

Online Contact Information Change Instructions

All licensed practical nurses (LPNs), registered nurses (RNs), advanced registered nurse practitioners (ARNPs), and nursing technicians (NTECs) may update their contact information online for their Washington State license through accessing the SecureAccess Washington (SAW) security portal.

Getting Started

Please follow the steps below to access the online application portal. You must create an account with Secure Access Washington (SAW) and sign in to the Department of Health Online Application Portal. The first time you add the service, the portal will prompt you to answer several questions to verify your identity. The questions will match the name and address you provide with the existing public record information.

Step 1: Create or login to your Secure Access Washington

1. Go to the [Secure Access Washington \(SAW\)](#) website.
2. Select "Sign up!"
 - a. If you already have a SAW account, sign in with your user ID and password you previously created and continue to "Step 2" below.
3. Follow the steps to register. You'll create your own user ID and password for SAW.
4. The system will send you an email confirming your registration.
5. Select the link in the email that follows this statement: "To activate your new account, select the following link." This step is required to complete the registration process.

If you experience problems with the SAW site, contact Consolidated Technology Services (24 hours) at 888-241-7597 or servicedesk@cts.wa.gov.

Step 2: Create a link to the Department of Health Online Application Portal

1. Login to your SAW account using your user ID and password you previously created.
2. Select the "Add a New Service" link.
3. Select "I would like to browse a list of services by name."
4. Select "Online application Portal."

Step 3: Update your contact information

1. Click on "Home"
2. Click on "Access Now."
3. Click "Continue"
4. Complete the information on the User Lookup Page. Last name, date of birth, and social security number (SSN) are required fields.
5. Click "Search."
6. Update your address on the Update User Profile page by
 - a) Selecting from the drop down lists your Country, State/Province, and county
 - b) Enter your full street address including Apartment number in the Address Line 1 field
 - c) Enter your city
 - d) Enter your Zip Code
 - e) Click on the "Validate Address" link.
 - f) Select the Use Suggested Address option
 - g) Click the Save button
7. Once you have validated your address, click the "UPDATE" button.

* If you need to update your email address follow the instructions at the top of the update user profile page.

If you're having problems with the Online Application Portal, please contact the Nursing Care Quality Assurance Commission at 360-236-4703. Our normal business hours are Monday through Friday, 8 a.m. to 5 p.m. We are closed on all state holidays.