



SAW User Guide

Washington's Paid Family & Medical Leave Program

Here for you. Use this guide for assistance with the SecureAccess Washington (SAW) and Paid Family and Medical Leave online portals.

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.


paidleave.wa.gov

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Introduction

This user guide will help you use the SecureAccess Washington (SAW) portal. You must login to the SAW portal to access the Paid 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.

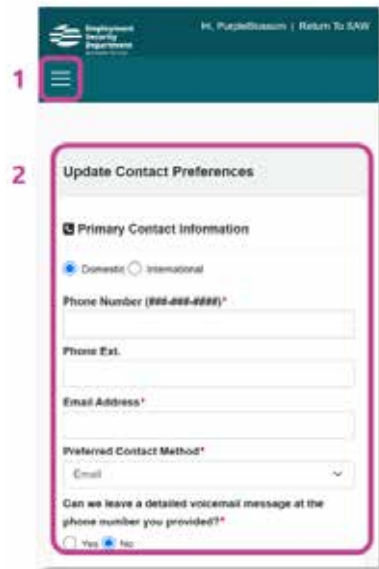
 **Need help?** Check these boxes for helpful information and ways to troubleshoot common issues.

Mobile, tablet, and desktop view

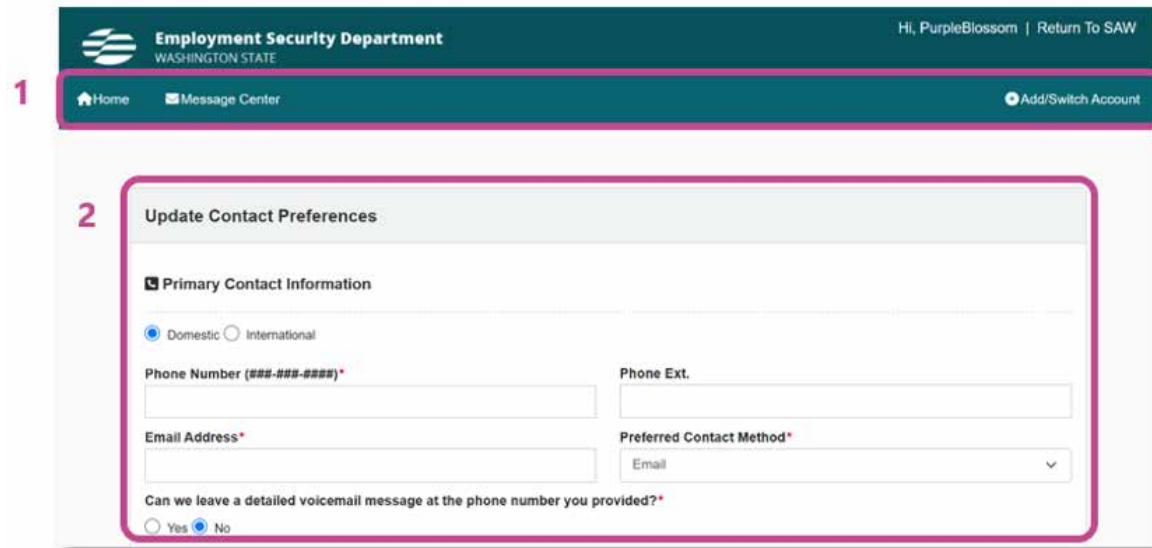
The screenshots in this user guide are shown in tablet view, which may differ from the view you have on your device. If you are on a mobile phone, the content may be organized differently from these screenshots. For example:

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



Tablet or desktop view



The SecureAccess Washington (SAW) and Paid Leave Portals

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 SAW you can link to the Paid Family and Medical Leave service and manage your SAW account profile and settings. Once linked, you can access the Paid Family and Medical Leave portal to manage your online Paid Leave account(s) and take actions such as apply for Paid Leave benefits, register your business, update your contact preferences, or request a WA Cares exemption.

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

SecureAccess Washington (SAW) User Guide

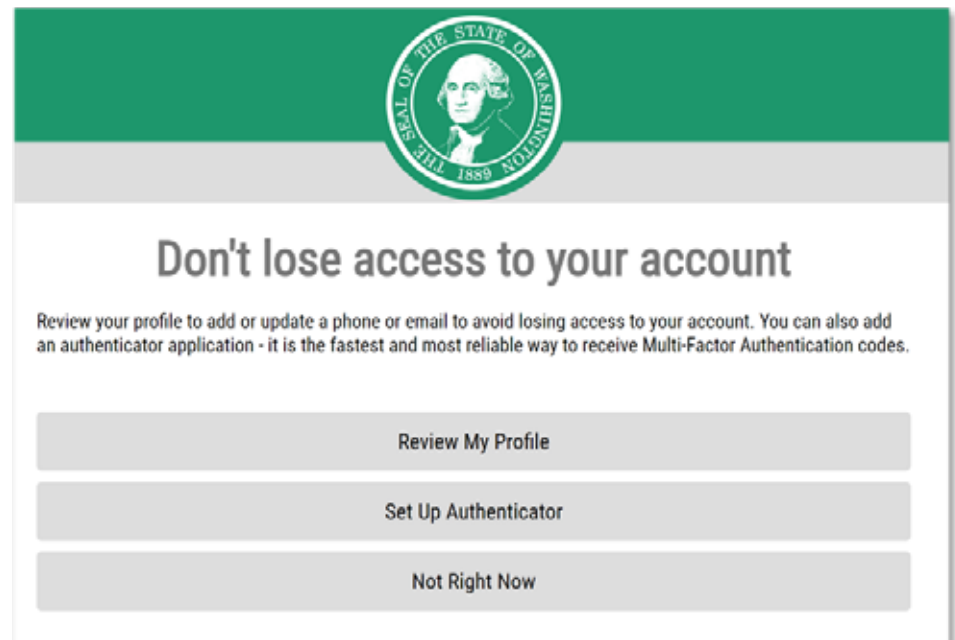
SecureAccess Washington (SAW) is an online portal used to access Washington state services. Only one SAW account is necessary to access services for many agencies, such as the Department of Licensing and Department of Fish and Wildlife.

Log in 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**.



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 have an issue, contact the authenticator app company for support.
 - c. **Not Right Now:** Do not update authentication methods.



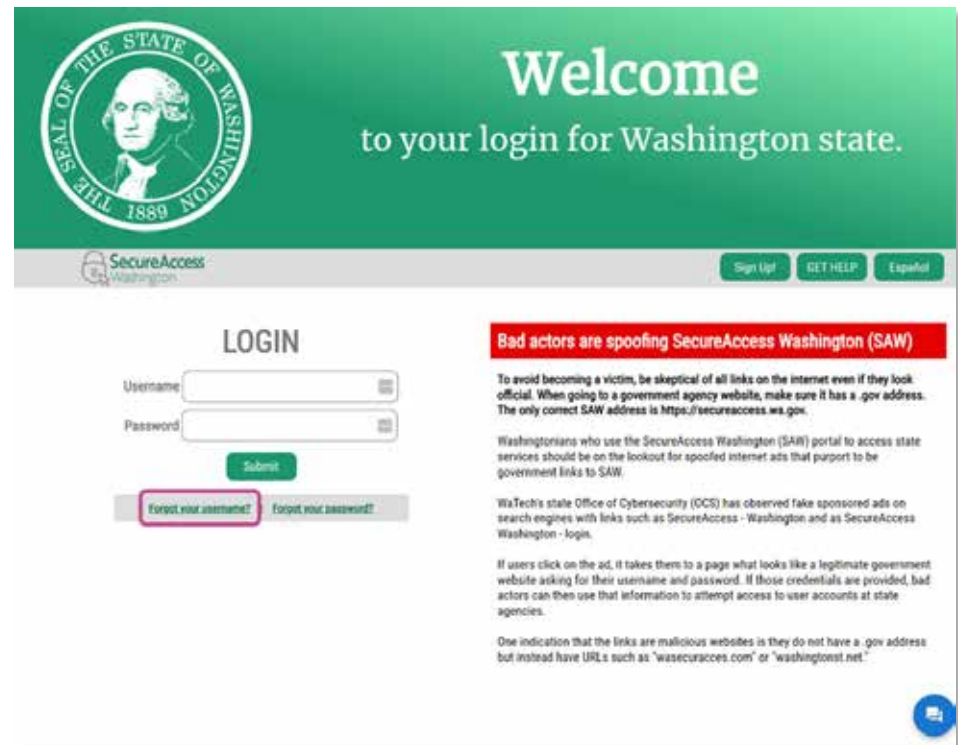
Troubleshoot issues signing in

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.

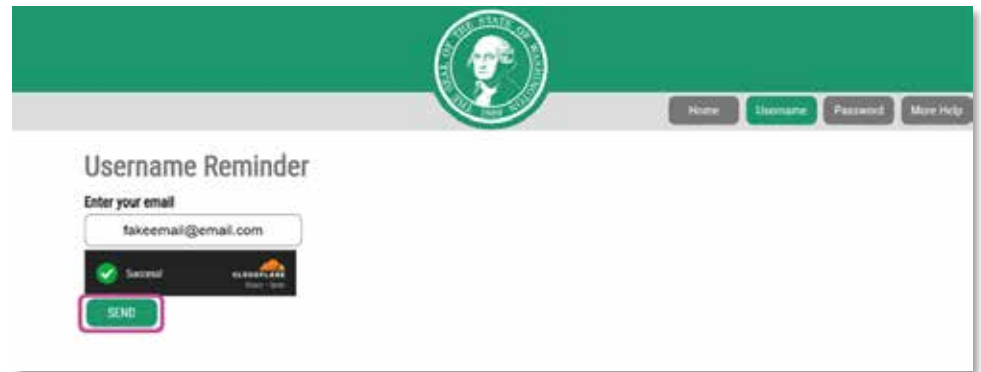
Recover your username

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




The screenshot shows the SecureAccess Washington (SAW) login page. 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, the "SecureAccess Washington" logo is visible on the left, and "Sign Up", "GET HELP", and "Español" buttons are on the right. The main content area is titled "LOGIN" and contains two input fields: "Username" and "Password", both with eye icons for visibility. Below these fields is a green "Submit" button. At the bottom of the login section, there are two links: "Forgot your username?" (highlighted with a red box) and "Forgot your password?". To the right of the login section, there is a red warning box with the heading "Bad actors are spoofing SecureAccess Washington (SAW)". The text in the warning box reads: "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 'washingtoest.net.'" A small blue chat icon is located in the bottom right corner of the page.

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**.



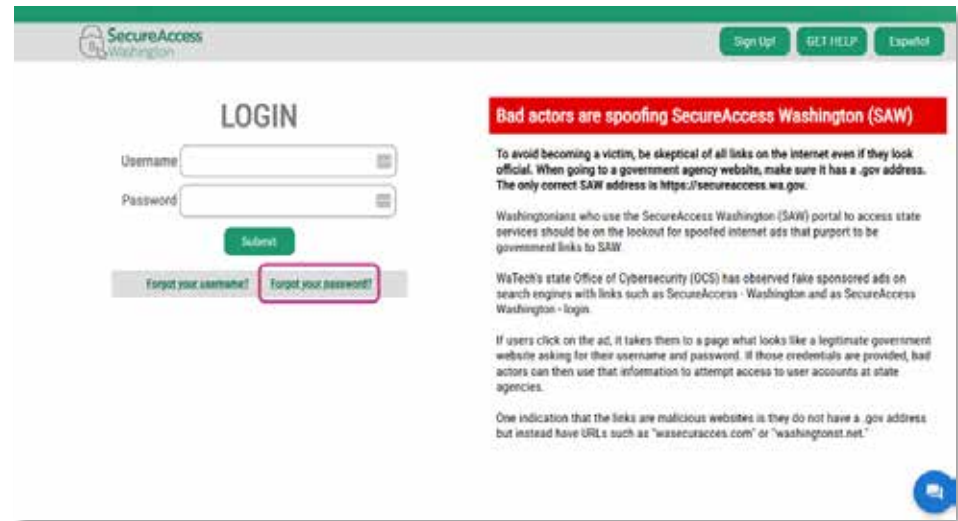
4. You will receive an email from SecureAccess Washington with your username and account information. You can use this information to login into SAW.

 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](#).

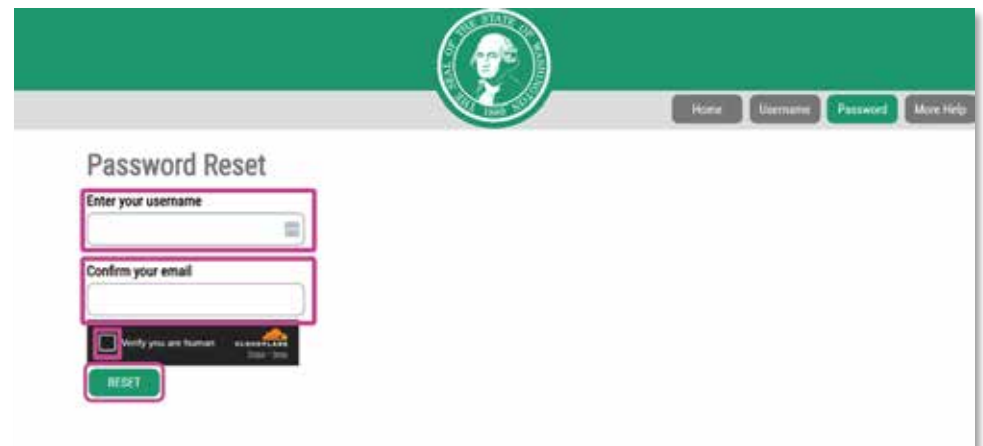


Reset your password

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



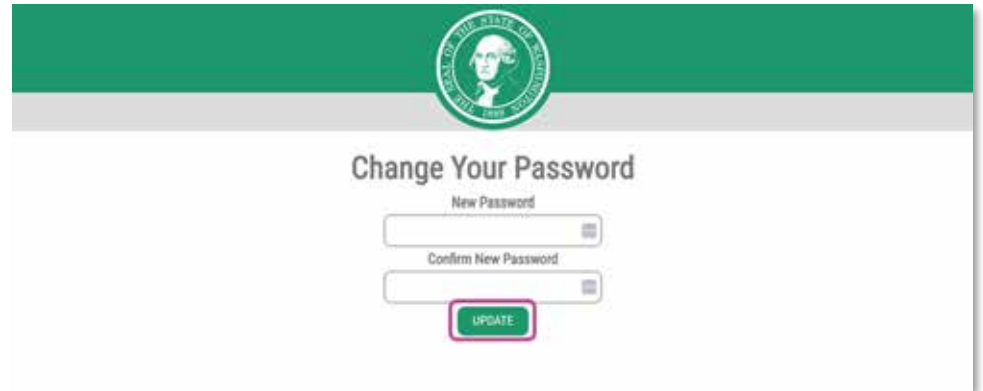
2. On the 'Password Reset' page:
 - a. Enter your username.
 - b. Enter the email address associated with your username.
3. Check the **Verify you are human** box if necessary. A verification process will run and display a green check when complete.
 - a. Click **RESET**.



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



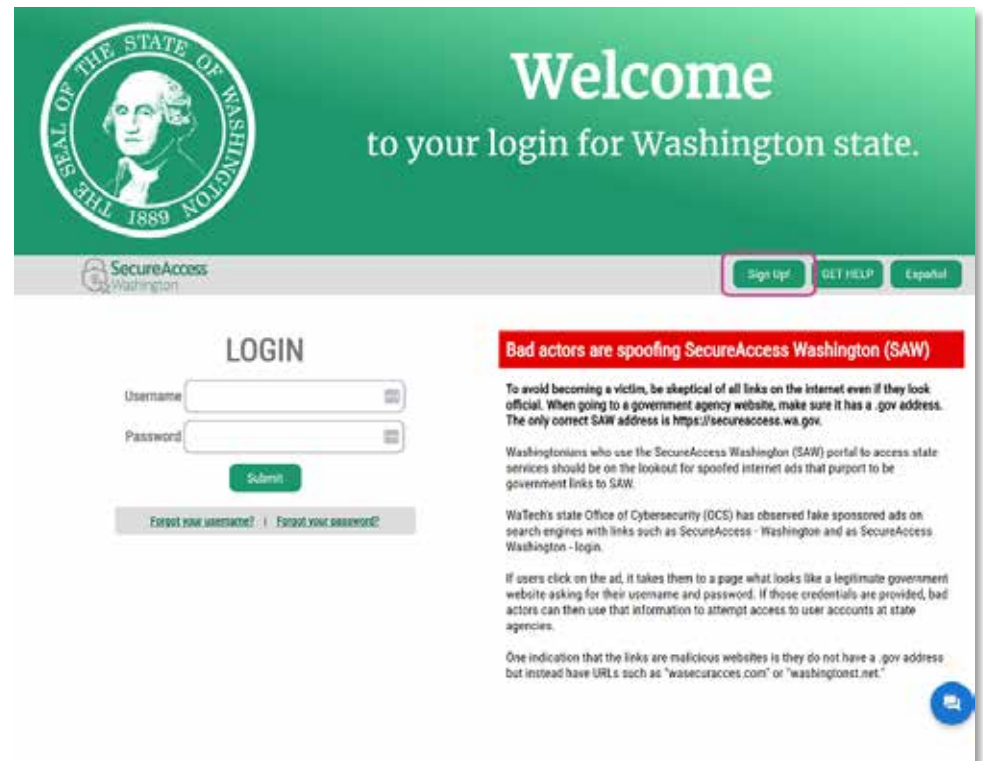
5. On the 'Change Your Password' screen:
 - a. Enter a new password.
 - b. Confirm the password by entering it again.
 - c. Click **UPDATE**.



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'](#). On the login page click **Sign Up!** in the navigation bar to create a SAW account.



2. 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.
3. Check the **Verify you are human** box if necessary. A verification process will run and display a green check when complete.
4. Click **Create my account**.

Sign Up! ✕

Sign Up For An Account

Fill in the following form to sign up for an account. If you are not sure if you already have an account, [click here](#).

Personal Information

First Name

Last Name

Primary Email

Contact Information For Security (Optional)

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.

Additional Email Address (Optional)

Mobile Phone Number (Optional)

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](#).


Username and Password

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

Verify you are human 

[Privacy Policy](#) [Create my account](#)

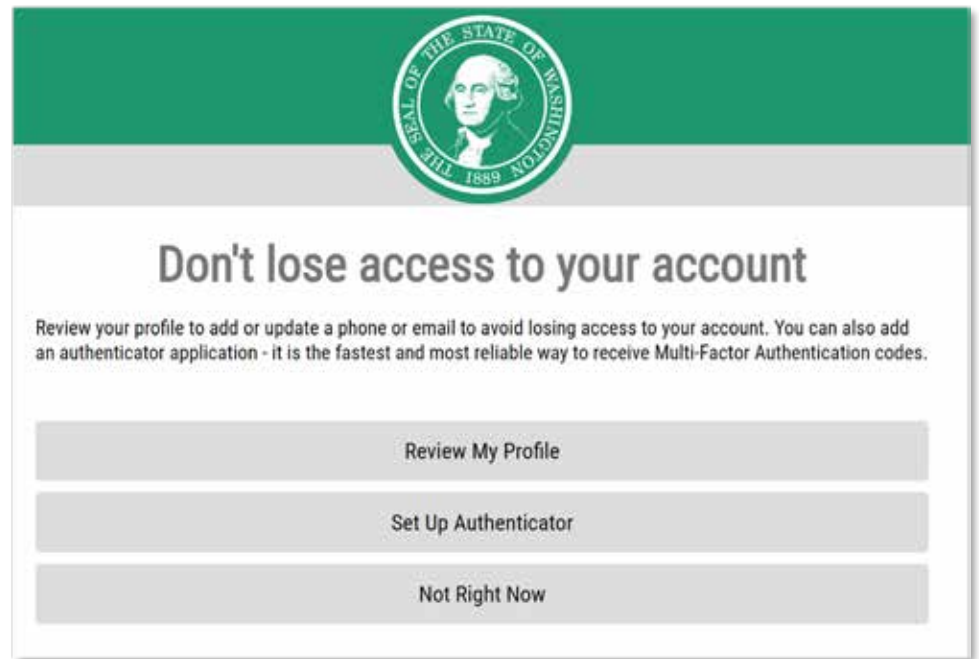
5. You will receive an email from SecureAccess Washington with an activation link. Open the email and click on the link.



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

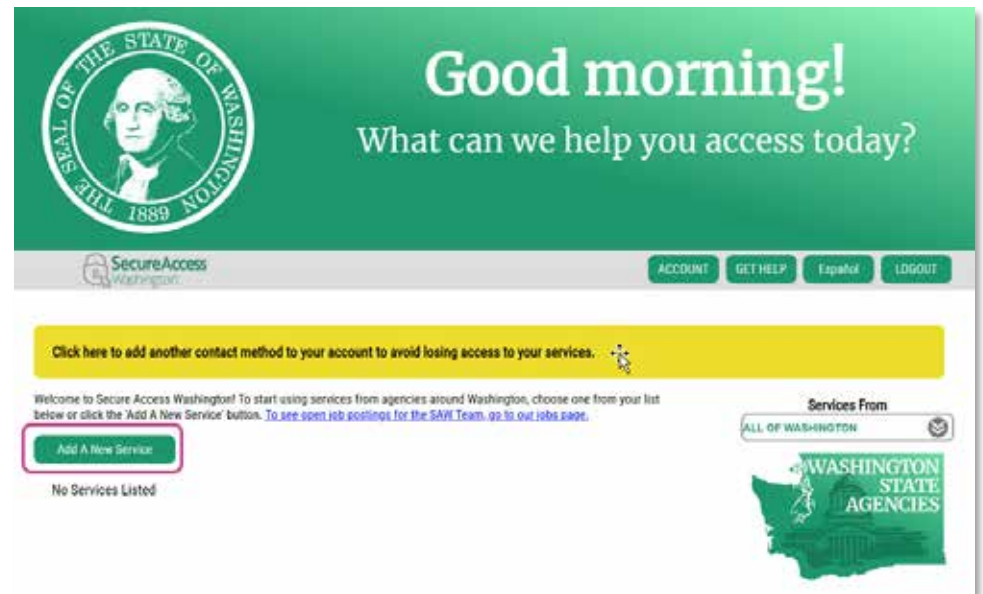


7. The first time you access your SAW account on a device, you may be taken to the 'Don't lose access to your account' screen. Select one of the following:
- a. **Review My Profile:** Add or update your phone number or email address to avoid losing access to your account. Go to the 'Use Multi-Factor 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 have an issue, contact the authenticator app company for support.
 - c. **Not Right Now:** Do not update authentication methods.

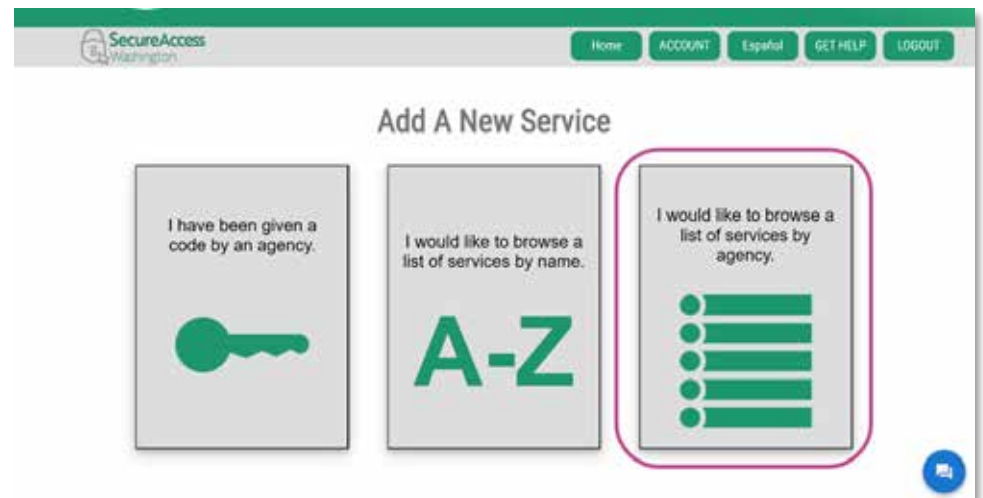


Link your SAW account to the Paid Leave portal

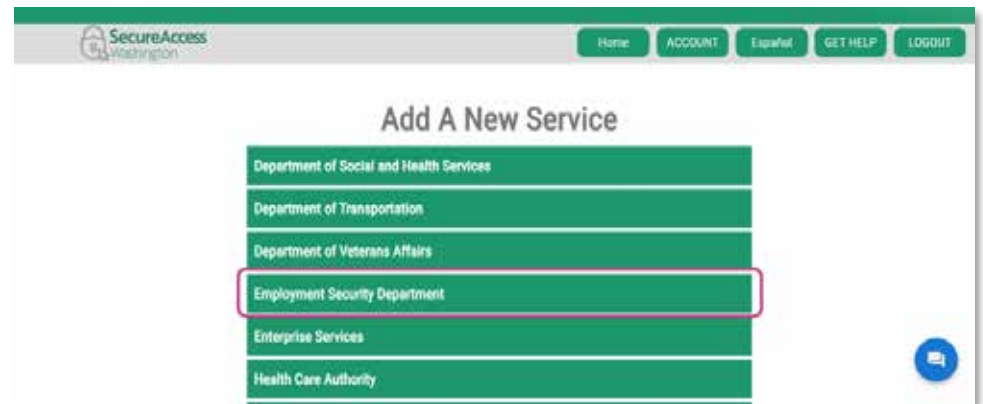
1. Go to 'SecureAccess.WA.Gov'. On the login page, click **Add A New Service**.



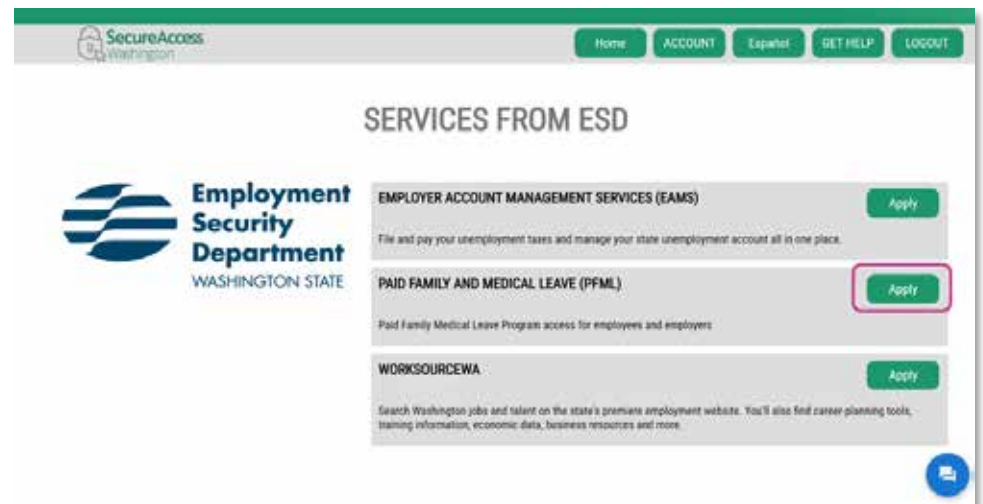
2. On the 'Add A New Service' screen, click **I would like to browse a list of services by agency**.



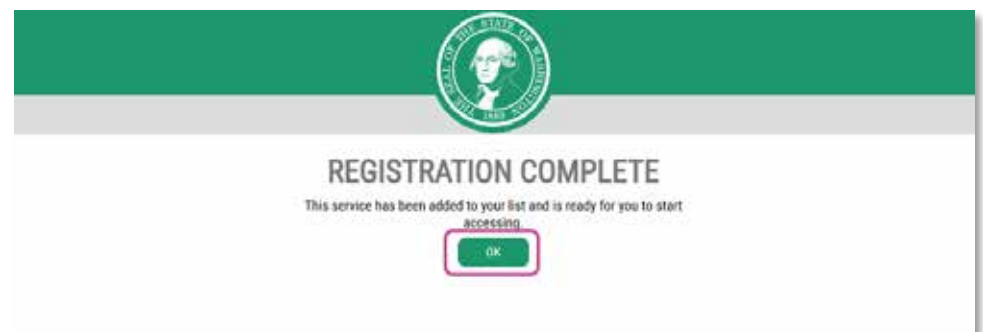
3. Scroll down the list of agencies and click **Employment Security Department**.



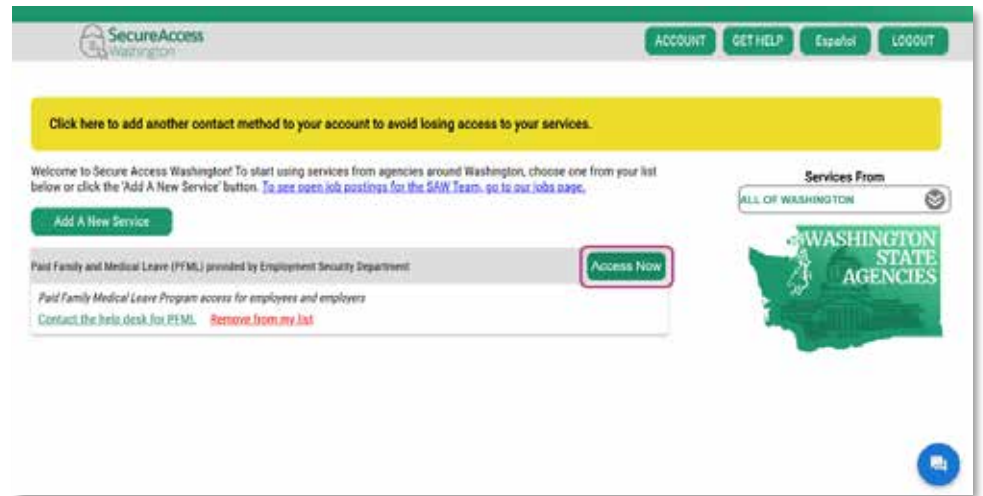
4. Find 'PAID FAMILY AND MEDICAL LEAVE (PFML)' in the list of services and click **Apply**.



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



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




Use Multi-Factor Authentication (MFA)

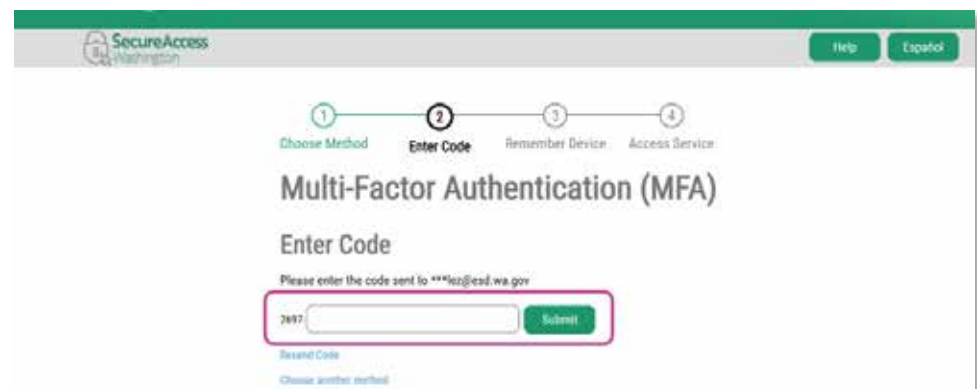
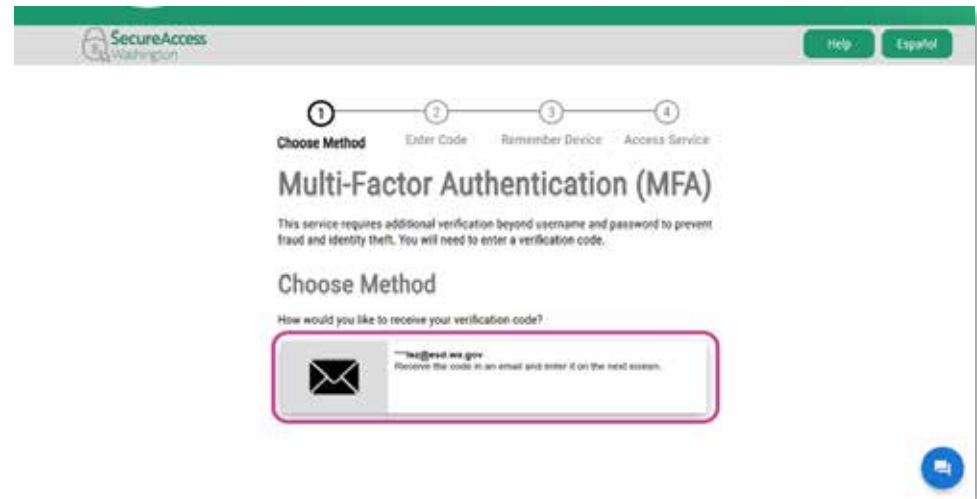
When you access Paid Family and Medical Leave through SAW, you will be asked to verify your identity using multi-factor authentication (MFA). The Employment Security Department does not monitor or otherwise control the multi-factor authentication process. This is a process implemented directly by and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

2. 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**.

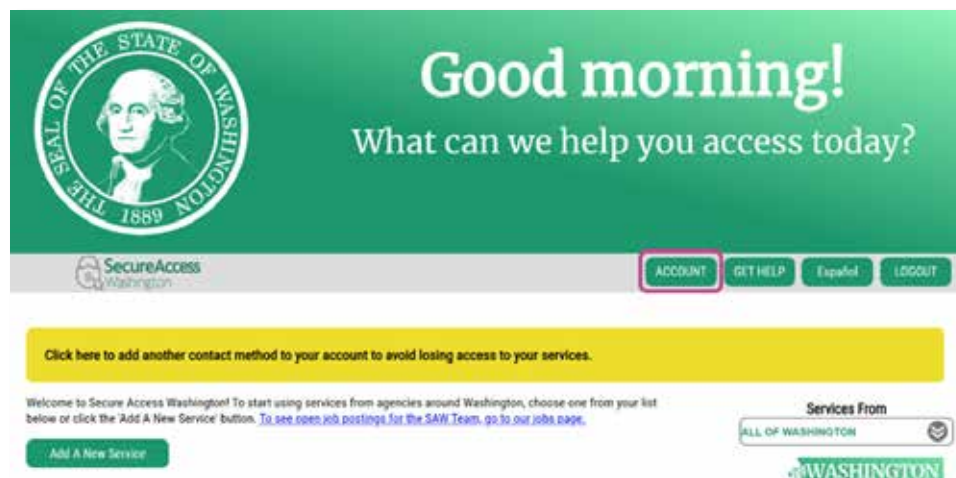


3. Choose whether SAW should remember the device you are using to access your Paid Leave portal.
 - a. If you choose to have SAW remember your device, type in the name for it. This will help you manage the devices you use to access your account in the future.
4. Click **Submit**.




Update multi-factor authentication methods

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

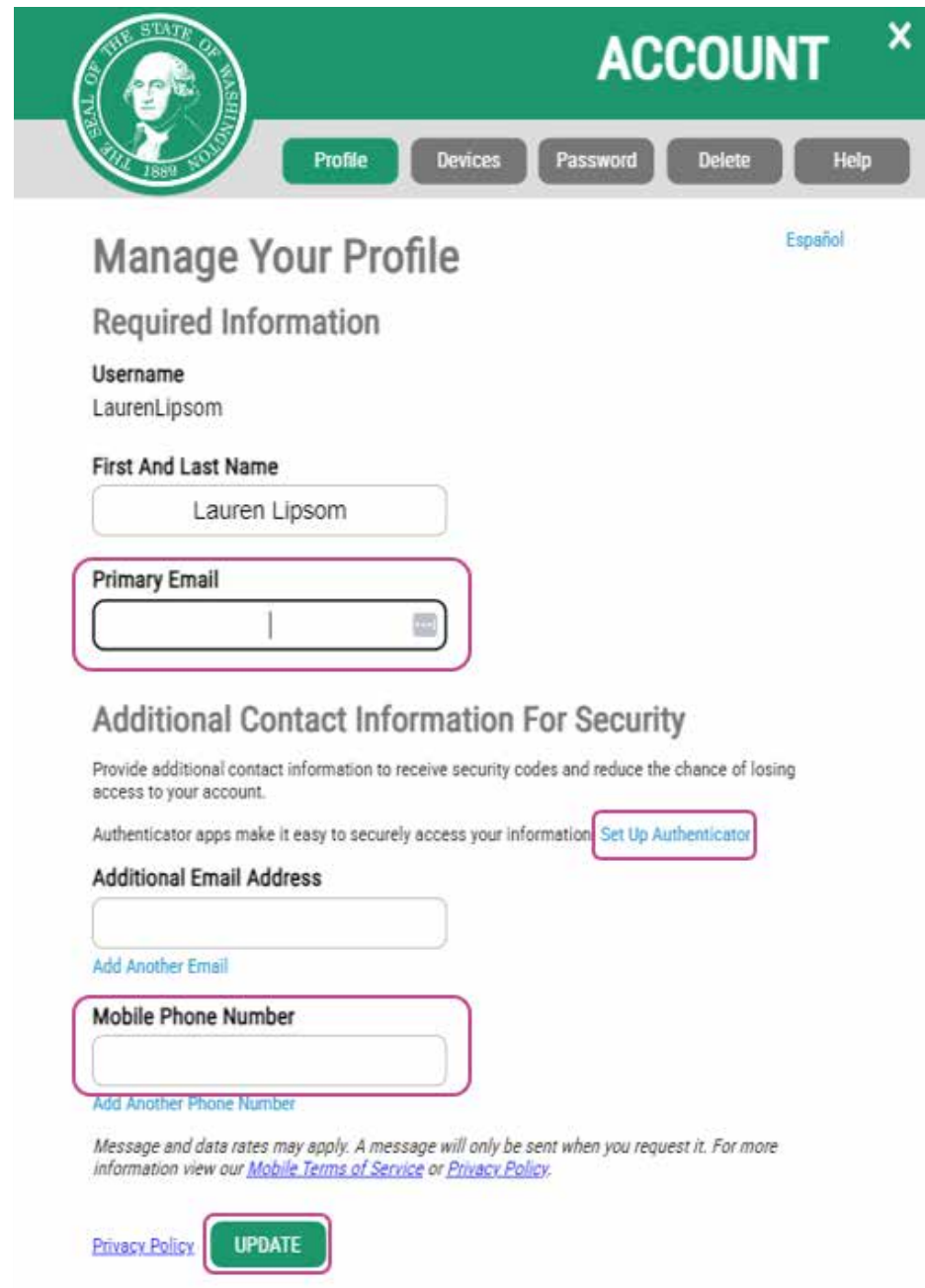


2. Verify your identity following the [Use Multi-Factor Authentication](#) steps above.

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.



The screenshot shows the 'ACCOUNT' management interface. At the top, there's a green header with the 'ACCOUNT' title and a close button. Below the header is a navigation bar with buttons for 'Profile', 'Devices', 'Password', 'Delete', and 'Help'. The main content area is titled 'Manage Your Profile' and includes a 'Required Information' section with fields for 'Username' (LaurenLipsom) and 'First And Last Name' (Lauren Lipsom). The 'Primary Email' field is highlighted with a red box. Below this is the 'Additional Contact Information For Security' section, which includes a 'Set Up Authenticator' link highlighted with a red box. There are also fields for 'Additional Email Address' and 'Mobile Phone Number', with the latter highlighted by a red box. At the bottom, there's a 'Privacy Policy' link and a green 'UPDATE' button.