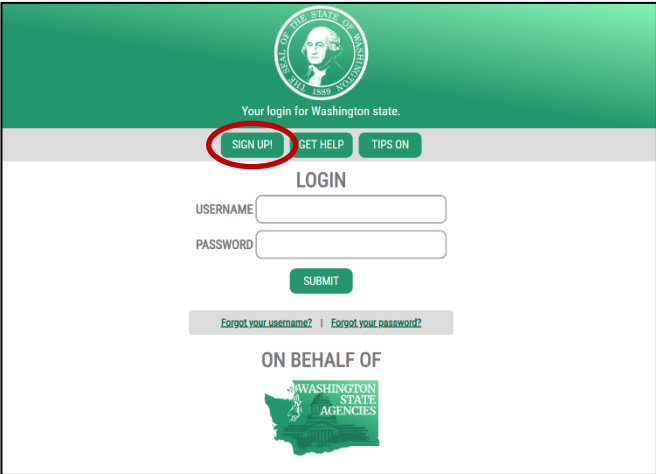# Handout B: Set-up
Secure Access Washington (SAW) User Account

Steps	Screen
1. Open **Microsoft Edge, Google Chrome, or Mozilla Firefox** for your internet browser. You'll link Secure Access Washington (SAW) with Cascades. Cascades will <u>not work</u> with the Internet Explorer browser.	

Information: SAW helps to keep Cascades information secure. For this purpose SAW is an authentication tool designed to authenticate specific users, not businesses, offices, or groups. Do not attempt to set up a SAW account to be used as a "group" account.

Your SAW account must be registered with your specific personal information and your email address. **Be sure to use your legal name and your personal mailing address when setting up this account.**   Do not allow others to use your SAW account.

2. Register for a SAW account on https://secureaccess.wa.gov **Note:** You may already have a SAW account that you use for a business, licensure, or SharePoint. If you do, you may use the same Username and Password to log into SAW and go to step 6 of this handout. **Note:** if you're unsure if you have a SAW Account, select "Check Now" button (top, right corner of screen). • Select "Sign Up!"	Your login for Washington state. SIGN UP! GET HELP TIPS ON **LOGIN** USERNAME PASSWORD SUBMIT Forgot your username? | Forgot your password? ON BEHALF OF WASHINGTON STATE AGENCIES

Steps	Screen

3. Fill in your:
 	
• Legal name.
   o Use your legal name as it would appear on legal documents such as bank loans, driver's license or birth certificate.
   o However, if your legal name is "Rebecca" but you use "Becky" for most of your bills and legal documents, then use "Becky."
   o This information is to locate public record that can confirm your identity. The questions you'll receive in Step 11, come from public record.
   o Once you've been authenticated, you can't edit your first and last name.
• Email address.
   o SAW doesn't accept an apostrophe in your name, such as O'Donell, please call Cascades Support.
• Username (name you'll use to log into SAW).
• Password.
Write down or remember your Username and Password hint.
• Check the box for "I'm not a robot" (reCAPTCHA) and pass the challenge.
NOTE: The challenge pictures may come up several times before you pass.
• Select "Submit."
	SIGN UP!
	Not sure if you already have an account? **CHECK NOW**
	
	FIRST NAME
	LAST NAME
	EMAIL
	USERNAME
	
	PASSWORD REQUIREMENTS
	Add at least 10 more characters
	Add a special character or a lower case letter or an uppercase letter or a number
	PASSWORD
	CONFIRM PASSWORD
	
	☐ I'm not a robot
	
	(SUBMIT)
	
	Email Address Tips:
	The email address entered in this field:
	• Needs to be a permanent email account.
	• Can be a personal or business email address as long as you have access to the email account from inside the office. An email is sent to this address to activate SAW.
	• Only letters, spaces and hyphens are allowed for names.
	
	Email address: _____
	
	Username: _____
	
	Password hint: _____

Steps	Screen
4. Close the "Sign Up!" message and check your email for message from secureaccess@cts.wa.gov with a subject of "SecureAccess Washington: Welcome to SecureAccess Washington." **NOTE**: If you don't receive an email, check your Junk mail box. • Click the link to activate your account.	
5. Account activated. • Click on "Login."	

Steps	Screen
6. Login to SAW using the Username and Password you created. • Select "Submit."	
7. Select "Add a New Service" to gain access to Cascades.	

Steps	Screen
8. Select "I have been given a code." • You can get this code from the Coordinator or Cascades Support. • You'll only need to enter this code *once*. • The code links Cascades to your SAW account.	
9. Enter Cascades Service Code. • Select "Submit." **NOTE:** Once you select "Submit" it could take a few minutes to process; be patient.	
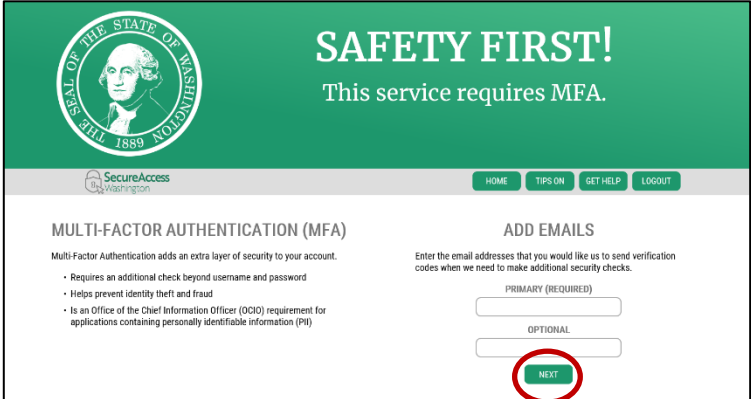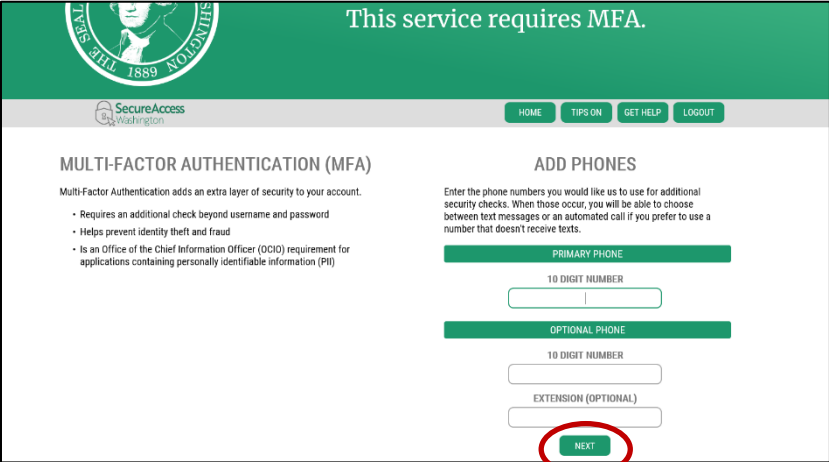
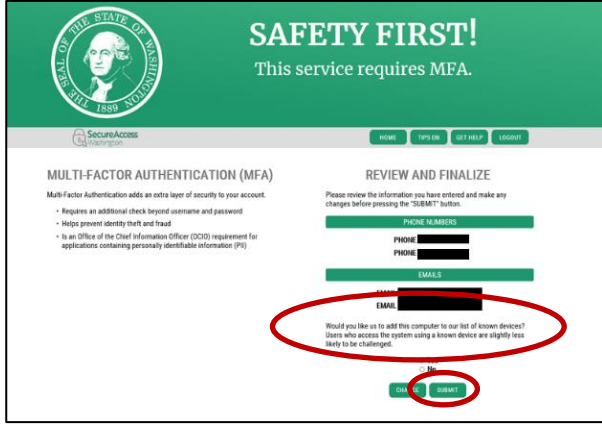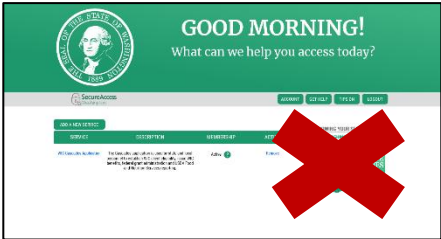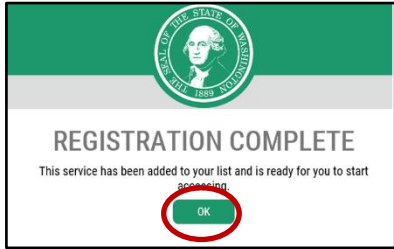| Steps	Screen
10. Fill in the **Identity Verification** fields: **Legal name** (auto populates from Step 3). **Mailing address:** • Use a mailing address where you receive personal bills. • It *can* be a P.O Box if that's where you receive mail. **NOTE:** • This information is used only once to authenticate. o The information isn't stored. • The computer may take a while before you're moved onto the next step; be patient.	 If you choose to "Edit your name" do it now; it can't be edited after you have been authenticated.

Steps	Screen
11. You'll receive a series of questions to verify your identity. The Identity Verification is an internet security tool. It works to authenticate the identity of the user by asking questions that match existing public record information with the name and address you provided. This information could be from years ago; it might catch you by surprise. Keep these **TIPS** in mind for successfully passing MFA: • The questions may include any information of public record. • You may have to select a former address, especially if your address has changed recently (within the past 1-2 years) to get the right questions that pertain to your identity. **NOTE**: Your answers aren't stored. **You aren't notified if you passed the Identity Verification, however, you'll be advanced to the next screen.**	**SAMPLE ONLY**

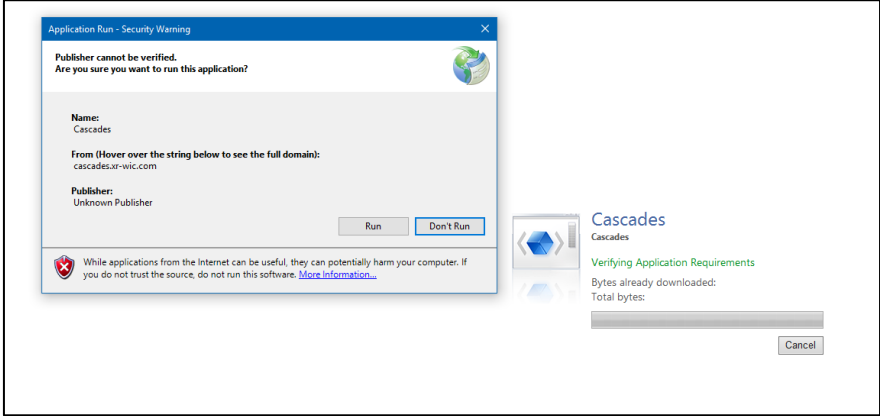| Steps	Screen
11a. Occasionally a user may fail this identify verification process. The screen to the right will display. From this screen click on the "Request permission to skip this step" link and immediately call Cascades Support.	
12. Begin Multi-Factor (MFA) to add MFA to your account. • Select "Begin."	
13. Multi-Factor Authentication • Add the requested information: o Email, business or personal (you must have access to the email when using Cascades).	

Steps	Screen
o Phone number (you must have access, a direct line) when using Cascades. o Texting. **NOTE:** Two email addresses and 2 phone numbers can be entered, however, <u>only one of each is required.</u> • Select "Next."	

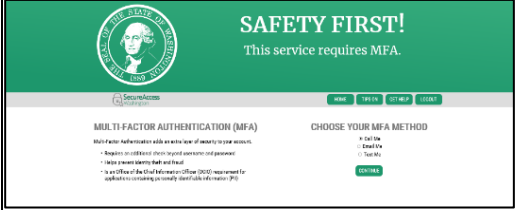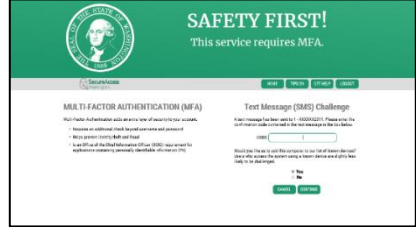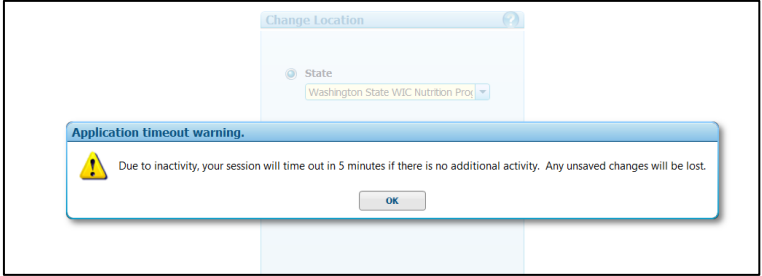| Steps	Screen
14. You'll be asked: "Would you like us to add this computer to our list of known devices?" • Select "Yes." **NOTE:** Even though you selected "Yes", you'll still randomly be required to answer MFA questions about yourself in the future. • Select "Submit."	
15. Registration Under Review When your registration is reviewed, you'll receive this notification. • Select "OK." • Close the browser. You may receive this screen. **Do not** use this screen to access Cascades the very first time.	 **Congratulations, you now have a SAW account!** **Close the browser**

Steps	Screen
16. Before using Cascades, always change the text size to 100%. This provides full functionality in Cascades. • Right click anywhere on the desktop. • Go to Display (left side of screen). • Go to Change the size of text, apps and other items. • Click on the bar, move to the left till at 100%. • Select apply. **Note:** Changing the size allows full functionality in Cascades. Once you get into Cascades, you can enlarge the screen by using the slider located at the bottom right side of the screen.	
17. Now that you are registered with SAW select the Cascades icon on your desktop.	
18. The following fields **must match** the way they are in Cascades. A person with a Clinic Administrative role (Coordinator) can access the staff person's Cascades User Account. **NOTE:** A User Account for the staff person must exist in Cascades for this step. • Enter the "Username" exactly as seen in the Cascades User ID (in User Account). **Note:** This Username is used to link Cascades to SAW. • Add your first name as it exists in Cascades User Account.	If a staff person was active in the LMS before October 22, 2018, their **User name may be the first initial, x, last name.** **Example:** User name for Jane Doe: JxDoe

Steps	Screen
• Add your last name as it exists in Cascades User Account. • Select Submit.	
19. Select Run on the Application Run screen. You're now linking to Cascades **NOTE:** You'll only need to do this the first time you use Cascades. .	
Best practice: Log into Cascades on each computer you use regularly.	
Next time you access Cascades: • Select the "C" icon on the desktop. • You're redirected to SAW. • Log into your SAW account. • You may be prompted to request a code by email, text or call. • Enter the code you receive from SAW. • Cascades opens.	

Steps	Screen
	3 4
Cascades Inactivity: After **20 minutes of inactivity** in Cascades, the user will receive a "Application timeout warning". You can say "OK" or use select the "C" icon and complete log on steps above.	

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