How to access the new

SSPS Provider Portal

If you have problems setting up your SAW account, click the “GET HELP” button on the SAW website.

There are three main parts to setting up your access.

- Part 1: SecureAccess Washington (SAW) registration
- Part 2: Provider Portal registration
- Part 3: Adaptive Authentication enrollment

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. (These instructions are designed primarily for the first-time SAW user.)

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.

Every SSPS provider (by provider number) who has a current authorization for service should receive a letter at the mailing address on the provider file. This letter will include 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 Customer Service at 360-664-6161.

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.

Part 1: Create User Account on SecureAccess Washington (SAW)

On your web browser, enter SAW URL: https://secureaccess.wa.gov. Once you get set up, you will always enter through SAW, so please save this link.
The window below will pop-up to let you enter your information to start the creation process. Make sure to complete the Captcha verification at the bottom as well.

Individuals enter your first and last name here; businesses can use a company or location name

Enter the email you want SAW to use for contacting you

Enter a User ID you’ll use whenever you log in to SAW

Click this box and follow the instructions on the pop-up window
Another window will pop-up letting you know that an activation email has been sent to the address you signed up with.

Click on the link from your email and you should receive this response:
Go back to the main screen for Secure Access Washington and enter your Username and Password to enter the SAW website.

Click the bright red ADD A NEW SERVICE button:
The following page should show. Click the **I have been given a code** box.

**ADD A NEW SERVICE**

I have been given a code.

I would like to browse a list of services.

The following box will appear. Enter the Service Code **2795** into the CODE field.

**ADD A NEW SERVICE**

Enter code **2795** here and click APPLY
Fill in your six digit **SSPS Provider Number**. If you do not know your provider number, please call 360-664-6161 and we can get it for you. Enter your **First and Last Name** and then the **Security Token** that you received on your SSPS Portal Welcome Letter. **If you no longer have the letter or if it is over 90 days old, please call the above number and we can get you a new one.**

**From the letter announcing the web portal**

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**ADDITIONAL INFO FOR DSHS**

*Washington State*

**Department of Social & Health Services**

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Department of Social and Health Services requires some additional information before they can allow access to this service. Please fill in the form below.

*Provider Number*

Enter your 6-digit SSPS Provider Number.

*First Name*

User's First Name

*Last Name*

User's Last Name

*Security Token*

Enter the security token you received in the mail.
Success!

REGISTRATION COMPLETE
This service has been added to your list and is ready for you to start accessing.

OK

If your registration says “Pending” or anything other than the above image 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.

If your registration was successful it will take you to the screen below.

Click on the SSPS Provider Portal to set up your Multi-Factor Authentication (MFA).

MULTI-FACTOR AUTHENTICATION (MFA)

Multi-Factor Authentication adds an extra layer of security to your account.
- Requires an additional check beyond username and password
- Helps prevent identity theft and fraud
- Is an Office of the Chief Information Officer (OCIO) requirement for applications containing personally identifiable information (PII)

ADD MFA TO YOUR ACCOUNT

MFA (Multi-factor Authentication) is the use of more than one user authentication method to verify a user’s identity when logging in. Here, contact emails and phone numbers will be gathered so that a code can be sent to you via either a call, a text or an email when you login.

Click BEGIN.
Input at least ONE email address to verify services with and then input at least ONE phone number for verification as well.

**REVIEW AND FINALIZE**

Please review the information you have entered and make any changes before pressing the "SUBMIT" button.

**PHONE NUMBERS**

PHONE 1: [redacted]

**EMAILS**

EMAIL 1: [redacted]

Would you like us to add this computer to our list of known devices? Users who access the system using a known device are slightly less likely to be challenged.

- Yes
- No

[Change] [Submit]

Review and if the information is correct click the SUBMIT button. You should receive the following screen:

**NOW ACCESSING**

Washington State Department of Social & Health Services

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You are now accessing SSPS Provider Portal provided by Department of Social and Health Services. If you require assistance, the SSPS Provider Portal help desk can be reached at dshs_spps@mail@dshs.wa.gov or 3606646161.

[Cancel] [Continue]

Click CONTINUE.
FINALLY!
You made it! Thanks for your persistence and your patience.

BUT KEEP READING!
As stated at the beginning, whenever you want to access the SSPS Provider Portal you must enter from the SecureAccess Washington (SAW) log in screen: https://secureaccess.wa.gov

After log in you will be taken to this screen. You may be required to go through an Adaptive Authentication Challenge.

The Authentication Methods on this screen refer to those you set up earlier.

When you select your preferred method, SAW will either call or text the number you set up or send you an email (depending on your selection) and provide a Confirmation Code.
Once the correct code has been entered it will ask you if you want to update your contact info. If you do not, click SKIP.

**UPDATE YOUR CONTACT INFO?**

Keeping your Multi-Factor Authentication (MFA) contact information up to date is important! Failure to update your challenge email and phone number when they change may result in your account becoming inaccessible. We remind you because we care.

[UPDATE] [SKIP]

If no selection is made, this page will automatically redirect you to your service in 55 seconds.

After 60 seconds it will automatically SKIP the update for you and move you to the access screen.

**NOW ACCESSING**

Washington State
Department of Social & Health Services

Transforming lives

You are now accessing SSPS Provider Portal provided by Department of Social and Health Services. If you require assistance, the SSPS Provider Portal help desk can be reached at dshs_sspsmail@dshs.wa.gov or 3606646161.

[CANCEL] [CONTINUE]

Welcome back to the SSPS Provider Portal! Please enjoy!