Background Check System (BCS) User Manual: Log into BCS Using SecureAccess Washington (SAW)

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About This Manual

Welcome to the Background Check System (BCS) User Manual. This manual is intended to serve as a guide as you create a user login in SecureAccess Washington (SAW) and get your account set up to access the BCS.

Please note that the BCS system (and therefore this manual) is subject to alteration. Modifications/updates to the manual may result from changes in State or Federal policies and procedures, BCS system upgrades, or other factors.

BCS was developed for use by the DSHS Background Check Central Unit (BCCU). Use of BCS and this manual is restricted to authorized end users of BCS system. BCCU can be contacted at **bccuinquiry@dshs.wa.gov**.

Please Note: If you are an **applicant** who has been asked to fill out a Background Check Authorization form to have a background check run, you do **not** need a SAW account. Instead, please use Google Chrome internet browser and fill out the online Background Check Authorization form here: https://fortress.wa.gov/dshs/bcs/

Logging in to SecureAccess Washington

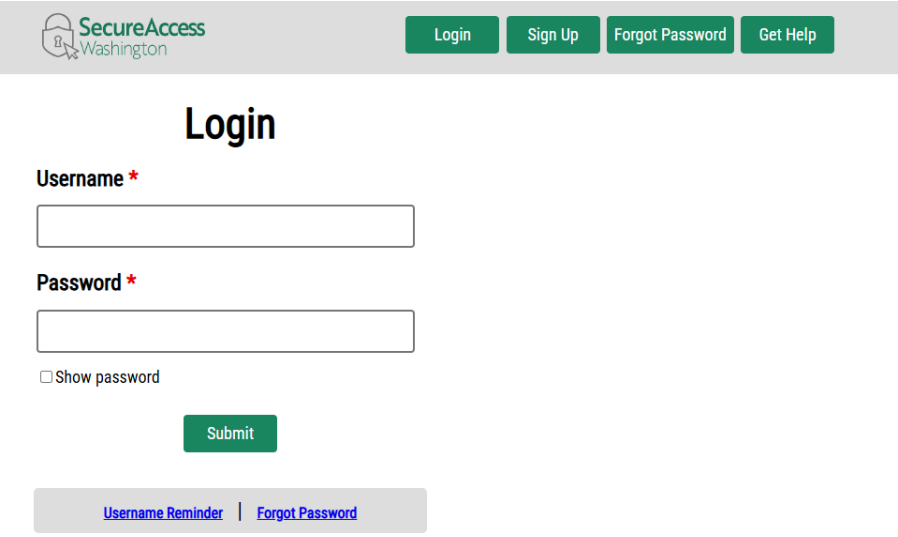
Using the Google Chrome internet browser, navigate to https://secureaccess.wa.gov/. It will take you to the SAW login page (shown below).

If you already have a SAW account, enter your username and password and click **Submit** and proceed to page 7, Adding BCS to your list of SAW Services.

If you do not have a SAW Log-in, click the **Sign-Up!** button at the top of the page.

Create an Account

You will be taken to the **Sign Up!** page, which you can see below:



Sign Up For An Account

Fill in the following form to sign up for an account. If you are not sure if you already have an account, check here.

Personal Information

First Name *

Last Name *

Primary Email Address *

Contact Information For Security (Optional)

Provide additional contact information to receive security codes and reduce the chance of losing access to your account. You can add or edit additional contact information later in your SAW account settings.

Additional Email Address (Optional)

Mobile Phone Number (Optional)

Message and data rates may apply. A message will only be sent when you request it. For more information view our Mobile Terms of Service or Privacy Policy.

Username and Password

Username *

Password *

Show password

Confirm Password *

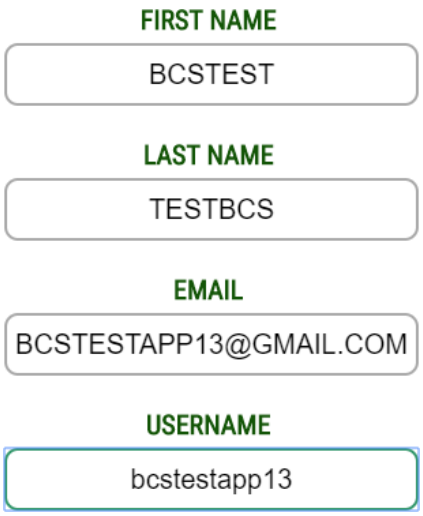
Show password

Create my account

Name & Email

In order to create an account, you will need to enter the following:

1. First Name
2. Last Name
3. Email Address
4. Username (the chosen username does not need to match the email address)
5. Password (it will need to match the SAW requirements)

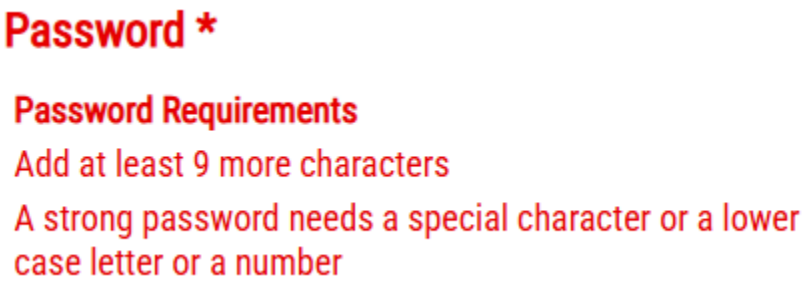


User ID & Password

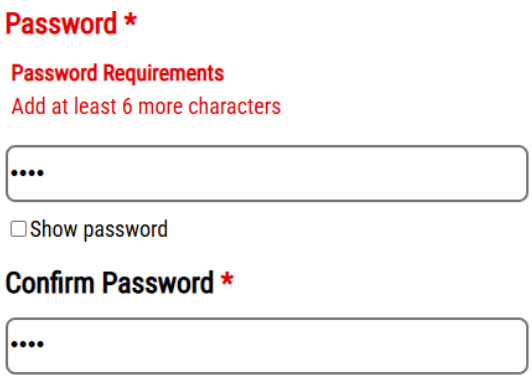
In this section, you will create a Username and Password for logging-in to SAW. Your password must meet the requirements within SAW to successfully move to the next step.

First, you'll need to choose a Username. You will use your Username to log into SAW each time you access your BCS account. Make sure to choose something that is easy (and save it somewhere safe) for you to remember so that you can use it each time you login.

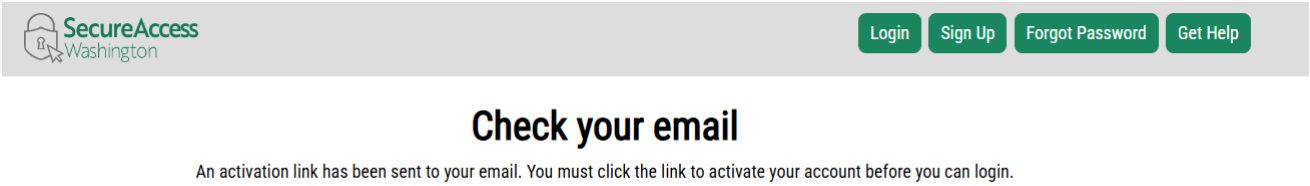
Under the **Password Requirements** prompt, it will display each requirement until a password is entered that matches all requirements. Your special character should be one of the following: $, #, or !. Other special characters do not work.



When a password is entered that does not follow the requirements, or if the passwords do not match, you will be prompted by an error message in red. See below:



Select **SUBMIT.** The screen will display a **CHECK YOUR EMAIL** message letting you know that the activation link has been sent to the email address that you provided.

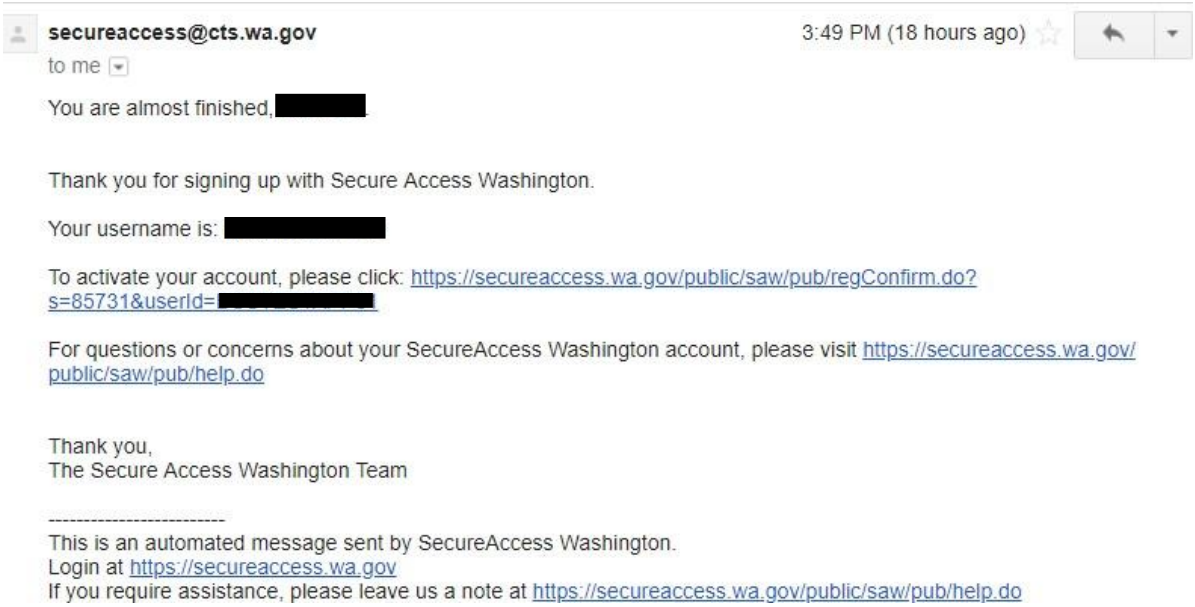


Check Email

In order to finalize your account in SecureAccess Washington, you'll need to locate the activation email in your email inbox and follow the instructions in the email.

You should receive the activation email shortly after you submit your new account information. It will look like the email below. The email will contain an activation link, which you will need to click to finalize your SAW account. If your web browser doesn't open the link automatically, you can copy and paste the link into your address bar and then press the **Enter** button on your keyboard.

Please Note: This is not an activation email for the Background Check System (BCS). You are activating your SAW account to securely access BCS.



secureaccess@cts.wa.gov 3:49 PM (18 hours ago)

to me

You are almost finished, [redacted].

Thank you for signing up with Secure Access Washington.

Your username is: [redacted]

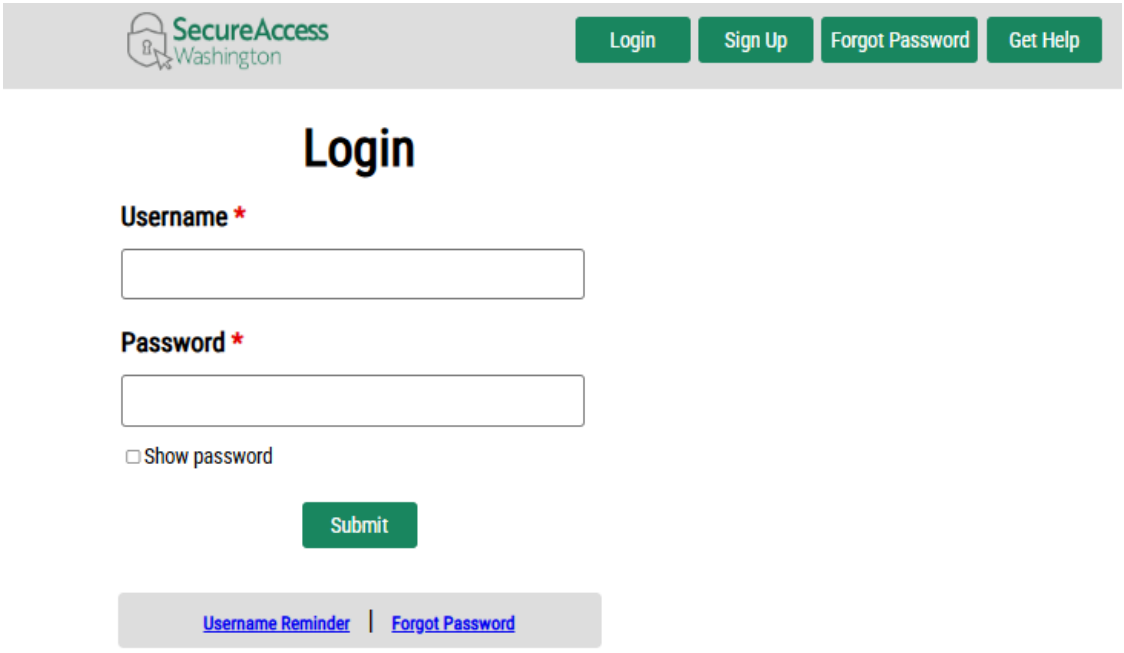
To activate your account, please click: https://secureaccess.wa.gov/public/saw/pub/regConfirm.do?s=85731&userId=[redacted]

For questions or concerns about your SecureAccess Washington account, please visit https://secureaccess.wa.gov/public/saw/pub/help.do

Thank you,
The Secure Access Washington Team

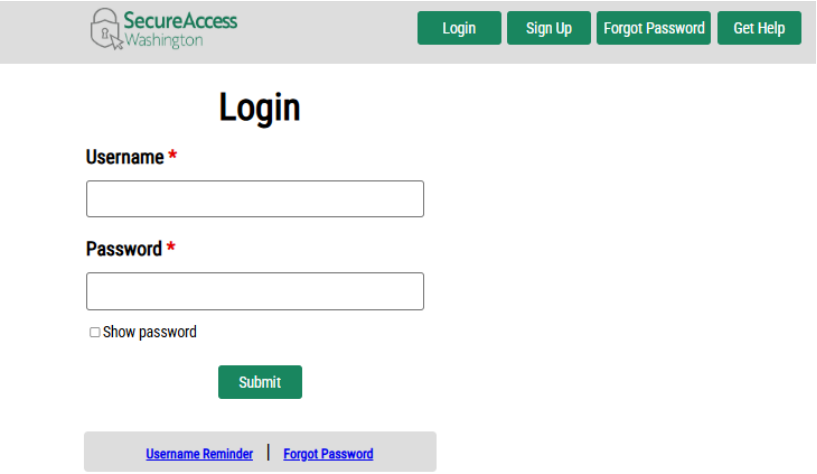
This is an automated message sent by SecureAccess Washington.
Login at https://secureaccess.wa.gov
If you require assistance, please leave us a note at https://secureaccess.wa.gov/public/saw/pub/help.do

Once you click the activation link or enter it into your web browser. You will be taken to the SecureAccess Washington (SAW) login page.



Log into SecureAccess Washington

After you activate your account by following the activation link from the email, you will need to log in to start adding and accessing services. You'll need to enter the username and password you created earlier into the **Username** and **Password** boxes, then press **Submit** to log in.

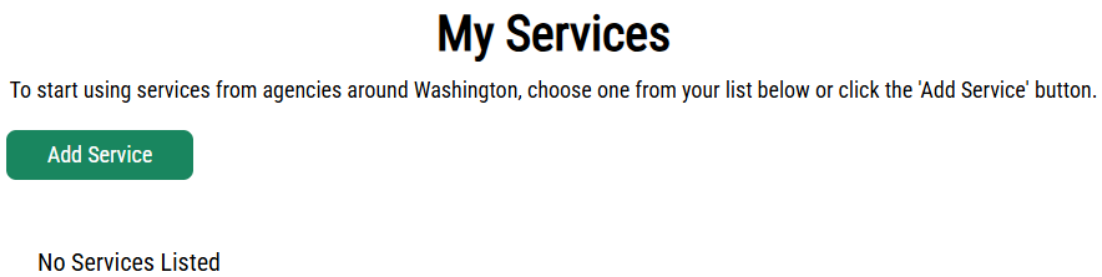


Adding BCS to your list of SAW Services

Once you are logged in to SecureAccess Washington, you will need to add BCS as a service to your SAW account in order to access it.

If you receive an **Access Denied** message after you log in, please select the **service registration** link highlighted below to proceed. This occurs when you attempt to access the Background Check System via the direct link without having it in your Service List first.

To add a new service, select the **Add Service** button.

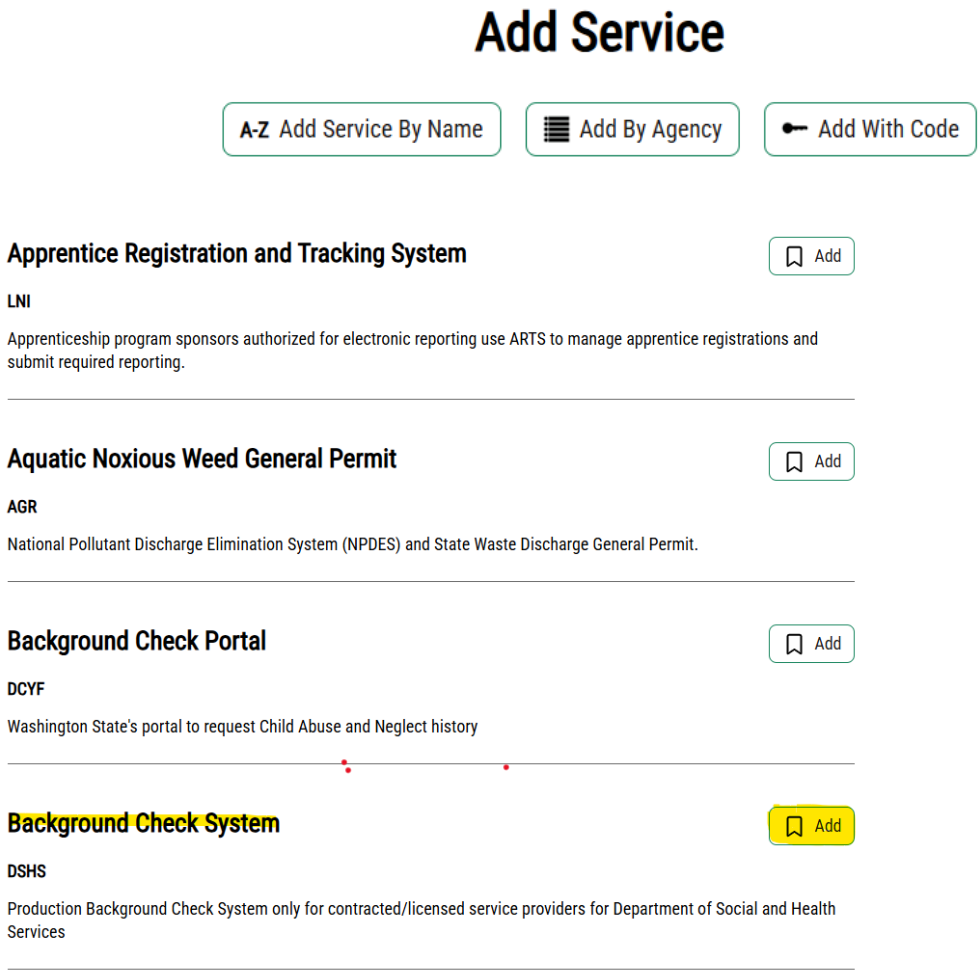


First, select **Add by Service Name**

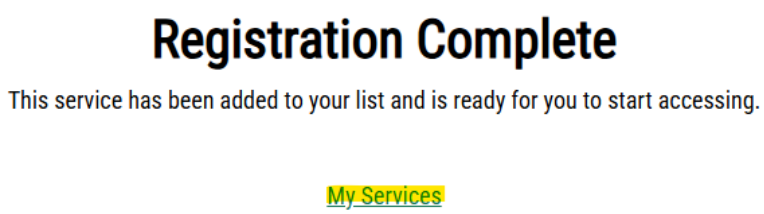
Note: If you have received a Registration Key email from BCS, do **not** enter the BCS registration key in the **I have been given a code** field. You will enter the Registration Key into the Background Check

System the first time you access the service.

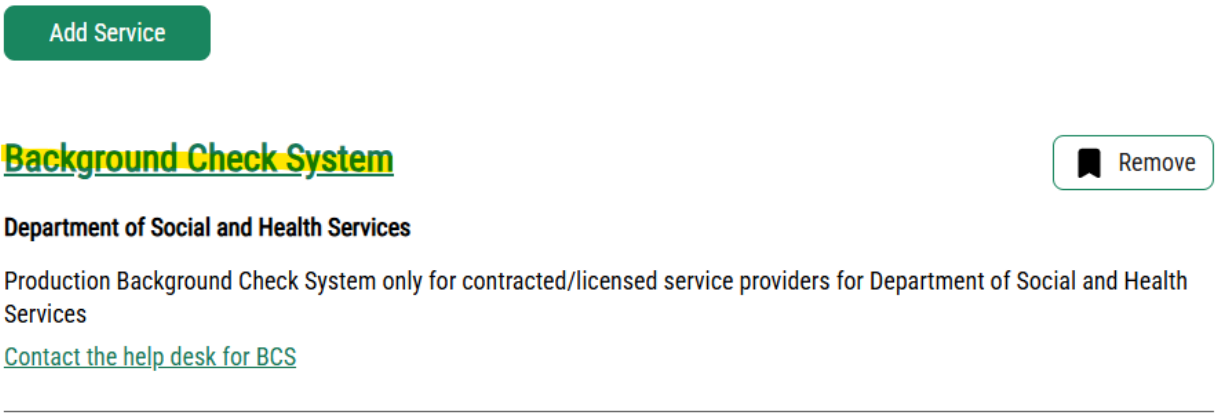
Then scroll down until you see **Background Check System** (list is in alphabetical order), and then click the **Add** button.



You should receive a **REGISTRATION COMPLETE** message indicating that the service was added and is ready to access.



Select **My Services**. You will be redirected back to your services page. Select Background Check System to access BCS.



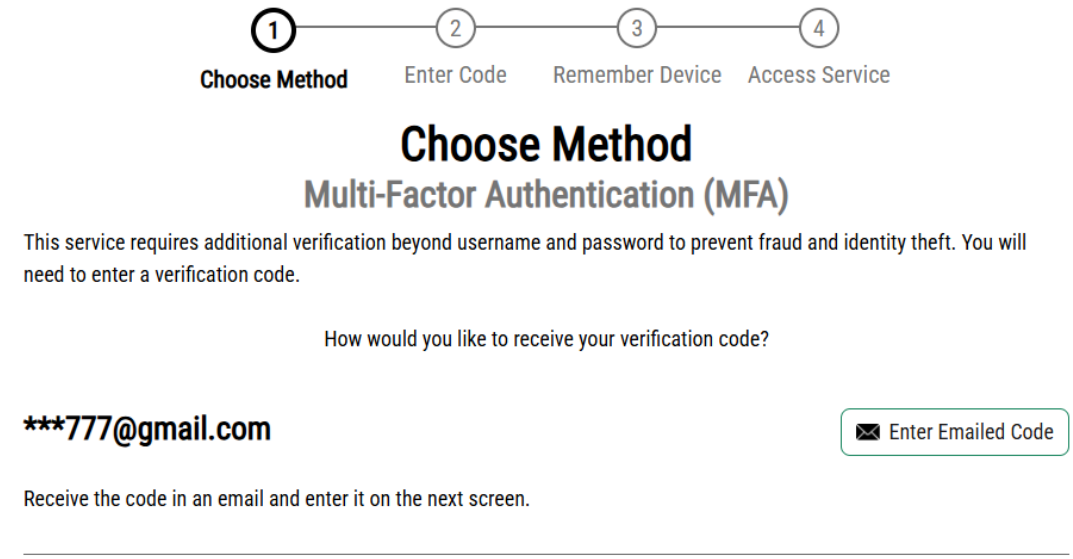
Multi-Factor Enrollment

The first time you access the Background Check System service, you will be presented with a Multi-Factor Authentication (MFA) on your account.

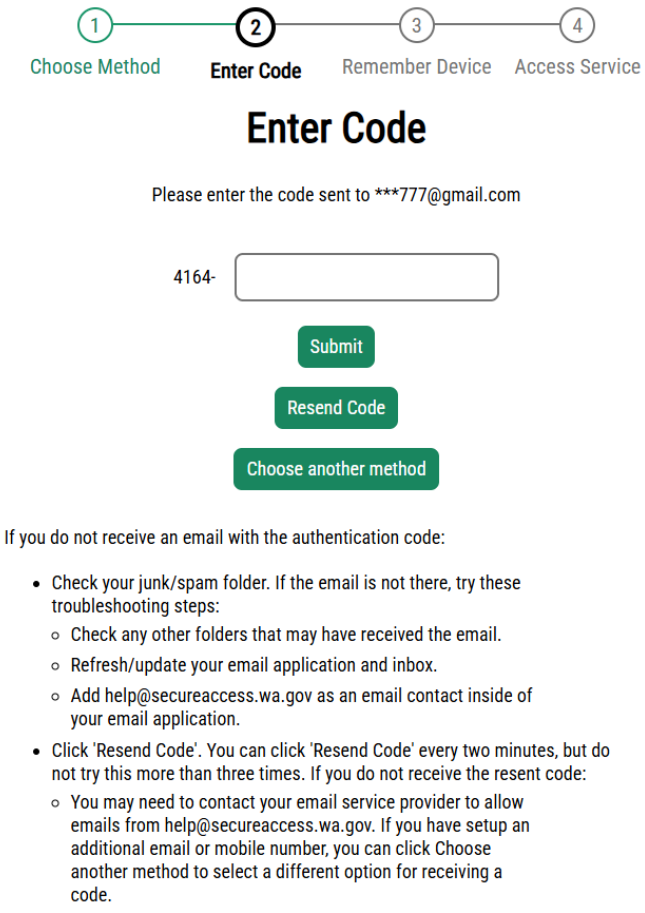
The MFA process is a security feature provided by SecureAccess Washington that helps to prevent unauthorized access to certain services. When you log into the BCS service, it will send a code via the MFA method of your choice (for example, sending you a code via email, if you choose the email option) to confirm that it is the actual account owner accessing the service.

The MFA system will prepopulate the email address and phone number you used at account setup. If this information is no longer accurate, you will need to create a new SAW account.

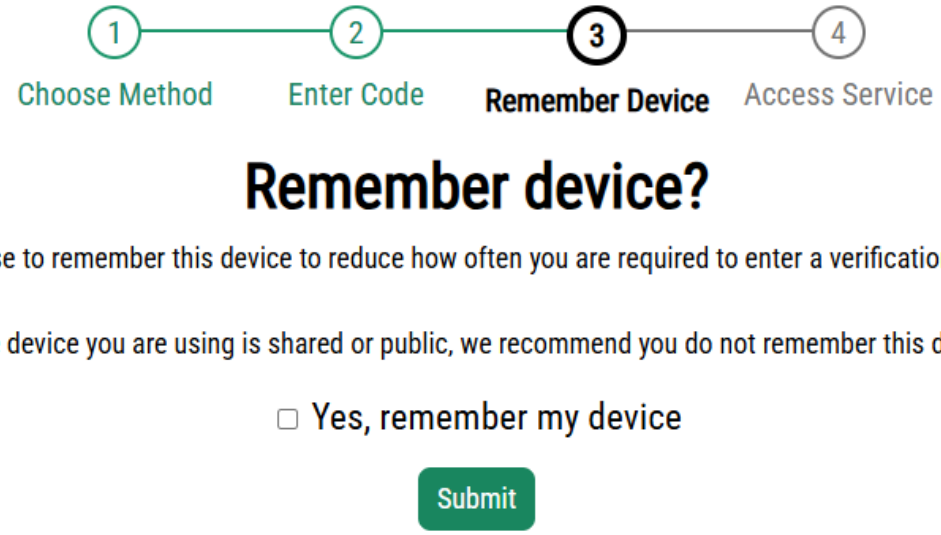
It will prompt you to select an MFA verification method as demonstrated below:



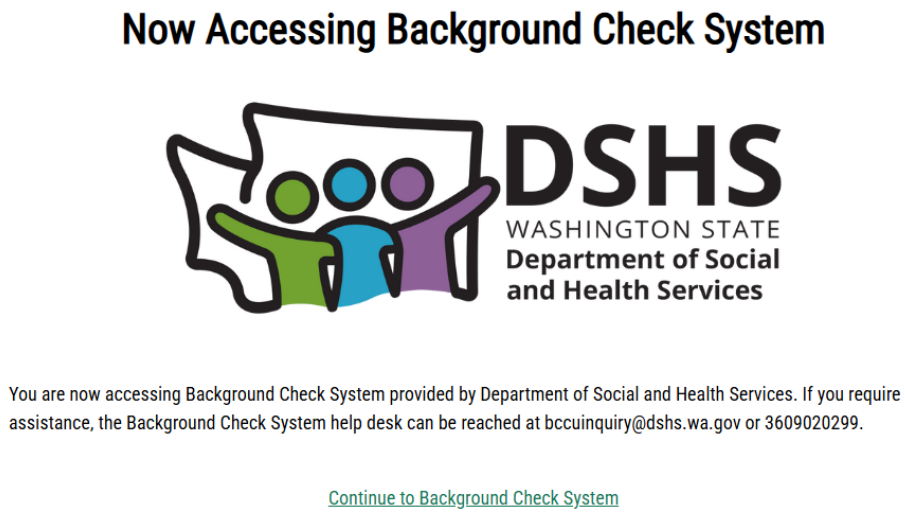
Upon selecting an MFA method, you will proceed to step 2 where you will receive an authentication code via the selected method. You must complete the code to proceed as demonstrated below:

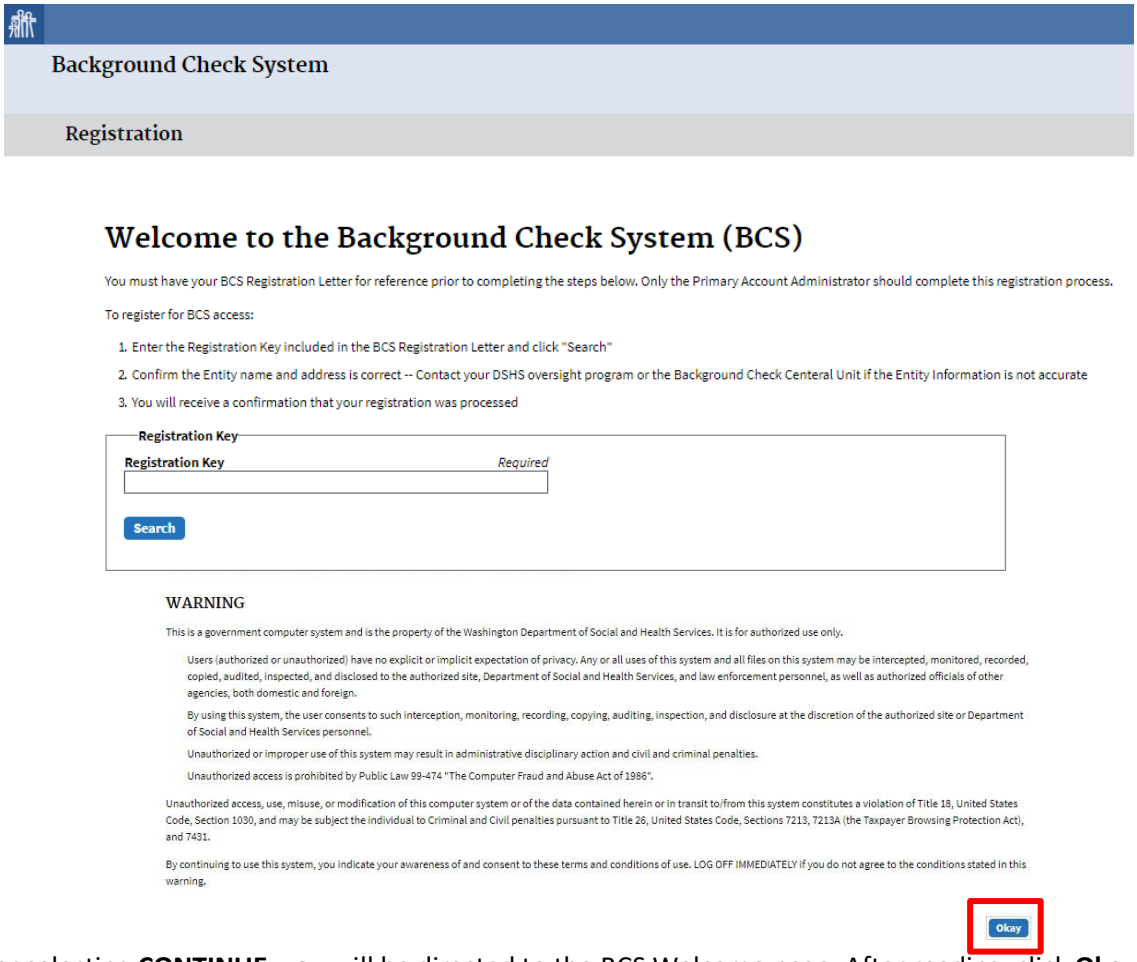


For the third step, you will be presented with the option to remember the device. This will likely decrease the frequency of the MFA code being requested. **Please Note:** You may be required to perform the Multi-Factor Authentication process multiple times. This is so that SAW can learn to recognize the device you are using. If you switch devices, or if another user also accesses BCS via the device, each user will be required to go through the MFA process for each individual account and device.



Upon logging into SAW with Multi-Factor Authentication, you must select **CONTINUE** to proceed with accessing BCS.





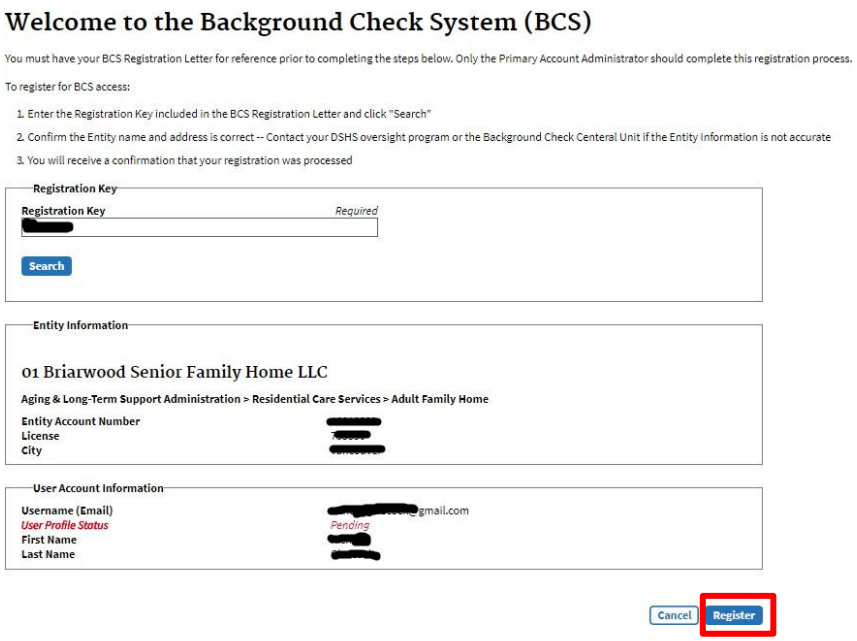
After selecting **CONTINUE**, you will be directed to the BCS Welcome page. After reading, click **Okay** on the bottom right.

NOTE: Please bookmark this link: https://secureaccess.wa.gov/dshs/bcs/ to your Google Chrome browser. It will allow you to access the Background Check System directly after logging in without needing to go through your Service List.

You will then arrive at the Background Check System Registration page.

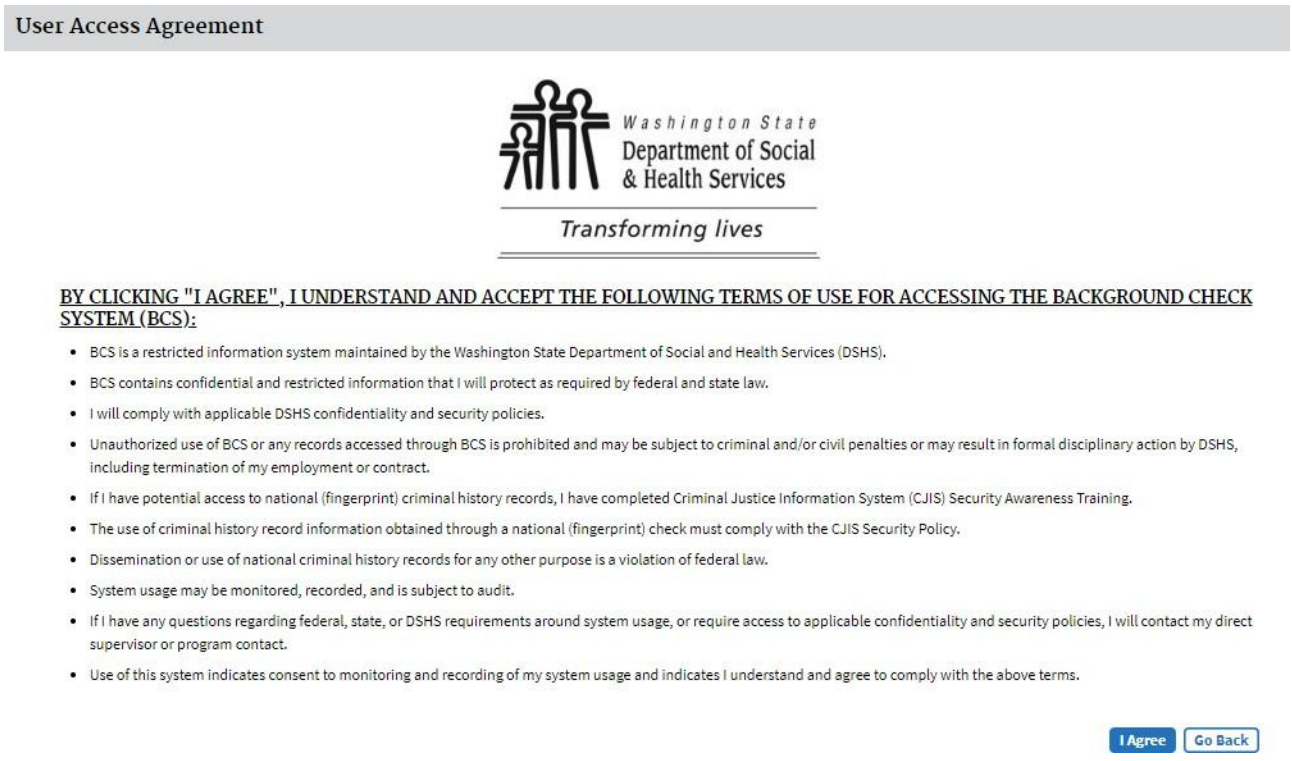
Enter the **Registration Key** provided in the emailed BCS Registration Letter and then click **Search**. Registration keys are specific to each individual user and they cannot be shared or reused. They are only valid for seven (7) days.

Your Entity Information and User Account Information will appear below the **Search** button. Click **Register** to confirm.



Please Note: If the information is incorrect or the Registration Key has expired, you will need to contact BCCU at bccuinquiry@dshs.wa.gov to get a new registration key issued.

It will then direct you to the BCS User Access Agreement page. Read the BCS User Agreement and Click **I Agree** in the lower right hand corner to continue into your BCS account.



Quick Tips and Suggestions

- If you are not successful at linking to your existing BCS account, you can **Remove** the service in SAW and reapply.
- If you enter the incorrect username/password multiple times, your account may become suspended. For assistance, please email BCCU at bccuinquiry@dshs.wa.gov.