Account Management for SAW

After a SAW Account is created your account information can be modified rather than creating a new account when your information changes. This includes First and Last Name, Primary Email Address, Additional Email Address and Mobile Phone Number.

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 WA CAP via SAW.
	Best Practice – This is a technique that through our experience has been shown to be the most effective and efficient.

Objectives   Understanding how to update/change email address within SAW
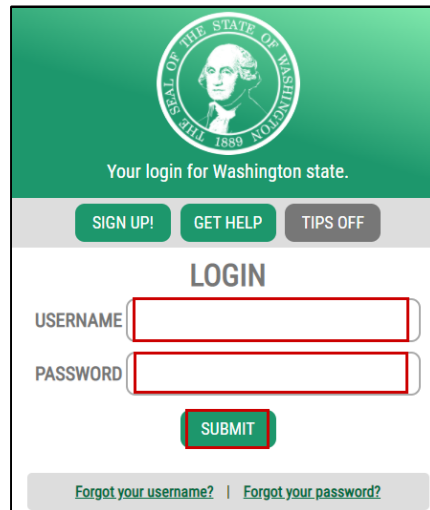
- Update/change Email Address

Open SAW Account

Sign into existing SAW Account

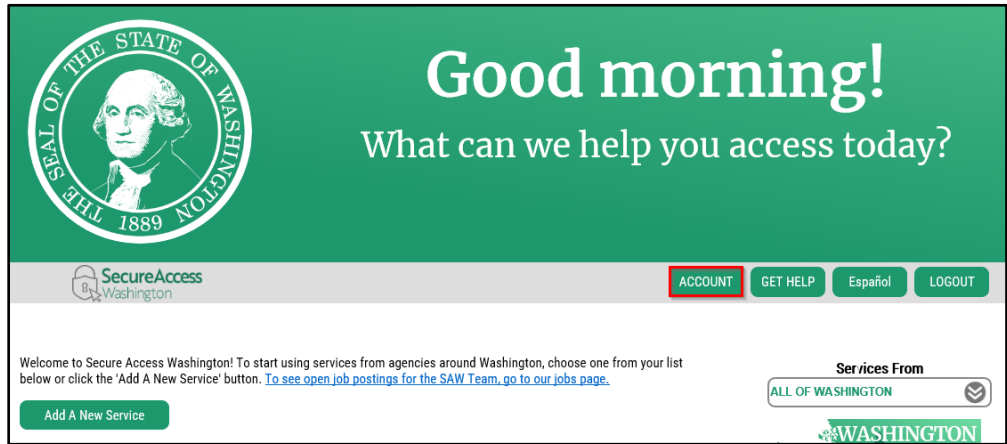To Begin: Click: [SecureAccess Washington](https://secureaccess.wa.gov)

Or   Enter: **https://secureaccess.wa.gov in browser**

SAW Login Page displays

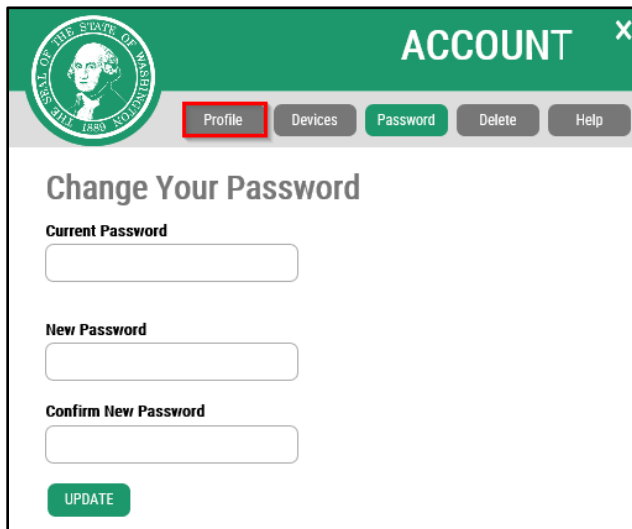1. Enter **USERNAME**
2. Enter **PASSWORD**
3. Select **SUBMIT**

Services Page Displays
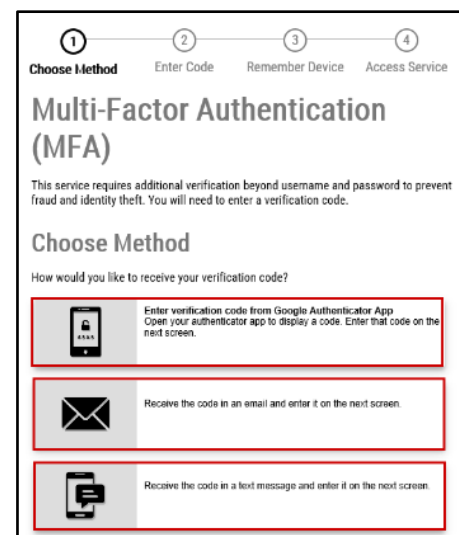

1. Select **ACCOUNT**

Account window displays

1. Click **Profile**

Multi-Factor Authentication (MFA) will open

Choose Method desired

- Select **Google Authenticator App**

- Select **Email**

- Select **Text message**

If Email or Text message are selected a Verfication Code will be sent to either your Email Address or Phone depending on your choice above.

1. Enter **Verfication Code** provided
2. Click **Submit**

Remember Device?

1. Select **Submit**

⭐ *It is best to **NOT** Select Yes at this time, it sometimes puts you in a MFA loop.*

Manage Profile

Manage Your Profile window displays and information can be updated as desired
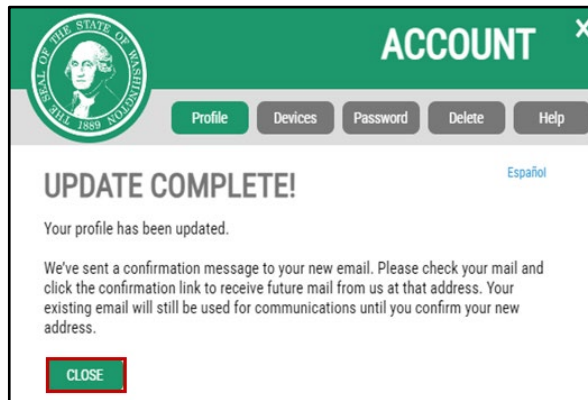
1. **Make desired changes**
2. Select **Update**

ℹ️ *You can modify the following*

- *First and Last Name*
- *Primary Email Address*
- *Additional Email Address*
- *Mobile Phone Number*

Depending on change you will have to complete one of the following two options.

Option 1 – Email Address modification

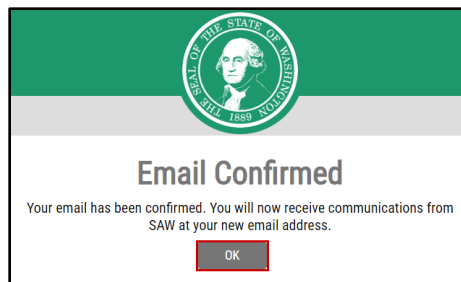Update Complete window displays

1. Click **CLOSE**

Email will be sent to your new email address

1. Open **Email**
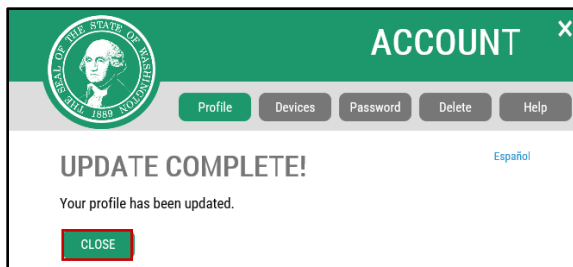2. **Confirm new email address**

Email Confirmed window displays

1. Click **OK**

Once you confirm your account is now updated and ready for use.

Option 2 - Phone or Name modification

Update Complete window displays

1. Click **CLOSE**

Your account is now updated and ready for use.