Washington State Health Care Authority

Steps to sign in to SmartHealth

As of October 1, 2022, you must use SecureAccess Washington (SAW) to log in to SmartHealth. This is a requirement of the State Office of Cybersecurity.

Follow these steps to sign in to SmartHealth.
See the Accessing SmartHealth guide on HCA's website at **hca.wa.gov/washington-wellness** for detailed steps.

1. Create a SAW account if you have not done so already. Skip to step 2 if you already have a SAW account.
   a. Go to SAW and click **Sign up**.
   b. Enter your name, email address, a username, and password. Save your username and password in a safe place so you don't forget them the next time you log in.
   c. Check the box to indicate you're not a robot, click **Create my account**, and click **Submit**.
   d. 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 SecureAccess Washington (SAW): Required for all,** or enter your email address and click Continue. You will be redirected to SAW.

3. Log in with your SAW username and password. If you forgot your username or password, select "Get Help," and follow 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: This step is only required the first time you log in using SAW.)**

5. Complete the Multi-Factor Authentication (MFA) steps and click **SUBMIT.**

6. Enter the code you receive and click **SUBMIT.**

Need support with SmartHealth?
Contact Limeade (SmartHealth administrator) Customer Support at support@limeade.com or **1-855-750-8866**, Monday through Friday, 7 a.m. to 7 p.m. Pacific Time.

Need support with SecureAccess Washington?
Use the **Get Help button** on the SAW website for SAW account creation or access (forgot username/password, etc.) or Multi-Factor Authentication. You may need to disable compatibility mode if you are using Edge.

Note: Google Chrome is the preferred browser for SmartHealth and SAW, but the latest versions of Edge and Firefox will also work.