


## 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



If you sign in from a computer we do not recognize, you will receive a phone call within 3-50 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. At least one phone number must be able to receive SMS messages.

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

Phone Type: (Ex. home, cell)	Country Code:	Country Code defaults to United States, if other Country Code is needed, select from the drop down menu.	Phone Number: (Ex. 3609999999)	Extension (Optional):	SMS:
* Primary:	<input type="text" value="United States (+1)"/>	<input type="text" value="United States (+1)"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>
Secondary:	<input type="text" value="United States (+1)"/>	<input type="text" value="United States (+1)"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

### 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>>**

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:** What is the first name of your oldest nephew?

**Answer:** test

**Question 2:** What was the nickname of your grandfather?

**Answer:** test1

**Question 3:** What was the name of the town your grandmother lived in? (Enter full name of town only)

**Answer:** test2

### Phone Numbers

**Primary:** +1 - 9999999999 (Can be used for SMS)

### Email Addresses

test@test.test

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
- No. This is a public computer or one I do not plan on using.

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

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

Update your Settings

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, SMS or Phone.

## 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:

- Challenge Questions
- Email
- SMS
- Phone

Cancel Next >>

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

## Question Challenge

## Question 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.

What was your high school mascot?

(Not case sensitive)

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.

Cancel Next >>

*Callout 1: Answer the challenge question that you selected during enrollment and click Next>>.*

*Callout 2: Select Yes, ONLY if this is a personal computer that you'll use regularly.*

## Email Challenge

## Email 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 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")

Cancel Next >>

*Callout: Select an email address that you can access and click 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.

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.

## SMS Challenge

## SMS 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.

**Confirm the Phone Number**

To confirm that you can receive SMS for authentication at this phone number, click Next.

**Secondary:** +1 - XXXXXX3257

(You should receive an SMS message within 30 seconds after you click "Next")

Confirm the number where you can receive a SMS message and click **Next>>**.

## SMS Authentication

SAW SecureAccess WASHINGTON®

We are now sending an SMS message containing a confirmation code to the following phone

**Secondary:** +1 - XXXXXX3257

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

If you didn't receive the SMS 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.

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 SMS phone number you selected. Click **Next>>**.

## Phone Challenge

### Phone 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 a Phone Number**

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

**Primary:** +1 - XXXXXX8074

**Secondary:** +1 - XXXXXX3257

(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.

*Note: A red callout bubble points to the phone numbers, stating: "Select a phone number that you are able to be reached at within 30 seconds. Click **Next**>>."*

## Authentication Success

### Authentication Success



You have successfully passed authentication.

To change your information, click Update Your Credentials.

To continue, click Finish.

*Note: A red callout bubble points to the Finish button, stating: "Once you have verified your identity, you have 59 seconds to click **Finish** or you will then be automatically logged out."*

When your identity has been verified via telephone, email, SMS or challenge question 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, where 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:** What is your father's middle name?

**Answer:** test1

**Question 2:** What was your high school mascot?

**Answer:** test2

**Question 3:** What is your mother's middle name?

**Answer:** test3

### Phone Numbers

**Primary:** +1 - 9999999999 (Can be used for SMS)

### Email Addresses

test@test.test

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.

[Update your Settings](#)

[Finish](#)

## 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