

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

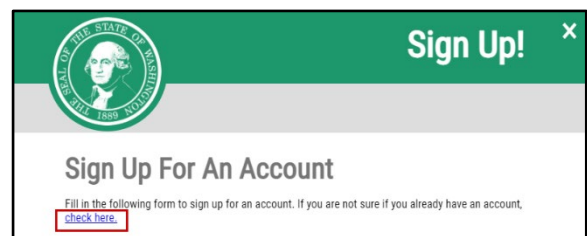


1. Select **Sign Up**

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).

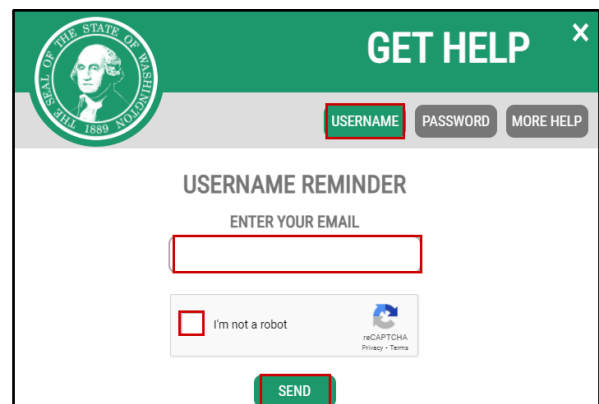


1. Select **check here**

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)

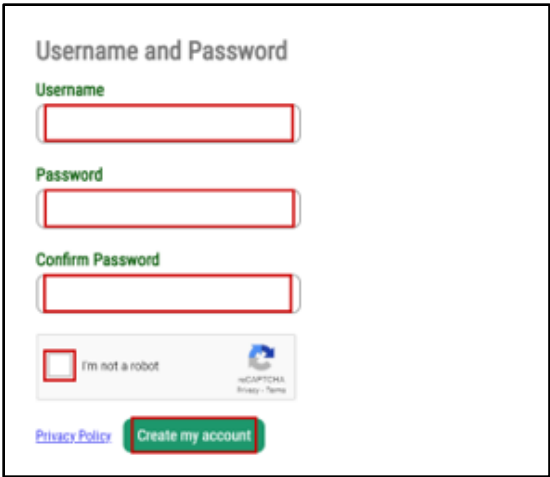
1. Enter **Additional Email Address**
2. Enter **Mobile Phone Number**



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

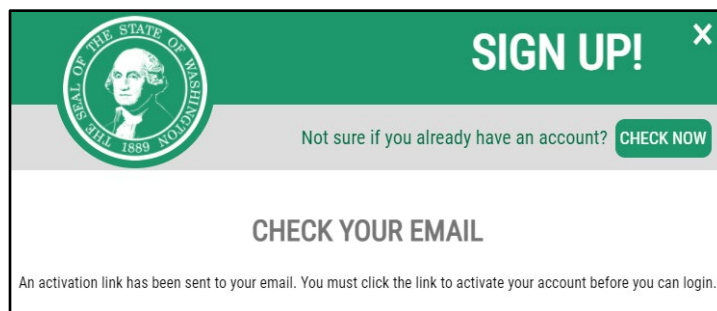
Username and Password

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



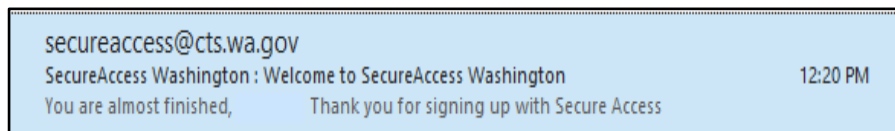
The screenshot shows a registration form titled "Username and Password". It contains three input fields: "Username", "Password", and "Confirm Password". Below these fields is a checkbox labeled "I'm not a robot" and a CAPTCHA image. At the bottom, there is a "Privacy Policy" link and a "Create my account" button.

Popup displays



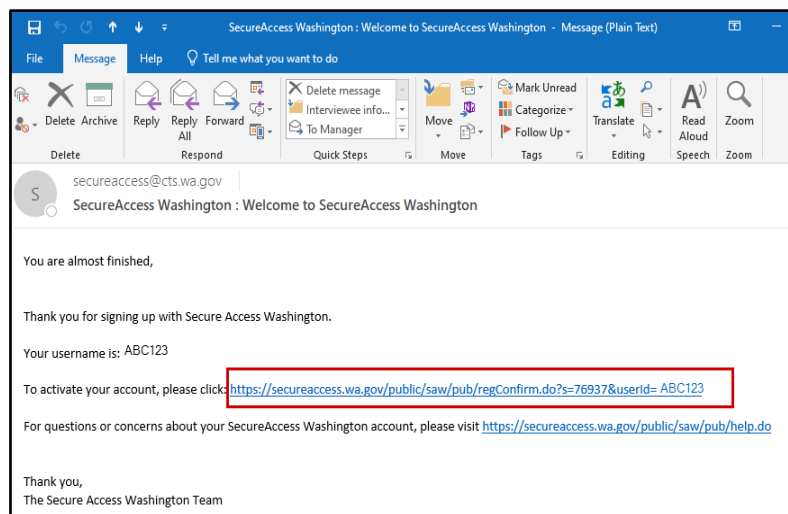
Activating Your Account

Open Email service (for email address entered during Registration)



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

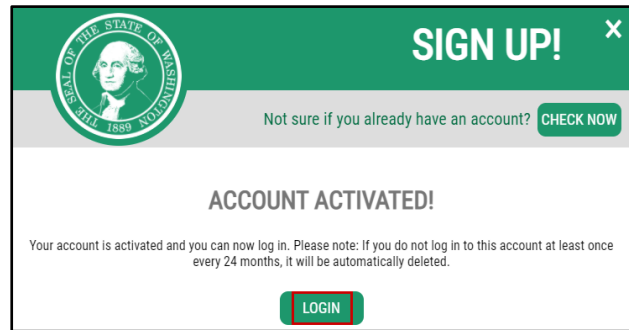
Email displays



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

Returns to Web browser (SAW Page)

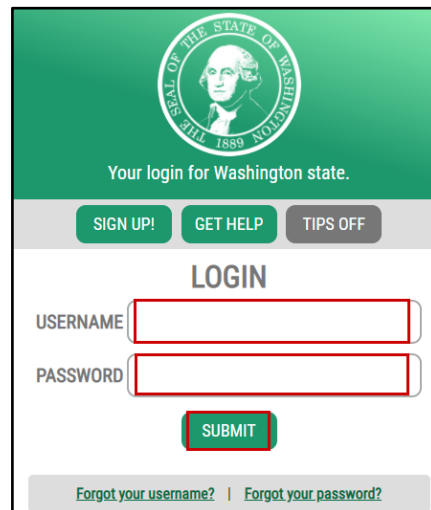
1. Select **LOGIN**



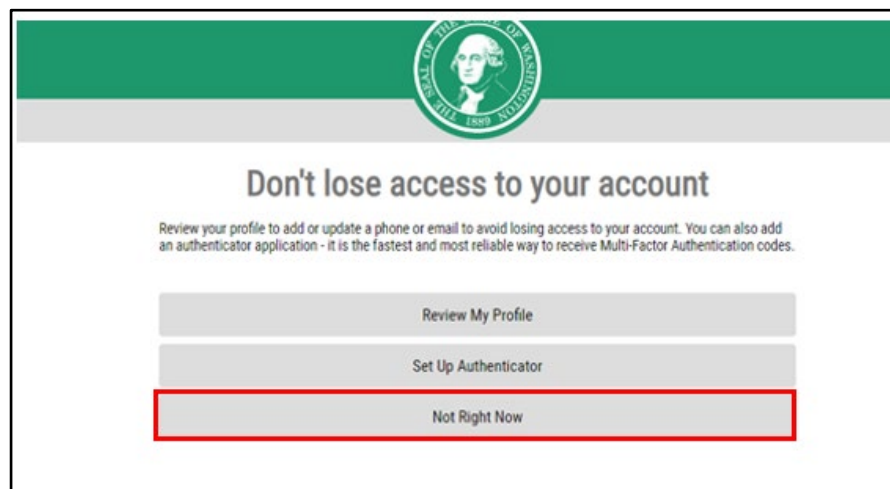
Log into Account

Returns to SAW Login Page

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



Don't lose access to your account window may display



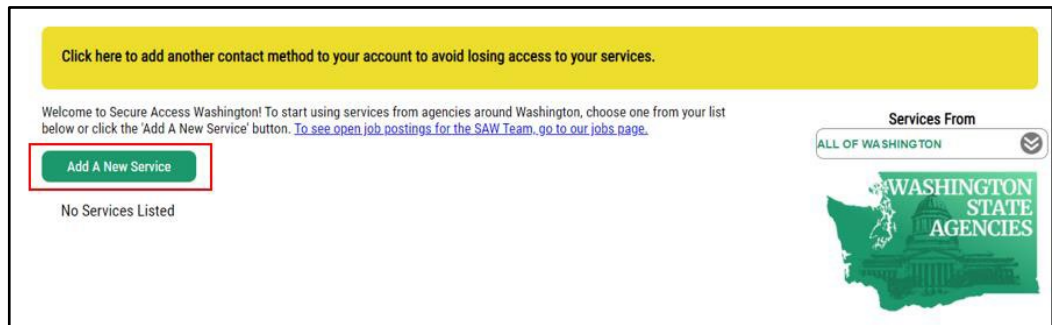
1. Select **Not Right Now**



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.

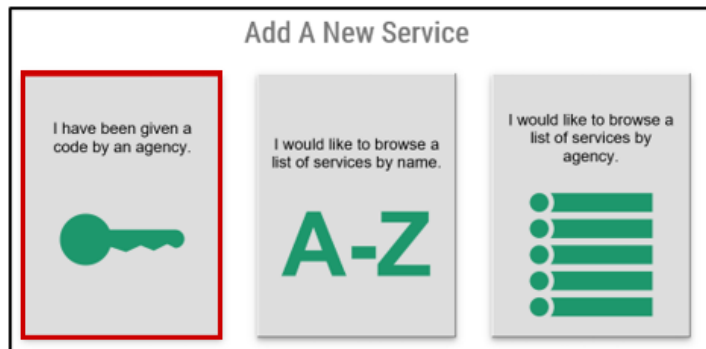
Add A New Service

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.**



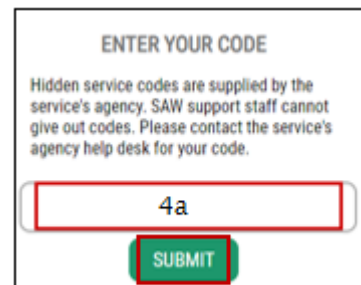
You will be provided a code from the Department. The link will be provided by staff within LD, or by your CPA. This code is not case sensitive.

ENTER YOUR CODE box displays

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

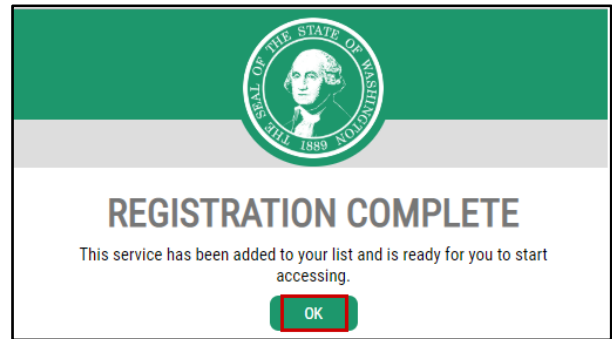


*Do not use code 4a it is a sample only!
This code is not case sensitive.*

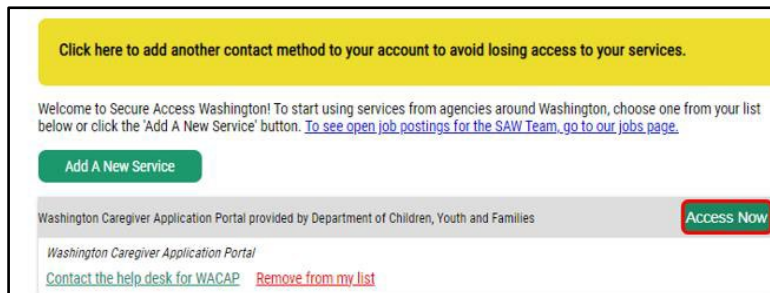


REGISTRATION COMPLETE Message Box displays

1. Select **OK**



Services Page displays

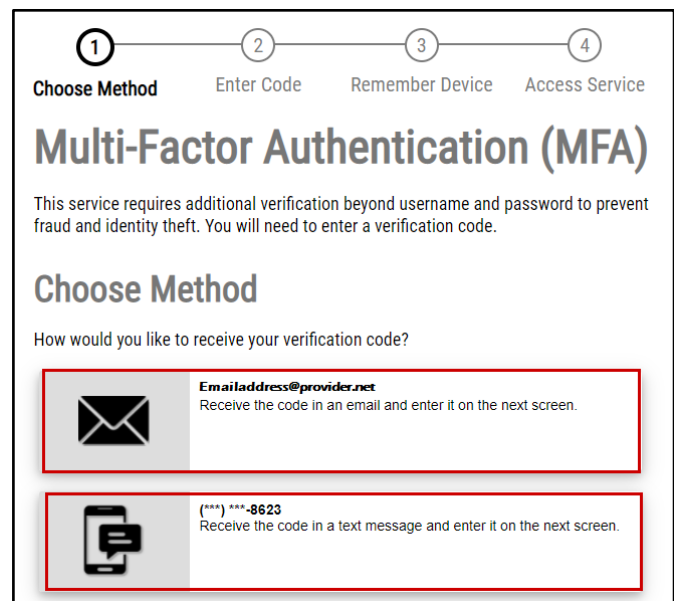


1. Select **Access Now**

Multi-Factor Authentication (MFA) displays

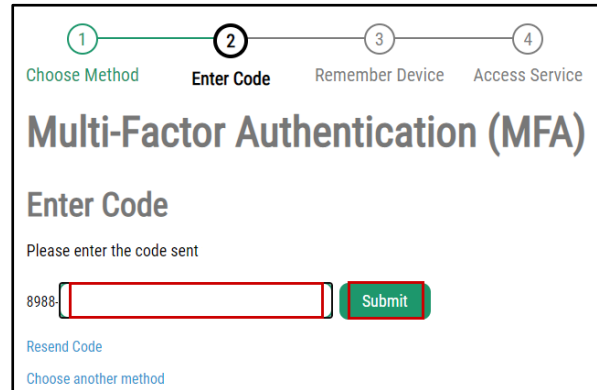
Choose Method Section

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**



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](#)

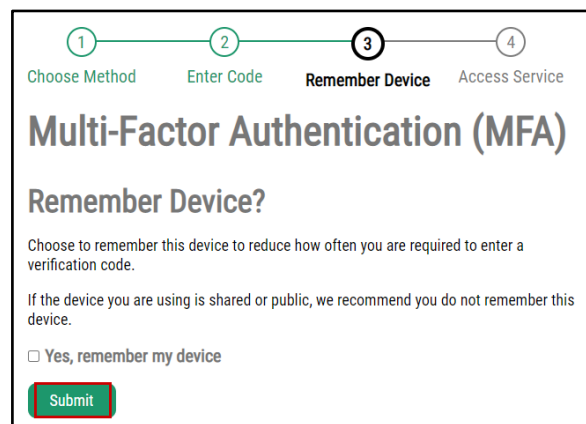
[Choose another method](#)

Remember Device?

1. Select **Submit**



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



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

NOW ACCESSING window displays

1. Select **Continue**

WA CAP will now display



NOW ACCESSING

 **WASHINGTON STATE
Department of
Children, Youth, and Families**

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.

**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

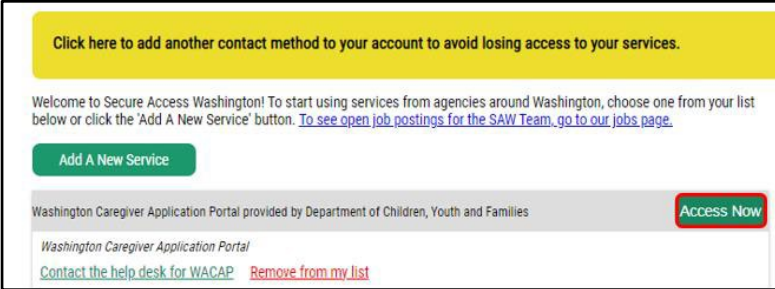
Enter: <https://secureaccess.wa.gov> in browser

Login in Page displays

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

The image shows the SecureAccess Washington login page. At the top, there is a green header with the Washington State seal on the left and the text "WELCOME to your login for Washington state." on the right. Below the header, there is a navigation bar with "SecureAccess Washington" on the left and "SIGN UP", "GET HELP", and "TIPS OFF" on the right. The main content area is divided into two sections. The left section is titled "LOGIN" and contains fields for "USERNAME" and "PASSWORD", each with a red rectangular highlight, and a "SUBMIT" button with a red rectangular highlight. Below these fields are links for "Forgot your username?" and "Forgot your password?". The right section is titled "ON BEHALF OF" and features the Washington State Department of Social & Health Services logo, which consists of a stylized figure and the text "Washington State Department of Social & Health Services".

Services Page displays

The image shows the Services Page. At the top, there is a yellow banner with the text "Click here to add another contact method to your account to avoid losing access to your services." Below the banner, there is a message: "Welcome to Secure Access Washington! To start using services from agencies around Washington, choose one from your list below or click the 'Add A New Service' button. [To see open job postings for the SAW Team, go to our jobs page.](#)" There is a green button labeled "Add A New Service". Below this, there is a list of services. The first service is "Washington Caregiver Application Portal provided by Department of Children, Youth and Families" with an "Access Now" button highlighted with a red rectangle. Below this service, there is a link "Washington Caregiver Application Portal" and two links: "Contact the help desk for WACAP" and "Remove from my list".

1. Select **Access Now**

NOW ACCESSING window display

The image shows the "NOW ACCESSING" window. At the top, it says "NOW ACCESSING" in large, bold, grey letters. Below this, there is the Washington State seal on the left and the text "WASHINGTON STATE Department of Children, Youth, and Families" on the right. Below the seal and text, 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", with the "CONTINUE" button highlighted with a red rectangle.

1. Select **CONTINUE**

WA CAP will now display