Washington
Paid Family & Medical Leave

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.

Employment Security Department
WASHINGTON STATE

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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

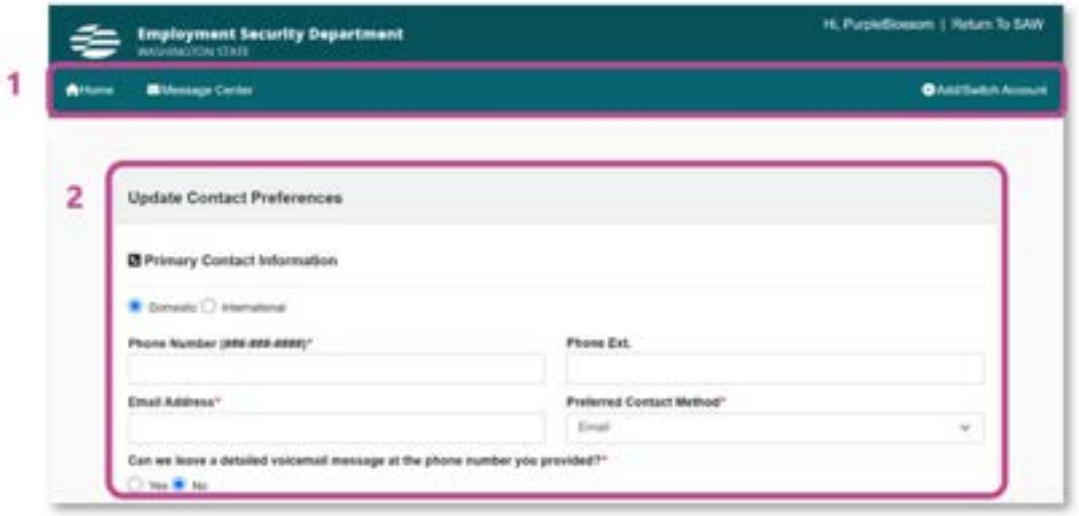
The screenshots in this user guide are shown in tablet view, which may differ from the view you have on your device. If you are on a mobile phone, the content may be organized differently from these screenshots. For example:

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.

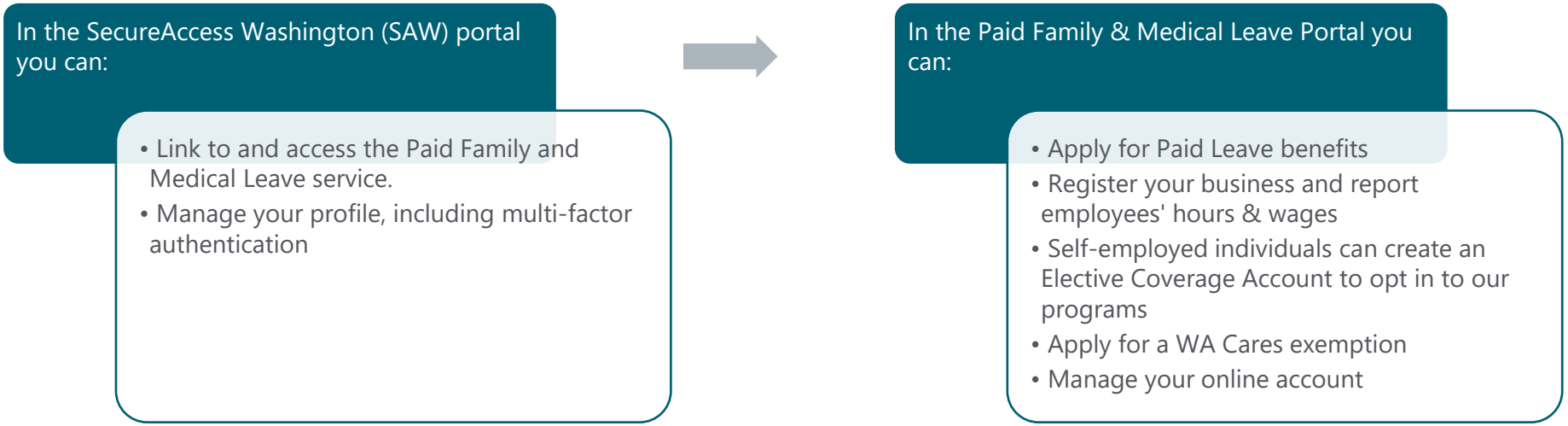
Mobile view

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.



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

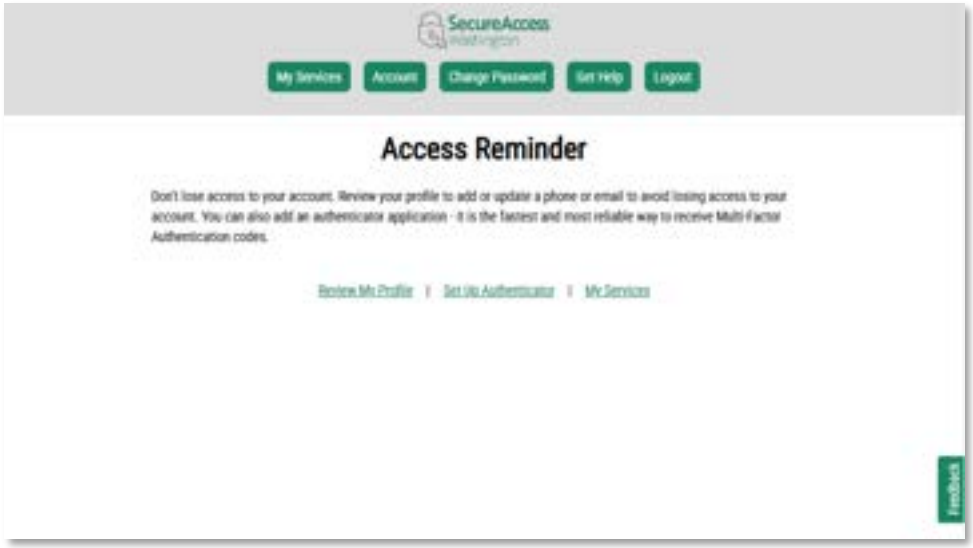
1. Go to 'SecureAccess.WA.Gov'. On the login page:
    a. Enter your **Username** under 'Login'.
    b. Enter your **Password**.
    c. Click **Submit**.

2. The first time you access your SAW account on a device, you may be taken to the 'Access Reminder' page. 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. **My Services**: See a list of Washington services associated with your account or add a new service to your account.



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'. On the login page click **Username Reminder**.

2. On the 'Username Reminder' page:

   a. Enter the email address you used to create your SAW account.

   b. Check the **Verify you are human** box if necessary. A verification process will run and display a green check when complete.

   c. Click **Send**.

3. 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'. On the login page, click **Forgot Password**.

2. On the 'Forgot Password' page:

   a. Enter your username.

   b. Enter the email address associated with your username.

   c. Check the **Verify you are human** box if necessary. A verification process will run and display a green check when complete.

   d. Click **Change**.

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

4. On the 'Change Password' page:

a. Enter a new password.

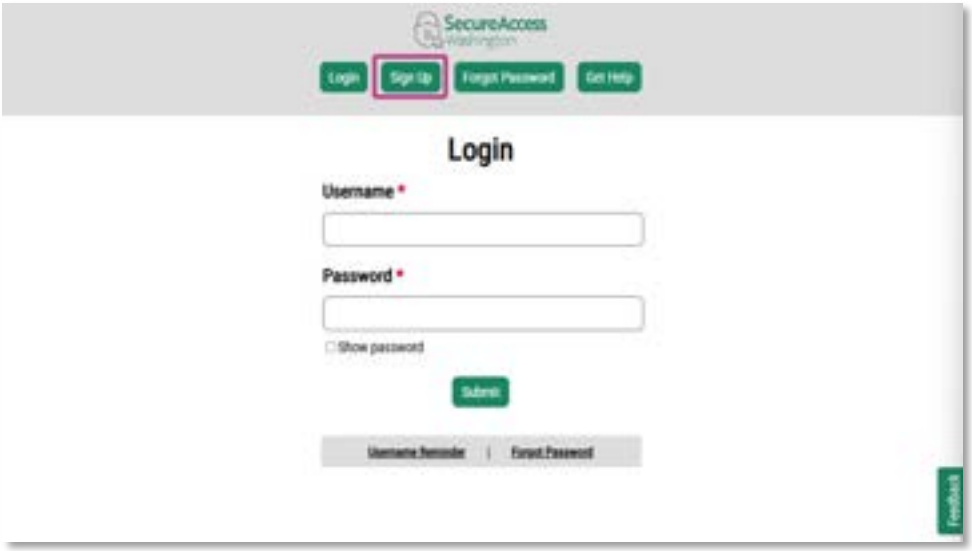
b. Confirm the password by entering it again.

c. Click **Update**.

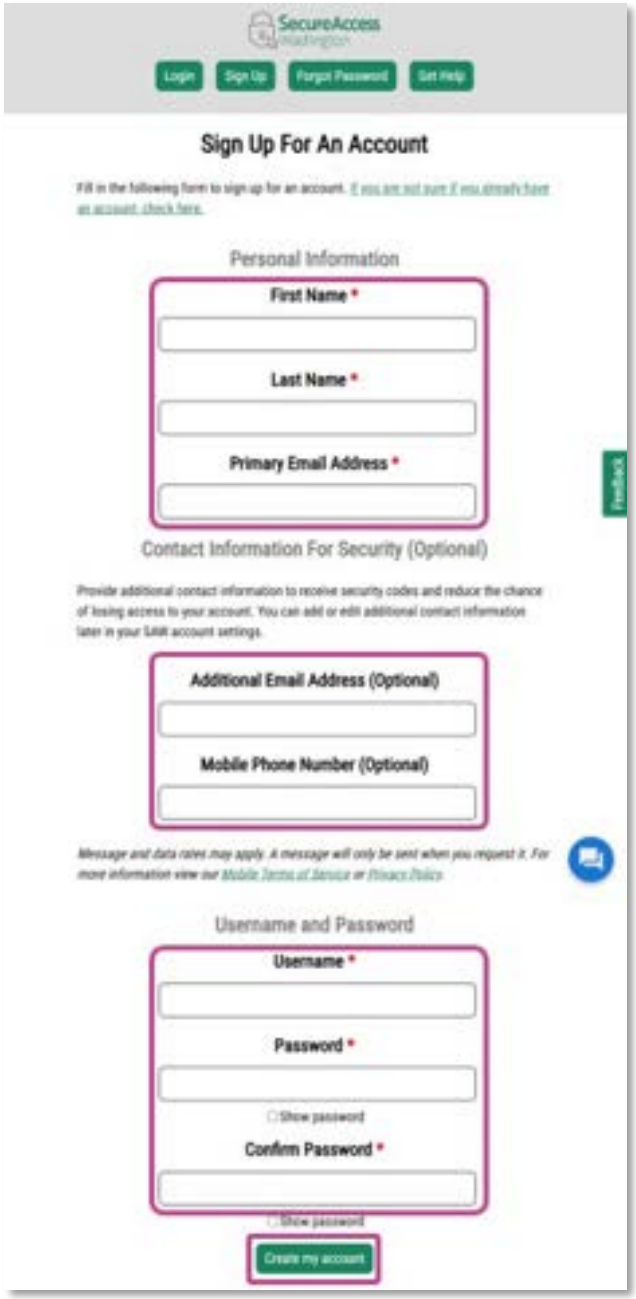
Create a new SAW account

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:
    a. **First Name**
    b. **Last Name**
    c. **Primary Email Address:** This is the email that will be associated with this SAW account. It is important you remember this email address.
    d. **Mobile Phone Number (Optional):** This field 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.
    g. **Confirm Password**
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**.



a. If an account already exists for the email entered, you can find existing accounts or continue creating an additional account. You only need one SAW Account to access accounts to many state agencies.

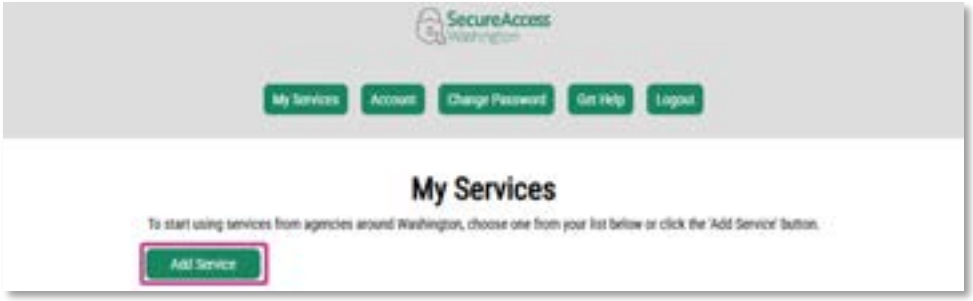
5. You will receive an email from SecureAccess Washington with an activation link. Open the email and click on the link.

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

Link your SAW account to the Paid Leave portal

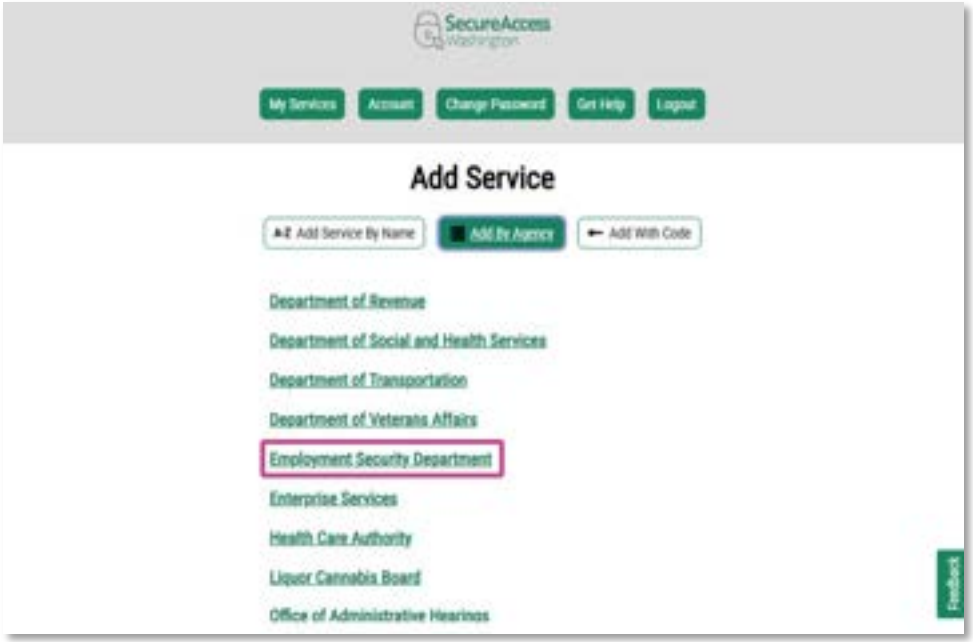
1. Login to your account at 'SecureAccess.WA.Gov'. On your SAW homepage, click **Add Service**.

    If the only contact method you have provided for your account is your email address, you may see a yellow banner prompting you to add another contact method to your account to avoid losing access to your services.

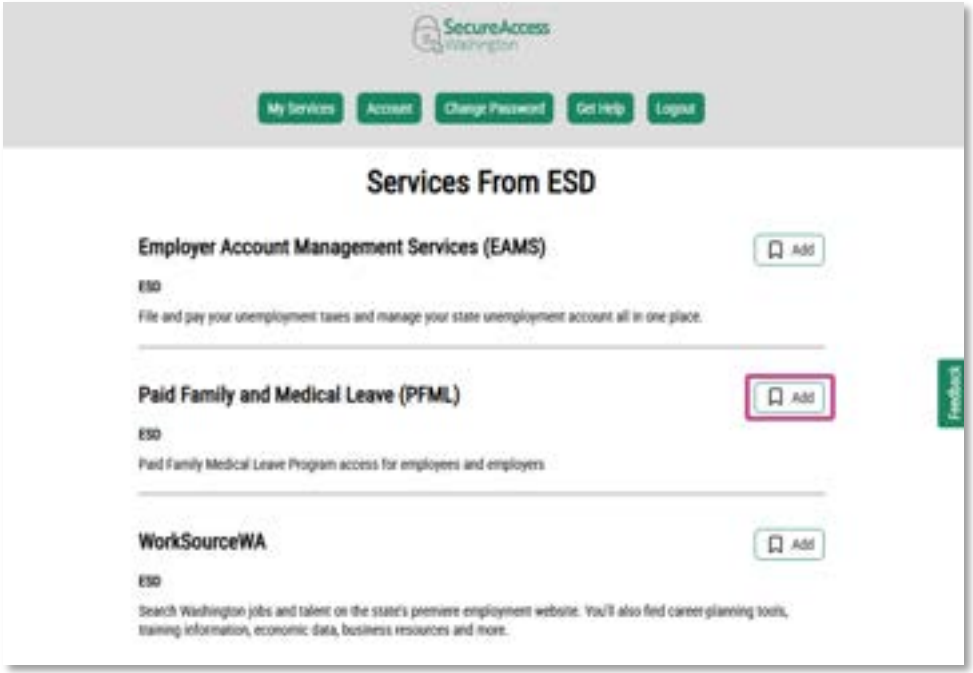


2. On the 'Add Service' screen, click **Add By Agency.**

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 **Add**.



5. On the ‘Registration Complete’ screen click **My Services**.

6. On your 'SAW homepage', click the **Paid Family and Medical Leave (PFML)** hyperlink.

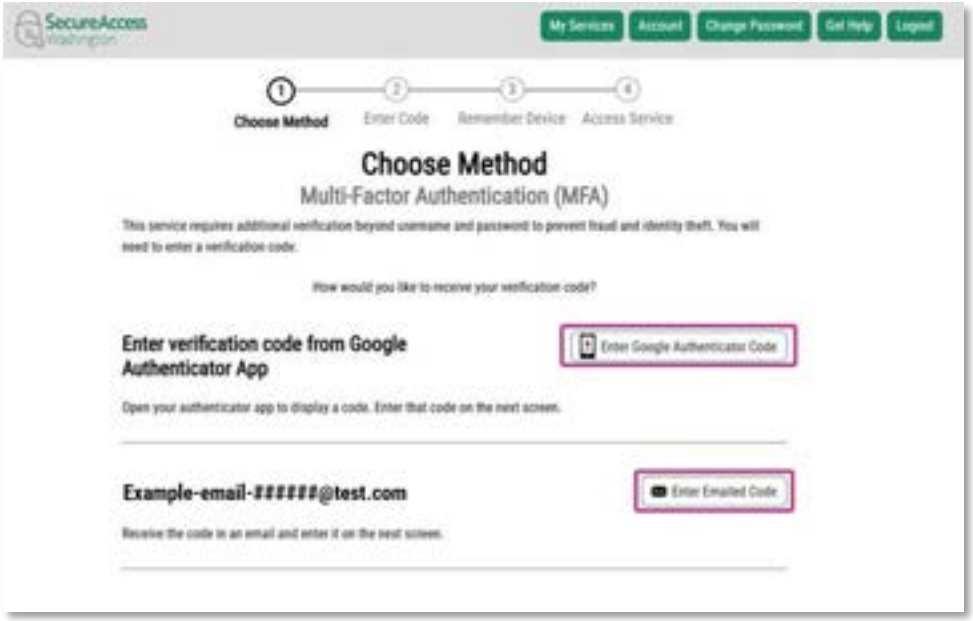
Use Multi-Factor Authentication (MFA)

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 'Choose Method' page 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, text message or authentication app. 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.
4. Click **Submit**.

5. On the 'Now Accessing Paid Family and Medical Leave' page, click the **Continue to Paid Family and Medical Leave** hyperlink to access your account.

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 'Account' screen, you can:

    a. Update your **First And Last Name**.

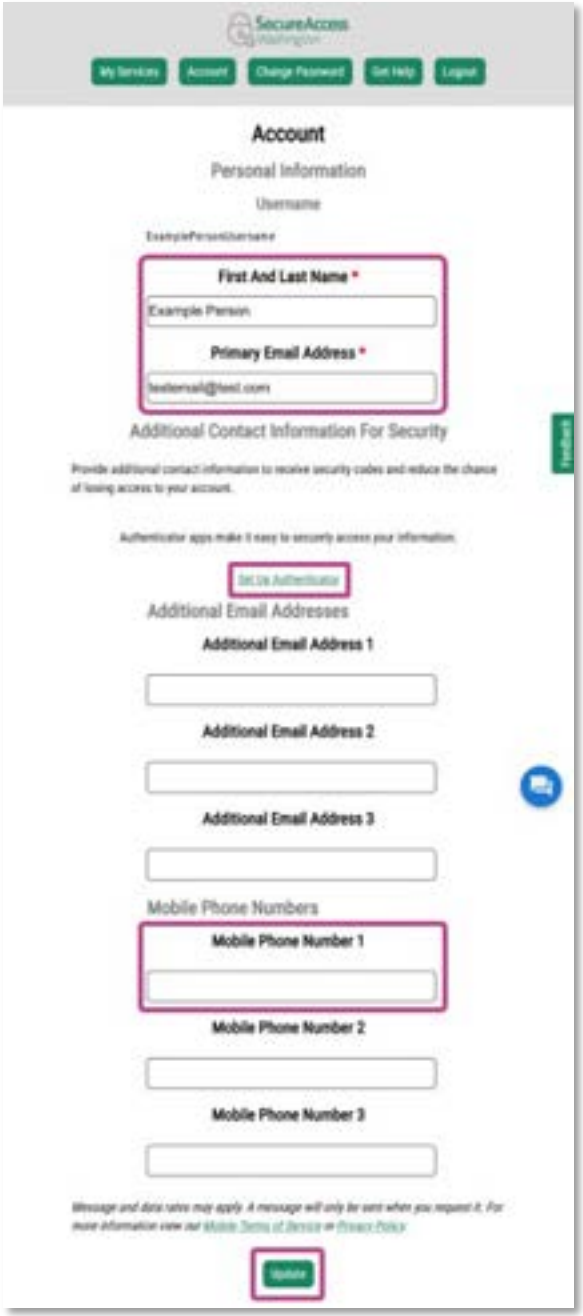
    b. Update your **Primary Email Address**.

    c. Use the **Set Up Authenticator** hyperlink to add use a third-party authenticator app.

    d. Update your **Mobile Phone Number**.

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.



Document change log

3.1 (Release 10/23/2025)

- Updated picture format

3.0 (Release 10/23/2025)

- Updated pictures and instructions to match changes on SecureAccess Washington website

2.0 (Release 03/28/2025)

- Updated design formatting throughout document

1.0 First Release (11/2024)