Paid Leave Benefit Application User Guide

Washington's Paid Family & Medical Leave Program

Here for you. Use this guide for assistance with the SecureAccess Washington (SAW) and Paid Family and Medical Leave online portals.

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.

paidleave.wa.gov

Employment Security Department
WASHINGTON STATE

Table of Contents

Introduction

This user guide will help you use the SecureAccess Washington (SAW) and Paid Family and Medical Leave online portals. You must login to the SAW portal to access the Paid Leave portal. 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.

Mobile, tablet, and desktop view

The screenshots in this user guide are shown in tablet view, which may differ from the view you have on your device. If you are on a mobile phone, the content may be organized differently from these screenshots. For example:

1. The navigation menu. In mobile view, you will have to click the 'hamburger menu' to view the navigation options. In tablet or desktop view, the navigation menu is typically spread out horizontally with all options viewable.

2. Vertical row(s). In mobile view, content may be organized into one vertical row, while in tablet and desktop view content will usually be spread out in multiple vertical rows.
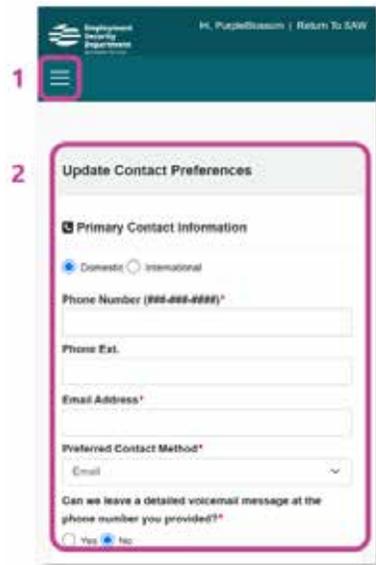
Mobile view   Tablet or desktop view
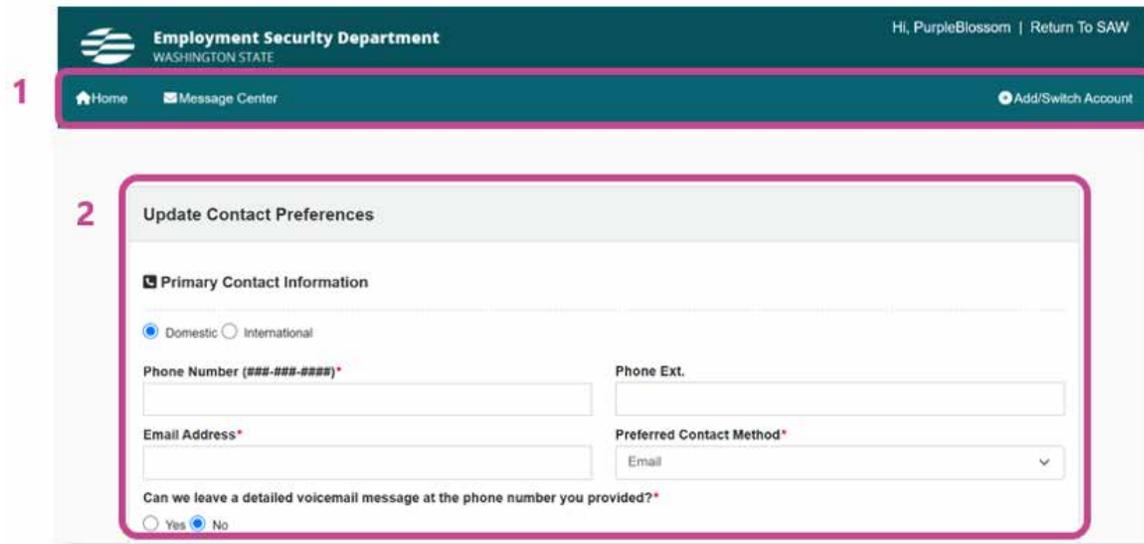
The SecureAccess Washington (SAW) and Paid Leave Portals

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. In SAW you can link to the Paid Family and Medical Leave service and manage your SAW account profile and settings. Once linked, you can access the Paid Family and Medical Leave portal to manage your online Paid Leave account(s) and take actions such as apply for Paid Leave benefits, register your business, update your contact preferences, or request a WA Cares exemption.

In the SecureAccess Washington (SAW) portal you can:

- Link to and access the Paid Family and Medical Leave service.
- Manage your profile, including multi-factor authentication

In the Paid Family & Medical Leave Portal you can:

- Apply for Paid Leave benefits
- Register your business and report employees' hours & wages
- Self-employed individuals can create an Elective Coverage Account to opt in to our programs
- Apply for a WA Cares exemption
- Manage your online account

Paid Leave Benefit Application

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**.
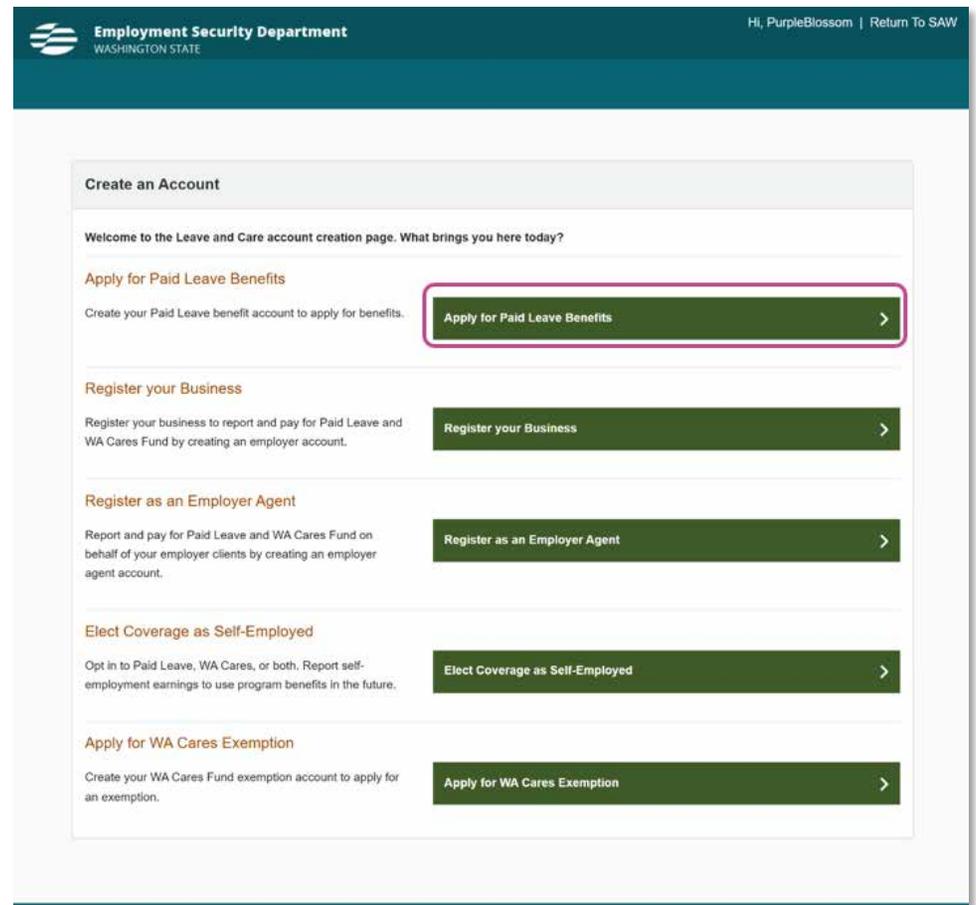
2. On the 'Provide Your Information' screen:

    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**.
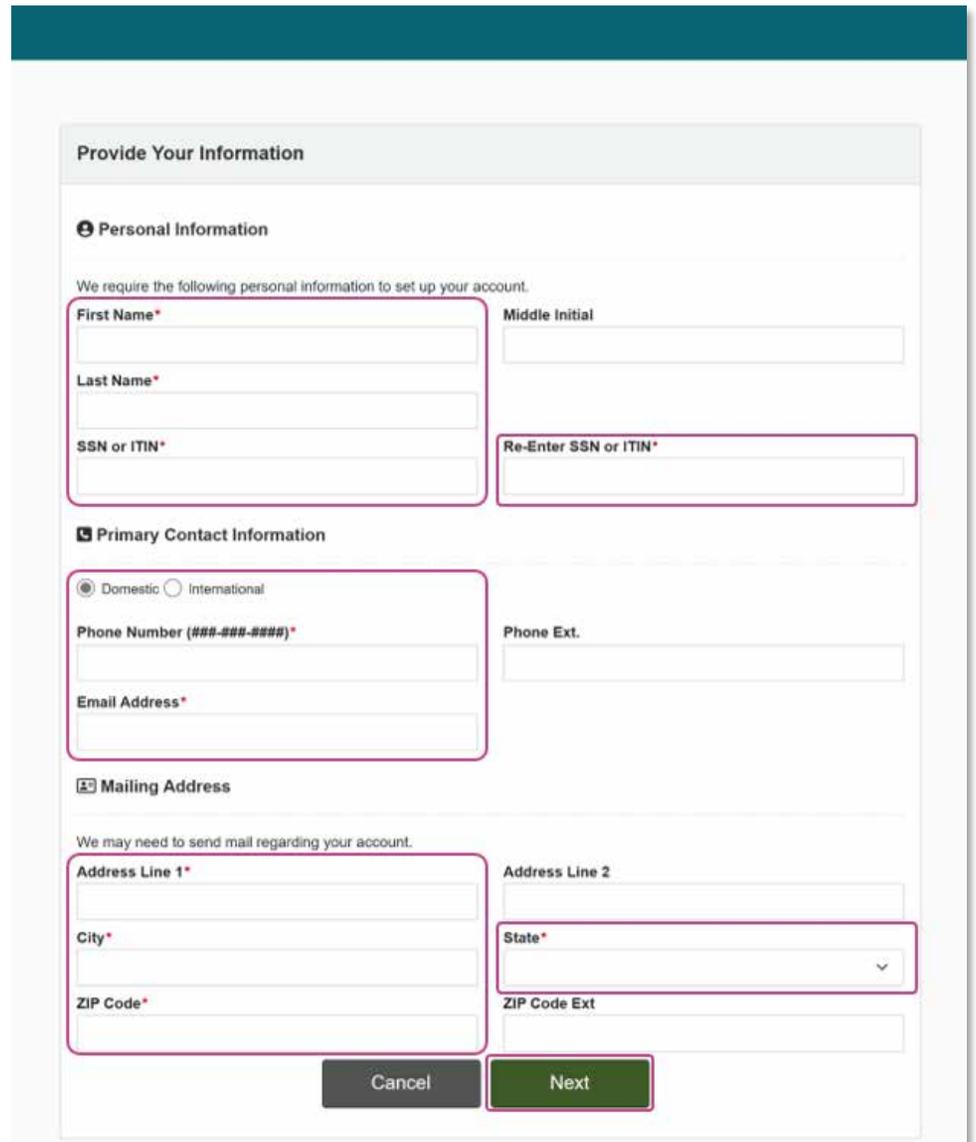
Provide Your Information

👤 **Personal Information**

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

First Name*

Middle Initial

Last Name*

SSN or ITIN*

Re-Enter 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 the screen and be directed to the 'Confirm Your Information' screen below.

Address Validation

We've updated your address to meet address validation standards.

🔤 **Standardized Address**

○ 212 MAPLE PARK AVE SE
OLYMPIA, WA 98501 - 2347

✎ **You entered**

○ 212 maple park ave se
olympia, WA 98501

We encourage you to provide a valid address to ensure proper delivery of all correspondence regarding your account. Please select one of the above addresses to proceed. If you need to make changes, select "Previous".

[Previous] [Confirm]

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**.

Confirm Your Information

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

Personal Information

First Name	Middle Initial
Luna	
Last Name	**SSN or ITIN**
Sol	

Primary Contact Information

Phone Number	Phone Ext.

Email Address

test@test.com

Mailing Address

Address Line 1	Address Line 2
212 MAPLE PARK AVE SE	
City	**State**
OLYMPIA	WA - Washington
ZIP Code	**ZIP Code Ext**
98501	2347

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'.
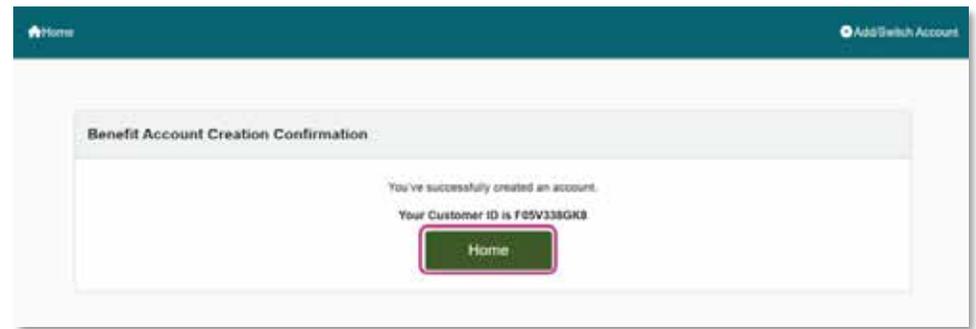
Switch to or create another Paid Leave account

To create a different Paid Leave account or switch to an existing account, use the **+ Add/Switch Account** option 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.
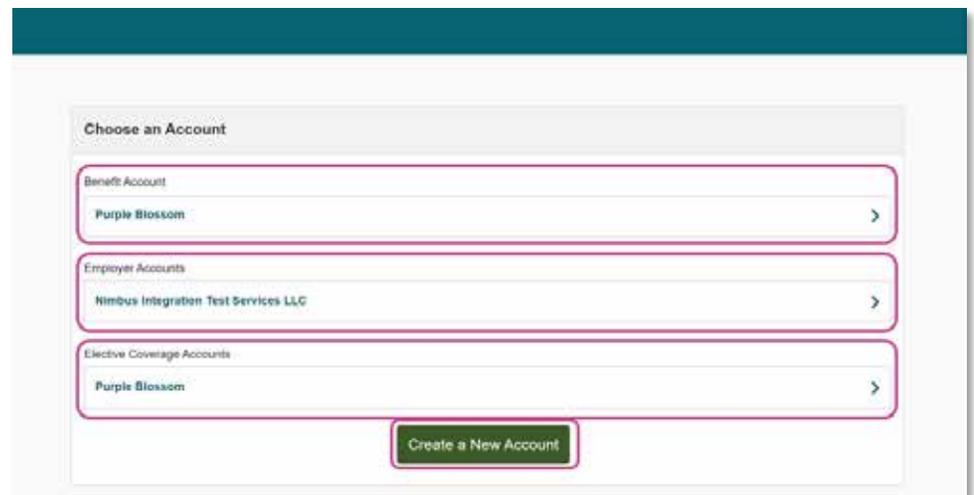
3. On the 'Create an Account' screen select the type of account you want to create.

🔍 If you have already created a specific account type, the button will be light green and clicking it will not take you to a new screen.

Apply for Paid Leave Benefits

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

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**.

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 'Additional information' screen below.
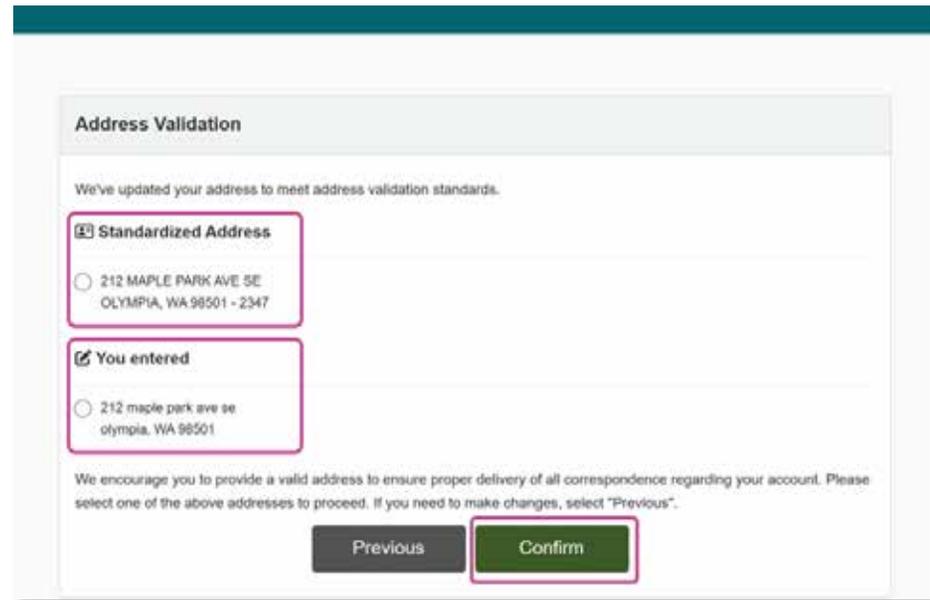
Address Validation

We've updated your address to meet address validation standards.

📇 **Standardized Address**

○ 212 MAPLE PARK AVE SE
OLYMPIA, WA 98501 - 2347

✏ **You entered**

○ 212 maple park ave se
olympia, WA 98501

We encourage you to provide a valid address to ensure proper delivery of all correspondence regarding your account. Please select one of the above addresses to proceed. If you need to make changes, select "Previous".

[Previous] [Confirm]

5. On the 'Additional Information' screen:

    a. Select your gender.

    b. Select your ethnicity and/or race.

    c. Click **Next**.

🏠 Home   ⚙ Add/Switch Account
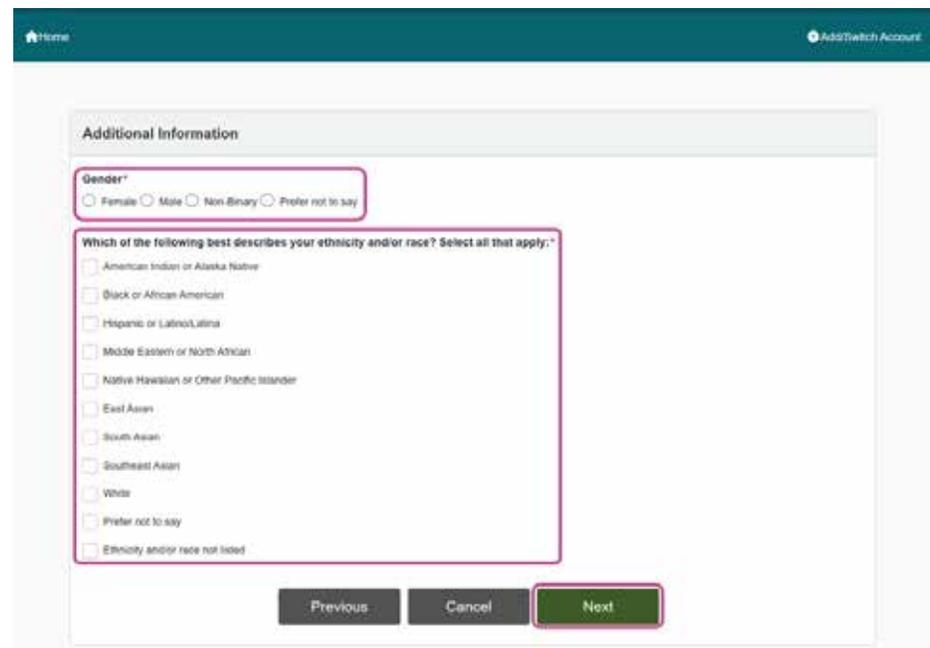
Additional Information

Gender*
○ Female ○ Male ○ Non-Binary ○ Prefer not to say

Which of the following best describes your ethnicity and/or race? Select all that apply:*

☐ 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

☐ Ethnicity and/or race not listed

[Previous] [Cancel] [Next]

6. 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 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**.

7. On the 'Employment Information' screen:

    a. Choose your current employment status.

    b. Select your employment status for the listed employer.

🔍 If you are self-employed, select the option that best represents your employment and pay status.

    c. Add an employer if one is missing.

    d. Click **Next.**

🔍 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.

8. On the 'Upload Your Documents' screen:

   a. Select **Proof of Identity** from the **Document Type** 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 will not be able to edit or delete the document.

   🔍 Not all file formats are accepted in the document uploader. The document's file format must be a pdf, tif, tiff, jpeg, jpg, or png. You can see the file format at the end of the file name after it is uploaded, shown in the picture below.

   d. Repeat steps a. - c. to upload additional documents.

Upload Your Documents

Upload your identity document.
You need to provide a document, like a valid passport or driver's license, so we can verify your identity.
- Find a list of documents we accept at paidleave.wa.gov/get-ready-to-apply-identification-documents.

Upload a medical certification completed by a health care provider.
You can submit your application without it, but you will need to upload a medical certification within 14 days.
- Find information on what we accept at paidleave.wa.gov/get-ready-to-apply.
- When uploading your document(s), select **Medical Certification** as the Document Type.

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	Upload
No records			

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

Previous   Cancel   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.

e. Click **Next**.

Upload Your Documents

Upload your identity document.
You need to provide a document, like a valid passport or driver's license, so we can verify your identity.

- Find a list of documents we accept at paidleave.wa.gov/get-ready-to-apply-identification-documents.

Upload a medical certification completed by a health care provider.
You can submit your application without it, but you will need to upload a medical certification within 14 days.

- Find information on what we accept at paidleave.wa.gov/get-ready-to-apply.
- When uploading your document(s), select **Medical Certification** as the Document Type.

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	Upload
No records			

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

Previous   Cancel   Next

9. On the 'Review Your Application' screen:

    a. Review information for accuracy. If 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)**
Luna Sol	01/01/2001
SSN or ITIN	**Gender**
	Female

Ethnicity and/or Race
American Indian or Alaska Native

📇 Primary Contact Information

✏ Edit

Phone Number	**Email Address**
	test@test.com
Mailing Address	**Preferred Contact Method**
212 MAPLE PARK AVE SE	Email
OLYMPIA, WA 98501 - 2347	
Permission to leave a detailed voicemail	**Preferred Language & Dialect**
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)**
03/17/2025	06/18/2025
Knowledge of Leave Beforehand	**Employer Notified**
No	No

🏢 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
Capture.PNG	Medical Certification	03/19/2025
Documents.jpg	Proof of Identity	03/19/2025

2 records

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

[Previous] [Cancel] [**Next**]

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

🔍 You will be asked for your payment preference the first time you apply in a claim year. If applying again in the same claim year, you can update your payment information from your 'Paid Leave benefit account homepage' by clicking **Update Payment Preference** under in the 'Take Action' section.

    a.   If you choose the **U.S. Bank ReliaCard**:

          1.   Click **View** to read the ReliaCard disclosure.

🔍 When you click **View**, the disclosure will open in a new window. The two-page disclosure is available in English as well as other languages. To view in another language, continue to scroll through the document.

          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**.

11. On the 'Application Confirmation' screen:

a. Read the confirmation that your application has been received and any important reminders.

b. Click **Done**.

12. You can see your application in the table under the 'My Claim(s)' section of your 'Paid Leave benefit account homepage'. For instructions to manage your Paid Leave Account and view information related to your claim, see the Paid Leave Account Management User Guide.