4 Activate my Client Benefit Account (CBA)

- Check for your Confirmation email.
- Go to **www.WashingtonConnection.org**.
- Click the **Access Your Account** button on the **Login** tab to sign into your Washington Connection Account.
- From the Washington Connection Home page, hover over the **My Account** tab and click the **My CBA** button.
- Use the activation code provided in the email, your DSHS Client ID, and residential zip code from the selections provided.
- Click the **Next** button.
- Once you 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 to sign into your Washington Connection Account.
- Enter user ID and password.
- Click **Submit**.
- From the Washington Connection Home page, click the **My CBA** button on the **My Account** drop down menu.
- Read the **Client Benefit Account Notice**, and click **Accept** to view basic data about your case.

You can access your client benefit account on this free and secure website 24/7.

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 under My Account.

DSHS 22-1479 (Rev. 2/24)

Save time!
Access Public Benefits Online

Client Benefit Account

Washington State Department of Social & Health Services
Transforming lives

WASHINGTON CONNECTION your link to services

Here's why – 24/7 access to:

- ☑ Current benefits
- ☑ Benefit history
- ☑ Documents submitted
- ☑ Important dates
- ☑ Link to ProviderOne
- ☑ Link to access EBT card balance and replacement requests
- ☑ Pre-filled Mid-Certification Review

www.washingtonconnection.org

Scan the QR code or visit 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 a Washington Connection Account

- Go to **www.WashingtonConnection.org**.
- Click on **Create New Account** button on the Create Account drop down menu.
- Complete all the data fields 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 Account

- From the Confirmation email, click the second link provided to activate your Account.
- The **New User Account – Confirmation** screen will appear.
- Click the **Login** link.

– OR –

- From the Washington Connection Home page, hover over the **Create Account** tab and click 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.

Now that your Washington Connection Account is activated, you are ready to create your Client Benefit Account.

3 Create my Client Benefit Account (CBA)

- Click the **Access Your Account** button on the **Login** drop down menu to sign into your Washington Connection Account, or
- Click **My CBA** button on the **My Account** drop down menu.
- From the Summary page, click the **Access Client Benefit Account Information** link.
- Complete all the data fields on the Registration page exactly as DSHS has it on file using your residential zip code.
- Click the **Next** button.
- Check your email for the information on the next step to activate your Client Benefit Account (CBA).
- Click the **Log out** button next to your name.

Continued...