Adaptive Authentication Enrollment

Adaptive Authentication Enrollment provides an additional layer of security that helps prevent unauthorized people from accessing your confidential information.

The enrollment process begins when you log into Washington Connection with your SAW ID. You will be asked to provide an email address and phone number. These items can provide a means to identify you when you log in from a computer we don’t recognize.

Email Enrollment:

![Email Enrollment Image]

Enter one or more email addresses that we can use for immediate authentication.

- Email: ____________________________
- Other Email (optional): ____________________________

Phone Enrollment:

Enter one or more phone numbers to verify your identity. It is advisable, but not mandatory; to enter a number that can receive SMS (text) messages.

Important to note: A minimum of one SMS (text) check box must be checked regardless if the number is able to receive text messages.
Once you’ve provided the information for the enrollment types, you’ll be directed to the **Enrollment Confirmation** page where you’ll have the opportunity to review and, if necessary, update the enrollment information entered.

The **Enrollment Confirmation** page provides a summary of your Adaptive Authentication enrollment information. You can change any of your enrollment information by clicking the **Update your Settings** button. This takes you back through the **Email** and **Phone Enrollment** pages and provides you the opportunity to change information if needed.

The **Enrollment Confirmation** page asks if you would like us to **Remember this Computer**. The answer to this question defaults to “No”. We recommend that you don’t change this default unless accessing your account from a personal or work computer that you use regularly.

**Identity Verification**

The Identity Verification page displays for users who have successfully logged into their Washington Connection SAW account and have completed Adaptive Authentication Enrollment.

From this page, you can choose what method you would like to use to verify your identity: Email, SMS or Phone.
Email Challenge

Identity Verification

We need to verify your identity because you are attempting to access your account from a computer or device we do not recognize.

Please select authentication method to be challenged:

- Phone
- Email
- SMS

Cancel  Next >>

Email Challenge

Select Email Address:

Select an Email address where you can be reached for authentication.

- test@test.com
- test@test.wa.gov

Select an email address that you can access and click Next>>

Email Authentication

We are now sending an email containing a confirmation code to the following email address you selected:

test@test.com

Enter the confirmation code below. After entering the confirmation code, you will be authorized to continue.

If you did not receive the email within 60 seconds or had other problems, Click here.

Confirmation Code:

Would you like us to remember this computer for future use? Learn More

- 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.

Cancel  Next >>

Selecting Click here redirects you back to the Identity Verification page where you can select how you will verify your identity.

Enter the confirmation code that you received at the email address you selected. Click Next>>

If you do not receive the email with your Confirmation Code within 60 seconds, check your Junk or Spam email folders.

SMS Challenge
SMS Challenge

We need to verify your identity because you are attempting to access your account from a computer or device we do not recognize.

Confirm the Phone Number

To confirm that you can receive SMS for authentication at this phone number, click Next.

Secondary: +1-XXXXXXX3257

(You should receive an SMS message within 30 seconds after you click "Next")

Confirm the number where you can receive a SMS message and click Next>>.

SMS Authentication

We are now sending an SMS message containing a confirmation code to the following phone number:

Secondary: +1-XXXXXXX3257

Enter the confirmation code below. After entering the confirmation code, you will be authenticated.

If you don't receive the SMS within 60 seconds or had other problems, click here.

Confirmation Code:

Would you like us to remember this computer for future use? Learn More

- 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.

Selecting Click here redirects you back to the Identity Verification page where you can select how you will verify your identity.

Enter the confirmation code that you received at the SMS phone number you selected. Click Next>>.

Phone Challenge

We need to verify your identity because you are attempting to access your account from a computer or device we do not recognize.

Select a Phone Number

Select a phone number where you can be reached for authentication:

- Primary: +1-XXXXXXX3274
- Secondary: +1-XXXXXXX3257

(Expect a phone call 5-30 seconds after you click "Next")

Would you like us to remember this computer for future use? Learn More

- 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.

Select a phone number that you are able to be reached at within 30 seconds. Click Next>>.
Authentication Success

When your identity has been verified via telephone, email, or SMS you’re directed to the Authentication Success page. Here you can choose to update your credentials or click Finish to be directed to the Washington Connection Account Summary page.

Update your Credentials

When selecting Update your Credentials you are directed to the Enrollment Confirmation page, where you can review your current identity verification options (challenge questions, phone, and email). To change you verification select Update your Settings.

Access Denied

The Access Denied page appears when we are unable to verify your identity either through the email, phone or the SMS process.
On the **Access Denied** page, click the link provided to request that your account be unlocked. The link directs you to the **Contact Us/Feedback** page. Complete the fields and click **Send**.