FREQUENTLY ASKED QUESTIONS – SAW & MFA

What is SecureAccess Washington (SAW)?

SAW lets external users access multiple government web applications using a single user ID and password, rather than creating a unique sign-on for each service.

SAW is administered by Washington Technology Solutions, a state agency.

Why am I required to have a SAW account to use DOL's new service?

DOL requires the use of SAW to protect customer information. Using SAW provides customers with a secure way of accessing their personal information in our service.

How do I know if I already have a SAW login?

You already have a SAW account if you renew your vehicle tabs or driver license online or if you renew your business license online with DOL.

You already have a SAW account if you use online services through Department of Revenue, Labor and Industries, or Employment Security Department.

What is Multi-Factor Authentication (MFA)?

MFA is a security feature that requires users to verify their identity with more than just a username and password. Banks and many other organizations require MFA to protect unauthorized users from accessing customer accounts.

How does MFA work?

The first time you log into our new Professional and Business Licensing service, SAW will ask you to put in a contact email address and phone number.

The next time you log in, you may get a numeric code sent to your phone or email. You'll enter this code into the login screen to verify you are authorized to access your account.

SAW requires you to list at least one email address and phone number. However, if you lose access to this primary email and phone number, you will not be able to access your account. We recommend you provide a back email and phone number.

Questions or help

If you have questions or need assistance signing in through SecureAccess Washington, please contact your [professional licensing program](#).