

Access to WA CAP using SAW

Access to WA CAP requires a SAW Account be created prior to accessing the system. If you already have an SAW Account, then WA CAP can be added to your account as a Service (Application).

Course Icons You will see some symbols appear throughout this course. These icons are used to indicate the following:

Icon	Function
	This will be covered in more detail later in the course.
	FYI – Helpful information related to Accessing WA CAP via SAW.
	Best Practice – This is a technique that through our experience has been shown to be the most effective and efficient.

Objectives Assist Users in setting up account to access WA CAP via Secure Access Washington (SAW).

- Understand activation process
- Setup Secure Access Washington Account (SAW)
- Provider Portal Registration
- Multi-Factor Authentication (MFA)

CPA Employee? If you are an employee of a Child Placing Agency (CPA), please make sure you are using your agency email account and not a personal email account for access.

Have an existing SAW Account? You may already have a personal SAW account, if so, you may use your existing SAW account and simply add WA CAP as one of your applications.
Please **go to the Add A Service Section on Page 6** and follow the instructions to add WA CAP to your current account.

Creating SAW Account Follow the instructions below to ensure that your registration is completed successfully. **Even if you are familiar with SAW it is important that you read through these instructions as they contain information specific to WA CAP.** It will be easiest if you allow yourself enough time (10-15 minutes) to complete the process in one sitting.

To Begin: Select: [SecureAccess Washington](https://secureaccess.wa.gov)

Or Enter: <https://secureaccess.wa.gov> in browser

Login Page displays

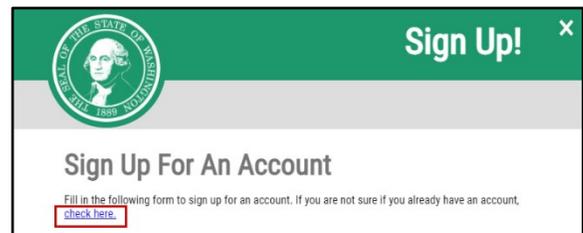


1. Select **Sign Up**

Sign Up or Registration page displays



Before you create an account, it is encouraged that you select the check here button to see if an account already exists using your information. (Name and Email Address).

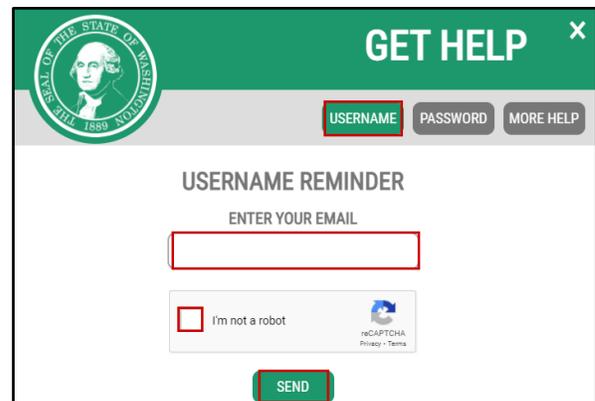


1. Select **check here**

Username Reminder box displays

1. Enter **YOUR EMAIL**
2. Check I'm not a robot
3. Complete **CAPTCHA**
4. Select **SEND**

If an account is found an email with username reminder will be sent to your email.



Once you have Username and if you don't remember your password select Password box. Following the same steps as above, an email will be provided to you.

Password Reset Box displays

1. Enter **YOUR USERNAME**
2. Confirm **YOUR EMAIL**
3. Check I'm not a robot
4. Complete **CAPTCHA**
5. Select **SEND**



You may have multiple usernames for the same email address, make sure to use the correct username.

If **NO** account exists using your email address the system displays

1. Select **create a new account** hyperlink

Returns to the Sign Up for An Account page

Personal Information

1. Enter **First Name**
2. Enter **Last Name**
3. Enter **Primary Email**

Contact Information for Security

(Optional)

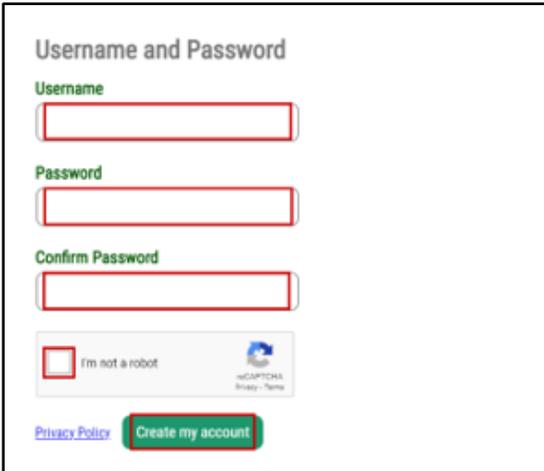
1. Enter **Additional Email Address**
2. Enter **Mobile Phone Number**



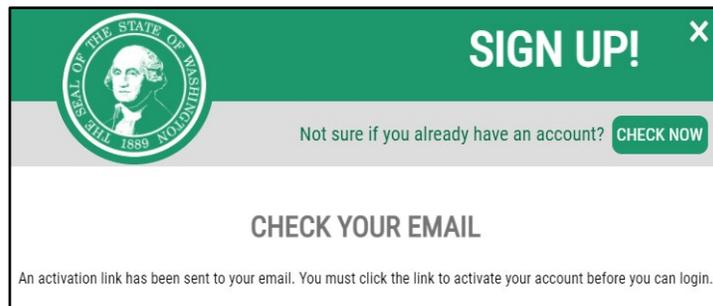
Adding optional information can save you from losing access to your account.

Username and Password

1. Enter **Username**
2. Enter **Password**
3. Confirm **Password**
4. Check **I'm not a robot**
5. Complete **CAPTCHA**
6. Select **Create my account**

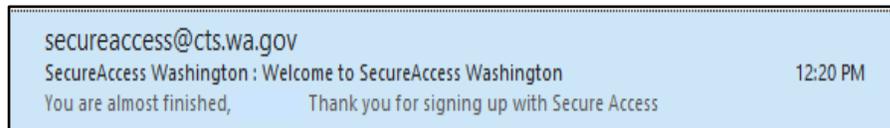


Popup displays



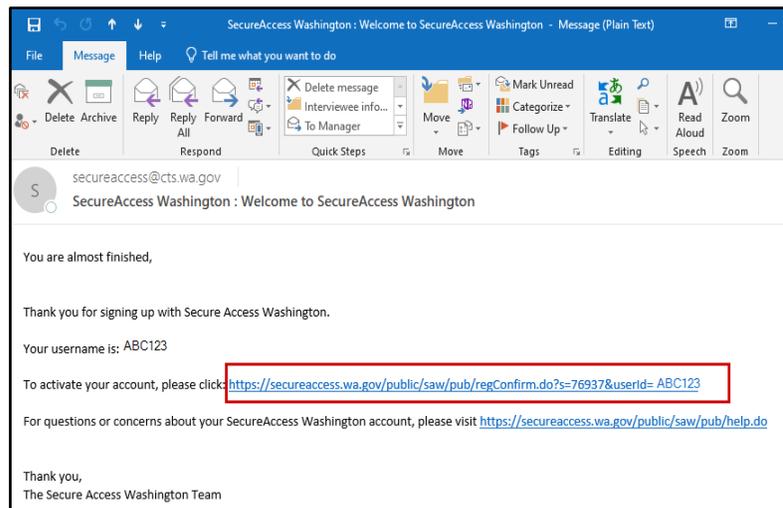
Activating Your Account

Open Email service (for email address entered during Registration)



1. Open **Email Account** and locate email sent by secure access

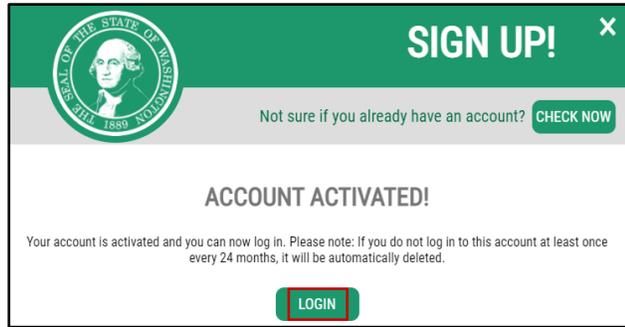
Email displays



1. **Select Link** in email to activate account

Returns to Web browser (SAW Page)

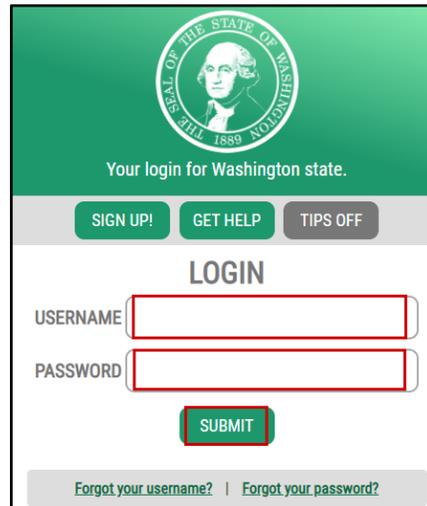
1. Select **LOGIN**



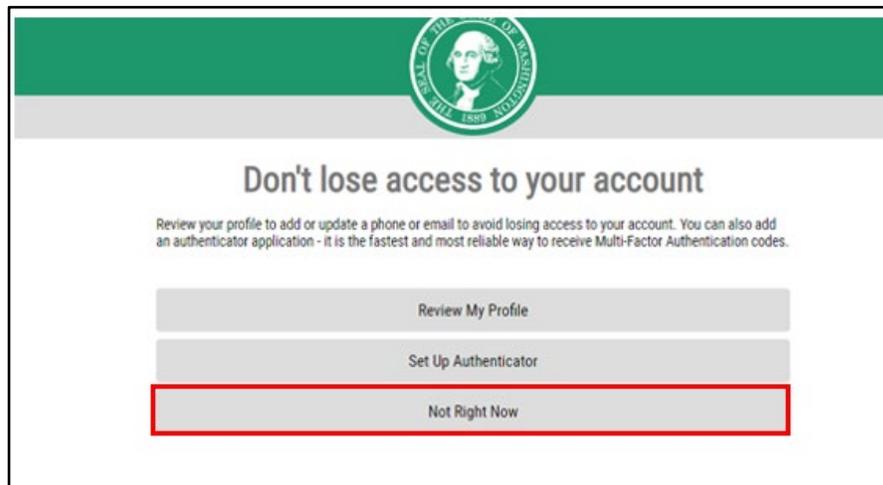
Log into Account

Returns to SAW Login Page

1. Enter **USERNAME**
2. Enter **PASSWORD**
3. Select **SUBMIT**



Don't lose access to your account window may display



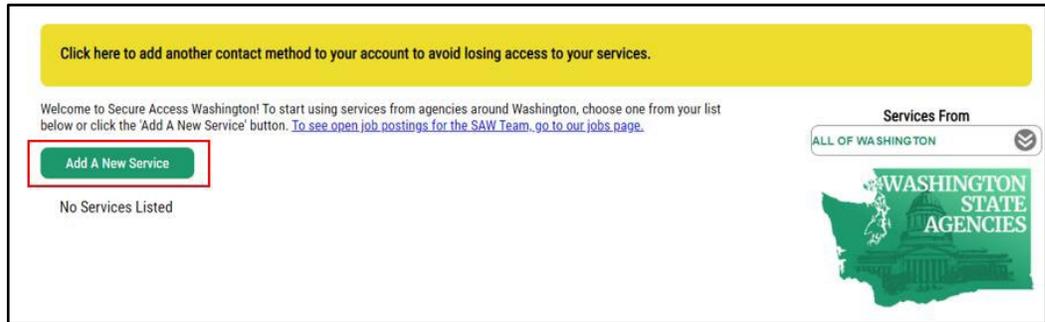
1. Select **Not Right Now**



You may be given a prompt to review your profile or set up authenticator. These are completely optional. To save you time, we recommend choosing "not right now." You can set this up at a later time.

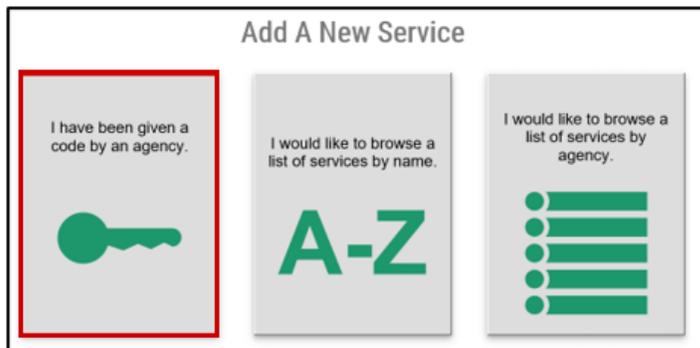
Add A New Service

Services Page Displays



1. Select **ADD A NEW SERVICE**

ADD A NEW SERVICE displays



1. Select **I have been given a code by an agency.**



You will be provided a code from the Department. The link will be provided by staff within LD, or by your CPA. This code is not case sensitive.

ENTER YOUR CODE box displays

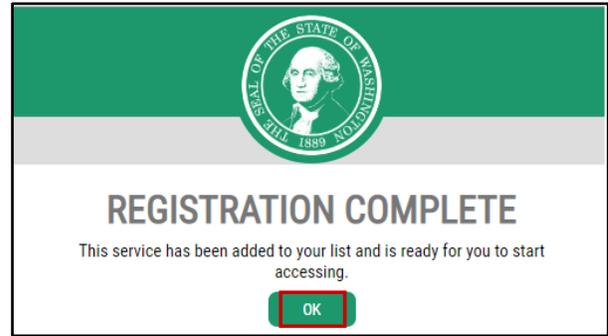
1. Enter **Appropriate Code**
2. Select **SUBMIT**



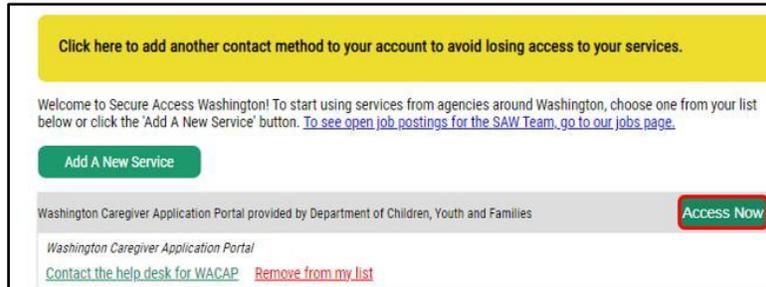
*Do not use code 4a it is a sample only!
This code is not case sensitive.*

REGISTRATION COMPLETE Message Box displays

1. Select **OK**



Services Page displays

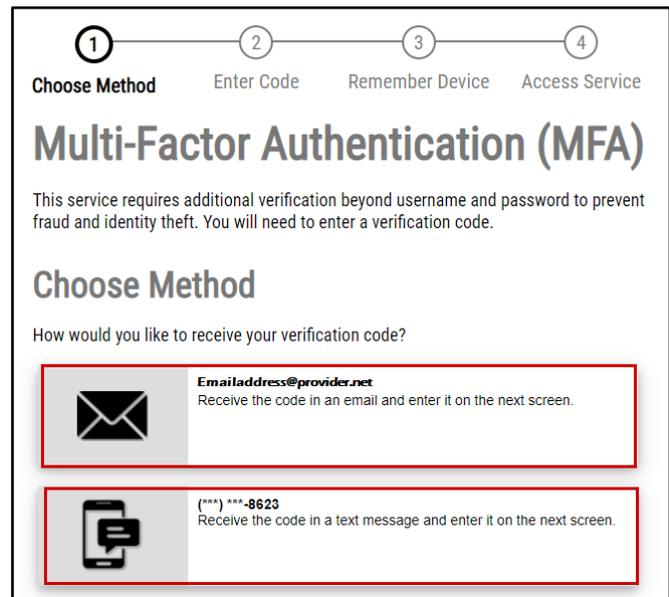


1. Select **Access Now**

Multi-Factor Authentication (MFA) displays

Choose Method Section

1. Select **Email**
or
2. Select **Text message**



Verification Code will be sent to either your Email Address or Phone depending on your choice above.

1. Enter **Verification Code** provided in the email
2. Select **Submit**

The screenshot shows the 'Enter Code' step of the MFA process. At the top, a progress bar indicates four steps: 1. Choose Method, 2. Enter Code (current step), 3. Remember Device, and 4. Access Service. The main heading is 'Multi-Factor Authentication (MFA)'. Below it, the sub-heading is 'Enter Code'. The text says 'Please enter the code sent'. There is a text input field with '8998' on the left and a green 'Submit' button on the right. Below the input field are two links: 'Resend Code' and 'Choose another method'.

Remember Device?

1. Select **Submit**



*It is best to **NOT Select Yes** at this time.*

The screenshot shows the 'Remember Device?' step of the MFA process. At the top, a progress bar indicates four steps: 1. Choose Method, 2. Enter Code, 3. Remember Device (current step), and 4. Access Service. The main heading is 'Multi-Factor Authentication (MFA)'. Below it, the sub-heading is 'Remember Device?'. The text says 'Choose to remember this device to reduce how often you are required to enter a verification code.' Below this, there is a note: 'If the device you are using is shared or public, we recommend you do not remember this device.' There is a checkbox labeled 'Yes, remember my device' which is currently unchecked. A green 'Submit' button is at the bottom.

NOW ACCESSING window displays

1. Select **Continue**

WA CAP will now display

The screenshot shows a 'NOW ACCESSING' window. At the top, it says 'NOW ACCESSING'. Below that is the Washington State Department of Children, Youth, and Families logo, which includes the state seal and the text 'WASHINGTON STATE Department of Children, Youth, and Families'. Below the logo, there is a message: 'You are now accessing Family Access to WA CAP provided by Department of Children, Youth and Families. If you require assistance, the Family Access to WA CAP help desk can be reached at dcyf.caregiverportal@dcyf.wa.gov or No Phone.' At the bottom, there are two buttons: 'Cancel' and 'CONTINUE'.

**Continued
Access to
WA CAP via
SAW**

Now that a SAW Account has been created and a Service for WA CAP has been added to an existing or new account, you can now access WA CAP.

To Begin: Select: [SecureAccess Washington](#)

Or

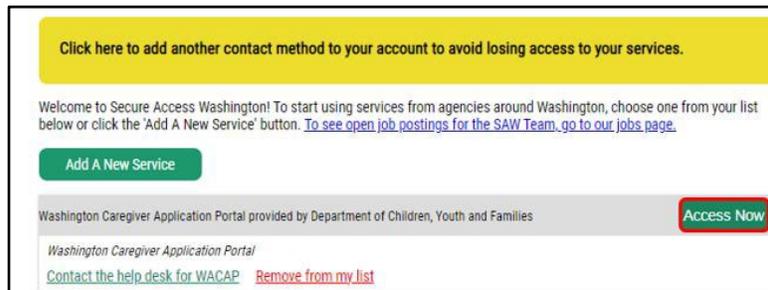
Enter: <https://secureaccess.wa.gov> in browser

Login in Page displays

1. Enter **USERNAME**
2. Enter **PASSWORD**
3. Select **SUBMIT**



Services Page displays



1. Select **Access Now**

NOW ACCESSING window display



1. Select **CONTINUE**

WA CAP will now display