

Set-up Account—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. You create your SAW account and then select DCSONline within SAW. You may already be using SAW to report information to Labor and Industries or the Department of Revenue. If so, you can use your existing SAW account by adding the DSHS service, DCSONline.

Step 1 Getting Started: Sign up at <https://secure.dshs.wa.gov/dconline>. Click Sign Up to create your own account. If you think you already have an account, click Check to see if you already have a SAW ID. If you already have a saw account, go to step 8.



Washington State Department of Social and Health Services

My Secure DSHS

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

Please login to access this service.

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)

Click here to create a new SAW Account.

New User?

Check to see if you already have a SAW ID.

Sign up

Click here to see if you already have an account.

Step 2: Sign Up For Your SAW Account: Sign up for secure access by entering your contact information, a SAW ID and password of your choice, accepting the agreement, and clicking on Validate.



Sign up for secure access

[Back to My Secure DSHS](#)

Enter your contact information

First name: *

Last name: *

Email address: *

Retype email: *

Enter Your Contact Information

Create a SAW ID and password

SAW ID: *

Password: *

Retype password: *

Write the password down and keep it secure.

Decide and enter what SAW ID and Password you would like to use

Accept the Access Agreement

Indicate you accept: * I have read and accept the Access Agreement

Your initials: *

Review and accept the access agreement with your initials.

Ensure you are a human by typing the characters in the image

Image: (speak image) 

Characters in the image: *

Enter in the characters listed and validate.

Step 3: Activate your SAW account: We need to activate your account. SAW will send an email to the address you entered in your contact information. If you did not receive an email, check your junk email folder



Washington State Department of Social and Health Services

Check your email

[Back to My Secure DSHS](#)

An email message with a link to activate your account has been sent to you.

Open your email and look for a message from "My Secure DSHS"

Your Screen will look like this

Didn't receive the activation email?

If you don't see the activation message, check your spam or junk mail folders. It's possible that the account verification email we sent was caught by a spam or junk mail filter.

Still having trouble?

If you still haven't received the message, contact Web Customer Support at 360-664-5103 weekdays between 8 a.m. - 5 p.m. (Pacific).

Step 4: Check your email box to see if you received the email below.



Washington State Department of Social and Health Services

Let's activate your account

User ID: BillyBobsBBQ1

Activation Code: 40072

Click on the link to go to the SAW log in page and activate your account

To activate your My Secure DSHS account and verify your email address, please click this link:

<https://test-secure.dshs.wa.gov/home/?function=Activate&UserID=BillyBobsBBQ1&ActivationCode=40072>

If you do not activate by clicking the link above, this account will expire. If clicking the above link does not work, copy and paste the link into a new browser window and press enter on your keyboard.


Thank you for using My Secure DSHS.

For questions or concerns about your account, please contact Web Customer Support at 360-664-5103 weekdays between 8:00AM - 5:00PM (Pacific). [Email Web Customer Support](#)

Step 5: From here, click on the link to activate your account.

My Secure DSHS

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

 Your account has been activated. Please login.

SAW ID:

Password:

LOGIN

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



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Click here to activate your account.

New User?

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

Sign up

Step 6: Enter the information from the email you received in the pop-up box.

My Secure DSHS

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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:

Activate your Account ✕

To activate your account:

Enter your SAW ID:

Enter your Activation Code:

ACTIVATE [Cancel](#)

Sign up

**Enter your SAW ID
and the Activation
Code from the email**

Step 7: You may now log in to SAW by entering your SAW ID and Password you created earlier.



Washington State Department of Social and Health Services

My Secure DSHS

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

✔ Your account has been activated. Please login.

SAW ID:

Password:

LOGIN

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



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Enter your SAW ID
and password

New User?

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Sign up

Step 8: Select DCSONline within SAW. Once logged into your account, you will need to add Child Support Services by clicking **ADD DSHS SERVICES TO MY LIST**.

Washington State Department of Social and Health Services

My Secure DSHS

MANAGE MY ACCOUNT

MY SECURE SERVICES

My Services (SecureAccess Washington) | My Services from other government offices

Click here to add DSHS Services

ADD DSHS SERVICES TO MY LIST

Step 9: Add DCSONline: Add Division of Child Support Online Services (DCSONline).

Add a DSHS service

[Back to My Secure DSHS](#)

Click here to add DCSONline

SERVICES TO ADD	
Division of Child Support Online Services (DCSONline)	<ul style="list-style-type: none">View or make child support paymentsReport newly hired or rehired employeesReceive child support payment notificationsDCS Debit Card or direct deposit enrollment <p>ADD SERVICE</p>
DSHS Background Check System - Test	<ul style="list-style-type: none">Request a background checkView or print background check resultsReport applicant engagement decisions <p>ADD SERVICE</p>
DSHS Background Check System - QA	<ul style="list-style-type: none">Request a background checkView or print background check resultsReport applicant engagement decisions <p>ADD SERVICE</p>

Step 10: Go back to My Secure DSHS

Washington State Department of Social and Health Services

Add a DSHS service

[Back to My Secure DSHS](#)

Once you have added DCSONline, Click here to go to your SAW homepage

SERVICES TO ADD

Step 11: Click GO to get started in DCSONline.

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">• View or make child support payments• Report newly hired or rehired employees• Receive child support payment notifications• DCS Debit Card or direct deposit enrollment	
My Services (SecureAccess Washington)		My Services from other government offices	

Step 12: Customer Registration: You will need to enter your contact information (not the company, that will come later) to your account. When done, click **SUBMIT** at the bottom of the page..

Washington State Department of Social and Health Services

Division of Child Support - Services

[Frequently Asked Questions..](#)

Customer Registration

We need to know a little more about you. The information you provide here helps us to maintain your internet account.

Contact Information

First Name

Middle Name

Last Name

Address Line 1

Step 13: Add a Company: Now add the general company information:

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 company information

Step 14: Add your federal ID number.

Division of Child Support - Services

[Frequently Asked Questions...](#)

To add a company, we first need to check whether that company already exists in our system. Please enter the companies Federal Identification Number in the space provided below. Then click the **Check if Company Already Exists** button.

Federal ID Number

01-1234567

Federal ID Number is required

Check to see if this Company Already Exists

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

Add your Federal ID number here and press enter

Click here to see if your company is already in our system

Step 15: Add the company specific contact information.



Division of Child Support - Services

Please fill out the remaining information below and click the **Add the Company** button.

Company Information

Federal ID Number	<input type="text" value="010000001"/>
Company Name	<input type="text"/>
Company Address 1	<input type="text"/>
Company Address 2	<input type="text"/>
Company Address 3	<input type="text"/>
Company City	<input type="text"/>
Company State	<input type="text" value="Washington"/> ▼
Company ZIP (+4)	<input type="text" value="00000-0000"/>

Enter the information here

Add the Company

Cancel and return to your list of companies

Step 16: Select what you would like to do in DCSONline: Your DCSONline account is now ready to use. Select what you want from the DCS Services drop down menu or from the list down the left side of the page. DO NOT select Payment Services as these are for other DSHS services. You may also access the Frequently Asked Questions from this page.

The screenshot shows the DCSONline user interface. At the top is a blue navigation bar with the following items: 'My Secure DSHS', 'DCS Services' (with a dropdown arrow), 'Payment Services' (with a dropdown arrow), 'Help' (with a dropdown arrow), 'Contact Us', 'Welcome BillyBobsBBQ1 |', and a 'LOG OFF' button. Below the navigation bar is the main content area. On the left, there is a section titled 'Division of Child Support - Services' with three sub-sections: 'Report a New Hire' (with links for reporting, viewing pending reports, and viewing previous reports), 'Payments' (with links for submitting/canceling payments, viewing online payments, viewing payments applied to cases, and managing bank accounts/debit cards), and 'Companies' (with a link to add a company). Below this is a 'My Account' section with links to update contact information, change passwords, and set up email notifications. On the right side, there is a link for 'Frequently Asked Questions...'. Three green callout boxes with arrows point to specific elements: one points to the 'DCS Services' dropdown menu, another points to the 'Frequently Asked Questions...' link, and a third points to the 'My Account' section.

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

Division of Child Support - Services

Frequently Asked Questions...

DCSONline Dropdown Menu

DCSONline Frequently Asked Questions

All DCSONline Options

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

Congratulations. Your SAW Account is set up in DCSONline. You may now set up a bank account, make payments, view past payments, and report newly hired employees. There are additional How To documents covering New Hire Reporting and Making Payments.