



ACORN FAQ

How do I create a SAW account?

Please follow [this guide](#) to create/validate your Secure Access Washington (SAW) account. It is important that you use the same email address that you use to log into the DMS. If you have multiple DMS accounts, please use the email address that you indicated to be your primary email address to create your SAW account.

What is the link to the ACORN Training Environment?

Please use [this link](#) to access the ACORN training environment.

I am able to log in but do not see the “Case Management Module” linked on the right side of my screen.

If you do not see the link to our case management module on the right side of your screen, please contact the Help Desk. This is an easy fix and you will have access in no time!

My ACORN caseload is not the same as my DMS caseload.

Data in ACORN was migrated in the beginning of February. Your caseload today will look slightly different from your caseload in the DMS today. Users that were added to the DMS after February 1, 2024 may not have an active ACORN account. Please contact the Help Desk if your DMS account was created recently and we can add you to the ACORN training environment.