




Access to the SSPS Provider Portal through SAW

Access to the SSPS Provider Portal requires a SAW Account be created prior to accessing the Portal. If you already have an SAW Account the SSPS Portal can be added to your account as a Service (Application).

Every SSPS provider (by provider number) who has a current authorization for service should have received a letter at the mailing address on the provider file. This letter included the security token that corresponds to the provider number associated with the mailing address. You will need this token for the final step of this registration process. If you received a letter with your token but you no longer have it, please call SSPS at [DSHS SSPSMail@dshs.wa.gov](mailto:DSHS_SSPSMail@dshs.wa.gov) or call SSPSCustomer Service at 360-664-6161.

Course Icons You will see some symbols appear throughout this course. These icons are used to indicate the following:

Icon	Function
	This will be covered in more detail later in the course.
	FYI – Helpful information related to Accessing SSPS via SAW.
	Best Practice – This is a technique that through our experience has been shown to be the most effective and efficient.

Objectives Assist Providers in accessing the SSPS Portal via Secure Access Washington (SAW).

- Understand activation process
- Setup Secure Access Washington Account (SAW)
- Provider Portal Registration
- Multi-Factor Authentication (MFA)

Have an existing SAW Account? You may already have a personal SAW account. If you are an individual or agency with only one SSPS provider number, you may use your existing SAW account and simply add the SSPS Provider Portal as one of your applications.

Please **go to the Add A Service Section on Page 6** and follow the instructions to add SSPS Provider Portal to your current account.

Do you have more than 1 SSPS Provider Number If you are a business or individual provider with more than one SSPS provider number, please be aware that you must create a separate SAW account for EACH provider number. You'll need to create a separate UserID for each one, though you can use the same email address for every one.

Creating SAW Account

Follow the instructions below to ensure that your registration is completed successfully. **Even if you are familiar with SAW it is important that you read through these instructions as they contain information specific to the SSPS Provider Portal.** It will be easiest if you allow yourself enough time (10-15 minutes) to complete the process in one sitting.

To Begin: Click: [SecureAccess Washington](https://secureaccess.wa.gov)

Or Enter: <https://secureaccess.wa.gov> in browser

Login in Page will display

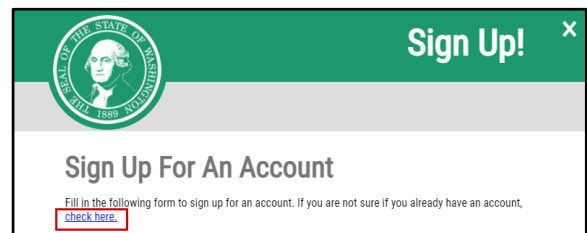


1. Click **Sign Up**

Sign Up or Registration page will display

Before you create an account, it is encouraged that you select the check how button to see if an account already exists using your information. (Name and Email Address).

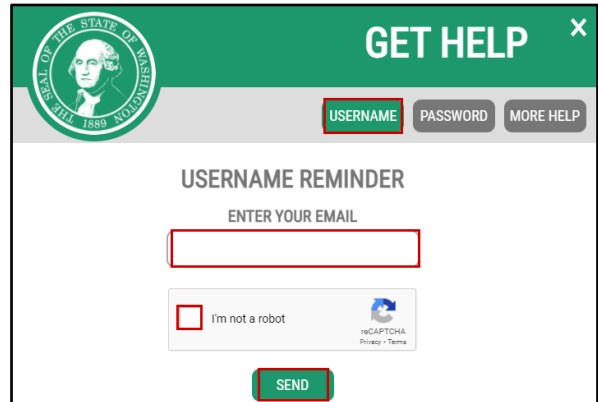
1. Select **check here**



Username Reminder box will display

1. Enter **YOUR EMAIL**
2. Check I'm not a robot
3. Complete **CAPTCHA**
4. Select **SEND**

If an account is found an email with username reminder will be sent to your email.




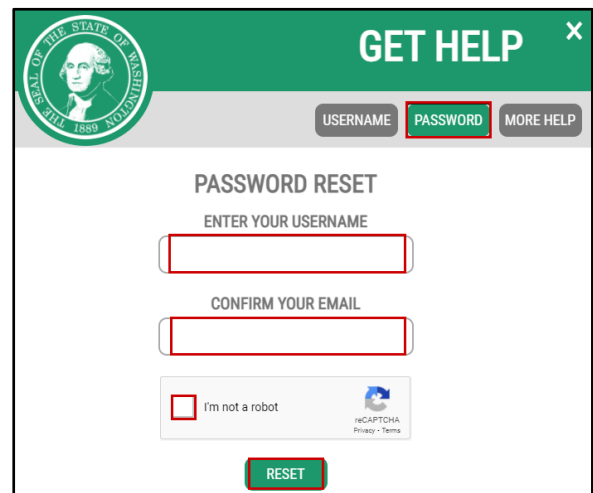
The screenshot shows a 'GET HELP' window with a green header. On the left is the Seal of the State of Washington. On the right are three buttons: 'USERNAME' (highlighted with a red box), 'PASSWORD', and 'MORE HELP'. Below the header, the title 'USERNAME REMINDER' is centered. Underneath is the instruction 'ENTER YOUR EMAIL' followed by a red-outlined input field. Below that is a reCAPTCHA section with an 'I'm not a robot' checkbox and a reCAPTCHA logo. At the bottom is a green 'SEND' button.

Once you have Username if you don't remember your password select Password box and following the same steps and an email will be provided to you.

Password Reset Box will display

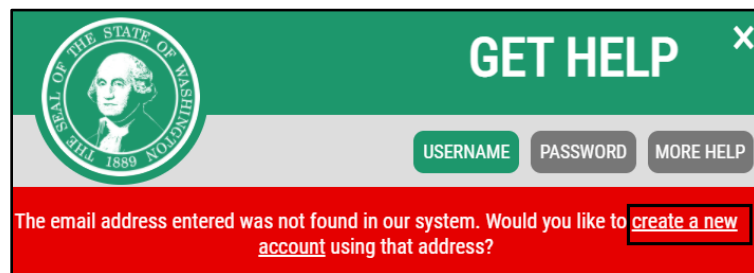
1. Enter **YOUR USERNAME**
2. Confirm **YOUR EMAIL**
3. Check I'm not a robot
4. Complete **CAPTCHA**
5. Select **SEND**

 ***You may have multiple usernames for the same email address, make sure to use the correct username.***



The screenshot shows a 'GET HELP' window with a green header. On the left is the Seal of the State of Washington. On the right are three buttons: 'USERNAME', 'PASSWORD' (highlighted with a red box), and 'MORE HELP'. Below the header, the title 'PASSWORD RESET' is centered. Underneath is the instruction 'ENTER YOUR USERNAME' followed by a red-outlined input field. Below that is the instruction 'CONFIRM YOUR EMAIL' followed by another red-outlined input field. Below that is a reCAPTCHA section with an 'I'm not a robot' checkbox and a reCAPTCHA logo. At the bottom is a green 'RESET' button.

If **NO** account exists using your email address the system will display



The screenshot shows a 'GET HELP' window with a green header. On the left is the Seal of the State of Washington. On the right are three buttons: 'USERNAME', 'PASSWORD', and 'MORE HELP'. Below the header, a red banner contains the text: 'The email address entered was not found in our system. Would you like to [create a new account](#) using that address?'. The 'create a new account' text is underlined and highlighted with a red box.

1. Click **create a new account** hyperlink

Returns to the SIGN UP page

Returns to the Sign Up for An Account page

Personal Information

1. Enter **First Name**
2. Enter **Last Name**
3. Enter **Primary Email**

Contact Information for Security

(Optional)

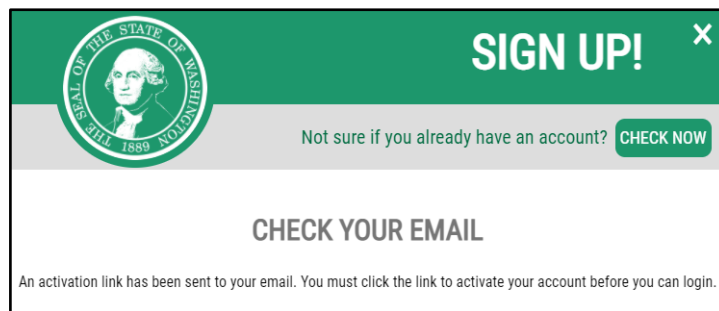
1. Enter Additional Email Address
2. Enter Mobile Phone Number

Username and Password

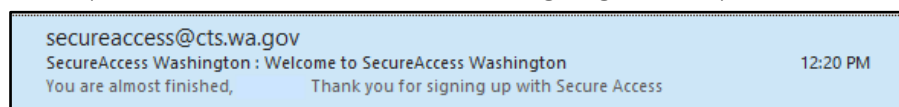
1. Enter **Username**
2. Enter **Password**
3. Confirm **Password**
4. Check **I'm not a robot**
5. Complete **CAPTCHA**
6. Select **Create my account**

The screenshot shows a registration form titled "Sign Up For An Account". It includes sections for "Personal Information" (First Name, Last Name, Primary Email), "Contact Information For Security (Optional)" (Additional Email Address, Mobile Phone Number), and "Username and Password" (Username, Password, Confirm Password). There is also an "I'm not a robot" checkbox and a CAPTCHA. At the bottom, there are links for "Privacy Policy" and a "Create my account" button.

Popup will display

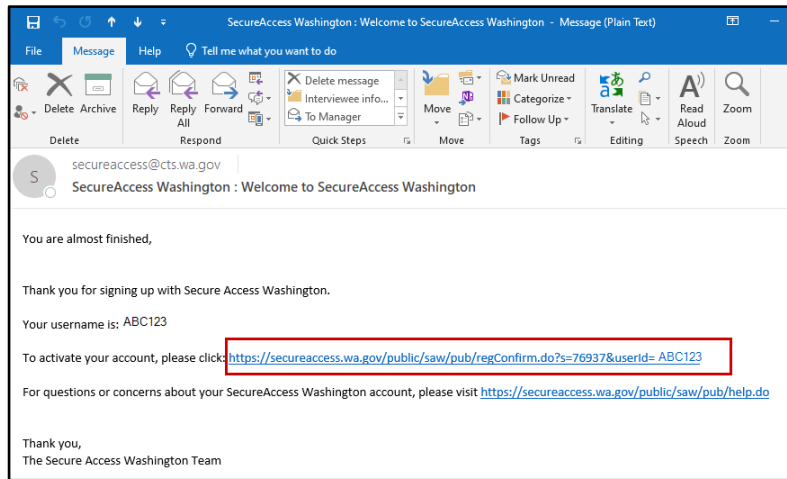


Open Email (for email address entered on during Registration)



1. Open **Email**

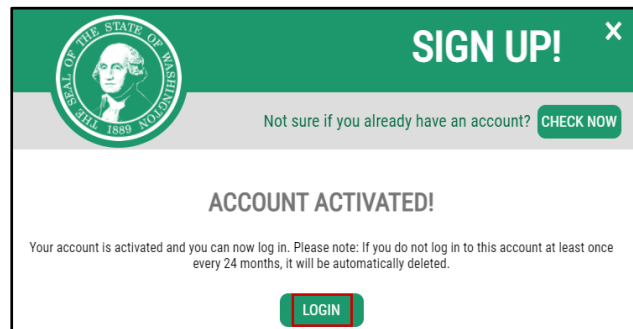
Email will display



1. Click Link to activate account

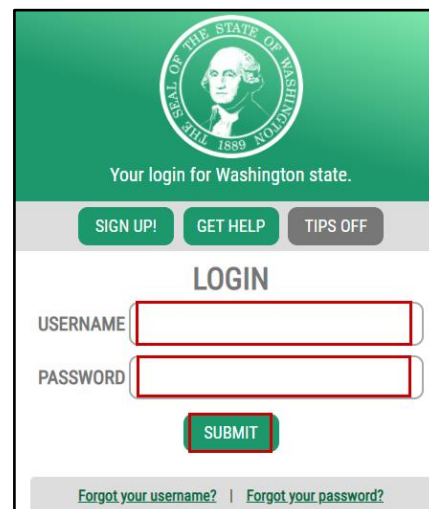
Returns to Web browser (SAW Page)

1. Click LOGIN



Returns to SAW Login Page

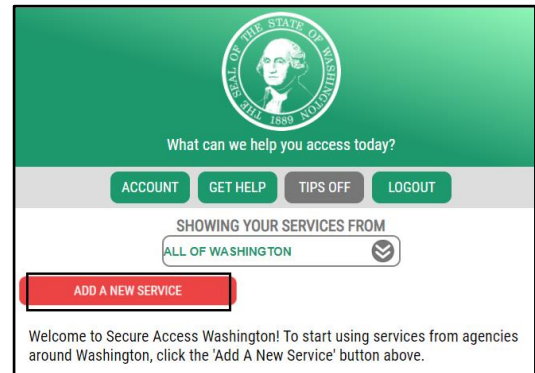
1. Enter USERNAME
2. Enter PASSWORD
3. Select SUBMIT



Add A Service

Services Page Displays

1. Select **ADD A NEW SERVICE**



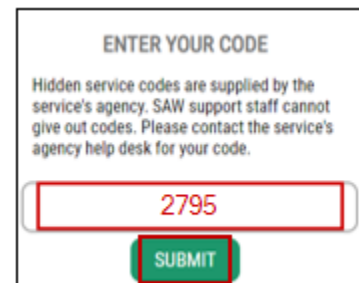
ADD A NEW SERVICE displays

1. Select **I have been given a code by an agency box.**



ENTER YOUR CODE box displays

1. Enter **2795**
2. Select **SUBMIT**



ADDITIONAL INFO FOR DSHS displays

1. Enter **Provider Number**



Fill in your six digit SSPS Provider Number. If you do not know your number email

DSHS_SSPSMail@dshs.wa.gov or call 360-664-6161.



2. Enter **First Name**
3. Enter **Last Name**
4. Enter **Security Token**



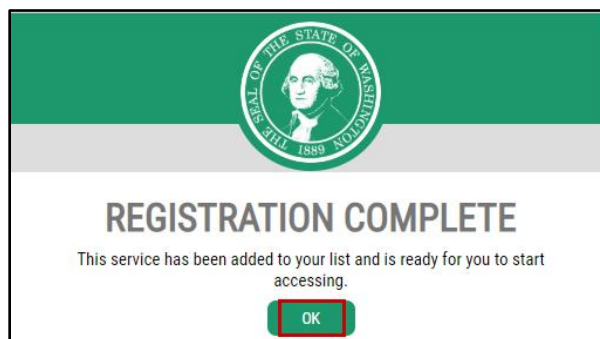
If you no longer have the letter or if it is over 90 days old, please contact SSPS at the above email address or phone number and request a new security token.

The registration form contains three input fields, each with a red border. The first field is labeled '*First Name' with the subtext 'User's First Name'. The second field is labeled '*Last Name' with the subtext 'User's Last Name'. The third field is labeled '*Security Token' with the subtext 'Enter the security token you received in the mail.' Below the fields is a green 'SUBMIT' button.

5. Click **SUBMIT**

REGISTRATION COMPLETE
Message Box will display

1. Click **OK**



If your registration says "Pending" or anything other than the above registration complete. There was an error during registration. Please send an email to DSHS_SSPSMAIL@dshs.wa.gov with your six digit SSPS Provider Number and we can help to correct the issue.

Services Page will Display



1. Click **Access Now**

Multi-Factor Authentication (MFA) will open

Choose Method for MFA

1. Select **Email**
or
2. Select **Text message**

The screenshot shows the 'Choose Method' step of the Multi-Factor Authentication (MFA) process. At the top, a progress bar indicates four steps: 1. Choose Method (highlighted), 2. Enter Code, 3. Remember Device, and 4. Access Service. The main heading is 'Multi-Factor Authentication (MFA)'. Below it, a message states: 'This service requires additional verification beyond username and password to prevent fraud and identity theft. You will need to enter a verification code.' The section is titled 'Choose Method' with the question 'How would you like to receive your verification code?'. Two options are presented in red-bordered boxes: 1. An email icon with the text 'Emailaddress@provider.net' and 'Receive the code in an email and enter it on the next screen.' 2. A text message icon with the text '(***) ***-8623' and 'Receive the code in a text message and enter it on the next screen.'

Verification Code will be sent to either your Email Address or Phone depending on your choice above.

1. Enter **Code**

The screenshot shows the 'Enter Code' step of the MFA process. The progress bar at the top shows step 2, 'Enter Code', highlighted. The heading is 'Multi-Factor Authentication (MFA)'. The section is titled 'Enter Code' with the instruction 'Please enter the code sent'. There is a text input field with a red border containing '8988' and a green 'Submit' button. Below the input field are two links: 'Resend Code' and 'Choose another method'.

Remember Device?

1. Select **Submit**

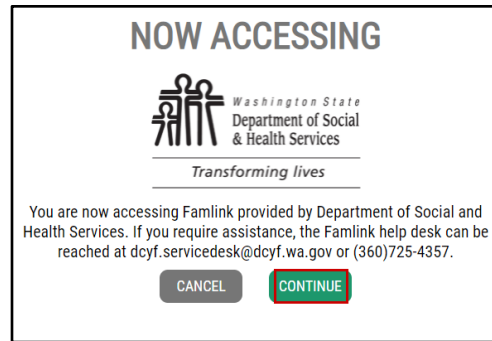
Or
2. Select **Yes checkbox** to have device remembered

The screenshot shows the 'Remember Device?' step of the MFA process. The progress bar at the top shows step 3, 'Remember Device', highlighted. The heading is 'Multi-Factor Authentication (MFA)'. The section is titled 'Remember Device?' with the instruction 'Choose to remember this device to reduce how often you are required to enter a verification code.' Below this, a note states: 'If the device you are using is shared or public, we recommend you do not remember this device.' There are two options: 1. A green 'Submit' button. 2. A checkbox labeled 'Yes, remember my device' which is checked. Below the checked checkbox is a text input field with a red border containing 'Name:' followed by a blank field and the text '(Numbers and letters only)'.

NOW ACCESSING

1. Click **Continue**

SSPS will now display



Continued Access to SSPS Portal via SAW

Now that a SAW Account has been created and a Service for SSPS has been added to an existing or new account, you can now Access SSPS.

To Begin: Click: [SecureAccess Washington](#)

Or

Enter: <https://secureaccess.wa.gov> in browser

Login in Page will display

1. Enter **USERNAME**
2. Enter **PASSWORD**
3. Click **SUBMIT**



Services Page will Display



1. Click **Access Now**