How to access the HCA support portal

Through Secure Access Washington (SAW)

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Step 1: Go to the HCA support portal

1. Visit 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.

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).

6. Select **Add An Authenticator**.
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.

2. Select your MFA method.
3. Enter the code you receive into the code field.

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