

Washington State Newborn Screening Program



Secure Remote Viewer (SRV) -Getting Started Guide-

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This guide describes how to register for Secure Access Washington (SAW) and the Newborn Screening Secure Remote Viewer (SRV) application.

With this service, you can login and view newborn screening results for infants at your facility anytime online.



Registering for Secure Access Washington (SAW)

Secure Access Washington (SAW) is the Washington State application gateway for various online government services. Some individuals already have a SAW account. **If you already have a SAW account, skip to step 7 of this guide to add SRV to your existing SAW account.** If you do not have a SAW account, follow these instructions to create one.

1. Go to <https://secureaccess.wa.gov/> and click “Sign Up!” to start the registration process



2. Enter the requested information, click “I’m not a robot” and then “Submit”

A screenshot of the "SIGN UP!" registration form. The form is titled "SIGN UP!" and includes a "CHECK NOW" link for users who are not sure if they already have an account. The form fields are: "FIRST NAME" (Susan), "LAST NAME" (Smiles), "EMAIL" (Susan.Smiles@gmail.com), "USERNAME" (SueSmiles9), "PASSWORD" (represented by 10 dots), and "CONFIRM PASSWORD" (represented by 10 dots). Below the password fields are "PASSWORD REQUIREMENTS" listed in red: "Add at least 10 more characters", "Add a special character or a lower case letter or an uppercase letter or a number". At the bottom of the form is a checkbox labeled "I'm not a robot" with a reCAPTCHA logo and a "SUBMIT" button circled in yellow.

Enter your name and email address

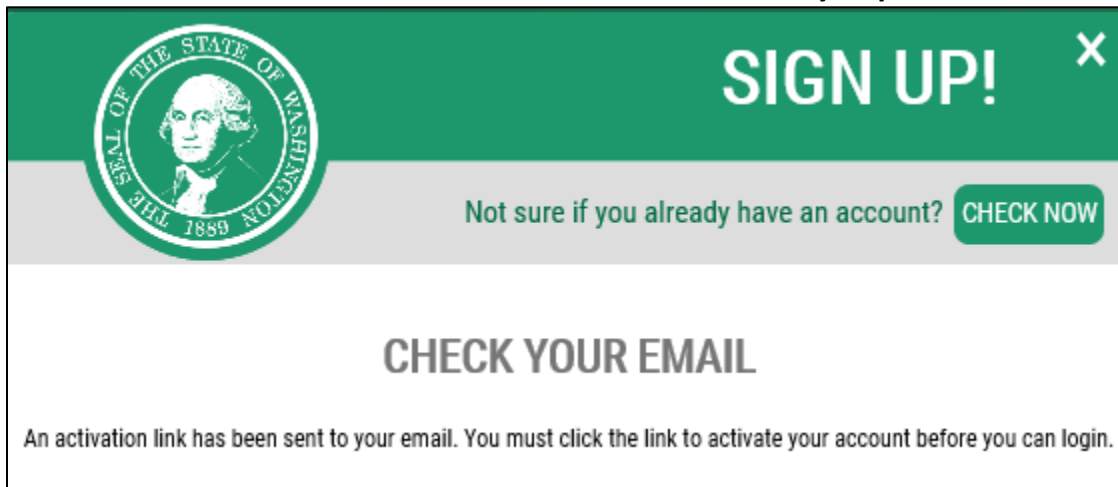
Select a SAW username and a password that meets the stated requirements

Click the “I’m not a robot” button

Complete the Captcha challenge

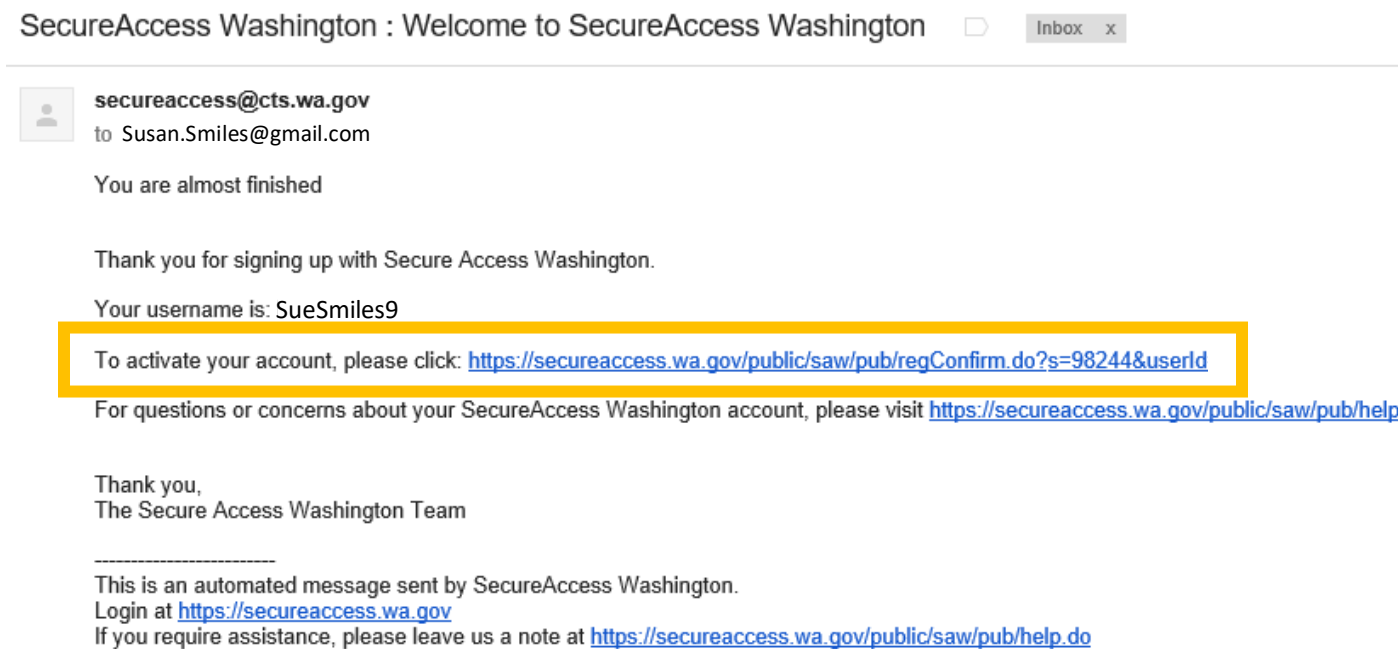
Press “Submit”

3. An activation link will be sent to the email address you provided



The screenshot shows a green banner with the Seal of the State of Washington on the left and the text "SIGN UP!" on the right. Below the banner, there is a grey bar with the text "Not sure if you already have an account?" and a green button labeled "CHECK NOW". The main content area is white and contains the text "CHECK YOUR EMAIL" in large, bold letters. Below this, a smaller line of text reads: "An activation link has been sent to your email. You must click the link to activate your account before you can login."

4. Login to your email account and click the activation link from SAW



The screenshot shows an email interface. At the top, it says "SecureAccess Washington : Welcome to SecureAccess Washington" with a dropdown menu and "Inbox x". The sender is "secureaccess@cts.wa.gov" and the recipient is "Susan.Smiles@gmail.com". The email body contains the following text:

You are almost finished

Thank you for signing up with Secure Access Washington.

Your username is: SueSmiles9

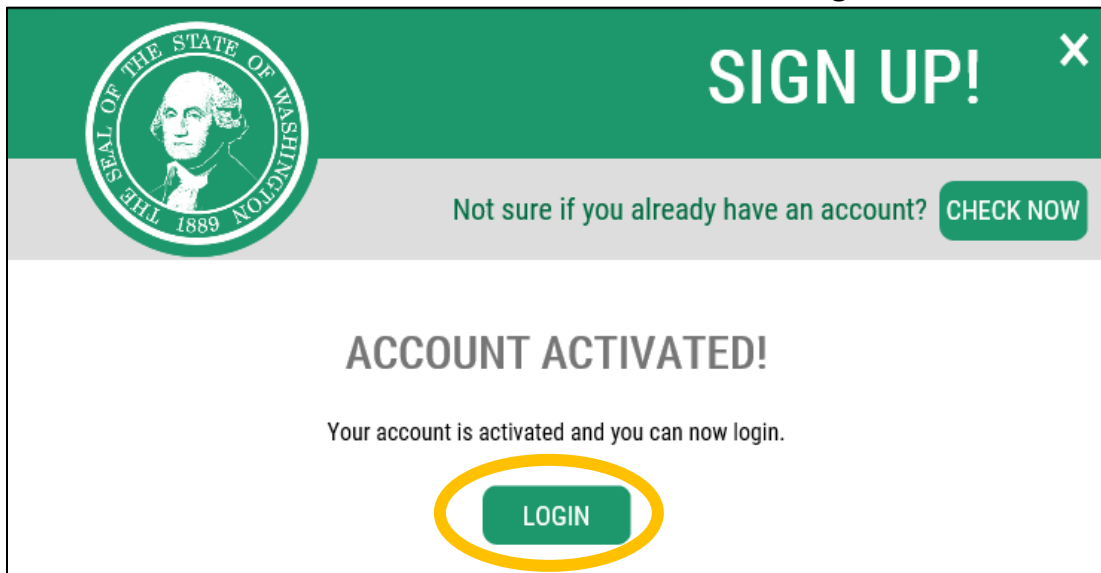
To activate your account, please click: <https://secureaccess.wa.gov/public/saw/pub/regConfirm.do?s=98244&userid>

For questions or concerns about your SecureAccess Washington account, please visit <https://secureaccess.wa.gov/public/saw/pub/help>

Thank you,
The Secure Access Washington Team

This is an automated message sent by SecureAccess Washington.
Login at <https://secureaccess.wa.gov>
If you require assistance, please leave us a note at <https://secureaccess.wa.gov/public/saw/pub/help.do>

5. You will receive an "Account Activated" notice. Select "Login."



The screenshot shows a green banner with the Seal of the State of Washington on the left and the text "SIGN UP!" on the right. Below the banner, there is a grey bar with the text "Not sure if you already have an account?" and a green button labeled "CHECK NOW". The main content area is white and contains the text "ACCOUNT ACTIVATED!" in large, bold letters. Below this, a smaller line of text reads: "Your account is activated and you can now login." At the bottom center, there is a green button labeled "LOGIN" which is circled in yellow.

6. Now login to SAW with the username and password you created

The screenshot shows the login interface for Secure Access Washington. The top section is a dark green banner with the state seal on the left and the text 'WELCOME to your login for Washington state.' in white. Below the banner is a light grey navigation bar containing the 'SecureAccess Washington' logo and three buttons: 'SIGN UP!', 'GET HELP', and 'TIPS OFF'. The main content area is white. On the left, there is a 'LOGIN' section with a 'USERNAME' field containing 'SueSmiles9' and a 'PASSWORD' field with ten black dots. A green 'SUBMIT' button is circled in yellow. Below the password field are two links: 'Forgot your username?' and 'Forgot your password?'. On the right, there is a section titled 'ON BEHALF OF' followed by a graphic of the Washington State Capitol building and the text 'WASHINGTON STATE AGENCIES'.

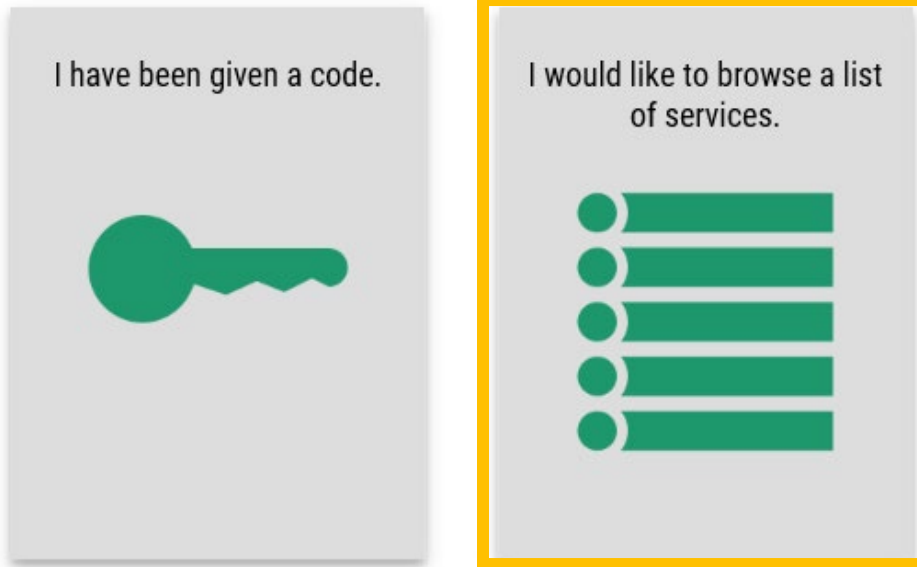
Adding the SRV Application

7. In your SAW account, click “Add a New Service”

The screenshot shows the account dashboard for Secure Access Washington. The top section is a dark green banner with the state seal on the left and the text 'GOOD AFTERNOON! What can we help you access today?' in white. Below the banner is a light grey navigation bar containing the 'SecureAccess Washington' logo and four buttons: 'ACCOUNT', 'GET HELP', 'TIPS OFF', and 'LOGOUT'. The main content area is white. On the left, there is a red 'ADD A NEW SERVICE' button circled in yellow. Below the button is a table with the following columns: 'SERVICE', 'DESCRIPTION', 'MEMBERSHIP', and 'ACTION'. Below the table is a message: 'Welcome to Secure Access Washington! To start using services from agencies around Washington, click the 'Add A New Service' button above.' On the right, there is a dropdown menu labeled 'SHOWING YOUR SERVICES FROM' with 'ALL OF WASHINGTON' selected. Below the dropdown is a graphic of the Washington State Capitol building and the text 'WASHINGTON STATE AGENCIES'.

8. Select “I would like to browse a list of services.”

ADD A NEW SERVICE



9. Select “Department of Health” from the list

ADD A NEW SERVICE



10. Find “Newborn Screening Secure Remote Viewer (SRV)” and select “Apply”

SERVICES FROM DOH



DRINKING WATER STATE REVOLVING FUND LOAN APPLICATION

APPLY

Drinking Water State Revolving Fund Loan Application for drinking water projects.

EMS ONLINE CERTIFICATION

APPLY

Allows EMS Personnel to submit online renewal applications and to manage their supervising agencies. Allows Agency Supervisors, County Coordinators, and Medical Program Directors to review and approve renewal applications.

EPH ONLINE PAYMENTS SYSTEM

APPLY

Online Payments system for EPH services

NEWBORN SCREENING SECURE REMOTE VIEWER (SRV)

APPLY

View and download newborn screening results for infants screened in Washington State.

ONLINE APPLICATION PORTAL

APPLY

Online Applications for Healthcare Provider and Healthcare Facility Credentials.

Security Authentication

Identity Verification (KBA): You will be asked several questions to verify your identity based on public records data. This is needed to verify your identity before accessing a service containing personal health data.

11. Ensure your legal name is displayed correctly. Click “Edit your name” if not correct.

IDENTITY VERIFICATION

You will be asked a series of questions based on your public record data (the state of Washington does not gather or store this data). These questions could be about things you have owned, people you know or your professional experience. If you do not wish to answer these questions, you may [request permission to skip this step](#). This choice may delay access to your service. Requests to bypass this process will send a notification to the owner of the service who may reach out to you to verify your identity manually. Once verified, you will be able to continue the registration process for this service.

NAME

Is your legal name displayed correctly below? First and Last name are required. This name should match what appears on your official documents, like your driver's license or passport. [Edit your name](#) if it does not match your official documents. Once any edits are complete, please return to this page.

SUSAN SMILES

12. Enter your personal/home address (wherever you receive bills or bank statements) and press “Continue.”

ADDRESS

The State of Washington does not store this address or use it for any purpose other than this transaction. If you have more than one address, enter the location where you receive bills or bank statements.

STREET ADDRESS

Enter your home address

CITY

Your home city

STATE

Your home state

ZIP

Your home zip code

CONTINUE

13. Select the answer to the verification questions. These may be about things you have owned, people you know, or your professional experience. Below is an example, your questions will be different.

IDENTITY VERIFICATION QUESTION

In which of the following cities have you attended college?

- Amherst
- Memphis
- Milwaukee
- Ocala
- Springfield
- None of the above

CONTINUE

TIP: If you have trouble with the questions or the system cannot verify your identity, try the KBA again - different questions will be provided that you may be able to answer

TIP: If you are still unable to pass the verification check, select “request permission to skip this step” (KBA Bypass)

IDENTITY VERIFICATION

You will be asked a series of questions based on your public record data (the state of Washington does not gather or store this data). These questions could be about things you have owned, people you know or your professional experience. If you do not wish to answer these questions, you may [request permission to skip this step](#). This choice may delay access to your service. Requests to bypass this process will send a notification to the owner of the service who may reach out to you to verify your identity manually. Once verified, you will be able to continue the registration process for this service.

NAME

Is your legal name displayed correctly below? First and Last name are required. This name should match what appears on your official documents, like your driver's license or passport. [Edit your name](#) if it does not match your official documents. Once any edits are complete, please return to this page.

- **You will receive the notice “Request Received”**

REQUEST RECEIVED

Your request has been received and is awaiting review by the application owner. You will be notified by email when a decision has been made.

OK

- **Send an email to Relasha.Sampson@doh.wa.gov stating that you would like to register for SRV but had trouble with the KBA. Include the following information:**

Full Name:

Work Phone:

Work Fax:

Work Email:

Title:

Organization/Business Name:

Business Address:

City:

State:

Zip:

Newborn Screening Submitter ID#:

Additional Submitter ID#s you wish to view results for:

Reason for additional submitter ID#s (eg. affiliated clinics):

Your role in newborn screening:

- **You will receive an email when your KBA bypass is approved or requesting additional information**

Multi-factor Authentication (MFA) Enrollment: After completing the identity verification (KBA), you will be asked to enter an email and phone number to verify that it's really you when you sign in from different computers.

When you sign in from a new computer, you will select whether you want to receive a verification code by email or by phone via text message (if text enabled) or via phone call (if not text enabled)

14. Press "Begin"

SAFETY FIRST!
This service requires MFA.

SecureAccess Washington

HOME TIPS OFF 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

We will collect additional emails and phone numbers where we can send codes to verify you in the future.

BEGIN

15. Enter your email address. When you login to SAW from a new computer, this email address will receive a verification code for you to enter into SAW. Press "Continue" when done.

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 EMAILS

Enter the email addresses that you would like us to send verification codes when we need to make additional security checks.

PRIMARY (REQUIRED)

Susan.Smiles@gmail.com

OPTIONAL

NEXT

16. Enter your phone number. When you login to SAW from a new computer, this phone will receive a verification code (if text enabled) or a phone call (if not text enabled). Press “Continue” when done.

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 PHONES

Enter the phone numbers you would like us to use for additional security checks. When those occur, you will be able to choose between text messages or an automated call if you prefer to use a number that doesn't receive texts.

PRIMARY PHONE

10 DIGIT NUMBER

OPTIONAL PHONE

10 DIGIT NUMBER

EXTENSION (OPTIONAL)

NEXT

17. Review the information you provided

Select Yes/No to whether you will use this computer in the future

- a. Yes = the computer will be remembered and you will not need to complete MFA to access SRV in the future on this computer (select for a secure computer)
- b. No = You will need to complete MFA (provide the verification code) in the future on this computer (select for non-secure or public computers)

Select “Submit”

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)

REVIEW AND FINALIZE

Please review the information you have entered and make any changes before pressing the “SUBMIT” button.

PHONE NUMBERS

PRIMARY: 4257700808

EMAILS

EMAIL 1: hlovejoy@uw.edu

Would you like us to add this computer to our list of known devices? Users who access the system using a known device are slightly less likely to be challenged.

- Yes**
 No

CHANGE **SUBMIT**

18. Complete the registration form for the SRV application with your WORK information

ADDITIONAL INFO FOR DOH



Department of Health requires some additional information before they can allow access to this service. Please fill in the form below.

***Name**

Your first and last name.

Susan Smiles

***Business Name**

Your hospital, clinic, laboratory, midwifery practice, or other business name.

Smiles Pediatrics

***Business Address**

Your work address.

1233 Evergreen Way, Seattle, WA 98105

***Phone**

Your work phone number.

206-123-4567

***Fax**

Your work fax number.

206-123-4566

***Email Address**

Your work email address.

Susan.Smiles@smilespeds.com

***Newborn Screening ID Number**

The ID number you use in the Submitter ID section on screening cards.

C9876

Additional IDs to View Results

If you need to view results for infants from other medical practices, write the ID numbers here.

C7896

Reason for Additional IDs

Provide the reason for viewing results from another facility. Example: affiliated clinics.

Affiliate clinics, we have two

***Role in Newborn Screening**

Provide a brief description of your role in newborn screening. Example: midwife, medical records.

pediatrician

SUBMIT

19. You will receive a confirmation screen stating your account is under review. You will receive an email once your account is approved.



REGISTRATION UNDER REVIEW

Thank you for registering with agency **Department of Health's** service **Newborn Screening Secure Remote Viewer (SRV)**. You will be notified by email of the approval or rejection of your service registration.

OK

The Newborn Screening Results Secure Remoter Viewer (SRV) application will show as "Pending" until approved.

If your account is not approved within 5 business days, contact Relasha Sampson at 206-418-5719 or by email Relasha.Sampson@doh.wa.gov

SecureAccess Washington ACCOUNT GET HELP TIPS OFF LOGOUT

ADD A NEW SERVICE

SERVICE	DESCRIPTION	MEMBERSHIP	ACTION
Newborn Screening Secure Remote Viewer (SRV)	View and download newborn screening results for infants screened in Washington State.	Pending	Cancel

SHOWING YOUR SERVICES FROM
ALL OF WASHINGTON



Logging into the SRV Application

- Please use **Microsoft Edge, Google Chrome, and Firefox** to access SRV.

1. Log into SAW at <https://secureaccess.wa.gov/> using the User ID and password you created through SAW
2. Select the service “Newborn Screening Secure Remote Viewer (SRV)”
 - If your membership is still listed as “Pending,” your account has not been approved yet. You will receive an email when your account is approved and your membership will say “Active”

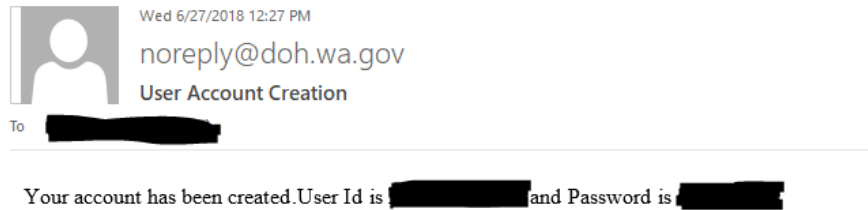
The screenshot shows the SecureAccess Washington interface. At the top, there are navigation buttons for ADMIN, ACCOUNT, GET HELP, TIPS ON, and LOGOUT. Below this is a section titled 'ADD A NEW SERVICE'. A table lists services with columns for SERVICE, DESCRIPTION, MEMBERSHIP, and ACTION. The 'Newborn Screening Secure Remote Viewer (SRV)' service is circled in red. To the right, there is a 'SHOWING YOUR SERVICES FROM ALL OF WASHINGTON' section with a map of Washington and the text 'WASHINGTON STATE AGENCY'.

SERVICE	DESCRIPTION	MEMBERSHIP ?	ACTION ?
EHDDI Application	This is the SAW service for the EHDDI program's web based application that allows DOH staff and specialists outside of the DOH to enter screening and diagnostic results, patient information, and complete follow-up actions.	Active ?	Remove
Newborn Screening Secure Remote Viewer (SRV)	View and download newborn screening results for infants screened in Washington State.	Active ?	Remove

3. Now enter your SRV username and password

The screenshot shows a web browser window displaying the SRV login page. The address bar shows the URL <https://secureaccess.wa.gov/doh/srv/toolbar/login.aspx>. The page features three logos: the Washington State Department of Health logo, the Washington State Department of Health logo, and the WA EHDDI Program logo. Below the logos are contact details for the WA Newborn Screening Program, Public Health Laboratories, and the WA EHDDI Program. A navigation bar contains 'Help' and 'Logout' links. The main content area includes 'EHDDI Login Help' and 'Browser Not Supported Help' links. At the bottom, there is a login form with 'User Name' and 'Password' input fields, a 'Login' button, and a 'Forgot your password?' link.

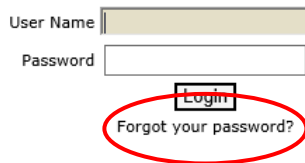
TIP: Your SRV username and a temporary password were emailed to you from noreply@doh.wa.gov when your SRV account was approved. These are different than your SAW username/password.



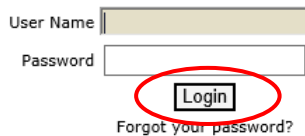
TIP: Manually type the temporary password in. It does not work to copy/paste the temporary password from the email into the password box.

TIP: If you didn't receive an email with your username and temporary password, check your Junk Email.

TIP: If lost the email with the temporary password, click "Forgot your password?" on the login screen to receive a new temporary password

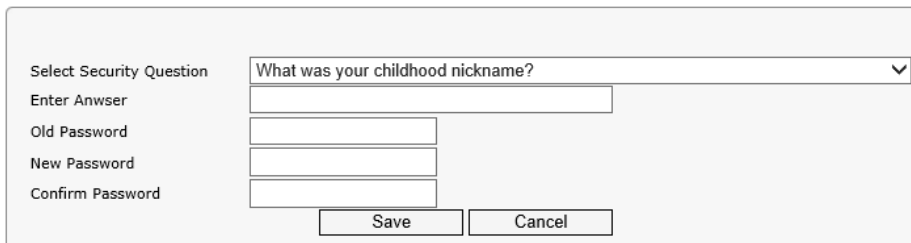


4. After entering your username and password, select "Login"

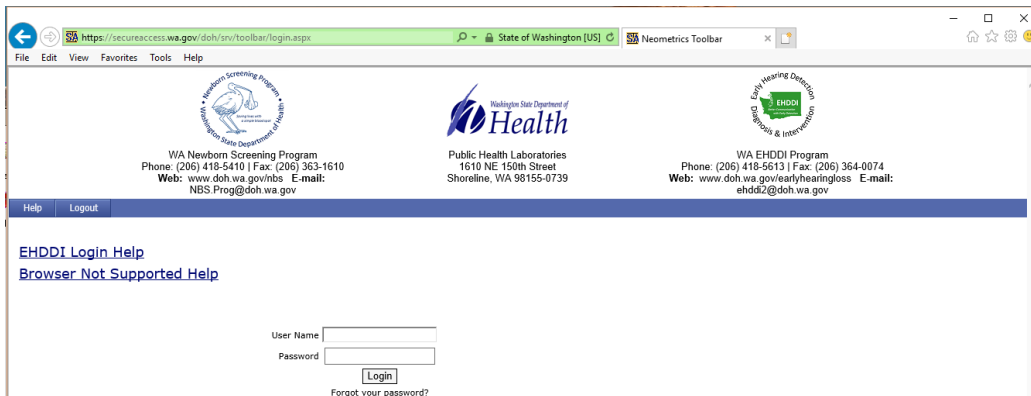


5. The first time you login, you will be prompted to change your password
- Select and answer a security question and choose a new password. Your new password must contain at least **8 characters** and at least **one number** and **one symbol**.
 - Manually type the temporary password into the "Old Password" box, do not copy/paste

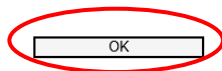
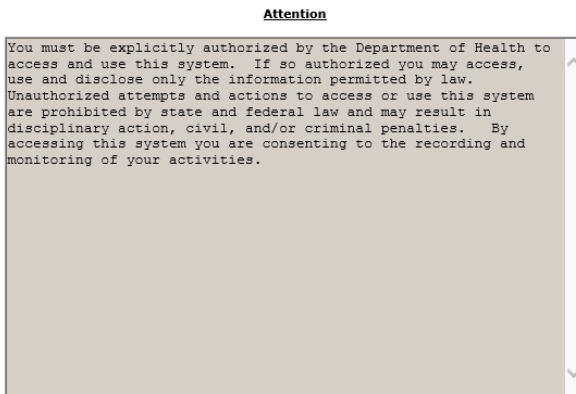
Your password has expired. Please select a security question and reset your password



6. You will be taken back to the login screen to login with your username and new password



7. Press "OK" to the confidentiality message



8. Now you are logged in and ready to search for results!

Tip: There are 5 options to choose from to search for patients Newborn Screening Results.

Tip: Highly recommend using #3 by entering Baby's DOB, Mother's first or last name only, or both.

**** Result information for infants born before 1998 may be obtained by calling 206-418-5410 ****

SEARCH FOR PATIENT RECORD(S) IN ONE OF THE FIVE WAYS:

1) DATE COLLECTED AND SUBMITTER ID# (USE FOR TRACKING SPECIMEN RECEIPT BY THE NBS LABORATORY)

Date Collected

Submitter ID#

2) DATE REPORTED AND SUBMITTER ID# (USE FOR DAILY PRINTING OF RESULT REPORTS)

Date Results Reported

Submitter ID#

3) DOB AND ANY ONE OF THE FOLLOWING FIELDS. IN NAME FIELDS USE THE * FOR A "STARTS WITH" SEARCH

DOB is a required field:

* Baby's DOB

Plus at least one additional field below:

Mother's Last Name

Mother's First Name

Baby's Name

**** Search by baby's first or last name only if not finding by full name ****

Sex

Submitter ID#

Facility of Birth

4) MEDICAL RECORD NUMBER

Medical Record #

5) NBS BARCODE FORM NUMBER (LOCATED ON THE BOTTOM RIGHT CORNER OF THE SCREENING FORM)

NBS Form #

**** For difficulty locating results, please contact the NBS program at 206-418-5410 ****