

Getting Started with the EHDDI Web Application



Early Hearing Detection, Diagnosis, and Intervention (EHDDI)

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This guide describes how to register for Secure Access Washington (SAW) and apply for the EHDDI Web Application.

With this application, you can view and report results of newborn hearing screenings and diagnostic hearing evaluations for infants born in Washington.

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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 The EHDDI Web Application 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”

SIGN UP! X

Not sure if you already have an account? [CHECK NOW](#)

FIRST NAME
Susan

LAST NAME
Smiles

EMAIL
Susan.Smiles@gmail.com

USERNAME
SueSmiles9

PASSWORD REQUIREMENTS

Add at least 10 more characters
Add a special character or a lower case letter or an uppercase letter or a number

PASSWORD
●●●●●●●●●●

CONFIRM PASSWORD
●●●●●●●●●●

I'm not a robot 

SUBMIT

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 challenge

Press “Submit”

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

SIGN UP! X

Not sure if you already have an account? [CHECK NOW](#)

CHECK YOUR EMAIL

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

SecureAccess Washington : Welcome to SecureAccess Washington



Inbox x



secureaccess@cts.wa.gov
to Susan.Smiles@gmail.com

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.do>

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.”

SIGN UP!

Not sure if you already have an account? **CHECK NOW**

ACCOUNT ACTIVATED!

Your account is activated and you can now login.

LOGIN

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

WELCOME
to your login for Washington state.

SecureAccess
Washington

SIGN UP! GET HELP TIPS OFF

LOGIN

USERNAME: SueSmiles9

PASSWORD: ●●●●●●●●●●

SUBMIT

[Forgot your username?](#) | [Forgot your password?](#)

ON BEHALF OF

WASHINGTON
STATE
AGENCIES

Adding the EHDDI Web Application

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

SecureAccess Washington

ACCOUNT GET HELP TIPS OFF LOGOUT

ADD A NEW SERVICE

| SERVICE | DESCRIPTION | MEMBERSHIP | ACTION |
|---------|-------------|------------|--------|
|---------|-------------|------------|--------|

Welcome to Secure Access Washington! To start using services from agencies around Washington, click the 'Add A New Service' button above.

SHOWING YOUR SERVICES FROM
ALL OF WASHINGTON

WASHINGTON STATE AGENCIES

8. Select “I have been given a code.”

ADD A NEW SERVICE

I have been given a code.

This block represents the first option in the 'ADD A NEW SERVICE' process. It features a light gray background with a yellow border. The text 'I have been given a code.' is at the top, and a large green key icon is centered below it.

I would like to browse a list of services.

This block represents the second option in the 'ADD A NEW SERVICE' process. It features a light gray background. The text 'I would like to browse a list of services.' is at the top, and a list of five horizontal bars with green circles on the left is centered below it.

9. Enter “DOH-EHDDI3” as your code and select “Submit”.

ADD A NEW SERVICE

ENTER YOUR CODE

DOH-EHDDI3

SUBMIT

I would like to browse a list of services.

10. You should immediately receive confirmation that you have successfully submitted your service registration. You will receive another email once the EHDDI program has approved your registration. This should take no more than 2 business days. Please contact the EHDDI program at ehddi2@doh.wa.gov if you do not receive a follow-up email within 2 business days.

Security Authentication

Identity Verification using knowledge based authentication (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 ehddi2@doh.wa.gov stating that you would like to register for the EHDDI Web Application but had trouble with the KBA. Include the following information:

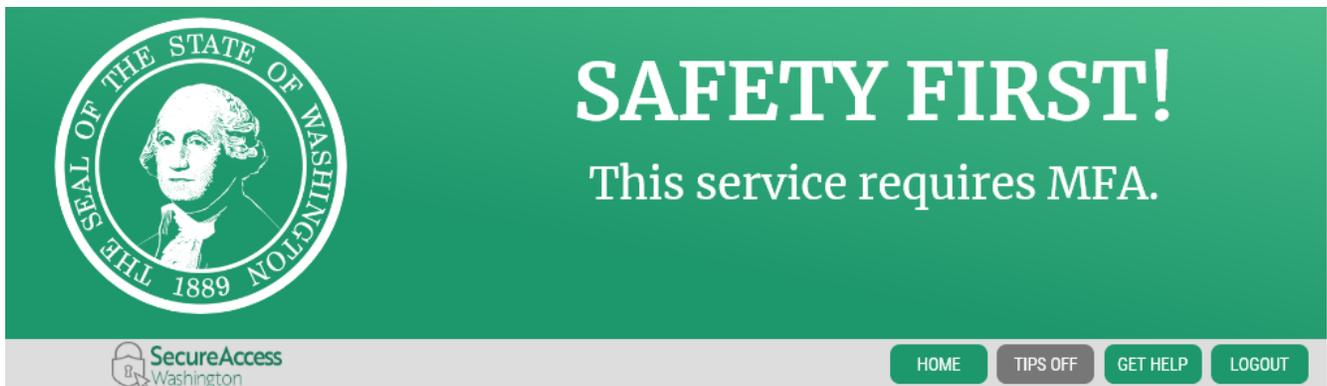
Full Name:
Work Phone:
Work Fax:
Work Email:
Title:
Organization/Business Name:
Business Address:
City:
State:
Zip:

- 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"



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.



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 the EHDDI Web Application 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

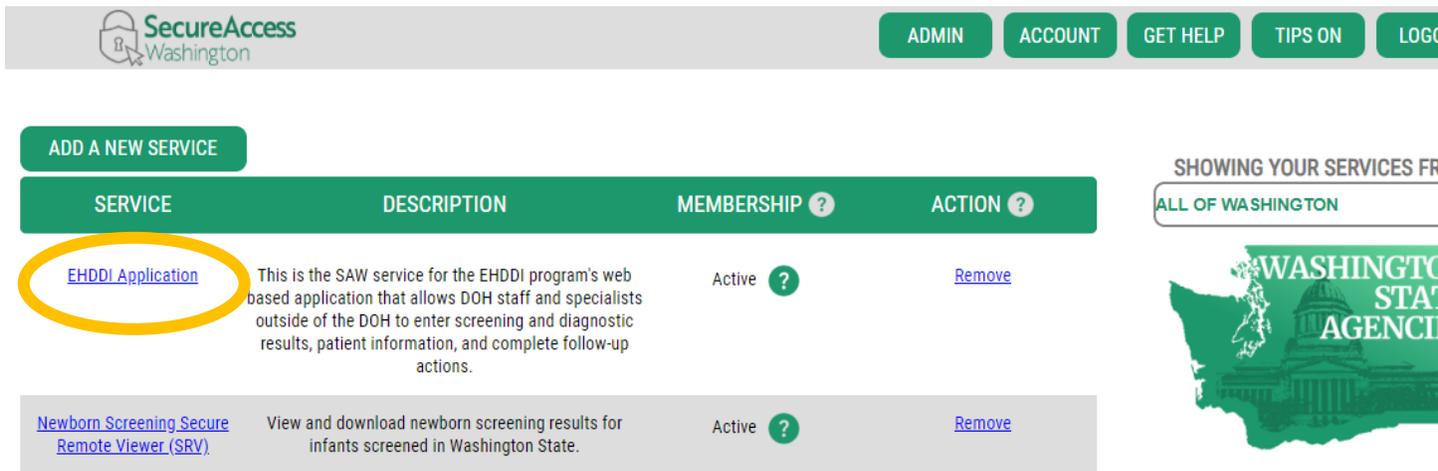
Logging into the EHDDI Web Application

- Please use **Internet Explorer** to access the EHDDI Web Application. Other browsers will not work at this time.

1. Log into SAW at <https://secureaccess.wa.gov/> using the User ID and password you created through SAW

2. Select the service “EHDDI Application”

- 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 user interface. At the top, there is a navigation bar with buttons for ADMIN, ACCOUNT, GET HELP, TIPS ON, and LOGO. Below this is a section titled "ADD A NEW SERVICE". The main content area displays a table of services. The first service, "EHDDI Application", is highlighted with a yellow circle. The table has columns for SERVICE, DESCRIPTION, MEMBERSHIP, and ACTION. The second service, "Newborn Screening Secure Remote Viewer (SRV)", is also visible.

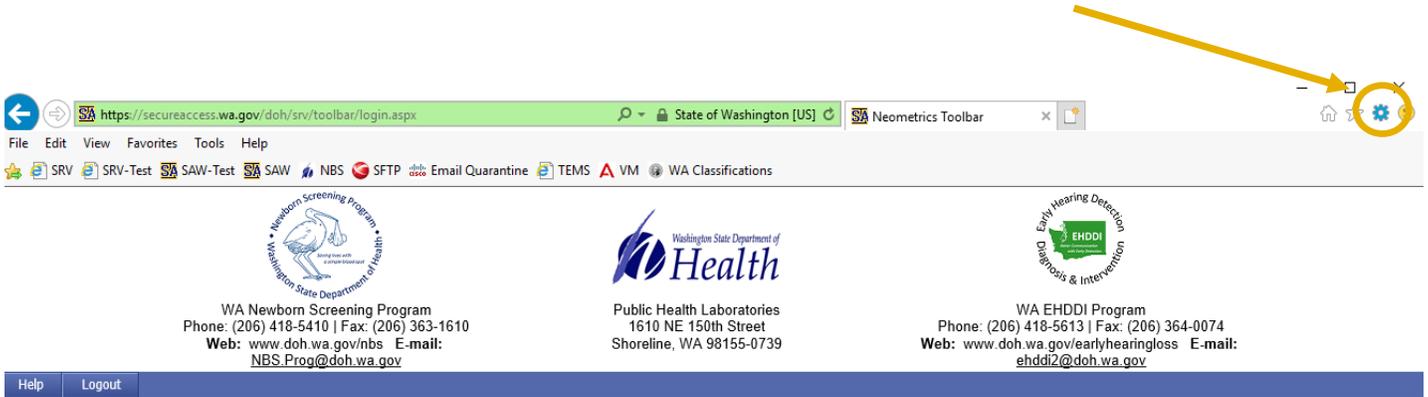
| SERVICE | DESCRIPTION | MEMBERSHIP ? | ACTION ? |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------------------|
| 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 |

SHOWING YOUR SERVICES FROM ALL OF WASHINGTON



3. Add the EHDDI Web Application to compatibility view in your Internet Explorer browser.

- The first time you access the EHDDI Web Application, put Internet Explorer into “Compatibility Mode”
- To do this, click the wheel/gear icon in the top right corner of your Internet Explorer browser



[EHDDI Login Help](#)
[Browser Not Supported Help](#)

Warning: Your current browser is not supported...

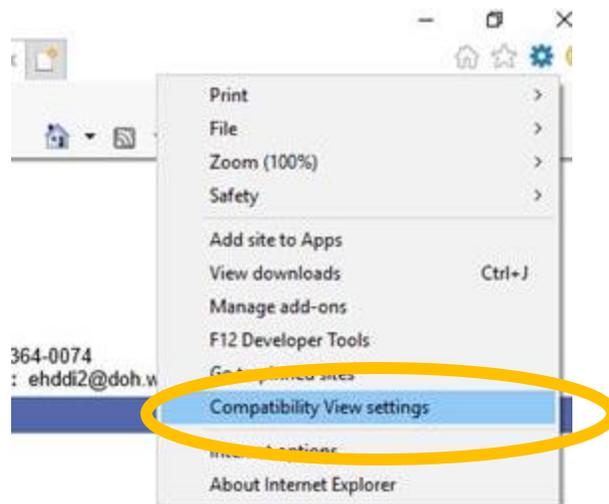
| Neometrics Supported Browsers | | |
|-------------------------------|-----------------|----------------------------------|
| Browser Type | Browser Version | Download |
| IE | 10 | Download Browser |

User Name

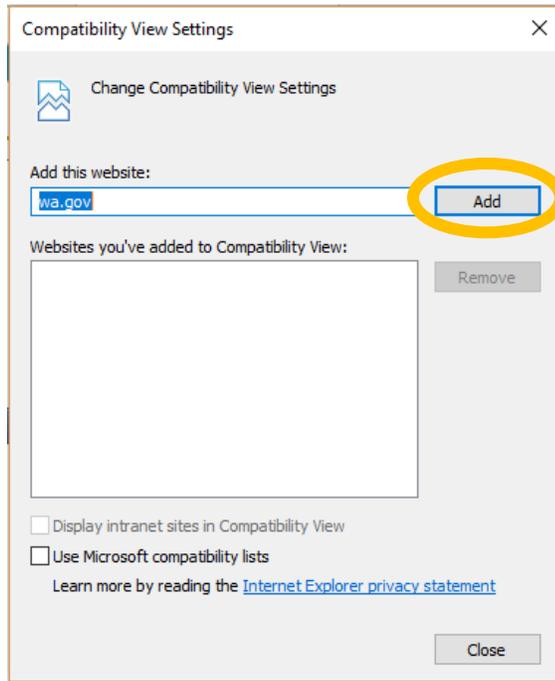
Password

[Forgot your password?](#)

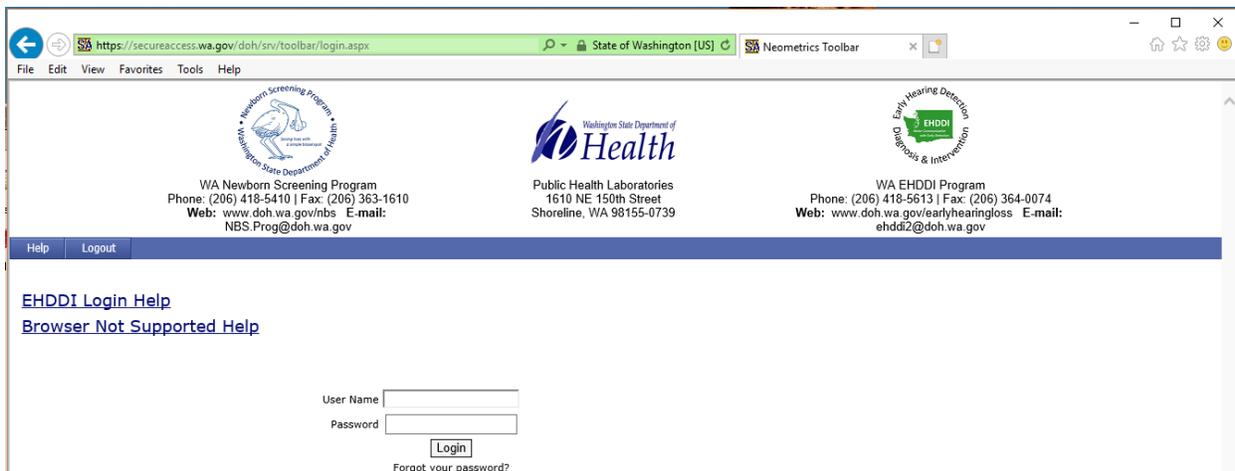
- Drop down to and click “Compatibility View Settings”



- In the window that pops up, press “Add.” You won’t need to do this again, your browser will remember.



4. Now enter your EHDDI Web Application username and password that was emailed to you.



TIP: Your EHDDI Web Application username and a temporary password were emailed to you from noreply@doh.wa.gov when your 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 lost the email with the temporary password, click “Forgot your password?” on the login screen to receive a new temporary password



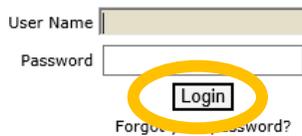
User Name

Password

Login

[Forgot your password?](#)

5. After entering your username and password, select “Login”.



User Name

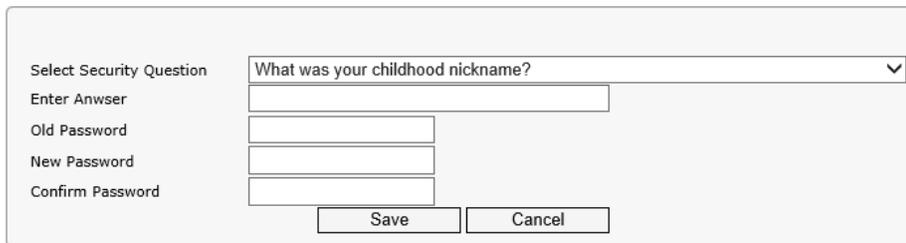
Password

Login

[Forgot your password?](#)

6. 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**



Select Security Question

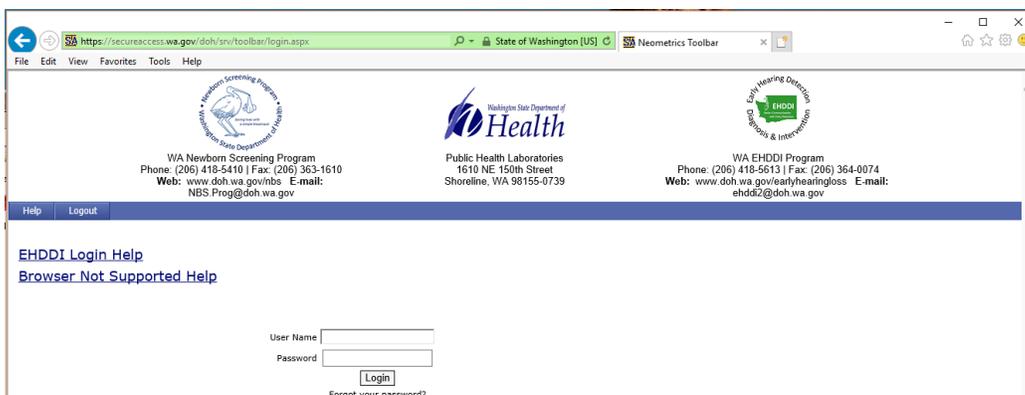
Enter Answer

Old Password

New Password

Confirm Password

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



Browser: https://secureaccess.wa.gov/doh/sni/toolbar/login.aspx

WA Newborn Screening Program
Phone: (206) 418-5410 | Fax: (206) 363-1610
Web: www.doh.wa.gov/nbs E-mail: NBS_Prog@doh.wa.gov

Washington State Department of Health
Public Health Laboratories
1610 NE 150th Street
Shoreline, WA 98155-0739

WA EHHDDI Program
Phone: (206) 418-5613 | Fax: (206) 364-0074
Web: www.doh.wa.gov/earlyhearingloss E-mail: ehddi@doh.wa.gov

[Help](#) [Logout](#)

[EHHDDI Login Help](#)
[Browser Not Supported Help](#)

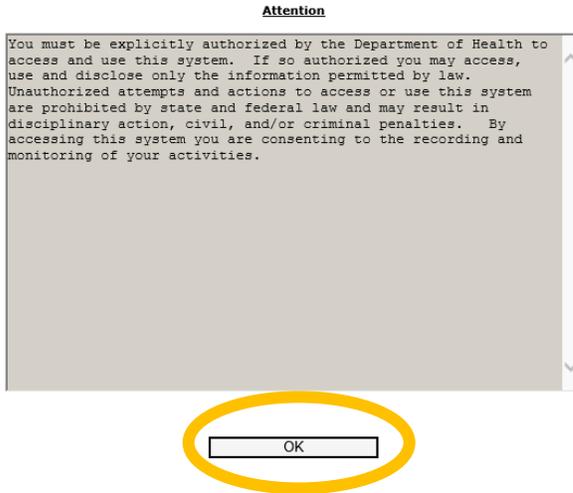
User Name

Password

Login

[Forgot your password?](#)

8. Press "OK" to the confidentiality message.



9. You now you are logged in and ready to use the EHDDI Web Application.

For instructions for using the EHDDI Web Application, please see the [EHDDI Web Application Guide](#) or select "Help" within the application.

