




# Setting up Authenticator for SAW

SAW has an Authenticator which can be setup during creation of a SAW account or on an existing account. If you choose to not setup during account creation or would like to set up for an existing account follow these directions.

Why Use Authenticator App? WA Tech shares the following:

“Authenticator apps generate codes on your device. They make it easy to verify your identity while also keeping your and our information safe, private and secure. We recommend using Google Authenticator, which can be found in your device’s app store, but any authenticator app will work. Follow the instructions below to setup an authenticator app.”

**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 SAW Authenticator
	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 Authenticator for Secure Access Washington (SAW).

- Understand Authenticator process
- Complete download and set-up of Google Authenticator
- Successfully log-in using Multi-Factor Authentication (MFA)
- Provides access to WA CAP via SAW, removing multiple MFA steps

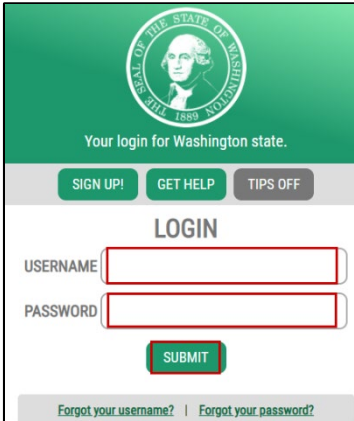
## Logging into Account

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

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

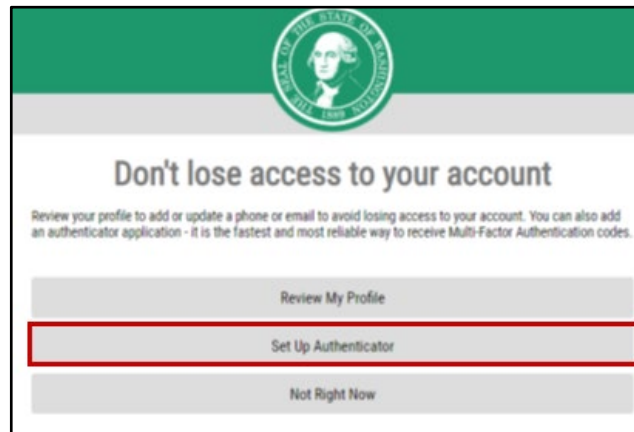
Login Page will display

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



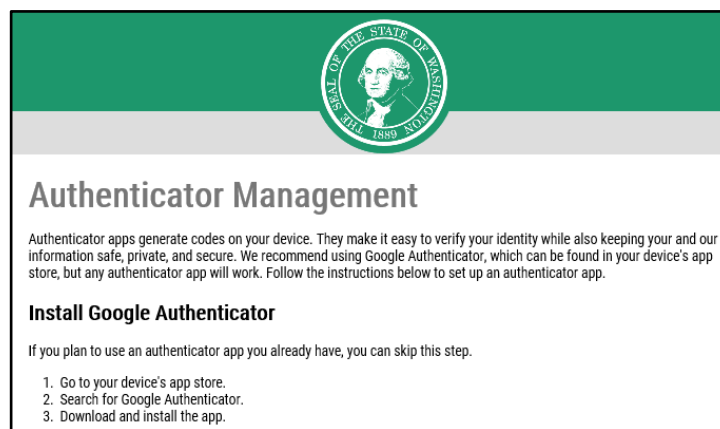
If the below window “Don’t lose access to your account window” does not display, go to **Page 7** for information on how to access the Authenticator from your SAW Account.

Don’t lose access to your account window displays



1. Click **Set Up Authenticator**

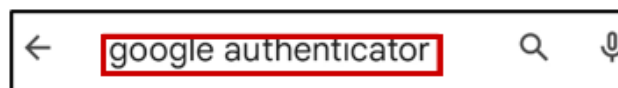
Authenticator Management window displays



## Install Authenticator

To install Google Authenticator search and installation process will appear differently depending on your device and which App Store you use. Below is a sample.

1. Go to your **device's App Store**
2. Search window will display



1. Enter **Google Authenticator**

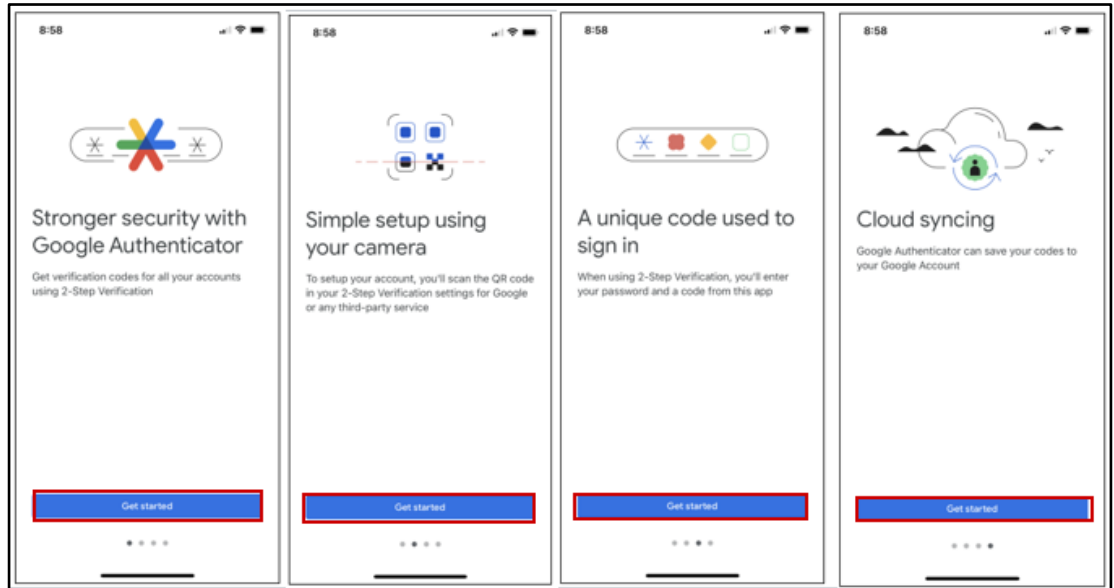
Results will return



1. Click **Install**

## Open Authenticator

Launch Authenticator on your device. This will assist in setting up codes for authentication on your device for your SAW Account.



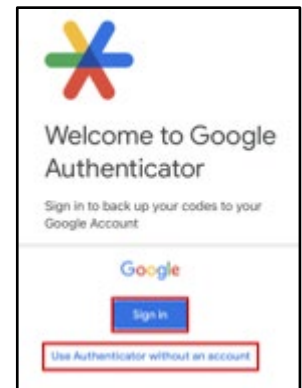
1. Click **Get started** on desired option

Welcome to Google Authenticator displays

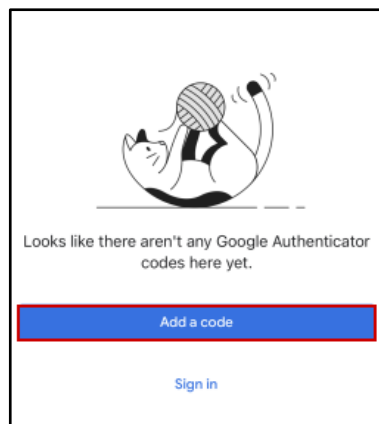
1. Click **Sign in** if wanting to use Google account

OR

1. Click **Use Authenticator without an account** if that is your desired option.

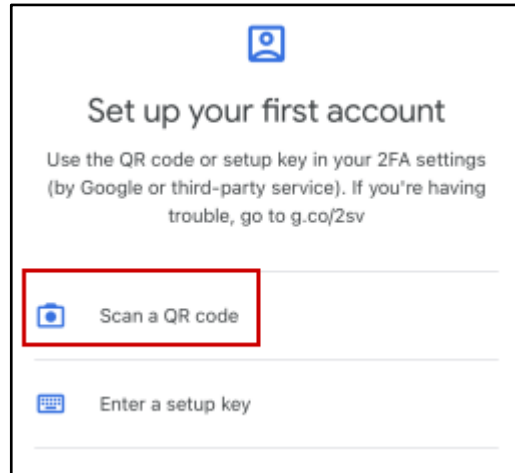


Add Google Authenticator codes displays



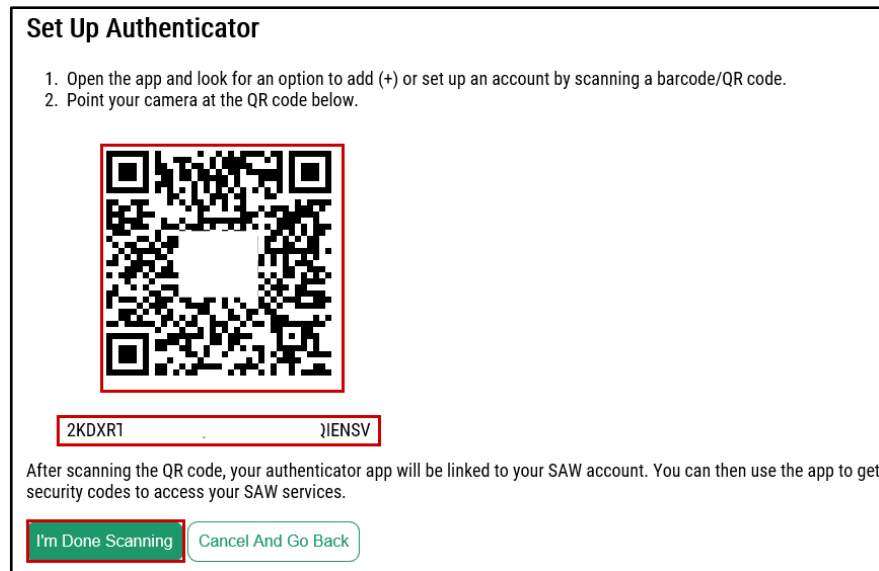
1. Click **Add a Code**

## Set up your first account displays



1. Click **Scan a QR Code**

## Return to your SAW Account Authentication Set-Up



1. Open **QR Code window** in SAW Set up Authentication
2. Scan **QR Code**
3. Click **I'm Done Scanning**



*If you are unable to reach QR Code the number below QR Code can be entered manually.*

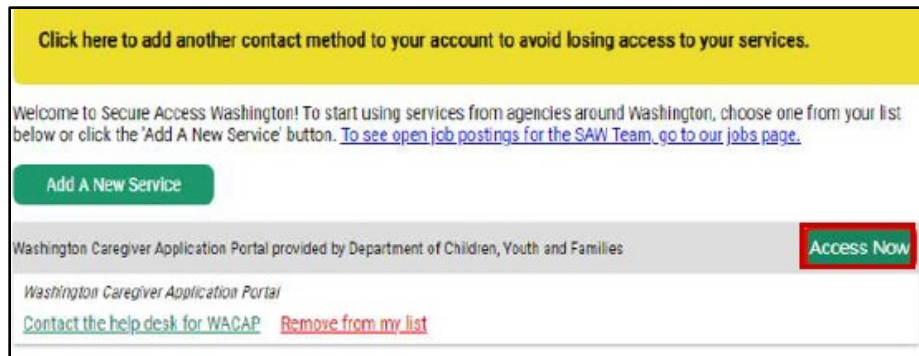


*QR codes are unique. Be sure to scan the code provided by SAW during the set-up a authenticator process. Do not use the picture above.*

SAW Authenticator Set-up is complete and ready for use.

Access  
Washington  
Caregiver  
Application  
Portal

Log into SAW Account that has been set up and has Authenticator set-up as well.  
Services Page will display




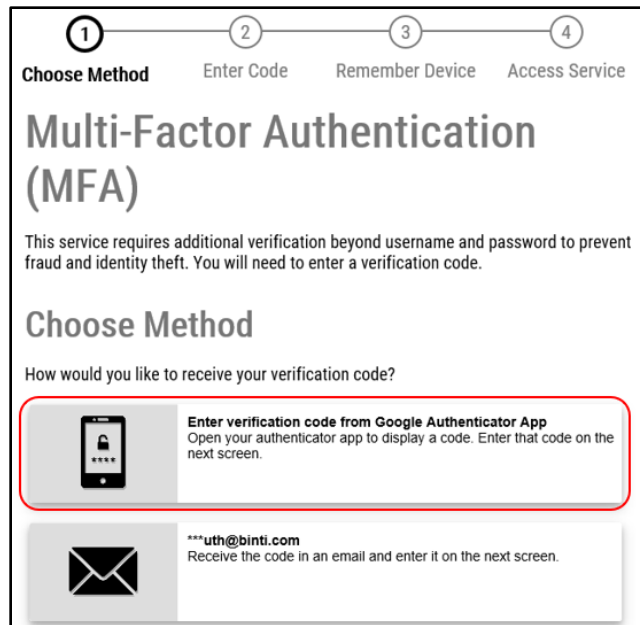
1. Click **Access Now**

Multi-Factor Authentication (MFA) will open

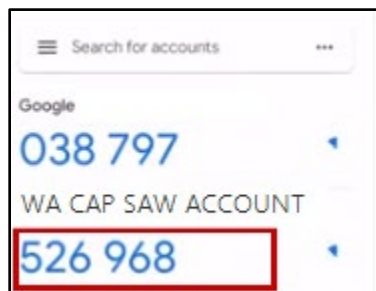
Choose Method

1. Select **Enter Verification Code from Google Authenticator App**

 *Other methods of verification will still work but are not as secure.*



Open Google Authenticator and



click on desired application code

 *Authenticator codes reset every 10 seconds.*

MFA Authentication window opens

The screenshot shows a multi-step process for MFA authentication. At the top, there are four numbered steps: 1. Choose Method, 2. Enter Code, 3. Remember Device, and 4. Access Service. Step 2, 'Enter Code', is currently active. The main heading is 'Multi-Factor Authentication (MFA)'. Below it, the sub-heading is 'Enter Code'. A message reads: 'Please enter the code displayed by your authenticator app.' There is a text input field with a red border and a green 'Submit' button. At the bottom left, there is a link that says 'Choose another method'.

1. Enter **Code**
2. Click **Submit**

Remember Device window displays

1. Select **Submit**  
**Or**
1. Select **Yes checkbox** to have device remembered
2. Enter **Device Name** if desired



*If using your personal device, best practice is to select **Yes**, remember my device*

The screenshot shows the 'Remember Device' step of the MFA authentication process. The progress indicator at the top shows steps 1, 2, 3, and 4. Step 3, 'Remember Device', is active. The heading is 'Multi-Factor Authentication (MFA)'. The sub-heading is 'Remember Device?'. A message reads: '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 are two radio button options: 'Yes, remember my device' (which is selected) and 'No, do not remember my device'. A green 'Submit' button is visible. Below the radio buttons, there is a 'Name:' label followed by a text input field with a red border and the text '(Numbers and letters only)'.

NOW ACCESSING window displays

1. Click **Continue**

Selected Service will now display

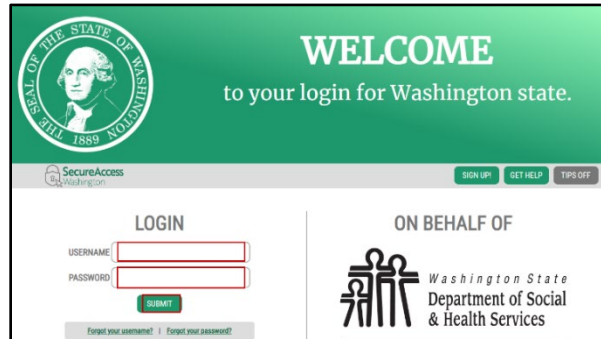
The screenshot shows a 'NOW ACCESSING' window. At the top, it says 'NOW ACCESSING'. Below that is the logo for the Washington State Department of Social & Health Services, with the tagline 'Transforming lives'. A message reads: 'You are now accessing Famlink provided by Department of Social and Health Services. If you require assistance, the Famlink help desk can be reached at dcyf.servicedesk@dcyf.wa.gov or (360)725-4357.' At the bottom, there are two buttons: 'CANCEL' and 'CONTINUE'.

## Setting Up Authenticator when not prompted at sign-in

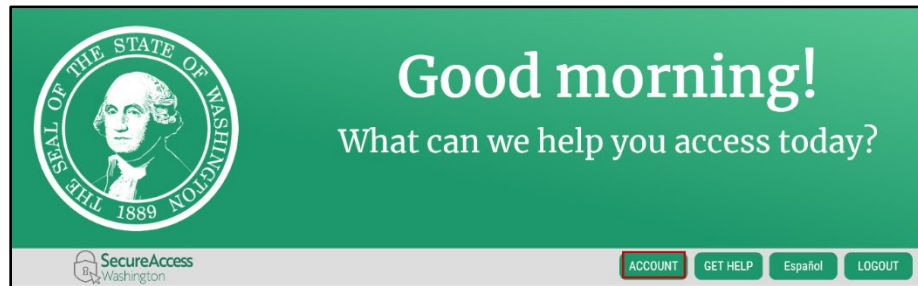
If you have already setup a SAW Account and a Service, but the prompt to set up Authenticator does not display.

Login into your SAW Account

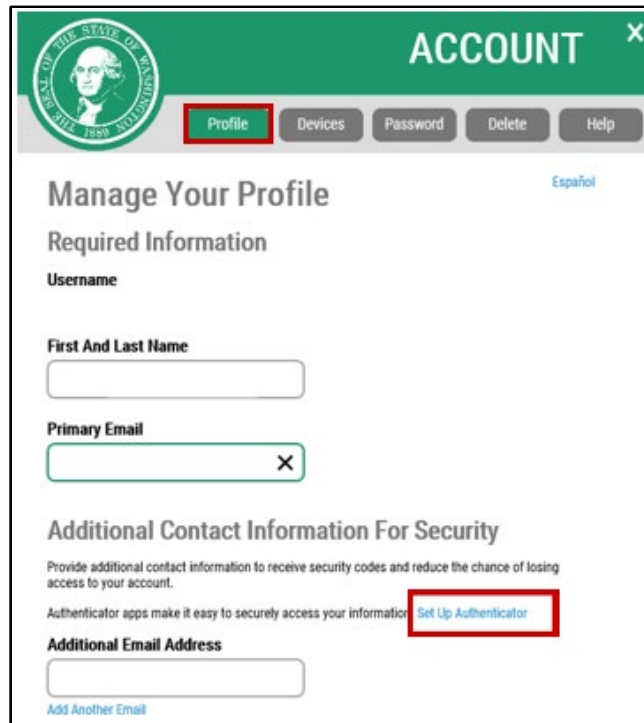
1. Enter **USERNAME**
2. Enter **PASSWORD**
3. Click **SUBMIT**



When you have logged in Secure Access Landing Page Displays



1. Click **Account**



1. Click **Profile**
2. Click **Set Up Authenticator**

Return to instructions starting on Page 2 – Install Authenticator