

How to access the HCA support portal

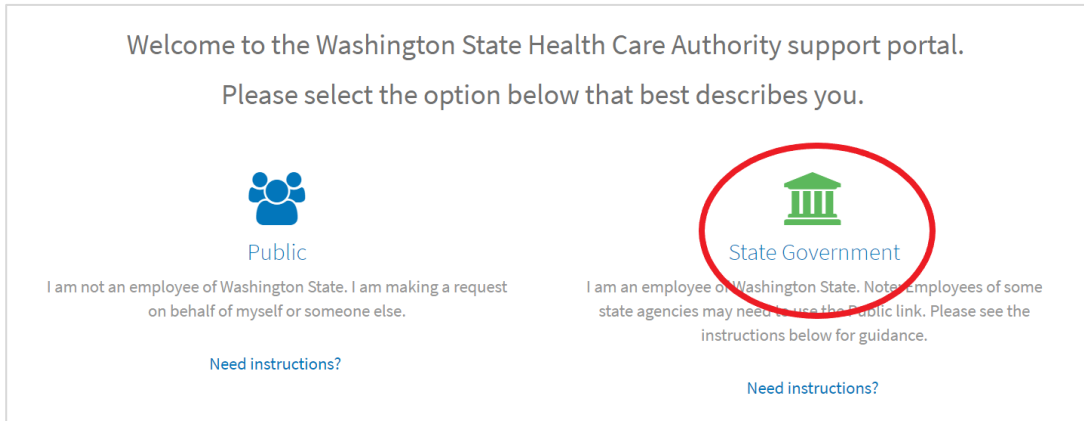
Through the state government portal (Azure)

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Step 1: Go to the HCA support portal

1. Visit support.hca.wa.gov and select the **State Government** login link.



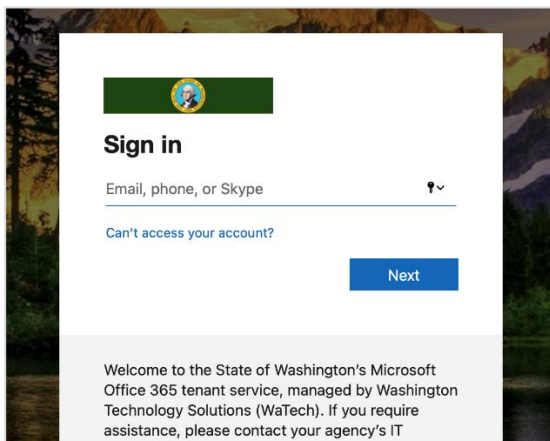
Welcome to the Washington State Health Care Authority support portal.

Please select the option below that best describes you.

Public
I am not an employee of Washington State. I am making a request on behalf of myself or someone else.
[Need instructions?](#)

State Government
I am an employee of Washington State. Note: Employees of some state agencies may need to use the Public link. Please see the instructions below for guidance.
[Need instructions?](#)

2. You will be directed to enter your state email address and password.



Sign in

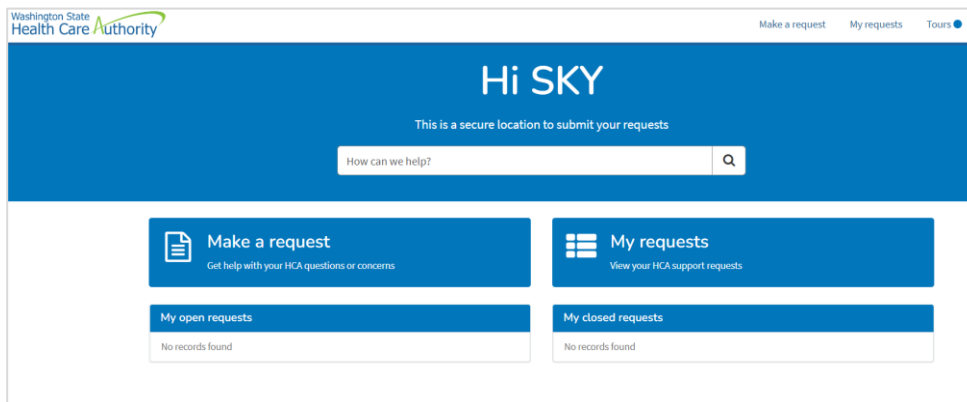
Email, phone, or Skype

Can't access your account?

[Next](#)

Welcome to the State of Washington's Microsoft Office 365 tenant service, managed by Washington Technology Solutions (WaTech). If you require assistance, please contact your agency's IT

3. If you receive an error message, [proceed to Step 2](#), otherwise you will be logged in to the 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

Step 2: Error messages

If you receive an error message as depicted below, you may need to use the public login. Some agencies (like Department of Transportation and Department of Fish and Wildlife) do not use WaTech's Office 365 managed service.

