

Secure Access Washington (SAW) WSGC My Account Registration Instructions

Online services for the Washington State Gambling Commission (WSGC) are available through Secure Access Washington (SAW). SAW is a website that allows users access to online services for many Washington State government agencies, using only one user ID and password. This guide will assist you with registering for SAW and adding the WSGC's "My Account".

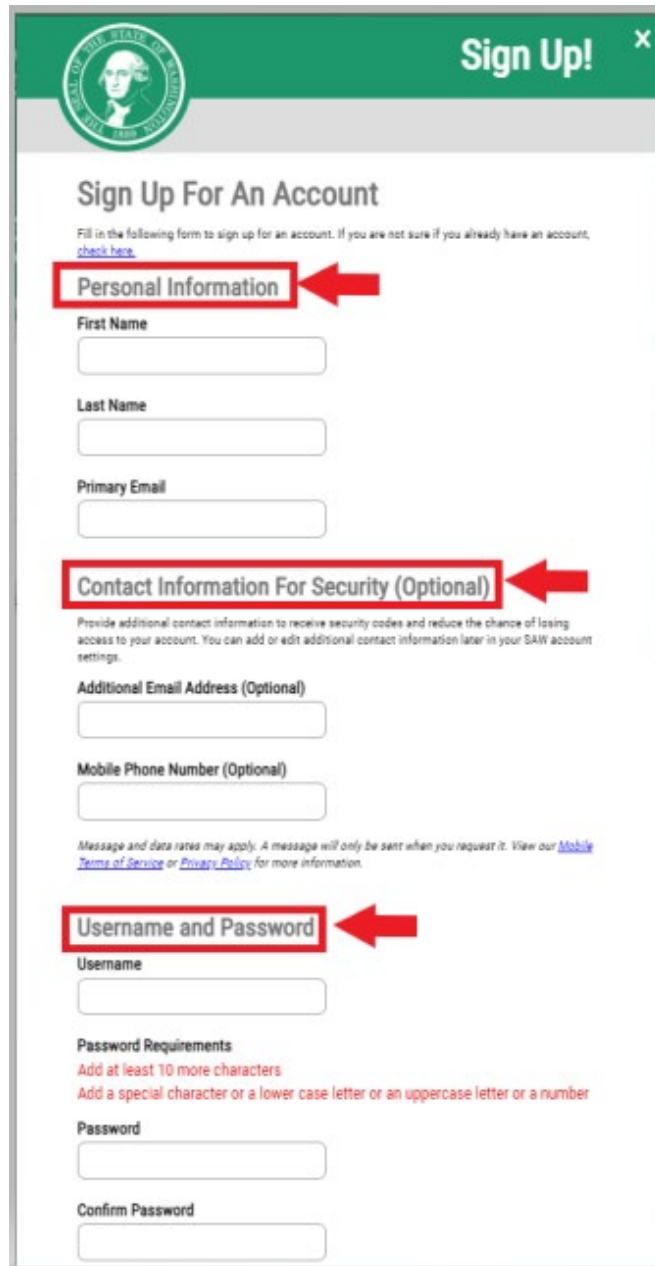
If you need additional assistance with registration, please contact a Licensing Specialist at (360) 486-3440 or Licensing@wsgc.wa.gov.


Instructions:

1. Open your internet browser and go to the website secureaccess.wa.gov.
2. Click the **SIGN UP!** button.



3. Enter your personal information, contact information (optional), and create a username and password.



 **Sign Up!** x

Sign Up For An Account

Fill in the following form to sign up for an account. If you are not sure if you already have an account, [check here](#).

Personal Information ←

First Name

Last Name

Primary Email

Contact Information For Security (Optional) ←

Provide additional contact information to receive security codes and reduce the chance of losing access to your account. You can add or edit additional contact information later in your SAW account settings.

Additional Email Address (Optional)

Mobile Phone Number (Optional)

Message and data rates may apply. A message will only be sent when you request it. View our [Mobile Terms of Service](#) or [Privacy Policy](#) for more information.

Username and Password ←

Username

Password Requirements
Add at least 10 more characters
Add a special character or a lower case letter or an uppercase letter or a number

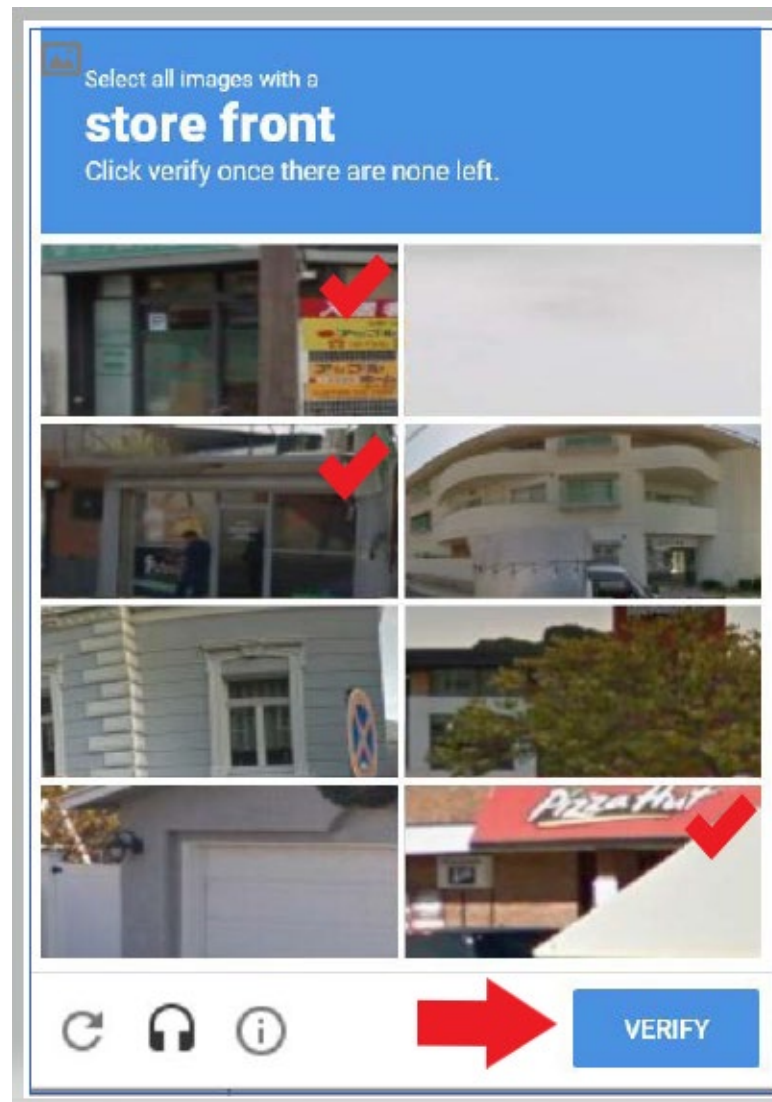
Password

Confirm Password

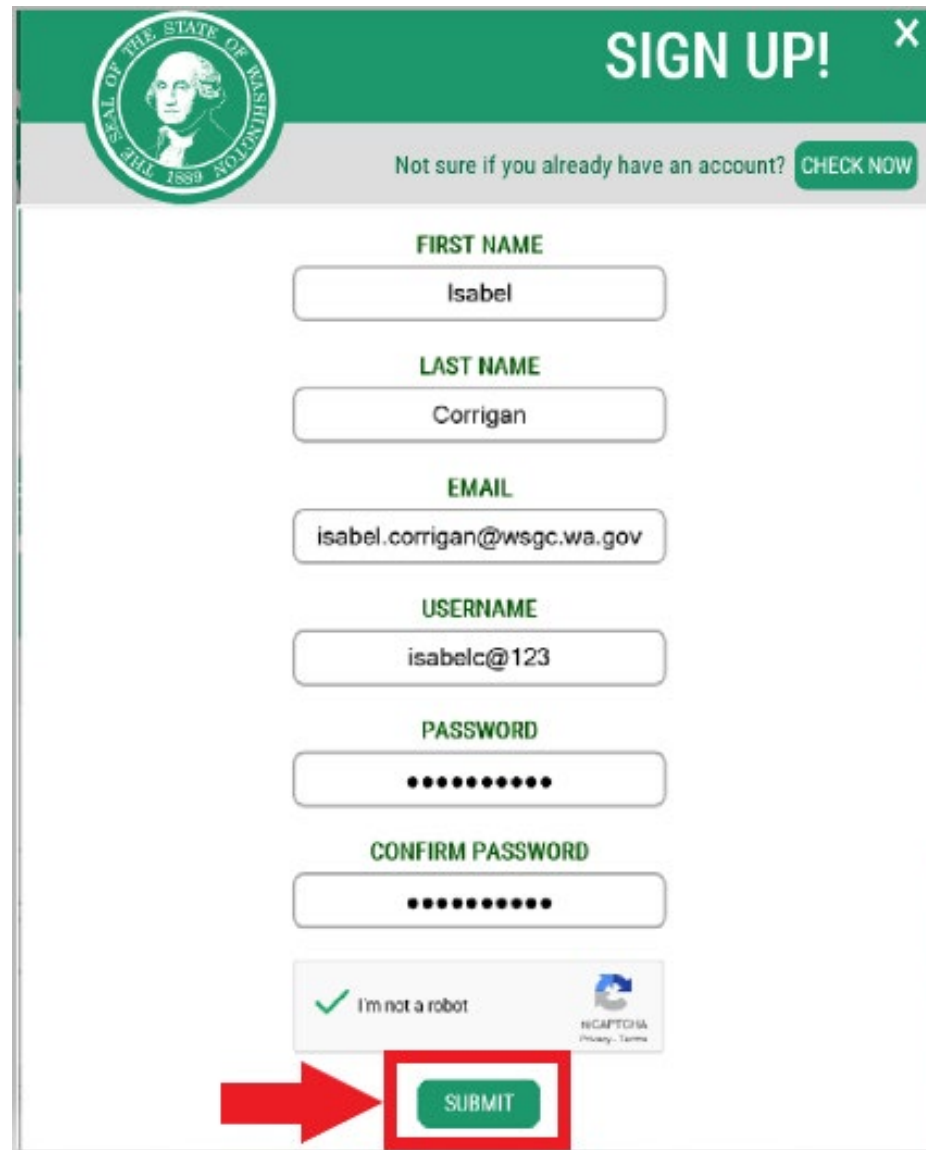
4. Check the “**I’m not a robot**” box.

You will be shown a security captcha and asked to select specific images.

After you make your selection, click the **VERIFY** button. (If no images are correct, click the **SKIP** button)



5. Click the **SUBMIT** button.



The image shows a 'SIGN UP!' form for the State of Washington. The header is green with the state seal on the left and the text 'SIGN UP!' with a close button on the right. Below the header is a grey bar with the text 'Not sure if you already have an account?' and a 'CHECK NOW' button. The form fields are: 'FIRST NAME' (Isabel), 'LAST NAME' (Corrigan), 'EMAIL' (isabel.corrigan@wsgc.wa.gov), 'USERNAME' (isabelc@123), 'PASSWORD' (masked with dots), and 'CONFIRM PASSWORD' (masked with dots). Below the password fields is a CAPTCHA section with a green checkmark and the text 'I'm not a robot', and a CAPTCHA image. At the bottom is a green 'SUBMIT' button, which is highlighted with a red rectangle and a red arrow pointing to it.

SIGN UP! ✕

Not sure if you already have an account? [CHECK NOW](#)

FIRST NAME
Isabel


LAST NAME
Corrigan

EMAIL
isabel.corrigan@wsgc.wa.gov

USERNAME
isabelc@123

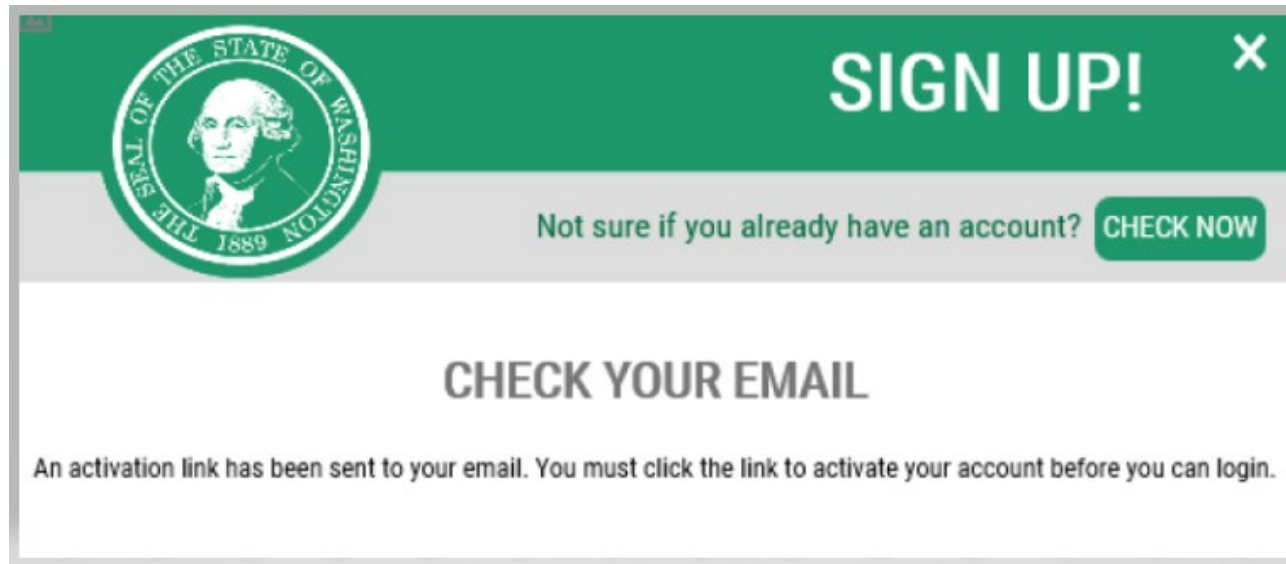
PASSWORD
••••••••

CONFIRM PASSWORD
••••••••

✓ I'm not a robot  [Privacy](#) [Terms](#)

SUBMIT

You will be notified that an activation link has been sent to your email.



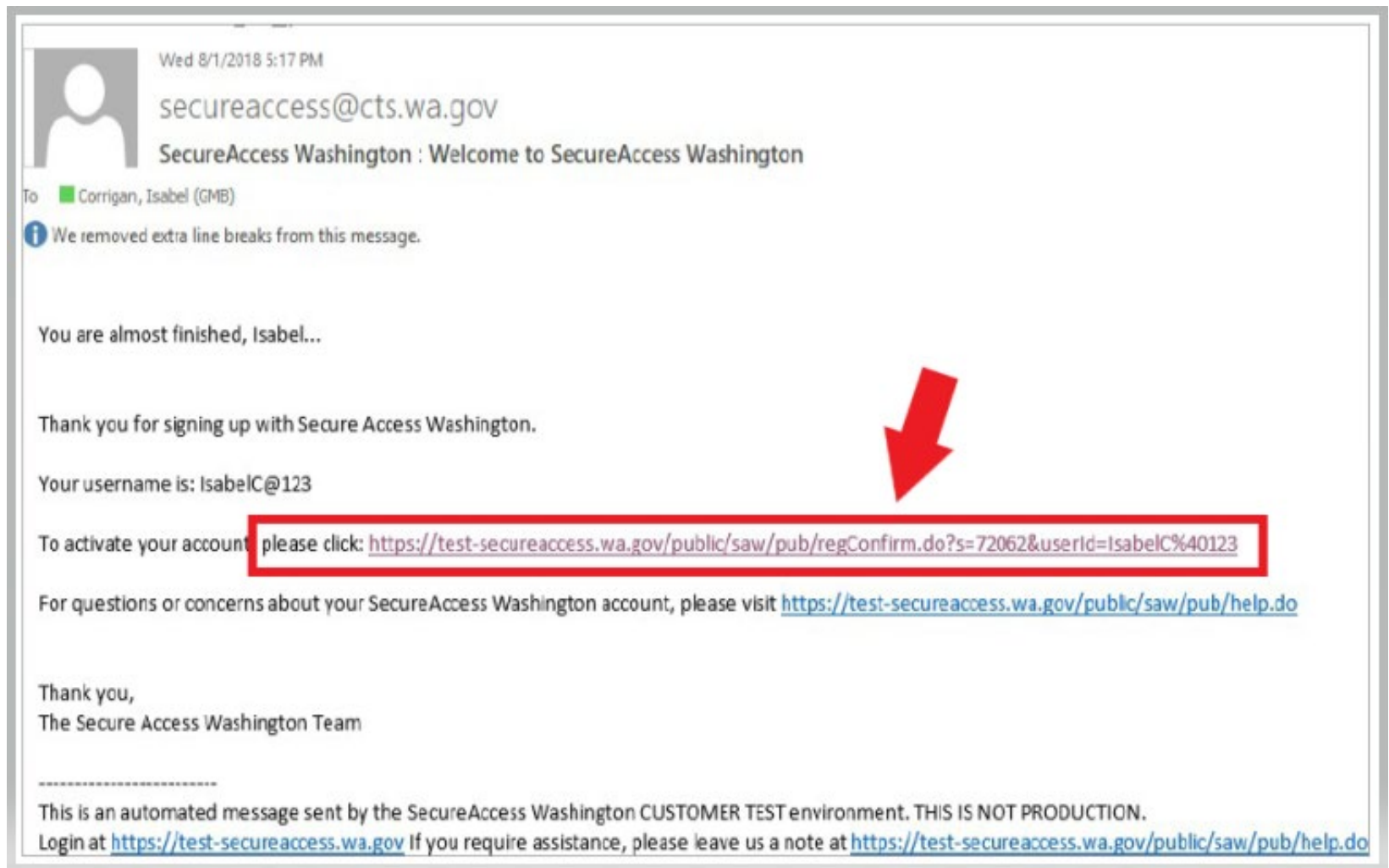
6. Close any internet browser windows you have open.

7. Go to your email inbox.

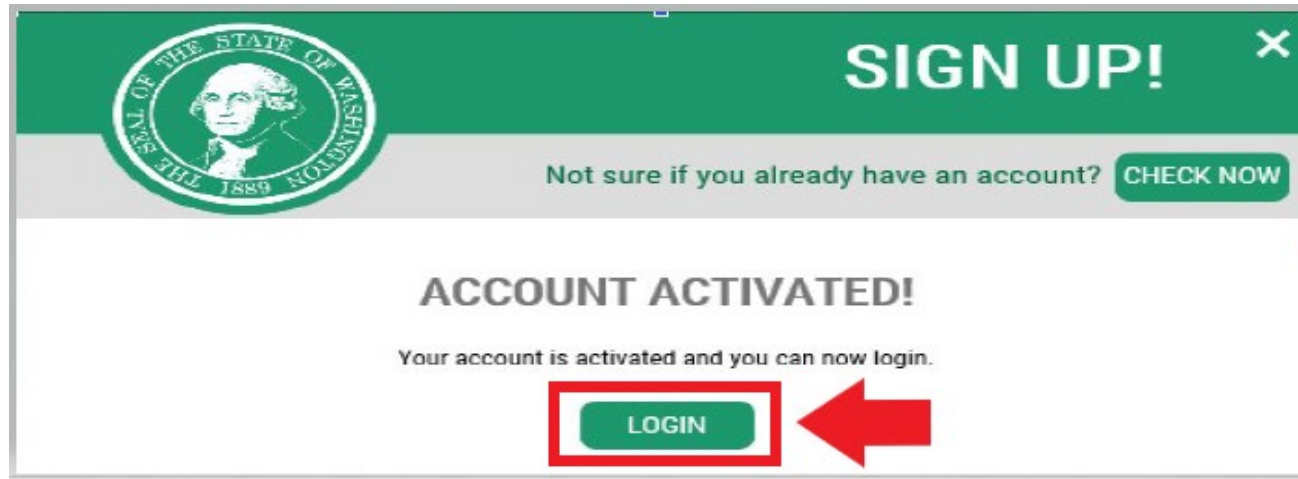
The activation email will be from the email address: secureaccess@cts.wa.gov.
(If you do not see it in your inbox, check the junk or spam folder.)



8. Open the email and click the activation link.



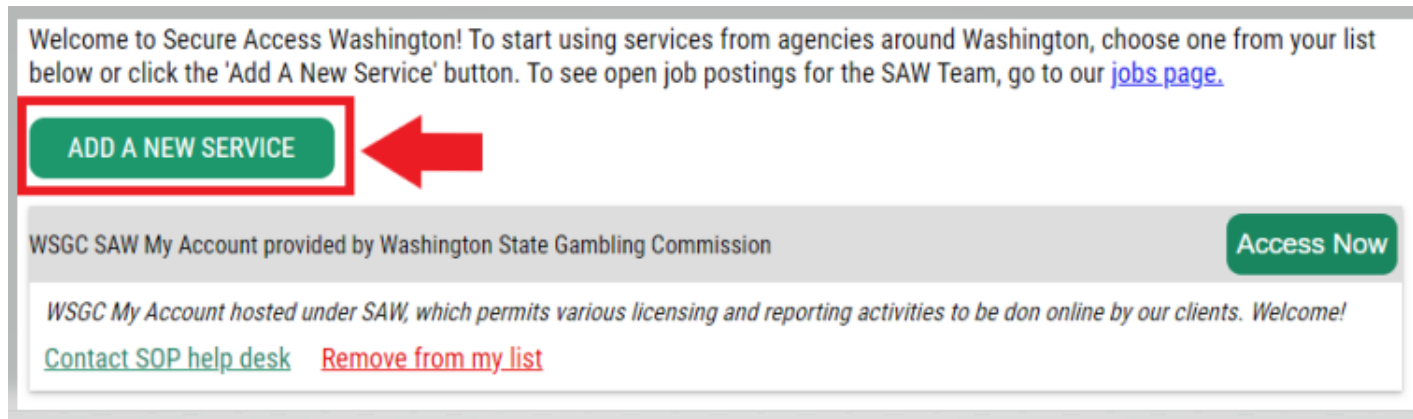
9. Click the **LOGIN** button.



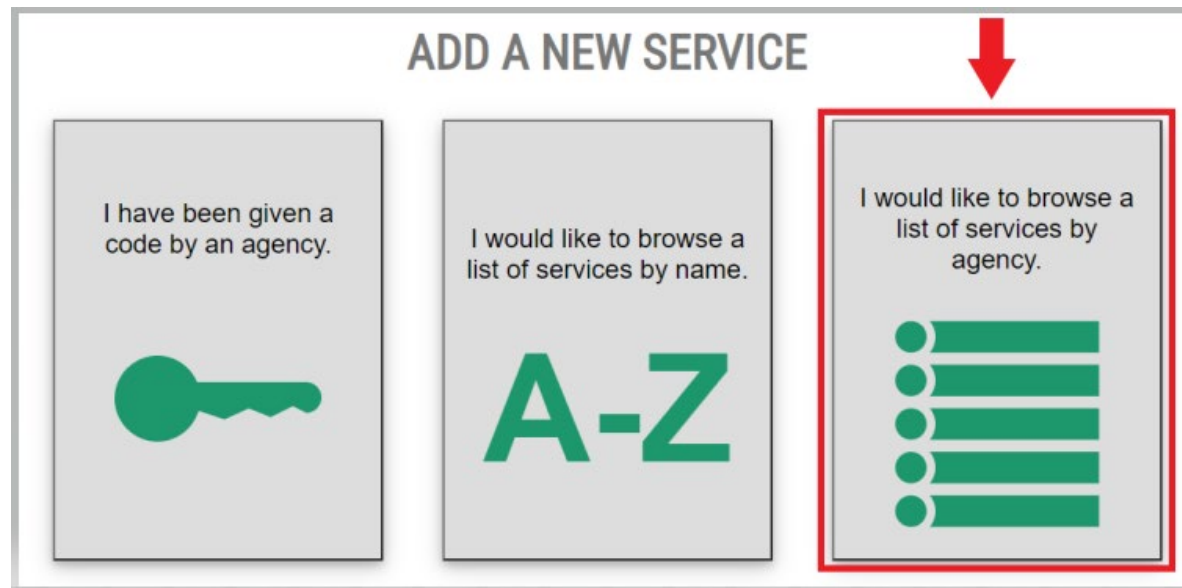
10. Enter your Username and Password, then click **SUBMIT**.

A screenshot of the Washington State SecureAccess login page. The header is green with the Seal of the State of Washington on the left and "WELCOME to your login for Washington state." on the right. Below the header is a grey bar with the "SecureAccess Washington" logo and three buttons: "SIGN UP", "GET HELP", and "TIPS ON". The main content area is divided into two sections. The left section is titled "LOGIN" and contains two input fields: "USERNAME" and "PASSWORD", each with a red arrow pointing to it. Below these fields is a green "SUBMIT" button, which is highlighted with a red rectangle. At the bottom of this section are links for "Forgot your username?" and "Forgot your password?". The right section is titled "ON BEHALF OF" and features the Washington State Gambling Commission logo and the text "Washington State GAMBLING COMMISSION". At the bottom of this section is the slogan "Protect the public by ensuring that gambling is legal and honest."

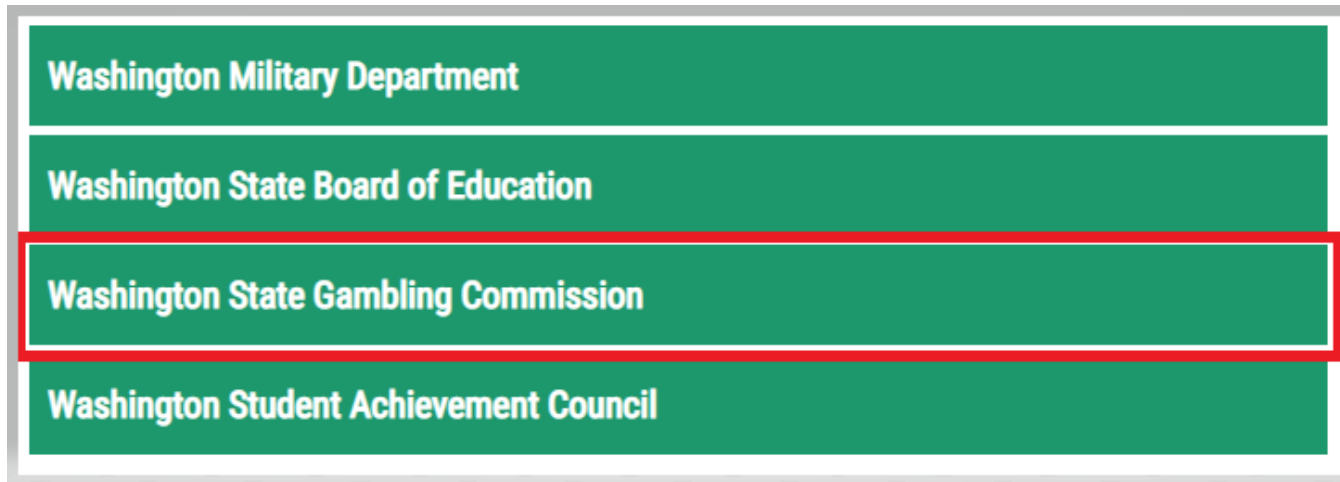
11. Click the **ADD A NEW SERVICE** button.



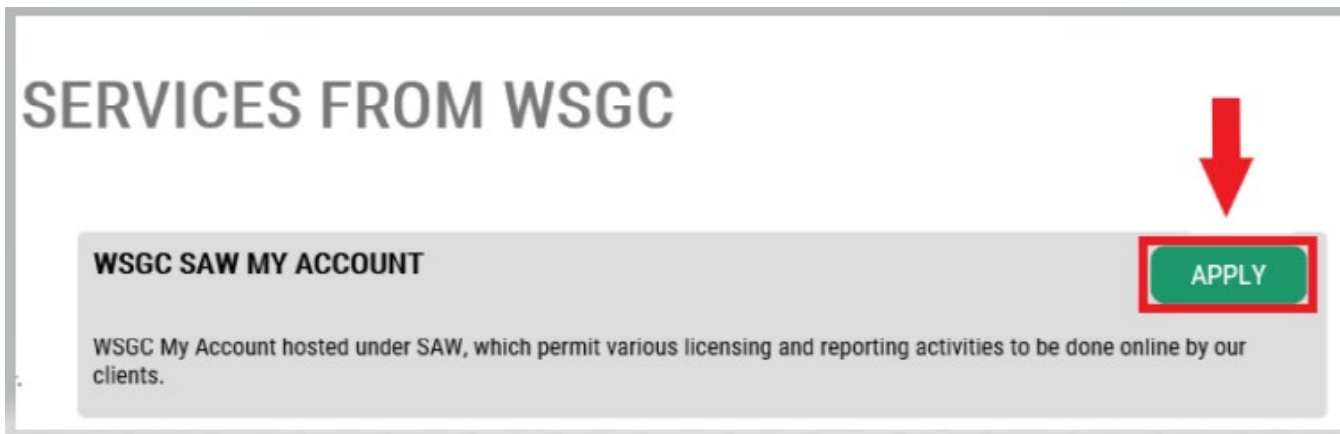
12. Click “**I would like to browse a list of services by agency**” button.



13. Select **Washington State Gambling Commission** from the list of agencies.



14. Click the **APPLY** but

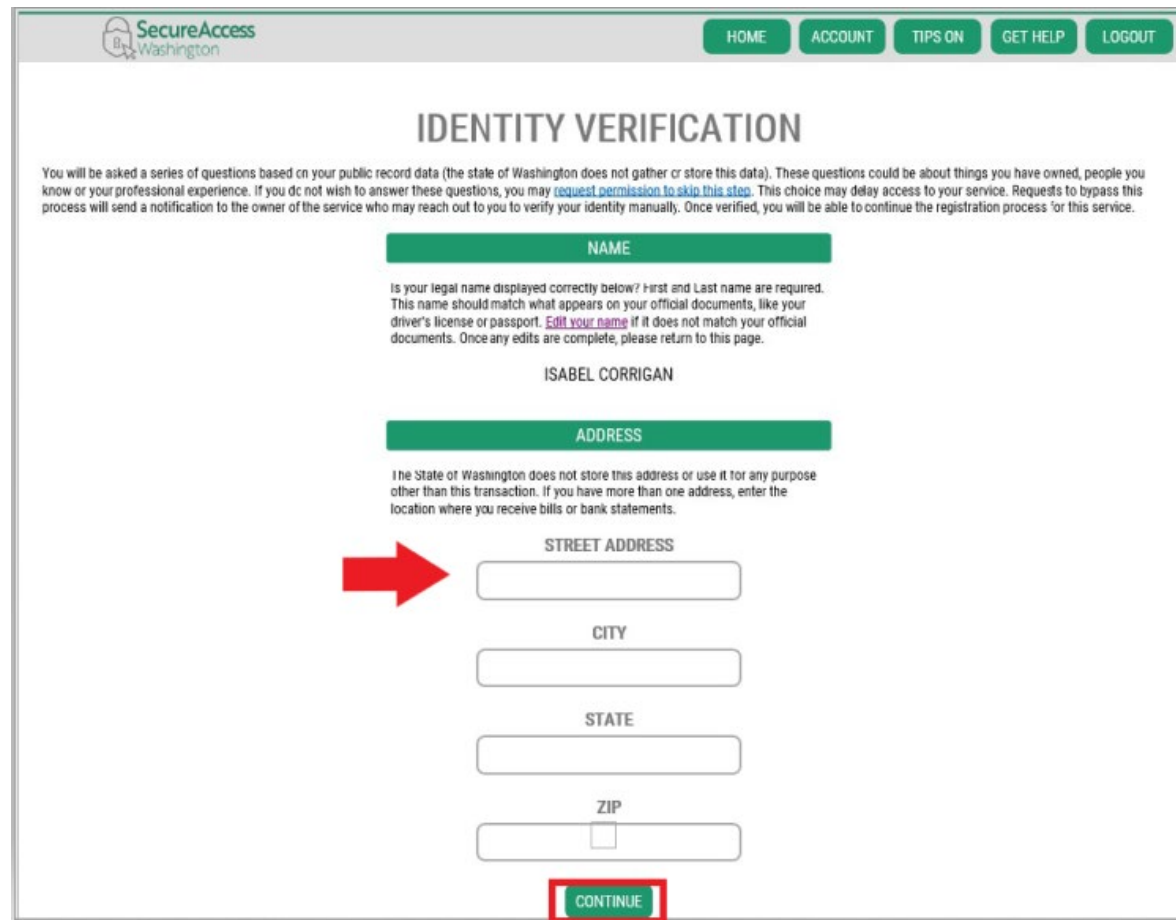


Identity Verification:

Completing the Identify Verification will allow you to access your account immediately. You will be asked questions about things you have owned, people you know, or your professional experience.

If you do not wish to answer these questions, you may request permission to skip this step; however, it may take 1-2 business days for us to verify your identity.

15. Enter your home street address, then click the **CONTINUE** button.



SecureAccess
Washington

HOME ACCOUNT TIPS ON GET HELP LOGOUT

IDENTITY VERIFICATION

You will be asked a series of questions based on your public record data (the state of Washington does not gather or store this data). These questions could be about things you have owned, people you know or your professional experience. If you do not wish to answer these questions, you may [request permission to skip this step](#). This choice may delay access to your service. Requests to bypass this process will send a notification to the owner of the service who may reach out to you to verify your identity manually. Once verified, you will be able to continue the registration process for this service.

NAME

Is your legal name displayed correctly below? First and Last name are required. This name should match what appears on your official documents, like your driver's license or passport. [Edit your name](#) if it does not match your official documents. Once any edits are complete, please return to this page.

ISABEL CORRIGAN

ADDRESS

The State of Washington does not store this address or use it for any purpose other than this transaction. If you have more than one address, enter the location where you receive bills or bank statements.

STREET ADDRESS

CITY

STATE

ZIP

CONTINUE

16. Answer the Identity Verification questions. They are based off of your public records, so the examples shown below will be different than the questions you will be asked.
17. Click the **CONTINUE** button after each question.

[HOME](#) [ACCOUNT](#) [TIPS ON](#) [GET HELP](#) [LOGOUT](#)

IDENTITY VERIFICATION QUESTION

Which of the following street addresses in 'Portage' have you ever lived at or been associated with?

- ☐ 2505 Henry Street
- ☐ 290 Perry Way
- ☐ 3232 Whalley Place West
- ☐ 340 Manowar Lane
- ☐ 3624 London Loop Northeast
- ☐ None of the above or I am not familiar with this property

CONTINUE

[HOME](#) [ACCOUNT](#) [TIPS ON](#) [GET HELP](#) [LOGOUT](#)

IDENTITY VERIFICATION QUESTION

Which of the following first names have you also been known by?

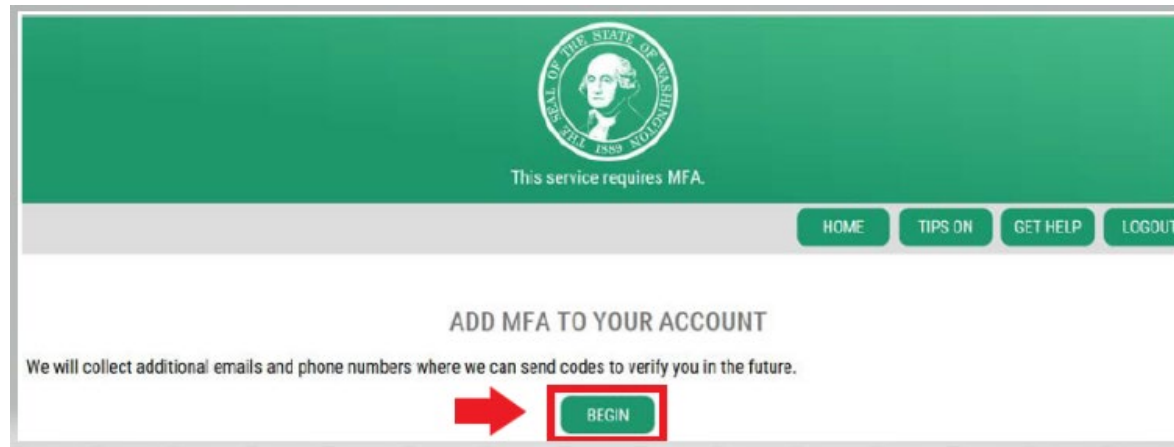
- ☐ Arleigh
- ☐ Cheryl
- ☐ Heather
- ☐ Kimberly
- ☐ Roseann
- ☐ None of the above

CONTINUE

Multi-Factor Authentication:

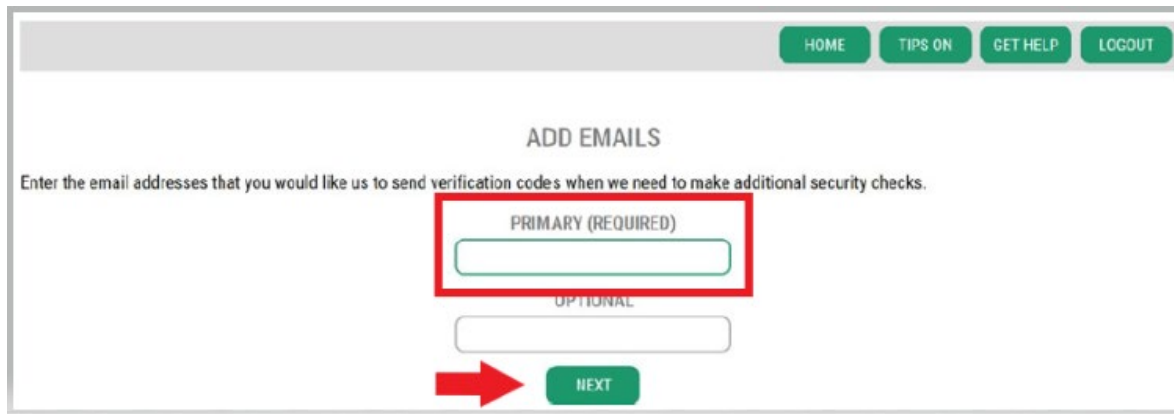
To prevent fraud and identity theft, SAW requires additional verification beyond username and password. You will need to add a Multi-Factor Authentication (MFA) method.

18. Click the **BEGIN** button.



The screenshot shows a web interface for Multi-Factor Authentication (MFA) setup. At the top, there is a green header with the Seal of the State of Washington and the text "This service requires MFA." Below the header, there are four buttons: "HOME", "TIPS ON", "GET HELP", and "LOGOUT". The main content area is titled "ADD MFA TO YOUR ACCOUNT" and includes the text "We will collect additional emails and phone numbers where we can send codes to verify you in the future." A red arrow points to a green "BEGIN" button, which is also highlighted with a red border.

19. Enter your primary email address, then click the **NEXT** button.
(You may also enter additional email addresses.)



The screenshot shows a web interface for adding email addresses. At the top, there are four buttons: "HOME", "TIPS ON", "GET HELP", and "LOGOUT". The main content area is titled "ADD EMAILS" and includes the text "Enter the email addresses that you would like us to send verification codes when we need to make additional security checks." There are two input fields: "PRIMARY (REQUIRED)" and "OPTIONAL". The "PRIMARY (REQUIRED)" field is highlighted with a red border. A red arrow points to a green "NEXT" button.

20. Enter your primary phone number, then click the **NEXT** button.

The screenshot shows a form titled "ADD PHONES". Below the title is a paragraph: "Enter the phone numbers you would like us to use for additional security checks. When those occur, you will be able to choose between text messages or an automated call if you prefer to use a number that doesn't receive texts." The form has two main sections: "PRIMARY PHONE" and "OPTIONAL PHONE". The "PRIMARY PHONE" section contains a "10 DIGIT NUMBER" input field, which is highlighted with a red rectangle. The "OPTIONAL PHONE" section contains a "10 DIGIT NUMBER" input field and an "EXTENSION (OPTIONAL)" input field. At the bottom of the form, there is a red arrow pointing to a green "NEXT" button.

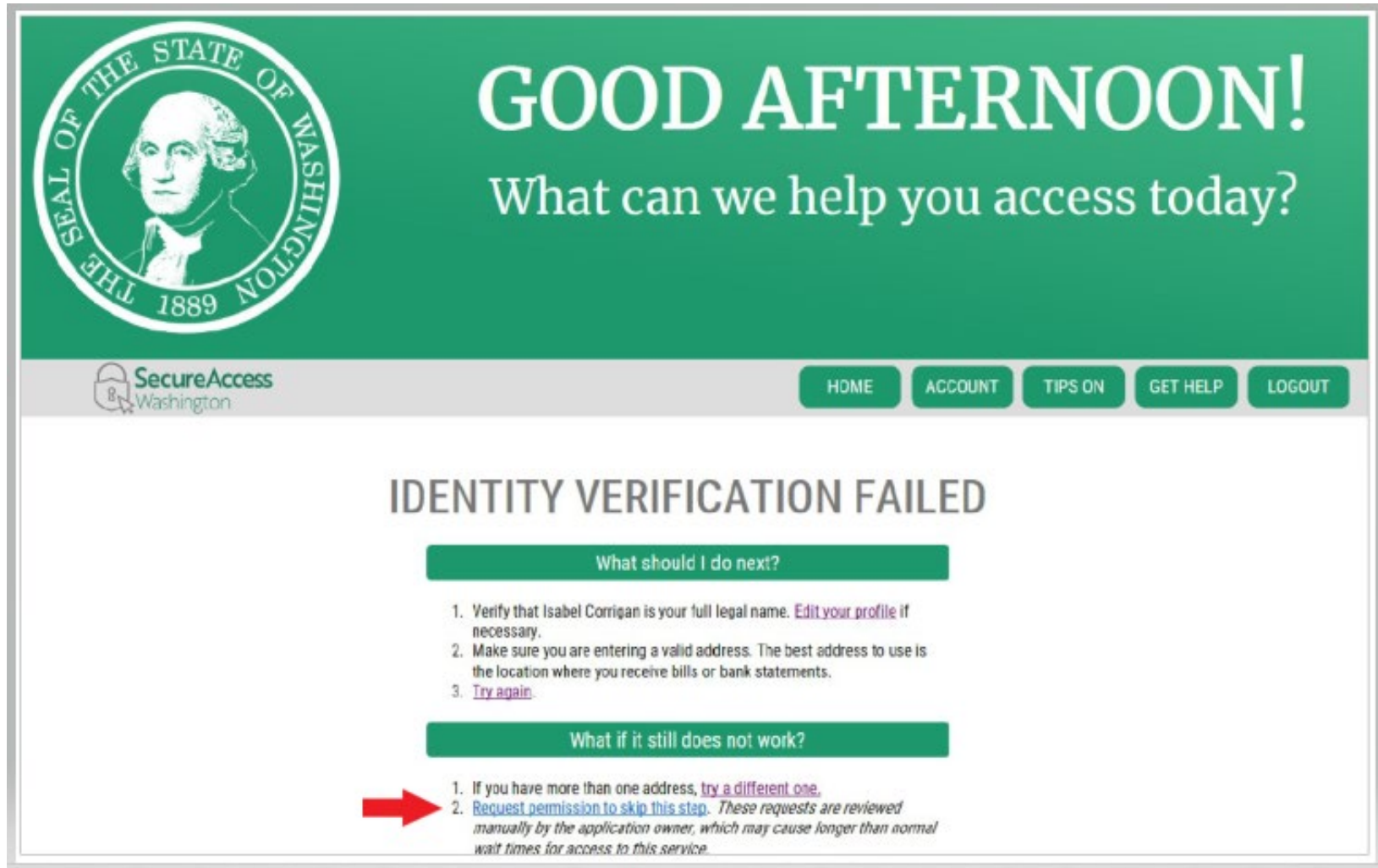
21. Review the information you entered. If everything is correct, click the **SUBMIT** button.

The screenshot shows a form titled "REVIEW AND FINALIZE". Below the title is a paragraph: "Please review the information you have entered and make any changes before pressing the 'SUBMIT' button." The form has two main sections: "PHONE NUMBERS" and "EMAILS". The "PHONE NUMBERS" section displays "PRIMARY: 3604863520". The "EMAILS" section displays "EMAIL 1: Isabel.Corrigan@wsgc.wa.gov". Below these sections is a question: "Would you like us to add this computer to our list of known devices? Users who access the system using a known device are slightly less likely to be challenged." There are two radio buttons: "Yes" (selected) and "No". At the bottom of the form, there are two green buttons: "CHANGE" and "SUBMIT". The "SUBMIT" button is highlighted with a red rectangle, and a red arrow points to it from the right.

Identity Verification Failed:

If you were unable to answer the identity verification questions correctly, try one of the list of options “What should I do next?”. You may be able to answer the identity verification questions correctly after editing your profile or home address.

If you still cannot answer the identity verification questions, click the **[Request permission to skip this step](#)** hyperlink.



The screenshot shows the Washington State SecureAccess website. At the top, there is a green banner with the Seal of the State of Washington on the left and the text "GOOD AFTERNOON! What can we help you access today?" on the right. Below the banner is a navigation bar with the SecureAccess Washington logo and buttons for HOME, ACCOUNT, TIPS ON, GET HELP, and LOGOUT. The main content area has a heading "IDENTITY VERIFICATION FAILED". Below this heading are two green boxes. The first box is titled "What should I do next?" and contains a list of three items: 1. Verify that Isabel Corrigan is your full legal name. [Edit your profile](#) if necessary. 2. Make sure you are entering a valid address. The best address to use is the location where you receive bills or bank statements. 3. [Try again](#). The second box is titled "What if it still does not work?" and contains a list of two items: 1. If you have more than one address, [try a different one](#). 2. [Request permission to skip this step](#). These requests are reviewed manually by the application owner, which may cause longer than normal wait times for access to this service. A red arrow points to the second item in the second box.

IDENTITY VERIFICATION FAILED

What should I do next?

1. Verify that Isabel Corrigan is your full legal name. [Edit your profile](#) if necessary.
2. Make sure you are entering a valid address. The best address to use is the location where you receive bills or bank statements.
3. [Try again](#).

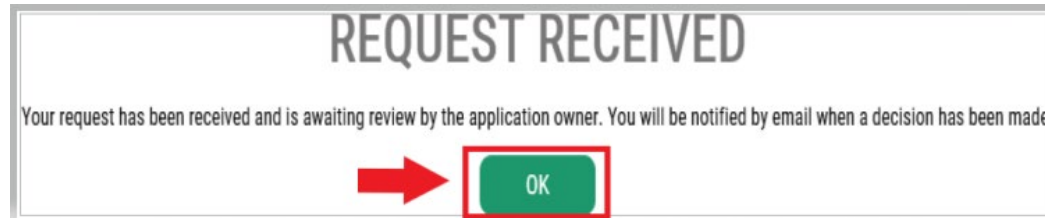
What if it still does not work?

1. If you have more than one address, [try a different one](#).
2. [Request permission to skip this step](#). These requests are reviewed manually by the application owner, which may cause longer than normal wait times for access to this service.

If you chose the option to “request permission to skip this step”:

After you click the hyperlink, we will receive your request.

- Click the OK button.



- Log out of SAW and close any open internet browser windows.

You will receive an email from a WSGC staff member in 1-2 business days. The email will contain a questionnaire for you to complete. If you do not complete the questionnaire, your request will be automatically denied after 7 days.


We will review your completed questionnaire. If we approve your request, you will receive a KBA Bypass Approved email. Click the hyperlink in the email to log into SAW. You will need to add re-add the WSGC My Account service ([go back to Step 11 for instructions](#)).



22. **Additional info for WSGC:**

If you have never been licensed before and are submitting a brand new application, complete all of the information that applies to you or your organization. (You will not have a PIN, or Client or License Number; leave those fields blank.)

Click the **SUBMIT** button when you are done.



Washington State

GAMBLING

COMMISSION

Protect the public by ensuring that gambling is legal and honest.

Washington State Gambling Commission requires some additional information before they can allow access to this service. Please fill in the form below.

PIN

If you were provided a My Account Access PIN enter it here. The PIN is all NUMERIC.

***Type**

Type of Organization Non-Profit / Commercial

☐ Charitable/Non-Profit

☒ Commercial Business

☐ Tribal

☐ Individual Licensee

Do you want to apply for a gambling license?

☐ Check if you want to perform any legal gambling activities regulated/licensed by the WSGC

Client or License Number

Provide your license or client number

DBA

(Doing Business As) Name

Premises Address

Physical address of your business

UBI

Unified Business Identifier Number

Ownership Type

Ownership Type / Structure

Corporation

Explain what activities you want to license?

What activity do you want to license? E.g. fundraising events, raffle, recreational gaming activity?

Do you want to renew or pay second-half payment online?

☐ My Account will remind you and let you renew and pay online.

Do you want to manage your employee's licenses/certifications?

☐ See employee's status, renewal dates, and update it inside My Account.

Do you want to sign up for newsletters or reminders?


☐ You can select to receive email notifications.

Do you want to report financial activity online?

☐ Report your quarterly, semi-annual or annual financial activity online.

Previously Licensed?

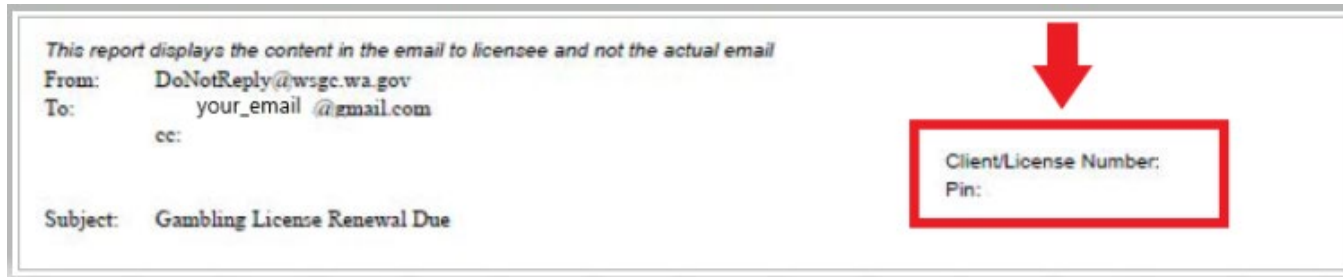
☐ Check if you have held or hold current WSGC gambling license



SUBMIT

If you are currently licensed, you will need your PIN and Client or License Number.
You can find that information in these documents:

- **For card room employees, representatives, and gambling managers:** Reminder email to renew your license.



- **For organizations (nonprofits and commercial businesses):** Your My Account Introduction letter or your reminder email to complete your quarterly license report.



Licensed card room employees, representatives, gambling managers, and nonprofit or commercial businesses only need to enter a PIN and Client or License Number.

Click the **SUBMIT** button after entering these numbers.



Washington State

GAMBLING

COMMISSION

Protect the public by ensuring that gambling is legal and honest.

Washington State Gambling Commission requires some additional information before they can allow access to this service. Please fill in the form below.

PIN

If you were provided a My Account Access PIN enter it here. The PIN is all NUMERIC.

***Type**

Type of Organization Non-Profit / Commercial

☐ Charitable/Non-Profit

☒ Commercial Business

☐ Tribal

☐ Individual Licensee

Do you want to apply for a gambling license?

☐ Check if you want to perform any legal gambling activities regulated/licensed by the WSGC

Client or License Number

Provide your license or client number

DBA

(Doing Business As) Name

Premises Address

Physical address of your business

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Unified Business Identifier Number

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Ownership Type / Structure

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Do you want to report financial activity online?

☐ Report your quarterly, semi-annual or annual financial activity online.

Previously Licensed?

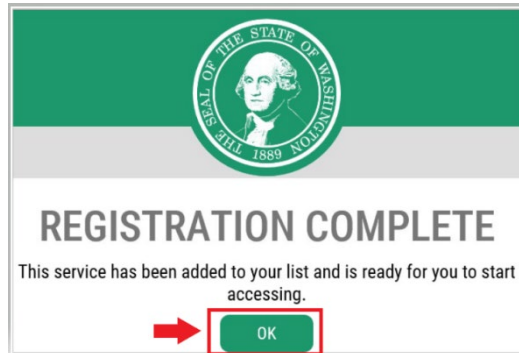
☐ Check if you have held or hold current WSGC gambling license



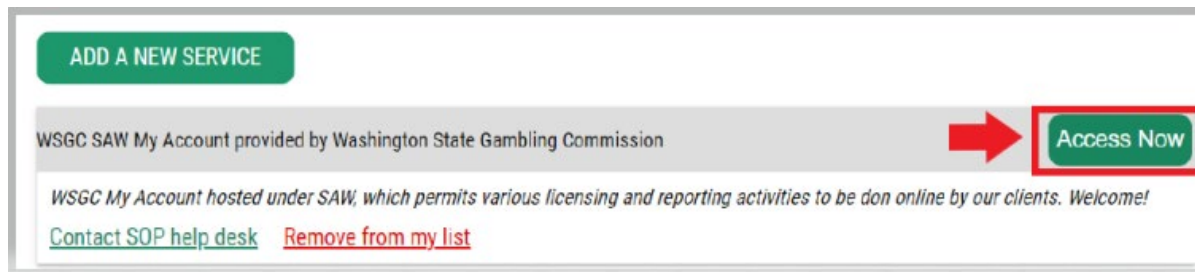
SUBMIT

Registration Complete!

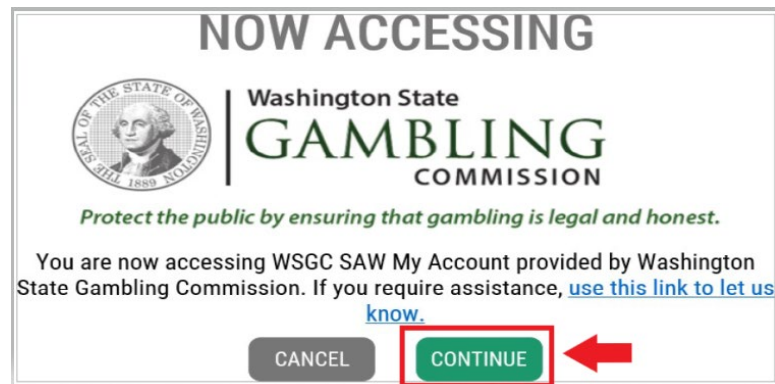
23. Click the **OK** button.



24. Click the **Access Now** button.



25. Click the **CONTINUE** button.



Using WSGC My Account:

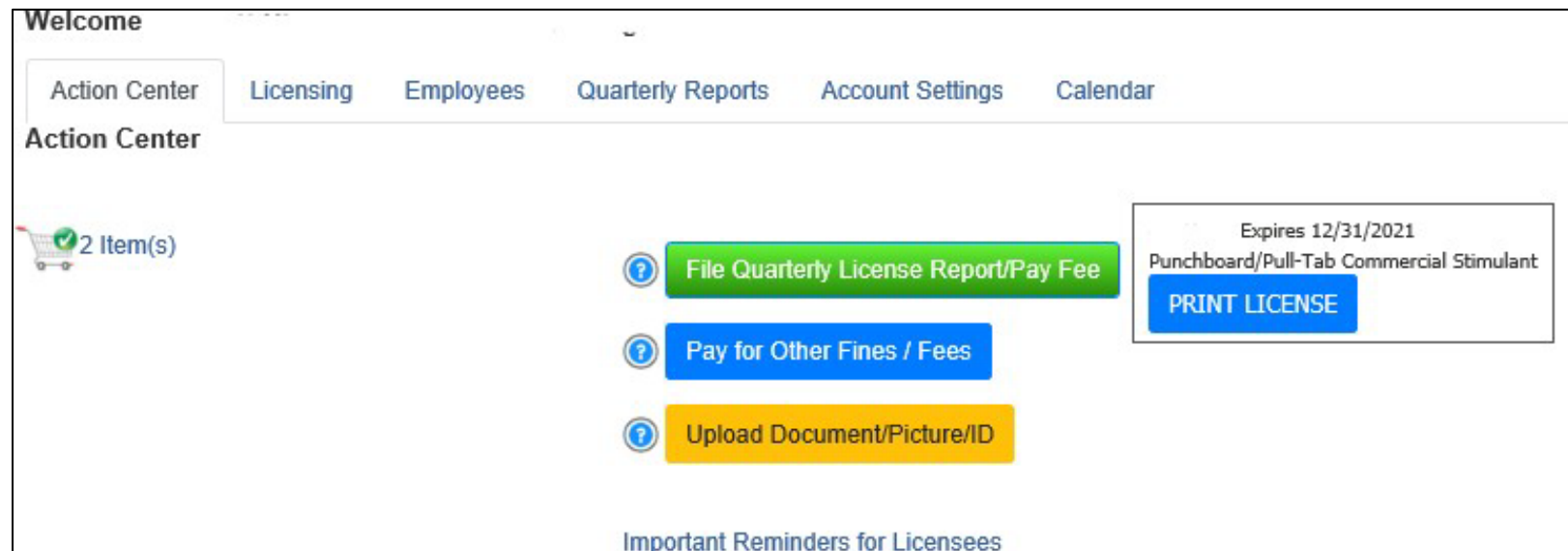
For card room employee, representatives, and gambling managers:

- The **Action Center** is where you can renew your license and change your address. It also displays your license expiration date.
- You cannot renew your license after it has expired. Contact a Licensing Specialist if you did not renew your license in time. Call (360) 486-3440 or email Licensing@wsgc.wa.gov.
- The **Licensing** section is where you can report a violation and find WSGC contact information.

The screenshot shows the 'Welcome' header at the top. Below it is a navigation bar with four tabs: 'Action Center' (which is selected and highlighted with a light blue background), 'Licensing', 'Account Settings', and 'Calendar'. Under the 'Action Center' tab, the title 'Action Center' is displayed. On the left side, there is a shopping cart icon with a green checkmark and the text '0 Item'. In the center, there are three blue buttons, each preceded by a circular icon containing a question mark. The buttons are labeled 'Renew Your License', 'Change Your Address', and 'Pay for Other Fines / Fees'. To the right of these buttons, the text 'Important Reminders for Licensees' is visible. Further to the right, there is a white box with a black border containing the text 'Expires 01/18/2021' and 'Public Card Room Employee Class B'.

For organizations (nonprofits and commercial businesses):

- The **Action Center** is where you can renew your license, print a copy of your license, and upload documents. It also displays your license expiration date.
- You cannot renew your license after it has expired; contact a Licensing Specialist if you are renewing late at (360) 486-3440 or Licensing@wsgc.wa.gov.
- The **Licensing** section is where you can report changes and apply for additional licenses. You can also view submitted applications. If you have licensed gaming employees, you may submit their applications and complete personnel termination notices.
- The **Quarterly Reports** section is where you can submit quarterly license reports. If you need assistance with your reports, please contact our business office at FinancialReporting@wsgc.wa.gov.

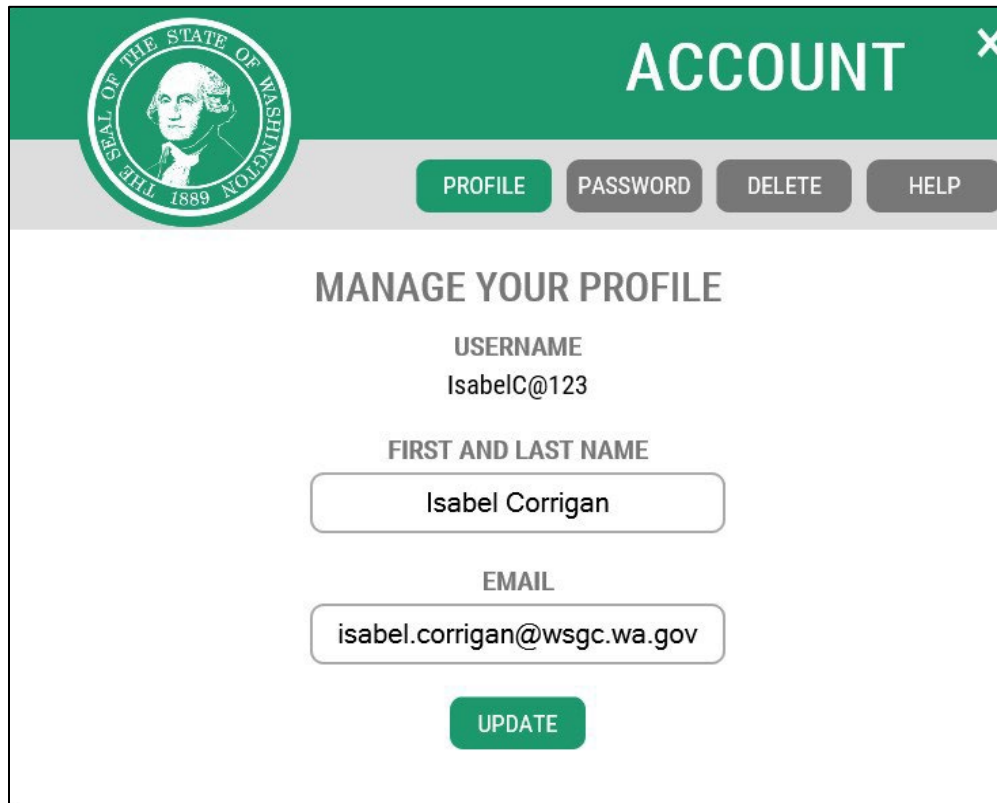


Helpful tips:


Profile:

Click Account, then Profile. This displays the username and email address associated with your SAW Account. If this information is incorrect, contact SAW Help Desk for assistance.

SAW Help Desk: (855) 928-3241 or (360) 586-1000



The screenshot shows a web interface for managing a SAW Account. At the top, there is a green header bar with the Seal of the State of Washington on the left and the word "ACCOUNT" in white text on the right, followed by a close button (X). Below the header is a grey navigation bar with four buttons: "PROFILE" (green), "PASSWORD" (grey), "DELETE" (grey), and "HELP" (grey). The main content area is white and titled "MANAGE YOUR PROFILE". It contains three sections: "USERNAME" with the value "IsabelC@123", "FIRST AND LAST NAME" with a text input field containing "Isabel Corrigan", and "EMAIL" with a text input field containing "isabel.corrigan@wsgc.wa.gov". At the bottom of the form is a green "UPDATE" button.

ACCOUNT X

PROFILEPASSWORDDELETEHELP

MANAGE YOUR PROFILE

USERNAME
IsabelC@123

FIRST AND LAST NAME
Isabel Corrigan

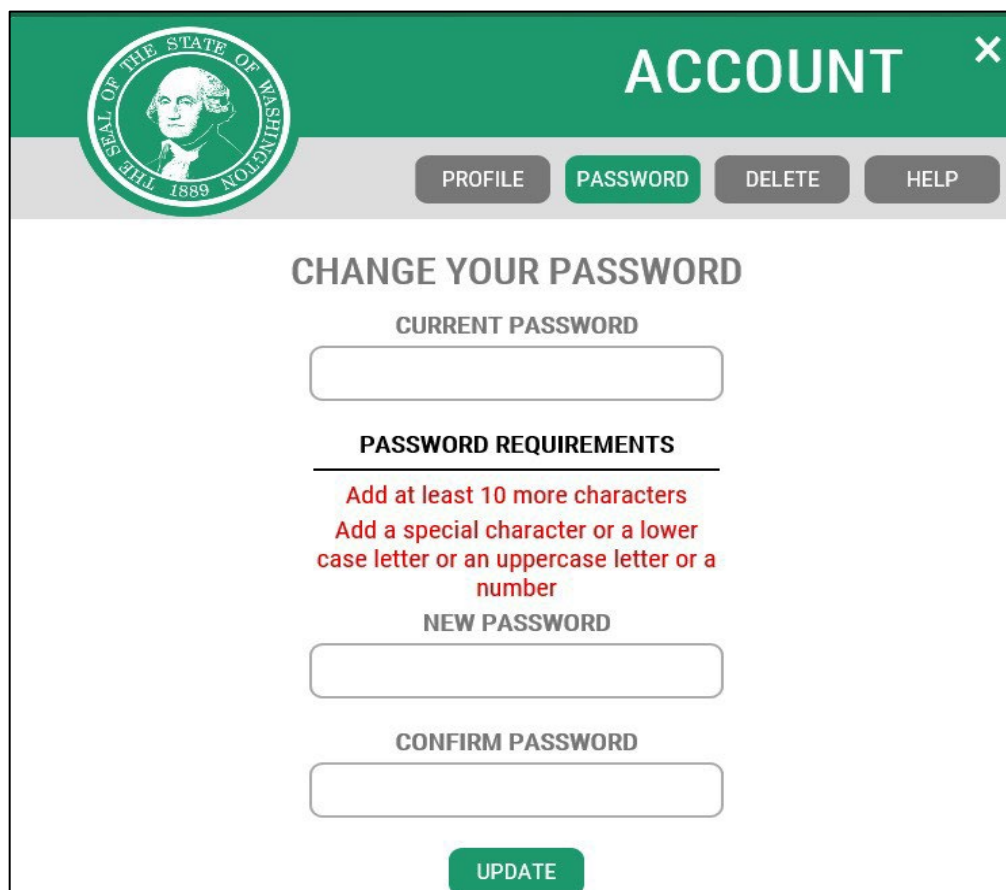
EMAIL
isabel.corrigan@wsgc.wa.gov

UPDATE

Password:

To change your password, click Account, then Password. Follow the instructions to change your password. If you are unable to change your password, contact SAW Help Desk for assistance.

SAW Help Desk: (855) 928-3241 or (360) 586-1000



The screenshot shows a web interface for changing a password. At the top, there is a green header bar with the Seal of the State of Washington on the left and the word "ACCOUNT" in white text on the right, followed by a close button (X). Below the header is a navigation bar with four buttons: "PROFILE", "PASSWORD" (which is highlighted in green), "DELETE", and "HELP". The main content area is titled "CHANGE YOUR PASSWORD" in bold. Below this title is a section for "CURRENT PASSWORD" with a text input field. This is followed by a section titled "PASSWORD REQUIREMENTS" with a horizontal line underneath. The requirements are listed in red text: "Add at least 10 more characters", "Add a special character or a lower case letter or an uppercase letter or a number". Below the requirements is a section for "NEW PASSWORD" with a text input field. This is followed by a section for "CONFIRM PASSWORD" with a text input field. At the bottom of the form is a green "UPDATE" button.

ACCOUNT X

PROFILE PASSWORD DELETE HELP

CHANGE YOUR PASSWORD

CURRENT PASSWORD

PASSWORD REQUIREMENTS

Add at least 10 more characters
Add a special character or a lower case letter or an uppercase letter or a number

NEW PASSWORD

CONFIRM PASSWORD

UPDATE