Washington Paid Family & Medical Leave

WA CARES FUND

Employer Agents
Power of attorney guide

Below are steps to submit a Power of Attorney (POA) online from your Paid Leave and WA Cares employer agent account directly to your client for approval. It will allow you to act on their behalf for Paid Leave and WA Cares.

If you do not have an Agent ID or a Paid Leave and WA Cares Employer Agent Account, follow the steps to create an employer agent account.

> After your electronic POA is submitted, it is pending. While your POA is in pending status, you can access your client's account online to submit quarterly reports, view balances, make payments, and view their wage submission history. You can also **Withdraw** your pending POA before your client accepts or declines it.
>
> The POA is complete after your client **Accepts** or **Declines** your POA. If accepted, you will have access to the roles assigned until the effective end date. If the effective end date is left blank, your client can add it online later. You will need to submit a new POA to change the start date or roles of a complete POA.

Submit POA online to Client

1. Log in to your employer agent account at secureaccess.wa.gov then access the **Paid Family and Medical Leave (PFML)** service.
    - If you have multiple accounts, use the **+Add/Switch Account** feature to navigate between your accounts.

2. From your employer agent account home page, click **Manage Clients** in the top menu bar then **Link to a Client**.

3. Enter your client's Unified Business Identifier (UBI) number or Employer Account ID in the "Client ID" field then click **Next**.
    - Use Department of Revenue (DOR) business lookup to verify your client's UBI number.

4. Verify your client is listed in the "Legal Entity Name."

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Submit POA online to Client, continued

5. Enter your client's contact and mailing information under "Client Contact Information" and "Client Mailing Address."

6. Under "Manage Roles", select your desired roles for both Paid Leave and WA Cares:
   - **Wage Reporting:** file quarterly reports and view wage submission history
   - **Wage Amendments:** file wage amendments
   - **Payments:** make payments, request refunds or transfers, view and download account activity
   - **Audits:** participate in Paid Leave and WA Cares audits
   - **Appeals and Agreements:** enter into agreements and make oral or written presentation of fact and argument
   - **Benefits:** download Paid Leave benefit or weekly claim reports for employees and apply for grants

7. Add the **Effective Start Date (MM/DD/YYYY)**. Use today's date or the effective start date of your POA. The **Effective End Date (MM/DD/YYYY)** is optional.
   - *Important: The POA will become inactive, and you will no longer have role permissions after the effective end date.*

8. Enter your agent contact information under "Employer Agent Contact and Certification"

9. Confirm all information is correct, certify it, click **Next**.

10. On the review screen, click **Submit**. Use **Previous** to make changes or **Cancel** to end the process.

11. Once submitted, we will send a notification email to your client for review. While the POA is pending, you will have limited access to your client's account and report and pay on their behalf.

Details about the POA process are online at paidleave.wa.gov/employer-agents.

> If you do not have an employer agent account with Paid Leave and WA Cares or if you created an employer agent account with incorrect information, follow the steps to create your account.

Create an Employer Agent Account

1. Log in to your employer agent account at secureaccess.wa.gov.

2. Click the **Paid Family and Medical Leave (PFML)** link on your SAW homepage.
   - If it is not listed, click **Add Service**, then **Add By Agency** button to browse the list of services by agency.
   - Scroll down the list of agencies and click **Employment Security Department**, then find "Paid Family and Medical Leave (PFML)" and click **Add**.
   - On the "Registration Complete" screen, click the **My Services** link. You will see the **Paid Family and Medical Leave (PFML)** link listed as a service on your SAW homepage.

3. Continue to access the Paid Family and Medical Leave service.

4. On the "Create an Account" page, click to **Register as an Employer Agent**.
   - If logged in to a different account, click **+Add/Switch Account** then select **Create New Account**.

5. On the "Enter Employer Agent Business Information" page, enter your information (not your client's) into all required fields then click **Next**.
   - **Legal Entity Name** and **EIN** are required; UBI number is optional.
   - If you get a message your EIN is already in use, call to request we relink your account.
   - *Important: DO NOT use your client's Business Name, EIN or UBI to create your agent account.*

6. Enter your contact information on the "Enter Employer Agent Contact Information" page and click **Next**.

7. Review the information on the "Confirm Employer Agent Information." Click **Submit** to create you employer agent account and see your Agent ID. Use **Previous** to make changes or **Cancel** to end the process.

8. On the "Employer Agent Registration Confirmation" page, click **Home** to go to your Employer Agent Account home page to submit a POA.
   - If you are not linked to client, you can only bulk report by .txt (ICESA) and bulk pay.