How to send documents using MyDocs

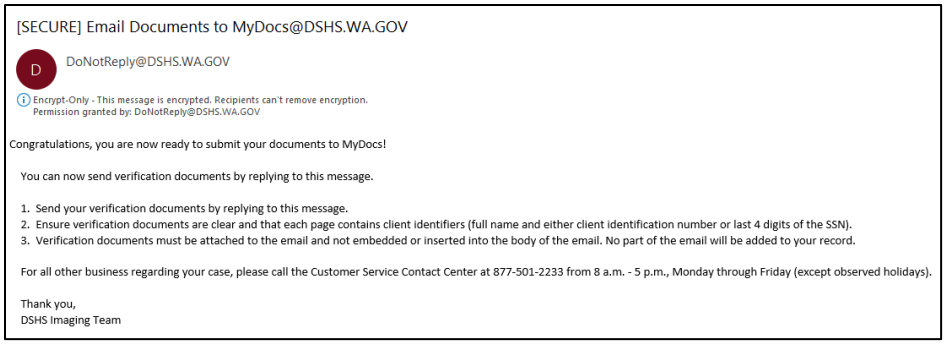
You now have the ability to securely email verification documents directly to DSHS. The process will vary slightly depending on your email provider.

The first time a DSHS employee sends you a secure email, it will provide instructions on the secure email attachment process.

If you have an email ending in Outlook.com, Hotmail.com, Live.com or MSN.com:

Look for a second email with subject line: "[SECURE] Email Documents to MyDocs@DSHS.WA.GOV"

Then follow the steps in that message to attach and send your documents.



[SECURE] Email Documents to MyDocs@DSHS.WA.GOV

D DoNotReply@DSHS.WA.GOV

Encrypt-Only - This message is encrypted. Recipients can't remove encryption.
Permission granted by: DoNotReply@DSHS.WA.GOV

Congratulations, you are now ready to submit your documents to MyDocs!

You can now send verification documents by replying to this message.

1. Send your verification documents by replying to this message.
2. Ensure verification documents are clear and that each page contains client identifiers (full name and either client identification number or last 4 digits of the SSN).
3. Verification documents must be attached to the email and not embedded or inserted into the body of the email. No part of the email will be added to your record.

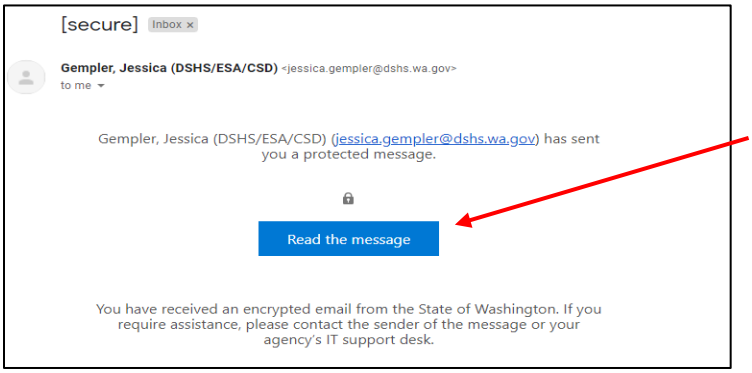
For all other business regarding your case, please call the Customer Service Contact Center at 877-501-2233 from 8 a.m. - 5 p.m., Monday through Friday (except observed holidays).

Thank you,
DSHS Imaging Team

In the future, you can respond to this email to send documents electronically, so you may want to store it in your email inbox.

If you use any other email address:

Look for an email like this:



[secure] Inbox ×

Gempler, Jessica (DSHS/ESA/CSD) <jessica.gempler@dshs.wa.gov>
to me

Gempler, Jessica (DSHS/ESA/CSD) (jessica.gempler@dshs.wa.gov) has sent you a protected message.

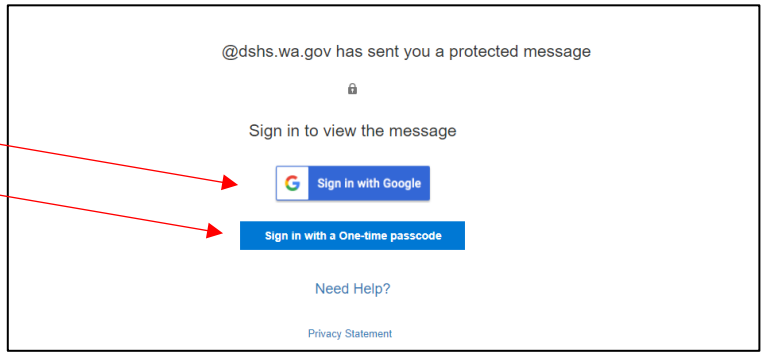
Read the message

You have received an encrypted email from the State of Washington. If you require assistance, please contact the sender of the message or your agency's IT support desk.

Click on the blue link that says, "Read the message."

The message will prompt you to sign into a google account or to use a one-time passcode to see the secure message.

- Click here to sign into a google account:
- Click here to use a one-time passcode:



@dshs.wa.gov has sent you a protected message

Sign in to view the message

Sign in with Google

Sign in with a One-time passcode

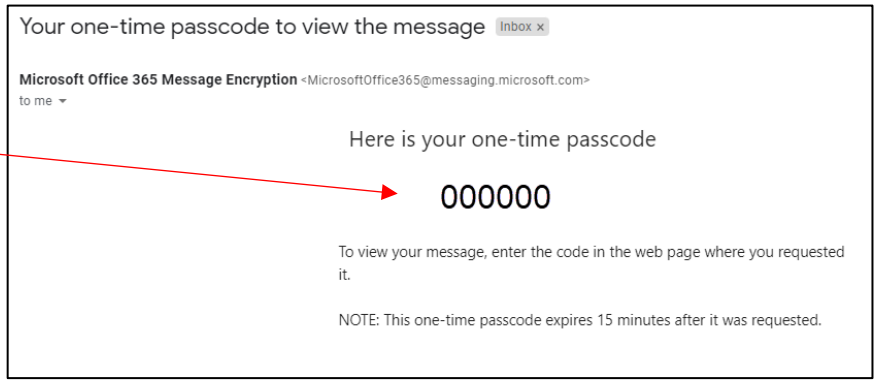
Need Help?

Privacy Statement

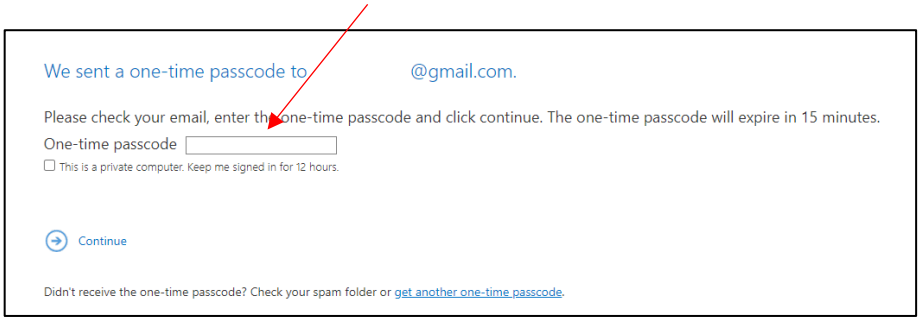
Signing into your google account will require entering your existing google account id and passcode.

Using the onetime passcode option will result in two additional emails.

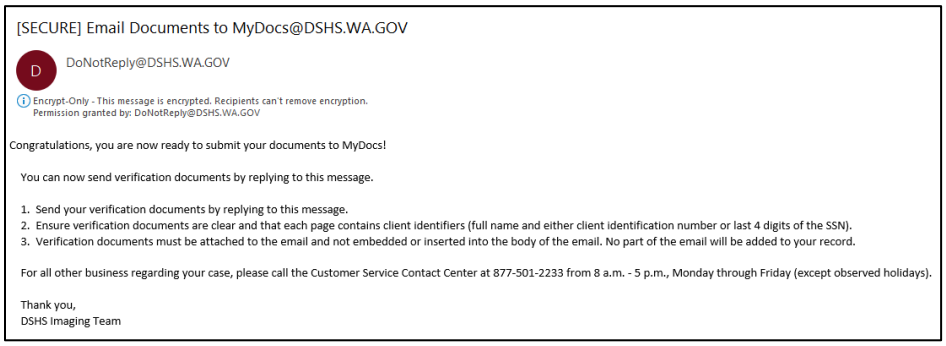
The first provides the one time passcode:



Which you enter in the second email:



Then follow the steps in the next message to attach and send your documents.



This email invitation will be available to you for 30 days. After 30 days, you must request a new email invitation when you want to submit verification documents via email.

Request a new email invitation when verification is needed to complete your eligibility review, application, when reporting a change of circumstance with a worker, or by calling 877-501-2233.

TIPS:

- Ensure verification documents are clear and that each page contains client identifiers (full name and either client identification number or last 4 digits of the SSN).
- Verification documents must be attached to the email and not embedded or inserted into the body of the email.