



SECURE ACCESS WASHINGTON (SAW)

Using SAW to access the Medical Cannabis Registry (MCR)

Secure Access Washington (SAW)

Why use Secure Access Washington (SAW) to access the Medical Cannabis Registry (MCR)?

- Secure Access Washington (SAW), acts as a security portal to access many systems within the State of Washington.
- It provides a single sign-on experience to simplify your access and adds an additional layer of security for your account.
- MCR2025 users will **always** log in through their own SAW account to access the Medical Cannabis Registry (MCR).



Secure Access Washington (SAW)

- SAW utilizes a Multi Factor Authentication (MFA) process, which will send you a code when you need to access the system.
- This code is delivered via text, phone, or email.
- To make this process easier, we suggest you:
 - Log into the system often (at least every 30 days)
 - Use the same computer, laptop, or tablet
 - Use the same IP address



SAW Sign-up Steps

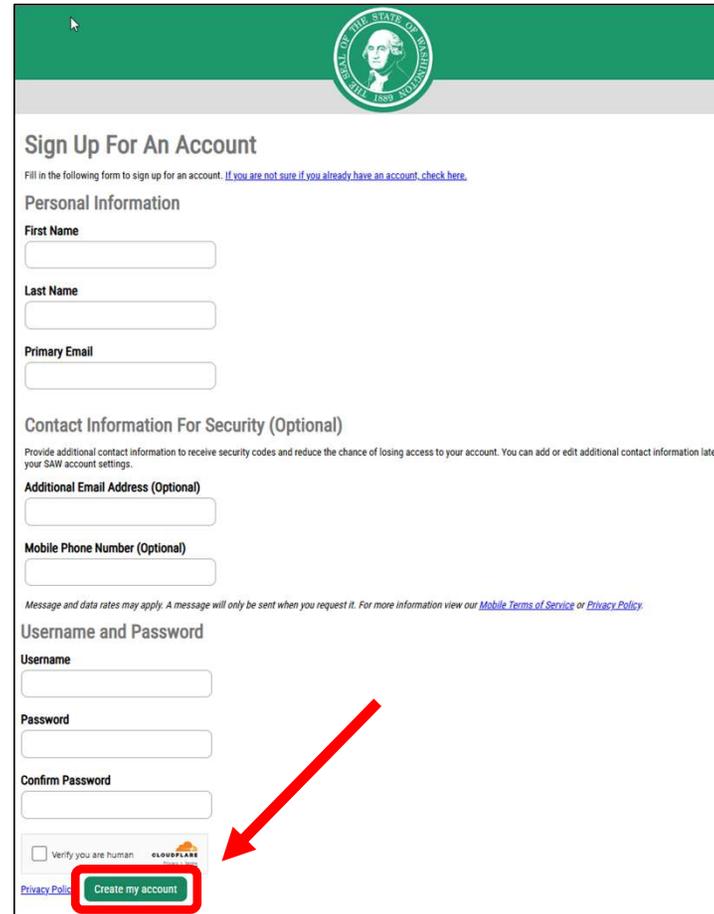
- Secure Access Washington Sign-up Steps:
 - SAW Link:
<https://secureaccess.wa.gov/>
 - Click “Sign Up!”

* Note: If you have already registered for SAW, skip to [slide 18](#) to learn how to add the Medical Cannabis Registry to your SAW account.



SAW Sign-up Steps

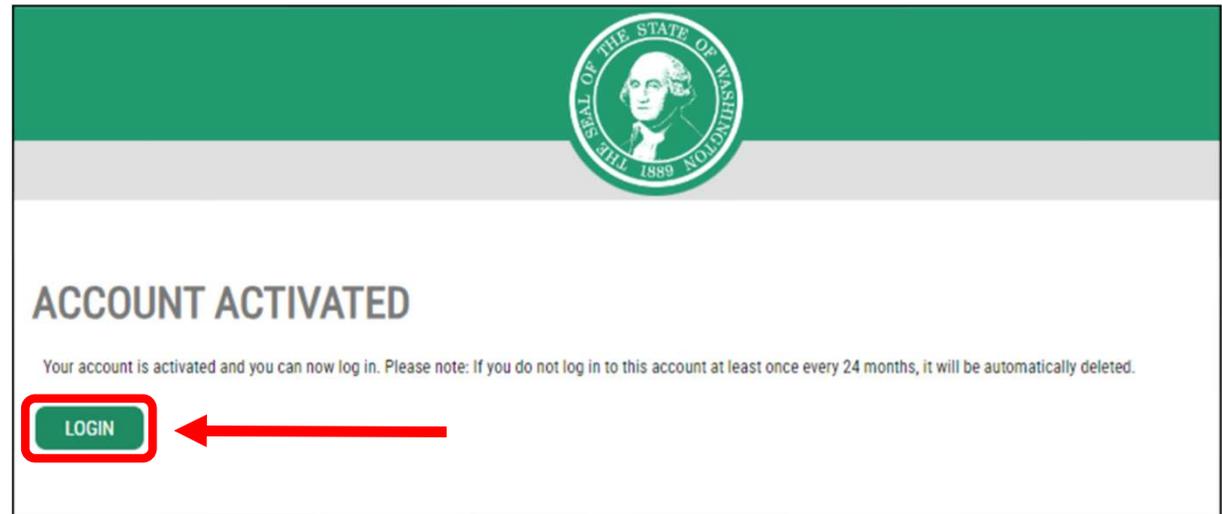
- Secure Access Washington Sign-up Steps:
 - Complete the form and then click “Create my account”.
- SAW will send you an email to activate your account.
 - Log in to your email that you provided for SAW.
 - Click the activation link in the email to activate your account.



The screenshot shows the 'Sign Up For An Account' form on the State of Washington's Secure Access Washington (SAW) website. The form is titled 'Sign Up For An Account' and includes a header with the state seal. The form fields are organized into sections: 'Personal Information' (First Name, Last Name, Primary Email), 'Contact Information For Security (Optional)' (Additional Email Address, Mobile Phone Number), and 'Username and Password' (Username, Password, Confirm Password). A 'Verify you are human' checkbox is located below the password fields. At the bottom of the form, there is a 'Create my account' button, which is highlighted with a red box and a red arrow pointing to it from the right. A 'Privacy Policy' link is also visible at the bottom left of the form.

SAW Sign-up Steps

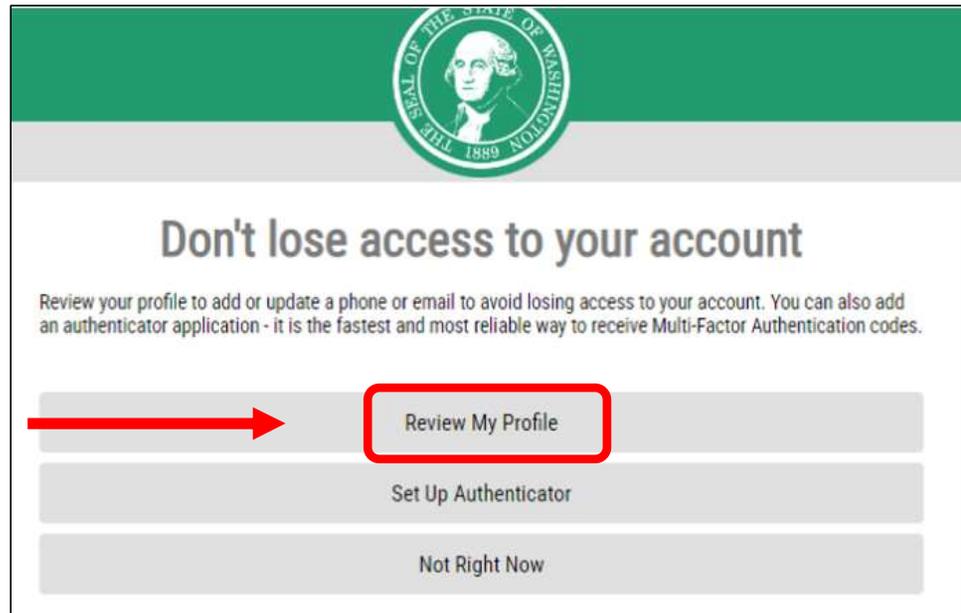
- Your account is now active.
 - Click “LOGIN” and you will be redirected to the login screen.
 - Enter your username and password to log in.



* Note: If you do not log in to your SAW account at least once every 24 months, the account will be automatically deleted.

SAW Sign-up Steps

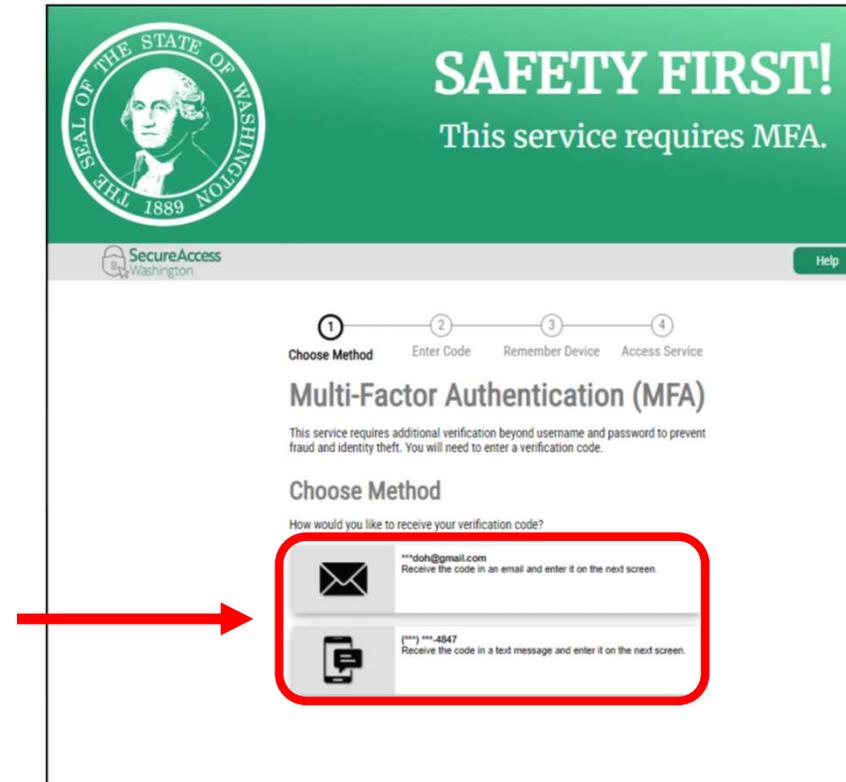
- From this screen, you will see three options:
 - Review My Profile
 - Set Up Authenticator
 - Not Right Now
- Choose “Review My Profile”



Set up your Multi-factor Authentication

- Set up your Multi Factor Authentication (MFA).
- MFA requires additional verification to prevent fraud and identity theft.
- After you choose the verification methods, you will need to enter a verification code.
- Choose Email or Text to receive your "MFA Code."

* Note: "Phone call" is also available for an audio call verification, it is just not shown on this slide.



Set up your Multi-factor Authentication

- Check your email or text for the MFA code.
 - Enter the code.
 - Click “Submit.”

SAFETY FIRST!
This service requires MFA.

SecureAccess
Washington

1 Choose Method 2 **Enter Code** 3 Remember Device 4 Access Service

Multi-Factor Authentication (MFA)

Enter Code

Please enter the code sent to ***doh@gmail.com

133

[Resend Code](#)

[Choose another method](#)

If you do not receive an email with the authentication code:

- Check your junk/spam folder. If the email is not there, try these troubleshooting steps:
 - Check any other folders that may have received the email.
 - Refresh/update your email application and inbox.
 - Add help@secureaccess.wa.gov as an email contact inside of your email application.
- Click Resend Code. You can click Resend Code every two minutes, but do not try this more than three times. If you do not receive the resend code:
 - You may need to contact your email service provider to allow emails from help@secureaccess.wa.gov. If you have setup an additional email or mobile number, you can click Choose another method to select a different option for receiving a code.

Set up your Multi-factor Authentication

- The Remember Device option will then appear.
 - Do not click “Yes”
 - Click “Submit.”

Multi-Factor Authentication (MFA)

Remember Device?

Choose to remember this device to reduce how often you are required to enter a verification code.

If the device you are using is shared or public, we recommend you do not remember this device.

Yes, remember my device

Submit

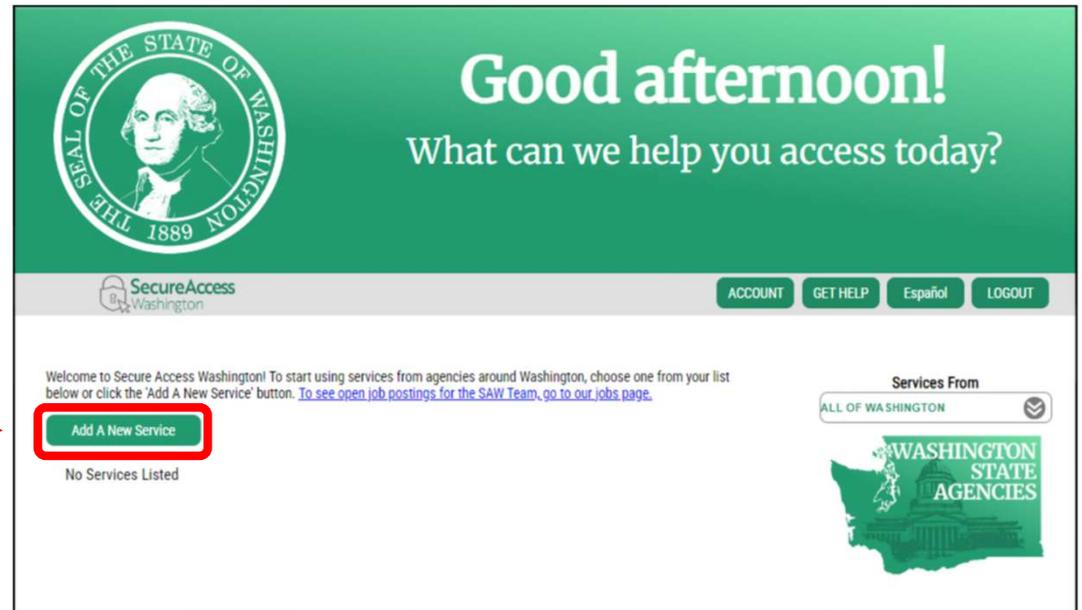
Secure Access Washington (SAW)

- You will be directed to the “Manage Your Profile” screen.
- Here, you can update your information.
- Make any necessary changes to your profile and click “UPDATE.”
- If there are no changes needed, click the “X” button to exit this window.

The screenshot displays the 'Manage Your Profile' interface. At the top, there is a green header with the state seal and the word 'ACCOUNT'. A red circle highlights an 'X' button in the top right corner. Below the header is a navigation bar with buttons for 'Profile', 'Devices', 'Password', 'Delete', and 'Help'. The main content area is titled 'Manage Your Profile' and includes sections for 'Required Information' (Username, First And Last Name, Primary Email) and 'Additional Contact Information For Security' (Additional Email Address, Mobile Phone Number). A red arrow points to the 'UPDATE' button at the bottom of the form. The background shows a sidebar with 'Add A New Service' and 'No Services Listed'.

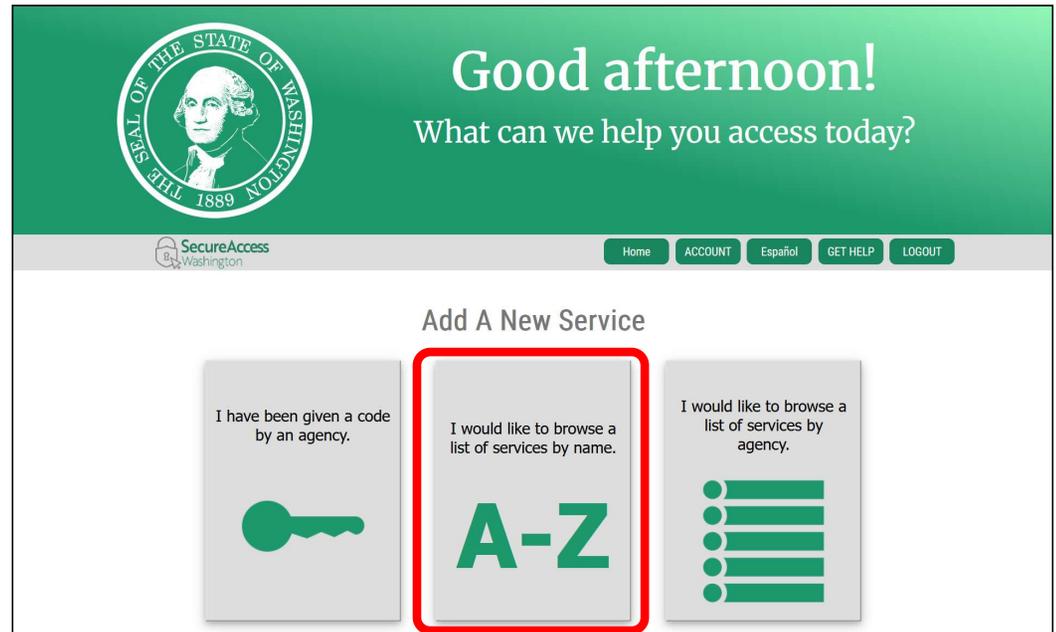
Adding a New Service

- You will be directed to the Welcome Screen.
- Click the “Add A New Service” button to add the Medical Cannabis Registry (MCR).



Adding a New Service

- You will have 3 options to choose from to add a new service.
 - I have been given a code by an agency.
 - I would like to browse a list of services by name “A-Z”.
 - I would like to browse a list of services by agency.
- Select “A-Z” to search by name



Adding a New Service

Type “cannabis” in the filter box

The screenshot shows the Washington State SecureAccess portal. At the top left is the Seal of the State of Washington. To its right, the text reads "Good afternoon! What can we help you access today?". Below this is a navigation bar with "SecureAccess Washington" and buttons for "Home", "ACCOUNT", "Español", "GET HELP", and "LOGOUT". The main content area is titled "ALL PUBLICLY DISPLAYABLE SERVICES" and includes a note: "Please note that some services require an access code and will not appear in this list. If you have been given an access code, please enter it on the previous page." On the left is a "WASHINGTON STATE AGENCIES" logo. A red arrow points from this logo to a search filter box labeled "Filter" which contains the text "cannabis". Below the filter are four service cards: "ACCESS", "ADOBE CONNECT", "ADVANCE NOTICE OF OIL TRANSFER", and "AESTIVA APPLICATION", each with an "Apply" button.

Adding a New Service

- The Medical Cannabis Registry will populate on the screen.
 - Click “Apply” to add MCR to your profile.

The screenshot displays the Washington State SecureAccess portal. At the top, there is a green header with the state seal on the left and the text "Good afternoon! What can we help you access today?" on the right. Below the header is a navigation bar with buttons for "Home", "ACCOUNT", "Español", "GET HELP", and "LOGOUT". The main content area is titled "ALL PUBLICLY DISPLAYABLE SERVICES" and includes a note: "Please note that some services require an access code and will not appear in this list. If you have been given an access code, please enter it on the previous page." A search filter is present with the text "Filter" and a search box containing "cannabis". Below the search box, a red arrow points to a service card for "MEDICAL CANNABIS REGISTRY". The card includes a description: "The DOH maintains a medical cannabis authorization data system that provides recognition cards to qualifying patients and designated providers, allowing them to take advantage of legal protections offered by the law." and an "Apply" button.

Identity Verification

- The system will direct you to the “Identity Verification” page.
 - Enter your Home Address.
 - Click “Continue.”

SecureAccess
Washington

Home ACCOUNT Español GET HELP LOGOUT

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.

Your 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.

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

CITY

State

ZIP

[Privacy Notice](#)

Identity Verification

- SAW will walk you through the “Identity Verification Questions” page.
- You will be asked a series of personal questions based on available public record data.
- This will validate your identity.

* Note: If you failed the Identity Verification questions, you can try again to answer the questions or click “*Request Permission to Skip this Step.*”

These requests are reviewed manually by the application owner, which may cause longer-than-normal waiting times for access to this service.

IDENTITY VERIFICATION QUESTION

Which of the following street addresses in Olympia have you ever lived at or been associated with?

- 12 Fern Street Southwest
- 15 Summit Lake Shore Road Northwest
- 16 Columbia Street Southwest
- 22 63rd Court Southwest
- 23 Westwind Drive Northwest
- None of the above or I am not familiar with this property

[Continue](#)

Identity Verification Failed

What should I do next?

1. Verify that Reem Aldaghestani 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.

Medical Cannabis Registry (MCR) Login/Register

MCR Login/Register

- Navigate to the Main SAW screen to access the Medical Cannabis Registry and click “Access Now”.
- SAW Link: <https://secureaccess.wa.gov/>

Good afternoon!
What can we help you access today?

SecureAccess
Washington

ACCOUNT GET HELP Español LOGOUT

Click here to add another contact method to your account to avoid losing access to your services.

Welcome to Secure Access Washington! To start using services from agencies around Washington, choose one from your list below or click the 'Add A New Service' button. [To see open job postings for the SAW Team, go to our jobs page.](#)

Add A New Service

Medical Cannabis Registry provided by Department of Health **Access Now**

The DOH maintains a medical cannabis authorization data system that provides recognition cards to qualifying patients and designated providers, allowing them to take advantage of legal protections offered by the law.
[Contact the help desk for MCR](#) [Remove from my list](#)

Services From
ALL OF WASHINGTON

WASHINGTON
STATE
AGENCIES

MCR Login/Register

You will be prompted to select the appropriate MFA type (either by email, phone call, or text).

1 Choose Method 2 Enter Code 3 Remember Device 4 Access Service

Multi-Factor Authentication (MFA)

This service requires additional verification beyond username and password to prevent fraud and identity theft. You will need to enter a verification code.

Choose Method

How would you like to receive your verification code?

- ***.vv@gmail.com
Receive the code in an email and enter it on the next screen.

1 Choose Method 2 Enter Code 3 Remember Device 4 Access Service

Multi-Factor Authentication (MFA)

Enter Code

Please enter the code sent to ***ger@gmail.com

3612-

[Resend Code](#)
[Choose another method](#)

If you do not receive an email with the authentication code:

- Check your junk/spam folder. If the email is not there, try these troubleshooting steps:
 - Check any other folders that may have received the email.
 - Refresh/update your email application and inbox.
 - Add help@secureaccess.wa.gov as an email contact inside of your email application.
- Click Resend Code. You can click Resend Code every two minutes, but do not try this more than three times. If you do not receive the resent code:
 - You may need to contact your email service provider to allow emails from help@secureaccess.wa.gov. If you have setup an additional email or mobile number, you can click Choose another method to select a different option for receiving a code.

MCR Login/Register

- The Remember Device option will then appear.
 - Do not click “Yes”
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Multi-Factor Authentication (MFA)

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Choose to remember this device to reduce how often you are required to enter a verification code.

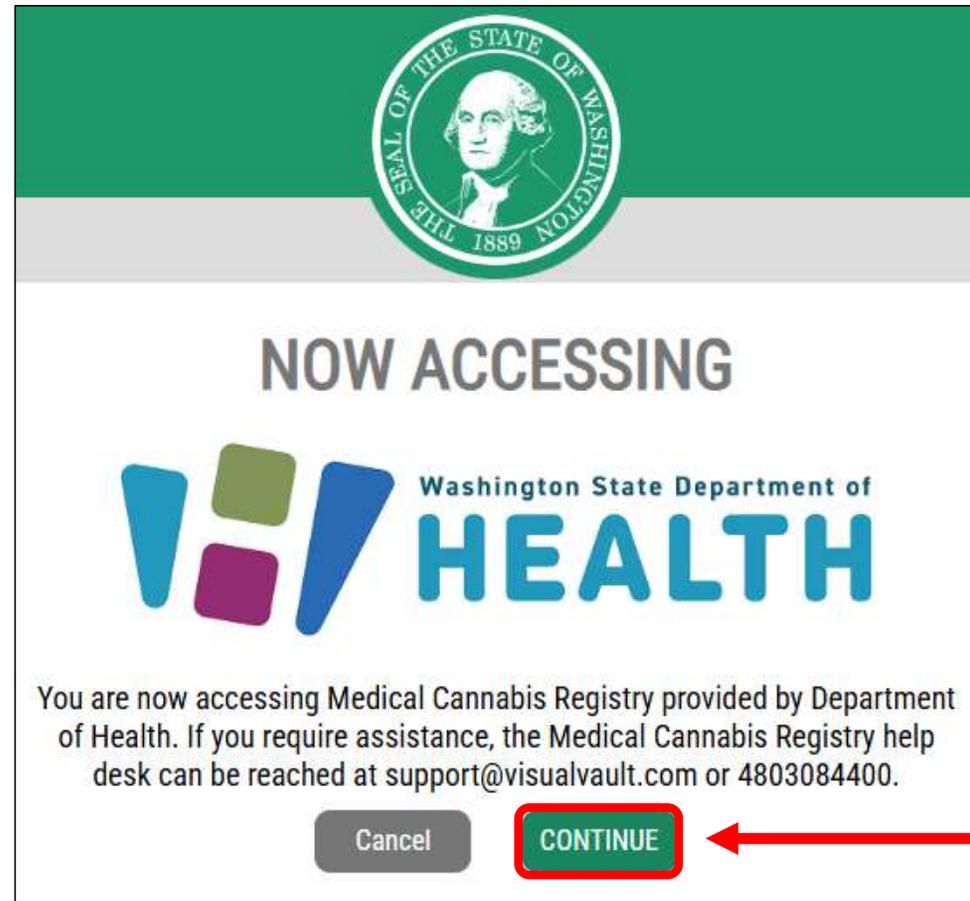
If the device you are using is shared or public, we recommend you do not remember this device.

Yes, remember my device

Submit

MCR Login/Register

- Click “Continue” to be directed to the Medical Cannabis Registry.



MCR Login/Register

- From the “Welcome to MCR” home screen:
 - Click the link to register.
 - See the additional Role-Based training for guidance on how to register.



* Note: First-time users will see a “Welcome to MCR” home screen.

* If a Medical Cannabis Consultant registers a Patient / Designated Provider in MCR, the Patient/Designated Provider home screen will populate instead.



To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email doh.information@doh.wa.gov.