

How to access the HCA support portal

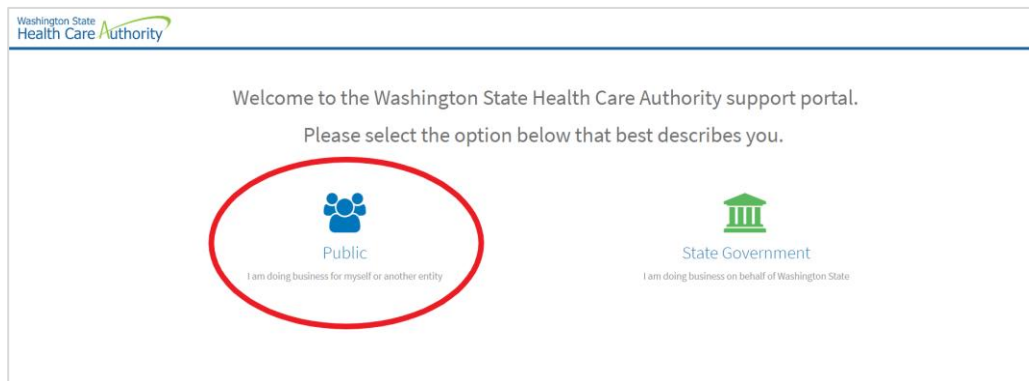
Through Secure Access Washington (SAW)

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Step 1: Go to the HCA support portal

1. Visit support.hca.wa.gov and select the **Public** login link.



Washington State Health Care Authority

Welcome to the Washington State Health Care Authority support portal.
Please select the option below that best describes you.

Public
I am doing business for myself or another entity

State Government
I am doing business on behalf of Washington State

2. You will be redirected to the SAW portal to login.



SecureAccess Washington

WELCOME
to your login for Washington state.

SIGN UP! GET HELP TIPS ON

LOGIN

USERNAME

PASSWORD

SUBMIT

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

Tweets by @SecureAccessWA

SecureAccess Washington @SecureAccessWA
Due to scheduled maintenance on SecureAccess Washington, users may not be able to log in between 5:30-6:15 a.m. on Tuesday, April 19.

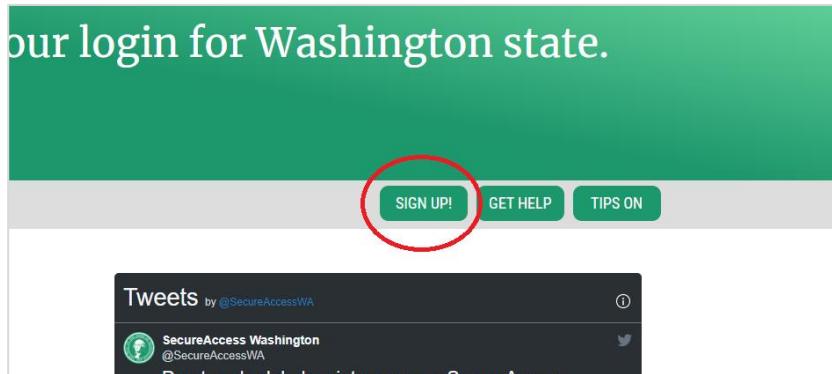
SecureAccess Washington @SecureAccessWA
Due to scheduled maintenance on SecureAccess Washington, users may not be able to log in between 5:30-6:15 a.m. on Tuesday, April 19.

If you already have a SAW account [skip to step 3](#).

If you do not have a SAW account, [proceed to step 2](#).

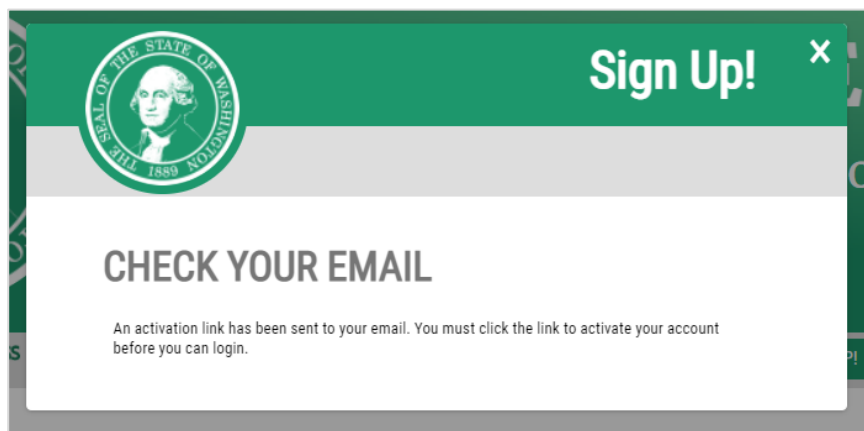
Step 2: Register for a SAW account.

1. Click the **SIGN UP!** button.

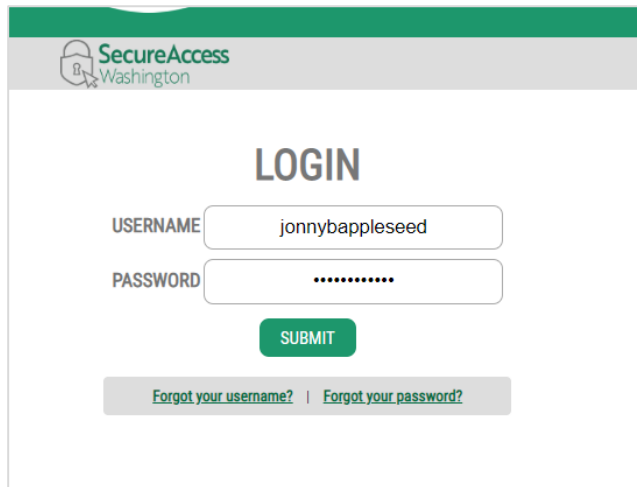


2. Fill out the required fields and click the **Create my account** button.

3. If your account was successfully created, you will see a message prompting you to check your email:

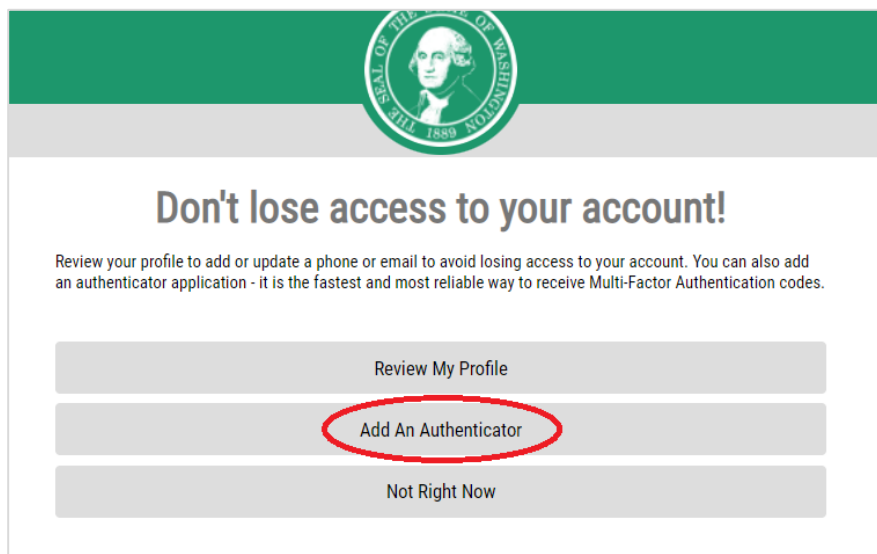


4. Open your email and click the link to activate your account. You will be taken to the SAW login portal.
5. Enter your credentials and click the **SUBMIT** button. You will now be asked to set up multi-factor authentication (MFA).



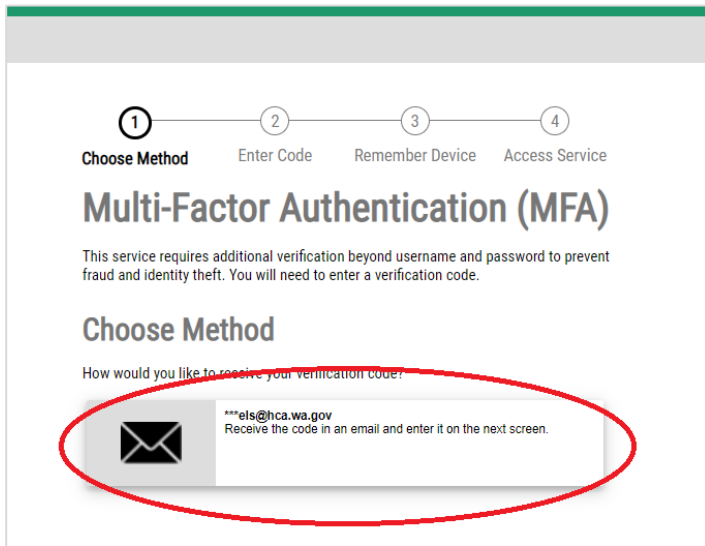
The image shows the SecureAccess Washington login portal. At the top, there is a green header with the 'SecureAccess Washington' logo. Below the header, the word 'LOGIN' is centered in a large, bold, black font. Underneath 'LOGIN', there are two input fields: 'USERNAME' with the text 'jonnybappleseed' and 'PASSWORD' with a series of dots. Below these fields is a green 'SUBMIT' button. At the bottom of the form, there are two links: 'Forgot your username?' and 'Forgot your password?'.

6. Select **Add An Authenticator**.

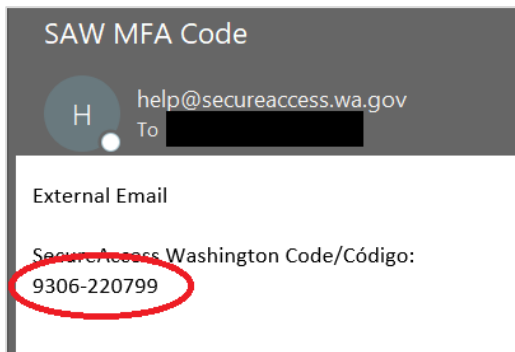


The image shows a screen titled 'Don't lose access to your account!' with a green header featuring the Seal of the State of Washington. Below the title, there is a paragraph of text: 'Review your profile to add or update a phone or email to avoid losing access to your account. You can also add an authenticator application - it is the fastest and most reliable way to receive Multi-Factor Authentication codes.' Below this text are three buttons: 'Review My Profile', 'Add An Authenticator' (which is circled in red), and 'Not Right Now'.

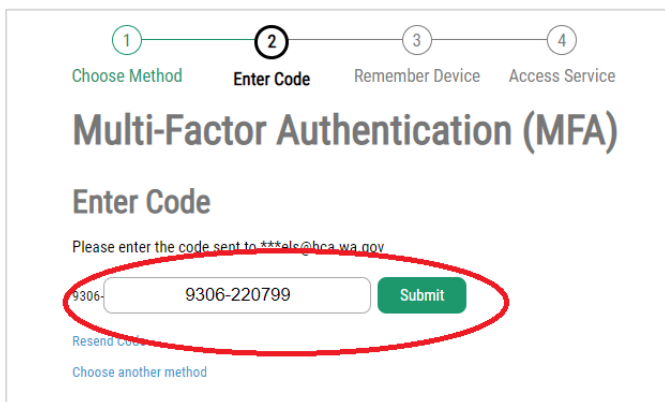
7. Select your email as shown:



A unique code will be sent to the email address you used to sign up.



8. Copy the code from the email and paste it into the SAW website as shown:

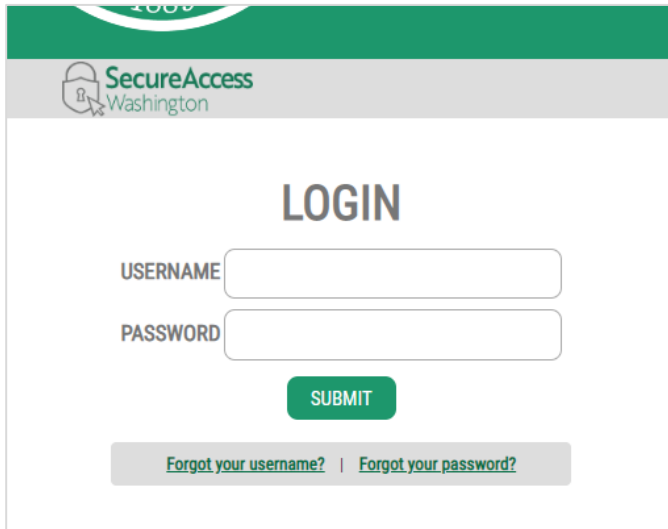


9. Click the **Submit** button.

Once you are logged in you may be presented with a screen to set up Google Authenticator. This is an optional step. Click cancel if you do not want to set up a third-party authenticator app.

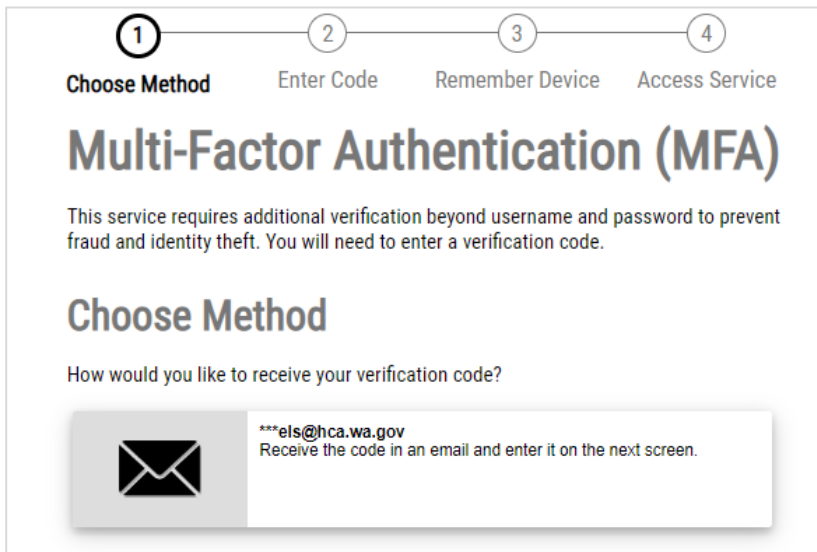
Step 3: Log into your SAW account.

1. Enter your SAW credentials.



The image shows the SecureAccess Washington login page. At the top is a green header with the 'SecureAccess Washington' logo. Below the header, the word 'LOGIN' is centered in large, bold, black letters. Underneath 'LOGIN' are two input fields: 'USERNAME' and 'PASSWORD'. Below these fields is a green 'SUBMIT' button. At the bottom of the form area, there are two links: 'Forgot your username?' and 'Forgot your password?'.

2. Select your MFA method.



The image shows the Multi-Factor Authentication (MFA) page. At the top, there is a progress bar with four steps: 1. Choose Method, 2. Enter Code, 3. Remember Device, and 4. Access Service. Step 1 is currently selected. Below the progress bar, the title 'Multi-Factor Authentication (MFA)' is displayed in large, bold, black letters. Underneath the title, a paragraph states: 'This service requires additional verification beyond username and password to prevent fraud and identity theft. You will need to enter a verification code.' Below this paragraph, the heading 'Choose Method' is shown. Under 'Choose Method', the question 'How would you like to receive your verification code?' is asked. There is a selection box with an envelope icon, and next to it, the email address '***els@hca.wa.gov' is displayed. Below the email address, it says 'Receive the code in an email and enter it on the next screen.'

3. Enter the code you receive into the code field.

4. Click the **Submit** button. Once you have successfully authenticated you will be redirected to the support portal.

Having trouble setting up your SAW account?

If you are having difficulties creating or logging in to your SAW account, please use the Get Help button located at secureaccess.wa.gov.

