




# 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

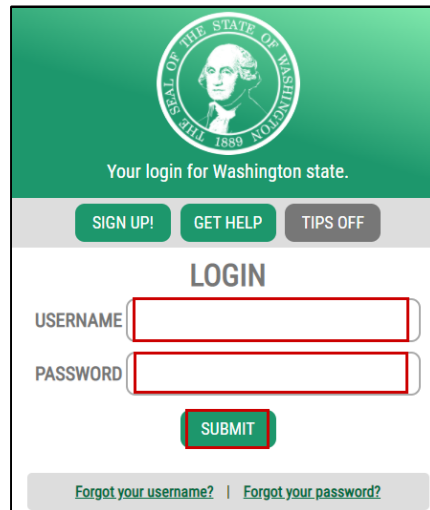
**Open SAW Account** Sign into existing SAW Account

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

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

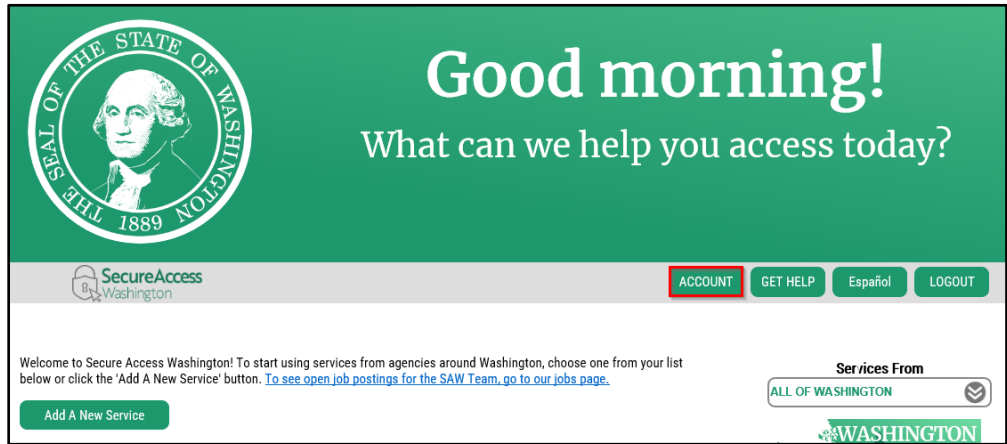
SAW Login Page displays

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



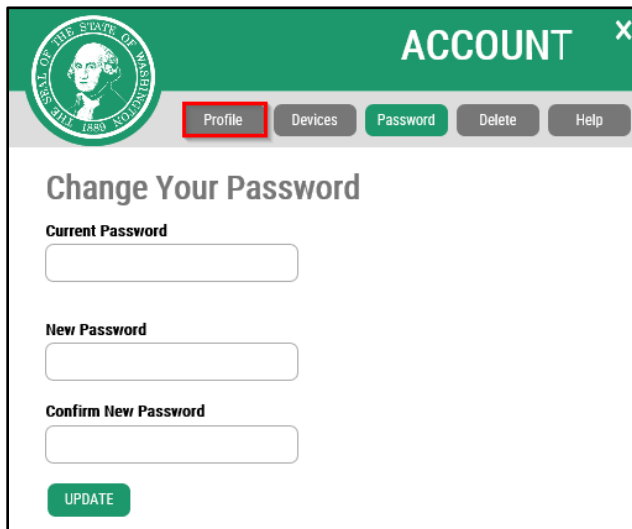
The screenshot shows the SAW Login Page. At the top, there is a green header with the Seal of the State of Washington and the text "Your login for Washington state." Below the header are three buttons: "SIGN UP!", "GET HELP", and "TIPS OFF". The main content area is white and features the word "LOGIN" in bold. There are two input fields: "USERNAME" and "PASSWORD", both with red borders. Below the input fields is a green "SUBMIT" button. At the bottom of the page, there are two links: "Forgot your username?" and "Forgot your password?".

## Services Page Displays



1. Select **ACCOUNT**

## Account window displays

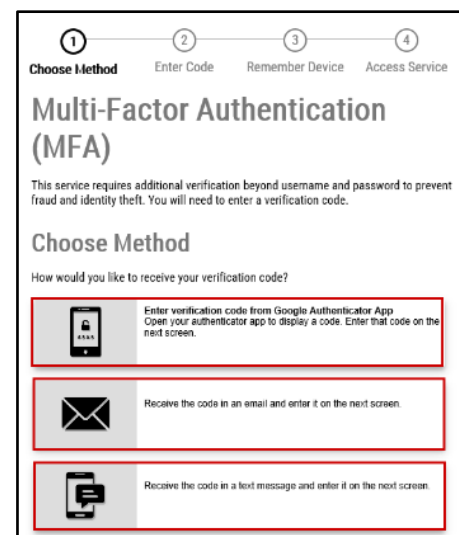


1. Click **Profile**

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

1. Enter **Verification 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**



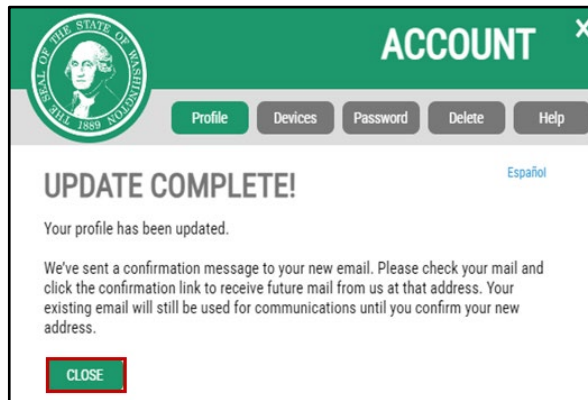
*You can modify the following*

- *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

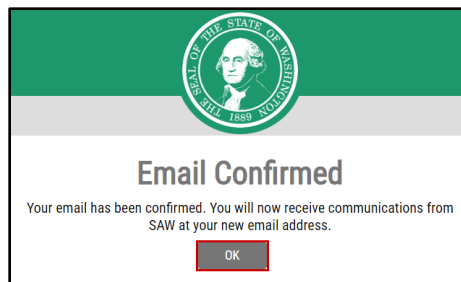


1. Click **CLOSE**

Email will be sent to your new email address

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

Email Confirmed window displays

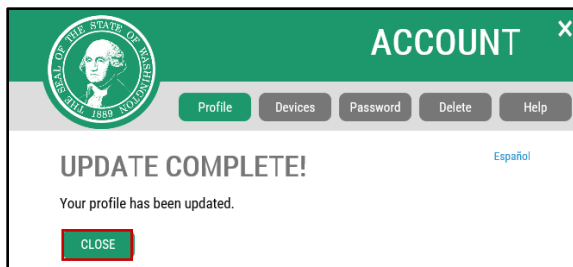


1. Click **OK**

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.