4 Activate my Client Benefit Account (CBA)

- Check for your Confirmation email.
- Go to **www.WashingtonConnection.org**.
- Click the **Access Your Account** button on the **Login** tab to sign into your Washington Connection Account.
- From the Washington Connection Home page, hover over the **My Account** tab and click the **My CBA** button.
- Use the activation code provided in the email, your DSHS Client ID, and residential zip code from the selections provided.
- Click the **Next** button.
- Once you receive the **Account Activation** message on Washington Connection, click the **Log out** link at the top right corner.

5 Accessing my Client Benefit Account (CBA)

- Click the **Access Your Account** button on the **Login** tab to sign into your Washington Connection Account.
- Enter user ID and password.
- Click **Submit**.
- From the Washington Connection Home page, click the **My CBA** button on the **My Account** drop down menu.
- Read the **Client Benefit Account Notice**, and click **Accept** to view basic data about your case.

You can access your client benefit account on this free and secure website 24/7.

Important Information you may need to create and activate your CBA (for your personal use only).

User ID _____

Confirmation Code _____

Client Identification Number _____

Residential Zip Code _____

Activation Code _____

Other _____

_____

HAVING TROUBLE?
You can find more information in the Washington Connection **About This Site** tab under My Account.

Washington State Department of Social & Health Services

Transforming lives

DSHS 22-1479 (Rev. 4/19)

Create a Client Benefit Account Today!

WASHINGTON CONNECTION
your link to services

Here's why – 24/7 access to:

- ☑ Current benefits
- ☑ Benefit history
- ☑ Documents submitted
- ☑ Important dates
- ☑ Link to ProviderOne
- ☑ Link to access EBT card balance and replacement requests
- ☑ Pre-filled Mid-Certification Review

WASHINGTON CONNECTION
your link to services

Do you want to save time?

Here are 5 steps to a fast, easy, secure way to access your DSHS benefit account information.

Before you get started, you will need:

- Access to the internet
- Email account
- DSHS Client Identification Number
- Know your residential zip code
- Your name as it appears on DSHS records

If you already have a Washington Connection SAW account activated, skip to **step 3.*

1 Create a Washington Connection Account

- Go to **www.WashingtonConnection.org**.
- Click on **Create New Account** button on the Create Account drop down menu.
- Complete all the data fields on the **Create a New User Account** page.
- Click the **Next** button.
- Check your email for the confirmation code*.

** If you don't receive an activation email, check your junk/spam folder. If not using a smart phone, you will need to close the website before activating your account.*

2 Activate my Washington Connection Account

- From the Confirmation email, click the second link provided to activate your Account.
- The **New User Account – Confirmation** screen will appear.
- Click the **Login** link.

– OR –

- From the Washington Connection Home page, hover over the **Create Account** tab and click the **Activate Your Account** button.
- Enter your **User ID** and **Confirmation Code** that was sent to your email.
- Click the **Next** button.
- Click the **Login** link.
- Enter your User ID, Password and click **Submit**.

Now that your Washington Connection Account is activated, you are ready to create your Client Benefit Account.

3 Create my Client Benefit Account (CBA)

- Click the **Access Your Account** button on the **Login** drop down menu to sign into your Washington Connection Account.
- From the Summary page, click the **Access Client Benefit Account Information** link.
- Click **My CBA** button on the **My Account** drop down menu.
- Complete all the data fields on the Registration page exactly as DSHS has it on file using your residential zip code.
- Click the **Next** button.
- Check your email for the information on the next step to activate your Client Benefit Account (CBA).
- Click the **Log out** button next to your name.

Continued...