



# SAW User Guide

## Washington's Paid Family & Medical Leave Program

**Here for you.** Use this guide for assistance with the SecureAccess Washington (SAW) portal and linking to the Paid Leave portal.

**Stay informed.** This guide is updated regularly to match the current user experience. The most recent version of this guide is available at [paidleave.wa.gov](https://paidleave.wa.gov).

[paidleave.wa.gov](https://paidleave.wa.gov)

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# Introduction

This user guide will help you use the SecureAccess Washington (SAW) portal to securely access your Paid Family and Medical Leave portal.

See the table of contents for specific tasks and the info boxes, like the one below, for additional information that may answer your questions or help you work through common issues.



**Need help?** Check these boxes for helpful information and ways to troubleshoot common issues.

## The SecureAccess Washington (SAW) and Paid Leave Portals

You must login to the SAW portal first to access the Paid Leave portal.

SecureAccess Washington (SAW) is an online portal used to access Washington state services securely. You only need one SAW account to access services from state agencies, including Paid Family and Medical Leave.

In the SecureAccess Washington (SAW) portal you can:

- Link to and access the Paid Family and Medical Leave service.
- Manage your profile, including multi-factor authentication



In the Paid Family & Medical Leave Portal you can:

- Apply for Paid Leave benefits
- Register your business and report employees' hours & wages
- Self-employed individuals can create an Elective Coverage Account to opt in to our programs
- Apply for a WA Cares exemption
- Manage your online account

Check out the [Portal User Guide for Benefit Customers](#) for instructions on how to create and manage your Paid Leave benefit account.

## Mobile, tablet, and desktop view

The screenshots in this user guide are shown in tablet view, which may differ from the view you have on your device. If you are on a mobile phone, the content may be organized differently from these screenshots. For example:

1. The navigation menu. In mobile view, you will have to click the 'hamburger menu' to view the navigation options. In tablet or desktop view, the navigation menu is typically spread out horizontally with all options viewable.
2. Vertical row(s). In mobile view, content may be organized into one vertical row, while in tablet and desktop view content will usually be spread out in multiple vertical rows.

Mobile view

1

2

Update Contact Preferences

Primary Contact Information

Domestic  International

Phone Number (###-###-####)\*  
206-438-6300

Phone Ext.

Email Address\*  
kaelynmarie.gonzalez@esd.wa.gov

Preferred Contact Method\*  
Email

Can we leave a detailed voicemail message at the phone number you provided?\*

Yes  No

Tablet or desktop view

1

2

Update Contact Preferences

Primary Contact Information

Domestic  International

Phone Number (###-###-####)\*  
206-438-6300

Phone Ext.

Email Address\*  
kaelynmarie.gonzalez@esd.wa.gov

Preferred Contact Method\*  
Email

Can we leave a detailed voicemail message at the phone number you provided?\*

Yes  No

# SecureAccess Washington (SAW) Portal

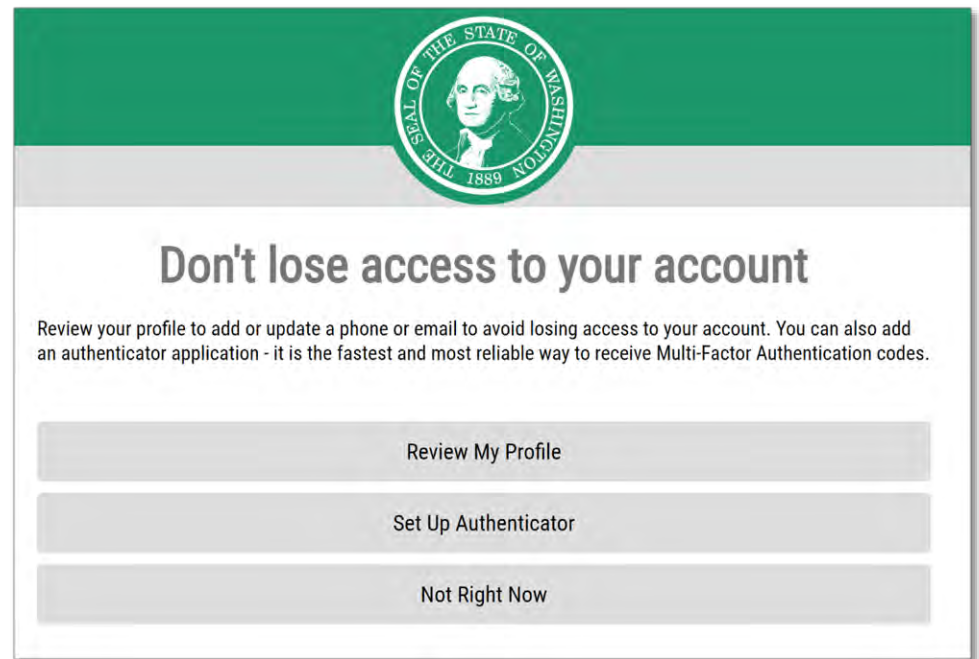
SecureAccess Washington (SAW) is an online portal used to access Washington state services. Only one SAW account is necessary to access services for many agencies, such as the Department of Licensing and Department of Fish and Wildlife.

## Login to your SAW account

1. Go to '[SecureAccess.WA.Gov](https://secureaccess.wa.gov)'. On the login page:
  - a. Enter your **Username** under 'LOGIN'.
  - b. Enter your **Password**
  - c. Click **Submit**.

The screenshot shows the SecureAccess Washington (SAW) login page. At the top left is the Seal of the State of Washington, featuring George Washington and the text 'THE SEAL OF THE STATE OF WASHINGTON 1889'. To the right, a green banner says 'Welcome to your login for Washington state.' Below this is a navigation bar with 'Sign Up!', 'GET HELP', and 'Español' buttons. The main content area is titled 'LOGIN' and contains two input fields: 'Username' and 'Password', followed by a 'Submit' button. Below the input fields are links for 'Forgot your username?' and 'Forgot your password?'. To the right of the login form is a red warning box titled 'Bad actors are spoofing SecureAccess Washington (SAW)' with text advising users to be skeptical of links and to use the correct SAW address (https://secureaccess.wa.gov). Below the warning box is a blue chat icon.

2. The first time you access your SAW account on a device, you may be taken to the 'Don't lose access to your account' screen. Select one of the following:
  - a. **Review My Profile:** Add or update your phone number or email address to avoid losing access to your account. Go to the '[Use Multi-Factor Authentication](#)' section for instructions on how to update your account information in SAW.
  - b. **Set Up Authenticator:** Set up a third-party authenticator application. If you encounter an issue, you will need to contact the authenticator app company for support.
  - c. **Not Right Now:** Do not update authentication methods.



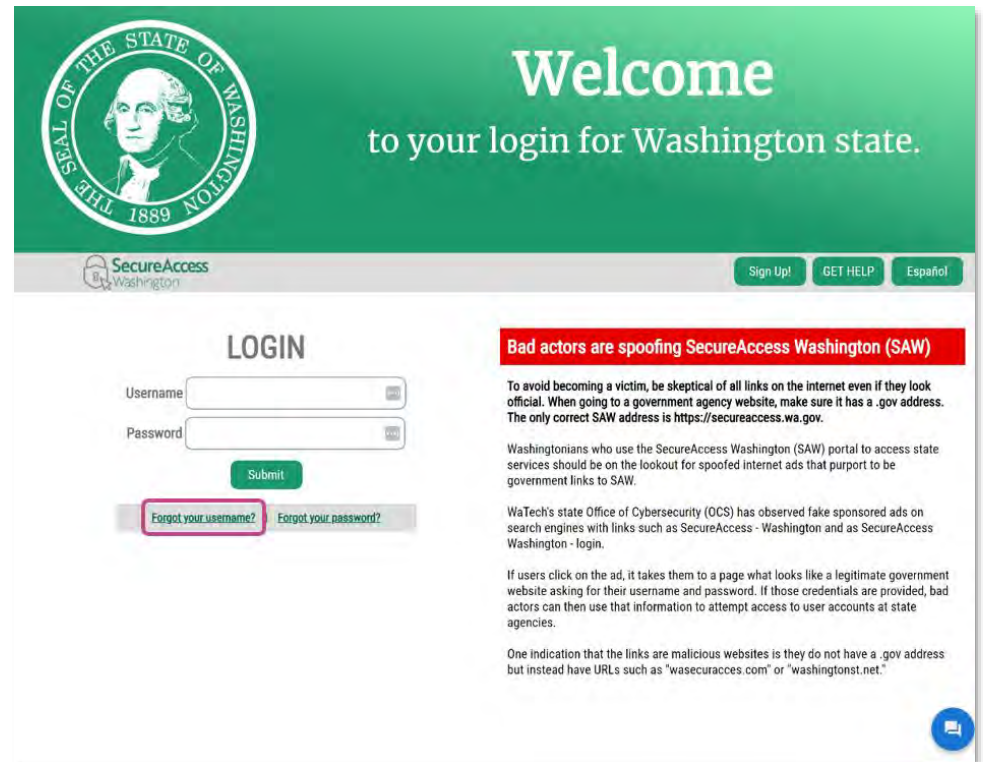
## Troubleshoot issues signing in

**If you cannot login to your SAW account, read the tips below and then try to recover your username and/or reset your password.**

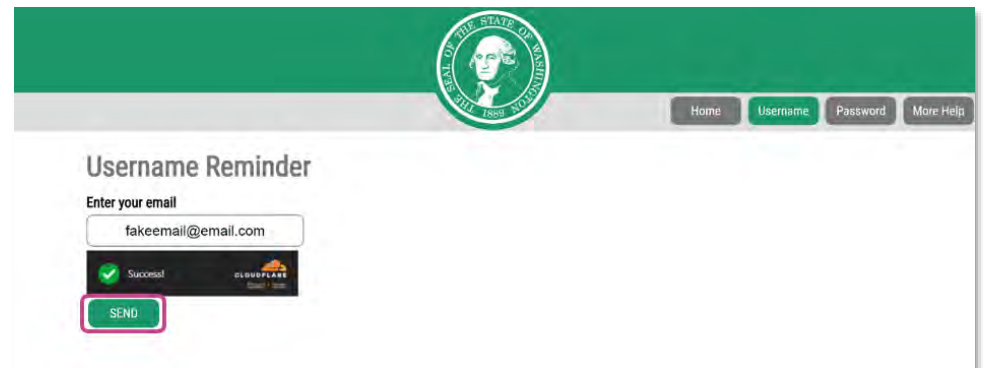
- If you attempt and fail to login to your account five or more times, your account will be temporarily locked for approximately 10 minutes. Wait until the lock is removed and then try again.
- If you have lost access to the email associated with your account or accidentally deleted your account, it takes two steps to access your online Paid Leave account again:
  1. Create a new SAW account.
  2. Call us at 833-717-2273 to relink your new SAW account with your Paid Leave account.

## Recover your username


1. Go to '[SecureAccess.WA.Gov](https://secureaccess.wa.gov)'. On the login page click **Forgot your username?**



2. On the 'Username Reminder' page:
  - a. Enter the email address you used to create the SAW account.
3. Check the **Verify you are human** box if necessary. A verification process will run and display a green check when complete.
  - a. Click **Send**.



2. You will receive an email from SecureAccess Washington with your username and account information. You can use this information to login into SAW.

 If your email is not associated with a username a red banner will appear. If you have any other email addresses that may be associated with your username, repeat this process. Otherwise, [create a new SAW Account](#).





## Reset your password

1. Go to '[SecureAccess.WA.Gov](https://secureaccess.wa.gov)'. On the login page, click **Forgot your password?**

**Welcome**  
to your login for Washington state.

SecureAccess Washington Sign Up! GET HELP Español

### LOGIN

Username

Password

Submit

[Forgot your username?](#) [Forgot your password?](#)

**Bad actors are spoofing SecureAccess Washington (SAW)**

To avoid becoming a victim, be skeptical of all links on the internet even if they look official. When going to a government agency website, make sure it has a .gov address. The only correct SAW address is <https://secureaccess.wa.gov>.

Washingtonians who use the SecureAccess Washington (SAW) portal to access state services should be on the lookout for spoofed internet ads that purport to be government links to SAW.

WaTech's state Office of Cybersecurity (OCS) has observed fake sponsored ads on search engines with links such as SecureAccess - Washington and as SecureAccess Washington - login.

If users click on the ad, it takes them to a page what looks like a legitimate government website asking for their username and password. If those credentials are provided, bad actors can then use that information to attempt access to user accounts at state agencies.

One indication that the links are malicious websites is they do not have a .gov address but instead have URLs such as "wasecuraces.com" or "washingtonst.net."


2. On the 'Password Reset' page:
  - a. Enter your username.
  - b. Enter the email address associated with your username.
3. Check the **Verify you are human** box if necessary. A verification process will run and display a green check when complete.
  - a. Click **RESET**.

SecureAccess Washington Home Username Password More Help

### Password Reset

Enter your username

Confirm your email

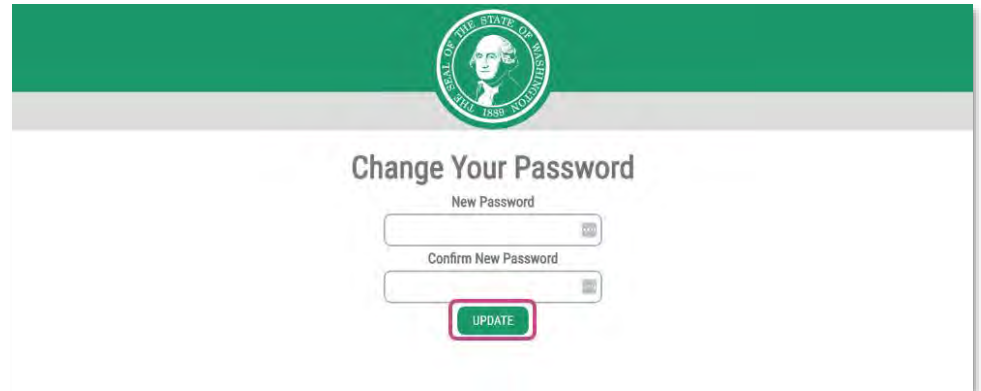
Verify you are human 

RESET

4. You will receive an email from SecureAccess Washington with a link to reset your password. Open the email and click on the link.



5. On the 'Change Your Password' screen:
  - a. Enter a new password
  - b. Confirm the password by entering it again
  - c. Click **UPDATE**.



## Create a new SAW account

If you have accessed other state agencies with a SAW account, you can use the same SAW account to access the Paid Leave portal. For instructions to add the Paid Leave portal to your existing SAW account, see the ['Link your SAW account to the Paid Leave portal'](#) section below.

1. Go to '[SecureAccess.WA.Gov](https://secureaccess.wa.gov)'. On the login page:
2. Click **Sign Up!** in the navigation bar to create a SAW account.

**Welcome**  
to your login for Washington state.

SecureAccess Washington

Sign Up! GET HELP Español

### LOGIN

Username

Password

Submit

[Forgot your username?](#) | [Forgot your password?](#)

#### Bad actors are spoofing SecureAccess Washington (SAW)

To avoid becoming a victim, be skeptical of all links on the internet even if they look official. When going to a government agency website, make sure it has a .gov address. The only correct SAW address is <https://secureaccess.wa.gov>.

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One indication that the links are malicious websites is they do not have a .gov address but instead have URLs such as "wasecuracces.com" or "washingtonst.net."

3. On the 'Sign Up For An Account' form, enter the following:
  - a. **First Name**
  - b. **Last Name**
  - c. **Primary Email:** This is the email that will be associated with this SAW account. It is important you remember this email address.
  - d. **Mobile Phone Number:** This field is optional but adding it now will allow you to use it for multi-factor authentication (MFA) and will decrease the possibility that you lose access to your account in the future.
  - e. **Username:** This will be the username associated with your Paid Leave or WA Cares account.
  - f. **Password:** The password must be at least 10 characters and must contain a special character, a lowercase letter, an uppercase letter, or a number.
4. Check the **Verify you are human** box if necessary. A verification process will run and display a green check when complete.
5. Click **Create my account**.

The screenshot shows the 'Sign Up For An Account' form for the State of Washington. The form is titled 'Sign Up For An Account' and includes a 'Sign Up!' button in the top right corner. The form is divided into several sections:

- Personal Information:** This section contains three input fields: 'First Name', 'Last Name', and 'Primary Email'. Each field has a small icon on the right side of the input box.
- Contact Information For Security (Optional):** This section includes a sub-header and a brief instruction: 'Provide additional contact information to receive security codes and reduce the chance of losing access to your account. You can add or edit additional contact information later in your SAW account settings.' Below this are two optional input fields: 'Additional Email Address (Optional)' and 'Mobile Phone Number (Optional)'. A small note below these fields states: 'Message and data rates may apply. A message will only be sent when you request it. For more information see our [Mobile Service Overview](#) or [Usage Policy](#)'.
- Username and Password:** This section contains an input field for 'Username'. Below it are 'Password Requirements' listed in red text: 'Add at least 10 more characters' and 'Add a special character or a lower case letter or an uppercase letter or a number'. There are two input fields for 'Password' and 'Confirm Password', each with a small icon on the right side of the input box.

At the bottom of the form, there is a 'Verify you are human' checkbox, which is checked. To the right of this checkbox is a small logo for 'Microsoft'. Below the checkbox is a 'Create my account' button.

6. You will receive an email from SecureAccess Washington with an activation link. Open the email and click on the link.

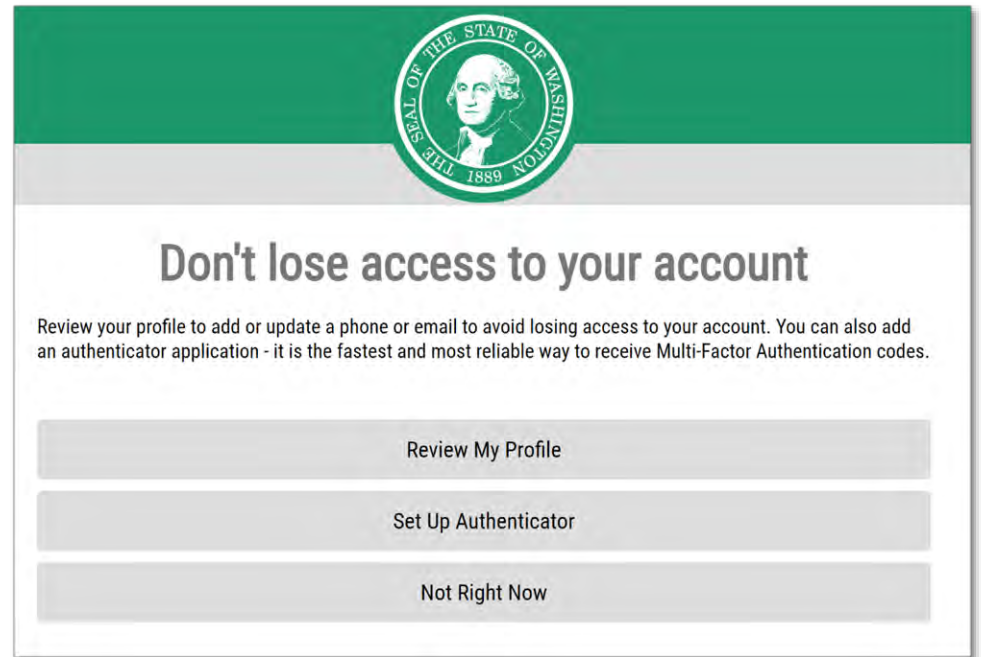


7. On the 'SAW login page':
  - a. Enter your **Username**
  - b. Enter your **Password**
  - c. Click **Submit** to login.



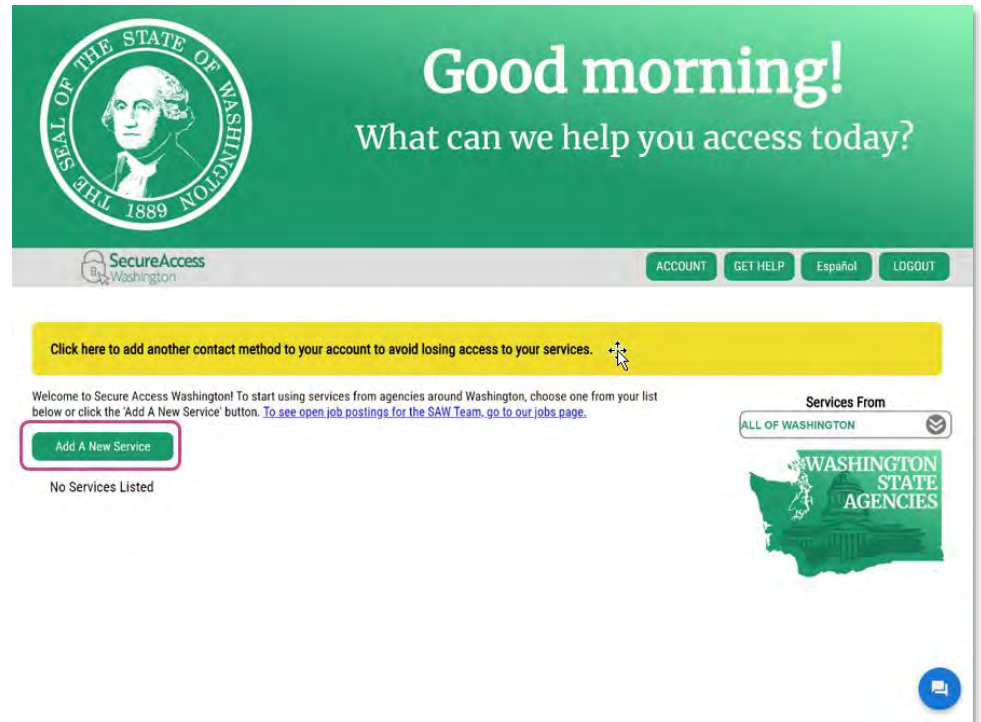
The screenshot shows the SecureAccess Washington login interface. At the top, there is a green banner with the Washington State Seal on the left and the text "Welcome to your login for Washington state." on the right. Below the banner is a navigation bar with three buttons: "Sign Up!", "GET HELP", and "Español". The main content area is white and features a "LOGIN" section on the left with two input fields: "Username" and "Password", both with eye icons for visibility. Below these fields is a "Submit" button. At the bottom of the login section are two links: "Forgot your username?" and "Forgot your password?". To the right of the login section is a graphic with the text "ON BEHALF OF WASHINGTON STATE AGENCIES" overlaid on a map of Washington state.

8. The first time you access your SAW account on a device, you may be taken to the 'Don't lose access to your account' screen. Select one of the following:
- a. **Review My Profile:** Add or update your phone number or email address to avoid losing access to your account. Go to the ['Use Multi-Factor Authentication'](#) section for instructions on how to update your account information in SAW.
  - b. **Set Up Authenticator:** Set up a third-party authenticator application. If you encounter an issue, you will need to contact the authenticator app company for support.
  - c. **Not Right Now:** Do not update authentication methods.

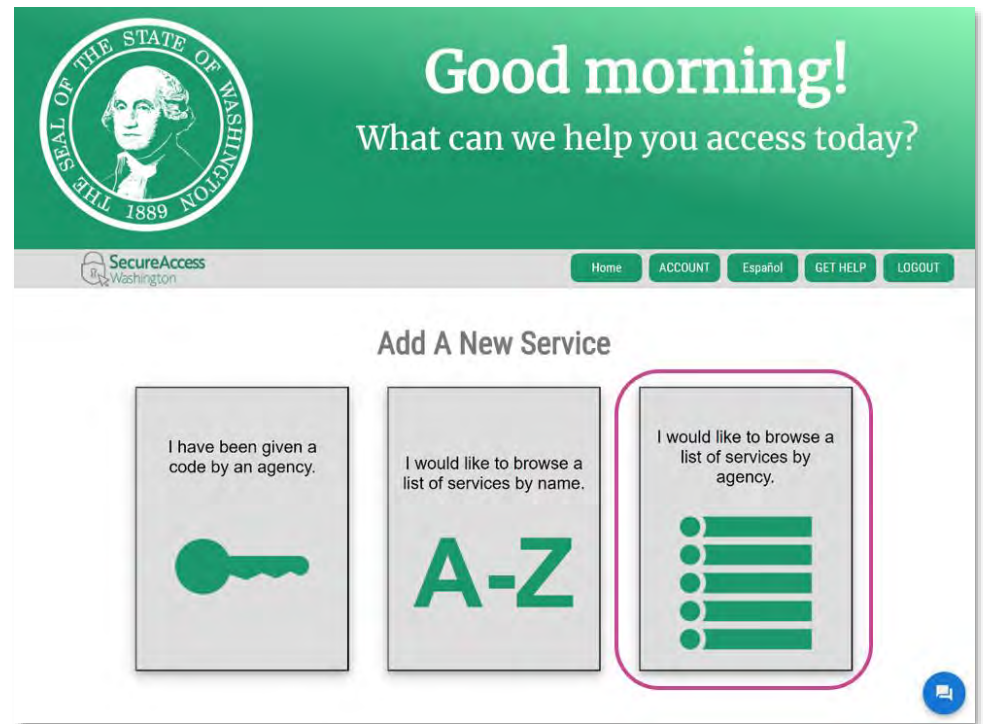


# Link your SAW account to the Paid Leave portal

1. Go to '[SecureAccess.WA.Gov](https://SecureAccess.WA.Gov)'. On the login page, click **Add A New Service**.

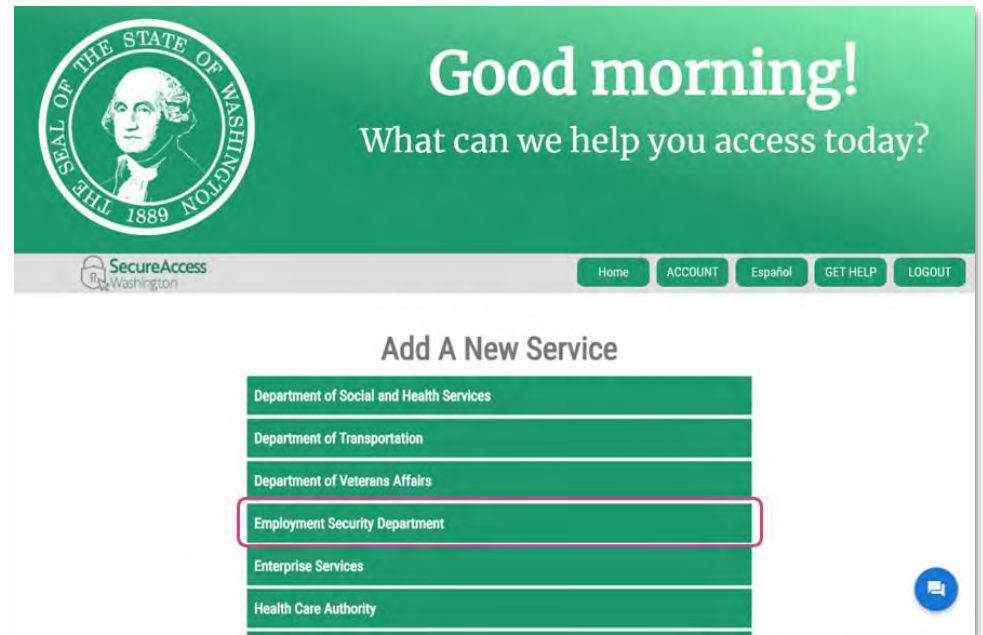


2. On the 'Add A New Service' screen, click **I would like to browse a list of services by agency.**

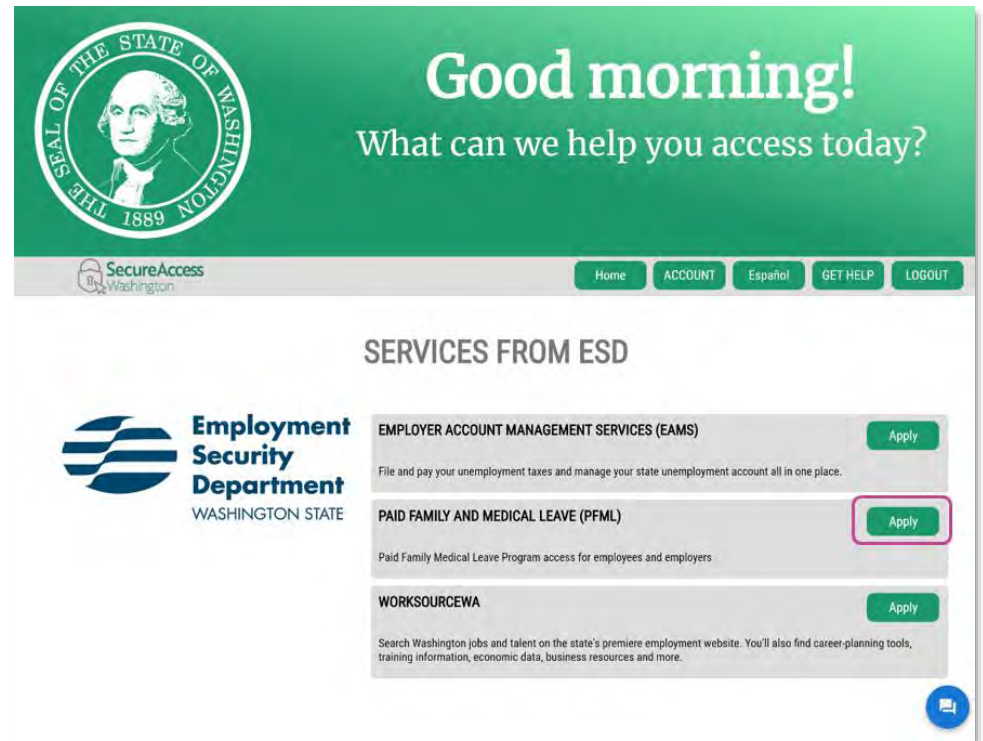




3. Scroll down the list of agencies and click **Employment Security Department**.

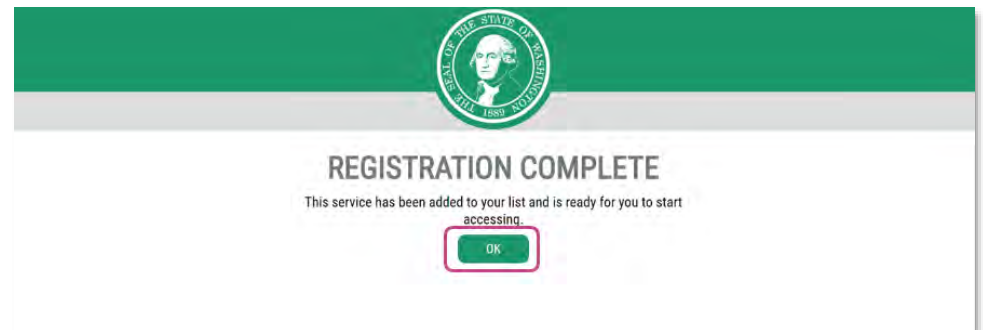


- Find 'PAID FAMILY AND MEDICAL LEAVE (PFML)' in the list of services and click **Apply**.



The screenshot shows the top of the SecureAccess Washington portal. The header features the Seal of the State of Washington and the text "Good morning! What can we help you access today?". Below the header is a navigation bar with links for Home, ACCOUNT, Español, GET HELP, and LOGOUT. The main content area is titled "SERVICES FROM ESD" and lists three services: "EMPLOYER ACCOUNT MANAGEMENT SERVICES (EAMS)", "PAID FAMILY AND MEDICAL LEAVE (PFML)", and "WORKSOURCEWA". The "PAID FAMILY AND MEDICAL LEAVE (PFML)" service is highlighted with a red box around its "Apply" button.

- On the 'REGISTRATION COMPLETE' pop up click **OK**.



The screenshot shows a "REGISTRATION COMPLETE" pop-up message. The message text reads: "This service has been added to your list and is ready for you to start accessing." Below the text is a green "OK" button highlighted with a red box.

6. On your 'SAW homepage', click **Access Now** next to Paid Family and Medical Leave (PFML).

THE SEAL OF THE STATE OF WASHINGTON  
1889

# Good morning!

What can we help you access today?

SecureAccess  
Washington

ACCOUNT GET HELP Español LOGOUT

Click here to add another contact method to your account to avoid losing access to your services.

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.](#)

Add A New Service

Paid Family and Medical Leave (PFML) provided by Employment Security Department **Access Now**

*Paid Family Medical Leave Program access for employees and employers*

[Contact the help desk for PFML](#) [Remove from my list](#)

Services From  
ALL OF WASHINGTON


WASHINGTON STATE AGENCIES

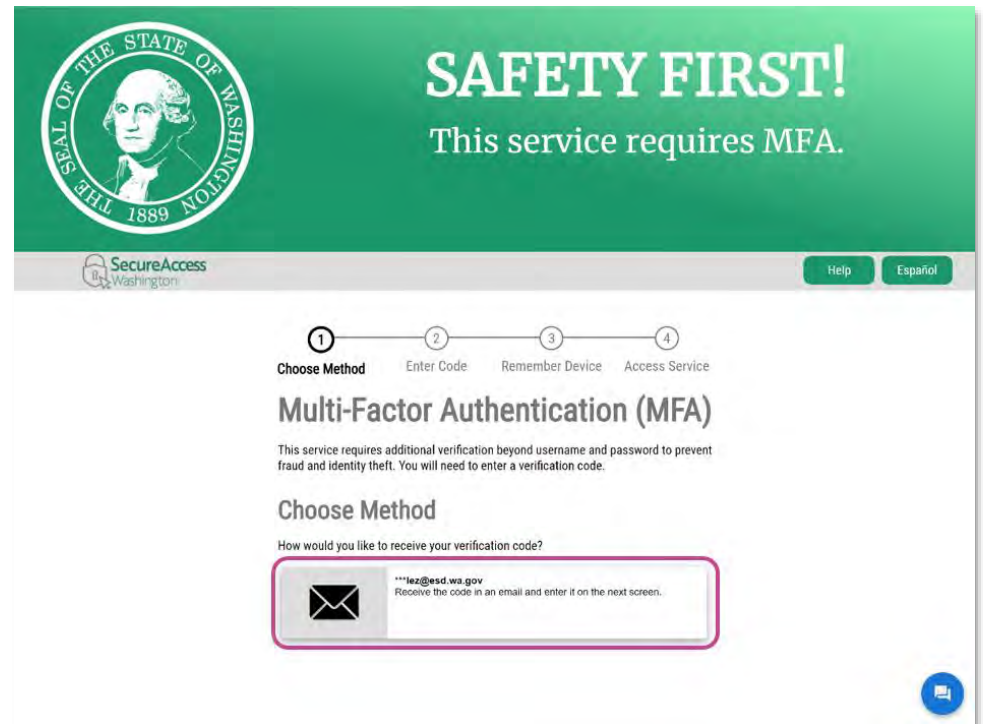
# Use Multi-Factor Authentication (MFA)

When you access Paid Family and Medical Leave through SAW, you will be asked to verify your identity using multi-factor authentication (MFA). The Employment Security Department does not monitor or otherwise control the multi-factor authentication process. This is a process implemented directly by and through SAW.

## Complete multi-factor authentication

1. On the 'Multi-Factor Authentication (MFA)' screen choose how you would like to receive a verification code.

 Unless you have added a mobile phone or authenticator app to your account profile, email will be your only option to send a verification code to. For instructions to add new authentication methods, see the '[Update multi-factor authentication methods](#)' section below.



- Based on the method selected, you will receive an authentication code via email or text message. Enter the second half of the verification code and click **Submit**.

THE SEAL OF THE STATE OF WASHINGTON 1889

SecureAccess Washington

Help Español

1 Choose Method 2 Enter Code 3 Remember Device 4 Access Service

## Multi-Factor Authentication (MFA)

### Enter Code

Please enter the code sent to \*\*lex@esd.wa.gov

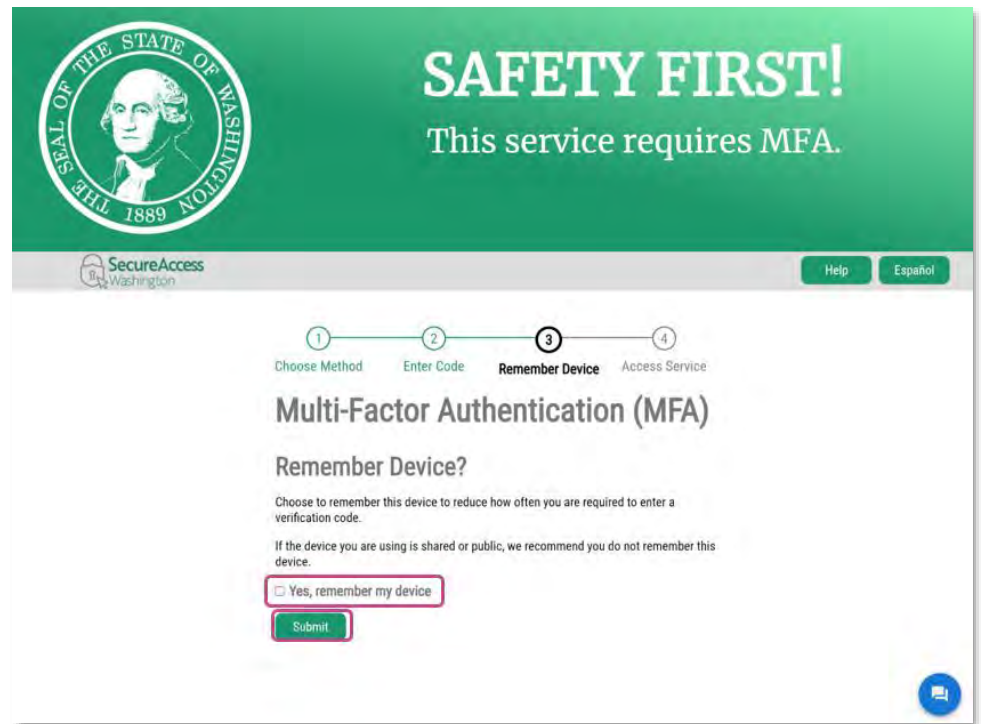
2697

[Resend Code](#)

[Choose another method](#)

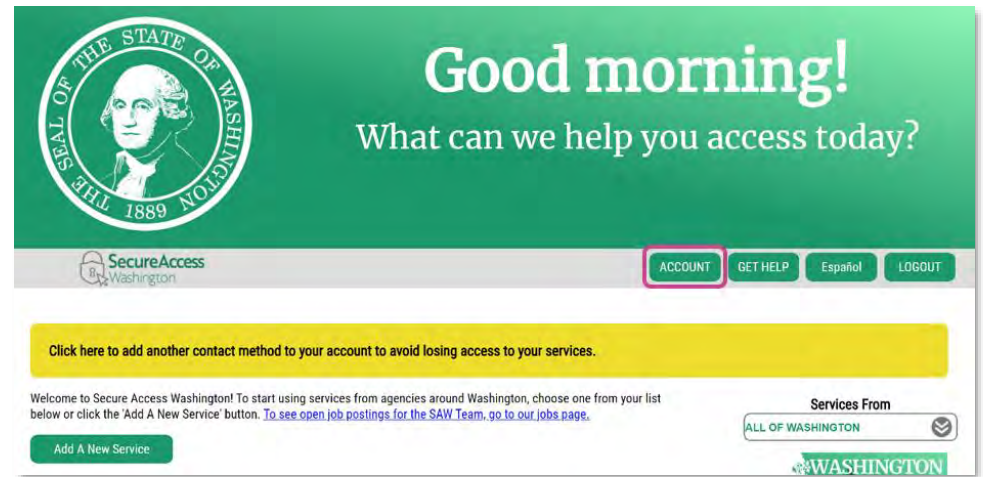
3. Choose whether SAW should remember the device you are using to access your Paid Leave portal.
  - a. If you choose to have SAW remember your device, type in the name for it. This will help you manage the devices you use to access your account in the future.

4. Click **Submit**



## Update multi-factor authentication methods


1. On your 'SAW homepage', click **ACCOUNT** in the navigation menu.



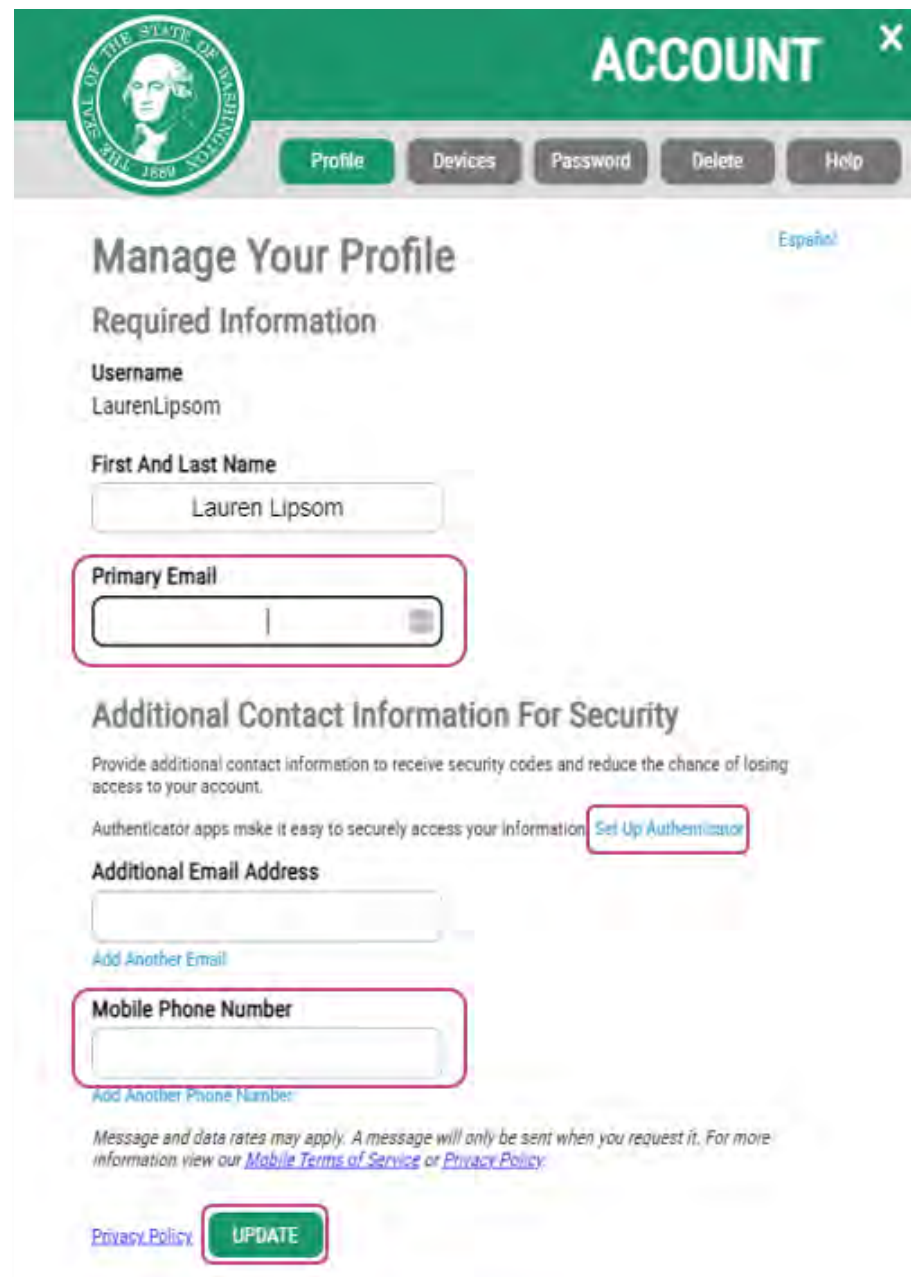
2. Verify your identity following the [Use Multi-Factor Authentication](#) steps above.

3. On the 'Profile' tab of the 'Account' screen, you can:

- a. Update your primary email address
- b. Update your mobile phone number
- c. Use the **Set Up Authenticator** hyperlink to add use a third-party authenticator app.

 If you encounter an issue while using an authenticator app, you will need contact the authenticator app company for support.

4. Click **UPDATE** to save your changes.



**ACCOUNT** ×

[Profile](#) [Devices](#) [Password](#) [Delete](#) [Help](#)

[Español](#)

## Manage Your Profile

### Required Information

**Username**  
LaurenLipsom

**First And Last Name**  
Lauren Lipsom

**Primary Email**

### Additional Contact Information For Security

Provide additional contact information to receive security codes and reduce the chance of losing access to your account.

Authenticator apps make it easy to securely access your information. [Set Up Authenticator](#)

**Additional Email Address**  
  
[Add Another Email](#)

**Mobile Phone Number**  
  
[Add Another Phone Number](#)

Message and data rates may apply. A message will only be sent when you request it. For more information view our [Mobile Terms of Service](#) or [Privacy Policy](#).

[Privacy Policy](#) **UPDATE**