Pay1 Access and Password Information & Assistance

Applicable to: All Pay1 system users

Definitions:

- **Secure Access Washington (SAW)** allows agencies to access multiple online government services with the use of a single user ID and password. By creating a SAW account, you can interact with many government agencies, like Labor and Industries, Department of Ecology, Department of Social and Health Services, and more with just one account. For more information, visit http://support.secureaccess.wa.gov/.

- **Host on Demand (HOD)** is a service within Secure Access Washington that allows designated personnel/payroll/benefits/HR staff to access the PAY1 mainframe to maintain employee insurance accounts.

- **Pay1** is the insurance and accounting system in which employee's health benefits are maintained.

- **RACF USER ID** is the unique name and number used on the first logon screen to access the mainframe (e.g. mfox107).

- **RACF Password** is the password used on the first logon screen to access the mainframe.

- **Pay1 Password** is the password that is required on the second logon screen to access Pay1.

Password General Information:

- There are two screens that require a password when logging into Pay1:

    - The first logon screen is called the mainframe screen which uses a password referred to as the "RACF" password.

    - The second logon screen is called Pay1. The password on this screen is referred to as the "Pay1" password.

- Find password requirements and tips in Chapter 1 of the PAY1 manual.

State Agencies and Higher Education Institutions:

- If you need assistance with SAW/HOD (Host on Demand) services, use the support links at http://support.secureaccess.wa.gov/ or contact Washington Technology Solutions (WATech) (contact information on next page).

- If you need assistance resetting your RACF password, contact the security designee at your agency or contact WATech.

- If you need assistance resetting your Pay1 password, contact the security designee at your agency, or contact Health Care Authority (HCA) *(contact information on next page)*.

- If you need security access for a new Pay1 user, you must first establish a RACF USER ID and password. Contact WATech to receive a RACF USER ID and password and security designee at your agency or HCA to receive a Pay1 password.

Employer Groups:

(K-12, ESD's, Political Subdivisions, and Tribal Governments)

- If you need assistance with SAW services, use the support links at http://support.secureaccess.wa.gov/ or contact WATech.

- If you need assistance with Host on Demand (HOD), contact WATech.

- If you need assistance resetting your RACF password and logon:

  – Ends with 107 (e.g. mfox107), contact the security designee at your agency or contact HCA.

  – Does not end with 107, contact WATech.

- If you need assistance resetting your Pay1 password, contact PEBB Outreach and Training (contact information below).

- If you need to set up security access for a new Pay1 user, contact PEBB Outreach and Training.

Contacts:

- **Washington Technology Solutions (WATech)**
  1-888-241-7597
  support@watech.wa.gov

- **Health Care Authority (HCA) HelpDesk**
  360-725-1111
  servicedesk@hca.wa.gov

- **PEBB Outreach and Training**
  1-800-700-1555
  HCA Support