

Accessing SmartHealth



How to log into SmartHealth

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Accessing SmartHealth guide

SmartHealth and Secure Access Washington

Employees use SecureAccess Washington (SAW) when logging into SmartHealth. This is a requirement of the State Office of Cybersecurity.

About Secure Access Washington (SAW)

Secure Access Washington (SAW) is the state's secure single sign-on portal for external users. SAW is currently used for several government services such as drivers's license renewal and SEBB My Account. Once signed into SAW, you can access various government services. SAW allows individuals to use a unique, single self-generated User ID and password.

Basic steps to sign into SmartHealth

The steps slightly differ depending on whether you are using the Limeade One app or your computer to log into SmartHealth.

These are the basic steps to follow to sign into SmartHealth.

1. Create a [SAW account](#) if you have not done so already. Skip to step 2 if you already have a SAW account.
 - Go to [SAW](#) and click **Sign up**.
 - Enter your name, email address, a username, and password.
Tip: Save your username and password in a safe place so you don't forget them the next time you log in.
 - Check the box to indicate you're not a robot, click **Create my account**, and click **Submit**.
 - Open your email and click the link to activate your account. You will be taken to the SAW login portal. Follow the instructions on the screen to finish creating your account.
2. Go to [SmartHealth](#) and select the button labeled **Continue with Secure Access Washington (SAW): Required for all** or enter your email address and select **Continue**. You will be redirected to SAW.
3. Log in with your SAW username and password. If you forgot either of them, select **Get Help**, and follow the prompts.
4. Enter your Last Name, Date of Birth, and last 4 digits of your Social Security Number (SSN) to match your SmartHealth account to your SAW account. **(NOTE – only required the first time you log in using SAW)**
5. Complete the Multi-Factor Authentication (MFA) steps and click **SUBMIT**
6. Enter the last five numbers of the code you receive and click **SUBMIT**

Need support with SmartHealth?

Contact Limeade (SmartHealth administrator) Customer Support

- Email: support@limeade.com
- Phone: **1-855-750-8866**, Monday through Friday, 7 a.m. to 7 p.m. Pacific Time.

Need support with Secure Access Washington?

Use the Get Help button on the [SAW website](#) for:

- [SAW account creation or access \(forgot username/password, etc.\)](#)
- [Multi-Factor Authentication](#)

Note: Google Chrome is the preferred browser for SAW, but the latest versions of Edge and Firefox will also work. You may need to disable compatibility mode if you are using Edge.

Pages with detailed login steps.

- [Accessing SmartHealth using a computer.](#)
- [Accessing SmartHealth using the Limeade One app](#)
 - [Existing Limeade One app users](#)
 - [New Limeade ONE app users](#)
- [How to create a SAW account](#)

Accessing SmartHealth using a computer

1. Navigate to [SmartHealth](#). It is best to use Chrome as your web browser.
2. Select the button labeled **Continue with Secure Access Washington (SAW): Required for all** or enter your email address and select **Continue**. You will be redirected to SAW.
3. Enter your SAW username and password on the SAW Login screen.
 - If you can't remember your SAW username or password, select **Get Help** and follow prompts.
 - If you do not have a SAW account, select **Sign Up!** and follow prompts.
4. Choose the method in which to receive a verification code for Multi-Factor Authentication. Example: Email.
5. Enter the last six numbers of the code sent to you and select the **Submit** button.
6. Select the **Submit** button on the SAW "Remember Device?" screen. You will return to SmartHealth.
7. Enter your last name, date of birth, and last 4 digits of your social security number, and then select the **Find Account** button.
8. You will receive confirmation that your SmartHealth account has been located and matched to your SAW account. Select the **Continue** button.
9. New SmartHealth members will be presented with Limeade Terms of Service and Privacy Policy and Equal Opportunity statements. Read and accept them to continue.

Accessing SmartHealth using the Limeade One app

Existing Limeade One app users

1. Open the Limeade One app.
2. If prompted on the Welcome screen, start typing “sma” into the field and then select **SmartHealth (State of Washington Employers)** from the results area.
3. Select the **Continue with Secure Access Washington (SAW) button** or enter your email address and select **Continue**. You will be redirected to SAW to log in.
4. Enter your SAW username and password on the SAW Login screen.
 - If you can't remember your SAW username or password, select the **Get Help** button.
 - If you do not have a SAW account, select **Sign Up!** and follow prompts.
5. Choose the method in which to receive a verification code for Multi-Factor Authentication. Example: Email.
6. Enter the last six numbers of the code sent to you.
7. Select the **Submit** button on the SAW “Remember Device?” screen. You will return to SmartHealth.
8. Enter your last name, date of birth, and last 4 digits of your social security number, and then select the **Find Account** button.
9. You will receive confirmation that your SmartHealth account has been located and matched to your SAW account. Select the **Continue** button.

New Limeade One app users

1. Download and open the Limeade One app.
2. On the Welcome screen, start typing “sma” into the field and then select **SmartHealth (State of Washington Employers)** from the results area.
3. Select the **Continue with Secure Access Washington (SAW)** button or enter your email address and select **Continue**. You will be redirected to SAW to log in.
4. Enter your SAW username and password on the SAW Login screen.
 - If you can’t remember your SAW username or password, select the **Get Help** button and follow the prompts.
 - If you do not have a SAW account, select **Sign Up!** and follow the prompts.
5. Choose the method in which to receive a verification code for Multi-Factor Authentication. Example: Email.
6. Enter the last six numbers of the code sent to you.
7. Select the **Submit** button on the SAW “Remember Device?” screen. You will return to SmartHealth.
8. Enter your last name, date of birth, and last 4 digits of your social security number, and then select the **Find Account** button.
9. You will receive confirmation that your SmartHealth account has been located and matched to your SAW account. Select the **Continue** button.
10. New SmartHealth members will be presented with Limeade Terms of Service and Privacy Policy and Equal Opportunity statements. Read and accept them to continue.
11. Select a 4-digit PIN and confirm the PIN.
12. (Optional) Set up Face ID or Touch ID, and subscribe to Push Notifications.

How to create a SAW account

1. Go to [SAW](#) and click **Sign up**.

Note: Google Chrome is the preferred browser for SAW, but the latest versions of Edge and Firefox will also work. You may need to disable compatibility mode if you are using Edge.

2. Enter your name, email address, a username, and password.

Tip: Save your username and password in a safe place so you don't forget them the next time you log in.

3. Check the box to indicate you're not a robot, click **Create my account**, and click **Submit**.

4. Open your email and click the link to activate your account. You will be taken to the SAW login portal. Follow the instructions on the screen to finish creating your account.

5. Once your account is successfully created, you will receive a message prompting you to check your email. Select the link emailed to you to activate your SAW account. You will be taken to the SAW portal.

6. Enter your credentials and select the **Submit** button.

7. Select **Add An Authenticator** (optional).

8. Choose the method to receive a Multi-Factor Authentication code.

9. You will receive a code through the method you selected.

10. Enter the code and select the **Submit** button.

Once you are logged in, you may be presented with a screen to set up Google Authenticator. This is optional. Select **Cancel** if you do not wish to set up a third-party authenticator app.