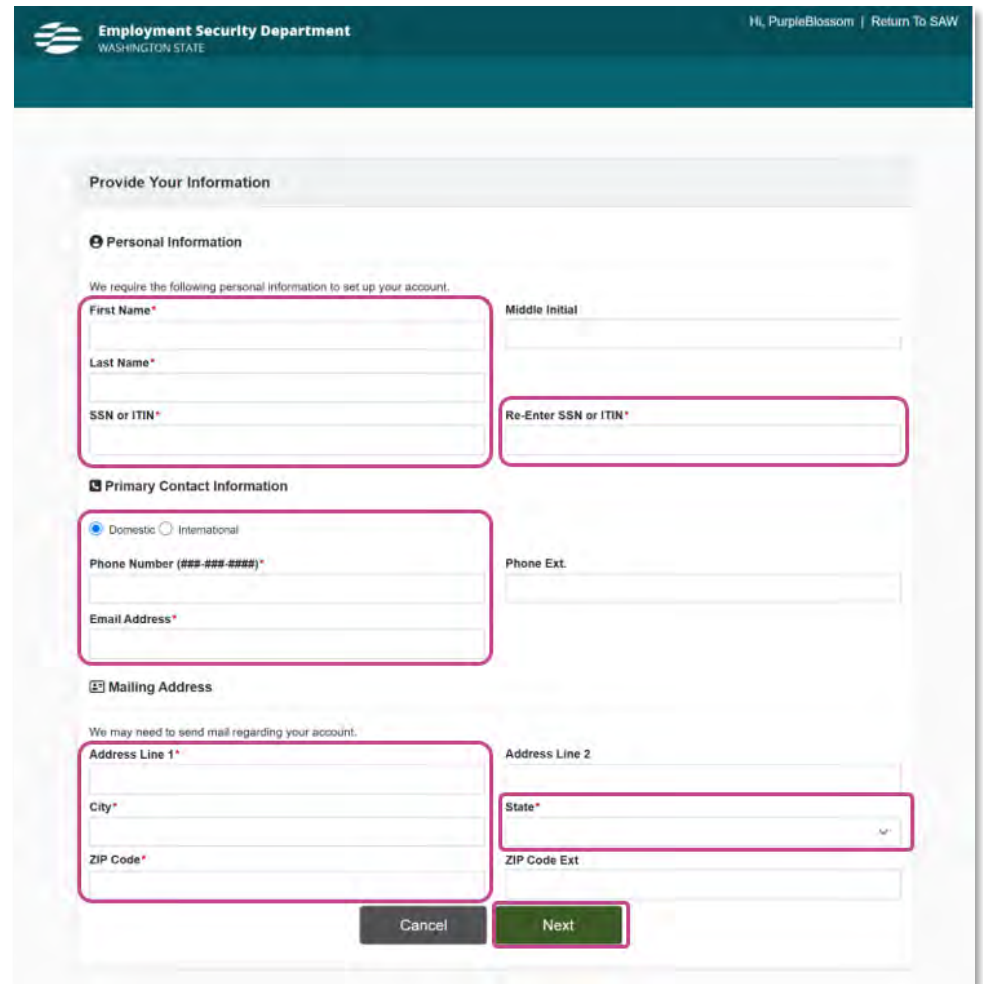


2. On the 'Provide Your Information' screen:

- a. Enter your personal information and complete all required fields (*).

 If you don't have a social security number (SSN) or individual taxpayer identification number (ITIN), contact us for a paper benefit application. Or, for those who prefer a language other than English, visit paidleave.wa.gov for a translated copy.

- b. Click **Next**.



Employment Security Department
WASHINGTON STATE

Hi, PurpleBlossom | Return To SAW

Provide Your Information

Personal Information

We require the following personal information to set up your account.

First Name* Middle Initial

Last Name* Re-Enter SSN or ITIN*

SSN or ITIN*

Primary Contact Information

Domestic International

Phone Number (###-###-####)* Phone Ext.

Email Address*

Mailing Address

We may need to send mail regarding your account.

Address Line 1* Address Line 2


City* State*

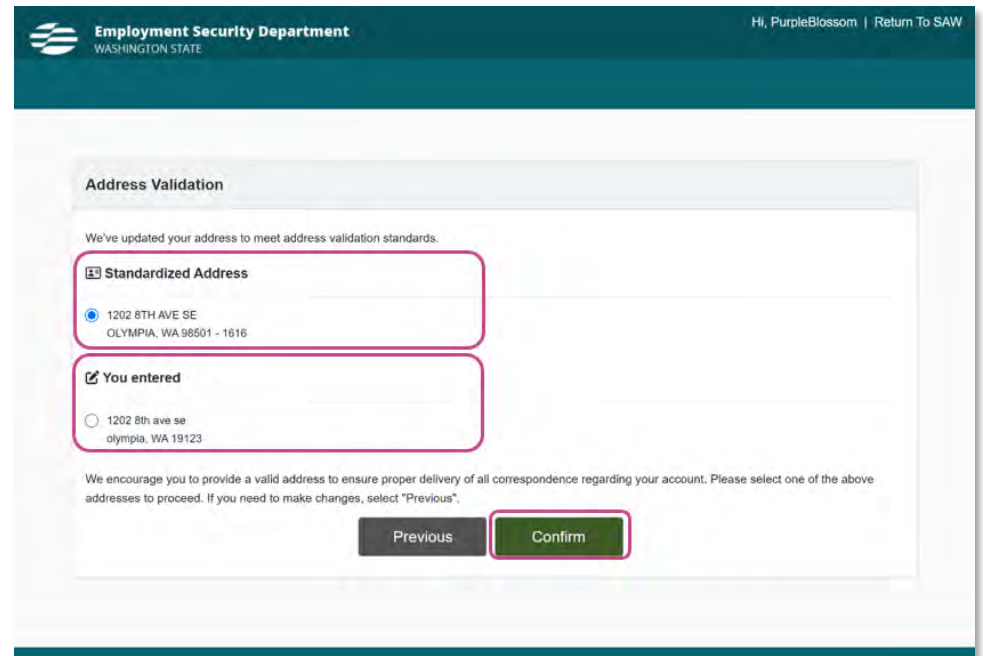
ZIP Code* ZIP Code Ext

Cancel Next

3. On the 'Address Validation' screen:

- a. Choose the standardized address listed, if available, or the one you entered.
- b. Click **Confirm**.

 If the address you entered matches to the standardized address in our system, you will skip this screen and be directed to the 'Confirm Your Information' screen.



4. On the 'Confirm Your Information' screen:
 - a. Review your information. If any changes are needed, click **Previous**.
 - b. Once you have confirmed information is correct, click **Submit**.

Employment Security Department
WASHINGTON STATE

Hi, PurpleBlossom | Return To SAW

Confirm Your Information

Review your information. If it's correct, click "Submit". To make changes, click "Previous".

Personal Information

First Name	Middle Initial
Purple	
Last Name	SSN or ITIN
Blossom	012-23-5694

Primary Contact Information

Phone Number	Phone Ext.
509-509-5099	
Email Address	
test@test.com	

Mailing Address

Address Line 1	Address Line 2
1202 8TH AVE SE	
City	State
OLYMPIA	WA - Washington
ZIP Code	ZIP Code Ext
98501	1616

[Previous](#) [Cancel](#) [Submit](#)

5. You will receive confirmation that your account has been created, along with your new Customer ID. Select **Home** to go to your 'Paid Leave benefit account homepage'.

Employment Security Department
WASHINGTON STATE

Hi, PurpleBlossom | Return To SAW

[Home](#) [Add/Switch Account](#)

Benefit Account Creation Confirmation

You've successfully created an account.

Your Customer ID is F05V338GK8

[Home](#)

Switch to or create another Paid Leave account

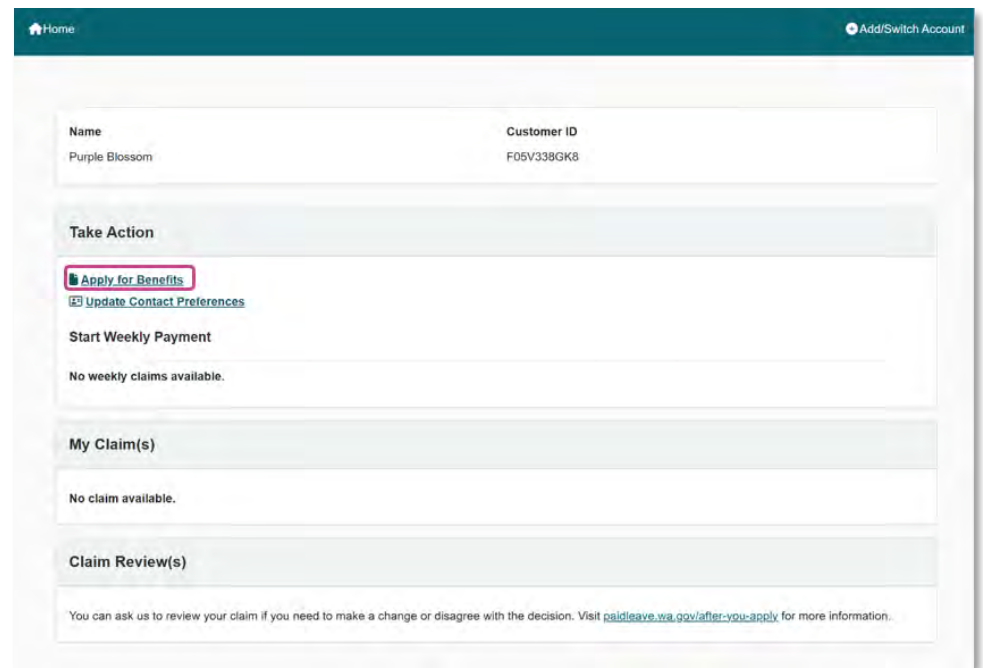
If you already have created one type of Paid Leave account, and would like to create a new account type, or switch to another already-made account, you can do so by selecting the + **Add/Switch Account** link in the top menu bar.

1. On your 'Paid Leave benefit account homepage' click + **Add/Switch Account** in the top menu bar.
2. The 'Choose an Account' screen will list accounts you have already created. You can:
 - a. Select the account you wish to switch to.
 - b. Click **Create a New Account** to see a list of the other account types you can create.



Apply for Paid Leave Benefits

1. On your 'Paid Leave benefit account homepage' click **Apply for Benefits**.



Home Add/Switch Account

Name	Customer ID
Purple Blossom	F05V338GK8

Take Action

- Apply for Benefits** (highlighted)
- Update Contact Preferences

Start Weekly Payment

No weekly claims available.

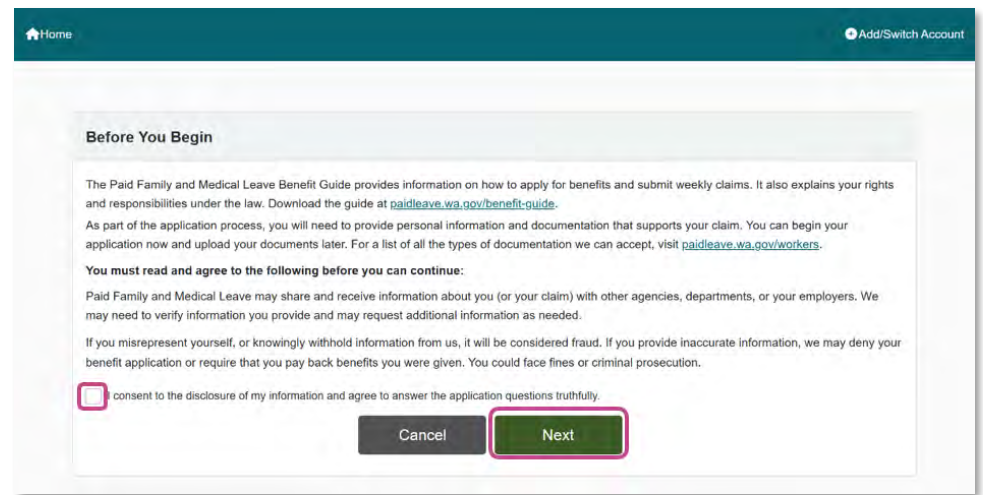
My Claim(s)

No claim available.

Claim Review(s)

You can ask us to review your claim if you need to make a change or disagree with the decision. Visit [paidleave.wa.gov/after-you-apply](#) for more information.

2. On the 'Before You Begin' screen:
 - a. Read the helpful information.
 - b. Select the checkbox to consent to the disclosure of your information and attest that you agree to answer the application questions truthfully.
 - c. Click **Next**.



Home Add/Switch Account

Before You Begin

The Paid Family and Medical Leave Benefit Guide provides information on how to apply for benefits and submit weekly claims. It also explains your rights and responsibilities under the law. Download the guide at [paidleave.wa.gov/benefit-guide](#).

As part of the application process, you will need to provide personal information and documentation that supports your claim. You can begin your application now and upload your documents later. For a list of all the types of documentation we can accept, visit [paidleave.wa.gov/workers](#).

You must read and agree to the following before you can continue:


Paid Family and Medical Leave may share and receive information about you (or your claim) with other agencies, departments, or your employers. We may need to verify information you provide and may request additional information as needed.

If you misrepresent yourself, or knowingly withhold information from us, it will be considered fraud. If you provide inaccurate information, we may deny your benefit application or require that you pay back benefits you were given. You could face fines or criminal prosecution.

consent to the disclosure of my information and agree to answer the application questions truthfully.


3. On the 'Provide Contact Preferences' screen:

- a. Enter your contact information and complete all required fields (*).
- b. Click **Next**.

 If you answered Yes to communicating in a language other than English, you will need to select your preferred language and dialect (if applicable).

4. On the 'Address Validation' screen:

- a. Choose the standardized address listed, if available, or the one you entered.
- b. Click **Confirm**.

 If the address you entered matches to the standardized address in our system, you will skip this screen and be directed to the 'Confirm Your Information' screen.

Update Contact Preferences

Primary Contact Information

Domestic International

Phone Number (###-###-####)*
833-717-2273

Phone Ext.

Email Address*
george.washington@esd.wa.gov

Preferred Contact Method*
Email

Can we leave a detailed voicemail message at the phone number you provided?*
 Yes No

Language Preference

When possible, do you prefer to communicate in a language other than English?*

Yes No

What is your preferred language?*

Spanish

Mailing Address

Address Line 1*
212 MAPLE PARK AVE SE

Address Line 2

City*
OLYMPIA

State*
WA - Washington

ZIP Code*
98501

ZIP Code Ext
2347


Cancel Update

5. On the 'Additional Information' screen:
 - a. Select your gender.
 - b. Select your ethnicity and/or race.
6. Click **Next**.

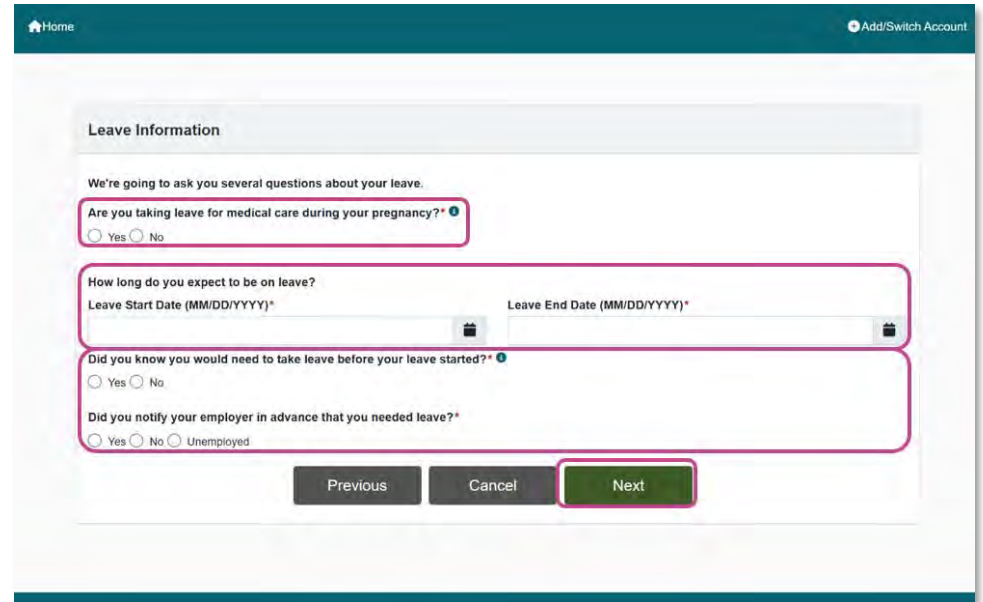
The screenshot shows a web form titled "Additional Information" with a dark teal header. The header contains a "Home" icon on the left and "Add/Switch Account" on the right. The form has two main sections, both highlighted with red boxes. The first section, "Gender*", contains four radio button options: "Female", "Male", "Non-Binary", and "Prefer not to say". The second section, "Which of the following best describes your ethnicity and/or race? Select all that apply:", contains a list of ten checkboxes with corresponding labels: "American Indian or Alaska Native", "Black or African American", "Hispanic or Latino/Latina", "Middle Eastern or North African", "Native Hawaiian or Other Pacific Islander", "East Asian", "South Asian", "Southeast Asian", "White", "Prefer not to say", and "Ethnicity and/or race not listed". At the bottom of the form are three buttons: "Previous" (disabled), "Cancel" (disabled), and "Next" (active).

7. On the 'Leave Information' screen:

- a. Follow prompts to select why you are applying for leave. The questions are dynamic and will change based on your answers.

 Click the help icons (i) on this page to see more information about the question, which may help you in applying.


- b. Enter your leave start and end date.
- c. Answer the questions about whether you knew you would take leave beforehand and if you notified your employer.
- d. Click **Next**.



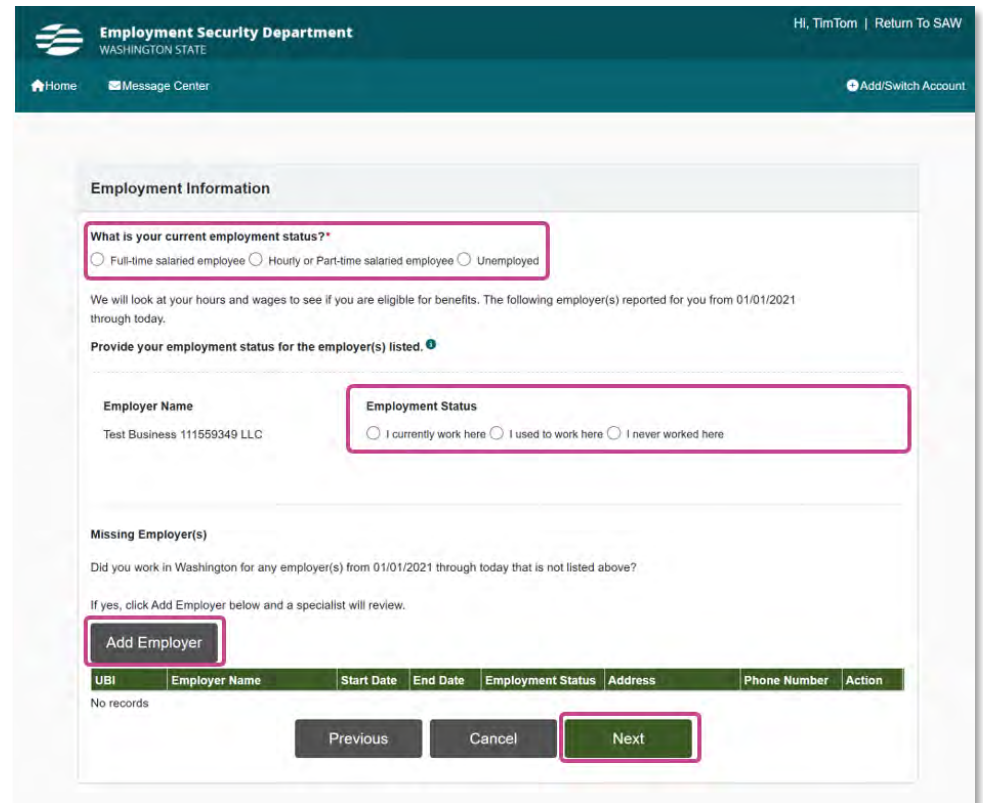
The screenshot shows the 'Leave Information' form with the following elements highlighted by red boxes:

- The question: "Are you taking leave for medical care during your pregnancy?*" with "Yes" and "No" radio buttons.
- The section "How long do you expect to be on leave?" containing "Leave Start Date (MM/DD/YYYY)*" and "Leave End Date (MM/DD/YYYY)*" date pickers.
- The question: "Did you know you would need to take leave before your leave started?*" with "Yes" and "No" radio buttons.
- The question: "Did you notify your employer in advance that you needed leave?*" with "Yes", "No", and "Unemployed" radio buttons.
- The "Next" button at the bottom right.

8. On the 'Employment Information' screen:
 - a. Choose your current employment status.
 - b. Review your employer information.
 - c. Add an employer if one is missing.

 We use the wages and hours reported by your employers to determine your benefit amount. If you worked for an employer in Washington state in the 18 months prior to the start of your claim and they are not listed, manually add them.

d. Click **Next**.




Employment Information

What is your current employment status?*

Full-time salaried employee Hourly or Part-time salaried employee Unemployed

We will look at your hours and wages to see if you are eligible for benefits. The following employer(s) reported for you from 01/01/2021 through today.

Provide your employment status for the employer(s) listed. 

Employer Name	Employment Status
Test Business 111559349 LLC	<input type="radio"/> I currently work here <input type="radio"/> I used to work here <input type="radio"/> I never worked here

Missing Employer(s)

Did you work in Washington for any employer(s) from 01/01/2021 through today that is not listed above?

If yes, click Add Employer below and a specialist will review.


Add Employer

UBI	Employer Name	Start Date	End Date	Employment Status	Address	Phone Number	Action
No records							


Previous **Cancel** **Next**

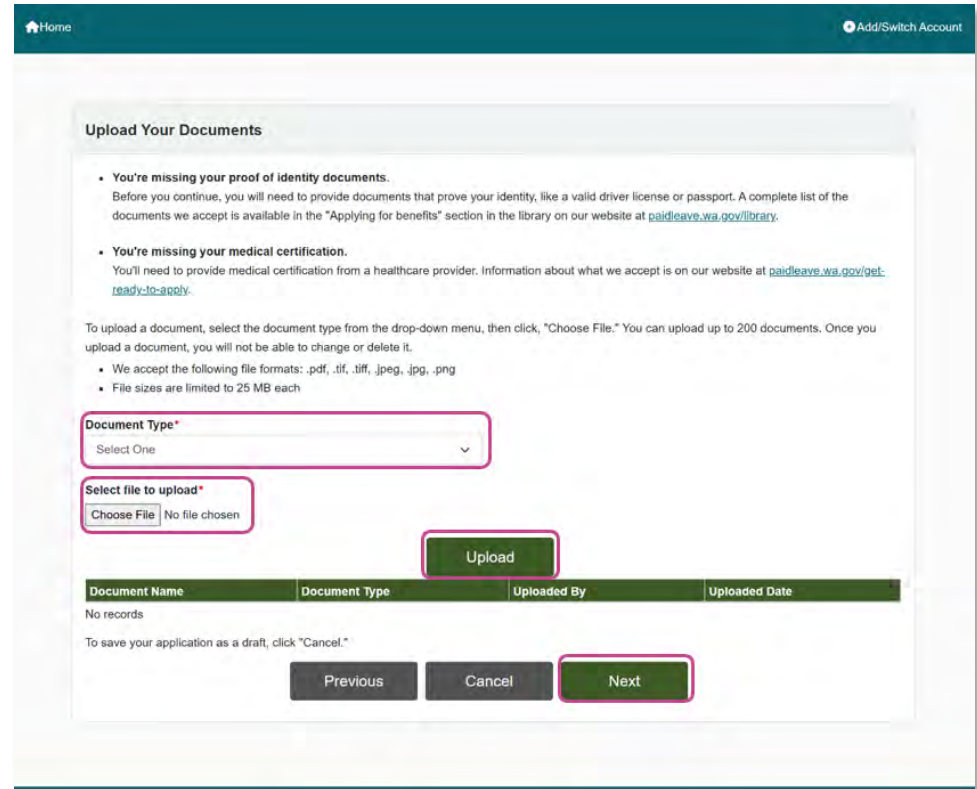
9. On the 'Upload Your Documents' screen:

- a. Select the **Document Type** from the drop down menu

 Proof of Identity is required when you apply. [Click here for a list of acceptable identity verification documents.](#)

- b. Click **Choose File** to select your proof of identity file from your documents.
- c. Click **Upload** to upload the selected file. Once uploaded, it will appear in the table. You cannot edit or delete the document.
- d. Repeat steps a. - c. to upload additional documents, Select the correct file type for the document you wish to upload.
- e. Click **Next**.

 If you do not upload supporting documentation on the 'Upload Your Documents' screen, you will be asked if you are sure you want to continue without uploading your supporting document(s). You may continue, but if we don't receive the document(s) within 14 days, we may deny your application.



Upload Your Documents

- You're missing your proof of identity documents.**
Before you continue, you will need to provide documents that prove your identity, like a valid driver license or passport. A complete list of the documents we accept is available in the "Applying for benefits" section in the library on our website at [paidleave.wa.gov/library](#).
- You're missing your medical certification.**
You'll need to provide medical certification from a healthcare provider. Information about what we accept is on our website at [paidleave.wa.gov/get-ready-to-apply](#).

To upload a document, select the document type from the drop-down menu, then click, "Choose File." You can upload up to 200 documents. Once you upload a document, you will not be able to change or delete it.

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

Document Type*
Select One

Select file to upload*
Choose File | No file chosen

Upload

Document Name	Document Type	Uploaded By	Uploaded Date
No records			

To save your application as a draft, click "Cancel."

Previous | Cancel | Next

10. On the 'Review Your Application' screen:

- a. Review each sections information for accuracy. If any information is incorrect, click **Edit** to go back to the section and correct the information.
- b. Click **Next**.

Review Your Application

Please review your application carefully before submitting. If you need to make changes, click the "Edit" link at the top of each application section to go back and make edits. Once you submit your application, you won't be able to make changes.

Personal Information Edit

Name	Date of Birth (MM/DD/YYYY)
Purple Blossom	01/01/2001
Social Security Number	Gender
912-23-5634	Female
Ethnicity and/or Race	
American Indian or Alaska Native	

Primary Contact Information Edit

Phone Number	Email Address
909-509-5099	kaelymmarie.gonzales@esd.wa.gov
Mailing Address	Preferred Contact Method
1202 8TH AVE SE OLYMPIA, WA 98501 - 1918	Email
Permission to leave a detailed voicemail	Preferred Language
No	English

Leave Information Edit

Medical care during your pregnancy	Recover from giving birth
No	No
Type of Leave	
Medical leave for yourself	
Leave Start Date (MM/DD/YYYY)	Leave End Date (MM/DD/YYYY)
10/02/2024	10/05/2024
Knowledge of Leave Beforehand	Employer Notified
No	Unemployed

Employment Information Edit

Employment Status
Unemployed

Employers - Reported

Employer Name	Employment Status	Start Date	End Date
No records			

Employers - Manually Added

Employer Name	Address	Employment Status	Start Date	End Date
No records				

Uploaded Documents Edit

Document Name	Document Type	Uploaded Date
Back to	Medical Certification	10/29/2024
Social Security	Proof of Identity	10/29/2024

2 records

To save your application as a draft, click "Cancel." To finalize your application, click "Next."

Previous Cancel **Next**

11. On the 'Preferred Payment Method' screen choose if you want to be paid via direct deposit or U.S. Bank ReliaCard.

a. If you choose the ReliaCard:

1. Click **View** to read the ReliaCard disclosure.
2. Select the checkbox authorizing the Employment Security Department to send payments to your preferred method.
3. Click **Submit**.

b. If you select direct deposit:

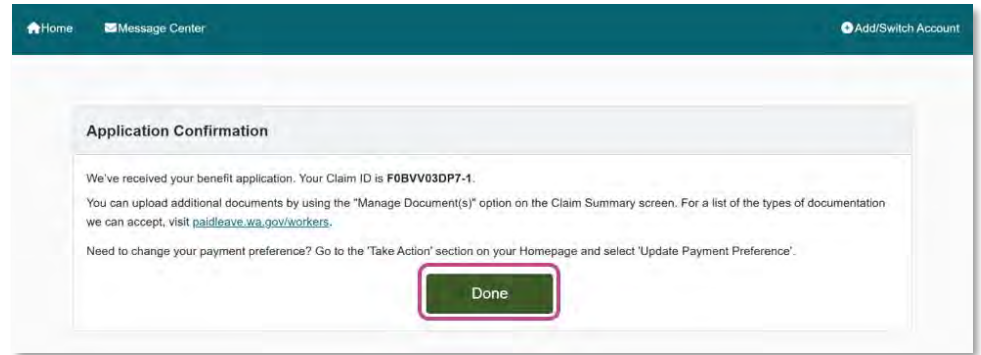
1. Select the account type you want your payments deposited into.
2. Enter and re-enter your routing number.
3. Enter and re-enter your account number.
4. Select the checkbox authorizing the Employment Security Department to send payments to your preferred method.
5. Click **Submit**.

The screenshot shows the 'Preferred Payment Method' screen. At the top, there are navigation links for 'Home', 'Message Center', and 'Add/Switch Account'. The main heading is 'Preferred Payment Method'. Below it, a sub-heading reads 'Paid Family and Medical Leave requires your preferred payment method to make payments.' The 'Payment Preference*' section has two radio buttons: 'Direct Deposit' (unselected) and 'U.S. Bank ReliaCard®' (selected). Below this is the 'ReliaCard Disclosures' section, which includes a 'View' button. A checkbox is selected, authorizing the Employment Security Department to deposit benefit payments to a ReliaCard. At the bottom, there are 'Cancel' and 'Submit' buttons. A small disclaimer at the very bottom states: 'The ReliaCard is issued by U.S. Bank National Association pursuant to a license from Visa U.S.A. Inc. © 2022 U.S. Bank Member FDIC.'

The screenshot shows the 'Preferred Payment Method' screen. At the top, there are navigation links for 'Home', 'Message Center', and 'Add/Switch Account'. The main heading is 'Preferred Payment Method'. Below it, a sub-heading reads 'Paid Family and Medical Leave requires your preferred payment method to make payments.' The 'Payment Preference*' section has two radio buttons: 'Direct Deposit' (selected) and 'U.S. Bank ReliaCard®' (unselected). Below this are four input fields: 'Account Type*' (a dropdown menu), 'Deposit Type*' (a dropdown menu), 'Routing Number*', and 'Re-Enter Routing Number*'. Below these are two more input fields: 'Account Number*' and 'Re-Enter Account Number*'. A checkbox is selected, authorizing the Employment Security Department to deposit benefit payments into the account provided above. At the bottom, there are 'Cancel' and 'Submit' buttons.

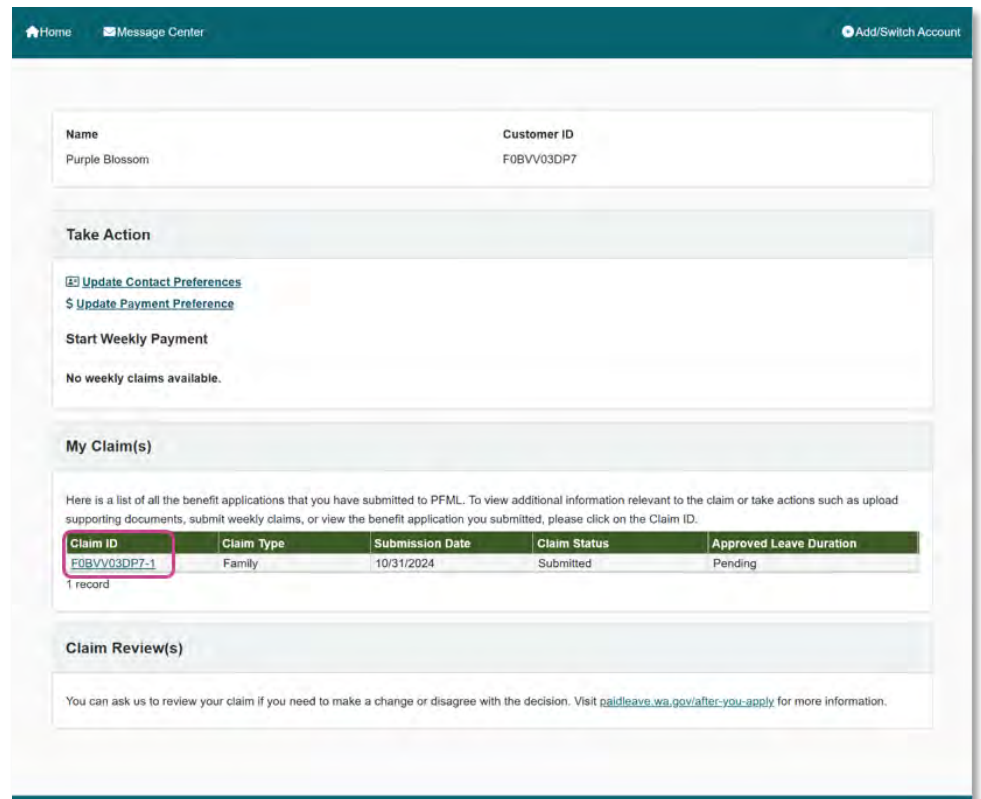
12. On the 'Application Confirmation' screen:

- a. Read the confirmation that your application has been received and any important reminders.
- b. Click **Done**.



13. You can see your application listed in the table under the 'My Claim(s)' section of your 'Paid Leave benefit account homepage'. Information you can view includes:

- a. The type of leave you applied for
- b. The submission date
- c. Claim status
 - **Submitted:** we've received your request but haven't started processing it yet.
 - **In Review:** we are reviewing your application. If we need more information, 23'll reach out to you.
 - **Review Complete:** we've finished our review of your request, and we'll send you a letter with a decision.
- d. The approved leave duration.



Manage your Paid Leave benefit account

View leave claim information

1. On your 'Paid Leave benefit account homepage', in the 'My Claim(s)' section, click the **Claim ID** hyperlink of the claim you want to see more information about.

The screenshot displays the user interface for managing a Paid Leave benefit account. At the top, there are navigation links for 'Home', 'Message Center', and 'Add/Switch Account'. Below this, a summary box shows the user's name as 'Purple Blossom' and their Customer ID as 'F0BVV03DP7'. A 'Take Action' section provides links to 'Update Contact Preferences' and 'Update Payment Preference', along with a 'Start Weekly Payment' option. The 'My Claim(s)' section contains a table of submitted claims. The first claim is highlighted with a red box around its ID, 'F0BVV03DP7-1'. Below the table, there is a 'Claim Review(s)' section with a note about reviewing claims.

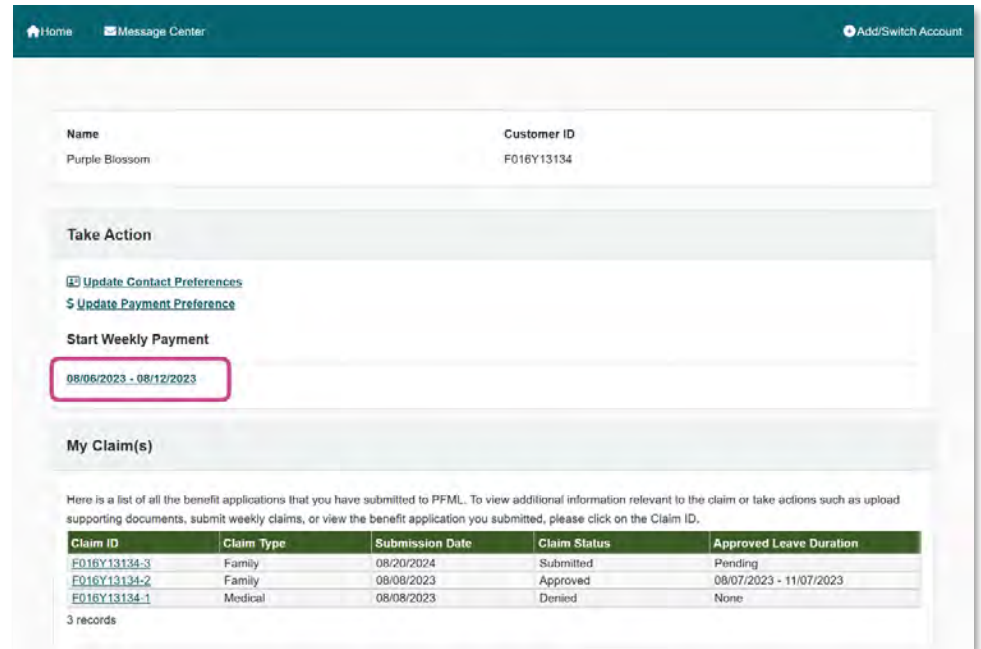
Claim ID	Claim Type	Submission Date	Claim Status	Approved Leave Duration
F0BVV03DP7-1	Family	10/31/2024	Submitted	Pending

2. On the 'Claim Summary' screen, you can see a summary of your claim including:

- **Claim ID**
- **Claim Status**
- **Claim Type**
- **Approved Leave Duration**
- **Provide Payment Preference:** This option is only available if you did not provide your payment preference when you applied. Your claim will stay in pending status until you have provided this information.
- **View Application:** takes you to a PDF version of the application you submitted.
- **Manage Document(s):** takes you to the 'Upload Your Documents' screen where you can upload additional documents and view the document you previously uploaded.
- **Print Weekly Claims:** Automatically downloads a PDF document of your weekly claims for that specific leave claim.
- **A breakdown of your leave hours in your claim:** If your leave has been approved, you will see a graphic telling you how many hours of leave you have available in your claim year, how many have been used, and how many are remaining.
- **Start Weekly Payment:** If you have a weekly claim ready to file, you will see this option on the screen. You will file the oldest week you have available first.
- **Correspondence:** View any decision letters we have sent you. Decisions letters are only sent when a decision has been made on a claim.

File a weekly claim

1. On the 'Paid Leave benefit homepage' click the **date hyperlink** under 'Start Weekly Payment'.



The screenshot shows the user interface for filing a weekly claim. At the top, there is a navigation bar with 'Home', 'Message Center', and 'Add/Switch Account'. Below this, the user's name 'Purple Blossom' and 'Customer ID' 'F016Y13134' are displayed. A 'Take Action' section contains links for 'Update Contact Preferences' and 'Update Payment Preference'. The 'Start Weekly Payment' section features a date range '08/06/2023 - 08/12/2023' which is highlighted with a red box. Below this is a 'My Claim(s)' section with a table of submitted claims.

Claim ID	Claim Type	Submission Date	Claim Status	Approved Leave Duration
F016Y13134-3	Family	08/20/2024	Submitted	Pending
F016Y13134-2	Family	08/09/2023	Approved	08/07/2023 - 11/07/2023
F016Y13134-1	Medical	08/08/2023	Denied	None

3 records

2. On the 'Provide Weekly Claim Information' screen:

- a. Read the disclosure statement. Click the checkbox to consent to the disclosure of your information and agree to answer the application questions truthfully.
- b. If you have served a waiting week for your claim year, you will see the question, "Do you want to receive Paid Leave benefits for this week?"
 - If you answer **No**, you do not want to receive Paid Leave benefits for the week, you will not be given the weekly claim questionnaire. Click **Submit**.

The screenshot shows the 'Provide Weekly Claim Information' screen. At the top, the Employment Security Department logo and 'WASHINGTON STATE' are visible on the left, and 'Hi, PurpleBlossom | Return To SAW' is on the right. Below the header, there are links for 'Home' and 'Message Center' on the left, and 'Add/Switch Account' on the right. The main content area is titled 'Provide Weekly Claim Information' and contains the following fields and text:

Week Start Date: 08/13/2023
Week End Date: 08/19/2023

Before You Begin

Paid Family and Medical Leave may share and receive information about you (or your claim) with other agencies, departments, or your employers. We may need to verify information you provide and may request additional information as needed.

If you misrepresent yourself, or knowingly withhold information from us, it will be considered fraud. If you provide inaccurate information, we may deny your benefit application or require that you pay back benefits you were given. You could face fines or criminal prosecution.

I consent to the disclosure of my information and agree to answer the application questions truthfully.

Do you want to receive Paid Leave benefits for this week?*

Yes No

Why are we asking?

Some people use Paid Leave for full weeks while others take leave as needed.

- If you didn't take Paid Leave this week, you can skip this weekly claim by selecting, "No".
- If this is your first weekly claim and your leave requires a waiting week, you must complete this weekly claim for it to count.

Cancel


3. In the 'Questionnaire' section of the 'Provide Weekly Claim Information' screen:

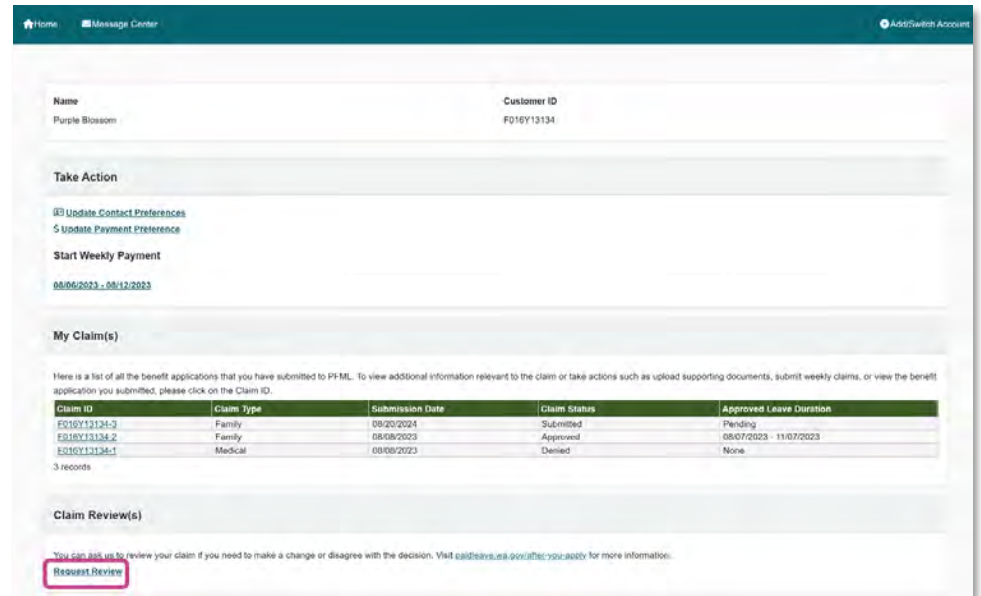
- a. Answer all the questions. The questions presented will depend on how you answered the previous question. Below is a list of all the questions you may see.
 1. Did you (or will you) receive Unemployment Insurance benefits for this week?
 2. Were you (or will you be) paid for this week by Labor & Industries Workers' Compensation or by your employer's private insurer for an on-the-job injury?
 3. Did you work at all this week?
 - a. If Yes:
 - How many hours did you work?
 - Did you miss at least 8 consecutive hours of work this week?
 4. Did you use any paid time off from your employer, like vacation or sick leave?
 - a. If yes, how many hours of paid time off did you use?

Review your answers for accuracy. Then, click **Submit**.

Request a change or disagree with a decision

1. On your 'Paid Leave Benefit account homepage' click **Request Review** underneath the 'Claim Review(s)' section.

 The **Request Review** hyperlink will only be available after a decision has been made on a claim.



The screenshot shows the user interface of the Paid Leave Benefit account homepage. At the top, there is a navigation bar with 'Home', 'Message Center', and 'Add/Switch Account'. Below this, the user's name 'Purple Blossom' and 'Customer ID' 'F016Y13134' are displayed. The 'Take Action' section includes links for 'Update Contact Preferences', 'Update Payment Preference', and 'Start Weekly Payment' with a date range of '08/06/2023 - 08/12/2023'. The 'My Claim(s)' section contains a table of benefit applications and a 'Request Review' button highlighted with a red box.

Claim ID	Claim Type	Submission Date	Claim Status	Approved Leave Duration
F016Y13134-2	Family	08/20/2024	Submitted	Pending
F016Y13134-2	Family	08/08/2023	Approved	08/07/2023 - 11/07/2023
F016Y13134-1	Medical	08/08/2023	Denied	None

2. On the 'Request for Review' screen, choose a **Topic** for review.

Request for Review

Use this form to request a review of a decision we made on your Paid Leave benefit application or weekly claim(s).
Don't submit more than one request at a time. We won't review additional requests until we make a decision on the first one you submit.

When you submit your request, we'll review the information you provide and may reach out for more detail if needed. After we review your request, we'll let you know what we decide.

Select the topic that describes your concern and the claim it's related to.

Topics*
Select One
Denied Application
Benefit Amount
Leave Start And End Date
Denied Weekly Claim
Employment History

Claim*
Select One

Upload Document

Cancel Submit

3. On the 'Request for Review' screen:

- a. Choose the claim you are requesting a review of.
- b. Provide a reason for requesting a review.
- c. Click **Upload Document** to upload documents that support your request.

Request for Review

Use this form to request a review of a decision we made on your Paid Leave benefit application or weekly claim(s).
Don't submit more than one request at a time. We won't review additional requests until we make a decision on the first one you submit.
When you submit your request, we'll review the information you provide and may reach out for more detail if needed. After we review your request, we'll let you know what we decide.

Select the topic that describes your concern and the claim it's related to.

Topics*
Select One

Reason(s)*

Claim*
Select One
F016Y13134-2 (FAMILY) 08/07/2023 - 11/07/2023
F016Y13134-1 (MEDICAL) 08/08/2023 - 12/13/2023

Upload Document

Cancel Submit

4. On the 'Upload Your Documents' screen:

- a. Choose the **Document Type**
- b. Click **Choose File**
- c. Click **Upload**
- d. Make sure the document you uploaded appears in the Document table.
- e. Click **Continue**

Upload Your Documents

How to upload

1. Select the **Document Type** from the drop-down menu.
2. Click **Choose File** to select the file you want to upload.
3. Choose the file and click **Upload**. You can upload up to 200 documents.

You cannot change or delete uploaded documents. You can find successfully uploaded documents in the table below.

Document Type*
Select One

Select file to upload*
Choose File No file chosen

Upload

Document Name	Document Type	Uploaded By	Uploaded Date
Identity.png	Proof of Identity	Purple Blossom	02/05/2024
Doctorsnote.png	Medical Certification	Purple Blossom	11/02/2023
Identity2.jpg	Proof of Identity	Purple Blossom	08/08/2023

3 records

Continue

4. On the 'Request for Review' screen click **Submit**.

The screenshot shows the 'Request for Review' form in the Employment Security Department portal. The header includes the department logo and name, the user's name 'Hi, PurpleBlossom', and a 'Return To SAW' link. Navigation links for 'Home' and 'Message Center' are visible. The form itself has a title 'Request for Review' and instructions: 'Use this form to request a review of a decision we made on your Paid Leave benefit application or weekly claim(s). Don't submit more than one request at a time. We won't review additional requests until we make a decision on the first one you submit. When you submit your request, we'll review the information you provide and may reach out for more detail if needed. After we review your request, we'll let you know what we decide.' Below this, it asks to 'Select the topic that describes your concern and the claim it's related to.' There are two dropdown menus: 'Topics*' with 'Denied Application' selected, and 'Claim*' with 'F016Y13134-2 (FAMILY) 08/07/2023 - 11/07/2023' selected. A note states: 'Your denial letter explains why your application was denied and what information or documentation you need to provide before we can make a change. Please read it carefully and include your documents with this request by selecting "Upload document" below.' There is a text area for 'Reason(s)*' containing 'Me.' and a link for 'Upload Document'. At the bottom are 'Cancel' and 'Submit' buttons, with the 'Submit' button highlighted with a red border.

5. In the 'Request for Review Confirmation' pop up window:

- a. Read the confirmation message.
- b. Click **Done**.

The screenshot shows the 'Request for Review Confirmation' pop-up window. It contains the following text: 'We've received your request to review your leave start and end date. We will review your documentation and may reach out to you for more information. Once we've processed your request, we will send you a letter with details about our decision.' At the bottom center is a green 'Done' button with a red border.

6. On your 'Paid Leave benefit account homepage', you can view the status of your request for review.

- **Submitted:** We've received your request but haven't started processing it yet.
- **In Review:** A specialist is reviewing your request. If they need more information, they'll reach out to you, so make sure your contact information is up to date.
- **Review Complete:** We've finished our review of your request, and we'll send you a letter with the decision.

Claim Review(s)

You can ask us to review your claim if you need to make a change or disagree with the decision. Visit paidleave.wa.gov/after-you-apply for more information.

Request Review


Here are the request(s) for review you've submitted since July 1, 2024. It may take a few minutes for new requests to show. We will send a decision letter once we complete our review.

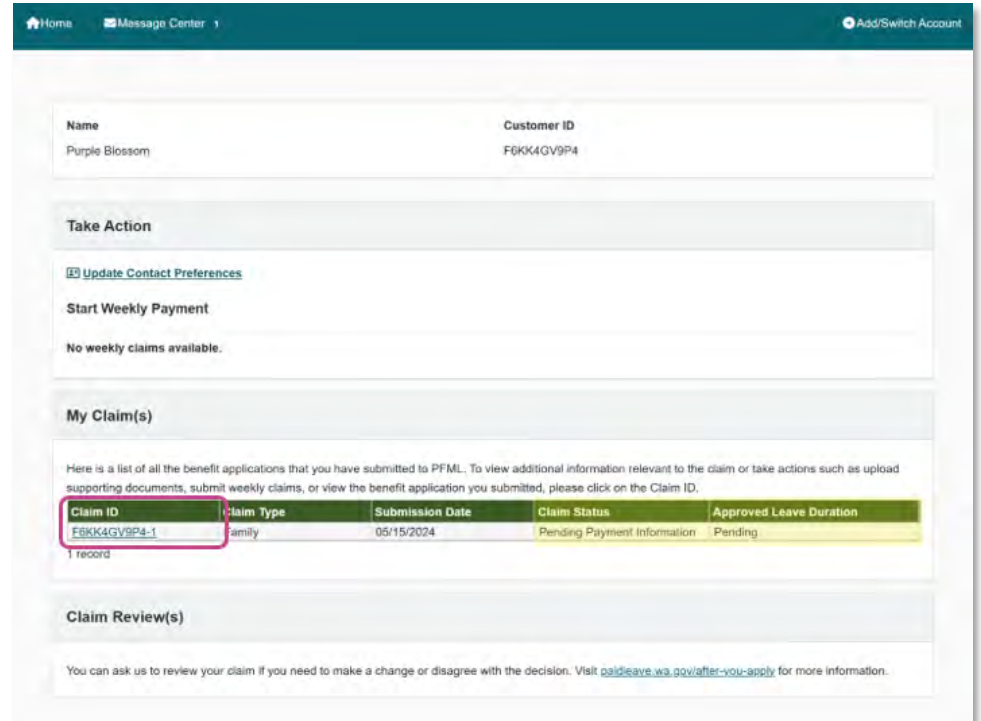
Claim ID	Status	Topic	Submission Date
PROL-REQ-0-1	Submitted	Leave Start And End Date	09/12/2024
PROL-REQ-0-1	Review Complete	Employment History	09/12/2024

2 records

Update payment preference and/or complete a pending application

1. On your 'Paid Leave benefit account homepage', under the 'My Claim(s)' section, click the **Claim ID hyperlink** of the application you want to complete.

 If you applied without selecting your payment preference, your application will be pending until you provide your payment information.



The screenshot shows the user interface of the Paid Leave benefit account homepage. At the top, there is a navigation bar with 'Home', 'Message Center 1', and 'Add/Switch Account'. Below this, the user's name 'Purple Blossom' and 'Customer ID' 'FBKK4GV9P4' are displayed. The 'Take Action' section includes a link to 'Update Contact Preferences', a 'Start Weekly Payment' button, and a message stating 'No weekly claims available.' The 'My Claim(s)' section contains a table of benefit applications. The table has columns for Claim ID, Claim Type, Submission Date, Claim Status, and Approved Leave Duration. A single record is shown with Claim ID 'FBKK4GV9P4-1', Claim Type 'family', Submission Date '05/15/2024', Claim Status 'Pending Payment Information', and Approved Leave Duration 'Pending'. The Claim ID is highlighted with a red box. Below the table, there is a 'Claim Review(s)' section with a message: 'You can ask us to review your claim if you need to make a change or disagree with the decision. Visit paidleave.wa.gov/after-you-apply for more information.'

Claim ID	Claim Type	Submission Date	Claim Status	Approved Leave Duration
FBKK4GV9P4-1	family	05/15/2024	Pending Payment Information	Pending

2. On the 'Claim Summary' screen click **Provide Payment Preference**.

Claim Summary

Paid Family and Medical Leave

Claim ID F6KK4GV9P4-1	Claim Type Family
Claim Status ⓘ Pending Payment Information	Approved Leave Duration ⓘ Pending

[Provide Payment Preference](#)

[View Application](#)

[Manage Document\(s\)](#)

[Print Weekly Claims](#)

Weekly Claims

You must file weekly claims to receive benefits.

Weekly claims are available to file after each week is over. Weeks start on Sunday and end on Saturday.

We will review each weekly claim and update the status here. Payments are usually received within a week of weekly claim approval.

Correspondence

The table below shows initial decision letters we sent you. Please click on the document name to download the file.

Document Name	Document Type	Date
No records		

[Home](#)

3. On the 'Preferred Payment Method' screen choose whether you want to be paid via direct deposit or U.S. Bank ReliaCard.

a. If you choose the ReliaCard:

1. Click **View** to read the ReliaCard disclosure.
2. Select the checkbox authorizing the employment security department to send payments to your preferred method.
3. Click **Submit**.

b. If you choose direct deposit:

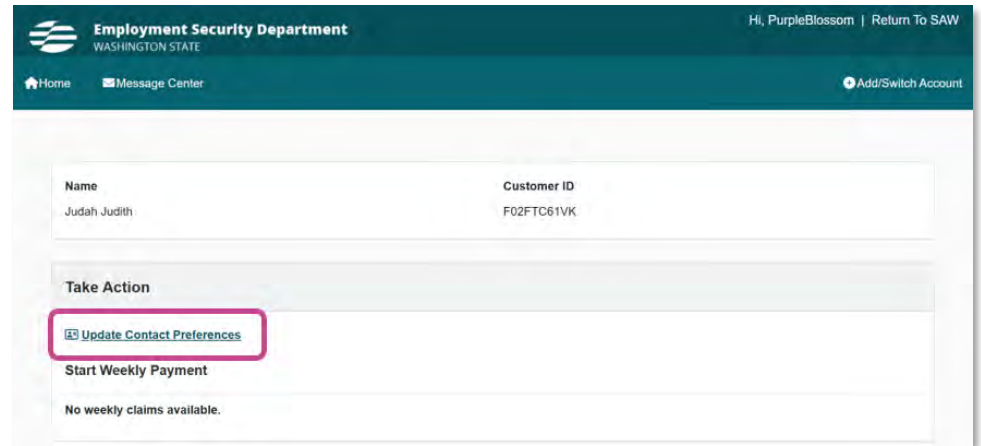
1. Select the account type you want your payments deposited into.
2. Enter and re-enter your routing number.
3. Enter and re-enter your account number.
4. Select the checkbox authorizing the employment security department to send payments to your preferred method.
5. Click **Submit**.

The screenshot shows the 'Preferred Payment Method' screen. At the top, there are navigation links for 'Home', 'Message Center', and 'Add/Switch Account'. The main heading is 'Preferred Payment Method'. Below it, a note states: 'Paid Family and Medical Leave requires your preferred payment method to make payments.' The 'Payment Preference*' section has two radio buttons: 'Direct Deposit' (unselected) and 'U.S. Bank ReliaCard®' (selected). Below this is the 'ReliaCard Disclosures' section, which includes a 'View' button. A checkbox is checked, indicating authorization for the Employment Security Department to deposit benefit payments to a ReliaCard. At the bottom, there are 'Cancel' and 'Submit' buttons. A small disclaimer at the very bottom reads: 'The ReliaCard is issued by U.S. Bank National Association pursuant to a license from Visa U.S.A. Inc. © 2022 U.S. Bank Member FDIC.'

The screenshot shows the 'Preferred Payment Method' screen. At the top, there are navigation links for 'Home', 'Message Center', and 'Add/Switch Account'. The main heading is 'Preferred Payment Method'. Below it, a note states: 'Paid Family and Medical Leave requires your preferred payment method to make payments.' The 'Payment Preference*' section has two radio buttons: 'Direct Deposit' (selected) and 'U.S. Bank ReliaCard®' (unselected). Below this are four input fields: 'Account Type*' (a dropdown menu with 'Select One' selected), 'Deposit Type*' (a dropdown menu with 'Select One' selected), 'Routing Number*', and 'Re-Enter Routing Number*'. Below these are two more input fields: 'Account Number*' and 'Re-Enter Account Number*'. A checkbox is checked, indicating authorization for the Employment Security Department to deposit benefit payments into the account provided. At the bottom, there are 'Cancel' and 'Submit' buttons.

Update contact information

1. On your 'Paid Leave benefit account homepage' under the 'Take Action' section, click **Update Contact Preferences**.



2. On the 'Update Contact Preferences' screen update the information you'd like to update and click **Update**.

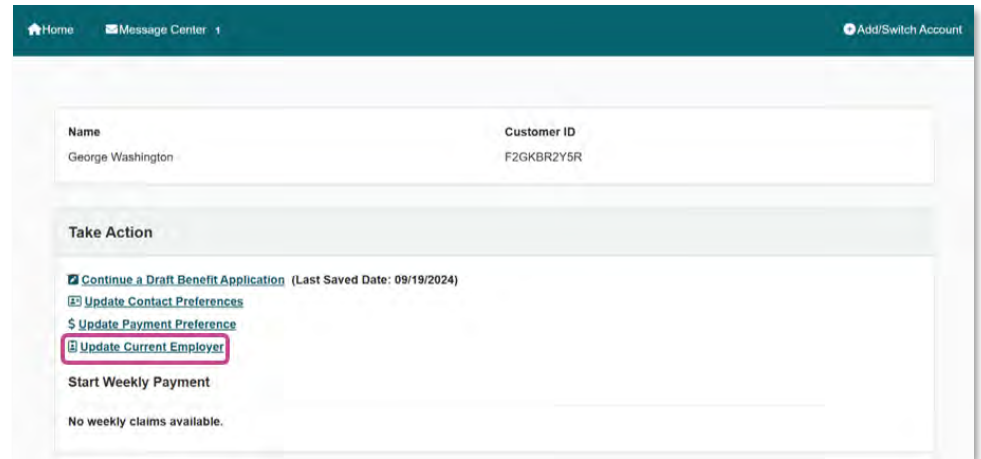
The screenshot shows the 'Update Contact Preferences' form within the Employment Security Department (Washington State) portal. The form is titled 'Update Contact Preferences' and is divided into several sections:

- Primary Contact Information:** Includes radio buttons for 'Domestic' (selected) and 'International'. Fields for 'Phone Number (###-###-####)*' (509-509-5099), 'Phone Ext.', 'Email Address*' (kaelynmarie.gonzalez@esd.wa.gov), and 'Preferred Contact Method*' (Email) are present. A question 'Can we leave a detailed voicemail message at the phone number you provided?*' has 'No' selected.
- Language Preference:** A question 'When possible, do you prefer to communicate in a language other than English?*' has 'No' selected.
- Mailing Address:** Fields for 'Address Line 1*' (910 N 3RD ST), 'Address Line 2*', 'City*' (TACOMA), 'State*' (WA - Washington), 'ZIP Code*' (98403), and 'ZIP Code Ext' (1923) are included.

At the bottom of the form, there are two buttons: 'Cancel' and 'Update'. The 'Update' button is highlighted with a red border.

Update employment information

1. On your 'Paid Leave benefit account homepage' under the 'Take Action' section, click **Update Current Employer**.



2. On the 'Update Your Employment Information' screen you can correct the following:

- a. Your employment status.
- b. Employment start-dates for current employers.
- c. Employment end-dates for former employers.

3. Click **Save** to save corrected information.

Update Your Employment Information

You currently work or used to work for the following employer(s).
If any of these details have changed since you applied for Paid Leave, please update below.

Employer Name	Employment Status	Employment Start Date (MM/DD/YYYY)	Employment End Date (MM/DD/YYYY)
Nimbus Integration Test Services LLC	<input checked="" type="radio"/> I currently work here <input type="radio"/> I used to work here	12/01/2023	
Big House Construction	<input checked="" type="radio"/> I currently work here <input type="radio"/> I used to work here	02/01/2023	
ESD 14 September Investigation Services LLC	<input checked="" type="radio"/> I currently work here <input type="radio"/> I used to work here	01/01/2020	
AB Test 111439504 LLC	<input type="radio"/> I currently work here <input checked="" type="radio"/> I used to work here	10/01/2023	12/31/2023

Did you start working in Washington for any employer(s) not listed above?
If yes, click Add Employer below.


Add Employer

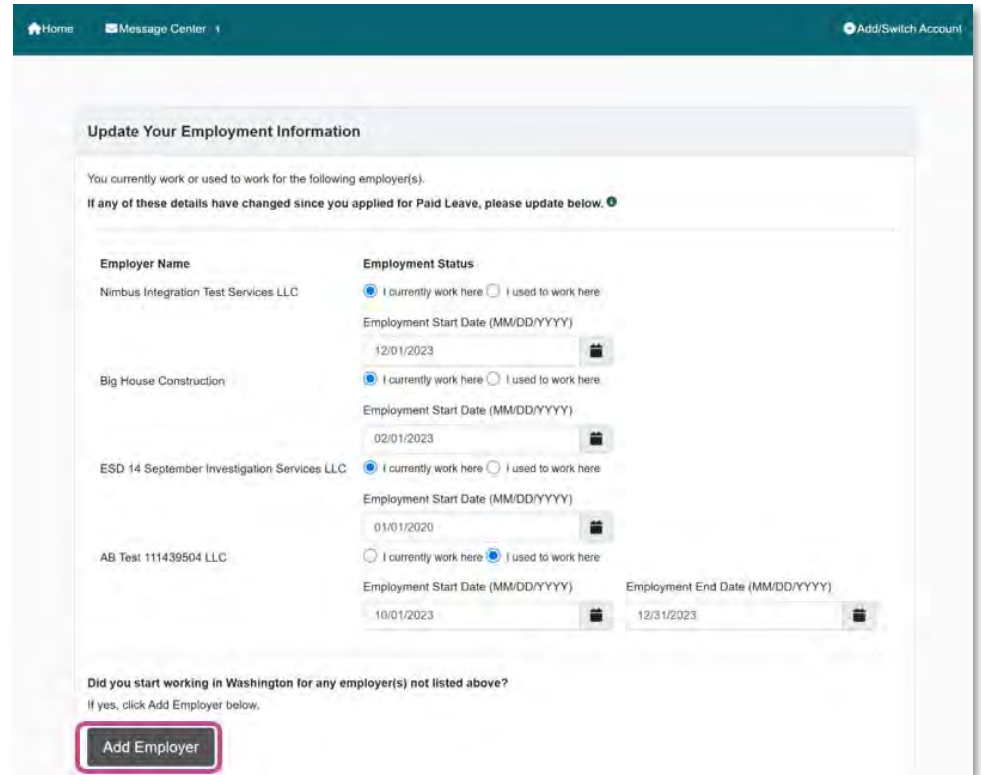
UBI	Employer Name	Start Date	End Date	Employment Status	Address	Phone Number	Action
No records							

Cancel Save

4. To add an employer that is missing, click **Add Employer** on the 'Employer Search' screen:

- a. Enter your employers name or Unified Business Identifier (UBI).

 The Unified Business Identifier number (UBI) is a 9-digit number issued by the Washington State Department of Revenue.



Update Your Employment Information

You currently work or used to work for the following employer(s).
If any of these details have changed since you applied for Paid Leave, please update below.


Employer Name	Employment Status	Employment Start Date (MM/DD/YYYY)	Employment End Date (MM/DD/YYYY)
Nimbus Integration Test Services LLC	<input checked="" type="radio"/> I currently work here <input type="radio"/> I used to work here	12/01/2023	
Big House Construction	<input checked="" type="radio"/> I currently work here <input type="radio"/> I used to work here	02/01/2023	
ESD 14 September Investigation Services LLC	<input checked="" type="radio"/> I currently work here <input type="radio"/> I used to work here	01/01/2020	
AB Test 111439504 LLC	<input type="radio"/> I currently work here <input checked="" type="radio"/> I used to work here	10/01/2023	12/31/2023

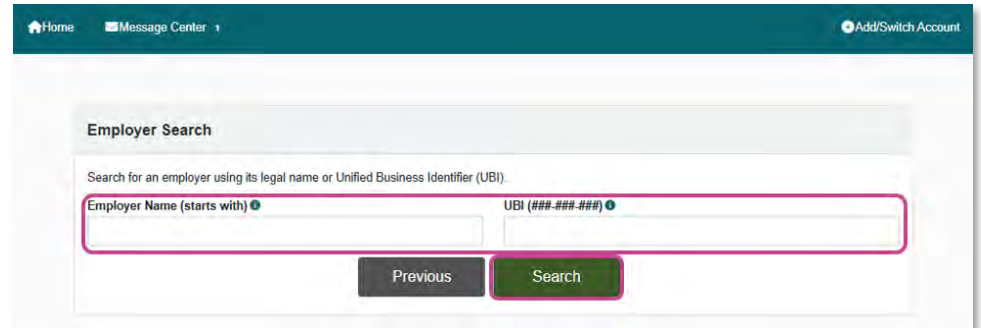
Did you start working in Washington for any employer(s) not listed above?
If yes, click Add Employer below.

Add Employer

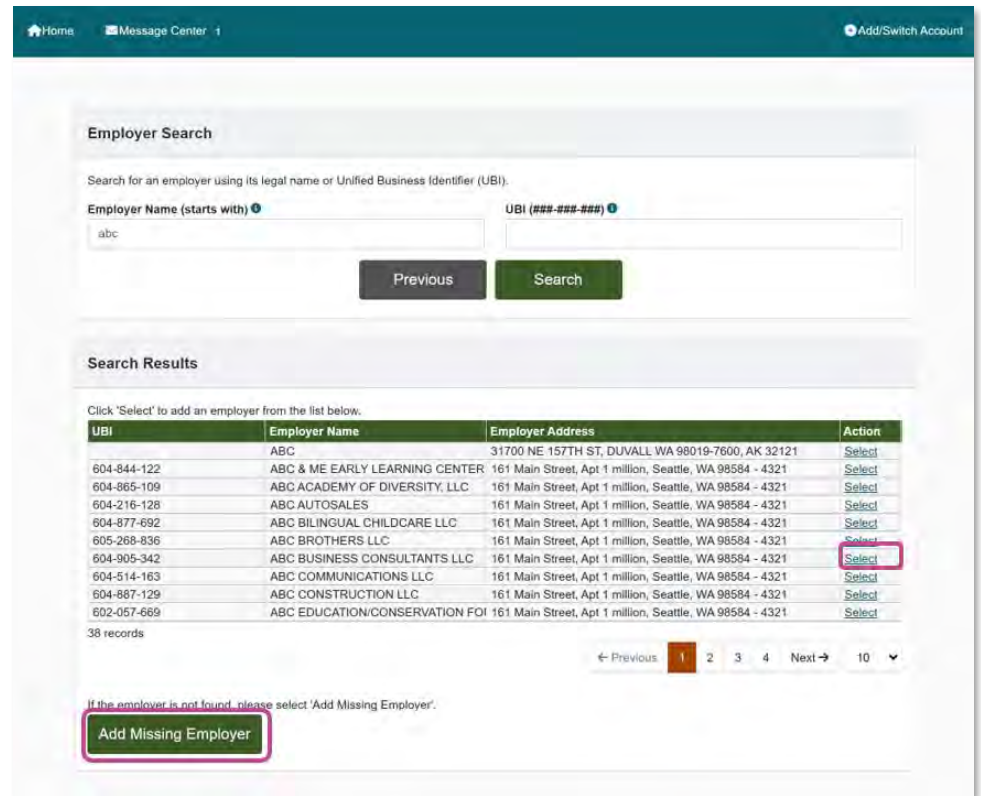
b. Click **Search**.

1. If your employer is listed, click **Select** in that employer row.
2. If your employer is not listed in the table, click **Add Missing Employer**.

 If there are multiple results, check the employer address. You may also obtain your employer's UBI from your employer directly. Searching by UBI is the best way to ensure you are selecting the correct employer.



The screenshot shows the 'Employer Search' form. At the top, there are navigation links for 'Home', 'Message Center', and 'Add/Switch Account'. Below the title, a search instruction reads: 'Search for an employer using its legal name or Unified Business Identifier (UBI)'. There are two input fields: 'Employer Name (starts with)' and 'UBI (###-###-####)'. Both fields are currently empty. Below the fields are two buttons: 'Previous' and 'Search'.



The screenshot shows the 'Employer Search' form with search results. The 'Employer Name (starts with)' field contains the text 'abc'. Below the search instruction, there are two buttons: 'Previous' and 'Search'. Below the search results section, there is a table with the following data:

UBI	Employer Name	Employer Address	Action
	ABC	31700 NE 157TH ST, DUVALL WA 98019-7600, AK 32121	Select
604-844-122	ABC & ME EARLY LEARNING CENTER	161 Main Street, Apt 1 million, Seattle, WA 98584 - 4321	Select
604-865-109	ABC ACADEMY OF DIVERSITY, LLC	161 Main Street, Apt 1 million, Seattle, WA 98584 - 4321	Select
604-216-128	ABC AUTOSALES	161 Main Street, Apt 1 million, Seattle, WA 98584 - 4321	Select
604-877-692	ABC BILINGUAL CHILDCARE LLC	161 Main Street, Apt 1 million, Seattle, WA 98584 - 4321	Select
605-268-836	ABC BROTHERS LLC	161 Main Street, Apt 1 million, Seattle, WA 98584 - 4321	Select
604-905-342	ABC BUSINESS CONSULTANTS LLC	161 Main Street, Apt 1 million, Seattle, WA 98584 - 4321	Select
604-514-163	ABC COMMUNICATIONS LLC	161 Main Street, Apt 1 million, Seattle, WA 98584 - 4321	Select
604-887-129	ABC CONSTRUCTION LLC	161 Main Street, Apt 1 million, Seattle, WA 98584 - 4321	Select
602-057-669	ABC EDUCATION/CONSERVATION FOI	161 Main Street, Apt 1 million, Seattle, WA 98584 - 4321	Select

Below the table, it says '38 records'. There are navigation buttons: 'Previous', '1', '2', '3', '4', 'Next', and '10'. At the bottom, there is a message: 'If the employer is not found, please select 'Add Missing Employer''. Below this message is a button labeled 'Add Missing Employer'.

a. The 'Employment Details' form will appear at the bottom of the screen. Within it:

1. Complete all required fields, denoted by an asterisk*.
2. Click **Save**.

The screenshot shows the 'Employment Details' form with the following fields and sections:

- Employer Name***: Text input field.
- UBI**: Text input field with a help icon.
- Is this their current employer?***: Radio buttons for Yes and No.
- Employment Start Date (MM/DD/YYYY)***: Date picker field.
- Employment End Date (MM/DD/YYYY)***: Date picker field.
- Phone Contact Information**: Radio buttons for Domestic (selected) and International.
- Phone Number (###-###-####)***: Text input field.
- Phone Ext.**: Text input field.
- Mailing Address**: Radio buttons for Domestic (selected) and International.
- Address Line 1***: Text input field.
- Address Line 2**: Text input field.
- City***: Text input field.
- State***: Dropdown menu.
- ZIP Code***: Text input field.
- ZIP Code Ext**: Text input field.

At the bottom of the form, there are two buttons: 'Previous' and 'Save'. The 'Save' button is highlighted with a red border.

c. On the 'Update Your Employment Information' screen:

1. Check that your employer is now listed within the table.
2. Click **Save**.

Update Your Employment Information

You currently work or used to work for the following employer(s).
If any of these details have changed since you applied for Paid Leave, please update below.

Employer Name	Employment Status
Nimbus Integration Test Services LLC	<input checked="" type="radio"/> I currently work here <input type="radio"/> I used to work here
	Employment Start Date (MM/DD/YYYY)
	12/01/2023
Big House Construction	<input checked="" type="radio"/> I currently work here <input type="radio"/> I used to work here
	Employment Start Date (MM/DD/YYYY)
	02/01/2023
ESD 14 September Investigation Services LLC	<input checked="" type="radio"/> I currently work here <input type="radio"/> I used to work here
	Employment Start Date (MM/DD/YYYY)
	01/01/2020
AB Test 111439504 LLC	<input type="radio"/> I currently work here <input checked="" type="radio"/> I used to work here
	Employment Start Date (MM/DD/YYYY)
	10/01/2023
	Employment End Date (MM/DD/YYYY)
	12/31/2023

Did you start working in Washington for any employer(s) not listed above?
If yes, click Add Employer below.

Add Employer

UBI	Employer Name	Start Date	End Date	Employment Status	Address	Phone Number	Action
123-586-848	Bob	01/01/2001		I currently work here	910 N 3RD ST, TACOMA	509-509-5099	Delete

1 record

Cancel Save