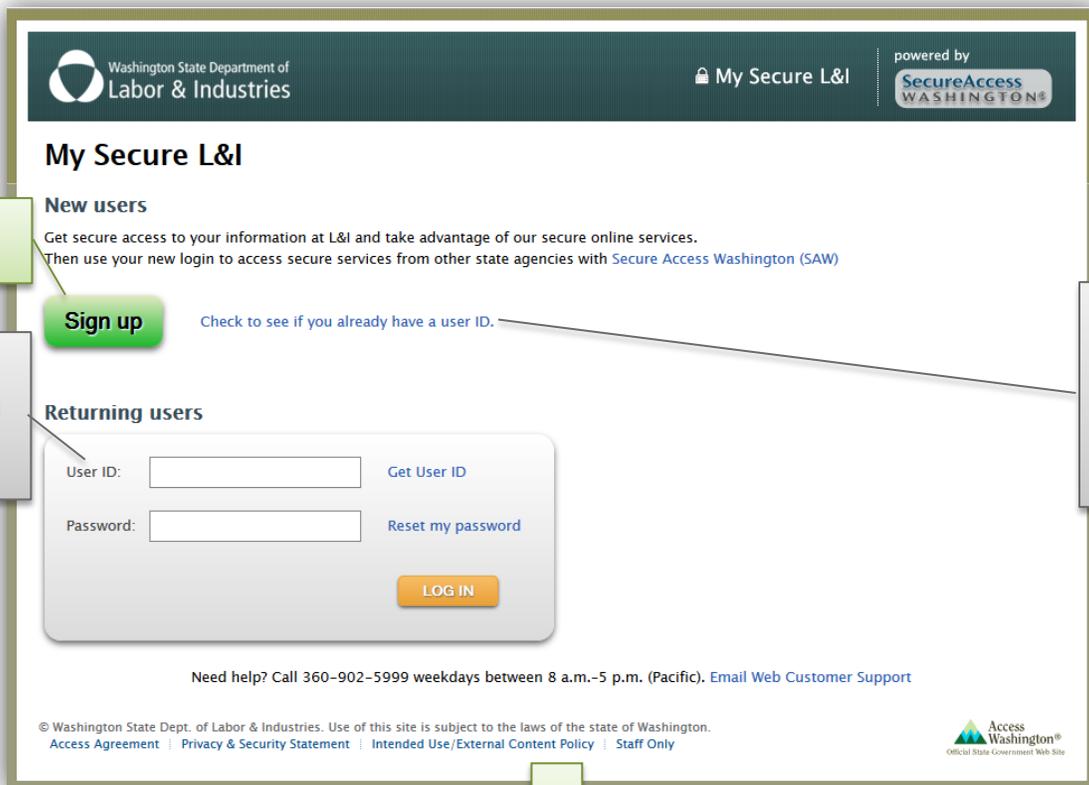


# My Secure L&I — How it works

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## 1. Sign up process



**HINT:** Password needs to be at least 10 characters and contain 3 of the following:

- uppercase letter
- lowercase letter
- number
- special character e.g. (\$ % #)

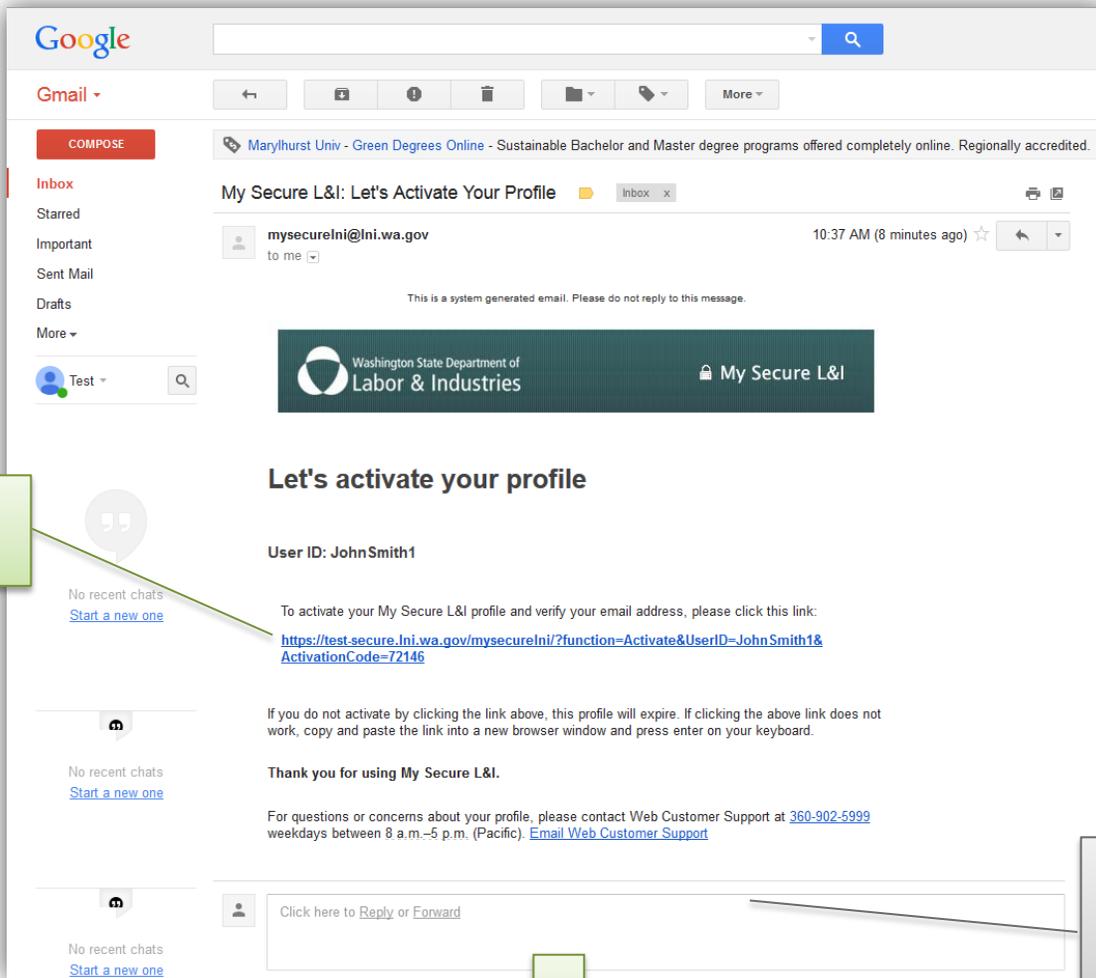
Do not include your User ID.

Fill out the form and click 'Continue'.

Go to your email account to find an email from My Secure L&I.

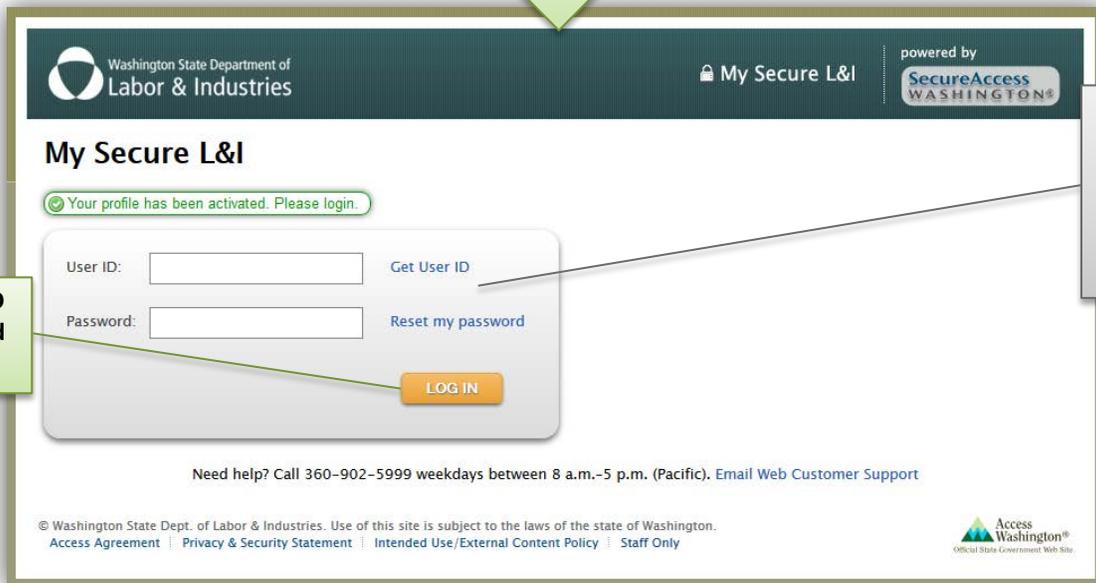
Check your inbox and click on the My Secure L&I email.

Your email client may differ from this one (demonstration purposes only).



Click the link to activate your profile.

Your email client may differ from this one (demonstration purposes only).



Enter your User ID and Password and click 'Log in'.

If you forget your User ID or Password, click these links for help.

## 2. Complete your set up

Washington State Department of Labor & Industries

My Secure L&I | Welcome, John Smith | LOG OFF

### John Smith

My tasks | All tasks | +

**My relationships with L&I**

You haven't yet completed your set up.

[Tell us who you are to access your information at L&I or see all tasks](#)

Sign up to access my information

**Other tasks**

- Get an electrical or factory assembled structure permit or inspection
- Register and track apprentices
- Get access to Workers' Comp information for local government
- Update and renew insurance policies for Construction and Electrical Telecommunicatoin Contractors
- Get access as a Trade Union to report wages
- Report and manage continuing education for the electrical trade
- Manage continuing education for self-insurance claim administrators
- Look up prevailing wage rates
- Settle a claim
- Look up Workers' Comp status
- Find a doctor
- Pay a balance due

See all tasks

My Services from other government offices

Need help? Call 360-902-5999 weekdays between 8 a.m.-5 p.m. (Pacific). Email Web Customer Support

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Click any one of these links to complete set up.

This is your dashboard. It will be populated with tasks related to your relationship once you complete your set up.

'Other tasks' are tasks not specifically related to a relationship.

Washington State Department of Labor & Industries

My Secure L&I | Welcome, John Smith | LOG OFF

### John Smith

My tasks | All tasks | +

**My relationships with L&I**

You haven't yet complete

[Tell us who you are to information at L&I or s](#)

Sign up to access my information

**Complete set up**

First, choose a role that applies to you.

- Injured Worker
- Legal representative for an injured worker
- Healthcare or other provider
- Employer or representative
- Third party administrator
- Third party accountant/bookkeeper
- Retro program administrator
- Centers for Occupational Health and Education
- Other

CONTINUE

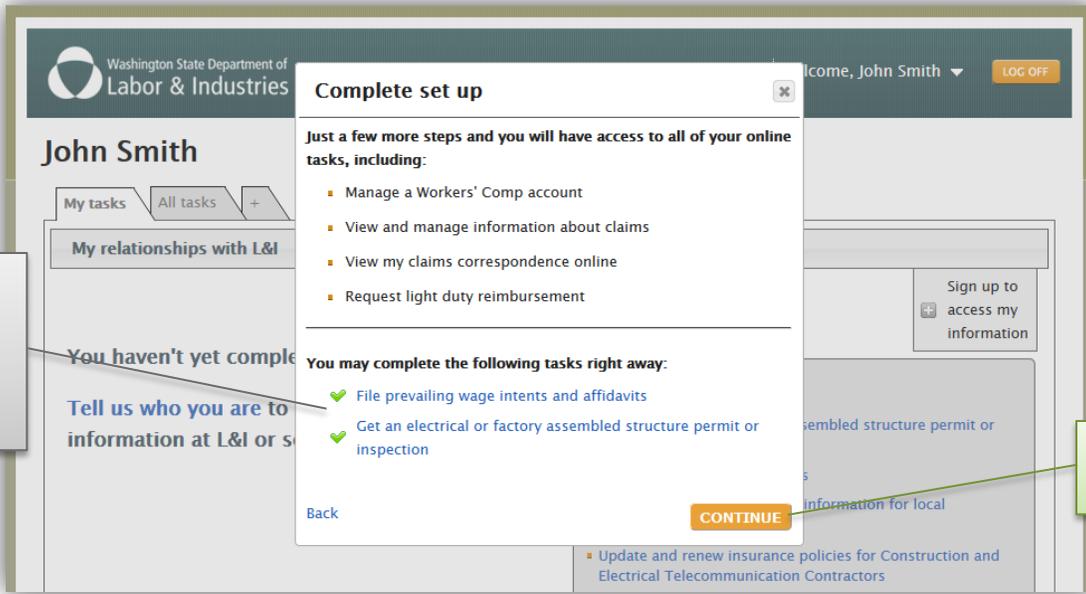
assembled structure permit or

s

information for local

If you have more than one relationship with L&I, you will be able to do this process again. Pick one to get started.

Select your type of relationship and click 'Continue'.



You can complete some tasks without setting up a role. Use these links to get started.

Click 'Continue' to complete set up.

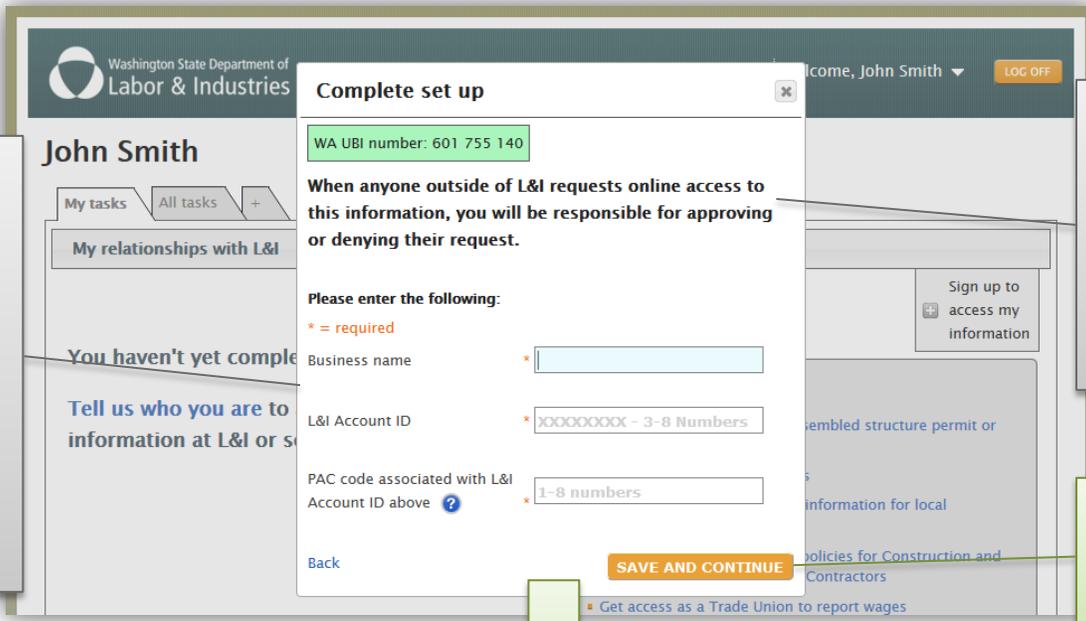
The WA UBI number is required to locate and provide access to your business information. Unified Business Identifier (UBI) is a nine-digit number assigned when a person completes a [Business License Application](#) to register with or obtain a business license in Washington State.



If you have another type of relationship with L&I, you may need to supply another type of identifying information.

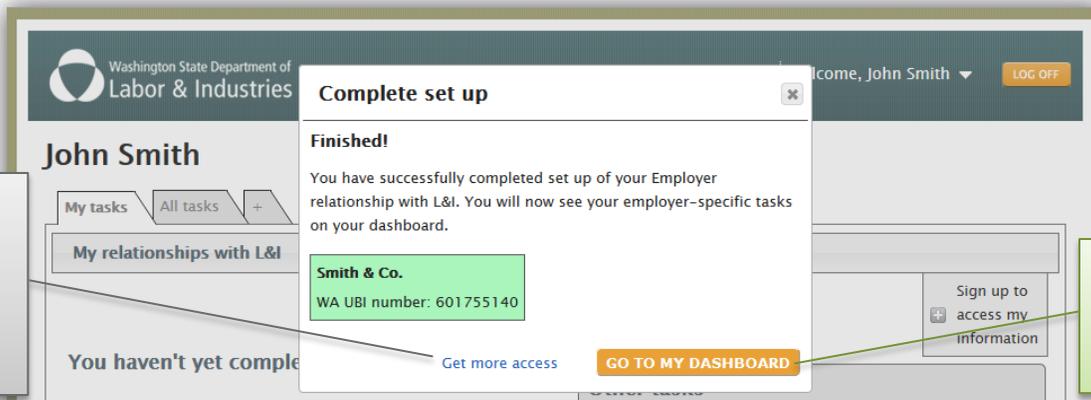
Enter WA UBI number and click 'Save and Continue'.

This information is required and must match our records in order to get access to your claim information online. Information required on this screen is also dependent on your relationship with L&I.



If someone else has already set up administrative rights of this information online, you might need to request access from that person.

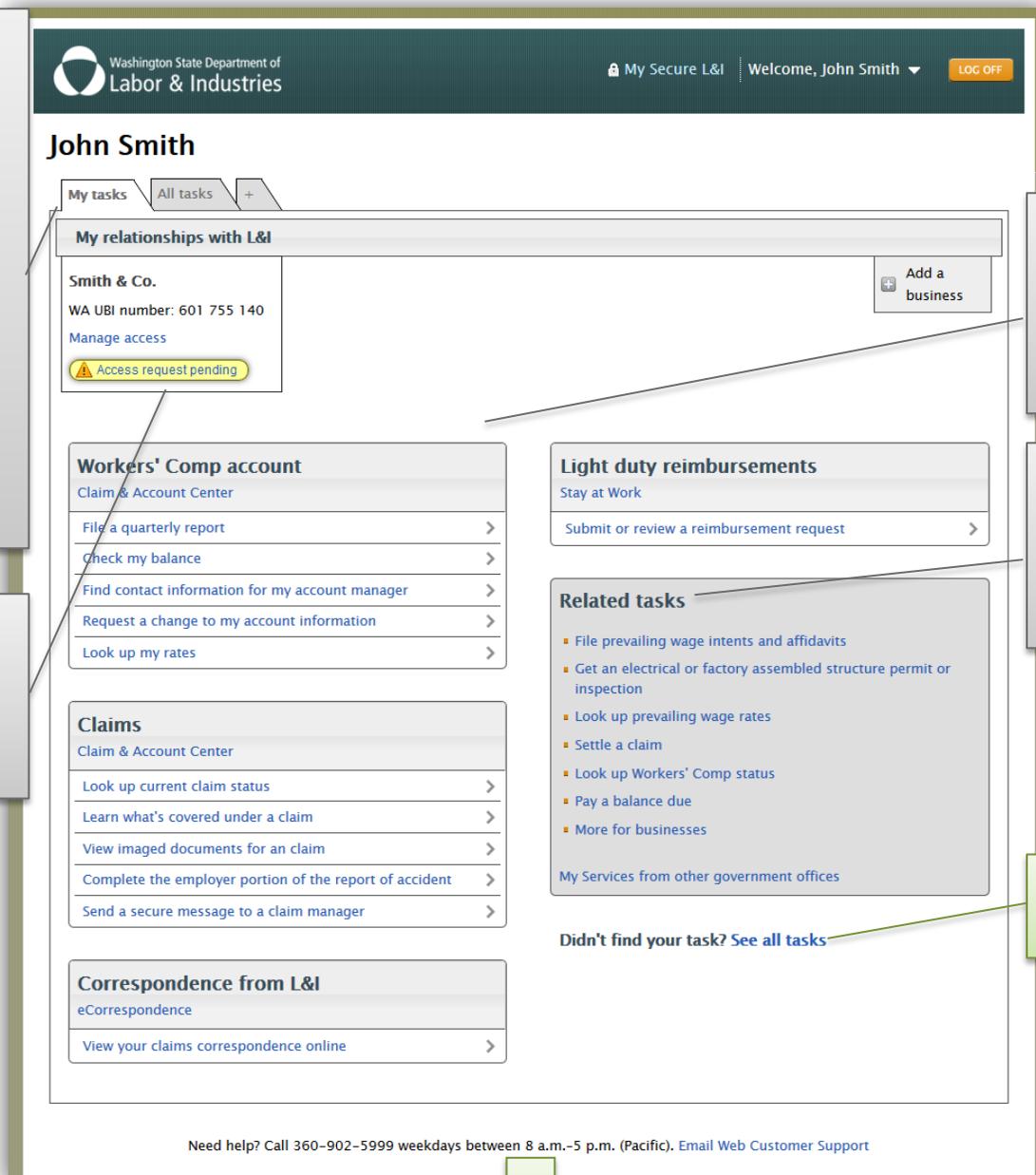
Fill out the information and click 'Save and Continue'.



'Get more access' allows you to add another relationship with L&I.

Your set up is complete. Click 'Go to my dashboard'.

### 3. See your tasks by relationship to L&I



This is your dashboard. Here you can see your top tasks and details about your relationship(s) with us. If you have more than one type of relationship with L&I, you can access tasks for the different types using the tabs along the top of your dashboard.

Your relationships with L&I, level of access, and any pending access requests.

This page provides access to the top tasks (frequent) for your employer relationship with L&I.

Related tasks (occasional) for your employer relationship with L&I.

To see all tasks, click 'See all tasks'.



This tab lists all available online tasks for the different relationship types.

You may need to sign up in a new relationship in order to get access to some tasks.

**HINT:** You are only able to set up one injured worker relationship per profile.

Hover over or click on your name to see a menu. Go to 'Profile' to manage access or change your personal information.

Washington State Department of Labor & Industries

My Secure L&I

Welcome, John Smith

LOG OFF

My Secure L&I

Profile

John Smith

My tasks | All tasks | +

**Injured Worker tasks:**

- Look up current claim status
- Learn what's covered under a claim
- View imaged documents for an claim
- Send a secure message to a claim manager
- View your claims correspondence online

show more...

[Sign up as an Injured Worker](#)

**Healthcare or other provider tasks:**

- Look up current claim status
- Learn what's covered under a claim
- View imaged documents for an claim
- Send a secure message to a claim manager
- View your claims correspondence online

show more...

[Sign up as a Provider](#)

**Third party administrator tasks:**

- File a quarterly report
- Check my balance
- Find contact information for my account manager
- Request a change to my account information
- Look up my rates

show more...

[Sign up as a TPA](#)

**Retro program administrator tasks:**

- Check my balance
- Find contact information for my account manager
- Look up my rates
- Look up current claim status
- Learn what's covered under a claim

show more...

[Sign up as a Retro](#)

**Other tasks:**

- Apply and pay for an electrical or factory assembled structure permit
- Schedule an electrical or factory assembled structure inspection
- Find an apprenticeship program
- Register an apprentice
- Look up the status of an apprentice

show more...

**Legal representative for an injured worker tasks:**

- Look up current claim status
- Learn what's covered under a claim
- View imaged documents for an claim
- Send a secure message to a claim manager
- View your claims correspondence online

show more...

[Sign up as a Legal Rep](#)

**Employer or representative tasks:**

- File a quarterly report
- Check my balance
- Find contact information for my account manager
- Request a change to my account information
- Look up my rates

show more...

[Add a business](#)

**Third party accountant/bookkeeper tasks:**

- Look up current claim status
- Learn what's covered under a claim
- View imaged documents for an claim
- Complete the employer portion of the report of accident
- Send a secure message to a claim manager

[Sign up as an Accountant](#)

**Health Services Coordinators and COHE Directors tasks:**

- Look up current claim status
- Learn what's covered under a claim
- View imaged documents for an claim
- Send a secure message to a claim manager
- Health Service Coordinators (HSC) can view claim-related information, coordinate care, and view performance reports

[Sign up as a COHE](#)

If you have been given a service code, enter it below to apply for access to the service.  [APPLY](#)

Need help? Call 360-902-5999 weekdays between 8 a.m.-5 p.m. (Pacific). Email Web Customer Support

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## 4. Manage access to your L&I information

Washington State Department of Labor & Industries | My Secure L&I | Welcome, John Smith | LOG OFF

### Profile

Access Settings | Personal Information

+ Request new access

**Smith & Co. Employer**  
 Unified Business ID (UBI) : 601 755 140

Access request pending  
 MANAGE ACCESS

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This tab lists all of your online relationships with us.

Click 'Manage Access' to view/edit access and to review a pending access request.



Washington State Department of Labor & Industries | My Secure L&I | Welcome, John Smith | LOG OFF

### Profile

Access Settings | Personal Information

Home > Manage Access > Manage access to Smith & Co.

#### Manage access for Smith & Co.

**New request pending your review**

**Jane Smith**  
 phone: (360) 123-1234  
 email: teststudy321@gmail.com

Limit this user's access to a single Account ID

Request received: 06/12/2014 12:37am

- Administrator** Set start/end date  
 Responsible for managing online access to secure data. When users request changes to their access, the Administrator(s) are notified to respond to the request. There must be at least one Administrator at all times.
- Account** Set start/end date  
 View all Workers' Comp account information.
- Claims** Set start/end date  
 View all claims information.
- Claims correspondence** Set start/end date  
 View claim-related correspondence only.

Notes from Jane  
 Hello, please grant me administrator access to this account.

APPROVE DENY

EDIT

#### Your access

- Administrator** started: 06/12/2014  
 Responsible for managing online access to secure data. When users request changes to their access, the Administrator(s) are notified to respond to the request. There must be at least one Administrator at all times.
- Account** started: 06/12/2014  
 View all Workers' Comp account information.
- Claims** started: 06/12/2014  
 View all claims information.
- Claims correspondence** started: 06/12/2014  
 View claim-related correspondence only.

Need help? Call 360-902-5999 weekdays between 8 a.m.-5 p.m. (Pacific). Email Web Customer Support

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Here you can view/edit the pending access request, and approve or deny it.

Click 'Personal Information' tab to update your personal profile information.

Click 'Edit' to make changes.

If you are an Administrator, all other people with access to this information will be listed here.

## 5. Update your personal information

Washington State Department of Labor & Industries | My Secure L&I | Welcome, John Smith | LOG OFF

### Profile

Access Settings | Personal Information

**Your personal information** UPDATE

User ID: **JohnSmith1**  
First name: John  
Last name: Smith  
Email: teststudy123@gmail.com  
Phone number: (360) 123-1234

[Update your password](#)

**Report misuse**  
Do you suspect misuse of your SAW Account? [Yes, I want to report misuse.](#)

**Delete SAW Account**  
Follow this [link to SecureAccess Washington](#) page. You will then be able to delete your SAW Account.

Need help? Call 360-902-5999 weekdays between 8 a.m.-5 p.m. (Pacific). [Email Web Customer Support](#)

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Click 'Update' to make changes to your personal information.

Examples of misuse include stealing your username and password.

Go here to delete this secure account across all state agencies.



Washington State Department of Labor & Industries | My Secure L&I | Welcome, John Smith | LOG OFF

### Profile

Access Settings | Personal Information

**Update your personal information**

User ID: **JohnSmith1**  
First name: \*   
Last name: \*   
Email: \*   
Phone number:  Ext:   
Secret question:   
Your answer: \*

Cancel SAVE CHANGES

[Update your password](#)

**Report misuse**  
Do you suspect misuse of your SAW Account? [Yes, I want to report misuse.](#)

**Delete SAW Account**  
Follow this [link to SecureAccess Washington](#) page. You will then be able to delete your SAW Account.

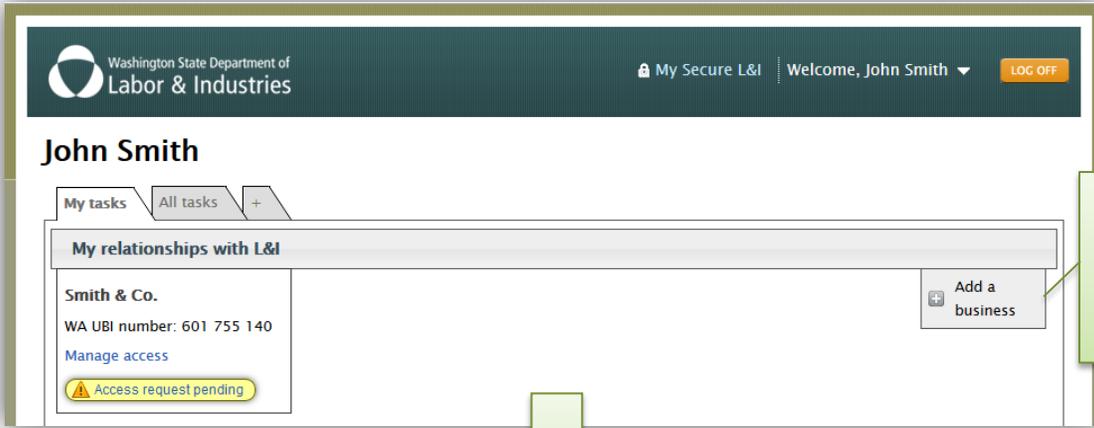
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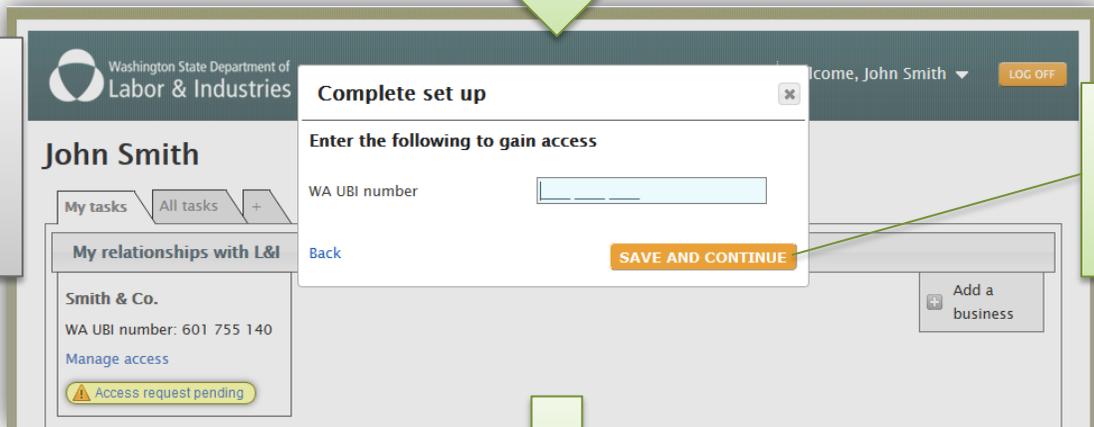
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Update your information and click 'Save Changes'.

## 6. Request access to information that already has an online Administrator

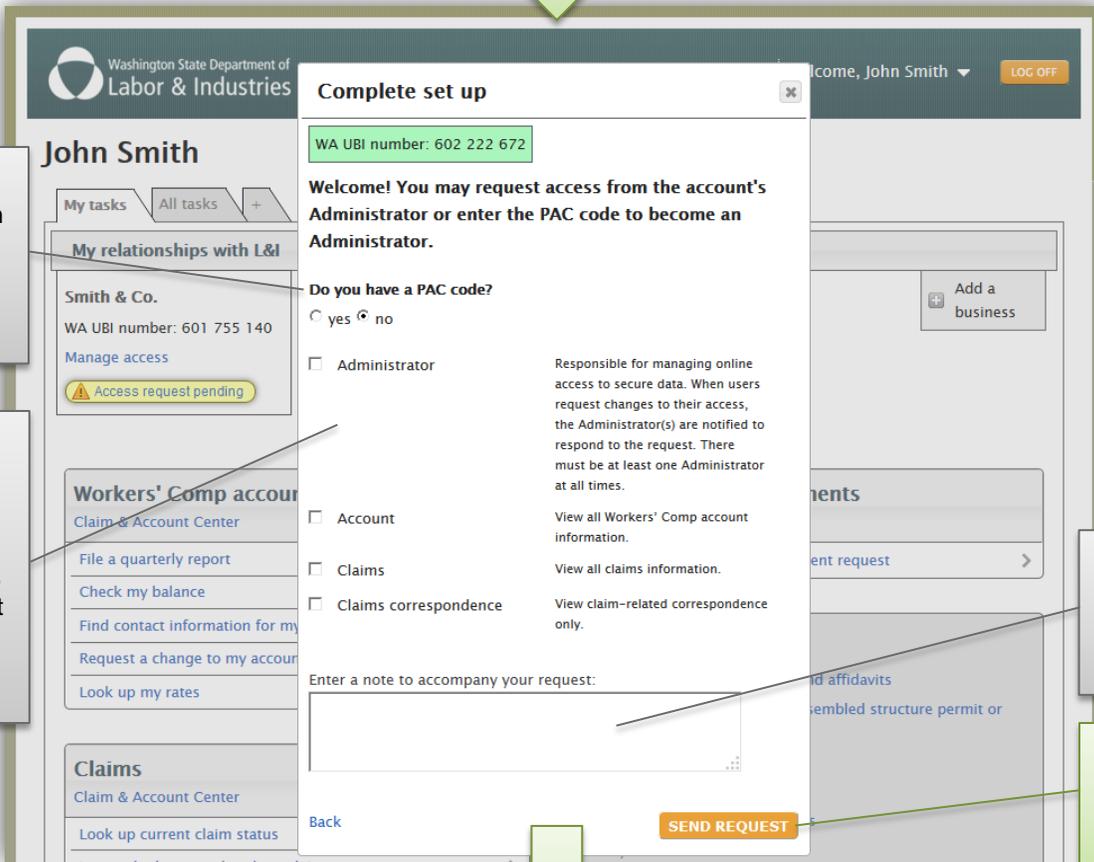


Click 'Add a business' to add another employer relationship.



Information required to complete set up is based on the relationship you select.

Enter the WA UBI number for the business and click 'Save and Continue'.

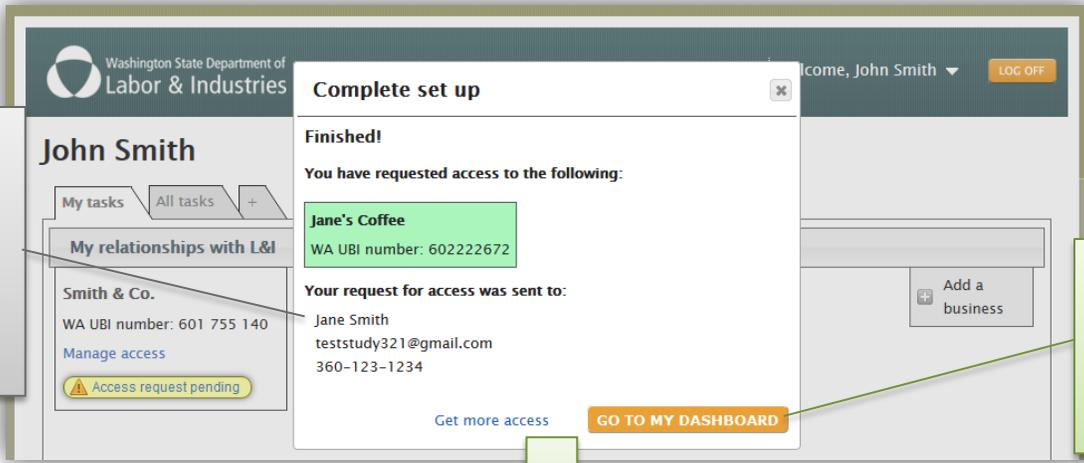


If you have the PAC code, you can enter it and get Administrator access right away.

If you don't have the PAC code, you can select the type(s) of access that you would like, and send a request to the Administrator.

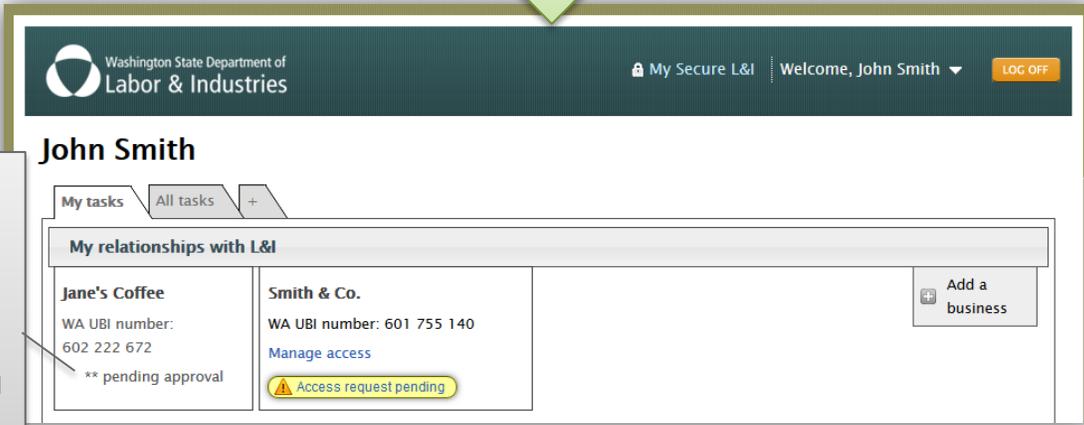
You can write a note that will accompany your request.

Click 'Send Request' to request access.



Here you can see contact information for the Administrator if you would like to follow up on your request.

Click 'Go to my dashboard' to see the pending request on your dashboard.



Your access request is pending the Administrator's review. Your status will be updated here and you may be notified by the Administrator as well.

## 6. Complete your additional security profile

**Complete your security profile**

We added a 2nd layer of security to our online services. In addition to your user ID and password, we will collect another piece of information when you log in to verify your identity.

You must complete your security profile to enable this 2nd layer of security. You will only have to do this once.

[Continue](#)

Depending on the kind of information you are accessing, you may need to set up additional security on your account.

**Complete your security profile**

**Back-up contact information (highly recommended)**

When you log in, we may ask you to enter a security code. You will have the choice to use either email or phone to complete this step.

**Email address**

If you choose email, we will send a security code to your choice of your primary or back-up email address. We will only ever use your back-up email address on your request to send a security code.

Primary email address: 23johnsmith27@gmail.com

Back-up email address:

[Continue](#)

Enter email information to be used for security challenges and click Continue

**Complete your security profile**

**Back-up contact information (highly recommended)**

When you log in, we may ask you to enter a security code. You will have the choice to use either email or phone to complete this step.

**Phone number**

If you choose phone, we will call you at your choice of your primary or back-up phone number and ask you to enter the security code displayed on your screen. We will only ever use your back-up phone number on your request to collect the security code from you.

Primary phone: (360) 555-1212

Back-up phone:  ext:

[Continue](#)

Enter a phone number where you can be reached for security challenges and click Continue

### Complete your security profile

**Security questions (required)**

Please select and answer 3 security questions that we may use to verify your identity when you log in.

Question 1: \* Please select a challenge question

Answer: \*

Question 2: \* Please select a challenge question

Answer: \*

Question 3: \* Please select a challenge question

Answer: \*

[Continue](#)

Set up three secret questions you'll easily be able to remember the answer to and click Continue



### Complete your security profile

**You have successfully set up the following login information:**

**Challenge Questions**

Question 1: What is the name of the first company you worked for?  
Answer: ACME Inc

Question 2: What is your paternal grandmother's first name?  
Answer: Kim

Question 3: What is your paternal grandfather's first name?  
Answer: Bob

**Phone Numbers**

Primary: +1 - 3605551212  
Back-up: +1 - 3601234567

**Email Addresses**

23johnsmith27@gmail.com  
johnsmith@work.com

**Would You Like Us to Remember this Computer?**

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.

[edit](#) [Continue](#)

Review your security profile data to ensure it is correct.

Remember the computer if it's your private machine or one you secure access to.  
Choose no if you're using a public computer or one you won't use often.



Washington State Department of Labor & Industries | My Secure L&I | Welcome, John Smith | Log out

## Multi-factor Authentication

We must verify your identity with a one-time use security code.

Please choose how you want to receive your security code.

Note: The one-time security code is only valid for 10 minutes. Make sure you have easy access to whichever method you choose.

- Phone**  
Receive the security code on the screen and enter it into the phone when we call you.
- Email**  
Receive the security code in an email and enter it on the screen.

Cancel Continue

L&I home page | SecureAccess Washington

Contact us | Contact Labor & Industries

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After setting up your additional security profile, you may be prompted to complete a security challenge upon login.

Choose phone or email depending on how you'd like to complete the challenge.



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## Multi-factor Authentication

We must verify your identity with a one-time use security code.

We are now calling the phone number you selected. When prompted, enter the confirmation code below into your phone.

We are now calling: +1 - XXXXXX6627

When prompted, please enter the following security code into your phone.

**Security Code: 250502**

If you do not receive the phone call within 60 seconds, or encounter other problems, [Click here](#).

Cancel

Choose which phone number or email to have your challenge secret code sent to.

You can also change your settings to remember the computer in the future if desired.



Washington State Department of Labor & Industries | My Secure L&I | Welcome, John Smith | Log out

## Multi-factor Authentication

We must verify your identity with a one-time use security code.

We are now calling the phone number you selected. When prompted, enter the confirmation code below into your phone.

We are now calling: +1 - XXXXXX6627

When prompted, please enter the following security code into your phone.

**Security Code: 250502**

If you do not receive the phone call within 60 seconds, or encounter other problems, [Click here](#).

Cancel

Your security code will be emailed to you, or displayed on screen.

Enter into your touch-tone phone keypad for phone challenges, or enter on screen if the code is sent to you via email.



## Multi-factor Authentication

Verification successful!

[Update Security Profile](#)

Continue

When the system remembers your computer, you should receive a 'Verification successful' message rather than a challenge.

You can update your security profile when a challenge is successful.