

## 4 Activate my Client Benefit Account (CBA)

- Check for your Confirmation email.
- Go to **www.WashingtonConnection.org**.
- Select Access Your Account from the Login drop down menu at the top of the website. Log in with the SAW User ID used to register for your CBA.
- Select Access Client Benefit Account Information on the Summary page.
- Use the activation code provided in the email. Also use your DSHS Client ID and residential zip code.
- Click the **Next** button.
- You will 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 at the top of the Washington Connection website.
- Enter user ID and password.
- Click **Submit**.
- This signs you into your home page. Click the My CBA button on the My Account drop down menu.
- Read the **Client Benefit Account Notice**. Click **Accept** to view basic data about your case.

You can access your client benefit account on this free and secure website around the clock.

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

User ID \_\_\_\_\_

Confirmation Code \_\_\_\_\_

Client Identification Number \_\_\_\_\_

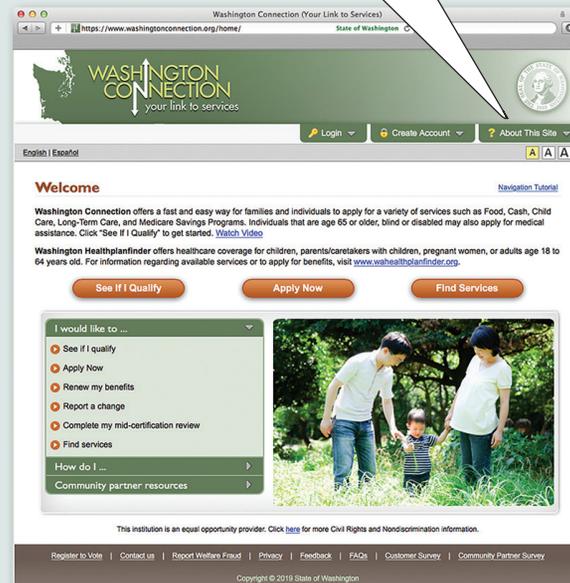
Residential Zip Code \_\_\_\_\_

Activation Code \_\_\_\_\_

Other \_\_\_\_\_

### HAVING TROUBLE?

You can find more information in the Washington Connection **About This Site** tab.



DSHS 22-1479 (Rev. 5/24)

Save time!  
Access Public Benefits Online

# Client Benefit Account



24/7 access to:

- ✓ Current benefits
- ✓ Benefit history
- ✓ Documents submitted
- ✓ Important dates
- ✓ Link to access EBT card balance and replacement requests
- ✓ Your Mid-Certification Reviews



[www.washingtonconnection.org](http://www.washingtonconnection.org)



Scan the QR code or visit [WashingtonConnection.org](http://WashingtonConnection.org) to apply for Food, Cash, Child Care Subsidy, Classic Medicaid and more.

# Do you want to save time?

Here are the 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
- DSHS benefits:
  - As active or pending case
  - Closed or denied in the past 60 days

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

## 1 Create or Link a SecureAccess Washington (SAW) Account

- Go to **www.WashingtonConnection.org**.
- Click on **Create New Account** button on the Create Account drop down menu.
- Complete the form 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-Linked SAW Account

- Open the activation email.
- Click the link in Step 2 in the email to activate your User ID.
- Click the **Login** link and log in on the **New User Account – Confirmation** web page.
- OR –
- Go to the top of the website and select the **Create Account** tab. Choose 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**.

The Washington Connection website is available in English and Spanish.

Your Washington Connection-Linked SAW Account is started. You are ready to create your Client Benefit Account.

## 3 Register for a Client Benefit Account (CBA)

- Click the **Access Your Account** button on the **Login** drop down menu. Log in with your SAW User ID and password. Complete the multi-factor authentication (MFA) step. This confirms your identity. Choose to receive a code at either your email address or mobile number. The system will take you to the Summary page when this is done.
- You now have a Client Benefit Account. Click the Access Client Benefit Account Information link on the Summary page.
- Complete all the fields on the registration form. Use your residential zip code and the exact information DSHS has on file.
- Click the **Next** button.
- Check your email. A message will describe the next step to activate your Client Benefit Account (CBA).

Continued...

