External User FamLink Access Procedures

FamLink users who are not employees of the Department of Children, Youth and Families (DCYF) and need access to FamLink for work purposes are required to complete the *FamLink Data Access Request/Change form (DCYF 10-463),* the *User Application and Acknowledgment (DCYF 10-462)* for tribal partners and the *User Application and Acknowledgement (DCYF-10-464) for ILS Providers.* Additionally, a Secure Access Washington (SAW) account will need to be created. These step-by-step instructions provide you with information for becoming an authorized user.

Course Icons You will see some symbols appear throughout this course. These icons are used to indicate the following:

Icon	Function
	This will be covered in more detail later in the course.
	FYI – Helpful information related to Accessing FamLink via SAW.
	Best Practice – This is a technique that through our experience has been shown to be the most effective and efficient.

Objectives Assist External Users in receiving and setting up access to FamLink via Secure Access Washington (SAW).

- Know which forms need to be completed
- Submitting these forms to appropriate program
- Understand activation process
- Setup Secure Access Washington Account (SAW)
- Access FamLink
- Request Training Assistance for FamLink

Forms to complete All External Users (contracted providers, tribes etc) are required to complete the following forms.

All External Users - *FamLink Data Access Request/Change* (DCYF 10-463)

Tribal Partner - *User Application and Acknowledgement* (DCYF 10-462)

ILS Providers - *FamLink Access Application and Acknowledgement* (DCYF 10-464)

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Where to send forms	Once forms are completed, they can be sent via email to the appropriate program.
	Tribal Staff and Independent Living Skills Tribal Providers:
	Submit forms to: Robert.Smith@DCYF.wa.gov .
	Independent Living Skills Contracted Providers:
	Submit forms to: DCYF.Adolescentprograms@DCYF.wa.gov
	All Other External Staff:
	Submit forms to: DCYF.ServiceDesk@DCYF.wa.gov.
How long will it be till I get access?	DCYF headquarters staff will review the forms submitted, and may contact the person requesting access to verify the information provided. This process can take up to five (5) business days depending on program staff workload.
Training for FamLink	When you have completed all steps and your FamLink and SAW accounts are active you may request training by contacting DCYF.ServiceDesk@dcyf.wa.gov. They will share your request with the appropriate headquarters or regional/local office staff or the Regional Tech Training Team.
Have an existing SAW Account?	If you have an existing SAW account for your work, it is not necessary to create a new account. Please **go to the Add A Service Section on Page 6** and follow those instructions to add FamLink to your current account.
Creating SAW Account	All access to FamLink will begin from Secure Access Washington Website using your username and password. If you do not already have a SAW account, you will need to create one following the following steps.

To Begin: Click: SecureAccess Washington

Or   Enter: **https://secureaccess.wa.gov in browser**

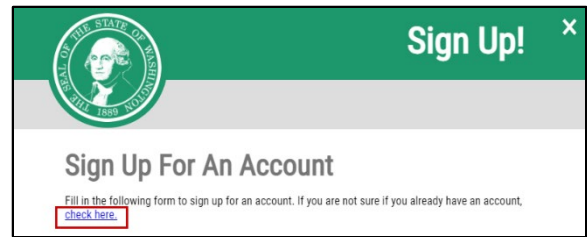Login in Page will display

1. Click **Sign Up**

Sign Up page will display
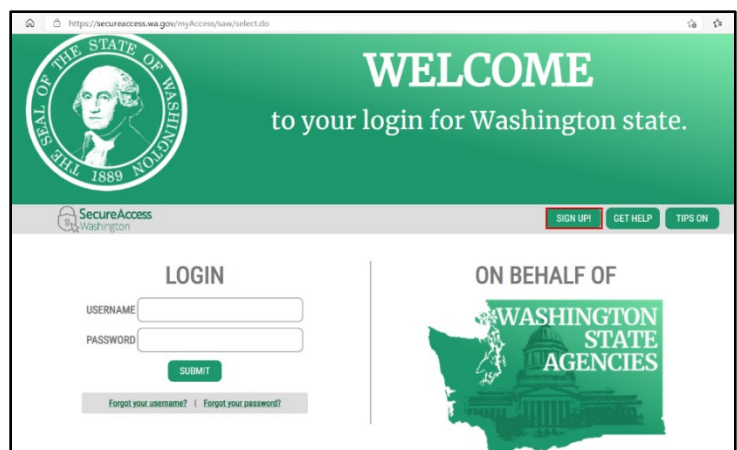
Before you create an account, it is encouraged that you select the check here button to see if an account already exists using your information. (Name and Email Address).
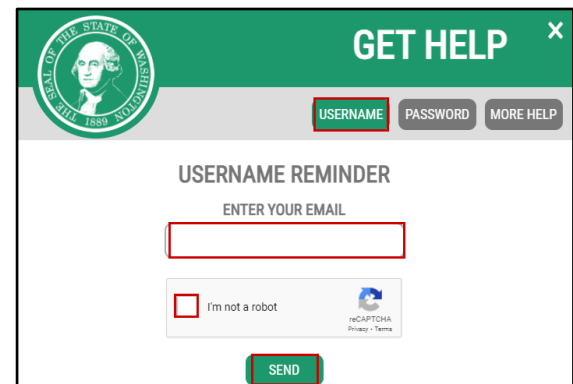

1. Select **Check here**

Username Reminder box will display

1. Enter **YOUR EMAIL**
2. Check I'm not a robot
3. Complete **CAPTCHA**
4. Select **SEND**

If an account is found an email with username reminder will be sent to your email.

Once you have Username if you don't remember your password select Password box and following the same steps and an email will be provided to you.

Password Reset Box will display

1. Enter **YOUR USERNAME**
2. Confirm **YOUR EMAIL**
3. Check I'm not a robot
4. Complete **CAPTCHA**
5. Select **SEND**

You may have multiple usernames for the same email address, make sure to use the correct username.
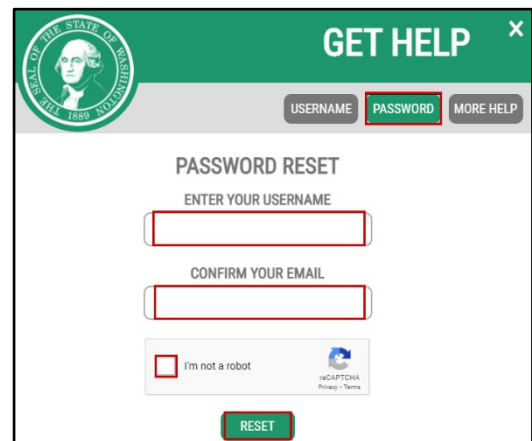
If NO account exists using your email address the system will display
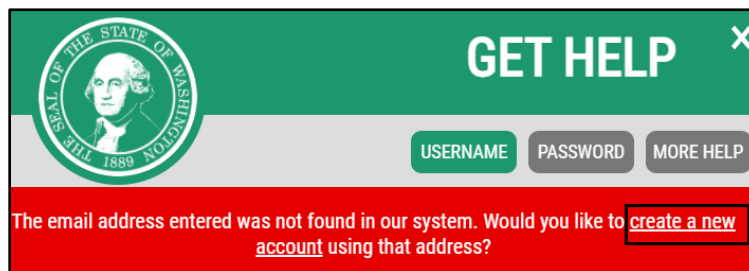
1. Click **create a new account hyperlink**

Returns to the Sign Up for An Account page

Personal Information

1. Enter **First Name**
2. Enter **Last Name**
3. Enter **Primary Email**

Contact Information for Security

(Optional)

1. Enter **Additional Email Address**
2. Enter **Mobile Phone Number**

Username and Password

1. Enter **Username**
2. Enter **Password**
3. Confirm **Password**
4. Check **I'm not a robot**
5. Complete **CAPTCHA**
6. Select **Create my account**
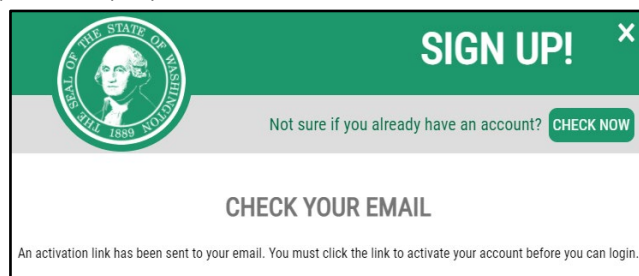
Popup will display

Open Email (for email address entered on during Registration)
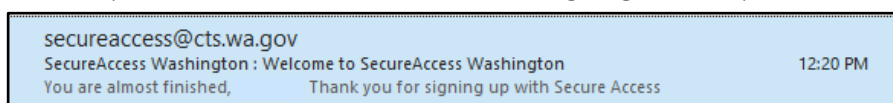
1. Open **Email**

Email will display
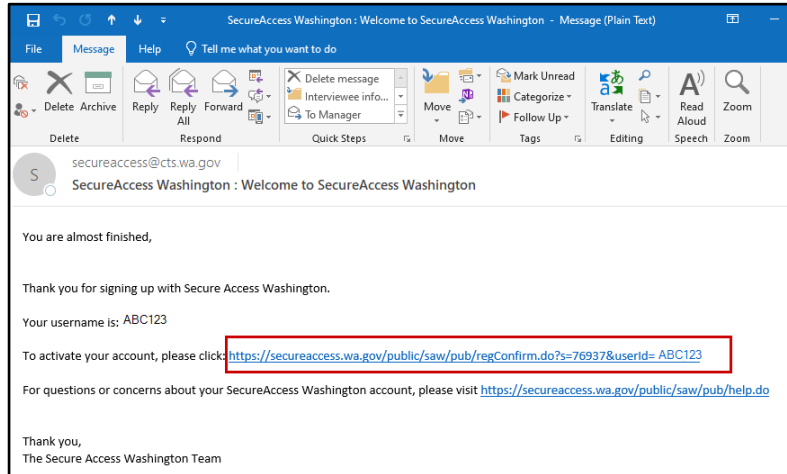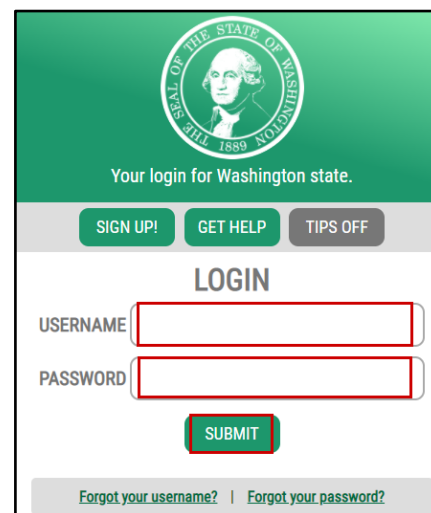

1. **Click Link** to activate account

Returns to Web browser (SAW Page)

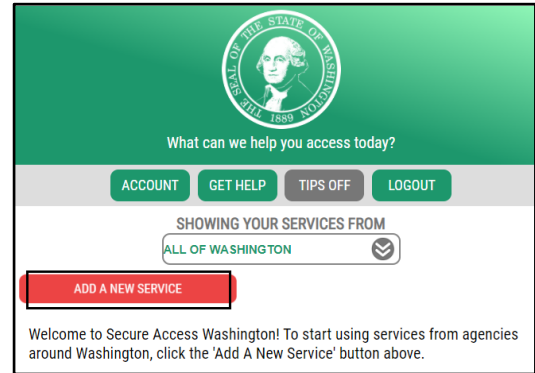1. Click **LOGIN**
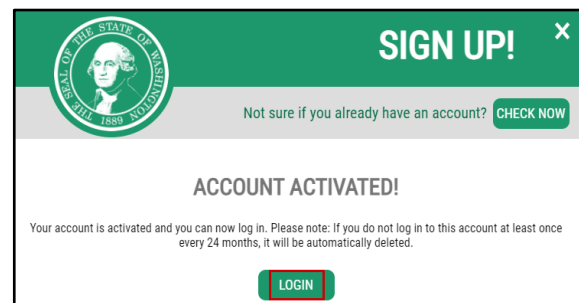
Returns to SAW Login Page

1. Enter **USERNAME**
2. Enter **PASSWORD**
3. Select **SUBMIT**

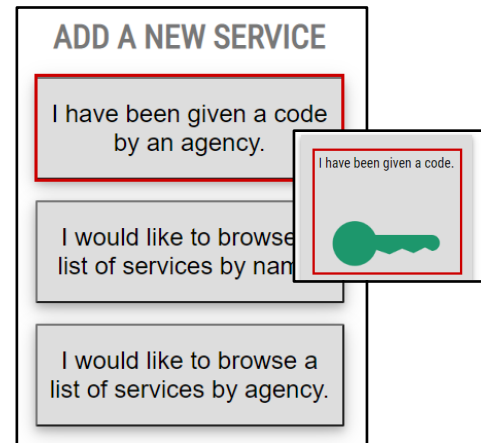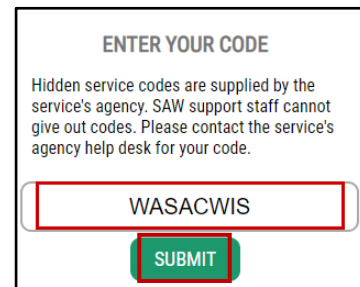| Add A Service	Services Page Displays	

Services Page Displays

1. Select **ADD A NEW SERVICE**

ADD A NEW SERVICE displays

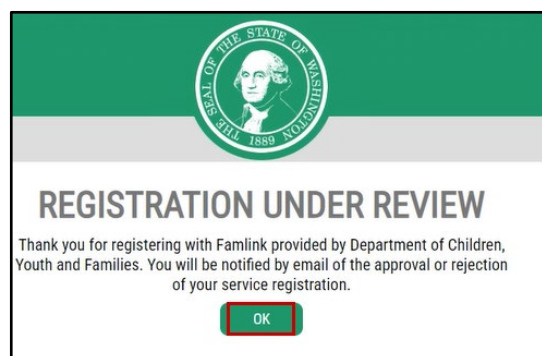1. Select **I have been given a code by an agency box.**

ENTER YOUR CODE box displays

1. Enter **WASACWIS**
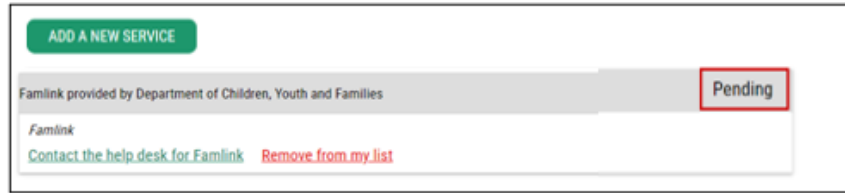
2. Select **SUBMIT**

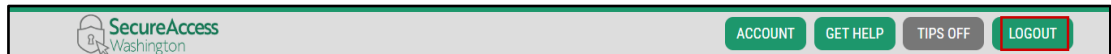Message Box will display

1. Click **OK**

Will return to Services Page within SAW.

Access will display as pending, until it is approved for access.

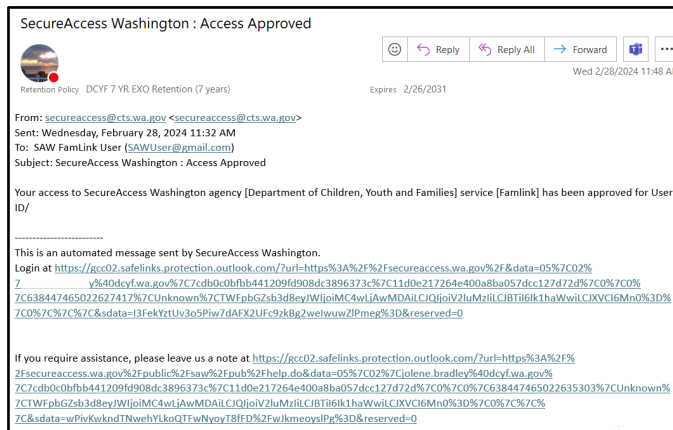Sign out using the Log Out Button

1. Click Log Out

Wait for Email to be received with approval of your access to FamLink.

An email will be received once your account is approved.
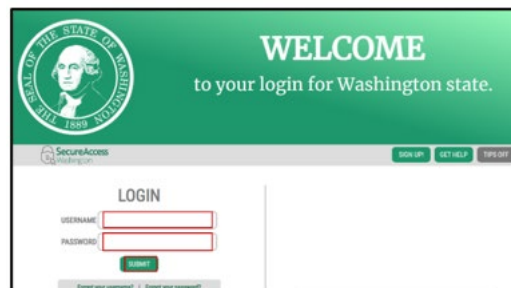

Open Email

1. Click Hyperlink to Access SAW

Opens SAW Login Page

1. Enter USERNAME
2. Enter PASSWORD
3. Select SUBMIT

Services Page will display

1. Click **Access Now**
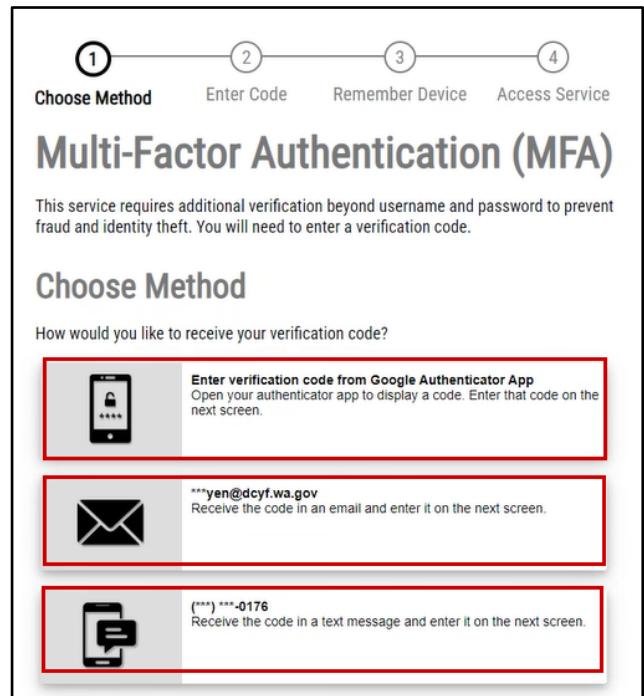
    Access Now will not display until access is approved.

Multi-Factor Authentication (MFA) will open

Choose Method for MFA

1. Choose Desired Method
   - **Google Authenticator**
   - **Email**
   - **Test Message**

 Setting Up Authenticator App instructions are available. Please request a copy from the service desk if you would like them.
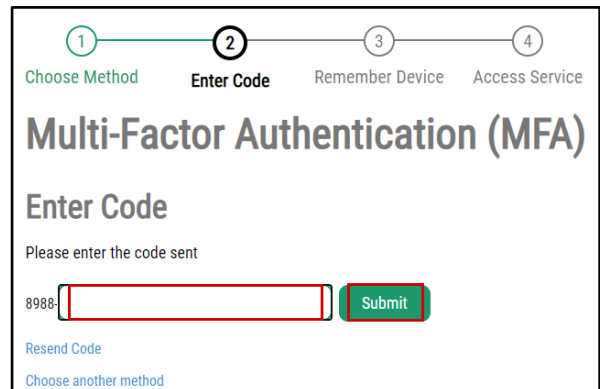

Verification Code will be sent to either your Email Address or Phone depending on your choice above.
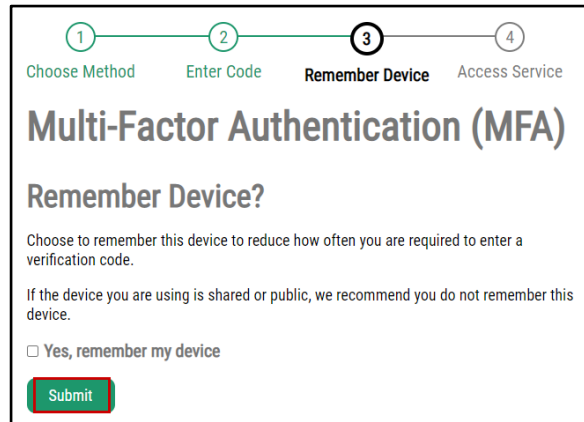
1. Enter **Code**

    SAW has been requiring MFA SEVERAL TIMES, we are aware of this issue and are working with WATech for a resolution.

Remember Device?
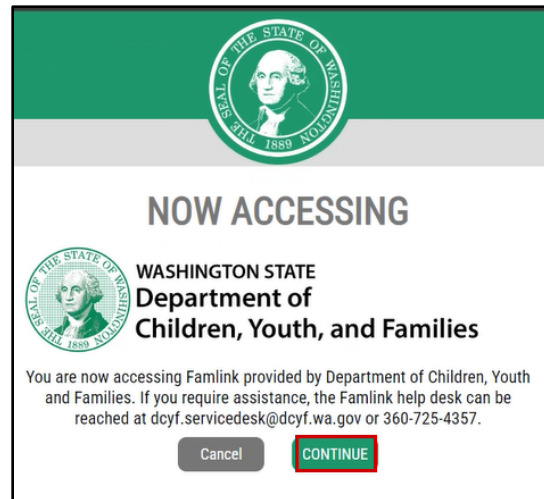

1. Select **Submit**

    Selecting Yes checkbox to have device remembered sometimes creates a loop in MFA.

NOW ACCESSING

1. Click **Continue**

FamLink will now display

If you would like training on FamLink functionality please contact DCYF.ServiceDesk@dcyf.wa.gov and request training. They will provide your information and training request to the IT Technical training team, and someone will contact you.

To Access FamLink via SAW

Now that a SAW Account has been created and a Service for FamLink has been added to existing or new account, you can now Access FamLink.
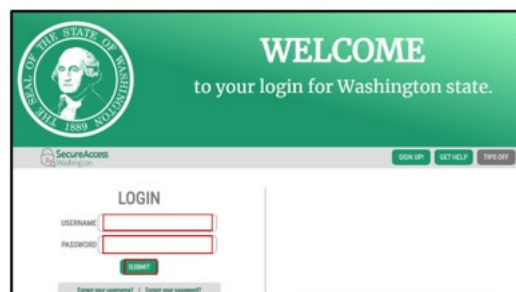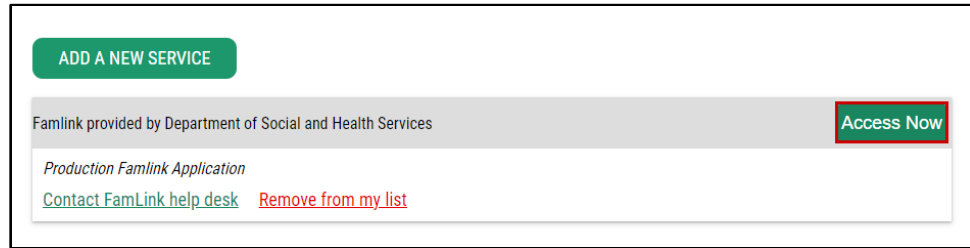
To Begin: Click: SecureAccess Washington

Or

Enter: https://secureaccess.wa.gov in browser

Login in Page will display

1. Enter **USERNAME**
2. Enter **PASSWORD**
3. Click **SUBMIT**

Services Page will Display

1. Click **Access Now**

 Access Now will not display until access is approved.