Coordinator Instructions

Register for Secure Access Washington (SAW) and Link to Cascades

The Cloud hosts the Cascades system and provides a secure system for the people we serve. We access Cascades through Secure Access Washington (SAW). Many people in Washington use SAW to access other state departments such as the Department of Licensing, Department of Revenue, etc. A staff person must have a User Account in Cascades in order to link to his or her SAW account.

Coordinators have a Clinic Administrative role in Cascades. The Clinic Administrative role allows access to staff User Accounts. It enables the person with this role to add new staff, change or Inactive a staff account.

Handout A: Add a new staff User Account in Cascades
- A staff person won't be able to link his or her SAW account to Cascades unless the User Account exists in Cascades.
- Search the database in Cascades for the staff person. He or she may have worked for WIC in the past or for another agency.
    - If you find them, give them access to the specific clinic(s) in the agency.
    - If you don't find them, add a new user account to the Cascades.
- To add a new staff person or update a staff person User Account in Cascades, continue with the instructions in Handout A.
- The User ID in Cascades must match the Username in the set up SAW account (Handout B, Step 24).
    - First initial, middle initial, last name. For example Jane Doe = JCDoe.
    - CIMS staff names migrated to Cascades in 2018. Because CIMS didn't capture middle initials and Cascades requires a middle initial, the names migrated with an "x" for their middle initial, for example "jxdoe."

Provide a new staff person with:
- Handout B; it's *critical* for staff to follow the steps exactly as written.
- The staff person's User ID, the First Name and Last Name as seen in the Cascades (Handout A, Step 6).
- The Secure Access code; the code can be obtained from Cascades Support if needed.

Handout B: Set-up a Secure Access Washington (SAW) User Account
- If you have a SAW account that you use for SharePoint, your business, Department of Licensing, etc., you can:
    - Use the same account for Cascades. Begin at Step 6 (Handout B) if you choose to use an existing account <u>or</u>
    - Begin at Step 1 (Handout B) to add a new account.
- It's ***critical*** to follow the steps exactly as written.

- The User ID in the Cascades User Account must match the Cascades Registration (Handout B, Step 24).
- Get the Service Code from Cascades Support.

If you need support please call Cascades Support at 1-800-841-1410 and choose option 3, then choose option 2.

This institution is an equal opportunity provider.
Washington WIC does not discriminate.

To request this document in another format, call 1-800-841-1410. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email WIC@doh.wa.gov

DOH 961-1175 August 2021