

# Making Payments —Secure Access Washington [SAW] For Employers


**Introduction:** Secure Access Washington [SAW] is an online portal where employers can report new hires and remit child support for their employees by using DCSONline. Now that you have created your SAW account, you will need to add your banking information, employees, and then make payments.

**Step 1: Log in to SAW by entering your SAW ID and Password.**



## My Secure DSHS

With one login you can access multiple Washington state government services.

 Your account has been activated. Please login.

**Enter your SAW ID and password**

SAW ID:

Password:

**LOGIN**

[Forgot your SAW ID?](#)  
[Forgot your password?](#)  
[Activate your account?](#)

**Employers:**

- Report newly hired or rehired employees
- Make child support payments electronically  
(Required as of January 1, 2019)

**Parents:**

- View or make child support payments
- Get notified when a child support payment is received
- Authorize direct deposit to receive child support
- Request a DCS Debit Card to receive child support
- Set up reminders for payments that are due

**Medical Premium Payers:**

- Children's Health Insurance Program (CHIP)
- Healthcare for Workers with Disabilities (HWD)

**If you forgot your SAW ID or password, click here and follow the instructions**

**New User?**

[Check to see if you already have a SAW ID.](#)

**Sign up**

**Step 2: Go into DCSONline by clicking on GO.**

Washington State Department of Social and Health Services

## My Secure DSHS

MANAGE MY ACCOUNT

MY SECURE SERVICES

REMOVE	Division of Child Support Online Services (DCSONline)	<ul style="list-style-type: none"><li>View or make child support payments</li><li>Report newly hired or rehired employees</li><li>Receive child support payment notifications</li><li>DCS Debit Card or direct deposit enrollment</li></ul>	GO
My Services (SecureAccess Washington)		My Services from other government offices	

ADD DSHS SERVICES TO MY LIST

Click Here to Begin

**Step 3: Add a Bank Account:** You need to add information on the bank account you want to make payments from. Click on Manage Bank Account for Making Child Support Payments. If you have already entered your bank account information, go to Step 7.

My Secure DSHS   DCS Services ▼   Payment Services ▼   Help ▼   Contact Us   Welcome BillyBobsBBQ1 | LOG OFF

## Division of Child Support - Services

[Frequently Asked Questions...](#)

### Report a New Hire

- [Report Newly Hired or Rehired Employee](#)
- [View, Change or Cancel Pending New Hire Report](#)
- [View Summary of Previous New Hire Reports](#)

### Payments

- [Submit or Cancel a Payment](#)
- [View Payments That Were Made Online](#)
- [View Payments Applied to Cases](#)
- [Manage Bank Account for Making Child Support Payments](#)
- [Manage DCS Debit Card or Direct Deposit to Receive Child Support Payments](#)

### Companies

- [Add a Company](#)

### My Account

- [Update Contact Information](#)
- [Change your password](#)
- [Set up Email Notifications or Reminders](#)

Click here to add your bank account information

**Step 4: Select the On-Line Account you want to use and then add the bank account information.**



Division of Child Support - Services

[Frequently Asked Questions...](#)

My Bank Accounts

Add a New Bank Account

From the drop down menu below, select the On-Line Account for which you would like to add a bank account to use for making payments. Select your name to add a bank account for making individual payments for your account or select an existing company name to add a bank account for making payments on behalf of a company. Companies need to be added in order for them to appear in the drop down list. That can be done here >> [Add a Company](#)

Select an On-Line Account

Add Bank Account

First, click here to select the account you want to update

Second, click here to add the account

**Step 5: Add your information and click Add the Account.**



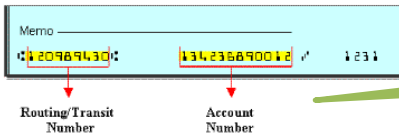
Division of Child Support - Services

[Frequently Asked Questions...](#)

To add a bank account, fill out the information below and click the **Add the Account** button. Please note, at this time we only accept United States banks. **All bank accounts that will be used to make a Child Support payment take about 12 days to process before you can make payments from them.**

**Please notify your bank to allow an ACH debit transaction from company ID: Washington-DSHS Web Payments, 5916001088 if you are submitting a Child Support payment.**

Use this picture to help you find your account number and routing/transit number.



Helpful hint

Bank Account Details

Bank Account For: Billy Bobs BBQ

Account Description:  **Account Description is required**

Account Type:

Routing Number:

Account Number:

Confirm Account Number:

Enter your banking information

Click here after entering your banking information.

Add the Account

[Cancel and return to your list of accounts](#)

**Step 6: Banks need 12 days to verify your banking information.** If this is your first time entering it into the system, you may send payments by check until the waiting period is over.

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Division of Child Support - Services Frequently Asked Questions...

My Bank Accounts

	Account Description	Bank Name	Account Number	Account Status
Company : Billy Bobs BBQ				
<a href="#">Edit</a>   <a href="#">Delete</a>	Payroll	WASHINGTON STATE EMPLOYEES CU	*****2345	Verifying Account

Pages: 1 of 1 (1 account) 1   Page size: 20 ▾

Add a New Bank Account

From the drop down menu below, select the On-Line Account for which you would like to add a bank account to use for making payments. Select your name to add a bank account for making individual payments for your account or select an existing company name to add a bank account for making payments on behalf of a company. Companies need to be added in order for them to appear in the drop down list. That can be done here >> [Add a Company](#)

Select an On-Line Account ▾   [Add Bank Account](#)

**We are waiting for your bank to verify the account**

**Note: You should receive an email confirming receipt and review of your bank information, like the one below.** While you wait for verification, you may want to enter your employee information so that you'll be ready to make payments.

Subject: Bank Account Created

BillyBob,

This email was sent in response to a bank account being added for Billy Bobs BBQ on 2/21/2019 at 3:18 PM. The new bank account description is Payroll.

All bank accounts that will be used to make a Child Support payment take about 12 days to process before you can make payments from them.

If you have any questions, please use this link to our [Contact Page](#).

Internet Payment Services Site :  
<https://test-secure.dshs.wa.gov>

**Step 7: Enter your employees into the system.** Click on DCS Services and select Main Menu or View/Make a Payment to enter your employees into the system. If you already entered this information, skip to step eight. Note: You may enter employee information while you wait the 12-day period for your bank to accept your online payments.

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### Division of Child Support - Services

Frequently Asked Questions...

My Bank Accounts

Account Description	Bank Name	Account Number	Account Status
Payroll	WASHINGTON STATE EMPLOYEES CU	*****2345	Verifying Account

Company : Billy Bobs BBQ

Pages: 1 of 1 (1 account) 1 Page size: 20

Add a New Bank Account

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Select an On-Line Account Add Bank Account

**Step 8: If you clicked on Main Menu:** You should see the screen below. Click on Submit or Cancel a payment.

**If you clicked on View/Make a payment:** Go to the next step

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### Division of Child Support - Services

Frequently Asked Questions...

Report a New Hire

- Report Newly Hired or Rehired Employee
- View, Change or Cancel Pending New Hire Report
- View Summary of Previous New Hire Reports

Payments

- Submit or Cancel a Payment
- View Payments That Were Made Online
- View Payments Applied to Cases
- Manage Bank Account for Making Child Support Payments
- Manage DCS Debit Card or Direct Deposit to Receive Child Support Payments

Companies

- Add a Company

My Account

- Update Contact Information
- Change your password
- Set up Email Notifications or Reminders

**Step 9: Click Add, Change or Delete an Employee to add employees or make a payment.** Skip to step 11 if you do not need to make changes

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Division of Child Support - Services Frequently Asked Questions...

Child Support Payments

- Submit or Cancel a Child Support Payment as an Individual
- Setup or Disable a Recurring Child Support Payment as an Individual
- Add, Change or Delete an Employee**
- Submit or Cancel a Child Support Payment for a Company

**Click here to add employees**

## Step 10: Add an employee

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Division of Child Support - Services Frequently Asked Questions...

My Employees

Add a New Employee

Use the selection box below to select the company for which you want to add an employee. Companies need to be added in order for them to appear in the drop down list below. That can be done here >> [Add a Company](#)

There is also an option to upload a file of employees for your Company. That can be done here >> [Upload an Employee file](#)

Billy Bobs BBQ ▾ **Add Employee**

**Click here to add an employee**

**If you are involved in more than one company, select the correct one here**

**Step 11: Enter the Employee's information.** When done adding employee information, click **Add the Employee** button.

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Division of Child Support - Services   Frequently Asked Questions...

To add an employee, fill out the information below and click the **Add** button.

### Employee Information

**Employee For** Billy Bobs BBQ

**First Name**

**Last Name**

**Social Security Number**

**Withhold Amount**

**Medical Support**

**Employee Terminated**

  [Cancel and return to your list of employees](#)

**Add the Employee's personal information**

**Add the amount you expect to send in from each paycheck**

**Click here to add the employee**

**Step 12: You should now see this screen with your employee(s) information on it.** Repeat the process to add more employees or select View/Make a Payment from the DCS Services drop down menu to make a payment. You may also go to the main menu by clicking on DCS Services and selecting Main Menu.

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Division of Child Support - Services   Frequently Asked Questions...

My Employees

	First Name	Last Name	SSN	WithHold Amount	Medical Support	Employee Terminated
<b>Company : Billy Bobs BBQ</b>						
<a href="#">Edit</a>   <a href="#">Delete</a>	Sam	Malone	111-11-1111	\$200.00	N	N

Pages: 1 of 1 (1 employee)   Page size: 20

**To make a payment, click here and select View/Make a**

**Your employee's information is here**

Add a New Employee

Use the selection box below to select the company for which you want to add an employee. Companies need to be added in order for them to appear in the drop down list below. That can be done here >> [Add a Company](#)

There is also an option to upload a file of employees for your Company. That can be done here >> [Upload an Employee file](#)

Billy Bobs BBQ  

**Click here to add another employee**

**Step 13: If you clicked on view/make a payment, click on Submit or Cancel a Child Support Payment for a Company.**

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Division of Child Support - Services Frequently Asked Questions...

Child Support Payments

- Submit or Cancel a Child Support Payment as an Individual
- Setup or Disable a Recurring Child Support Payment as an Individual
- Add, Change or Delete an Employee
- Submit or Cancel a Child Support Payment for a Company

**Click here to make a payment for an employee**

**Step 14: To make a payment, click Schedule a Payment.**

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Division of Child Support - Services Frequently Asked Questions...

Payments for My Companies

Schedule a New Payment

Use the selection box below to select the company for which you want to schedule a payment. Companies need to be added in order for them to appear in the drop down list below. That can be done here >> [Add a Company](#)

Billy Bobs BBQ ▾   **Schedule a Payment**   [Return to your list of payment options](#)

**Click here to make a payment**

**If you are involved in more than one company, select the correct one here**



**Step 15: Once your bank account has been confirmed and your employees are entered, you can go back into SAW by following steps 1, 2 and then select Submit or Cancel a payment**

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## Division of Child Support - Services

Frequently Asked Questions...

**Report a New Hire**  
Report Newly Hired or Rehired Employee  
View, Change or Cancel Pending New Hire Report  
View Summary of Previous New Hire Reports

**Payments**  
Submit or Cancel a Payment  
View Payments That Were Made Online  
View Payments Applied to Cases  
Manage Bank Account for Making Child Support Payments  
Manage DCS Debit Card or Direct Deposit to Receive Child Support Payments

**Companies**  
Add a Company

**My Account**  
Update Contact Information  
Change your password  
Set up Email Notifications or Reminders

**Step 16: Select Submit or Cancel a Child Support Payment for a Company**

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## Division of Child Support - Services

Frequently Asked Questions...

**Child Support Payments**  
Submit or Cancel a Child Support Payment as an Individual  
Setup or Disable a Recurring Child Support Payment as an Individual  
Add, Change or Delete an Employee  
Submit or Cancel a Child Support Payment for a Company

**Step 17: To make a payment, click Schedule a Payment.**

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Division of Child Support - Services

Payments for My Companies

Schedule a New Payment

Use the selection box below to select the company for which you want to schedule a payment. Companies need to be added in order for them to appear in the drop down list below. That can be done here >> Add a Company

Billy Bobs BBQ [v] Schedule a Payment Return to your list of payment options

Click here to schedule a payment

If you are involved in more than one company, select the correct one here

**Step 18: Start by selecting the employee(s) you want to make a payment for (the system will auto fill in the amounts).** Update the payroll and payment dates, verify the total amount and number of cases, and finally, select the account payments come out of.

My Secure DSHS DCS Services Payment Services Help Contact Us Welcome BillyBobsBBQ1 LOG OFF

Division of Child Support - Services

No bank account selected.

Billy Bobs BBQ

Status	Payroll Date	Payment Delivery Date	Total Amount	Number of Cases	Bank Account Name	Submission Date
Current	04/03/2019 [v]	04/08/2019 [v]	\$100.00	1	Payroll [v]	04/03/2019

Employee Details

Include Cases Checked	Last Name	First Name	SSN	Withhold Amount	Medical Support	Employee Terminated
<input checked="" type="checkbox"/>	Jean	Billy	***-**-2222	\$100.00	N	N
<input type="checkbox"/>	Malone	Sam	***-**-1111	\$200.00	N	N

Submit Payment Cancel and return to your payments

START HERE!  
1. Select the employee(s)

3. Enter the payroll date

4. Enter the day you want the payment to be processed

5. Verify the payment amount and the number of payments you are making

6. Select the account you want the money to come out of

2. Verify or update the amount you will be paying

7. LAST STEP: after you have taken all the steps above to verify the information, click here to submit the payment

**Step 19: You may cancel your payment up to 2 business days prior to the date you selected for the payment to be made.** You should also receive an email confirming the payment.

This screenshot shows the 'Your Payment Has Been Submitted' page. The top navigation bar includes 'My Secure DSHS', 'DCS Services', 'Payment Services', 'Help', and 'Contact Us'. The user is logged in as 'BillyBobsBBQ1' with a 'LOG OFF' button. The page title is 'Division of Child Support - Services'. A message states: 'A payment with confirmation number 3194002551310403 has been submitted. A payment of \$100.00 is scheduled to be withdrawn from your account on 4/8/2019. You have until 3:00 PM Pacific Time, 2 business days before 4/8/2019 to cancel the payment.' The company name is 'Billy Bobs BBQ'. A table lists payment details:

	Last Name	First Name	SSN	Withhold Amount
1	Jean	Billy	*****2222	\$100.00
Total:				\$100.00

Callouts include: 'Click here to select other DCS Service' pointing to the 'DCS Services' menu; 'If you are done and want to log out, click here' pointing to the 'LOG OFF' button; 'Click here to print a confirmation for your records' pointing to the 'Print This Confirmation Page' button; and 'Click here to make another payment and view your payment history' pointing to the 'Return to payments' link.

**Step 20: If you clicked Return to Payments, you should see this:**

This screenshot shows the 'Payments for My Companies' page. The top navigation bar is the same as in Step 19. The page title is 'Division of Child Support - Services'. A callout 'Click here to get the details about the payment you made' points to the 'View Details' link in the table. The table lists payment details:

	Status	Delivery Date	Total Payment	Number of Cases	Bank Account Name	Payroll Date
Company : Billy Bobs BBQ						
Cancel Payment   View Details	Initiated	4/8/2019	\$100.00	1	Payroll	4/3/2019
Cancel Payment   View Details	Initiated	4/8/2019	\$100.00	1	Payroll	4/3/2019

Callouts include: 'Click here to cancel a payment.' pointing to the 'Cancel Payment' link; 'Click here to make another payment' pointing to the 'Schedule a Payment' button; and 'If you are done and want to log out, click here' pointing to the 'LOG OFF' button.