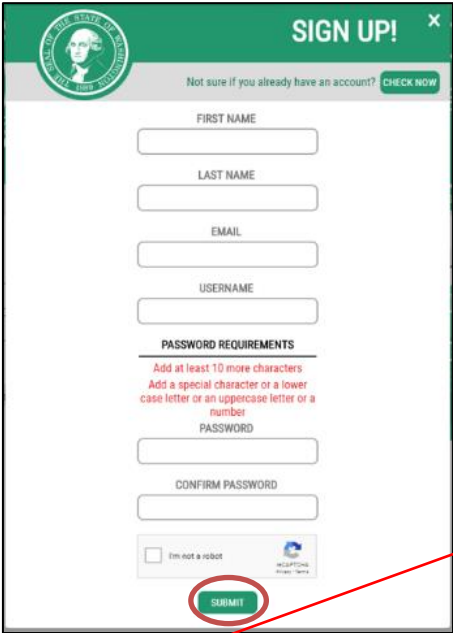# Handout 2: Test Secure Access Washington (SAW) User Account

Steps	Screen
1. Open **Microsoft Edge, Google Chrome, or Mozilla Firefox** as your internet browser. Test SAW will be linked with the Cascades Sandbox. The Cascades Sandbox will <u>not work</u> with Internet Explorer.	

Information: You'll have a real SAW account when you use Cascades. SAW helps to keep Cascades information secure. For this purpose SAW is an authentication tool designed to authenticate specific users, not businesses, offices, or groups. Do not attempt to set up a SAW account to be used as a "group" account.

You'll set up a *Test* SAW account for the Cascades Sandbox. Your *Test* SAW account must be registered with your specific personal information and your email address. **Be sure to use your legal name and your address when setting up this account.**   Do not allow others to use your *Test* SAW account.

2. Register for a Test SAW account on the https://test-secureaccess.wa.gov/ • Select "Sign Up!" **Note:** Test SAW Maintenance is done on the first Tuesday of the month from 8:00 am to 1:00 pm. Due to the maintenance, Test SAW and the Cascades Sandbox will not be accessible during this time.	

Handout 2: Test Secure Access Washington (SAW) User Account

Steps	Screen

3. Fill in your:
• Legal name
   o Use your legal name as it would appear on legal documents such as bank loans, driver's license, or birth certificate.
   o However, if your legal name is "Rebecca" but you use "Becky" for most of your bills and legal documents, then use "Becky".
   o This information is used to locate public records that can confirm your identity. The questions you'll receive in Step 11, come from public records.
   o Once you have been authenticated, you can't edit your first and last name.
• Email address.
   o Test SAW doesn't accept an apostrophe in the email address, such as O'Donell, please call Cascades Support.
• Username (this is the name you'll use to log into Test SAW).
• Password.
Write down or remember your Username and Password hint.
• Check the box for "I'm not a robot" (reCAPTCHA) and pass the challenge.
	Email Address Tips:
	The email address entered in this field:
	• Needs to be a permanent email account.
	• Can be a personal or business email address as long as you have access to the email account from inside the office. An email is sent to this address to activate SAW.
	• Only letters, spaces and hyphens are allowed for names.
	
	Email address: _____
	
	Username: _____
	
	Password hint: _____

Steps	Screen
NOTE: The challenge pictures may come up several times before you pass. • Select "Submit"	
4. Close the Sign Up! message and check your email for message from secureaccess@cts.wa.gov with a subject of "SecureAccess Washington: Welcome to SecureAccess Washington" **NOTE**: If you don't receive an email, check your Junk mailbox. • Click the link to activate the account.	

Handout 2: Test Secure Access Washington (SAW) User Account

Steps	Screen
5. Account activated • Select "Login"	
6. Login to Test SAW using the Username and Password you created. • Select "Submit"	
7. Select "Add a New Service" to gain access to the Cascades Sandbox.	

Handout 2: Test Secure Access Washington (SAW) User Account

Steps	Screen
8. Select "I have been given a code." • You can get this code from the Coordinator or Cascades Support. • You'll only need to enter this code *once*. • The code links your Test SAW account to the Cascades Sandbox.	
9. Enter the Cascades Sandbox Service Code. • Select "Submit" **NOTE:** Once you select "Submit" it could take a few minutes to process; be patient.	

Handout 2: Test Secure Access Washington (SAW) User Account

Steps	Screen

10. Fill in the **Identity Verification** fields:
Legal name (auto populates from Step 3)
Personal Mailing address:
 	
• Use a mailing address where you receive personal bills.
 	
• It can be a P.O Box if that's where you receive personal mail.
 	
NOTE:
   o This information is used only once to authenticate. The information isn't stored.
 	
   o The computer may take a while before you're moved onto the next step; be patient.
	
	Note: You can't edit your name once it has been "authenticated."

Steps	Screen
11. You'll receive a series of questions to verify your identity. The Identity Verification is an Internet security tool. It works to authenticate the identity of the user by asking questions that match existing public record information with the name and address you provide. This information could be from years ago; it might catch you by surprise. Keep these **TIPS** in mind for successfully passing MFA: • The questions may include any information of public record. • You may have to select a former address, especially if your address has changed recently (within the past 1-2 years) to get the right questions that pertain to your identity. **NOTE**: Your answers aren't stored. **You aren't notified if you passed the Identity Verification, however, you'll be advanced to the next screen**.	

| Steps	Screen
11a. Occasionally a user may fail this identify verification process. The screen to the right will display. From this screen click on the "Request permission to skip this step" link and immediately call Cascades Support.	**IDENTITY VERIFICATION FAILED** **What should I do next?** 1. Verify that ▇▇▇ is your full legal name. Edit your profile if necessary. 2. Make sure you are entering a valid address. The best address to use is the location where you receive bills or bank statements. 3. Try again. **What if it still does not work?** 1. If you have more than one address, try a different one. 2. Request permission to skip this step. *These requests are reviewed manually by the application owner, which may cause longer than normal wait times for access to this service.*
12. Begin Multi-Factor (MFA) to add MFA to your account. • Select "Begin"	**SAFETY FIRST!** This service requires MFA. SecureAccess Washington HOME TIPS ON GET HELP LOGOUT **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. BEGIN

Steps	Screen

13. Multi-Factor Authentication
• Add the requested information:
  ○ Email business or personal; you must have access when using Cascades Sandbox.
  ○ Phone number; a phone number that you'll have access to when you're using Cascades Sandbox (a direct line).
  ○ Texting.
 	
NOTE: Two email addresses and 2 phone numbers can be entered, however, <u>only one of each is required.</u>
 	
• Select "Next"
	.

14. You'll be asked:
"Would you like us to add this computer to our list of known devices?" Select "Yes."

NOTE: Even though you selected "Yes", you'll still randomly be required to answer MFA questions about yourself in the future.
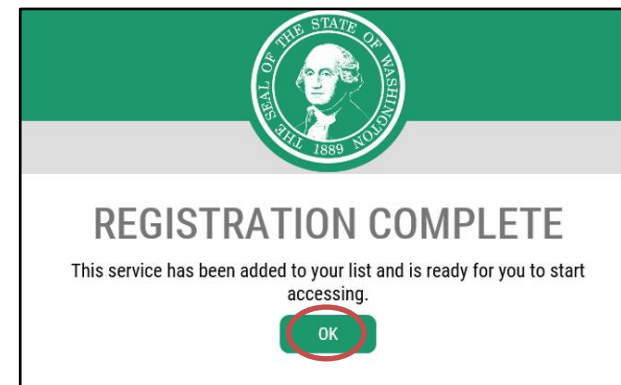
- Select "Submit"
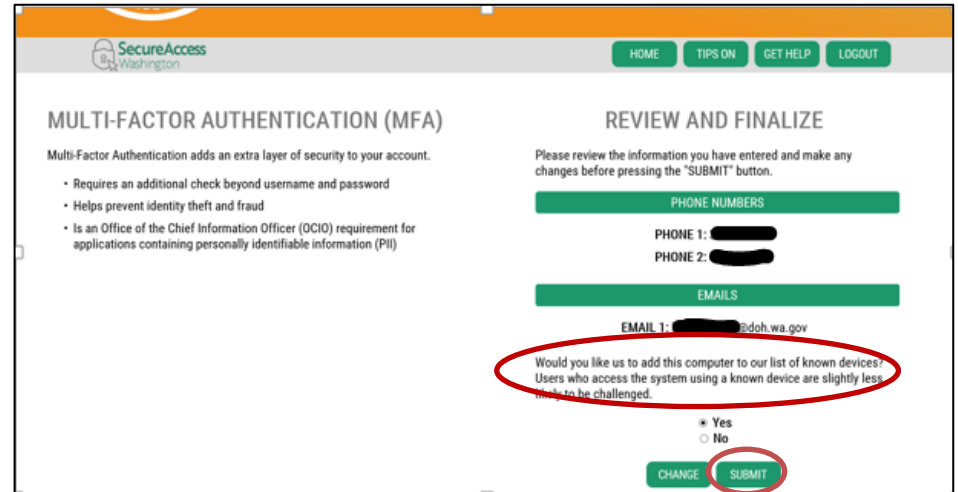
15. Registration Under Review
When your registration is reviewed, you'll receive this notification.
- Select "OK"
- Close the browser.

Congratulations, you now have a Test SAW account!
You may receive this screen next.

**Do not** use this screen to access the Cascades Sandbox the very first time.

Close the browser

16. **Always <u>before</u> using the Cascades Sandbox, change size of text to 100%. This provides full functionality of the system.**
    - Right click anywhere on the desktop
    - Go to Display Settings and then Display (left side of screen)
    - Go to Change the size of text, apps and other items
    - Click on the bar, move to the left till at 100%
    - Select apply

    Note: Changing the size allows full functionality in Cascades. Once you get into Cascades, you can enlarge the screen by using the slider located at the bottom right side of the screen.
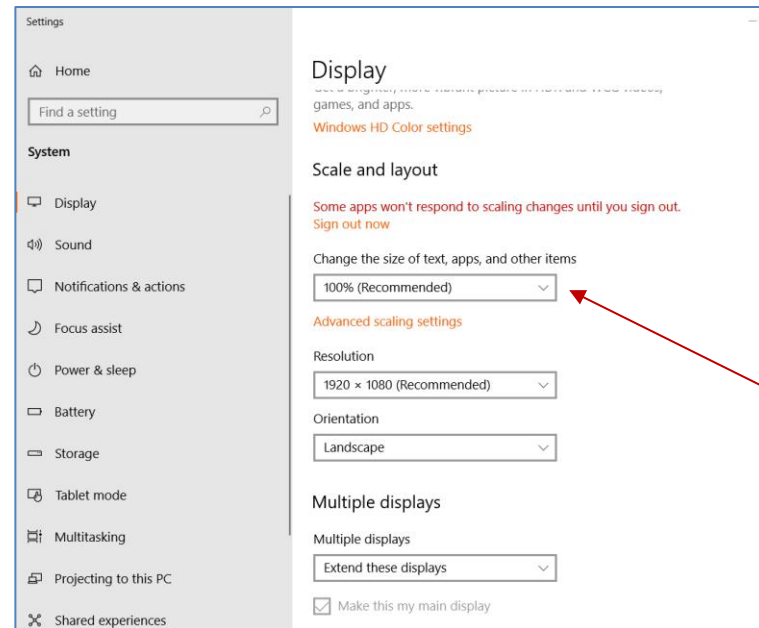
17. Now that you are registered with Test SAW, select the Sandbox icon on your desktop.
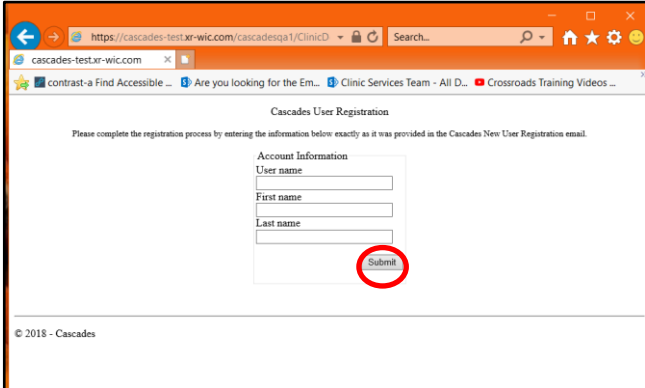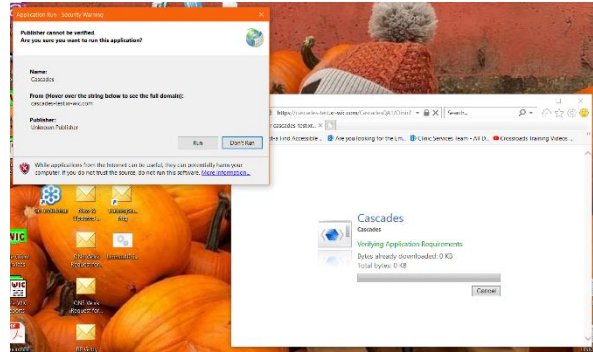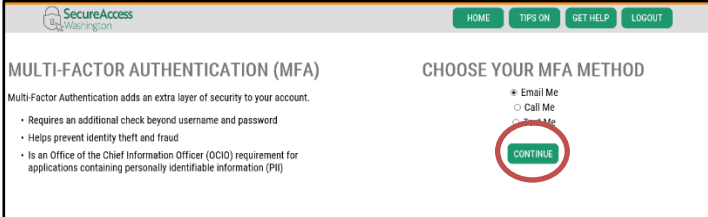   - Take steps to do the Multifactor Authentication.

    What you enter into these fields, **must match** the way they are entered in the Cascades Sandbox User Account. (Get this from the WIC Coordinator).

    - Add your Username as it exists in the Cascades Sandbox
   **Note:** If staff person was active in the LMS before

October 22, 2018, their **User name is: first initial, x, last name (Jane Doe is JxDoe)** Going forward the User name is first initial, middle initial and last name (JCDoe) o The coordinator adds the account for the user and sets up the User ID (Handout 1) o This user name links the Test SAW to the Cascades Sandbox. The user name may need to be used again when the Sandbox is refreshed (done quarterly). • Add your first name • Add your last name • Select Submit	
18. Select Run on the Application Run screen. **NOTE:** You'll need to do this the first time you use the Cascades Sandbox and for the quarterly refresh. **Congratulations, you're now able to explore the Cascades Sandbox!**	
Access the Cascades Sandbox: 1. Select the green "S" icon on the desktop. 2. User is redirected to Test SAW. 3. User logs into their Test SAW account with User name and Password; select "Submit". 4. Choose a MFA Method to receive the code by email, text, or call. Select a method and select "Continue".	

5. User enters the code they received from Test SAW. 6. User selects "Skip" if no Contact Update is needed. 7. Cascades Sandbox opens.	
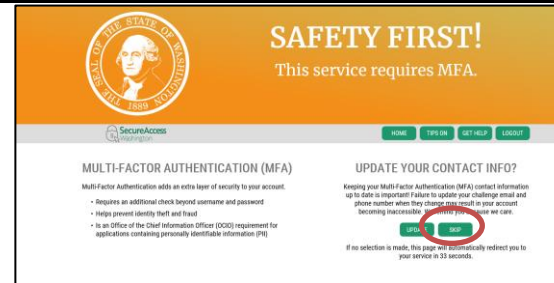
Cascades Inactivity: After **20 minutes of inactivity** in the Sandbox, the session times out.

Use the back arrow at the top left of the screen.

     or

Close the browser and select the sandbox icon and complete the steps in the row above.

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