



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

Table of Contents

Introduction 3

 Mobile, tablet, and desktop view3

 The SecureAccess Washington (SAW) and Paid Leave Portals.....4

Paid Leave Benefit Application..... 5

Create a Paid Leave Benefit Account.....5

Switch to or create another Paid Leave account 9

Apply for Paid Leave Benefits..... 11

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.

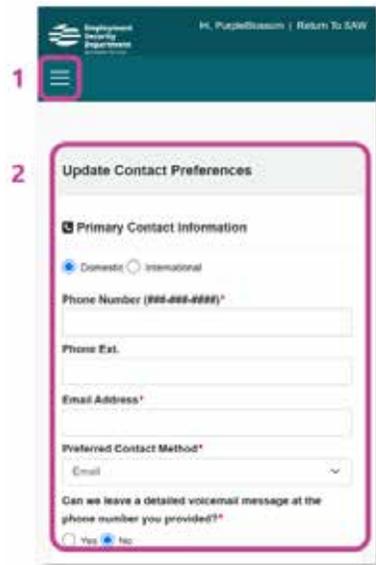
 **Need help?** Check these boxes for helpful information and ways to troubleshoot common issues.

Mobile, tablet, and desktop view

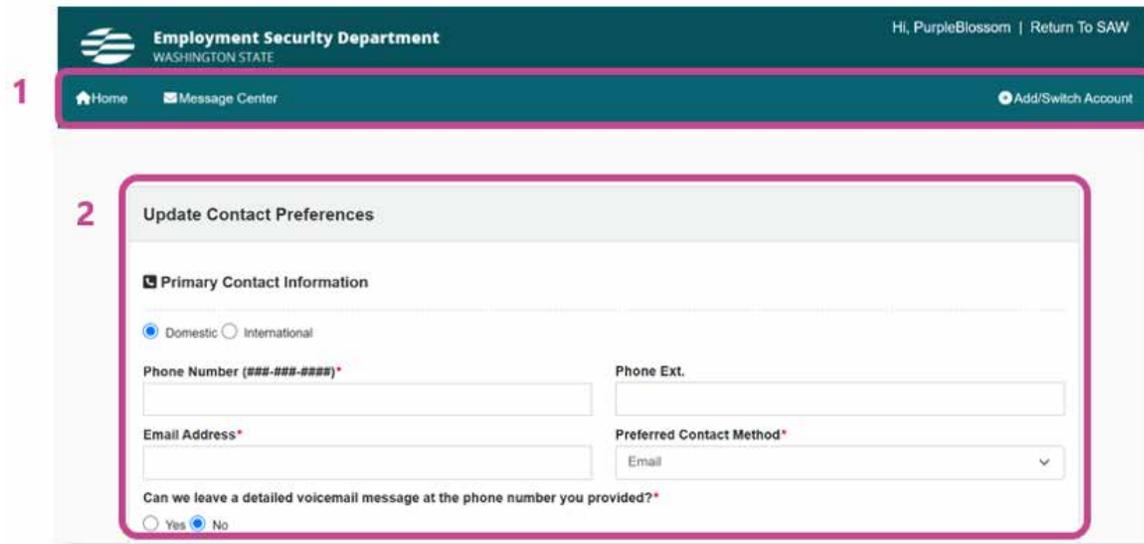
The screenshots in this user guide are shown in tablet view, which may differ from the view you have on your device. If you are on a mobile phone, the content may be organized differently from these screenshots. For example:

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:

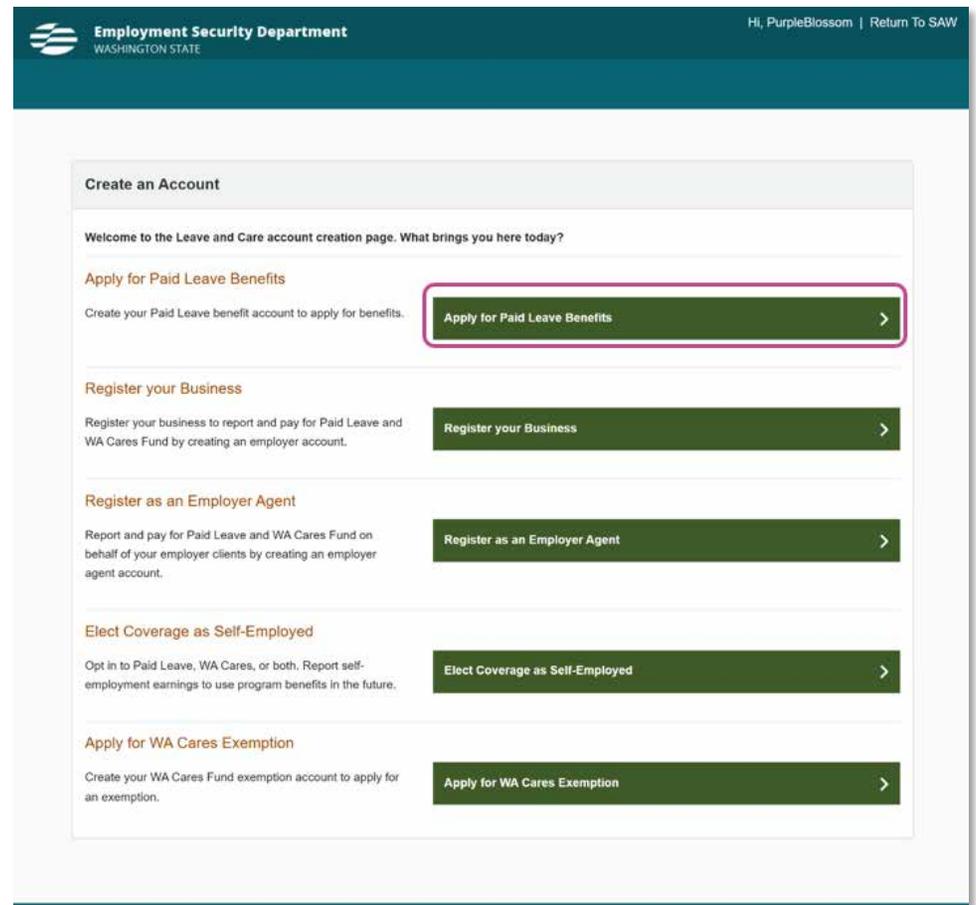
- Apply for Paid Leave benefits
- Register your business and report employees' hours & wages
- Self-employed individuals can create an Elective Coverage Account to opt in to our programs
- Apply for a WA Cares exemption
- Manage your online account

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**.

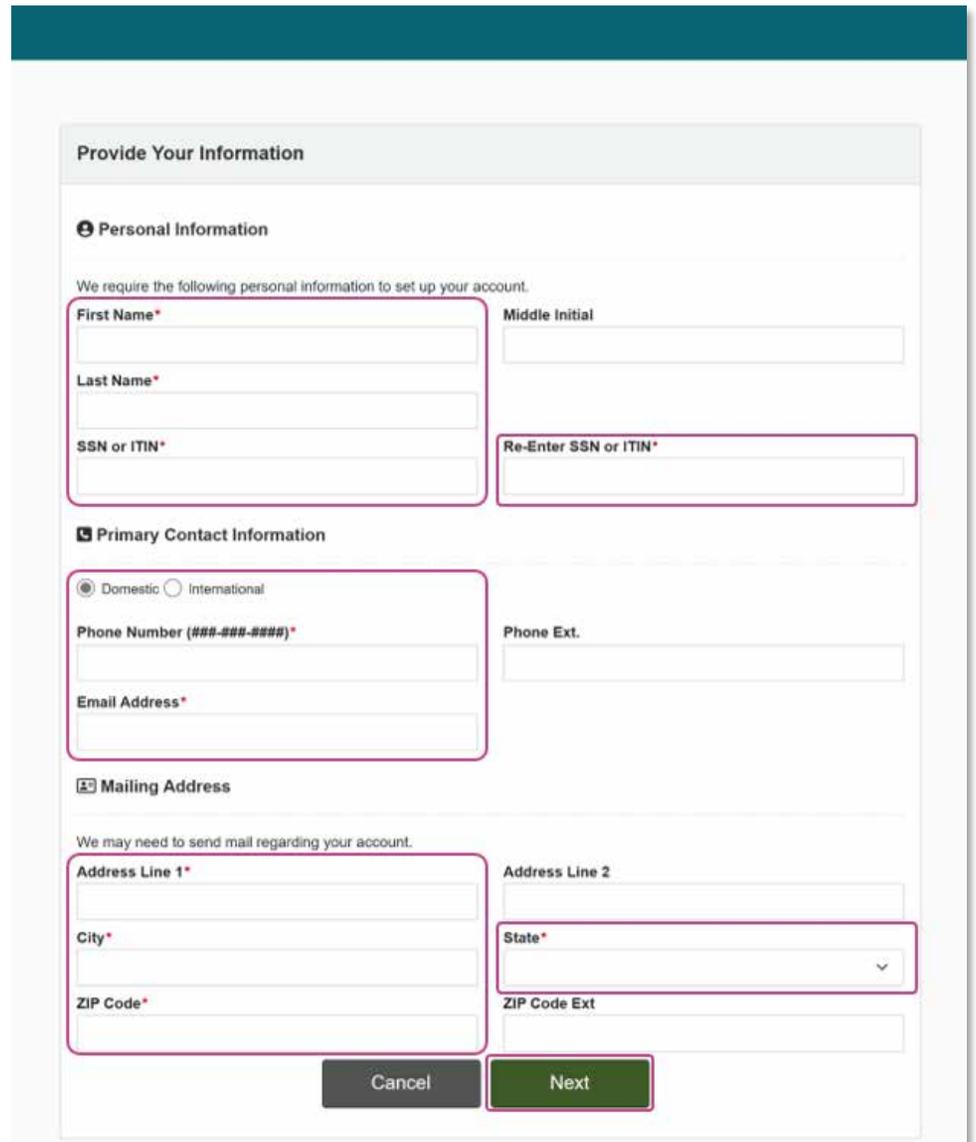


2. On the 'Provide Your Information' screen:

- 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**.



The screenshot shows a web form titled "Provide Your Information" with three main sections: Personal Information, Primary Contact Information, and Mailing Address. Red boxes highlight the required fields in each section.

Provide Your Information

Personal Information

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

Required fields (highlighted with red boxes):

- First Name*
- Last Name*
- SSN or ITIN*
- Middle Initial
- Re-Enter SSN or ITIN*

Primary Contact Information

Radio buttons: Domestic International

Required fields (highlighted with red boxes):

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

Mailing Address

We may need to send mail regarding your account.

Required fields (highlighted with red boxes):

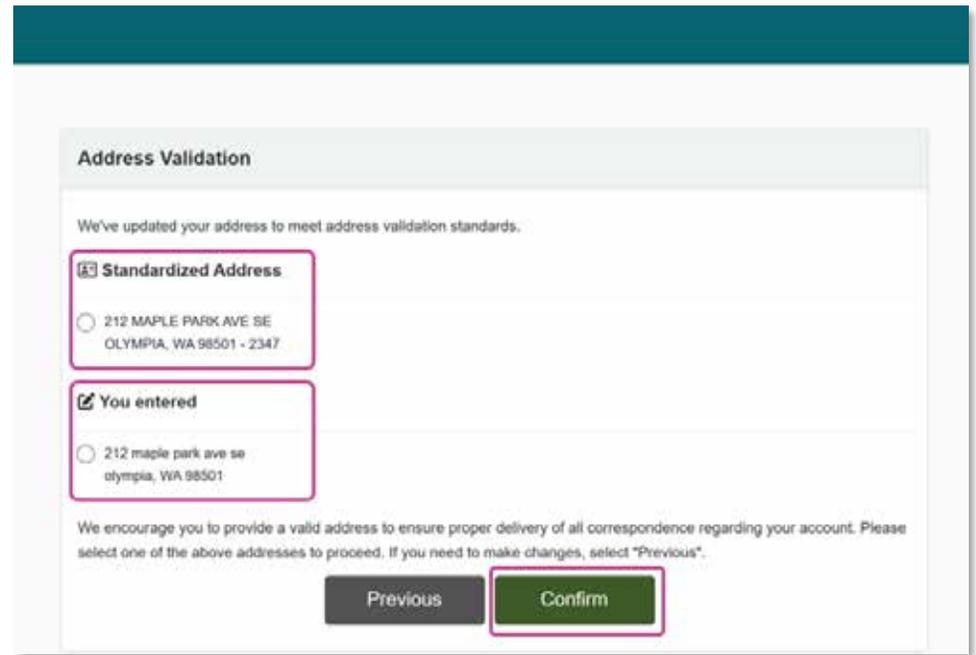
- Address Line 1*
- City*
- ZIP Code*
- Address Line 2
- State*
- ZIP Code Ext

Buttons: 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.



The screenshot shows the 'Address Validation' screen. At the top, it says 'Address Validation'. Below that, a message reads: 'We've updated your address to meet address validation standards.' There are two sections for address selection:

- Standardized Address:** This section has a radio button selected next to the address '212 MAPLE PARK AVE SE OLYMPIA, WA 98501 - 2347'.
- You entered:** This section has a radio button next to the address '212 maple park ave se olympia, WA 98501'.

At the bottom, there is a message: '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".' Below this message are two buttons: 'Previous' (grey) and 'Confirm' (green).

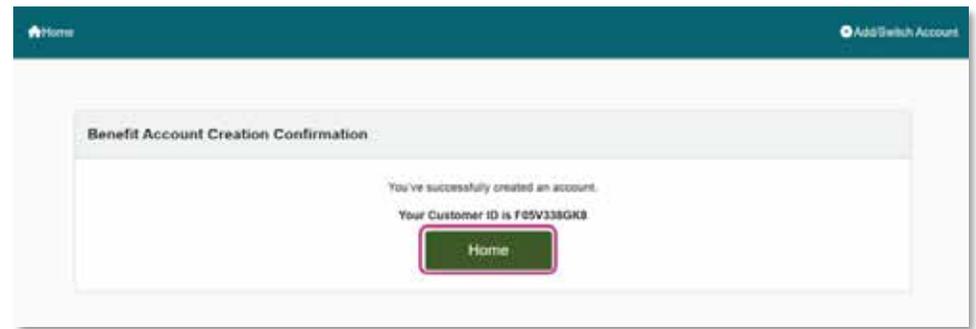
4. On the 'Confirm Your Information' screen:
 - a. Review your information. If any changes are needed, click **Previous**.
 - b. Once you have confirmed information is correct, click **Submit**.

The screenshot shows a web form titled "Confirm Your Information" with a teal header bar. Below the title is a light gray box containing the text: "Review your information. If it's correct, click 'Submit'. To make changes, click 'Previous'." The form is organized into sections, each with a small icon and a title:

- Personal Information** (person icon):
 - First Name: Luna
 - Middle Initial: (empty)
 - Last Name: Sol
 - SSN or ITIN: (empty)
- Primary Contact Information** (phone icon):
 - Phone Number: (empty)
 - Phone Ext.: (empty)
 - Email Address: test@test.com
- Mailing Address** (house icon):
 - Address Line 1: 212 MAPLE PARK AVE SE
 - Address Line 2: (empty)
 - City: OLYMPIA
 - State: WA - Washington
 - ZIP Code: 98501
 - ZIP Code Ext: 2347

At the bottom of the form are three buttons: "Previous" (gray), "Cancel" (gray), and "Submit" (green with a red border).

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'.



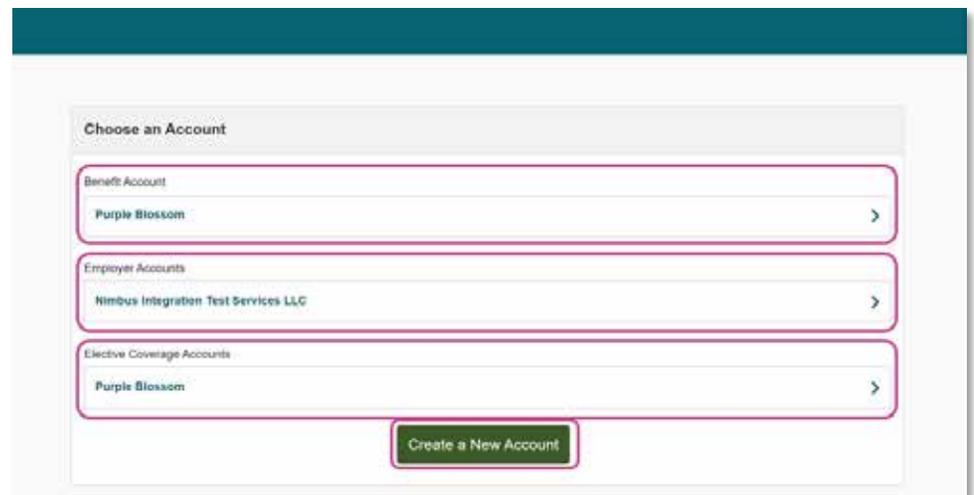
Switch to or create another Paid Leave account

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.

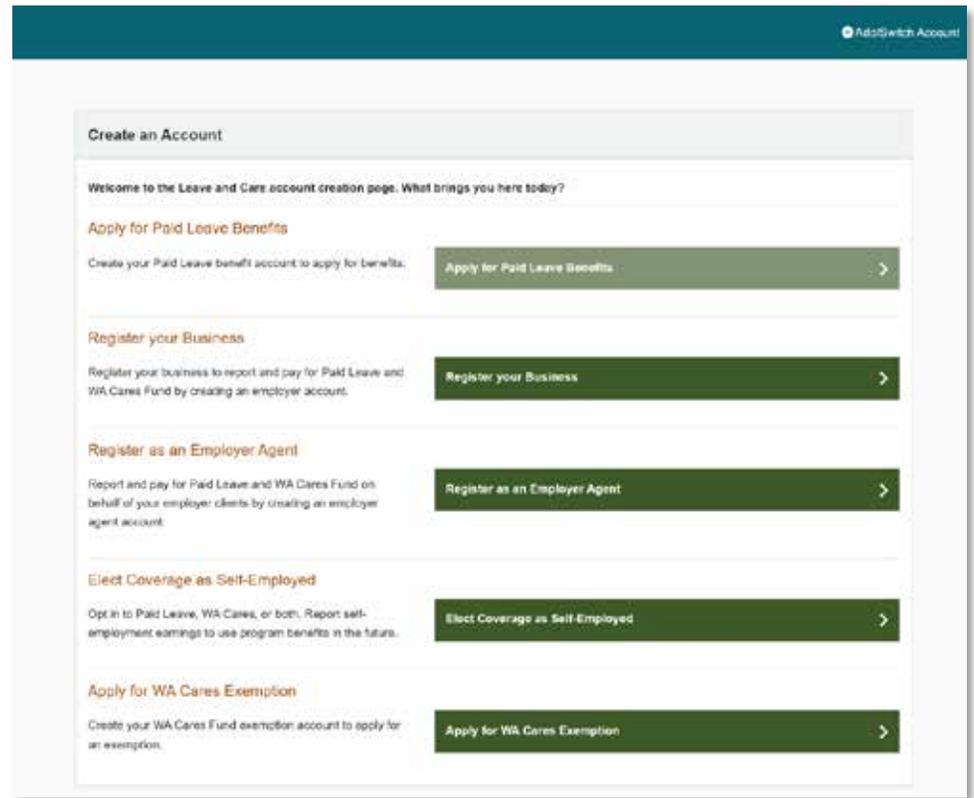


2. The 'Choose an Account' screen will list accounts you have already created. You can:
 - a. Select the account you wish to switch to.
 - b. Click **Create a New Account** to see a list of the other account types you can create.



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.



The screenshot shows the 'Create an Account' page with a dark teal header containing a 'Add/Switch Account' link. The main content area is titled 'Create an Account' and contains a welcome message: 'Welcome to the Leave and Care account creation page. What brings you here today?'. Below this are five distinct sections, each with a heading, a brief description, and a light green button with a right-pointing arrow:

- Apply for Paid Leave Benefits**: Create your Paid Leave benefit account to apply for benefits. Button: 'Apply for Paid Leave Benefits'.
- Register your Business**: Register your business to report and pay for Paid Leave and WA Cares Fund by creating an employer account. Button: 'Register your Business'.
- 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. Button: 'Register as an Employer Agent'.
- Elect Coverage as Self-Employed**: Opt in to Paid Leave, WA Cares, or both. Report self-employment earnings to use program benefits in the future. Button: 'Elect Coverage as Self-Employed'.
- Apply for WA Cares Exemption**: Create your WA Cares Fund exemption account to apply for an exemption. Button: 'Apply for WA Cares Exemption'.

Apply for Paid Leave Benefits

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

Home Add/Switch Account

Name: Purple Blossom Customer ID: F05V3380K8

Take Action

Apply for Benefits

Update Contact Preferences

Start Weekly Payment

No weekly claims available.

My Claim(s)

No claim available.

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:

We share and receive information about you or your claim with your employers and other programs, such as the Division of Child Support, Workers' Compensation or Unemployment Insurance. 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.

Cancel 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).

Provide Contact Preferences

Personal Information

Customer ID: F069BMMKKH SSN or ITIN:
First Name: Luna Middle Initial:
Last Name: Sol Date of Birth (MM/DD/YYYY)*:
Sol

Primary Contact Information

Domestic International

Phone Number (###-###-####)*:
Phone Ext.:
Email Address*: test@test.com Preferred Contact Method*: Select One
Can we leave a detailed voicemail message at the phone number you provided?*:
 Yes No

Language Preference

What is your preferred language?*: Select One

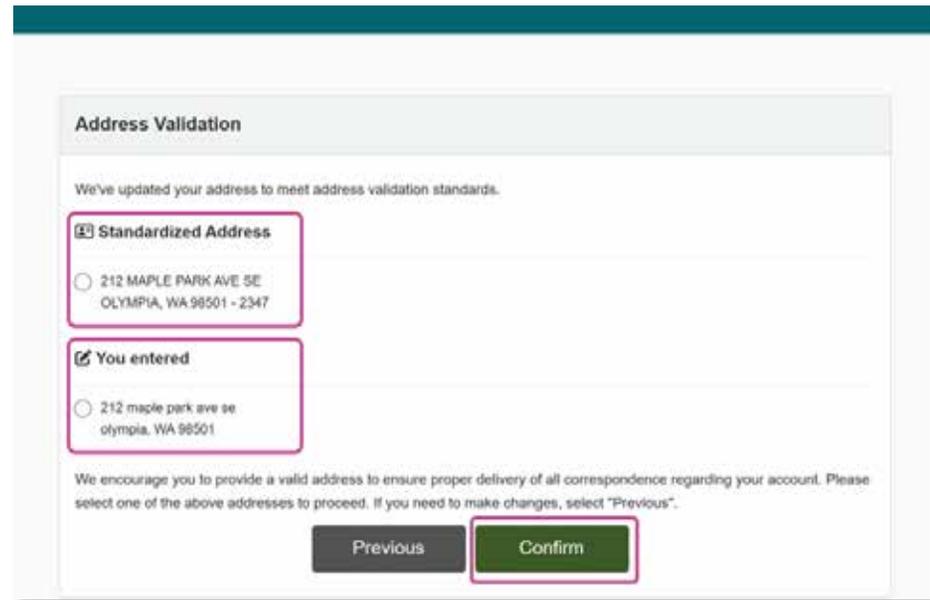
Mailing Address

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

Cancel Next

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

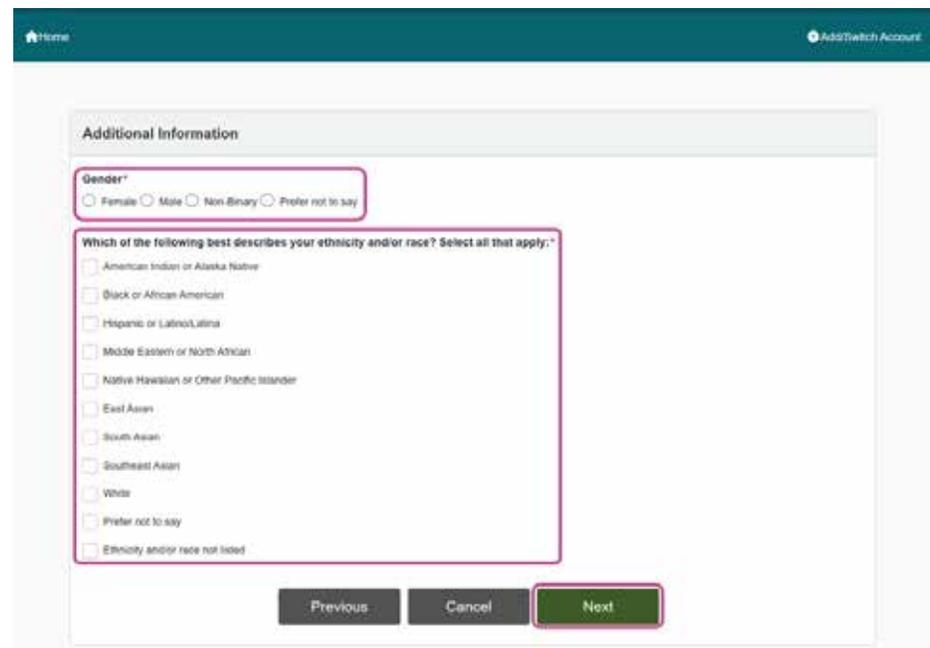
212 MAPLE PARK AVE SE
OLYMPIA, WA 98501 - 2347

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".

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



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

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.

Home Message Center Add/Switch Account

Employment Information

What is your current employment status?*

- Full-time salaried
- Full-time hourly
- Part-time salaried
- Part-time hourly
- 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 10/01/2023 through today.

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

Employer Name	Employment Status
Nimbus Integration Test Services 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 10/01/2023 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	P
No records						

Previous Cancel Next

8. On the 'Upload Your Documents' screen:
- Select **Proof of Identity** from the **Document Type** drop down menu

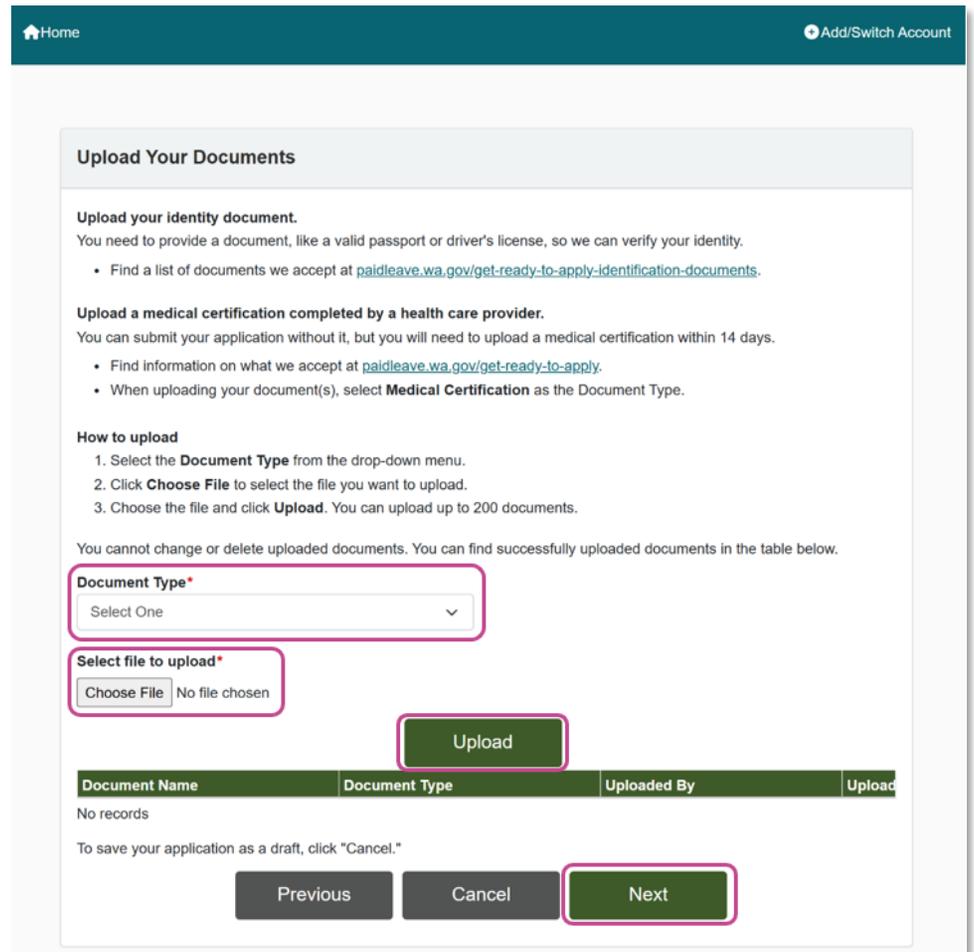
 Proof of Identity is required when you apply. [Click here for a list of acceptable identity verification documents.](#)

- Click **Choose File** to select your proof of identity file from your documents.
- 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.



- 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

- Select the **Document Type** from the drop-down menu.
- Click **Choose File** to select the file you want to upload.
- 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**.

Home Add/Switch Account

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

- Select the **Document Type** from the drop-down menu.
- Click **Choose File** to select the file you want to upload.
- 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: Luna Sol | Date of Birth (MM/DD/YYYY): 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: 212 MAPLE PARK AVE SE, OLYMPIA, WA 98501 - 2347 | Preferred Contact Method: Email
Permission to leave a detailed voicemail: No | Preferred Language & Dialect: English

Leave Information [Edit](#)

Medical care during your pregnancy: No | Recover from giving birth: No
Type of Leave: Medical leave for yourself
Leave Start Date (MM/DD/YYYY): 03/17/2025 | Leave End Date (MM/DD/YYYY): 06/18/2025
Knowledge of Leave Beforehand: No | Employer Notified: 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
Certifcate.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.

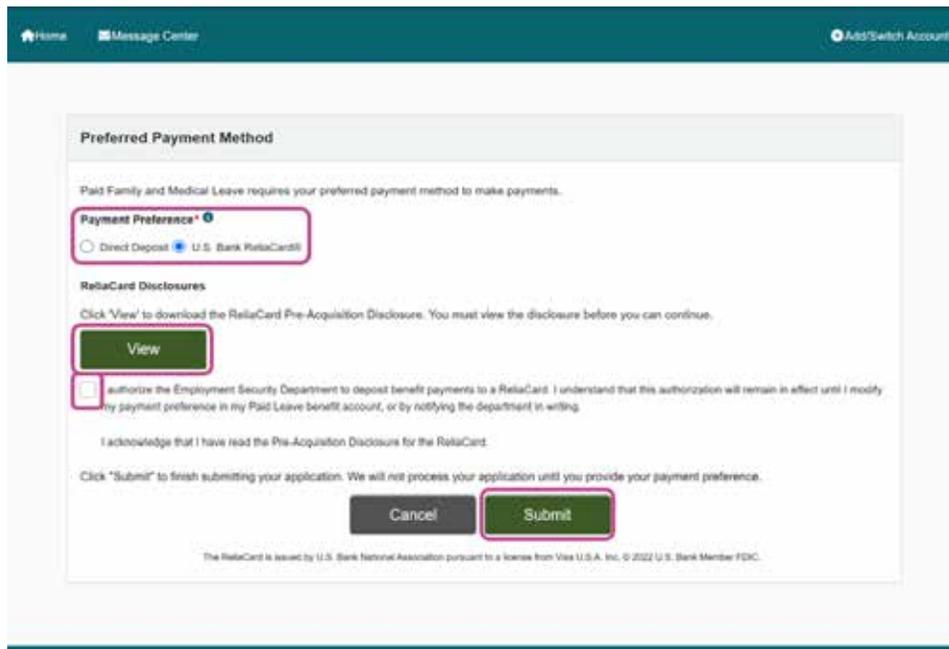
a. If you choose the **U.S. Bank ReliaCard**:

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**.



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 content area is titled 'Preferred Payment Method' and contains the following elements:

- A heading: 'Paid Family and Medical Leave requires your preferred payment method to make payments.'
- A 'Payment Preference' section with two radio buttons: 'Direct Deposit' (unselected) and 'U.S. Bank ReliaCard' (selected).
- A 'ReliaCard Disclosures' section with a 'View' button.
- A checkbox for authorizing the Employment Security Department to deposit benefit payments to a ReliaCard, which is checked.
- A 'Submit' button and a 'Cancel' button.
- Small text at the bottom: '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.'

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**.

The screenshot shows the 'Preferred Payment Method' form. At the top, there are navigation links for 'Home', 'Message Center', and 'Add/Switch Account'. The form title is 'Preferred Payment Method'. Below the title, a message 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 Retail Card'. Below this are four input fields: 'Account Type*' (dropdown), 'Deposit Type*' (dropdown), 'Routing Number*' (text), and 'Re-Enter Routing Number*' (text). Below these are two more input fields: 'Account Number*' (text) and 'Re-Enter Account Number*' (text). A checkbox is checked, with the text: 'I authorize the Employment Security Department to deposit benefit payments into the account provided above. I understand that this authorization will remain in effect until I modify my payment preference in my Paid Leave benefit account, or by notifying the department by email, secure message or mail.' Below the checkbox is a note: 'Click "Submit" to finish submitting your application. We will not process your application until you provide your payment preference.' At the bottom are two buttons: 'Cancel' and 'Submit'.

The screenshot shows the 'Application Confirmation' screen. At the top, there are navigation links for 'Home', 'Message Center', and 'Add/Switch Account'. The form title is 'Application Confirmation'. Below the title, a message states: 'We've received your benefit application. Your Claim ID is F0BVV03DP7-1.' Below this is a paragraph: 'You can upload additional documents by using the "Manage Document(s)" option on the Claim Summary screen. For a list of the types of documentation we can accept, visit paidleave.wa.gov/wd0563.' Below this is another paragraph: 'Need to change your payment preference? Go to the "Take Action" section on your Homepage and select "Update Payment Preference".' At the bottom is a 'Done' button.

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](#).

Home Message Center Add/Switch Account

Name: Purple Blossom Customer ID: F00V030P7

Take Action

[ID Update Contact Preferences](#)
[\\$ Update Payment Preference](#)

Start Weekly Payment

No weekly claims available.

My Claim(s)

Here is a list of all the benefit applications that you have submitted to PFML. To view additional information relevant to the claim or take actions such as upload supporting documents, submit weekly claims, or view the benefit application you submitted, please click on the Claim ID.

Claim ID	Claim Type	Submission Date	Claim Status	Approved Leave Duration
F00V030P7-1	Family	10/31/2024	Submitted	Pending

1 record

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.ca.gov/after-you-apply](#) for more information.