

Effective October 17, 2016, all Washington Connection SAW account users will be required to enroll in Adaptive Authentication. This process takes just a couple of minutes and is required at initial set up or after account unlock requests.


Adaptive Authentication Enrollment

Adaptive Authentication Enrollment provides an additional layer of security that helps prevent unauthorized people from accessing your confidential information.

The enrollment process begins when you log into Washington Connection with your SAW ID. You will be asked to provide an email address, phone number and answer three challenge questions specific to you. These items can provide a means to identify you when you log in from a computer we don't recognize.

Email Enrollment:

Email Enrollment



If you sign in from a computer we do not recognize, you will receive an email within 5-30 seconds which contains a confirmation code that you will need to enter on your screen to verify your identity. [How does it work?](#)

Enter one or more email addresses that we can use for immediate authentication.


* Email:

Other Email (optional):

Enter an email where you can receive a confirmation code. Other email is optional. Once you've entered your email(s), click **Next>>**

Phone Enrollment:

Phone Enrollment



Enter at least one phone number where you can receive an automated call in case we need to verify your identity. Click **Next>>**

If you sign in from a computer we do not recognize, you will receive a phone call within 5-60 seconds asking you to enter the confirmation code that appears on your screen. [How does it work?](#)


Enter one or more phone numbers that we can use to verify your identity.

Phone Type: (Ex. home, cell)	Country Code:	Phone Number: (Ex. 3609999999)	Extension (Optional):
* <input type="text"/>	United States (+1) <input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	United States (+1) <input type="text"/>	<input type="text"/>	<input type="text"/>

Country Code defaults to United States, if other Country Code is needed, select from the drop down menu.

Challenge Questions Enrollment:

Challenge Questions Enrollment



If you sign in from a computer we do not recognize, you will be asked to answer challenge questions. [How does it work?](#)

Note: Your answers should be **no more than 30 characters** (no symbols)

Question 1 :

* - Please select a challenge question -

Answer:

*

Question 2 :

* - Please select a challenge question -

Answer:

*

Question 3 :

* - Please select a challenge question -

Answer:

*

From the drop down menu for each question, select a question and then enter your answer in the **Answer** field.

Pick ones that will be easy for you to remember. The **Answer** space holds up to 30 characters and is not case sensitive.

When you've answered all 3 questions, click **Next>>**

Once you've provided the information for all three enrollment types (email, phone and challenge questions) you'll be directed to the **Enrollment Confirmation** page where you will have the opportunity to review and, if necessary, update the enrollment information entered.

The **Enrollment Confirmation** page provides a summary of your Adaptive Authentication enrollment information. You can change any of your enrollment information by clicking the **Update your Settings** button. This takes you back through the **Challenge Questions, Email** and **Phone Enrollment** pages and provides you the opportunity to change information if needed.

Enrollment Confirmation



You have successfully set up the following login information:

Challenge Questions

Question 1: In what city was your high school? (full name of city only)

Answer: test1

Question 2: What was your high school mascot?

Answer: test2

Question 3: In what city were you born? (Enter full name of city only)

Answer: test3

Phone Numbers

cell: +1 - 3609999999

Email Addresses

test@test.com

Would you like us to remember this computer for future use? [Learn More](#)

- Yes. I plan to use this computer in the future to access my account.
- No. This is a public computer or one I do not plan on using often to access my account.

[Update your Settings](#)

Click **Update your Settings** to update any of your enrollment information

Click **Finish** when you've completed your enrollment process

[Finish](#)

The **Enrollment Confirmation** page asks if you would like us to **Remember this Computer**. The answer to this question defaults to “No”. We recommend that you don’t change this default unless accessing your account from a personal or work computer that you use regularly.

Identity Verification

The Identity Verification page displays for users who have successfully logged into their Washington Connection SAW account and have completed Adaptive Authentication Enrollment.

From this page you can choose what method you would like to use to verify your identity: Challenge Questions, Email or Phone.

Identity Verification



We need to verify your identity because you are attempting to access your account from a computer or device we do not recognize.

Please select authentication method to be challenged:

- Challenge Questions
- Email
- Phone

Select how you would prefer to verify your identity and click **Next>>**.

Cancel

Next >>

Question Challenge

Question Challenge



We need to verify your identity because you are attempting to access your account from a computer or device we do not recognize.

What was your high school mascot?

(Not case sensitive)

Answer the challenge question that you selected during enrollment and click **Next>>**.

Would you like us to remember this computer for future use? [Learn More](#)

- Yes. I plan to use this computer in the future to access my account.
- No. This is a public computer or one I do not plan on using often to access my account.

Select Yes, **ONLY** if this is a personal computer that you'll use regularly.

Cancel

Next >>

Email Challenge

Email Challenge



We need to verify your identity because you are attempting to access your account from a computer or device we do not recognize.

Select Email Address:

Select an Email address where you can be reached for authentication.

- test@test.com
- test@test.wa.gov

(Expect an email in 5-30 seconds after you click "Next")

Select an email address that you can access and click **Next>>**.

Cancel

Next >>

Email Authentication

SAW SecureAccess WASHINGTON®

We are now sending an email containing a confirmation code to the following email address you selected.
test@test.com

Enter the confirmation code below. After entering the confirmation code, you will be authorized to continue.

If you didn't receive the email within 60 seconds or had other problems, [Click here](#).

Confirmation Code:

Would you like us to remember this computer for future use? [Learn More](#)

Yes. I plan to use this computer in the future to access my account.
 No. This is a public computer or one I do not plan on using often to access my account.

Callouts:

- Selecting **Click here** redirects you back to the **Identity Verification** page where you can select how you will verify your identity.
- Enter the confirmation code that you received at the email address you selected. Click **Next>>**.

If you do not receive the email with your **Confirmation Code** within 60 seconds, check your Junk or Spam email folders.

Phone Challenge

Phone Challenge

SAW SecureAccess WASHINGTON®

We need to verify your identity because you are attempting to access your account from a computer or device we do not recognize.

Select a Phone Number

Select a phone number where you can be reached for authentication:

Jane: +1 - XXXXXX4571
 Jane: +1 - XXXXXX8074

(Expect a phone call 5-30 seconds after you click "Next!")

Would you like us to remember this computer for future use? [Learn More](#)

Yes. I plan to use this computer in the future to access my account.
 No. This is a public computer or one I do not plan on using often to access my account.

Callout:

- Select a phone number that you are able to be reached at within 30 seconds. Click **Next>>**.

Phone Challenge

SAW SecureAccess WASHINGTON®

We are now calling the phone number you selected. When prompted, press the # key and then enter the confirmation code below into your phone.

After entering the confirmation code below, you will be authorized to continue.

If you do not receive the phone call within 60 seconds, or encounter other problems, [Click here](#).

jane +1 - XXXXXX4571

Confirmation Code: **638842**

Callout:

- Answer the telephone call and enter the confirmation code when prompted.

Phone Call Not Answered

Identity Verification SAW SecureAccess WASHINGTON®

We need to verify your identity because you are attempting to access your account from a computer or device we do not recognize.
Please select authentication method to be challenged:

Please answer the call and enter the confirmation code using the phone keypad.

- Challenge Questions
- Email
- Phone

If you aren't able to answer the telephone within 30 seconds, you are directed to the **Identity Verification** page where you must choose how you'll verify your identity. Then click **Next>>**.

Cancel Next >>

Authentication Success

Authentication Success SAW SecureAccess WASHINGTON®

You have successfully passed authentication.
To change your information, click Update Your Credentials.
To continue, click Finish.

Once you have verified your identity, you have 59 seconds to click **Finish** or you will then be automatically logged out.

Update your Credentials Finish (56)

When your identity has been verified via telephone, email, or challenge questions you are directed to the **Authentication Success** page. Here you can choose to update your credentials or click **Finish** to be directed to the Washington Connection **Account Summary** page.

Update your Credentials

When selecting Update your Credentials you are directed to the **Enrollment Confirmation** page. Here you can review your current identity verification options (challenge questions, phone, and email). To change you verification select **Update your Settings**.

Enrollment Confirmation



You have successfully set up the following login information:

Challenge Questions

Question 1: In what city were you born? (Enter full name of city only)

Answer: test3

Question 2: In what city was your high school? (full name of city only)

Answer: test1

Question 3: What was your high school mascot?

Answer: test2

Phone Numbers

jane: +1 - 3609999999

john: +1 - 3609999998

Email Addresses

test@test.com

To change any of your Challenge Questions, Phone Numbers or Email Addresses select **Update your Settings**. You then redirected to the enrollment pages.

Select **Finish** after you have updated your settings.

Access Denied

The **Access Denied** page appears when we are unable to verify your identity either through the email, phone or challenge question process.

Access Denied

Your Washington Connection SAW account has been locked.

To regain access, please click [this link](#) for assistance.

Click this link to open the Contact Us / Feedback window.

On the **Access Denied** page, click the link provided to request that your account be unlocked. The link directs you to the **Contact Us/Feedback** page. Complete the fields and click **Send**. You should receive notification that your account was unlocked via email within 24 business hours to the email address associated to your SAW account.

Contact Us / Feedback

Please enter in your information below and select the Send button.

Full Name

Email Address

Phone Number

-- Ext

Tracking #

Question/Comment

Be sure to include your **SAW ID** in this comment section.

characters left

Type the letters you see in this picture



Send

Close