

Introducing eServices for claimants

eServices is the Employment Security Department’s secure website for applying for unemployment benefits, submitting weekly claims and accessing information about your benefits.

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What you can do through eServices

- Apply for benefits.
- Submit your weekly claims.
- Get information about your benefits, including how much you’ll be paid and whether we’ve processed your payment.
- Read letters from us.
- Change your contact information.
- Sign up for direct deposit or a debit card.
- Check your overpayment balance and pay it back.
- Change your Personal Identification Number (PIN) for our phone system.
- Request federal income tax to be withheld or not withheld from your benefits.
- Apply for training benefits.
- Respond to requests for more information (fact-finding questions).
- Send us a question.
- Look up your past wages.

Create an account

To create an eServices account, select *Sign in or create account* from esd.wa.gov.

1. You will need to sign in with a SecureAccess Washington (SAW) account. If you created a SAW account for WorkSourceWA.com or another state service, you can use that same user name and password.

If not, select *Create new account* and follow the instructions. You must provide an email address.

Sign in for eServices

Individuals

- Apply for unemployment benefits
- Submit a weekly claim
- Manage your unemployment benefits claim
- Restart a current claim
- Pay a benefit overpayment
- Look up your past wages

Employers

- Pay taxes
- Manage your employees' unemployment claims
- Send a secure message
- View and respond to correspondence
- File an appeal

SecureAccess Washington (SAW)

Use your SecureAccess Washington (SAW) username and password
[What is SAW?](#)

Employers: If you have ever paid taxes online with EAMS (Employer Account Management Services), you must use the same SAW account.

Username:

Password:

[Sign in](#)

[Trouble signing in?](#)

Need an account?

If you haven't already, you must create and activate a SecureAccess Washington (SAW) account to use our online services. [What is SAW?](#)

[Check to see if you already have a SAW account](#)

[Create new account](#)

We use SecureAccess Washington to protect your personal information

2. After creating an account, you must activate it. Select the link you received by email.

Employment Security Department
WASHINGTON STATE

Select the link to [activate your eServices account](#). If you activate your account using a different device, such as a cellphone, be sure to refresh your computer monitor before entering your username and password.

This is a system generated message. Please **do not** reply to this email.

Sincerely,

The Washington State Employment Security Department

- Next, select *For yourself* and the *Continue* button.

Employment Security Department
WASHINGTON STATE

Español

Sign out

eServices

You're almost there!

Are you signing in for yourself or for an employer? Please select one.

▶ For yourself

OR

▶ For an employer

SAW SecureAccess
WASHINGTON

Update your SAW profile and access services from other government offices by visiting [SecureAccess Washington](#)

- Select *Verify my identity*.

Employment Security Department
WASHINGTON STATE

Español

Sign out

eServices

You're almost there!

Are you signing in for yourself or for an employer? Please select one.

▼ For yourself

To protect your personal information, we must verify your identity.
We will need to do this only once.

Verify my identity

OR

▶ For an employer

SAW SecureAccess
WASHINGTON


Update your SAW profile and access services from other government offices by visiting [SecureAccess Washington](#)

You'll provide your personal information, including your Social Security number, address and birth date.

6. If you need help registering, call **855-682-0785**.

Apply for benefits

Select *Apply for unemployment benefits or manage your current and past claims*.

**Employment Security Department**
WASHINGTON STATE

[Español](#)

[Sign out](#)

eServices

Update your SAW profile and access services from other government offices by visiting [SecureAccess Washington](#)

For yourself

- [Apply for unemployment benefits or manage your current and past claims](#)
- [Send us a secure message](#)
 - Ask us a question through a secure messaging service
- [Look up your past wages](#)
 - See and print your Washington wages from the past two years

For an employer

Almost there! To access any eServices, you must finish your online setup by creating an account in EAMS (Employer Account Management System). **Use the same username and password you used to create your SecureAccess Washington account.** Once you have finished, return to this page to see the eServices available to you.

If you already have an EAMS account, to access eServices you need to "request access to locked services" in EAMS. See directions in the link below.

[Find out more about creating an account in EAMS.](#)

[Apply for the WOTC \(Work Opportunity Tax Credit\)](#)

- Submit applications and documentation
- Check the status of applications
- Print certifications

We will then ask you questions. Select *Next* to continue to the next screen. Select *Save* to save your application and come back later.

The screenshot shows a web application titled "Submit an application". The breadcrumb trail is "Home > Submit an application". The main heading is "Application for unemployment benefits". On the left, a sidebar shows a progress indicator with three steps: "Your profile" (active), "Certification", and "Certification cont'd" (indicated by an orange arrow). The main content area is titled "Your profile" and contains a section "Read and certify" with the following text:

Save and continue button
You don't have to complete the entire application all at once. But if you don't type anything for 15 minutes, the application will time out and you will lose your information. Be sure to choose the *Save and continue* button.

If you choose not to continue this application, we will discard it on Saturday.

Get a confirmation number!
Be sure to get a confirmation number proving you submitted your application. If you exit the application before receiving a confirmation number, you will lose any information you entered and you'll have to start over. You will also need the number if you exit and return to the application later.

When to apply
Your unemployment benefits claim will start Sunday of the week you apply. If you don't want to start your claim yet, wait to apply until the week (Sunday through Saturday) you want your claim to start.

At the bottom of the page, there are four buttons: "Save", "Cancel", "Previous", and "Next".

When you get to the *Contact information* screen, type in your address. Select the *Check address* button in the top right corner of the screen to verify your address.

The screenshot shows the 'Submit an application' interface. The main heading is 'Submit an application'. Below it, there's a breadcrumb 'Home > Submit an application'. The main section is 'Application for unemployment benefits'. On the left, there's a sidebar with 'Your profile' selected. The main content area is titled 'Your profile' and contains the 'Contact information' section. This section includes a 'Mailing address' dropdown set to 'USA', a 'Check address' button (highlighted with a red box), and several text input fields for 'Street', 'Street 2', 'Unit type', 'Unit #', 'City', 'County', and 'ZIP'. There are also dropdowns for 'Country' and 'State' (set to 'WASHINGTON'). Below these are questions about physical addresses and contact preferences, with 'Yes' and 'No' buttons. At the bottom, there are 'Save', 'Cancel', 'Previous', and 'Next' buttons.

Select from the list of addresses. In most cases, you will select the address marked *Suggested*, which is the address recognized by the U.S. Postal Service.

The screenshot shows the 'Check address' dialog box. It has a title bar with 'Check address' and window control icons. The main area contains a form with the following fields: 'Country' (USA), 'Street' (212 MAPLE PARK AVE SE), 'Street 2' (empty), 'Unit type' (dropdown), 'Unit #' (empty), 'City' (OLYMPIA), 'State' (WASHINGTON), 'Zip' (98501-0000), 'County' (dropdown), and 'Attention' (empty). Below the form, there's a message: 'Address needs to be verified'. At the bottom, there's a section titled 'Choose one' with two options: 'Original address 212 MAPLE PARK AVE SE OLYMPIA WA 98501' and 'Suggested address 212 MAPLE PARK AVE SE OLYMPIA WA 98501-2347'. The 'Suggested address' option is highlighted with a red box. A 'Cancel' button is at the bottom right.

To enter your occupation, first select the *Search occupation* button.

Submit an application

Home > Submit an application

Application for unemployment benefits

- Your profile
- Your employers
- Your occupation
- Occupation code

Your occupation

Occupation

What was your primary occupation during the base year?
Click "Search occupation."

Primary occupation

Are you going to continue to look for work in this occupation?

Yes No Required

On the left, enter your job title and select *Search*. On the right, you'll see a list of positions. Select the title that most closely matches your job.

Search occupation codes

First: Search for a job title.

Single words or short phrases work best.

auto mechanic

Next: Choose one for details, then press "OK."

Filter

1 - 10 of 60

Code	
17-2121.01	Marine Engineers
17-2141.00	Mechanical Engineers
17-2199.05	Mechatronics Engineers
17-3013.00	Mechanical Drafters
17-3023.01	Electronics Engineering Technicians
17-3024.00	Electro-Mechanical Technicians
17-3024.01	Robotics Technicians
17-3027.00	Mechanical Engineering Technicians
25-1032.00	Engineering Teachers, Postsecondary
25-1194.00	Vocational Education Teachers, Postsecondary

1 - 10 of 60

Before you submit your application, you can go back and review your answers by selecting the buttons on the left side of the screen.

When you've finished answering all the questions, select the *Submit* button.

Write down your confirmation number and read the important instructions that follow.

Navigate eServices

Once you have established a claim and are logged into eServices, your screen will default to the *Summary* view. Blue text indicates a hyperlink. Select the *UI claim* link...

Home

Home

About me [Update](#) **Alerts** **I Want To**

There is 1 unread message

Last logged on Mar 20 2017

Change federal withholding preference
Send us a message
Update union information

Summary Online activity Notices/letters Name/address 1099s

My accounts [All accounts](#)

UI claim

Claim ID

Benefit year begin Sep 24 2017

Benefit year ending Sep 22 2018

Weekly benefit amount \$269.00

Status Active

⚠ We need more information from you

...to view your current claim and see benefits you have been paid. "UI" stands for unemployment insurance.

UI claim

Home UI claim

Account **Account alerts** **I want to**

⚠ We need more information from you

Restart my claim to begin filing again
Register for training benefits
Request standby

Weeks summary Decisions status Benefits Online activity Notices/letters Report change

Weeks summary [Filter](#)

Week ending	Status	Weekly benefit amount	Deductions	Intercepts	Benefits paid	Payment date
-------------	--------	-----------------------	------------	------------	---------------	--------------

Select the *Online activity* tab to view a list of tasks you completed or need to complete on eServices.

The screenshot shows the 'UI claim' dashboard. At the top, there is a navigation bar with a home icon and the text 'Home > UI claim'. Below this, there are three main sections: 'Account' (with a phone icon and the number '***.**-3658'), 'Account alerts' (with a flag icon and a warning message 'We need more information from you'), and 'I want to' (with a clipboard icon and three links: 'Restart my claim to begin filing again', 'Register for training benefits', and 'Request standby'). A horizontal menu below these sections contains six tabs: 'Weeks summary', 'Decisions status', 'Benefits', 'Online activity' (which is highlighted in blue), 'Notices/letters', and 'Report change'. At the bottom, there are three status sections: 'Needs your attention' (with an exclamation mark icon and the text 'Nothing at this time'), 'Submitted' (with a clock icon and the text 'Nothing new at this time'), and 'Processed' (with a checkmark icon and the text 'Nothing new at this time'). A small 'All online activity' link is visible on the right side of the 'Processed' section.

Select the *Notices/letters* tab to view unread letters and notices.

The screenshot shows the 'UI claim' dashboard with the 'Notices/letters' tab selected. The layout is similar to the previous screenshot, but the 'Online activity' tab is no longer highlighted. The 'Needs your attention' section now shows 'No unread messages'. The 'Submitted' section shows 'No unread letters'. The 'Processed' section now has two sub-sections: 'Unread notices' (with a speech bubble icon and a link to 'All notices') and 'Unread letters' (with an envelope icon and a link to 'All letters').

Submit a weekly claim

Select the blue hyperlink that says *You have a weekly claim to file*. You can find this link on the *Summary* view, as shown below. If you select *UI claim...*

Home

Home

About me [Update](#)

Last logged on Oct 17 2017

Alerts

- There are 2 unread messages
- There are 4 unread letters

I Want To

- Change federal withholding preference
- Send us a message
- Update union information

Summary | Online activity | Notices/letters | Name/address | 1099s

My accounts [All accounts](#)

UI claim

- Claim ID
- Benefit year begin Sep 3 2017
- Benefit year ending Sep 1 2018
- Weekly benefit amount \$269.00
- Status Active

You have a weekly claim to file

...you will also find the weekly claim link at the top of the screen under *Account alerts*.

UI claim

Home > UI claim

Account

UI claim
4

Account alerts

- There are 2 unread messages
- There are 3 unread letters

I want to

- Register for training benefits
- Request standby

Weeks summary | Decisions status | Benefits | Online activity | Notices/letters | Report change

Weeks summary [Filter](#)

Week ending	Status	Weekly benefit amount	Deductions	Intercepts	Benefits paid	Payment date
-------------	--------	-----------------------	------------	------------	---------------	--------------

You have a weekly claim to file

Choose the week you want to claim. If you missed a week, you can start from where you left off and catch up.

Home

Home > Request

Your claim options

You have at least one weekly claim to submit.

Select "Continue with Sep 03 2017 to Sep 09 2017" if you want to submit:

- Your first weekly claim;
- All weekly claims since the last time you submitted a weekly claim; or
- All weekly claims since you restarted your claim.

Otherwise, restart your claim by selecting one of the buttons under "Restart using a different week." If you do this, you will submit all weekly claims since the week you select. **You won't be able to submit weekly claims for prior weeks.**

Continue where I left off:

Continue with Sep 03 2017 to Sep 09 2017

Restart using a different week:

Submit for Oct 15 2017 to Oct 21 2017

Submit for Sep 17 2017 to Sep 23 2017

We will then ask you questions. To receive benefits, you must be able to work, available for work and complete at least three job search activities each week.

Weekly claim

Home > Request > Weekly claim

Weekly claim

How to submit

Weekly claim

How to submit

The following questions apply only to Sunday, Sep 3 2017 to Saturday, Sep 9 2017.

If you worked from Sunday, Sep 3 2017 to Saturday, Sep 9 2017, you:

- Must report your hours and earnings, even if you haven't been paid yet.
- Must tell us how much you are getting paid before deductions.
- May be required to tell us which days you worked.

If we require you to look for work, you can enter your job search activities in this weekly claim. You must also record them in a paper job search log. We may ask to see your log at any time. If you don't have it when we ask, we might deny your benefits, and you might have to repay any benefits you received.

Answer all questions carefully before selecting "Submit."
After you hit "Submit," you'll get a message that your claim has been submitted. If you don't see it, try again.

Cancel Previous Next

You can enter your job search activities online, including employer contacts and workshops you attend at WorkSource career centers. Select *Add contact*.

The screenshot shows a web application interface for 'Weekly claim'. At the top, there is a navigation bar with a home icon and the text 'Home > Request > Weekly claim'. Below this is a sidebar menu titled 'Weekly claim' with various options: 'How to submit', 'Fraud warning', 'Paid time off', 'Pay after last day worked', 'Work for other employers', 'Self-employment', 'Jury duty', 'Workers' compensation', 'Retirement pay', 'School and training', 'Able and available', 'Job search', and 'Job search log' (which is highlighted with an orange arrow). The main content area is titled 'Weekly claim' and contains two sections: 'Job search questions for Sunday, Sep 3 2017 to Saturday, Sep 9 2017' and 'Job search log for Sunday, Sep 3 2017 to Saturday, Sep 9 2017'. The 'Job search log' section features a table with columns: 'Employer or WorkSource activity', 'Position', 'Activity', and 'Contact date'. A red box highlights a green plus icon and the text 'Add contact' in the first column. At the bottom of the page, there are three buttons: 'Cancel', 'Previous', and 'Next'.

When you report an employer contact, you must provide the occupation code that best matches the position. Select *Search occupation* for a list of job titles.

Select *Search employers* to find your employer.

Keep a copy of your job search log. You may be required to show us proof of the searches you've made.

Job search questions for Sunday, Jul 31 2016 to Saturday, Aug 6 2016 ⓘ 🗄 ✕

What date was this contact made? 📅

Was this an in-person job search activity provided through WorkSource? Yes No

What type of employer contact was this? ▾

Position information

Occupation code

What was the position?

Employer information

Employer or WorkSource activity

Country

Street

Street 2

Unit type Unit number City

State ZIP code County

Additional employer information

Email

Website

Newspaper

Job reference number

Name of person contacted

Title of person contacted

Contact's phone number

Country code	<input type="text" value="USA"/>	Area code	<input type="text" value="1"/>	Phone number	<input type="text" value="Area code"/>	Extension	<input type="text" value="Phone Number"/>
--------------	----------------------------------	-----------	--------------------------------	--------------	--	-----------	---

Tell us the number of hours you worked during the week, if any. And report any wages you earned, even if you don't get paid until later. To report wages, first select your employer from the list provided or choose *I can't find the employer I'm looking for* to enter another employer.

Request

Employment history

Please select your employer from your employment list. If you have a different employer to report, please click "I can't find the employer I am looking for" on the bottom of the screen.

Employment Filtered

Employer	Address
SMITH AUTO	

I can't find the employer I am looking for

Select the employer's name to enter your earnings and hours worked. When you report income, give us the amount you earned before any taxes were taken out.

Earnings

Earnings for Sunday, Jul 31 2016 to Saturday, Aug 6 2016

Employer	SMITH AUTO		
Hours worked	8.00	Gross earnings	\$144.00

Gross earnings – The amount you earn, before deductions. To calculate, multiply the number of hours you worked by your hourly rate of pay before deductions (such as taxes, Social Security etc.). Include all types of pay (regular pay, overtime pay, tips, commission, room and board in lieu of pay, etc.).

Did your work for this employer end, even temporarily? Yes No

OK **Cancel**

When you've finished answering all the questions, select *Submit*.

Weekly claim

Home > Request > Weekly claim

Weekly claim

- Weekly claim
- How to submit
- Fraud warning
- Paid time off
- Pay after last day worked
- Work for other employers
- Hours and earnings
- Self-employment
- Jury duty
- Workers' compensation
- Retirement pay
- School and training
- Able and available
- Job search
- Job search log
- Refused work
- Summary
- Submit**

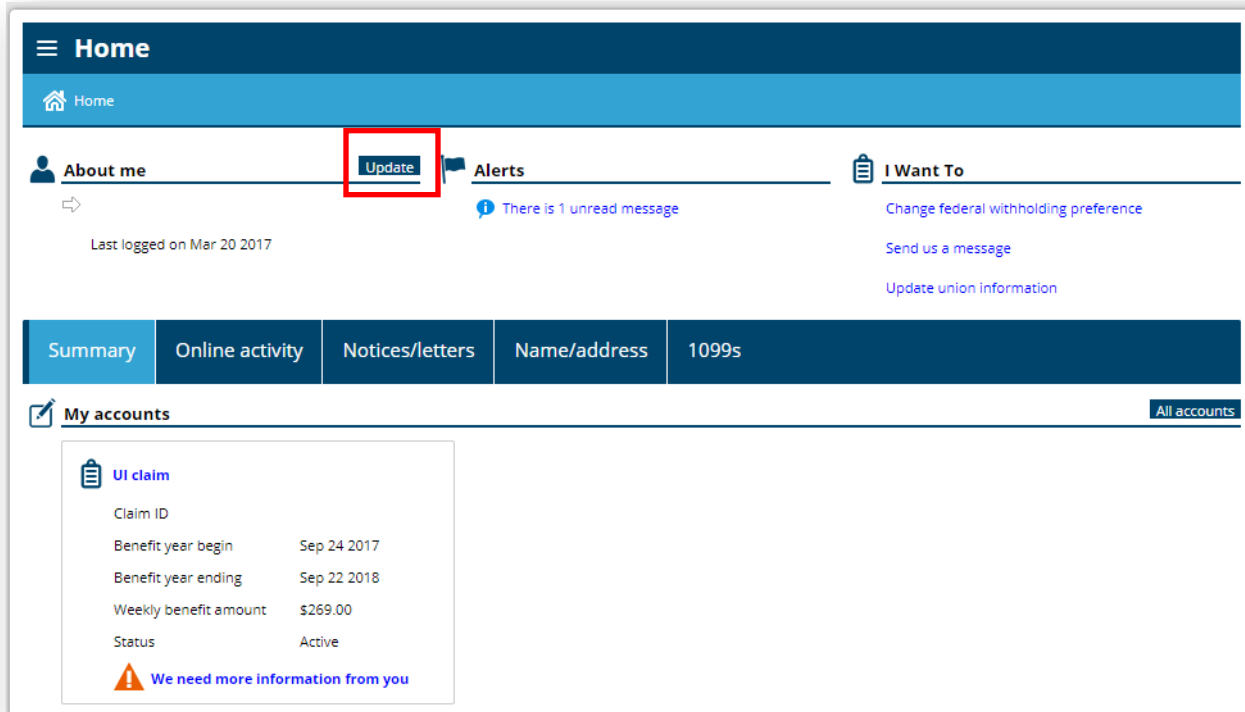
Submit

Select the "Submit" button to submit this weekly claim.

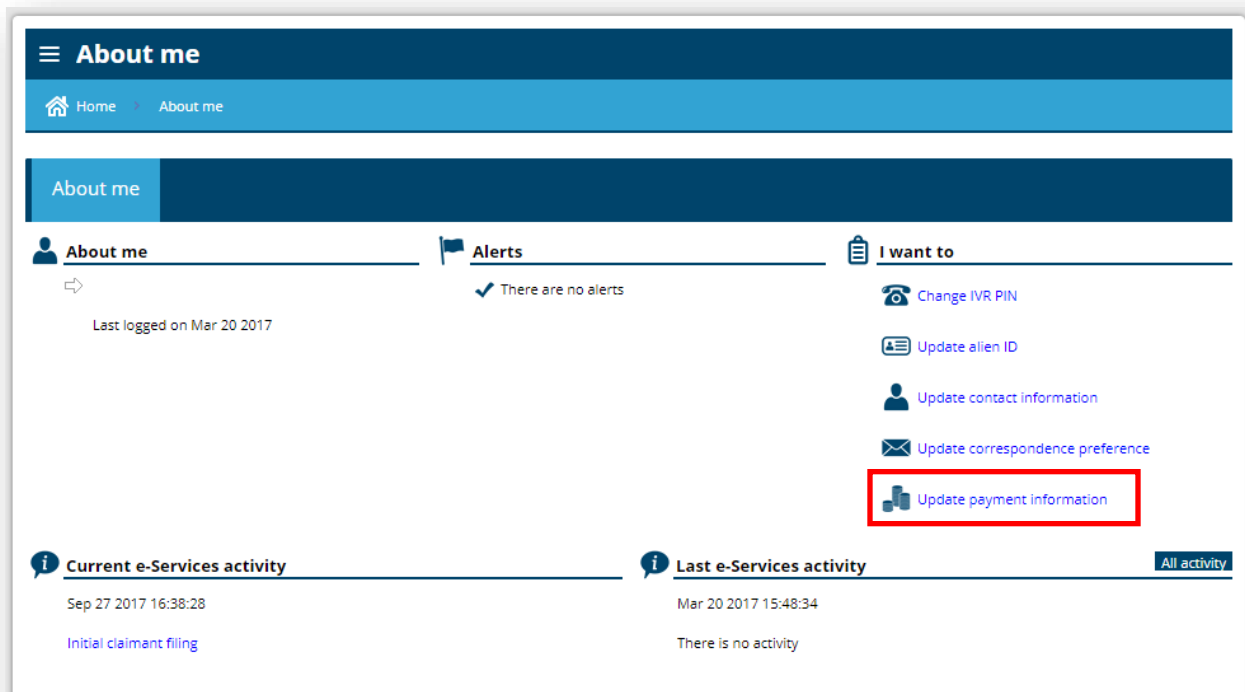
Cancel Previous Submit

Sign up for direct deposit or a debit card

From the *Summary* view, choose *Update* next to *About me*.



Under *I want to*, select *Update payment information*.



To sign up for direct deposit, answer “Yes” to the first question: “Do you wish to provide your bank information so that your benefit payments will be automatically direct deposited into your account?”

You will then be asked to provide your bank account details. After providing your account information, select *Submit*.

Update contact information

Home > About me > Update contact information

Update payment information

Our records indicate that you do not have a bank account in our system.

Do you wish you provide your bank information so that your benefit payments will be automatically direct deposited into your account?

Yes No

I am granting the Unemployment Insurance Agency permission to credit my account.

Yes No

Account Holder's Name

Bank Account Type
 Required

Routing Number

Name of Bank

Account Number

Confirm Account Number

If you prefer to have your benefits paid to a debit card, select “No” to the first question, and “Yes” to the second question: “Would you like us to deposit your benefit payments into a debit card?” Then select *Submit*.

Update contact information

Home > About me > Update contact information

Update payment information

Our records indicate that you do not have a bank account in our system.

Do you wish you provide your bank information so that your benefit payments will be automatically direct deposited into your account?

Yes No

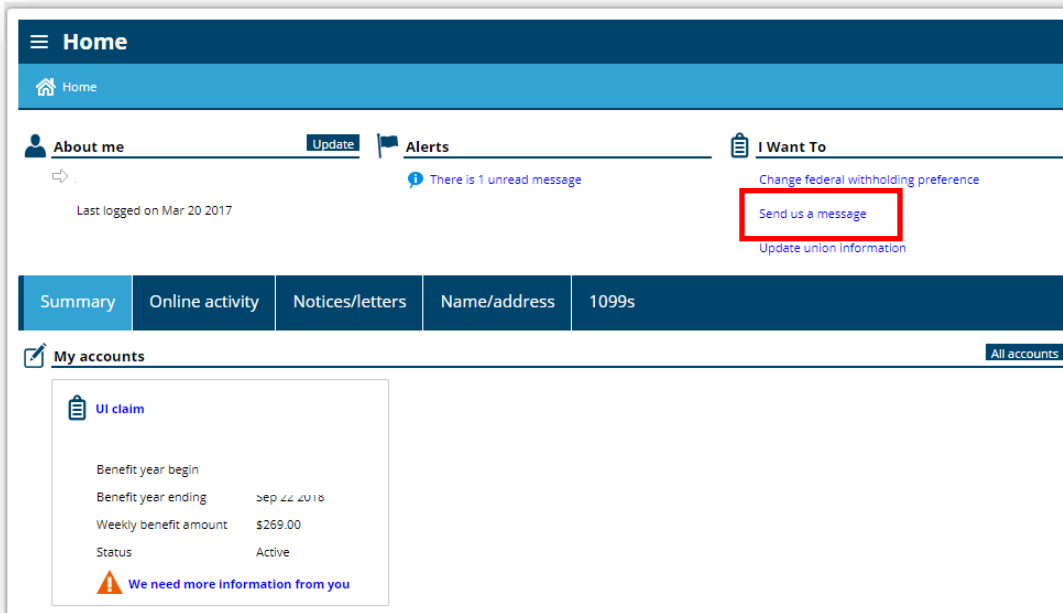
Would you like us to deposit your benefit payments into a debit card?

Yes No

You will receive your debit card in a plain white envelope. When you receive it, follow the instructions to activate your card.

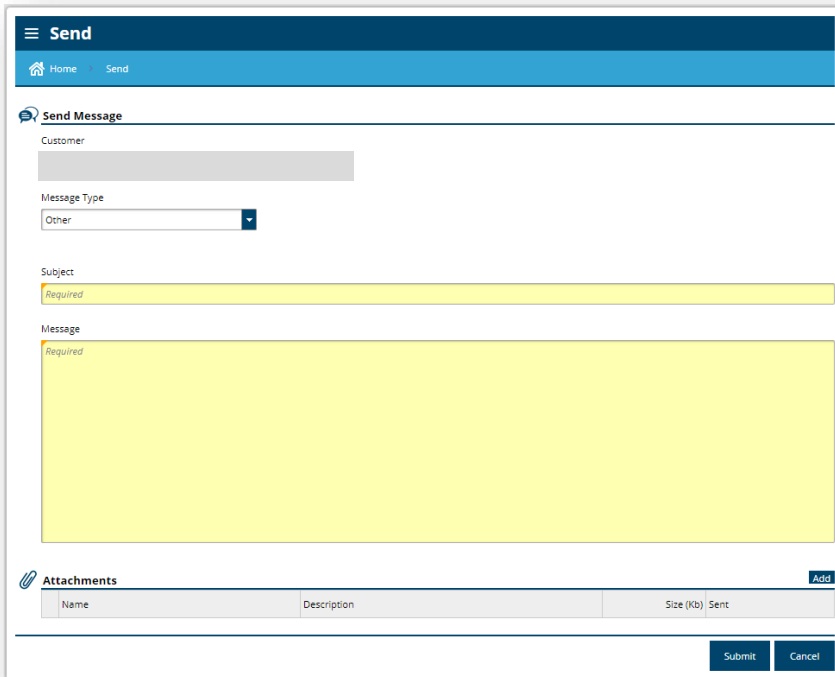
Send or reply to a message

To send a **new message** to the claims center, select the *Send us a message* link under *I want to*.

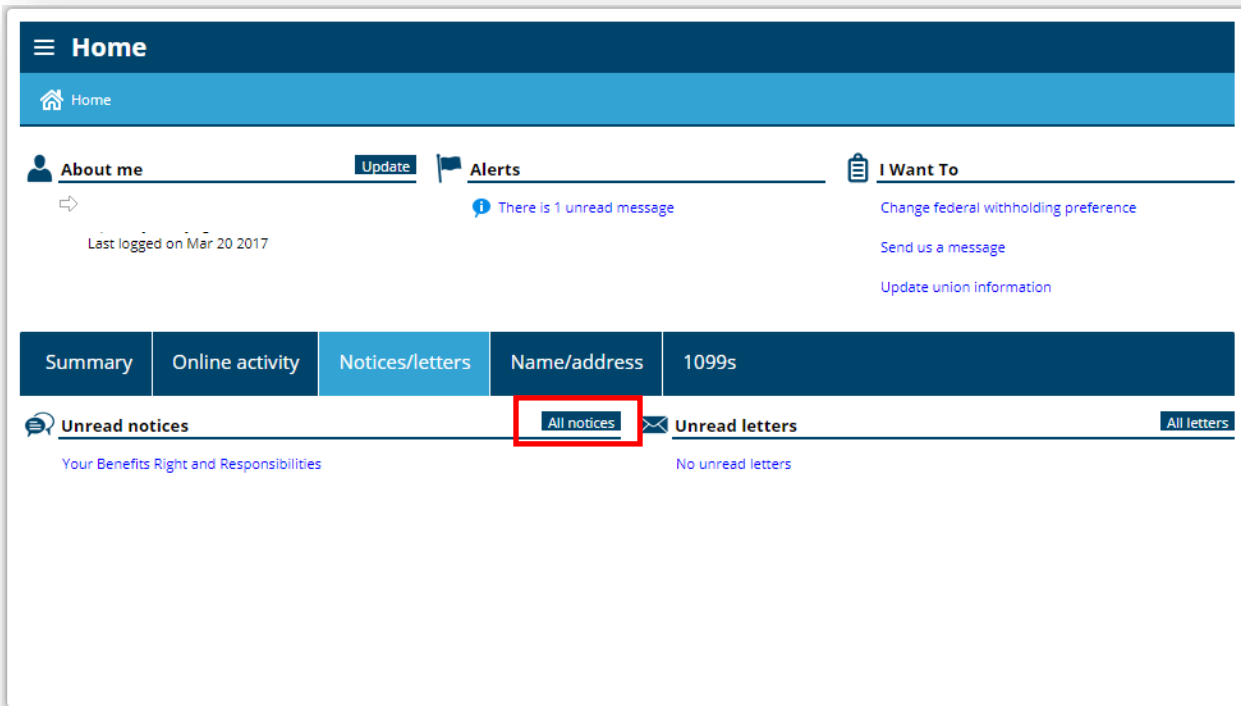


When sending a **new message**, you will see the following screen. Select *Send us a message* under *Message type*, add a subject and type your message.

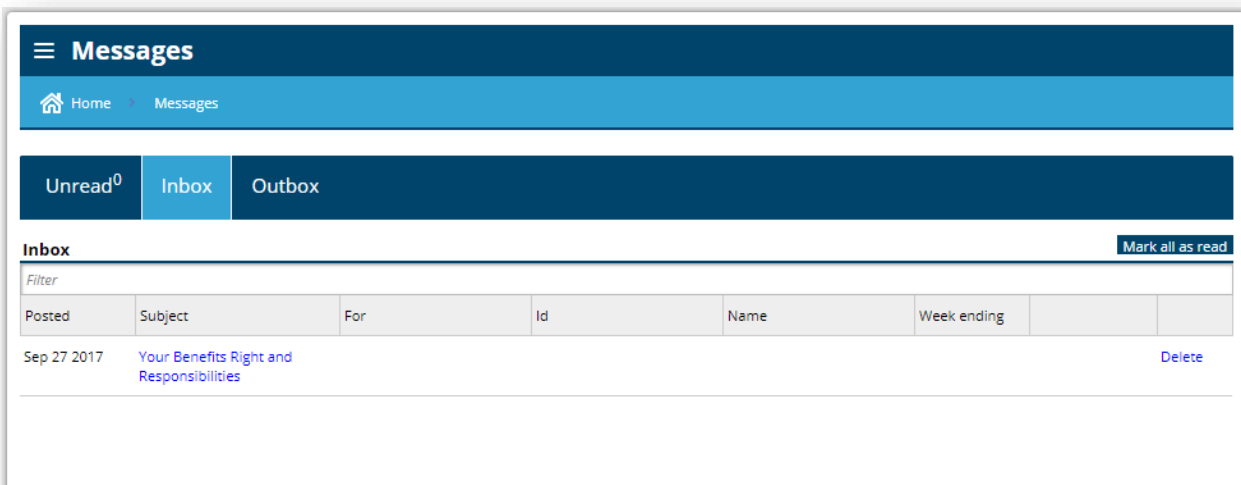
To include an attachment, select the *Add* button to the right of *Attachments*. Enter a description of the document and upload it from your computer.



To **reply** to a message we sent you, select the *Notices/letters* tab. Then select *All notices* to the right of *Unread notices*.



You'll see a list of your notices, if any. To reply to one, select the subject line.



Next, select the *Reply* button in the upper right corner of the notice.

Your Benefits Right and Responsibilities

Home > Messages > Your Benefits Right and Responsibilities

Presentation of Benefit Rights Reply Delete

Name: [Redacted]

Received: Wednesday, Sep 27, 2017 5:10:08 PM
Subject: Your Benefits Right and Responsibilities

Your responsibilities as an unemployment claimant

You're responsible for understanding this important information.

Don't reply to this email! We won't receive it.

If you have questions, log into eServices and go to your outbox to submit a question or call the claims center at 800-318-6022.

How much you'll be paid

Your claim is based on all your work and earnings from 4/1/2016 to 3/31/2017. We estimate that you should receive \$269 each week for up to 26 weeks, for a total of up to \$6994.

We're sending you a *Statement of Benefits, Wages and Hours*, which will show you the hours and wages your employers reported to us for that time period. Examine it carefully and let us know if you believe anything is incorrect.

Log in to eServices to change how you receive your benefits payments. You can choose to get them on a debit card or deposited directly into your bank account.

You disagreed with the hours or wages reported from AWG INTERNATIONAL INC, EMERALD SEARCH PARTNERS LLC, and K&S GATES. We need more information. We're sending you a *Statement of Benefits, Wages and Hours*, which will list the hours and wages reported to us from Washington employers you worked for in your base year: from 4/1/2016 to 3/31/2017. When we have heard from AWG INTERNATIONAL INC, EMERALD SEARCH PARTNERS LLC, and K&S GATES, we'll send you a *Redetermination of Benefits, Wages and Hours*, which will list the corrected information.

Once we gather more information about your separation from an employer, we'll let you know.

You will then be able to type your message. To include an attachment, select the *Add* button to the right of *Attachments*. Enter a description of the document and upload it from your computer.

Reply

Home > Messages > Reply

Reply

Customer: [Redacted]

Subject: RE: Your Benefits Right and Responsibilities

Message

Required

Attachments Add

Name	Description	Size (Kb)	Sent
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Original Message

Received: Wednesday, Sep 27, 2017 5:10:08 PM
Subject: Your Benefits Right and Responsibilities

Your responsibilities as an unemployment claimant

You're responsible for understanding this important information.

Don't reply to this email! We won't receive it.

Respond to requests for additional information

Sometimes we need more information in order to determine your eligibility for benefits. We will send you an email that asks you to answer our questions online.

From the Home screen, select *We need more information from you*.

The screenshot shows the 'Home' page of a user interface. At the top, there is a navigation bar with 'Home' and a home icon. Below this, there are three main sections: 'About me' (with an 'Update' button and 'Last logged on Mar 20 2017'), 'Alerts' (with a checkmark and 'There are no alerts'), and 'I Want To' (with links for 'Change federal withholding preference', 'Send us a message', and 'Update union information'). A horizontal menu below these sections includes 'Summary', 'Online activity', 'Notices/letters', 'Name/address', and '1099s'. The 'My accounts' section is active, showing a 'UI claim' summary with the following details:

Claim ID	
Benefit year begin	Sep 24 2017
Benefit year ending	Sep 22 2018
Weekly benefit amount	\$269.00
Status	Active

Below the summary, a red box highlights a warning icon and the text: **We need more information from you**.

You'll then see a list of issues. Select the blue hyperlink to answer our questions.

The screenshot shows the 'Additional information required' page. It features a table titled 'Issues to be resolved' with the following data:

Filing period	Respond by	Issue
Sep 30 2017	Oct 4 2017	Incomplete employer information
Sep 30 2017	Oct 4 2017	Incomplete employer information
Sep 30 2017	Oct 4 2017	Incomplete employer information
Sep 30 2017	Oct 4 2017	Identity

Below the table, there is a note: "Please select an issue to answer our additional questions. You must complete this information by the date indicated. If you do not respond, we will use the limited information we have to make a decision about your eligibility for benefits." A yellow banner at the bottom of the page reads: **We may need information from you in addition to the issues listed here.**

Read and select the box showing you understand your rights.

The screenshot shows a web interface for 'Incomplete employer information'. The page has a blue header with a menu icon and the title. Below the header is a breadcrumb trail: Home > Request > Incomplete employer information. On the left, there is a sidebar with 'Incomplete employer info' and 'Claimant' (indicated by an orange arrow). The main content area is titled 'Incomplete employer info' and contains the following sections:

- Advice of Rights**
- You must respond by Oct 4 2017.**
- A paragraph: "We need you to answer the questions on the following pages. Then we will decide whether we can pay or continue to pay you unemployment benefits. If you don't respond by the deadline, we'll use the information we have to make our decision. This means we might not pay you unemployment benefits, and you might have to pay back benefits you already received."
- Your rights**
- A paragraph: "You may request an interview before we make a decision about whether you are eligible for unemployment benefits. We conduct interviews by phone unless you request an in-person interview. You may:"
- A bulleted list:
 - Have anyone help, including an attorney.
 - Present evidence, documents, or witnesses.
 - Cross-examine witnesses or parties at the interview.
 - Ask for copies of all records or documents related to the issue.
- Tell the Truth**
- A paragraph: "If you make a false statement or withhold information about your claim, we consider that fraud. If you commit fraud, you may be denied benefits for future weeks, have to pay back benefits you already received, and pay a penalty."

At the bottom of the main content area, there is a checkbox with the text "I have read and understand the above statements." This checkbox is highlighted with a red border. To the right of the checkbox is a yellow 'Required' label. Below the main content area are three buttons: 'Cancel', 'Previous', and 'Next'.