Staff Tool: Troubleshooting Learning Center Access

This tool will help you troubleshoot the most common login issues clinic staff have with accessing the Learning Center.
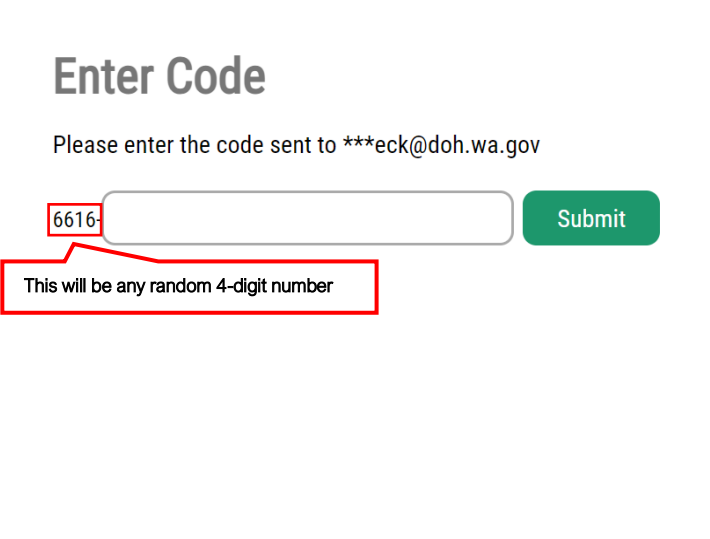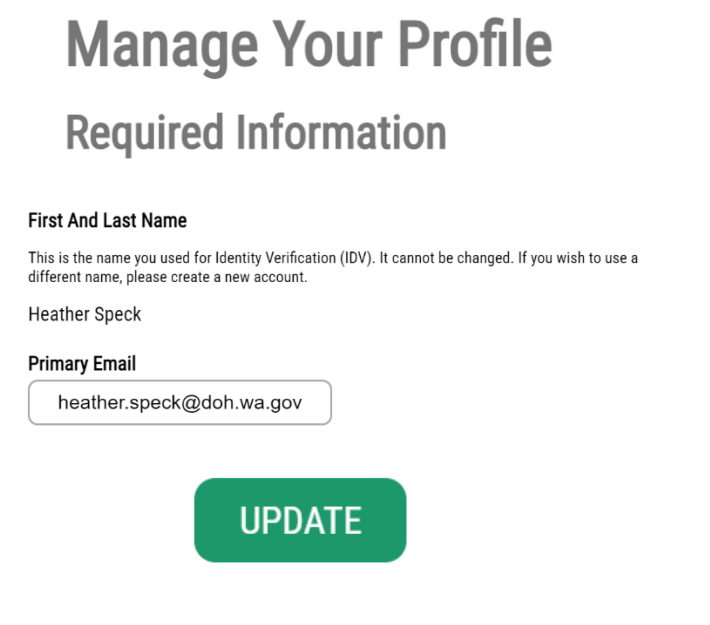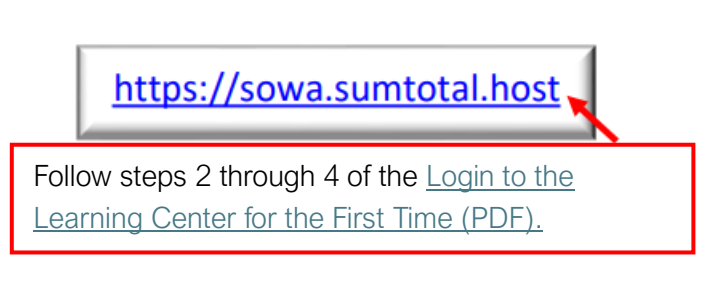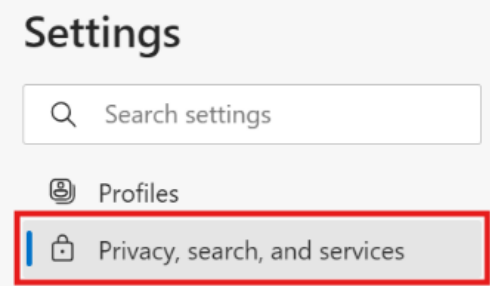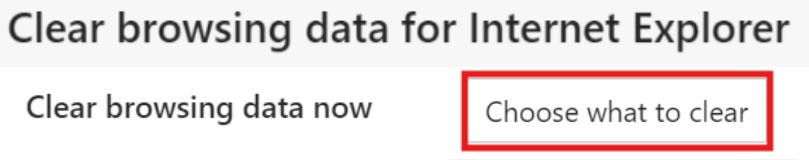
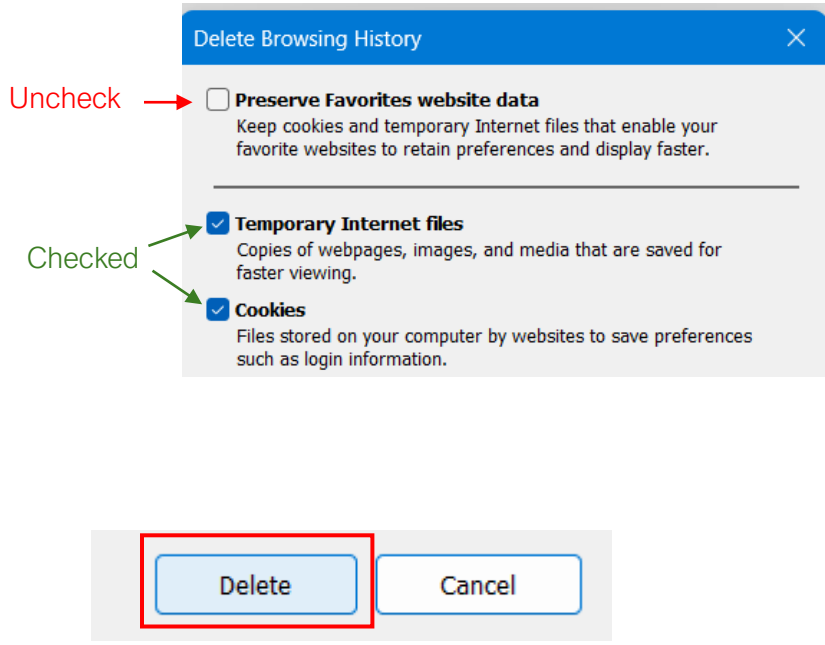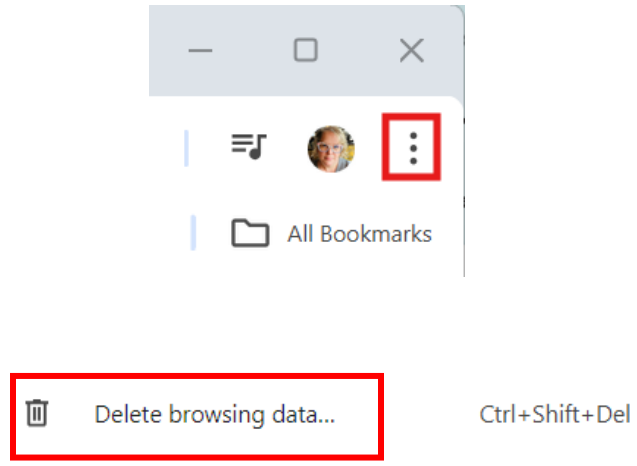| Steps	Learning Center Screen
Error message: User account does not exist in SumTotal System.	
You may see an error message informing you that your account doesn't exist. This is caused when • You use two different email addresses-one for SAW and a different one for the Learning Center (LC).	User account does not exist in SumTotal system. The error has been logged and reported. To track this error with the system administrators please use the following ticket id: 2162e5f9-b60a-4a6a-a28a-5ce1a6ff94ca. **WASHINGTON STATE LEARNING CENTER** 24.2.4.0
Step 1: Log into *SAW* • Select this [SAW Portal](#) link. • If your login information isn't pre-filled, fill in the **username and password.** o If you forgot your password or username, use the "Forgot your username?" or "…password?" functions below the SUBMIT button. • Select **SUBMIT.**	**SecureAccess Washington** **LOGIN** USERNAME: Your Username PASSWORD: ●●●●●●●●●●●●●● SUBMIT Forgot your username? | Forgot your password? *Your Username doesn't have to be an email address for SAW —but it can be.*
Step 2: Go to Account • Select **ACCOUNT** on the mail SAW page. • Select **Profile** on the **ACCOUNT** page	ACCOUNT GET HELP Español LOGOUT Profile Devices Password Delete Help

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Step 3: Multi-Factor Authentication (MFA) • Choose a method to receive your verification code; it can be by an ***email**, or a ****text message.** • Enter the code you received by email or text. You will only need to enter the 6 digits *after* the random 4 digit number *From: Help@secureaccess.wa.gov **From text: 80364	**Enter Code** Please enter the code sent to ***eck@doh.wa.gov 6616- [ ] **Submit** This will be any random 4-digit number
Step 4: Manage Your Profile • Confirm your **Primary Email** or change it if necessary. • Add additional information if needed, select **UPDATE** • *CHECK YOUR EMAIL* for an email with a link to confirm the change. If you don't click the link, the change **will not** take effect.	**Manage Your Profile** **Required Information** **First And Last Name** This is the name you used for Identity Verification (IDV). It cannot be changed. If you wish to use a different name, please create a new account. Heather Speck **Primary Email** [heather.speck@doh.wa.gov] **UPDATE**
Step 5: Log out and log back into the LC • Log out of *SAW* • Close the internet browser and re-open it again. • Select the Learning Center link: https://sowa.sumtotal.host/	https://sowa.sumtotal.host Follow steps 2 through 4 of the Login to the Learning Center for the First Time (PDF).

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If you've matched your email addresses and you still receive the error message, try clearing out your cookies and cache in your internet browser **Steps for:** ● Internet Explorer/Edge ● Google Chrome	
Internet Explorer/Edge browser: 1: In the open browser window, select the **ellipses** in the top right corner. Select **Settings** towards the bottom of the drop-down menu.	
2: On the left under the **Settings,** select **Privacy, search, and services.**	
3: On the main page (right of Settings menu) scroll down to **Clear browsing data for Internet Explorer;** and select **Choose what to clear.** This will open the **Delete Browsing History** window.	

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4: Uncheck Preserve Favorites website data. Make sure Temporary Internet files and Cookies are Checked. 5: Select Delete. 6: Close your internet browser and re-open it. Follow this LC Link to enter the LC..	
Google Chrome (Steps are very similar to Internet Explorer/ Edge) 1: Select ellipses in top right corner. 2: Go to Delete browsing data in the bottom half of the menu.	

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3: In the **Delete browsing data** window under **Basic**; change the **Time range to All time**. Confirm the following boxes are checked: • **Browsing history** • **Cookies and other site data** • **Cached images and files** 4: Select **Delete data.** 5: **Close** your internet browser and re-open it. Follow this LC Link to enter the LC.	Delete browsing data **Basic** Advanced Time range All time ☑ Browsing history Deletes history from all synced devices ☑ Cookies and other site data Signs you out of most sites. You'll stay signed in to your Google Account so your synced data can be deleted. ☑ Cached images and files Frees up 6.7 MB. Some sites may load more slowly on your next visit. Cancel **Delete data**

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DOH 961-1317 December 2024