

What is SAW?

SecureAccess Washington (SAW) is a secure gateway that allows individuals to access multiple online state agency. All authorized IIS users need a SAW account in addition to an IIS account to log in to the IIS.



Why is a SAW account required to access the IIS?

All state agency systems, including the IIS, are required to move their systems behind the SAW gateway. Implementing SAW for the IIS means the system is better protected from security threats.

Who needs a SAW account to access the IIS?

All individuals with an IIS user account also need a SAW account to access the IIS system. Users will need to log in to the IIS after logging in to their SAW account. This is why both a SAW account and an IIS account are required for all IIS users.

What type of information is required to setup a SAW account?

You need to enter and verify the following personal information in order to setup a SAW account: name, email address, user ID, password, secret question/answer. SAW uses this information to verify (authenticate) your identity. Authenticating users is one way SAW helps protect the IIS from security threats.

What is KBA – Knowledge Based Assessment

KBA (Knowledge Based assessment) is a method SAW employs to verify a user's identity when you apply for application services. The IIS contains personal health information therefore this authentication is required. KBA dynamically generates questions based on a user's public **personal** record data. The address validation piece is requesting your personal address, not your work location. It is imperative you attempt to navigate through the user identity validation process and not bypass this process. Requesting to bypass this process will result in prolonged interruptions to IIS access.

Will the State Department of Health see the personal information associated with my account?

The Department of Health will not have access to your personal information or your SAW account. Only SAW administrators will have access to this information.

My SAW account is linked to my personal email address, should I create a separate one that is associated with my work email?

You do not need to create a separate SAW account to access the IIS. SAW accounts are used to connect with many state agency systems for both personal and work purposes. For example, a health care provider can use their SAW account to renew their driver's license and they can use the same account to connect to the IIS. Ultimately it is up to you what email address to associate your SAW account with.

I already have a SAW account – is there anything else I need to do in order to access the IIS?

If you already have a SAW account or recently set one up, you'll need to add the IIS as a service to your SAW account with the following code **WAIIS**, for more information on this process view the [SAW Registration](#) Quick Reference Guide.

Can anyone log in to the IIS if they have a SAW account?

No. Individuals must have an IIS user account to access the IIS system.

I'm not sure if I have a SAW account. How can I find out if I have one?

On the [SAW home page](#), click the **Sign Up!** button. At the top of the Sign Up pop up box, click the **Check Now** button and follow the prompts to determine if you have a SAW account.



What happens if I forget my SAW password?

If a user forgets their SAW password, they will need to click the **Forgot Password** link on the SAW home page and follow the prompts to reset their password. Users can also contact the SAW Help Desk by selecting the **Get Help** button on the SAW home page.

What kind of security and security reminders does SAW implement to protect my information?

SAW uses an extra layer of security called Multi-Factor Authentication (MFA) to protect your account. As the IIS houses confidential, protected health information, MFA will be required to access the IIS through SAW. SAW **will never** send unsolicited emails that request end users to take actions, such as confirming account details. SAW **will only** send emails with links in

response to a user action on the portal. The portal will always tell you when to expect an email with a link in it. **Never** click a link that you weren't expecting.