




Setting up Authenticator for SAW

SAW has an Authenticator which can be setup during creation of a SAW account or on an existing account. If you choose to not setup during account creation or would like to set up for an existing account follow these directions.

Why Use Authenticator App? WA Tech shares the following:

“Authenticator apps generate codes on your device. They make it easy to verify your identity while also keeping your and our information safe, private and secure. We recommend using Google Authenticator, which can be found in your device’s app store, but any authenticator app will work. Follow the instructions below to setup an authenticator app.”

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

Objectives Assist Users in setting up Authenticator for Secure Access Washington (SAW).

- Understand Authenticator process
- Complete download and set-up of Google Authenticator
- Successfully log-in using Multi-Factor Authentication (MFA)
- Provides access to WA CAP via SAW, removing multiple MFA steps

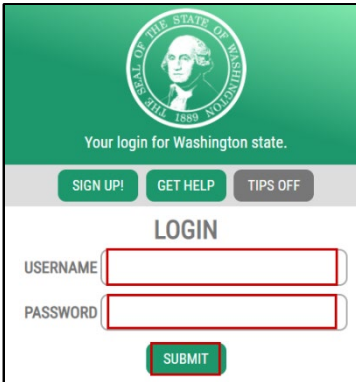
Logging into Account

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

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

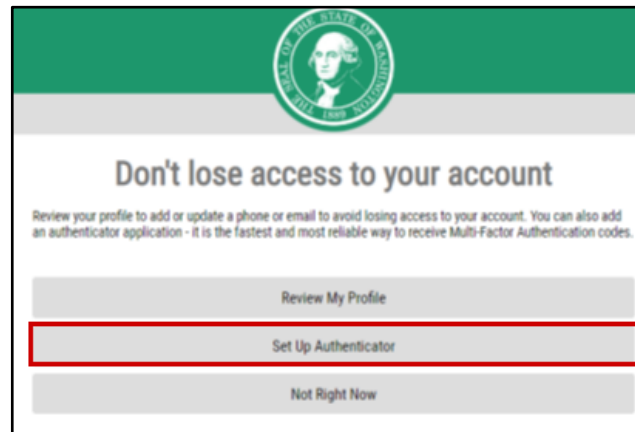
Login Page displays

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



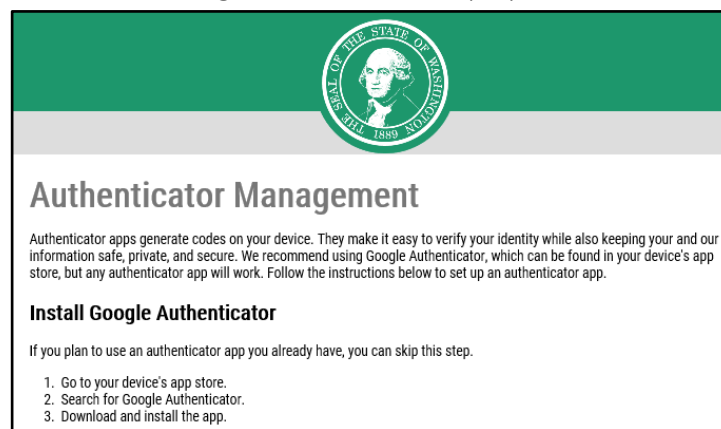
If the below window “Don’t lose access to your account window” does not display, go to **Page 7** for information on how to access the Authenticator from your SAW Account.

Don’t lose access to your account window displays



1. Select **Set Up Authenticator**

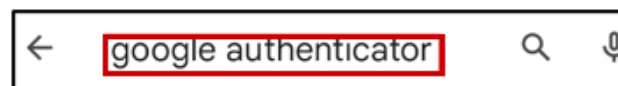
Authenticator Management window displays



Install Authenticator

To install Google Authenticator search and installation process will appear differently depending on your device and which App Store you use. Below is a sample.

1. Go to your **device's App Store**
2. Search window displays



1. Enter **Google Authenticator**

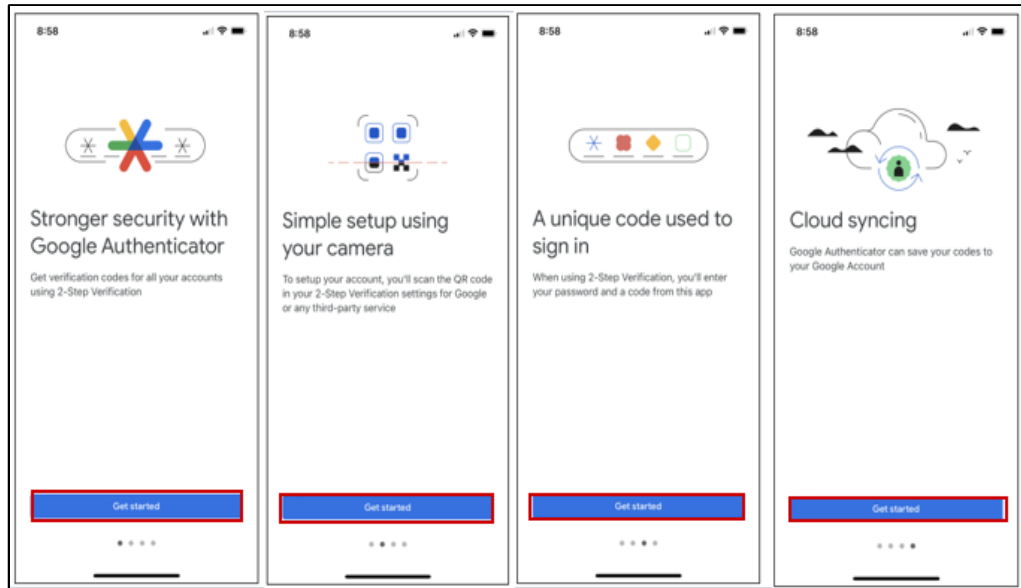
Results will return



1. Select **Install**

Open Authenticator

Launch Authenticator on your device. This will assist in setting up codes for authentication on your device for your SAW Account.



1. Select **Get started** on desired option

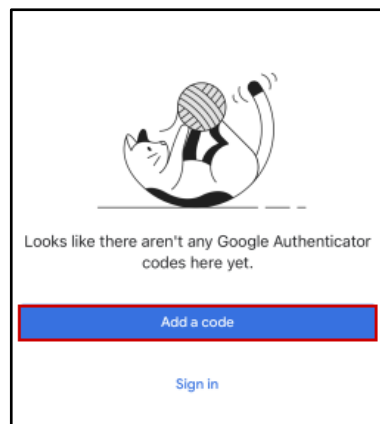
Welcome to Google Authenticator displays

1. Select **Sign in** if wanting to use Google account

OR

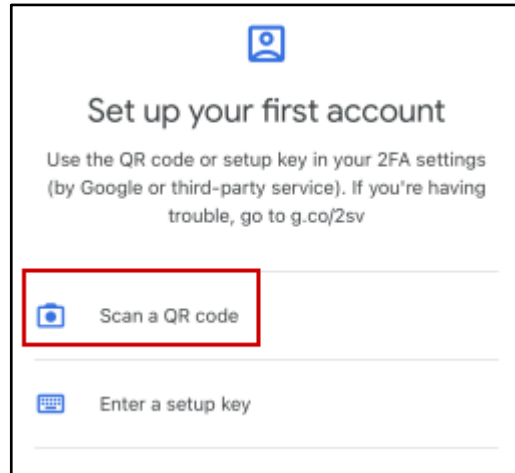
1. Select **Use Authenticator without an account** if that is your desired option.

Add Google Authenticator codes displays



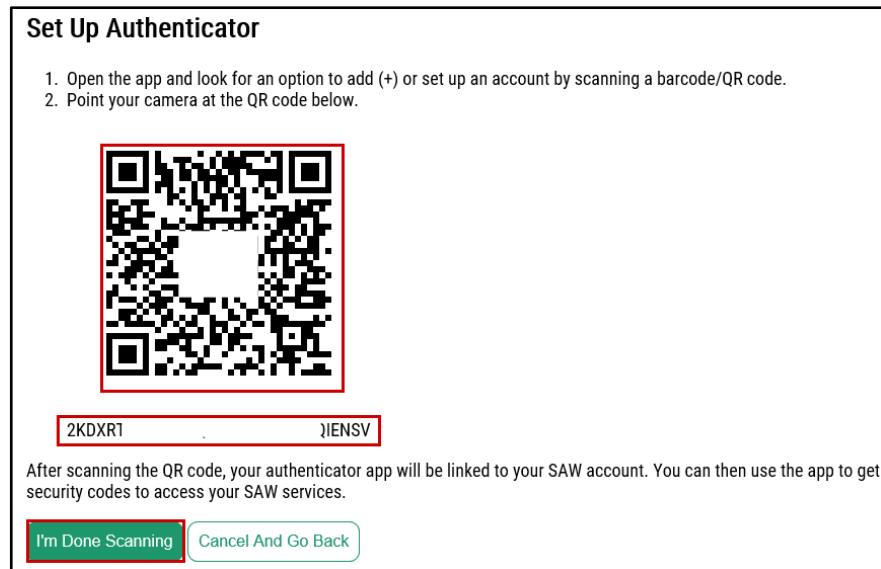
1. Select **Add a Code**

Set up your first account displays



1. Select **Scan a QR Code**

Return to your SAW Account Authentication Set-Up



1. Open **QR Code window** in SAW Set up Authentication
2. Scan **QR Code**
3. Select **I'm Done Scanning**



If you are unable to reach QR Code the number below QR Code can be entered manually.

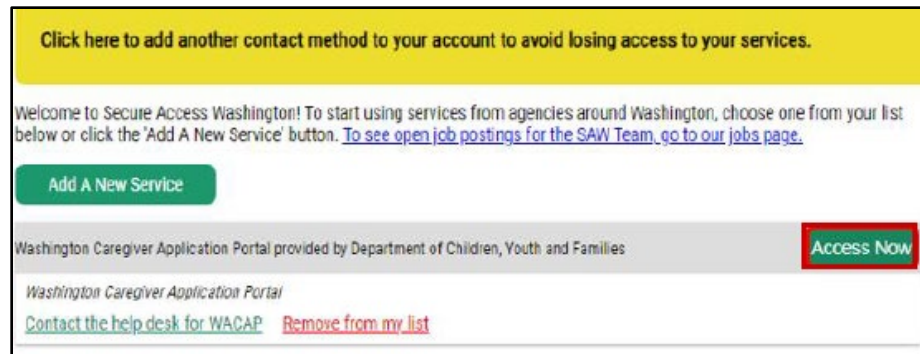


QR codes are unique. Be sure to scan the code provided by SAW during the set-up authenticator process. Do not use the picture above.

SAW Authenticator Set-up is complete and ready for use.

Access Washington Caregiver Application Portal

Log into SAW Account that has been set up and has Authenticator set-up as well.
Services Page displays



1. Select **Access Now**

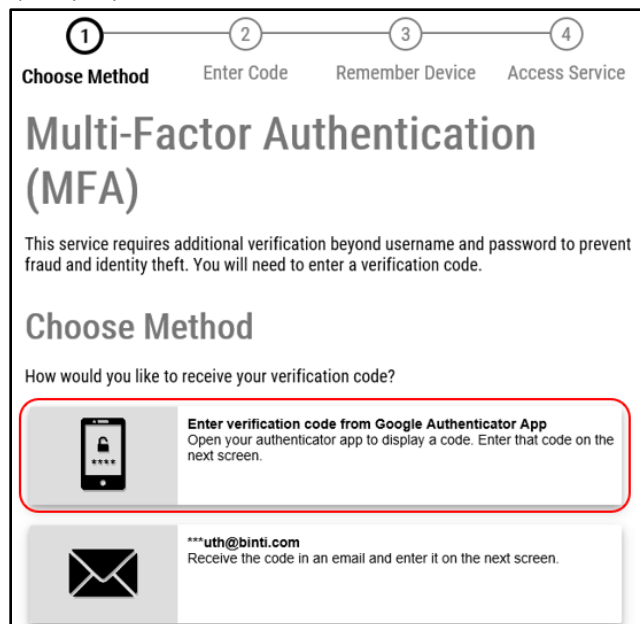
Multi-Factor Authentication (MFA) displays

Choose Method

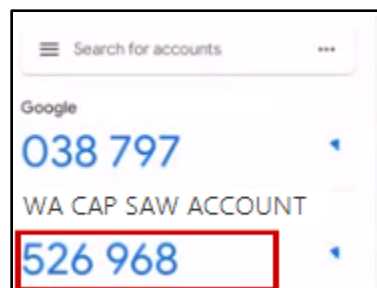
1. Select **Enter Verification Code from Google Authenticator App**



Other methods of verification will still work but are not as secure.



Open Google Authenticator and Select on desired application code



Authenticator codes reset every 10 seconds.

MFA Authentication window opens

1 Choose Method 2 Enter Code 3 Remember Device 4 Access Service

Multi-Factor Authentication (MFA)

Enter Code

Please enter the code displayed by your authenticator app.

[Choose another method](#)

1. Enter **Code**
2. Select **Submit**

Remember Device window displays

1. Select **Submit**
Or
2. Select **Yes checkbox** to have device remembered
3. Enter **Device Name** if desired



*If using your personal device, best practice is to select **Yes**, remember my device*

1 Choose Method 2 Enter Code 3 Remember Device 4 Access Service

Multi-Factor Authentication (MFA)

Remember Device?

Choose to remember this device to reduce how often you are required to enter a verification code.

If the device you are using is shared or public, we recommend you do not remember this device.

☐ Yes, remember my device

☒ Yes, remember my device

Name: (Numbers and letters only)

NOW ACCESSING window displays

1. Select **Continue**

SEAL OF THE STATE OF WASHINGTON

NOW ACCESSING

WASHINGTON STATE
Department of
Children, Youth, and Families

You are now accessing Famlink provided by Department of Children, Youth and Families. If you require assistance, the Famlink help desk can be reached at dcyf.servicedesk@dcyf.wa.gov or 360-725-4357.

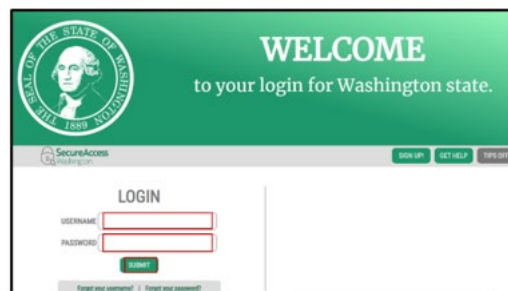
Selected Service displays

Setting Up Authenticator when not prompted at sign-in

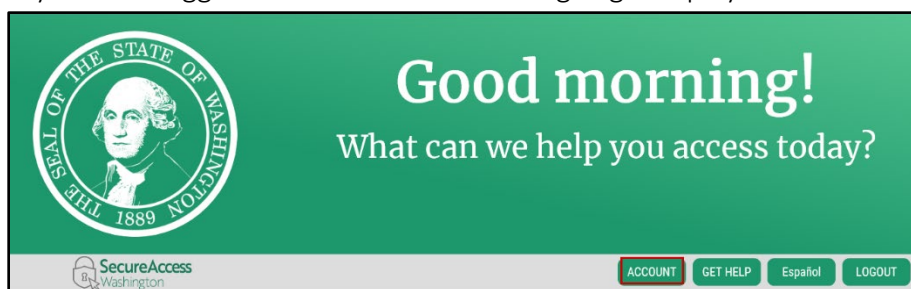
If you have already set up a SAW Account and a Service, but the prompt to set up Authenticator does not display.

Login into your SAW Account

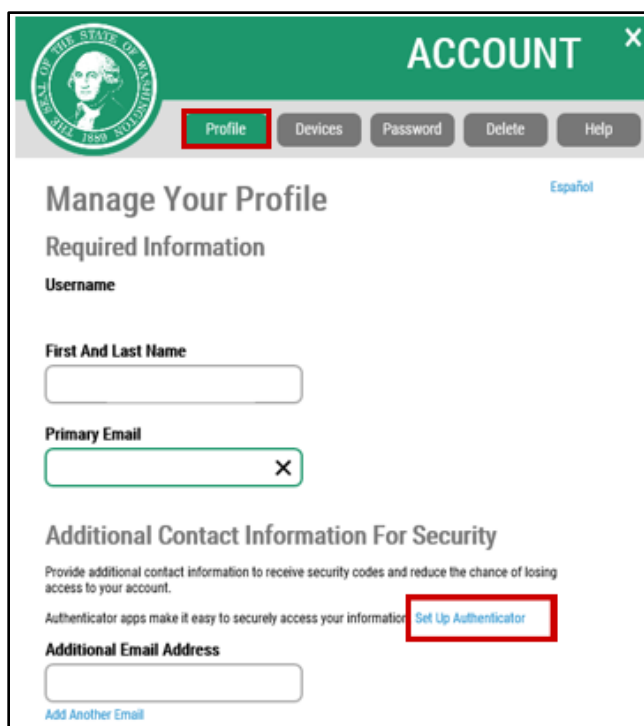
1. Enter **USERNAME**
2. Enter **PASSWORD**
3. Select **SUBMIT**

The image shows the Secure Access Landing Page (SALP) login screen. It features a green header with the Washington State Seal and the text "WELCOME to your login for Washington state." Below the header, there is a "LOGIN" section with input fields for "USERNAME" and "PASSWORD", and a "SUBMIT" button. There are also links for "SIGN UP", "GET HELP", and "TIPS" in the top right corner.

When you have logged in Secure Access Landing Page Displays

The image shows the Secure Access Landing Page (SALP) home screen. It features a green header with the Washington State Seal and the text "Good morning! What can we help you access today?". Below the header, there is a "SecureAccess by Washington" logo and a row of buttons: "ACCOUNT", "GET HELP", "Español", and "LOGOUT".

1. Select **Account**

The image shows the Secure Access Account Management screen. It features a green header with the Washington State Seal and the text "ACCOUNT". Below the header, there is a navigation bar with buttons: "Profile", "Devices", "Password", "Delete", and "Help". The "Profile" button is highlighted. The main content area is titled "Manage Your Profile" and includes a section for "Required Information" with fields for "Username", "First And Last Name", and "Primary Email". There is also a section for "Additional Contact Information For Security" with a link to "Set Up Authenticator" and an "Additional Email Address" field.

1. Select **Profile**
2. Select **Set Up Authenticator**

Return to instructions starting on Page 2 – Install Authenticator