

# The Washington State Gambling Commission, Secure Access Washington, and you.

Version 1.4

Last Updated 09/28/2016

The Washington State Gambling Commission (WSGC) is now hosting its My Account one-stop application inside Secure Access Washington (SAW).

SAW provides a single sign-on experience for customers to interact with many Washington agencies services and applications. Only one user ID and password is needed. Additionally SAW can provide additional security for users, keeping their identities safe guarded.



SecureAccess  
WASHINGTON

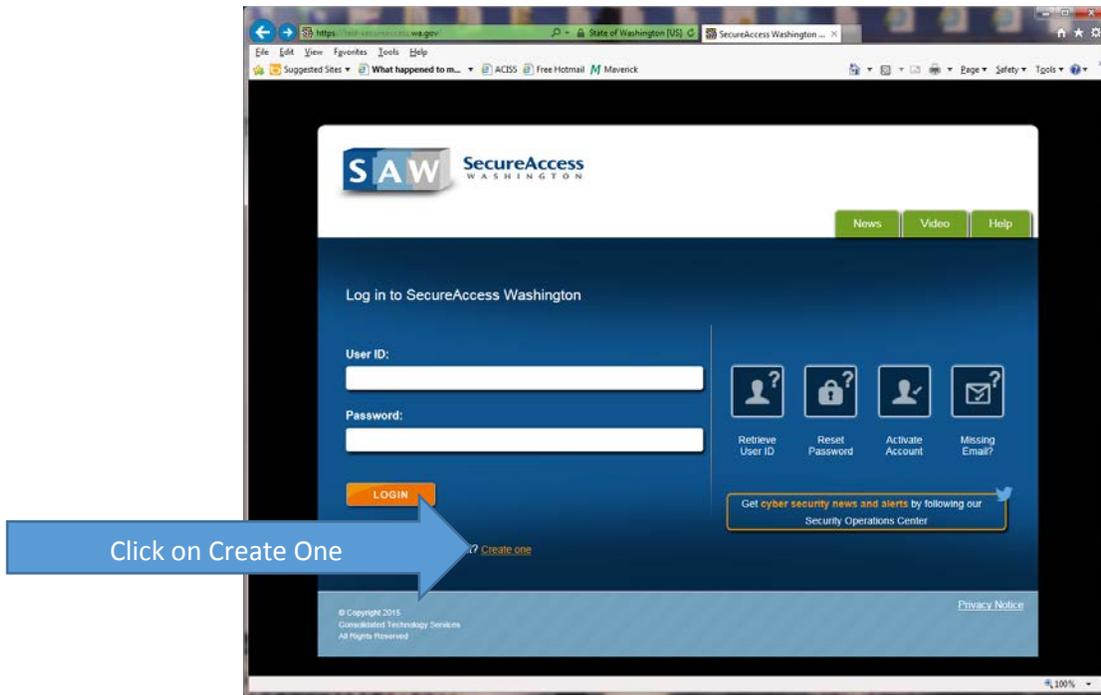
## Introduction

This guide will enable you to sign up for Secure Access Washington (SAW) and add My Account as a SAW Service. **If you need assistance call our licensing specialist at (360) 486-3440.**

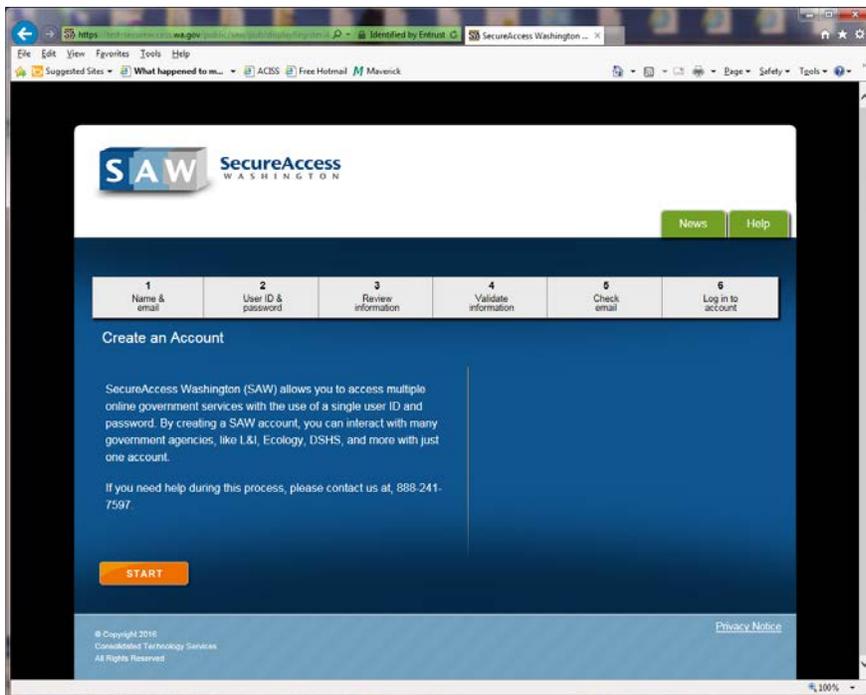
The rest of this guide we walk you thru signing up for and using SAW to access My Account!

Sign Up for SAW (Note: if you are already a SAW user jump [to Registering for My Account in SAW](#))

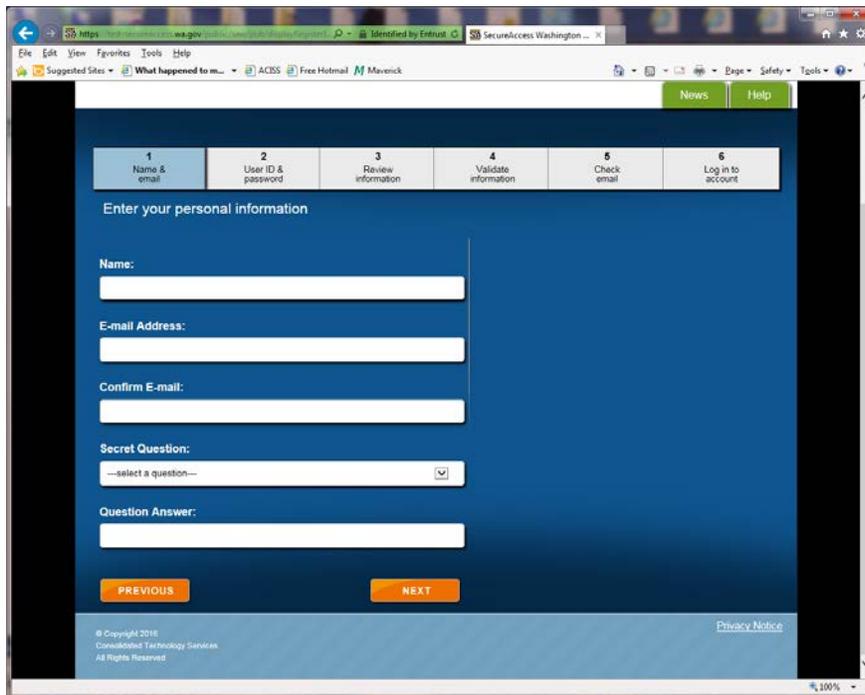
Head over to <https://secureaccess.wa.gov> in your web browser:



Now you will be walked thru a simple wizard process... Press Start to continue:

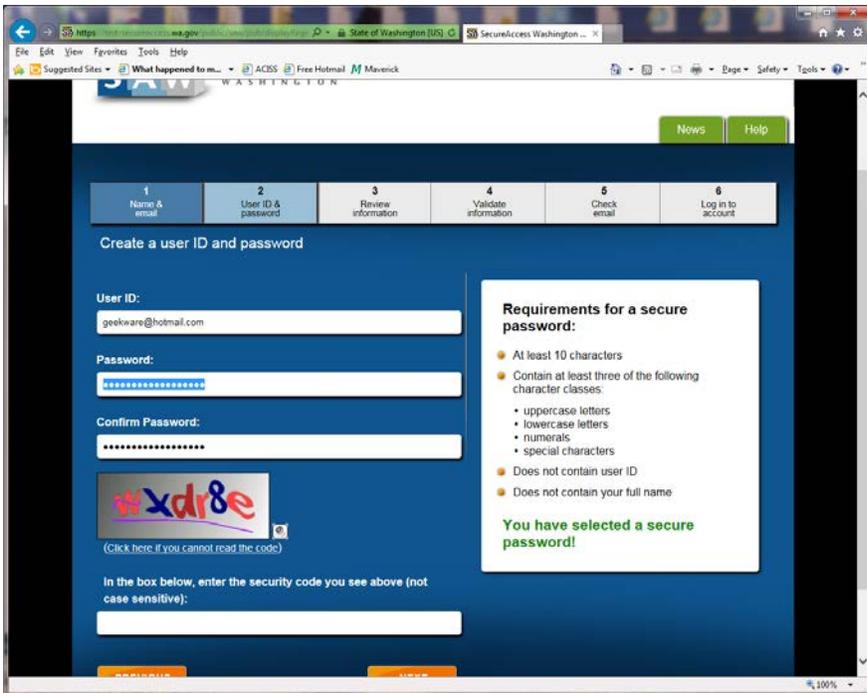


Enter your **full legal name exactly as it appears on your passport or driver's license** (This will not be your user ID – you'll choose your user ID in the next step), email address and secret question (pick one you'll easily remember):



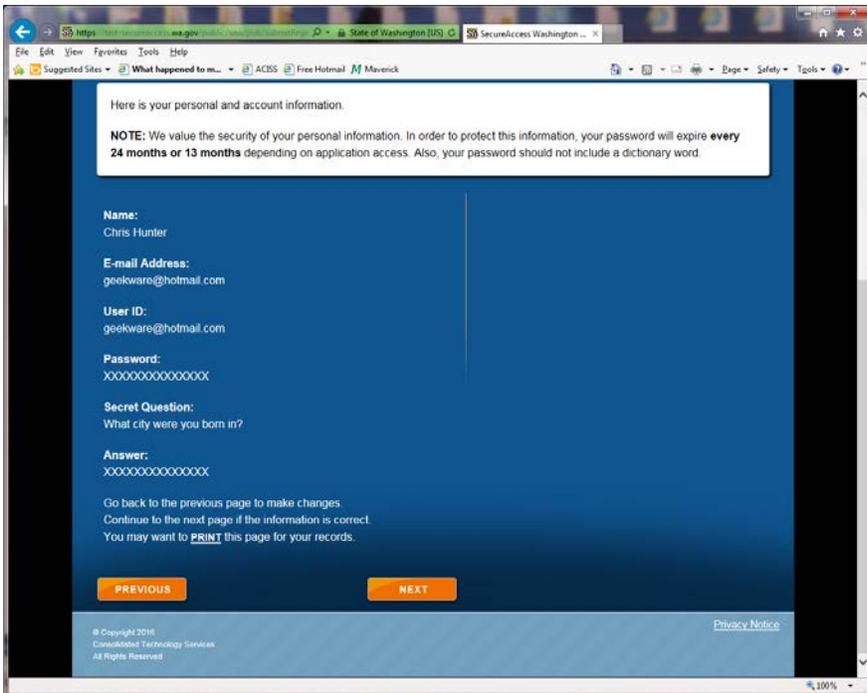
The screenshot shows a web browser window displaying the registration page for SecureAccess Washington. The page has a blue background and a white navigation bar at the top with 'News' and 'Help' links. Below the navigation bar is a progress indicator with six steps: 1. Name & email, 2. User ID & password, 3. Review information, 4. Validate information, 5. Check email, and 6. Log in to account. The current step is 'Enter your personal information'. The form includes the following fields: 'Name:' with a text input field; 'E-mail Address:' with a text input field; 'Confirm E-mail:' with a text input field; 'Secret Question:' with a dropdown menu showing '--select a question--'; and 'Question Answer:' with a text input field. At the bottom of the form are two orange buttons: 'PREVIOUS' and 'NEXT'. The footer contains copyright information: '© Copyright 2018 Consolidated Technology Services All Rights Reserved' and a 'Privacy Notice' link.

Next you will enter your desired User ID (it can be your name, email address, whatever is easy for you to remember) and password. There are enforced rules about password length and complexity – these rules appear to the right and it gives you feedback about your password selection. Enter the squiggly text and hit Next:

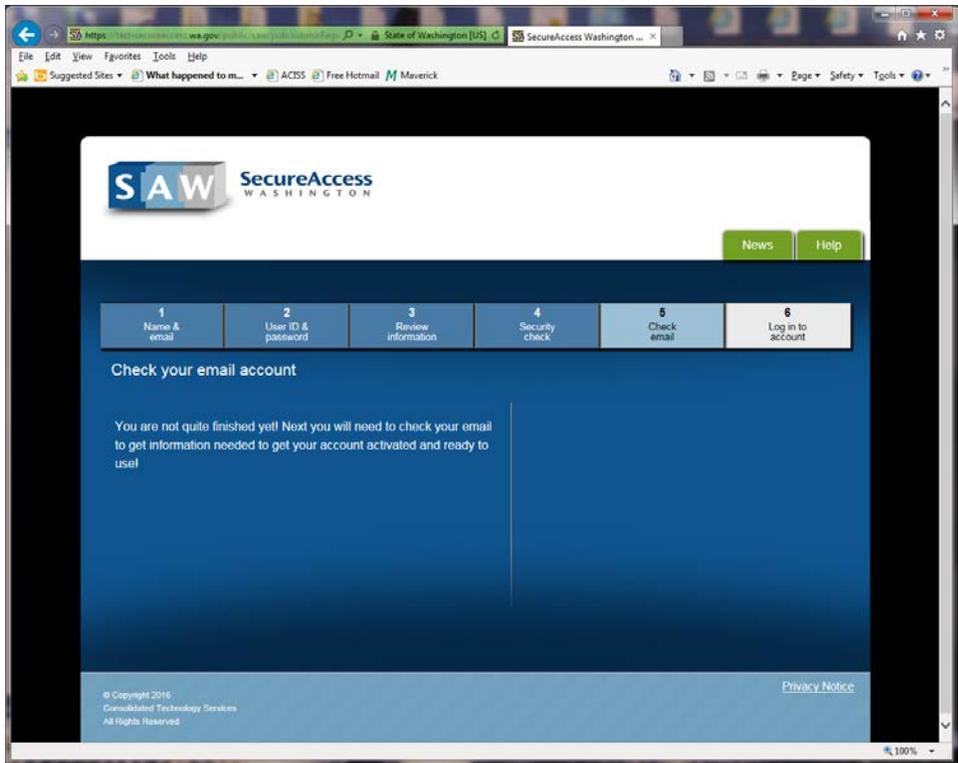


Next

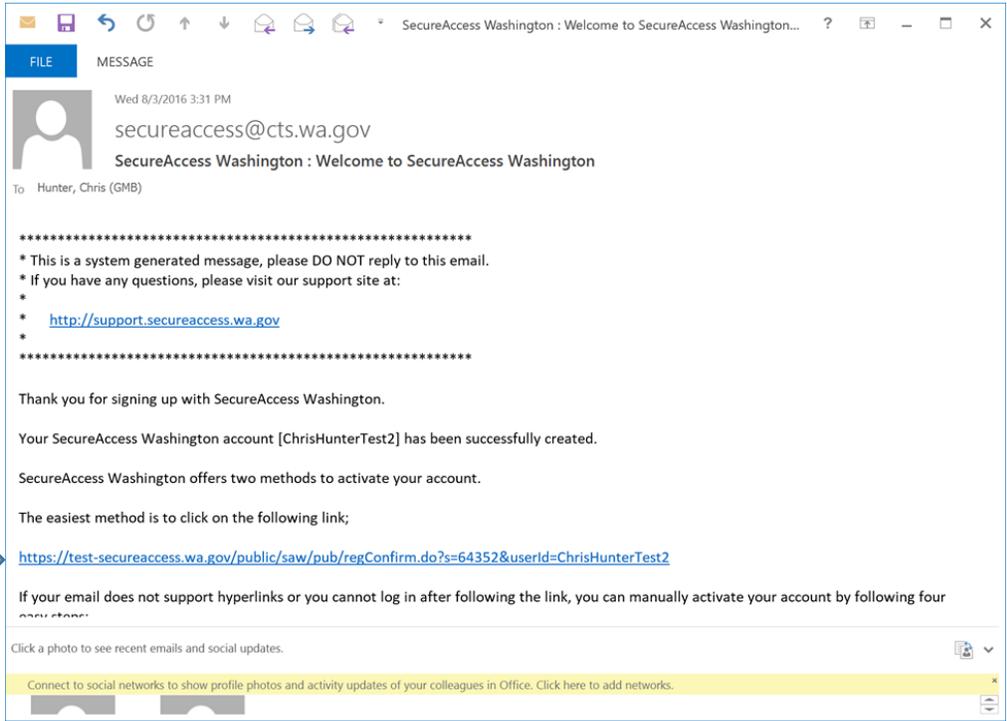
NOTE: if your user ID or email is already set up in SAW you'll be given the option of retrieving/resetting your SAW account. Otherwise you'll see a confirmation page:



If it is correct press Next (or press Previous to make corrections).



Follow the instructions by opening up the mail box for the email address you used and opening the email from [secureaccess@cts.wa.gov](mailto:secureaccess@cts.wa.gov) "SecureAccess Washington: Welcome to SecureAccess Washington".



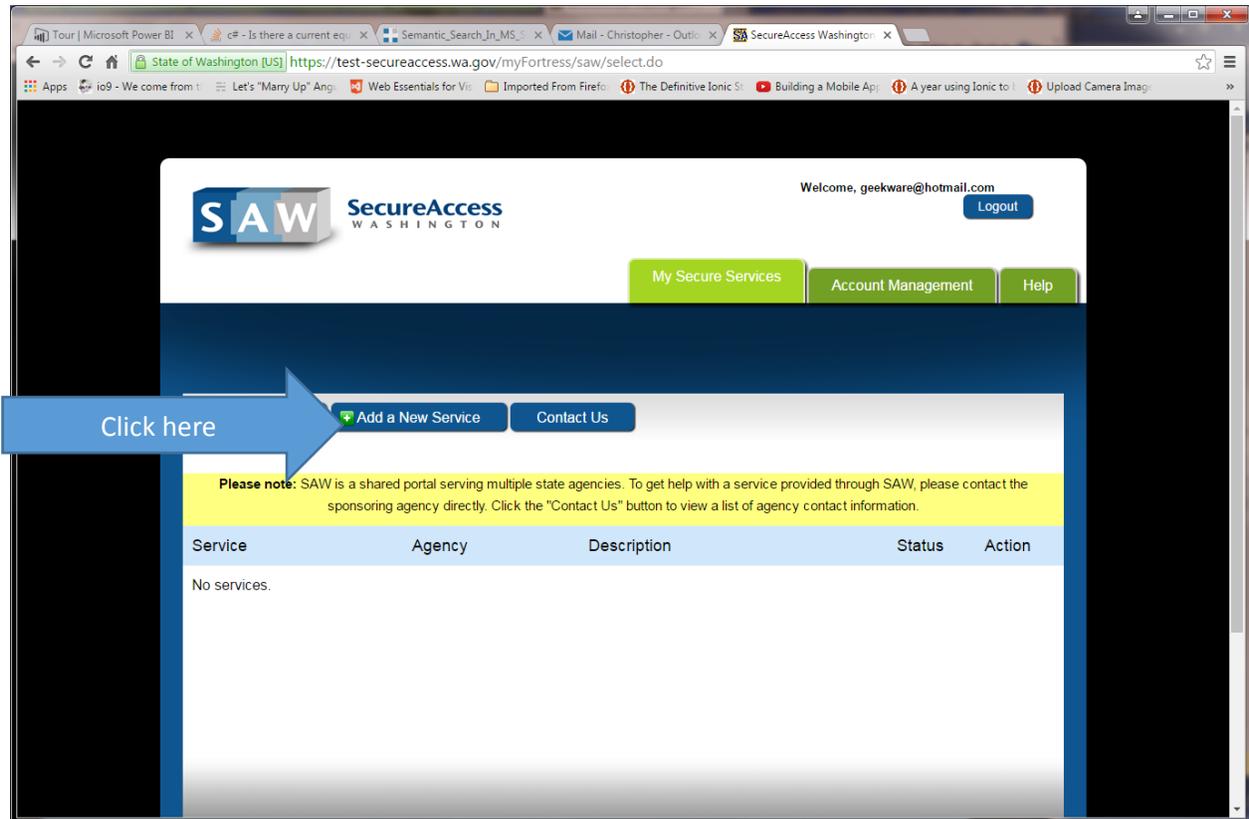
Click on the link inside the email to activate your account.

## Registering for WSGC My Account SAW Service

Now that you are a SAW user, log into SAW using your SAW User and SAW Password.

Head over to <https://secureaccess.wa.gov> in your web browser and sign in.

It will look like this:



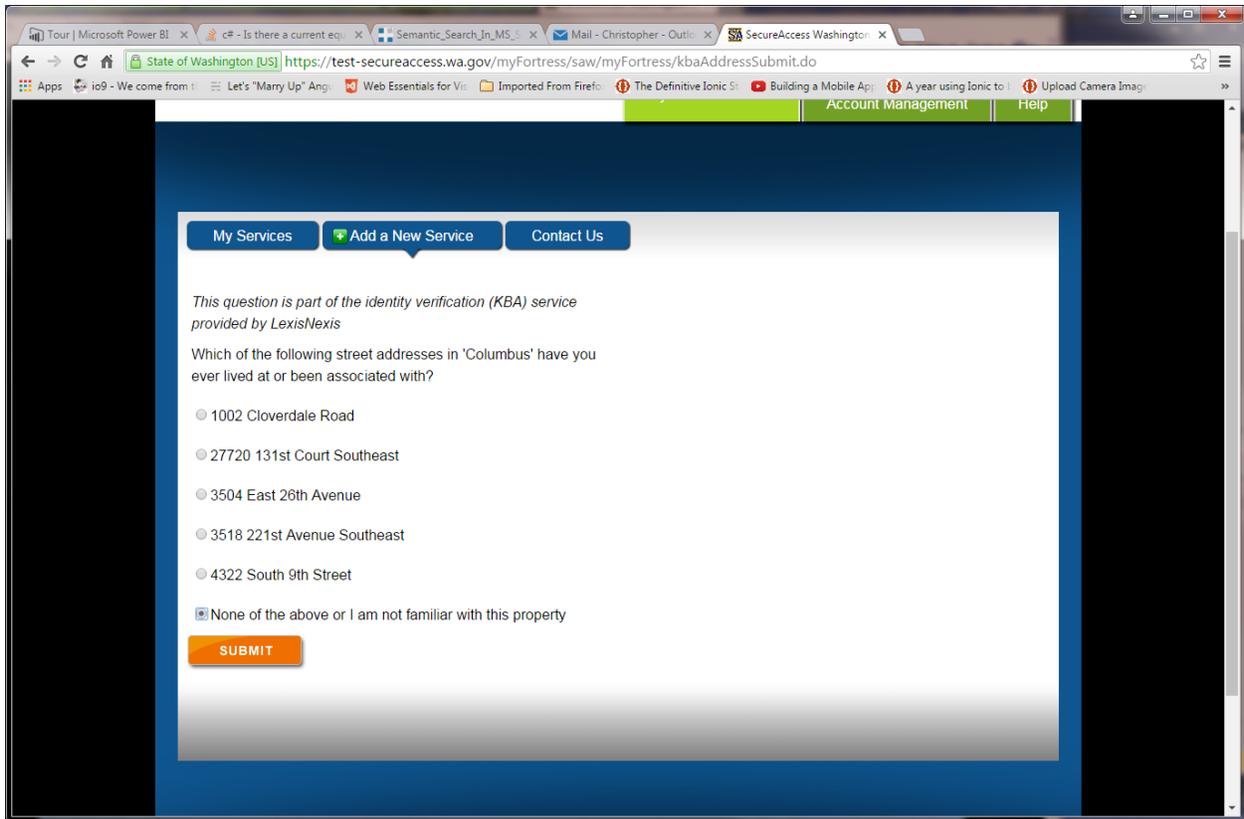
Click "Add a New Service". **If you need assistance call our licensing specialist at (360) 486-3440.**



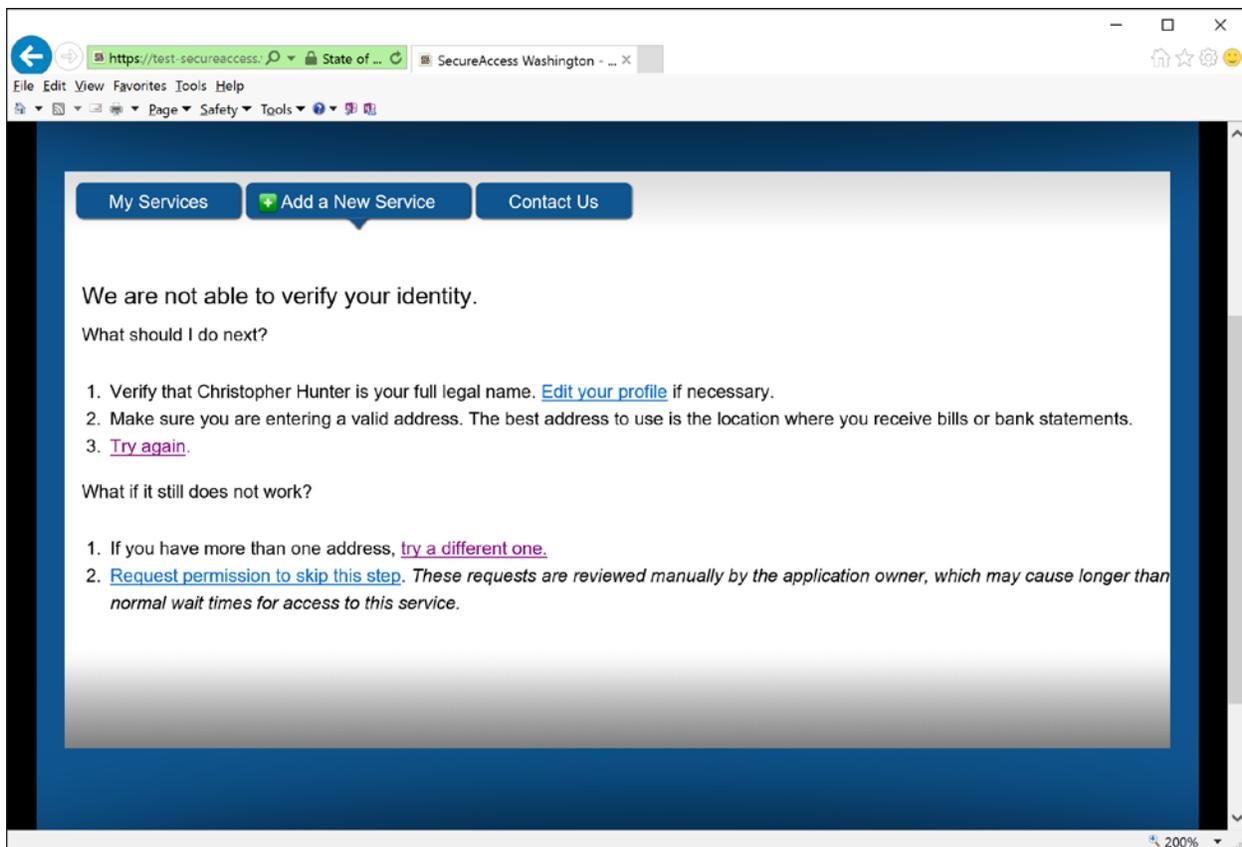
In the Service code box enter **WSGCSOP** and press Apply, you may see the following (if you have previously used other State Agency services you may have already provided this information):

Here the first thing is a confirmation if this is **your full legal name exactly as it appears on your passport or driver's license**. If not you can change it. Enter your current address.

Secure Access will now ask you questions based on public record data, places you have lived, people you know and perhaps even a question that doesn't apply to you. It is using LexisNexis to verify you are who you say you are. This is an important step in keeping someone else from saying they are you and signing up for state services as you. This protects your online identity. Here is an example:



After a couple of more questions you will have proven that you are you. However, if you were not verified by the questions you'll get this screen:

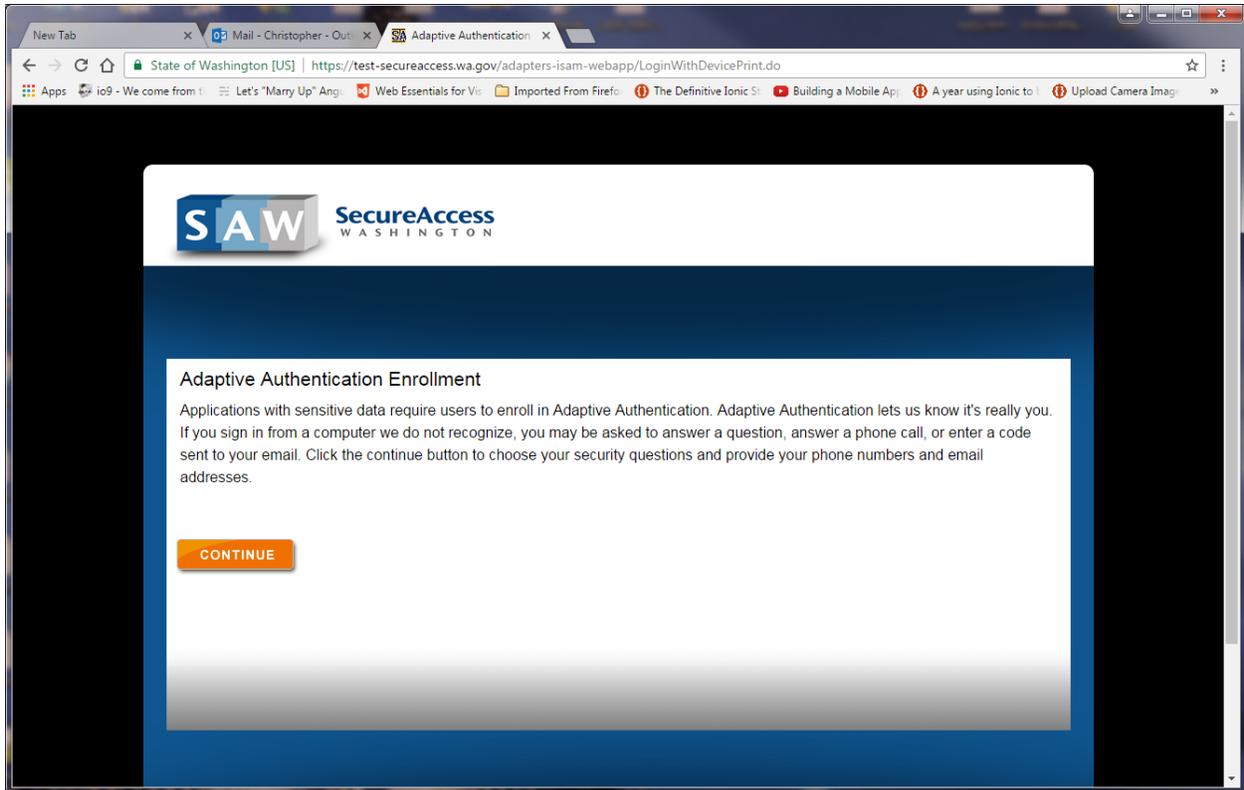


You can certainly “Try Again”. If you have recently moved to a new address, try to use your previous address. The system uses public records which sometimes take some time to synch to your new location. If you receive your bills at a P.O. Box you might try that as your main address instead of your home address, as public records might match the P.O. more easily. If you very recently changed your change for any reason, like marriage, you might try using your previous name.

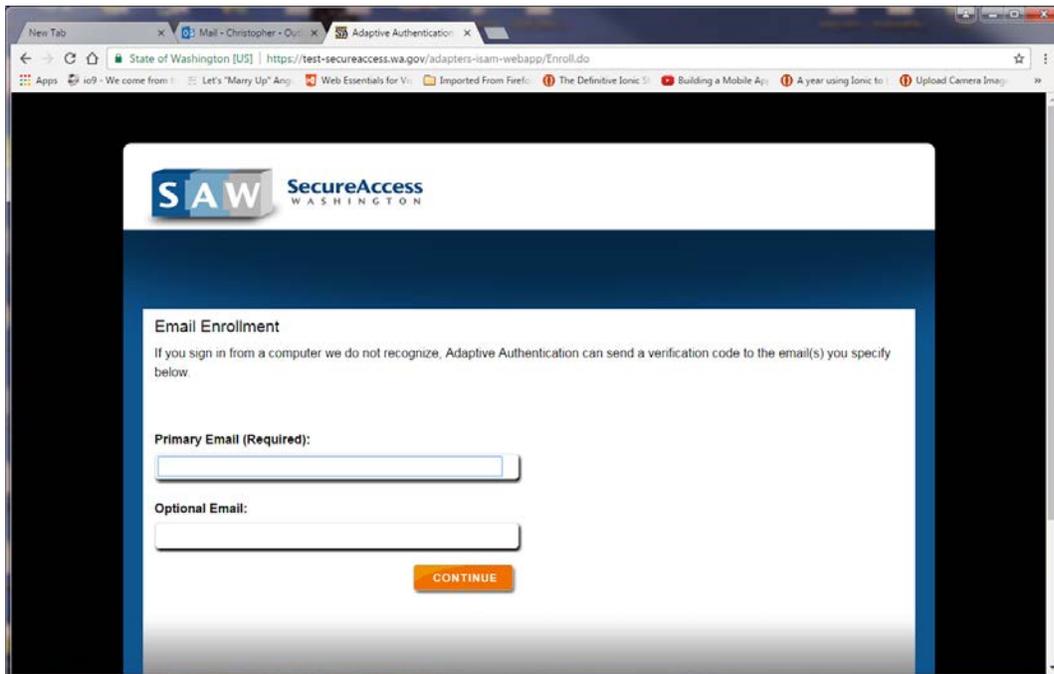
If another try is not successful (it usually is), you can select “Request permission to skip this step”. This will place your request into a queue that is manually approved by agency staff. It will cause a delay in accessing our service. Once you are approved, however, when you select WSGC My Account inside of SAW, you’ll be walked thru the same steps as documented in this document.

### **Adaptive Authentication Enrollment**

If you have never signed up for a high security application in SAW you will be prompted to enroll in adaptive authorization:



The first this it will ask for in a primary (and optionally) a secondary email address:



You can of course use the same email you sign up with SAW, or another. If you choose an email challenge SAW will send a code to this email address you will need to enter into SAW to authorize the SAW session. [We'll cover this in a few pages!]

Next is will prompt for phone numbers:

Phone Enrollment

If you sign in from a computer we do not recognize, Adaptive Authentication can call and ask you to enter a code that appears on your screen. Please provide phone numbers that can be answered when accessing your SAW applications.

Primary Phone (Required)

Phone Label:

Country Code:

Phone Number (Include Area Code):

Extension (Optional):

Optional Phone

Phone Label:

Country Code:

Phone Number (Include Area Code):

Extension (Optional):

CONTINUE

**IMPORTANT!** This needs to be your direct phone number and not the general number to your work. Or you cell number. An automated dialer will call this number and you will need to enter the code. If it is a general number you will not get the call!

Finally you will get to pick AND answer three challenge questions:

Choose Challenge Questions

If you sign in from a computer we do not recognize, Adaptive Authentication may ask you one of the questions you select below. Your answers should be no more than 30 characters (no symbols) and are not case sensitive.

Question 1:  
- Please select a challenge question -  
Answer:

Question 2:  
- Please select a challenge question -  
Answer:

Question 3:  
- Please select a challenge question -  
Answer:

CONTINUE

These are questions you will easily remember the answer to, but others would be less likely to know, such as what is your grandmother's first name. Pick the ones you will remember the most easily. Press Continue:

The screenshot shows a web browser window with the URL <https://test-secureaccess.wa.gov/adapters-scam-webapp/SelectQuestions.do>. The page is titled "Review and Finalize" and contains the following sections:

- Review and Finalize**: Please review the information you have entered and make any changes before pressing the "Submit" button.
- Challenge Questions**:
  - Question 1: What was the name of your High School? Answer: ██████████
  - Question 2: What was your high school mascot? Answer: ██████████
  - Question 3: In what city were you born? (Enter full name of city only) Answer: Hollywood
- Phone Numbers**: WORK: +1 - 360 - ██████████
- Emails**: ██████████@hotmail.com
- Remember This Computer?**:
  - Yes. I plan to use this computer in the future to access my account.
  - No. This is a public computer or one I do not plan on using often to access my account.

At the bottom of the form, there are two buttons: "CHANGE" and "SUBMIT".

And if everything looks good press Submit.

Now you will be prompted to answer a few more questions that pertain specifically to the Washington State Gambling Commission:

**Service Registration**  
Please fill out the forms below to apply to agency **Washington State Gambling Commission's** service **WSGC SAW My Account**.

Complete the following form: (\*) indicates a required field

**PIN**  If you were provided a My Account Access PIN enter it here. It is NOT WSGCSOP.

**\*Type**  Charitable/Non-Profit  Commercial Business  Tribal Type of Organization Non-Profit / Commercial

**Do you want to apply for a gambling license?**  Check if you want to perform any legal gambling activities regulated/licensed by the WSGC.

**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

**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



Enter the PIN if the Washington State Gambling Commission gave you a PIN. (It is **not** the WSGCSOP service code you used to register for this service.)

Indicate your business type: Charitable/Non-Profit or a Commercial Business, or Tribal.

If you were previously licensed by the WSGC please provide your assigned client number or license number. The client numbers generally start with 00-NNNNN (Five numbers follow the dash). License numbers are also in the NN-NNNNN format and start with a variety of number based on type of license. If you know you were licensed but don't recall these number PLEASE call us at 360-486-3440 and ask for a licensing specialist. It is IMPORTANT we connect your "My Account" to your client records.

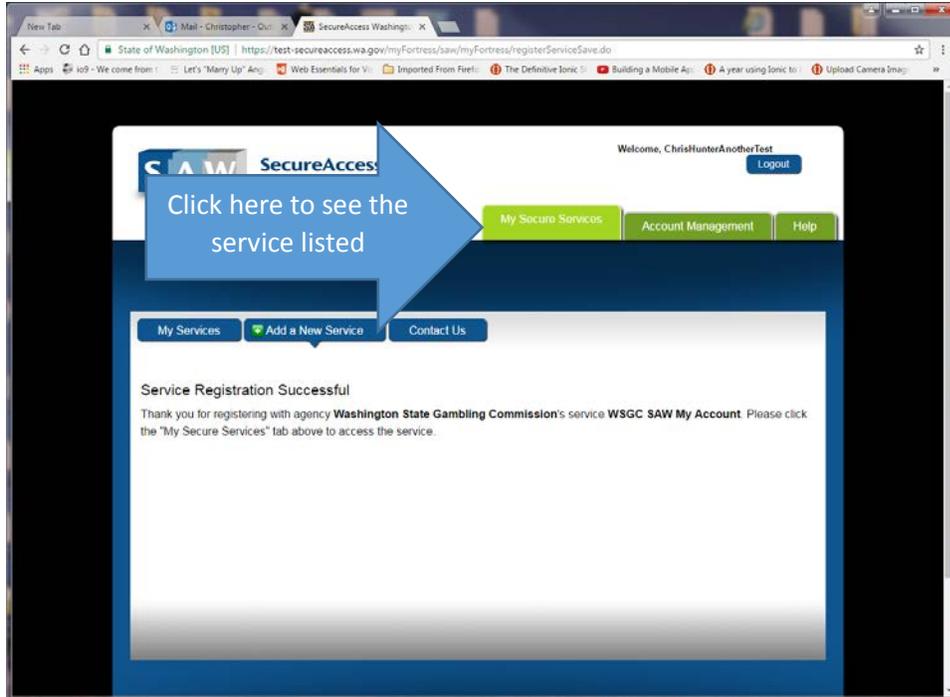
If you were NOT previously licensed leave this blank.

Enter your “Doing Business As” Name (if this applies to you).

Enter the physical address (not the mailing address – unless they are the same of course!).

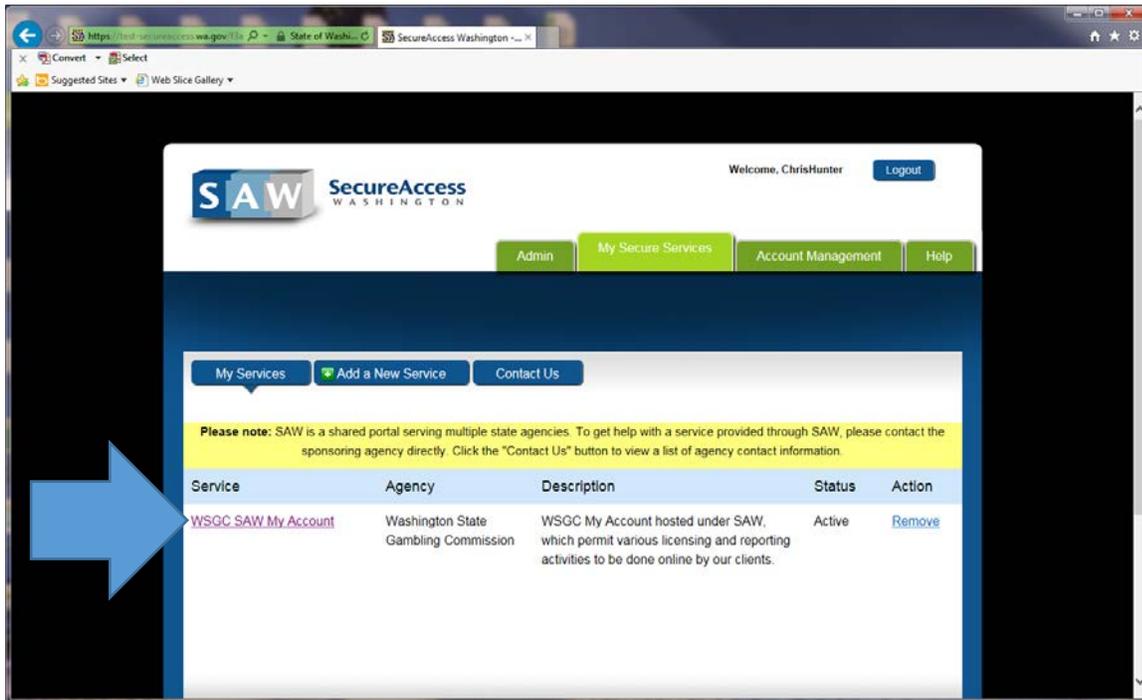
Enter your UBI if you have one. You can look this up at the Department of Revenue or the Secretary of State’s websites.

Choose the type of ownership from the drop down menu and then (FINALLY) press Register.



Shortly, you will receive email confirmation once your registration has been approved. If you click on “My Secure Services” tab you should see the Washington State Gambling Commission Service.

Click on the service name “WSGC SAW My Account” to launch into My Account.



My Account is hosted as a high security application. This means that you will be required to provide multi-factored authentication. If for this SAW session (you might use SAW for other agencies) you haven't been challenged, you will be challenged now. You will most likely have three options:

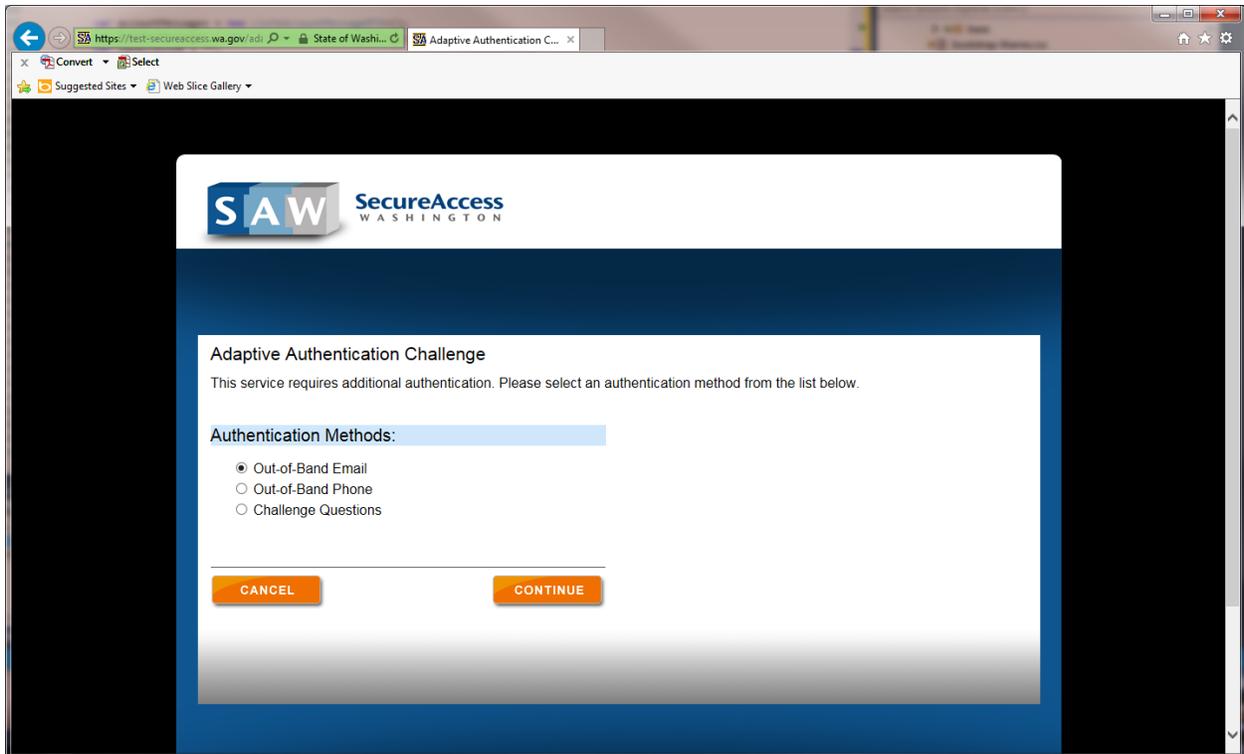
Out-of-Band Email

Out-of-Band Phone

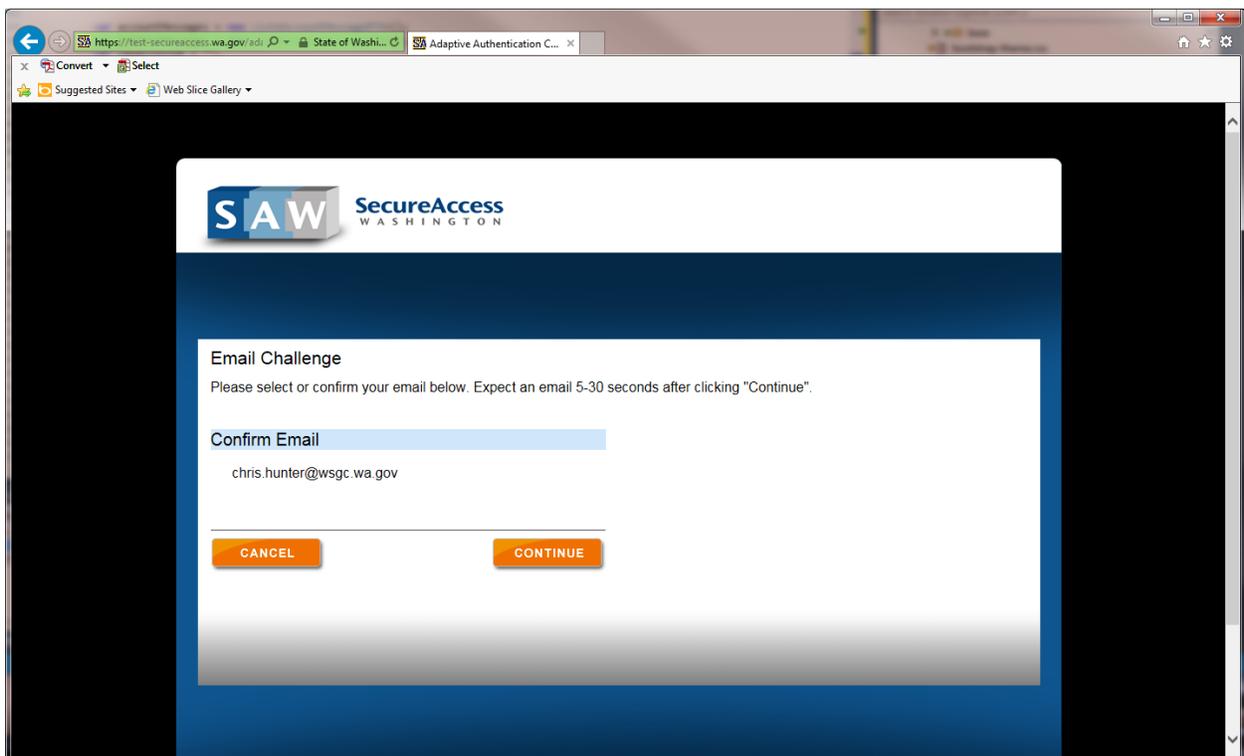
Challenge Questions

Let's take a look at each so you know what to expect and which to choose to fit you best.

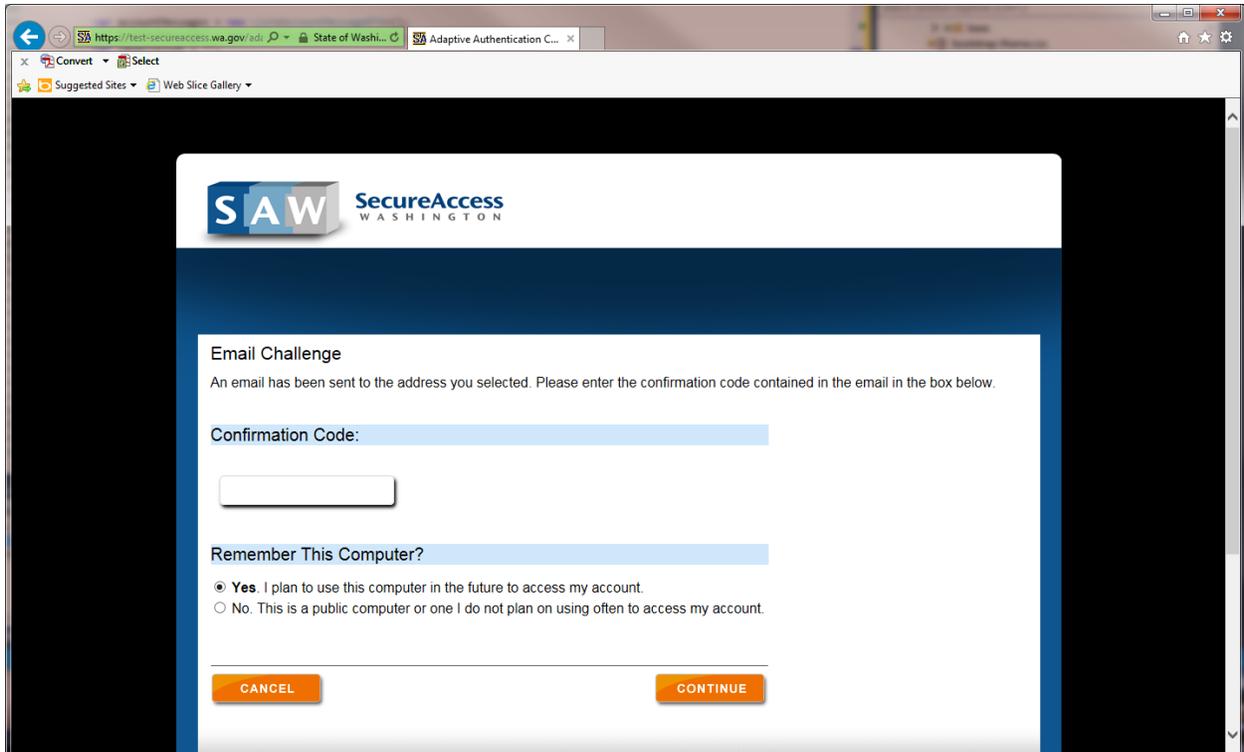
**Out-of-Band Email**



When you press "Continue" it will present the email address associated with this SAW account. This is to remind you where SAW will be sending the email. Press "Continue".

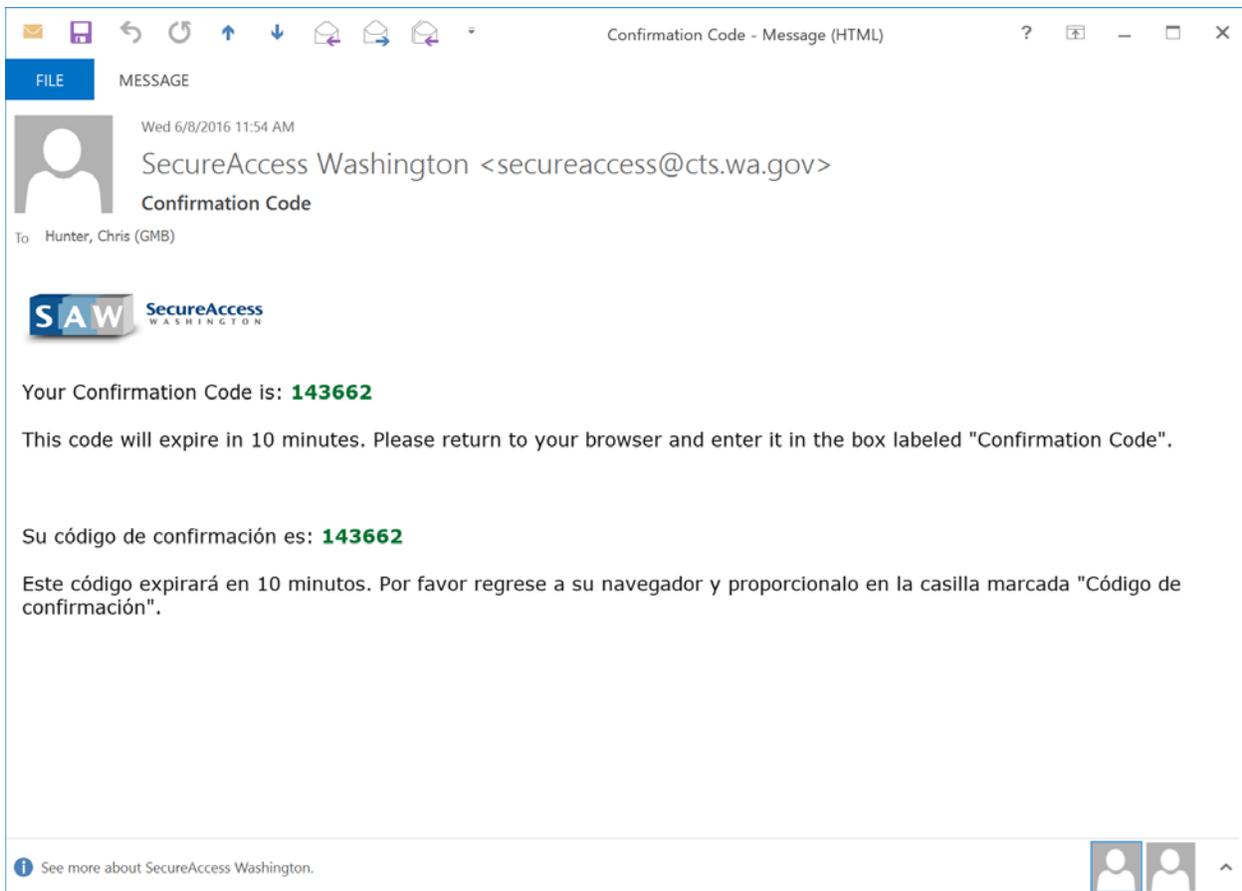


Saw displays a form for you to enter a confirmation code that should be on the way to your in-box.

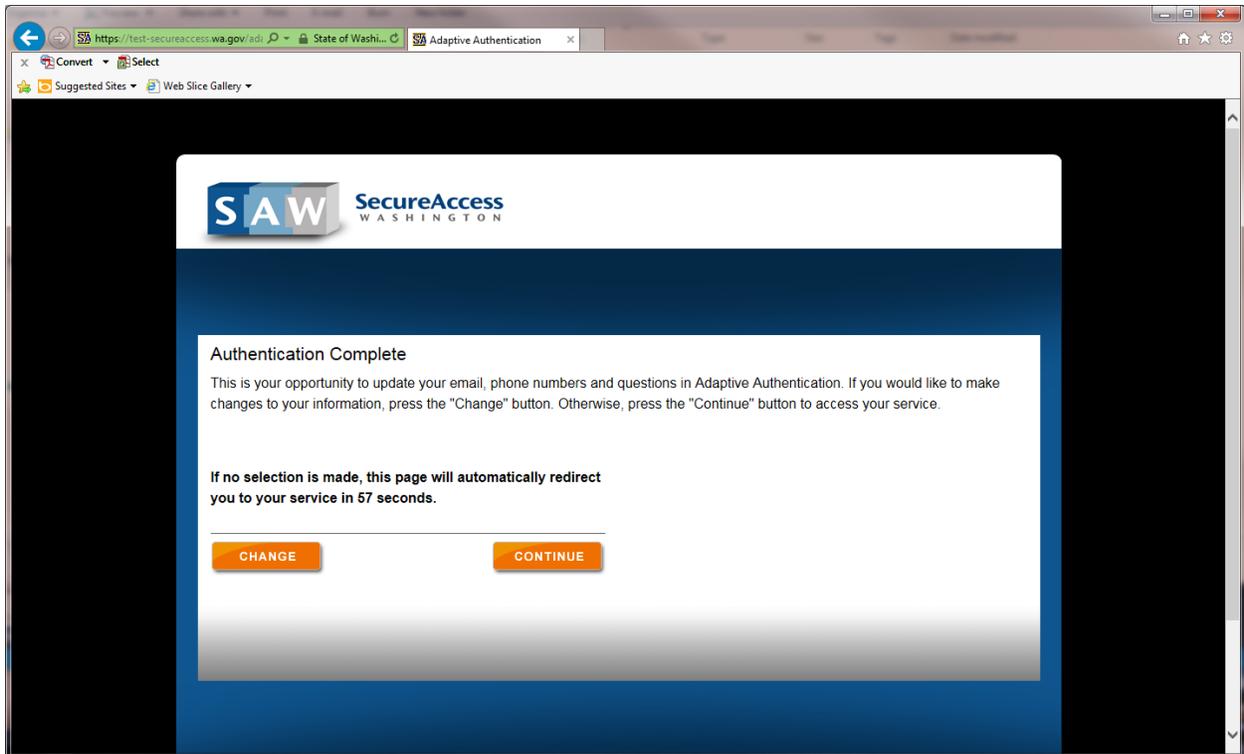


The screenshot shows a web browser window with the URL <https://test-secureaccess.wa.gov/adaptive-authentication>. The page features the 'SAW SecureAccess WASHINGTON' logo at the top. Below the logo, the heading 'Email Challenge' is displayed, followed by the instruction: 'An email has been sent to the address you selected. Please enter the confirmation code contained in the email in the box below.' There is a label 'Confirmation Code:' followed by a text input field. Below this is a 'Remember This Computer?' section with two radio button options: 'Yes. I plan to use this computer in the future to access my account.' (which is selected) and 'No. This is a public computer or one I do not plan on using often to access my account.' At the bottom of the form are two orange buttons: 'CANCEL' and 'CONTINUE'.

In a minute (or so – it can vary) you'll receive an email. As you can see it contains a temporary code that is good for 10 minutes. Type the code in the email into the confirmation box.

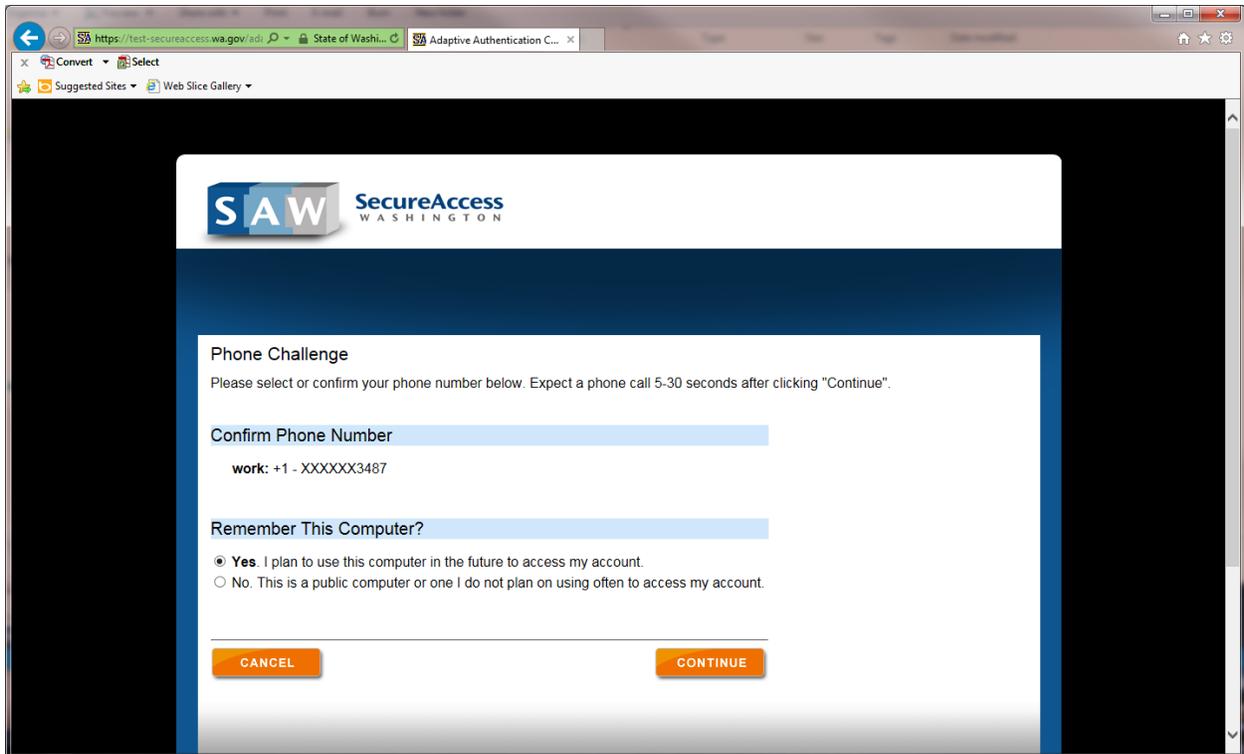


If the codes match – you are in – it does display a page for 60 seconds giving you a chance to update your SAW account settings. You can press “Continue” to, well, continue!

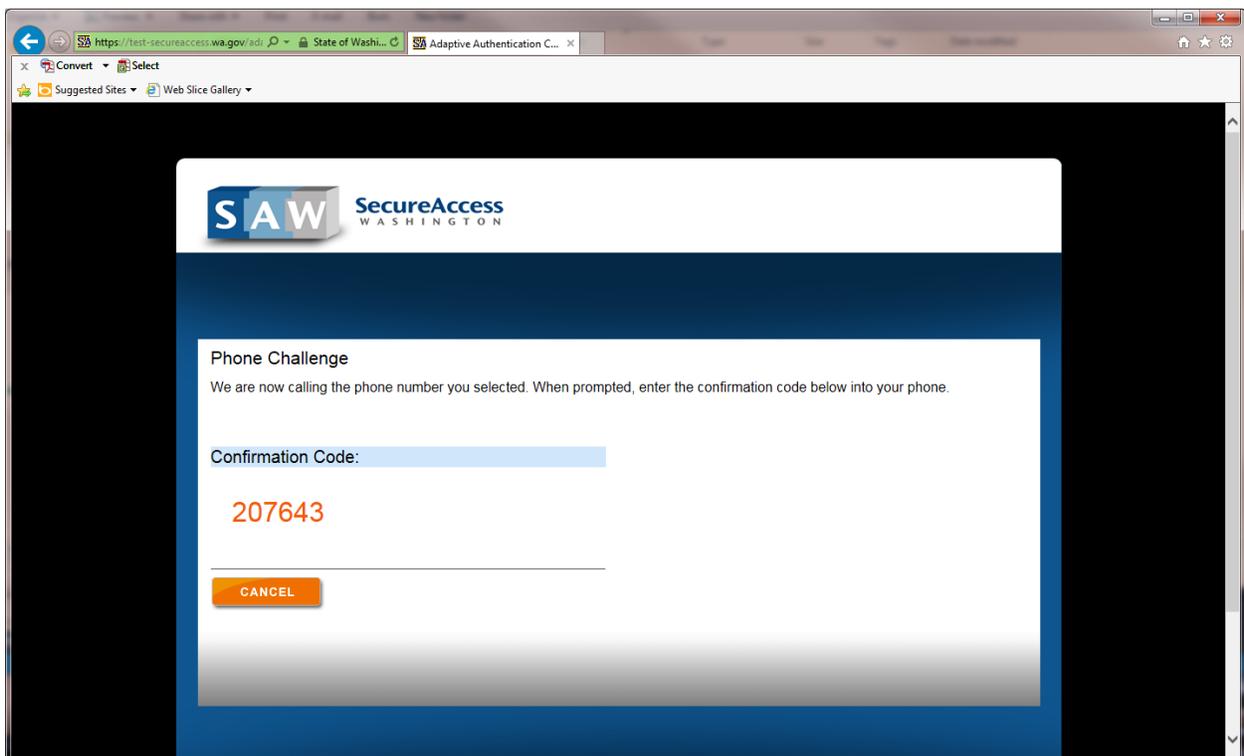


### Out-of-Band Phone

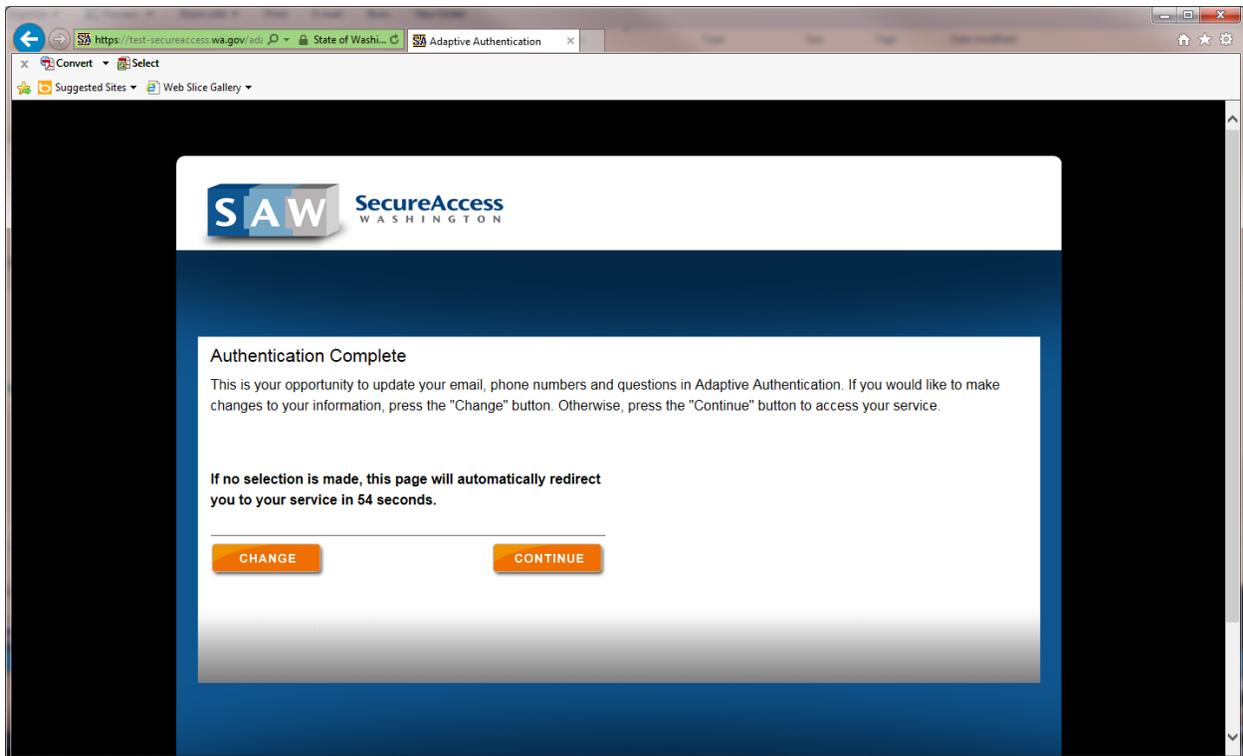
If you chose this, SAW will display the phone number associated with this SAW account, so you know what number it is going to call. Press "Continue".



Unlike the email dance, now SAW is giving you a temporary confirmation code that you'll need to enter into the phone once the automated caller calls you.

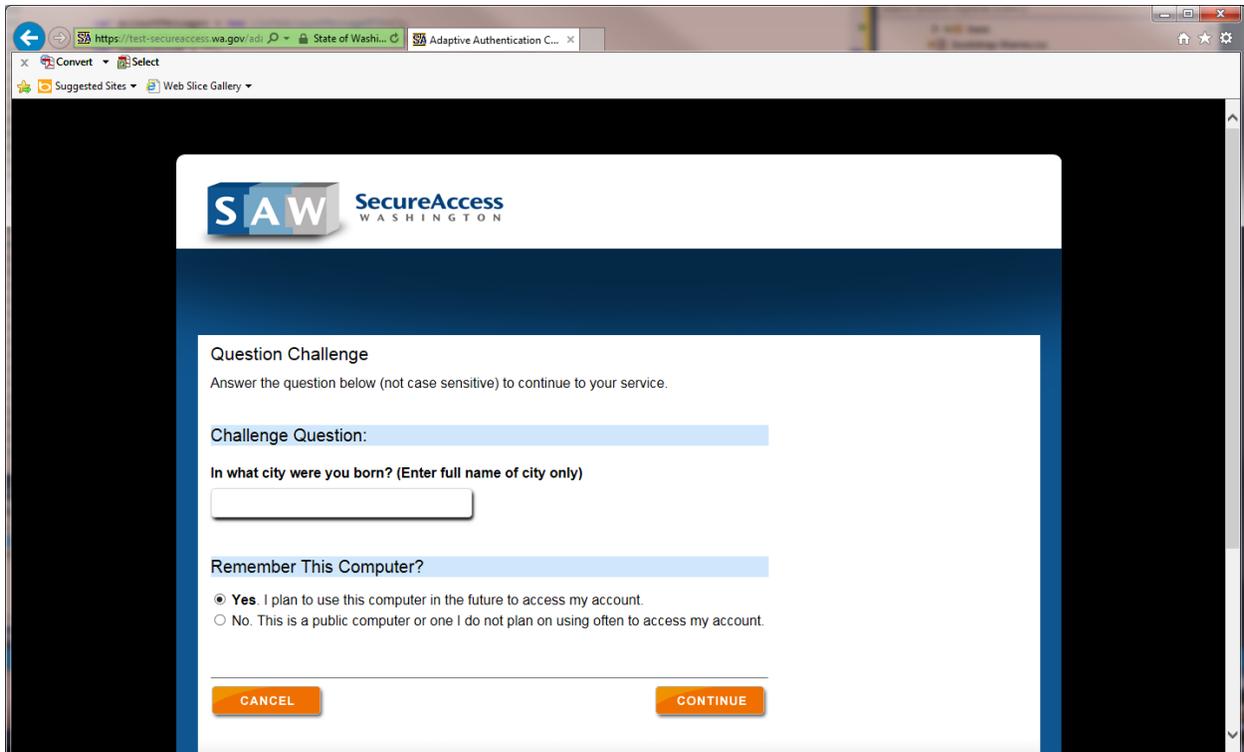


If you enter the code correctly SAW will redirect to the Authentication Complete page automatically. This is the same page where you have 60 seconds to decide to make any changes to your SAW settings, or press “Continue”.



### Challenge Question

When you signed up for SAW it collected answers to a few questions that you'd be likely to know and people NOT you would have a harder time finding out. SAW will ask you one!



Here it wants to know what city I was born. Answer as you previously did and you are in. One other thing about challenge questions – sometimes you might not have this option. When you sign in, SAW looks at a few things – like whether or not you are using the same computer you last did. If you seem to be logging in from a different country you will have to use a method physically tied to you – namely your phone or your email.

Regardless of the method you used, once you have proved you are you – you will be transported directly into your My Account which is a customized view of your WSGC client account.

Washington State Gambling Commission

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

Accredited by the Washington Association of Sheriffs and Police Chiefs since February 2014.

TRANSLATE SITE  
Public Meetings | Contact Us | Sign Out

Search the Gambling Commission

Licensing | Tribal Activities | **Gambling Activities** | Publications & Reports | Rules & Laws

Welcome to My Account

Organization: 00-22722  
WSGC Profit Test  
2

Mailing Address: 123 Test  
City ST 93999

Primary Phone: (111) 111-1111

Update Contact Info

Update/Add Resident Agent

What would you like to do?

Gaming Employee Activities  
(New, Renewals, Reprints, Termination Notification...)

Change Form  
(Changes in name, management, ownership...)

Apply For a New License

Pay for Other Fines / Fees

My Calendar

0 Item(s)

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1
2	3	4	5	6	7	8

Click for your renewals, status, meetings...

Account Settings | Financial Activity Report | Did you know?