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About this Guide

This guide will walk you through the steps of creating a Secure Access Washington (SAW) account and adding the Office of Administrative Hearings (OAH) Participant Portal.

For a quick guide to these instructions, [click here](#).

About Secure Access Washington and the Participant Portal

Secure Access Washington (SAW) is the platform that hosts the online services for most Washington state agencies. It provides a secure platform for each agency, enabling you to access lots of services online.

If you have an appeal with the Office of Administrative Hearings (OAH), you can view your case files online using the Participant Portal. This allows you to download and view copies of your file documents (including audio recordings of your hearing), update telephone numbers or email addresses and review your mailing address.

You can see the date and time of your hearing – and view documents before they arrive in the mail. (All documents are mailed to the address on file.)

You do not attend Your Hearing by using the Participant Portal!

Note: The Participant Portal will show all dockets (appeals) linked to your Participant ID.

For help, please call **+1-800-583-8271** between 7am and 5pm Monday to Friday, except holidays.

If you already have a SAW account, you can skip to:

- [Adding the Participant Portal](#)
- [Accessing the Participant Portal](#)

Create a SAW Account

Before you can access the Participant Portal, you must have a SAW account, follow these steps if you do not already have a SAW account:

NOTE: Use a different password for your SAW account than for the email account you will link to SAW.

- Navigate to Secure Access Washington: <https://secureaccess.wa.gov>

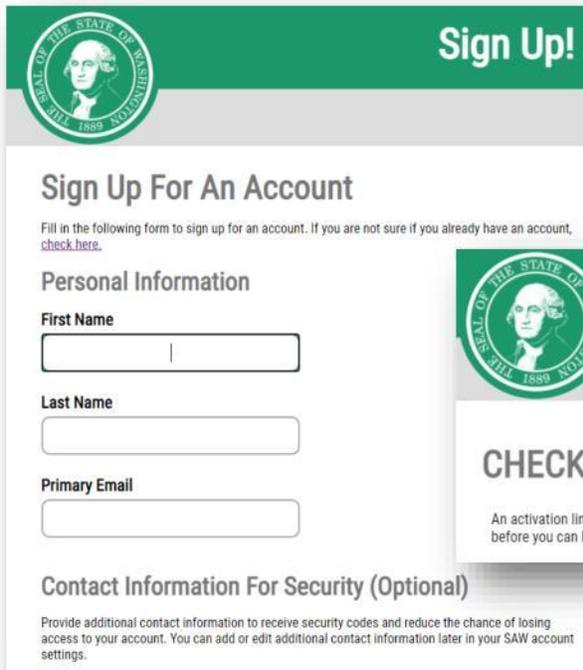
NOTE: Never click or follow links unless you are sure they have been provided by a trusted source. If you have any doubts, type the correct address into your web browser.

- Select the **SIGN UP!** button.



- Fill out the required fields and **SUBMIT**.

NOTE: Please do not use the same password for your SAW account as you have for your email account (used in the next step).



Sign Up!

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

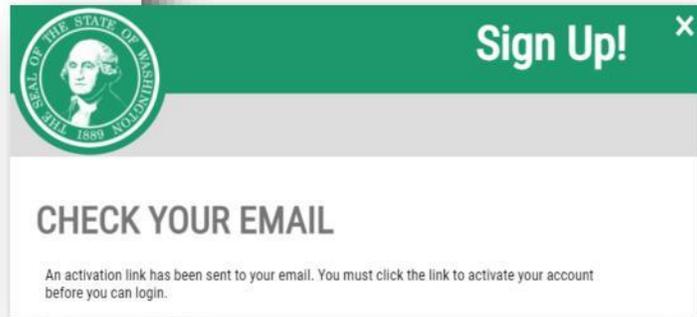
First Name

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.



Sign Up! ✕

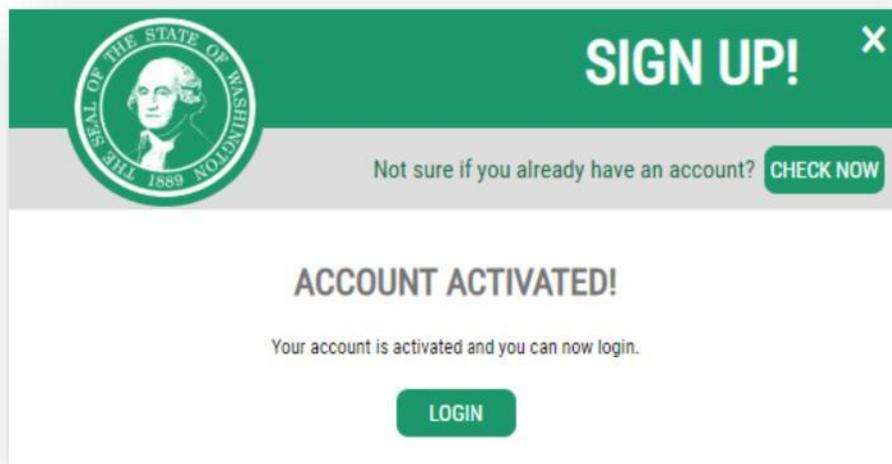
CHECK YOUR EMAIL

An activation link has been sent to your email. You must click the link to activate your account before you can login.

- You will then receive an email from secureaccess@cts.wa.gov.
NOTE: The email will contain a link you must click on to activate your account.



- Once activated, Login to your SAW account by clicking the LOGIN button and entering the details used above.



Sign Up! ✕

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

ACCOUNT ACTIVATED!

Your account is activated and you can now login.

[LOGIN](#)

Adding the Participant Portal

Log in to your SAW account, then make sure you have the following information, required to add the Participant Portal and successfully access your appeal details:

- Service Code
- Docket Number
- Participant Identifier (PID)

These details can be found on the address sheet (sent with all documents from OAH), see below, or by calling us on **+1-800-583-8271**.

Address Sheet

You will receive instructions on your address sheet. This explains how to access your case. The specific codes you need will be on your address sheet.

If you cannot find your address sheet, please call OAH at **+1-800-583-8271**.

Here is an example address sheet (case specific details are not shown in this example):

Audrey Hepburn
12345 Sunshine Dr
Tacoma, WA 98404

Electronic access to your case files now available! Manage your case from one easy and secure location.

1. Create and account on <https://secureaccess.wa.gov>
2. Click **Add A New Service**
3. Select **I have been given a code**
4. Enter your **SAW Service Code**: X-XXXXXX!
5. Click **Participant Portal**
6. Add Your Case using **Docket Number**: XXXXXXX and **Participant Identifier**: XXXXXXX

For more detailed instructions visit www.oah.wa.gov

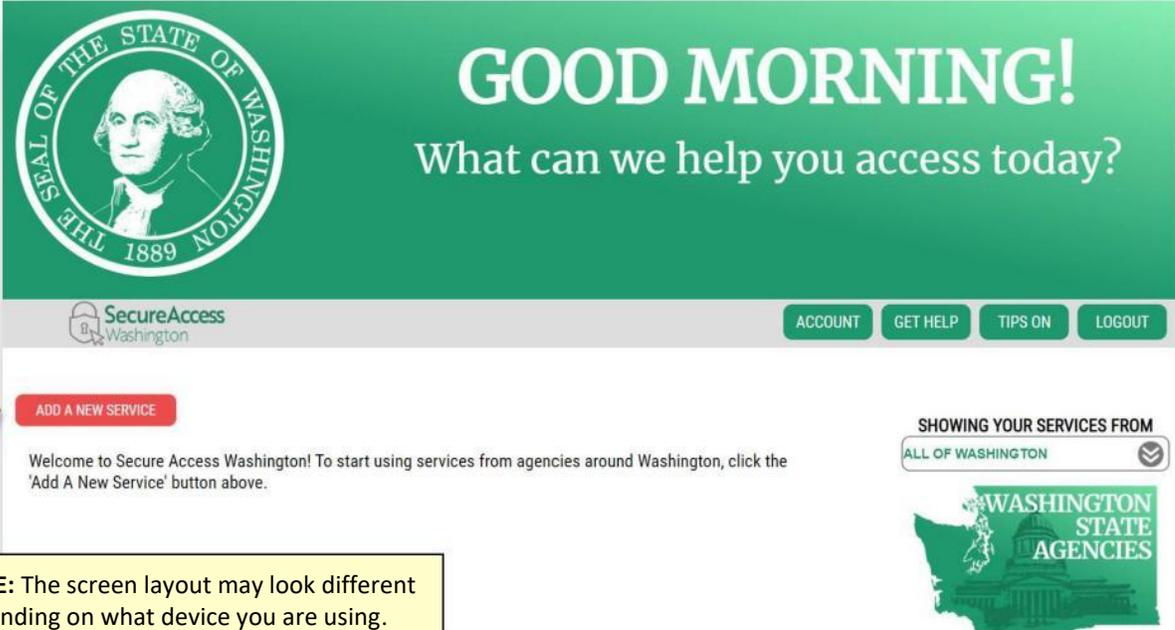
Click [here](#) to jump/return to Adding Your Docket and PID.

Adding the Participant Portal to your SAW account

You may already have some services added to your SAW account, if you do not have the Participant Portal you will need to follow these steps.

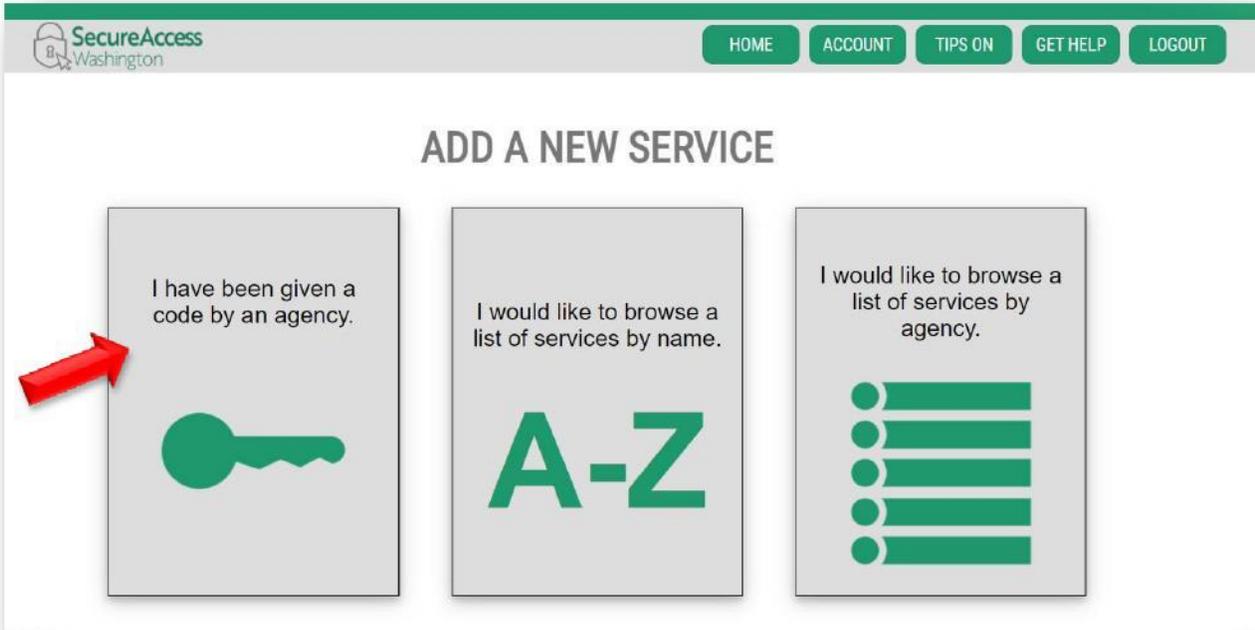
If you already have the Participant Portal, [click here](#) to go to the next section.

- Select the **ADD A NEW SERVICE** button.



NOTE: The screen layout may look different depending on what device you are using.

- Select **I have been given a code** button.



- Enter the “*hidden*” service code from your address sheet (if you do not have this, please call +1-800-583-8271) and then select **SUBMIT**.

NOTE: You must enter the code exactly as it appears on the address sheet.

ADD A NEW SERVICE

ENTER YOUR CODE

Hidden service codes are supplied by the service's agency. SAW support staff cannot give out codes. Please contact the service's agency help desk for your code.

SUBMIT

I would like to browse a list of services by name.

A-Z

I would like to browse a list of services by agency.

- If successful, you will see this confirmation screen – click the **OK** button – and you will receive a confirmation email to the account associated with your SAW account.

REGISTRATION COMPLETE

This service has been added to your list and is ready for you to start accessing.

OK



secureaccess@cts.wa.gov

SecureAccess Washington : Access Approved

To: [Redacted]

Your access to SecureAccess Washington agency [Office of Administrative Hearings] service [Participant Portal] has been approved for User ID

You will now be returned to the SAW page that lists all of your services (this is a list of all the portal services you have signed up to with Washington state agencies).

Accessing the Participant Portal

You are now ready to open the Participant Portal!

From your list of services, scroll to where you can see the “Participant Portal provided by Office of Administrative Hearings” and click the **Access Now** button.

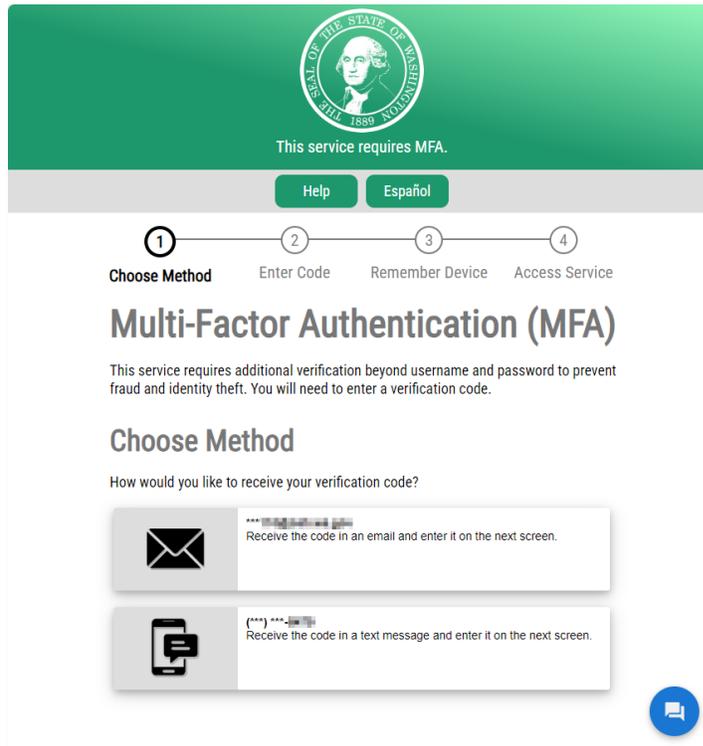
The screenshot displays the SecureAccess Washington user interface. At the top left is the logo for SecureAccess Washington. To the right of the logo are four navigation buttons: ACCOUNT, GET HELP, TIPS ON, and LOGOUT. Below the navigation bar is a section titled "ADD A NEW SERVICE". The main content area features a service card for "Participant Portal provided by Office of Administrative Hearings". The card includes the text "Portal for case participants to view information about their appeals" and two links: "Contact PPWeb help desk" and "Remove from my list". A red arrow points to the "Access Now" button on the right side of the service card. To the right of the service card is a dropdown menu labeled "SHOWING YOUR SERVICES FROM" with "ALL OF WASHINGTON" selected. Below the dropdown is a green graphic of the state of Washington with the text "WASHINGTON STATE AGENCIES" overlaid.

Multi-Factor Authentication (MFA)

To help keep your information secure, you must enter a MFA code to access the Participant Portal.

NOTE: We recommend you always use the option to send the code by text.

- Select the MFA delivery option you prefer (options may vary), it is recommended you use the text option.



The screenshot shows a web interface for Multi-Factor Authentication (MFA). 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 are two buttons: "Help" and "Español". A progress indicator shows four steps: 1. Choose Method (highlighted), 2. Enter Code, 3. Remember Device, and 4. Access Service. The main heading is "Multi-Factor Authentication (MFA)" followed by a sub-heading "Choose Method". Below this, the question "How would you like to receive your verification code?" is displayed. Two options are shown: "Receive the code in an email and enter it on the next screen." and "Receive the code in a text message and enter it on the next screen." A blue chat icon is visible in the bottom right corner.

Enter the code you received – this code will be different every time you are required to follow the MFA steps – and click the **Submit** button.

This service requires MFA.

Help Español

1 Choose Method 2 Enter Code 3 Remember Device 4 Access Service

Multi-Factor Authentication (MFA)

Enter Code

Please enter the code sent to ***@secureaccess.wa.gov

7562-

[Resend Code](#)

[Choose another method](#)

If you do not receive an email with the authentication code:

- Check your junk/spam folder. If the email is not there, try these troubleshooting steps:
 - Check any other folders that may have received the email.
 - Refresh/update your email application and inbox.
 - Add help@secureaccess.wa.gov as an email contact inside of your email application.
- Click Resend Code. You can click Resend Code every two minutes, but do not try this more than three times. If you do not receive the resent code:
 - You may need to contact your email service provider to allow emails from help@secureaccess.wa.gov. If you have setup an additional email or mobile number, you can click Choose another method to select a different option for receiving a code.

Finally, click the Continue button to access the Participant Portal:

THE SEAL OF THE STATE OF WASHINGTON
1889

NOW ACCESSING

You are now accessing Participant Portal provided by Office of Administrative Hearings. If you require assistance, the Participant Portal help desk can be reached at oahportalcontact@oah.wa.gov or 800-583-8271.

If you have accessed the Participant Portal before, click here to move to the next section.

First Time Access to the Participant Portal

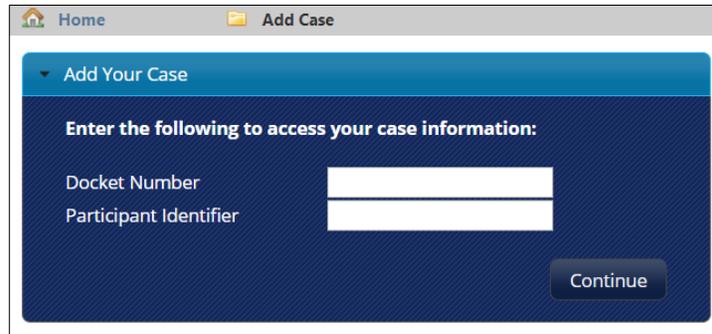
If you have not accessed the Participant Portal before – or have followed the “Remove Account” process, you will have to follow these steps before being able to access your appeal details.

Refer to your address sheet or contact our Customer Service Center on **+1-800-583-8271** for your docket number and Participant identifier (PID).

Click [here](#) to jump to the Address Sheet section.

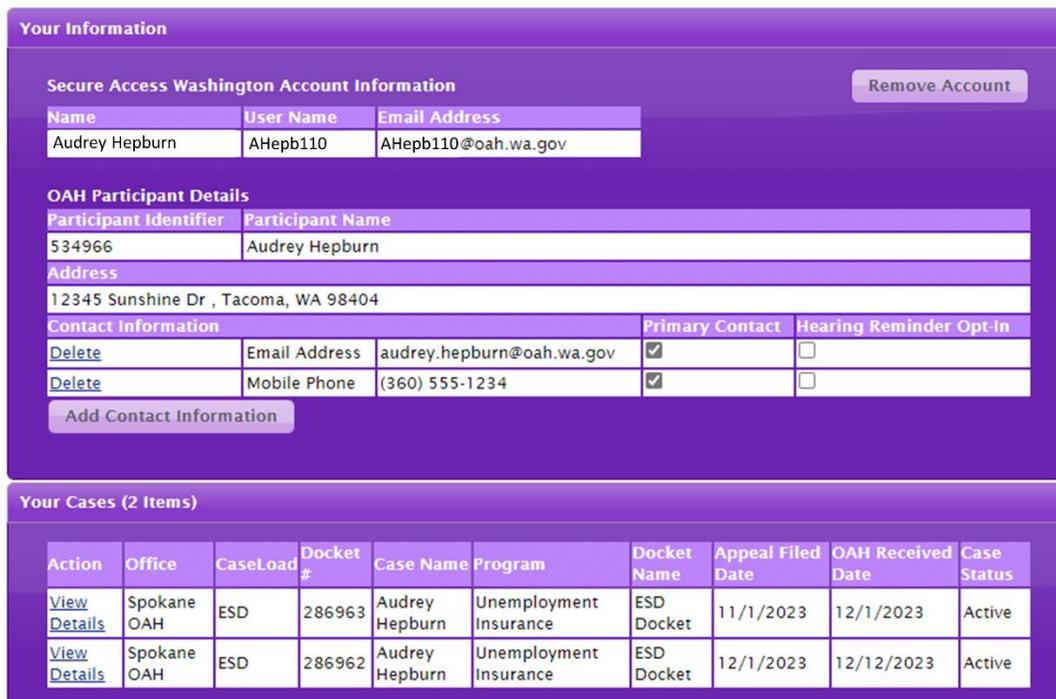
NOTE: Even if you have more than one appeal, you will normally only need to enter one docket number with your PID – which will then list all dockets linked to your PID.

Add your Docket and PID, then click the **Continue** button to open the Participant Portal.



Welcome to the OAH Participant Portal

You have now successfully accessed the Participant Portal and will see the Portal home page, which includes your SAW account details, your Participant details and a list of your dockets:
(Colors and user details will vary.)



Your Information

Secure Access Washington Account Information Remove Account

| Name | User Name | Email Address |
|----------------|-----------|---------------------|
| Audrey Hepburn | AHepb110 | AHepb110@oah.wa.gov |

OAH Participant Details

| Participant Identifier | Participant Name |
|------------------------|------------------|
| 534966 | Audrey Hepburn |

Address

12345 Sunshine Dr , Tacoma, WA 98404

| Contact Information | Primary Contact | Hearing Reminder Opt-In |
|--|-------------------------------------|--------------------------|
| Delete Email Address audrey.hepburn@oah.wa.gov | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Delete Mobile Phone (360) 555-1234 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

[Add Contact Information](#)

Your Cases (2 Items)

| Action | Office | CaseLoad | Docket # | Case Name | Program | Docket Name | Appeal Filed Date | OAH Received Date | Case Status |
|------------------------------|-------------|----------|----------|----------------|------------------------|-------------|-------------------|-------------------|-------------|
| View Details | Spokane OAH | ESD | 286963 | Audrey Hepburn | Unemployment Insurance | ESD Docket | 11/1/2023 | 12/1/2023 | Active |
| View Details | Spokane OAH | ESD | 286962 | Audrey Hepburn | Unemployment Insurance | ESD Docket | 12/1/2023 | 12/12/2023 | Active |

- For a Quick Guide to using the Participant Portal, click [here](#).
- For a Full Guide to the Participant Portal, click [here](#).



Contact OAH at **800-583-8271** if you have any issues creating your SAW account, accessing your documents, or have any questions.