

# How to access the HCA support portal

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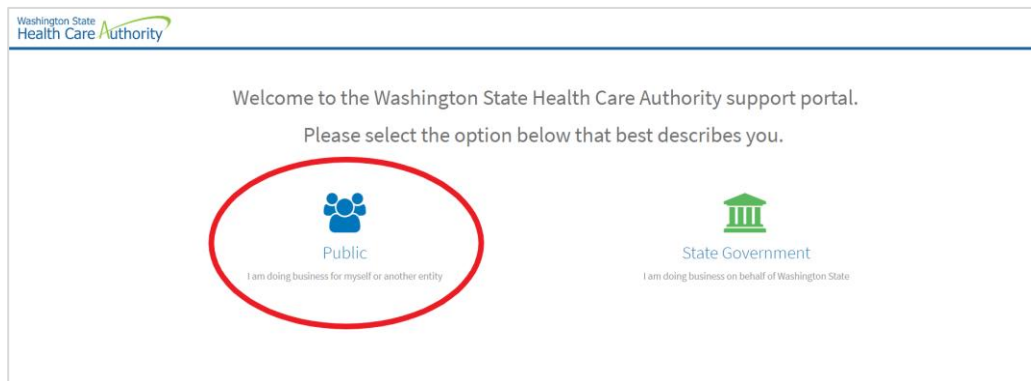
Through Secure Access Washington (SAW)

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## Step 1: Go to the HCA support portal

1. Visit [support.hca.wa.gov](https://support.hca.wa.gov) and select the **Public** login link.



2. You will be redirected to the SAW portal to login.

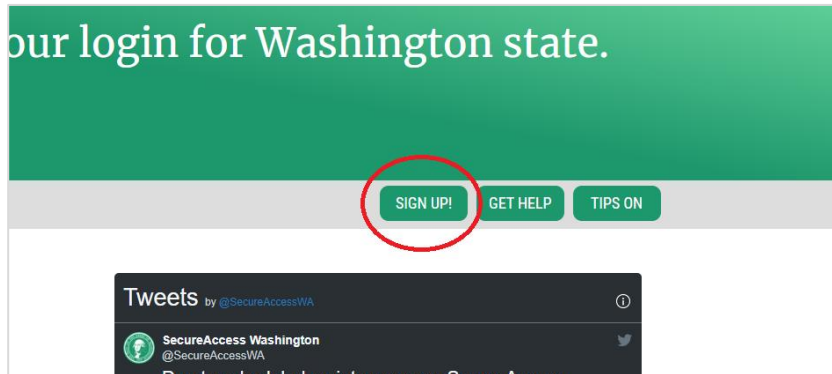


If you already have a SAW account [skip to step 3](#).

If you do not have a SAW account, [proceed to step 2](#).

## Step 2: Register for a SAW account.

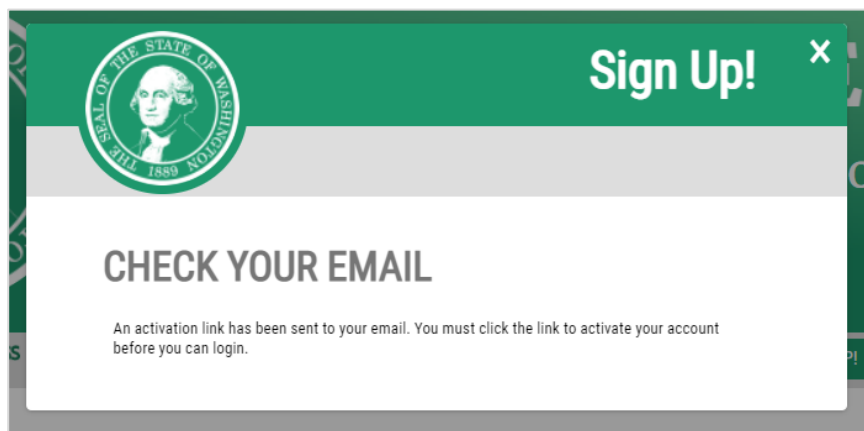
1. Click the **SIGN UP!** button.



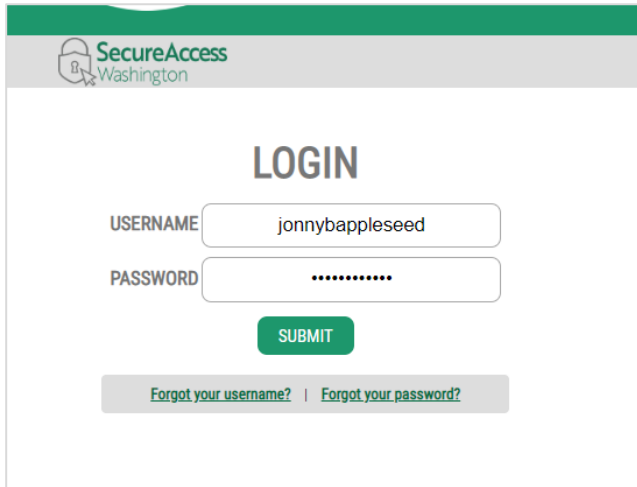
2. Fill out the required fields and click the **Create my account** button.

A screenshot of the account registration form. The form is titled "Username and Password" and contains the following fields: "Username" (with the text "jonnybappleseed"), "Password" (with masked characters), and "Confirm Password" (with masked characters). Below the password fields is a checkbox labeled "I'm not a robot" and a reCAPTCHA logo. At the bottom left is a link for "Privacy Policy" and at the bottom center is a green button labeled "Create my account" which is circled in red.

3. If your account was successfully created, you will see a message prompting you to check your email:



4. Open your email and click the link to activate your account. You will be taken to the SAW login portal.
5. Enter your credentials and click the **SUBMIT** button. You will now be asked to set up multi-factor authentication (MFA).



SecureAccess  
Washington

## LOGIN

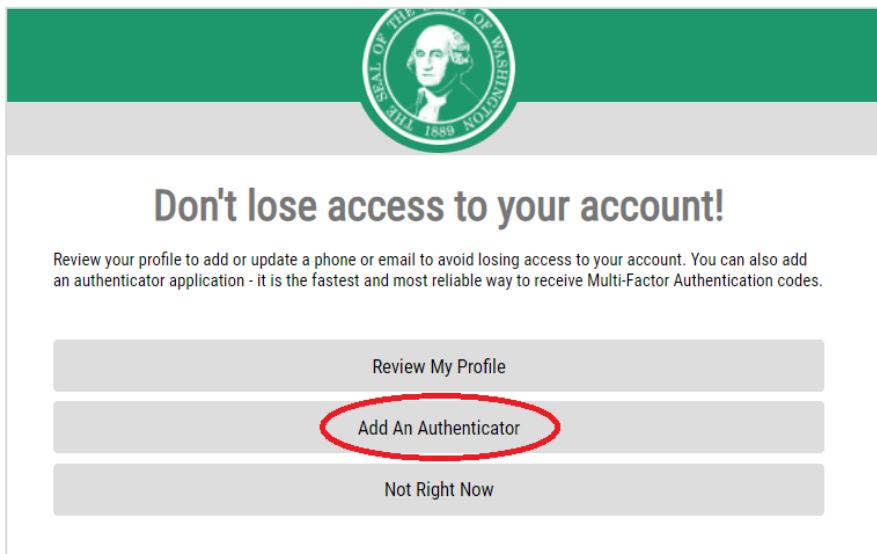
USERNAME

PASSWORD

**SUBMIT**

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

6. Select **Add An Authenticator**.



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1889

## Don't lose access to your account!

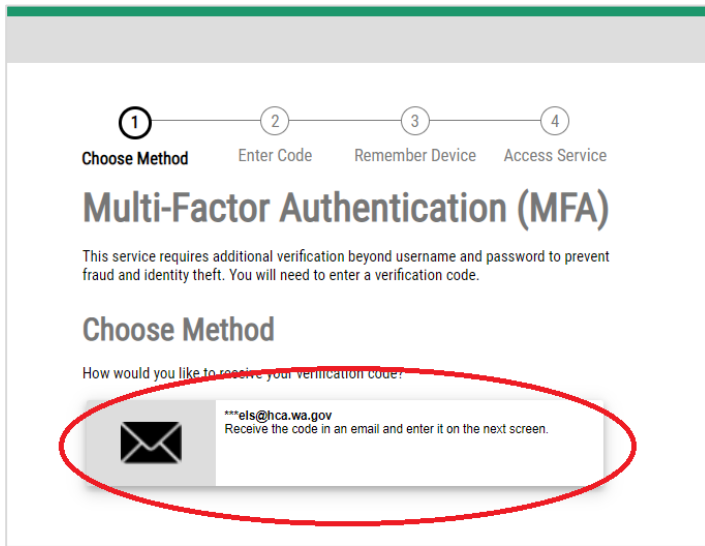
Review your profile to add or update a phone or email to avoid losing access to your account. You can also add an authenticator application - it is the fastest and most reliable way to receive Multi-Factor Authentication codes.

[Review My Profile](#)

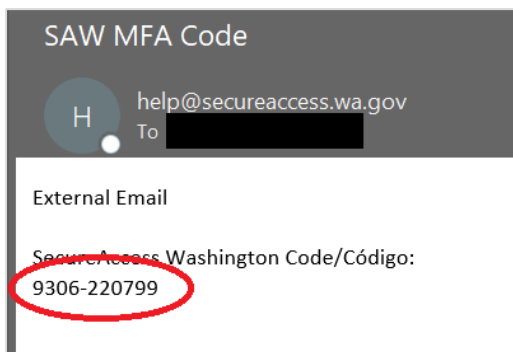
[Add An Authenticator](#)

[Not Right Now](#)

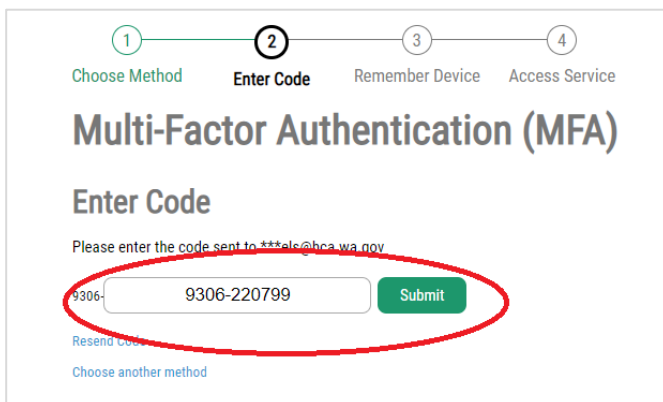
7. Select your email as shown:



A unique code will be sent to the email address you used to sign up.



8. Copy the code from the email and paste it into the SAW website as shown:

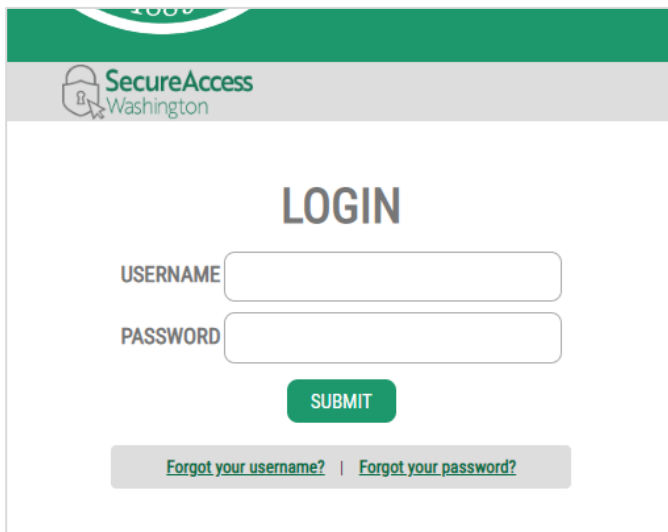


9. Click the **Submit** button.

Once you are logged in you may be presented with a screen to set up Google Authenticator. This is an optional step. Click cancel if you do not want to set up a third-party authenticator app.

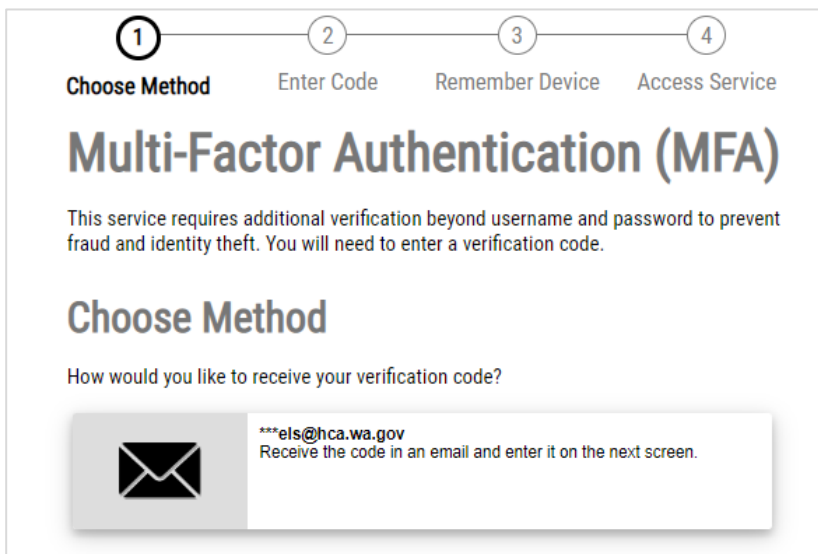
## Step 3: Log into your SAW account.

1. Enter your SAW credentials.



The screenshot shows the 'SecureAccess Washington' login page. At the top left is the logo with a shield icon. The main heading is 'LOGIN'. Below it are two input fields: 'USERNAME' and 'PASSWORD'. A green 'SUBMIT' button is centered below the fields. At the bottom, there are two links: 'Forgot your username?' and 'Forgot your password?'.

2. Select your MFA method.



The screenshot shows the 'Multi-Factor Authentication (MFA)' selection screen. At the top, there is a progress bar with four steps: 1. Choose Method (highlighted), 2. Enter Code, 3. Remember Device, and 4. Access Service. Below the progress bar, the heading is 'Multi-Factor Authentication (MFA)'. A paragraph explains: 'This service requires additional verification beyond username and password to prevent fraud and identity theft. You will need to enter a verification code.' Below this is the heading 'Choose Method' and the question 'How would you like to receive your verification code?'. A selection card is shown with an envelope icon, the email address '\*\*\*els@hca.wa.gov', and the text 'Receive the code in an email and enter it on the next screen.'

3. Enter the code you receive into the code field.

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

## Multi-Factor Authentication (MFA)

### Enter Code

Please enter the code sent to \*\*\*@hca.wa.gov

9306- 9306-220799

[Resend Code](#)

[Choose another method](#)

4. Click the **Submit** button. Once you have successfully authenticated you will be redirected to the support portal.

Washington State Health Care Authority    Make a request    My requests    Tours

# Hi Sky

This is a secure location to submit your requests

How can we help?

**Make a request**  
Get help with your HCA questions or concerns

**My requests**  
View your HCA support requests

**My open requests**  
No records found

**My closed requests**  
No records found

## Having trouble setting up your SAW account?

If you are having difficulties creating or logging in to your SAW account, please use the Get Help button located at [secureaccess.wa.gov](https://secureaccess.wa.gov).

