




Account Management for SAW

After a SAW Account is created your account information can be modified rather than creating a new account when your information changes. This includes First and Last Name, Primary Email Address, Additional Email Address and Mobile Phone Number.

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 Understanding how to update/change email address within SAW

- Update/change Email Address

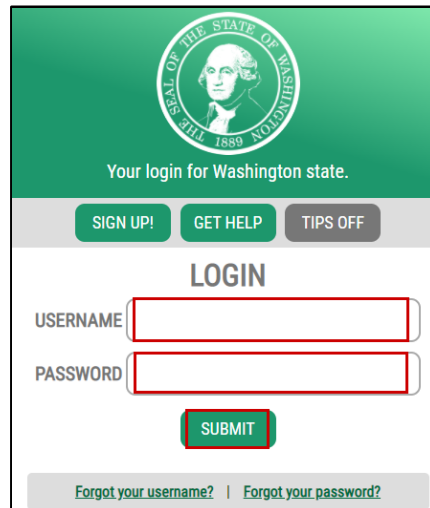
Open SAW Account Sign into existing SAW Account

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

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

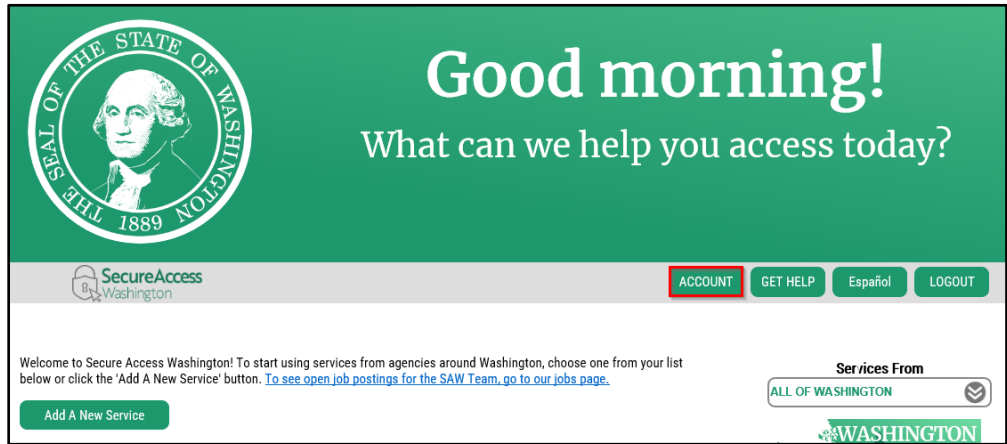
SAW Login Page displays

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



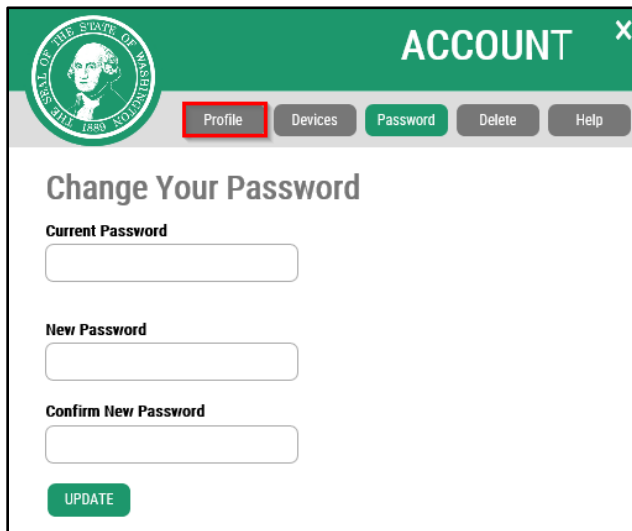
The screenshot shows the SAW Login Page. At the top, there is a green header with the Seal of the State of Washington and the text "Your login for Washington state." Below the header are three buttons: "SIGN UP!", "GET HELP", and "TIPS OFF". The main content area is white and features the word "LOGIN" in bold. There are two input fields: "USERNAME" and "PASSWORD", both with red borders. Below the input fields is a "SUBMIT" button. At the bottom of the page, there are two links: "Forgot your username?" and "Forgot your password?".

Services Page displays



1. Select **ACCOUNT**

Account window displays

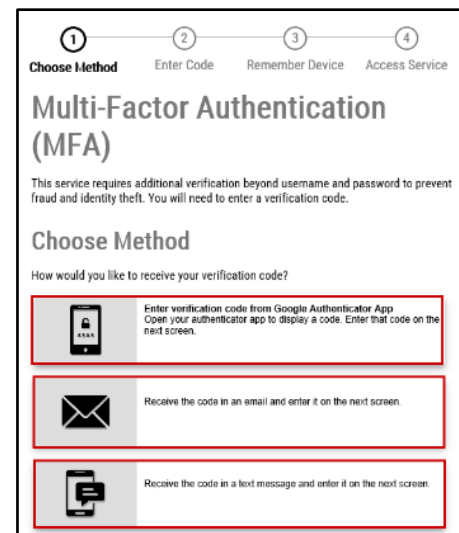


1. Select **Profile**

Multi-Factor Authentication (MFA) displays

Choose Method desired

- Select **Google Authenticator App**
- Select **Email**
- Select **Text message**



If an Email or Text message are selected a Verification Code will be sent to either your Email Address or Phone depending on your choice above.

1. Enter **Verification Code** provided
2. Select **Submit**

1 Choose Method 2 **Enter Code** 3 Remember Device 4 Access Service

Multi-Factor Authentication (MFA)

Enter Code

Please enter the code sent

8988:

[Resend Code](#)
[Choose another method](#)

Remember Device?

1. Select **Submit**



*It is best to **NOT** Select Yes at this time, it sometimes puts you in an MFA loop.*

1 Choose Method 2 Enter Code 3 **Remember Device** 4 Access Service

Multi-Factor Authentication (MFA)

Remember Device?

Choose to remember this device to reduce how often you are required to enter a verification code.

If the device you are using is shared or public, we recommend you do not remember this device.

Yes, remember my device

Manage Profile

Manage Your Profile window displays, and information can be updated as desired

1. **Make desired changes**
2. Select **Update**



You can modify the following

- *First and Last Name*
- *Primary Email Address*
- *Additional Email Address*
- *Mobile Phone Number*

Depending on the change you will have to complete one of the following two options.

ACCOUNT

Profile Devices Password Delete Help

Manage Your Profile

Required Information

Username

First And Last Name

Primary Email

Additional Contact Information For Security

Provide additional contact information to receive security codes and reduce the chance of losing access to your account.

Authenticator apps make it easy to securely access your information. [Set Up Authenticator](#)

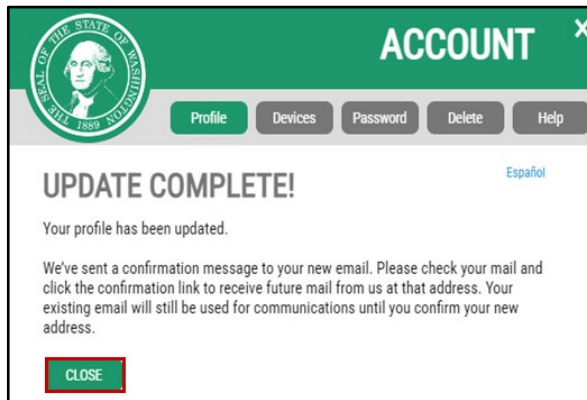
Additional Email Address

Mobile Phone Number

[Privacy Policy](#)

Option 1 – Email Address modification

Update Complete window displays

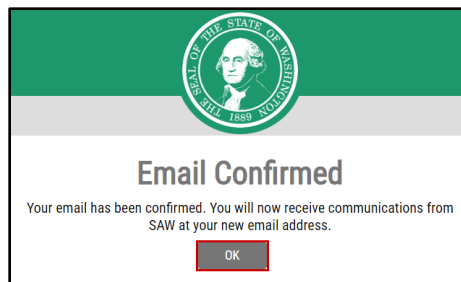


1. Select **CLOSE**

Email will be sent to your new email address

1. Open **Email**
2. **Confirm new email address**

Email Confirmed window displays

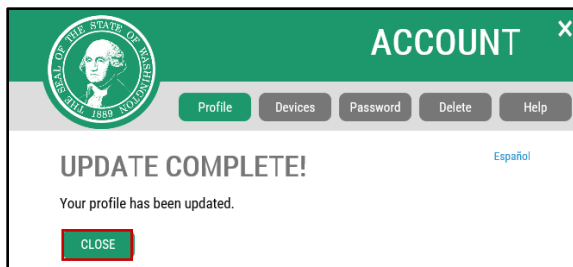


1. Select **OK**

Once you confirm your account is now updated and ready for use.

Option 2 - Phone or Name modification

Update Complete window displays



1. Select **CLOSE**

Your account is now updated and ready for use.