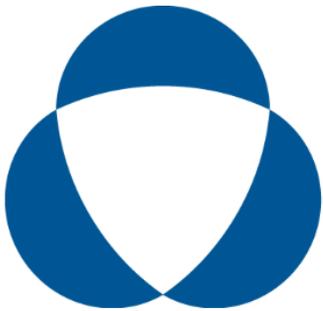


To access the ***Claim and Account Knowledge Base***, you will need a My L&I account. Signing up is easy and no cost.

To sign up for My L&I and access the *Claim and Account Knowledge Base*, [start here](#) (page 2).

If you already have a My L&I account, [start here](#) (page 14).

If you experience issues with access to the Claim and Account Knowledge Base once signed up, see the [troubleshooting](#) information beginning on page 22.



Washington State Department of Labor & Industries

How to sign up for My L&I and access the *Claim and Account Knowledge Base*

1. Sign up process – go to <https://secure.ini.wa.gov/home/>

The screenshot shows the 'My L&I' sign-up page. At the top, it features the Washington State Department of Labor & Industries logo and the 'My L&I' lock icon, along with the 'powered by SecureAccess WASHINGTON' logo. The main heading is 'My L&I'. Under 'New users', there is a 'Sign up' button and a link to 'Check to see if you already have a user ID.'. Below this is the 'Returning users' section with input fields for 'User ID:' and 'Password:', and links for 'Get User ID', 'Reset my password', and a 'Log in' button. A green arrow points from the 'Sign up' button to a callout box. A yellow arrow points from the 'Check to see if you already have a user ID.' link to another callout box. A third yellow arrow points from the 'Log in' button to a third callout box. At the bottom, there are social media icons, contact information, and a footer with legal notices and the 'Access Washington' logo. A large green arrow points downwards from the bottom of the page.

Click here to sign up.

Once you set up a profile, you can log in here.

Prevent duplicate accounts by first checking to ensure you do not already have an active one.

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

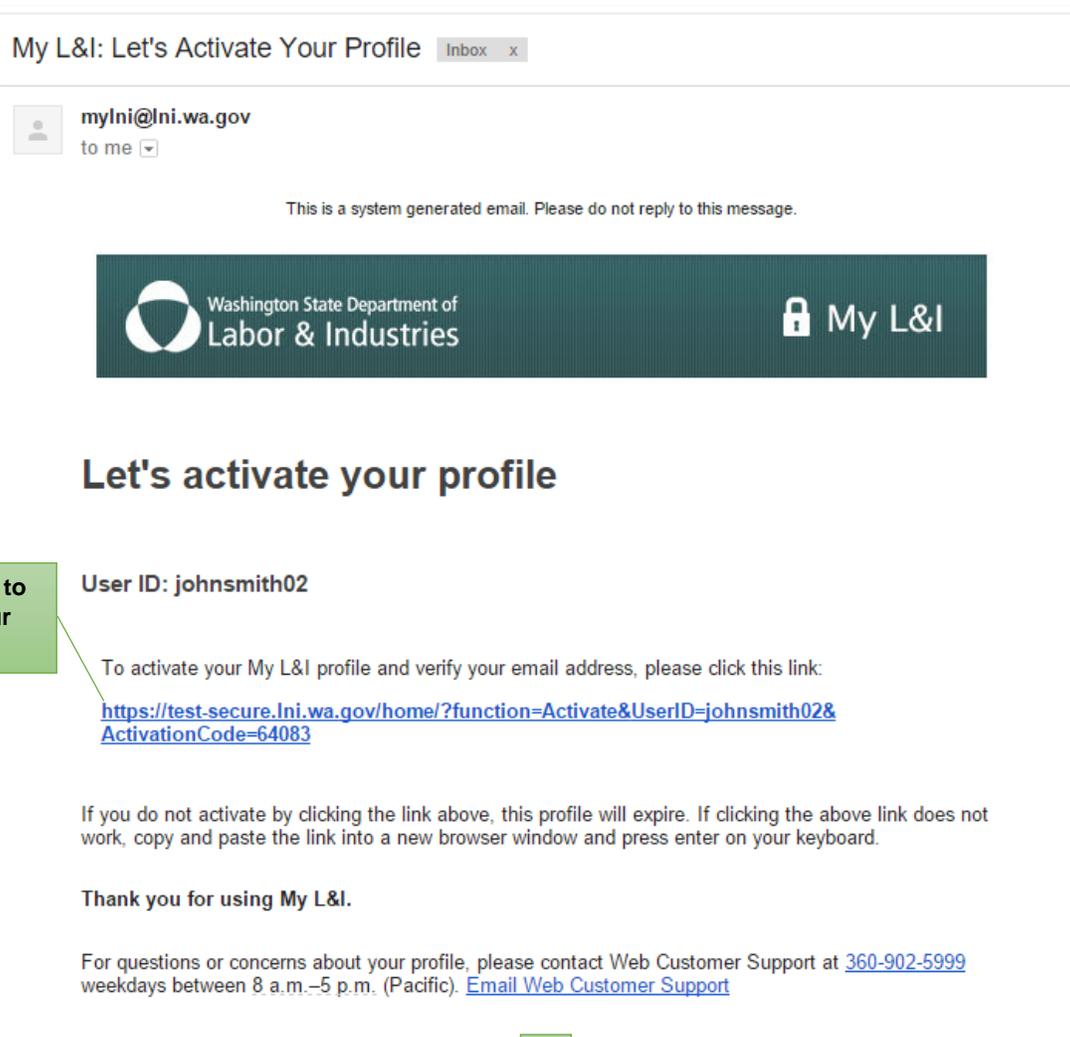
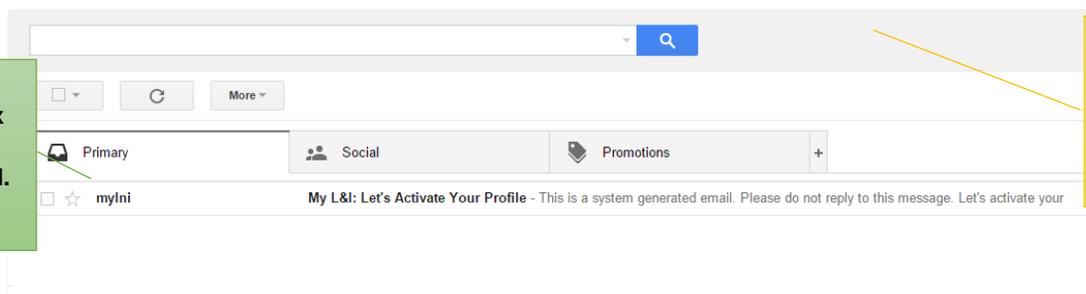
- uppercase letter
- lowercase letter
- number
- special character e.g. (\$ % #)

Do not include your User ID.

Fill out the form and click 'Continue', complete the picture verification, then click 'Continue' again.

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

Your email client may differ from this example.



Click the link to activate your profile.



The screenshot shows the 'My L&I' login interface. At the top, it features the Washington State Department of Labor & Industries logo and the 'My L&I' title, with 'powered by SecureAccess WASHINGTON' on the right. The main heading is 'My L&I'. Below it, the 'New users' section provides instructions on getting secure access and includes a 'Sign up' button and a link to check if the user already has an account. A green notification box states 'Your profile has been activated. Please login.' Below this is the 'Returning users' section, which contains input fields for 'User ID' and 'Password', and buttons for 'Get User ID', 'Reset my password', and 'Log in'. At the bottom, there is contact information for customer support.

Washington State Department of Labor & Industries

My L&I

powered by SecureAccess WASHINGTON

My L&I

New users

Get secure access to your information at L&I and take advantage of our secure online services. Then use your new login to access secure services from other state agencies with [Secure Access Washington \(SAW\)](#)

Sign up Check to see if you already have a user ID.

Your profile has been activated. [Please login.](#)
You have logged out successfully.

Returning users

User ID: [Get User ID](#)

Password: [Reset my password](#)

Log in

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

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 and add *Claim and Account Knowledge Base* to your profile.

Washington State Department of Labor & Industries

My L&I | John Smith | Log out

My Profile

You haven't yet completed your set up.
To access your information at L&I:

[Complete set-up](#)

My personal information [Update](#)

User Id:	johnsmith02
First name:	John
Last name:	Smith
Email:	testingmylni@gmail.com
Phone number:	(903) 229-3973

Secure Access Washington (SAW)

My L&I is powered by SAW. With SAW, you can use your user ID and password to access online services from multiple state government offices.

- [Access my services from other government offices](#)
- [Report suspected misuse of my SAW account](#)
- [Cancel my SAW account](#)

[L&I home page](#)
[SecureAccess Washington](#)

[Contact us](#)
[Contact Labor & Industries](#)

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Access Washington®
Official State Government Website

Click this link to complete set up and add Claim and Account Knowledge Base to your profile.

This is your profile. It will detail your relationship(s) with L&I once you complete set-up.



Washington State Department of Labor & Industries

My Profile

You haven't yet completed your set up. To access your information at L&I:

Complete set-up

Complete set up

First, choose a role that applies to you.

- Injured Worker or Authorized Delegate
- Legal representative for an injured worker
- Medical or Vocational provider
- Billing provider
- Independent Medical Examination (IME) Provider
- Employer or representative
- Third party administrator
- Third party accountant/bookkeeper
- Retro program administrator
- Health Services Coordinators and COHE Directors
- Surgical Best Practices Coordinator
- Best Practice Activity Coach
- Other

Cancel Continue

Select 'Other', then click on 'Continue'

 **NOTE:** If you want to utilize more features of My L&I available to vocational providers than just the *Claim and Account Knowledge Base*, choose the role 'Medical or Vocational provider' and follow the prompts to completion. You can then go back and add the *Claim and Account Knowledge Base*, using the instructions beginning on [Page 14](#).

Washington State Department of Labor & Industries

My L&I

Log out

My Profile

You haven't yet completed your set up. To access your information at L&I:

Complete set-up

Complete set up

Choose your task:

- Public Works for Awarding Agencies
- Electronic Permits & Inspections (EPIS)
- Manage and pay outstanding elevator invoices
- Register and track apprentices
- Public agency access to employer's workers' comp premium data
- Update and renew insurance policies for Construction and Electrical Telecommunication Contractors
- Take the Medical Examiners' handbook certification test
- 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
- Claim and account knowledge base**
- Elevator Plan Review

Back

Update
essTestPreProd
lap@yahoo.com
02-4815
SAW)
AW, you can use your user ID and s from multiple state government

Click on 'Claim and account knowledge base'

Contact us
Contact Labor & Industries

L&I home page

My Profile

You haven't yet completed your set up
To access your information at L&I:

Complete set-up

Set up this service

Claim and account knowledge base

First Name *

Last Name *

Phone Number *

Phone Extension

Email *

Vocational Provider ID

Complete all fields marked by *, then click 'Continue'

If you are a Vocational Provider, also enter your Provider ID here



My Profile

You haven't yet completed your set up
To access your information at L&I:

Complete set-up

Set up this service

Claim and account knowledge base

First Name *

Last Name *

Phone Number *

Phone Extension

Email *

Vocational Provider ID

 You now have access to the claim and account knowledge base. Go to your Additional tasks dashboard to access the system.

Okay

Review message, then click 'Okay'



My Profile

My tasks

+ Get more access

My profile

User ID: [redacted] PreProd

First name: [redacted]

Last name: [redacted]

Email: mwdunlap@yahoo.com

Phone number: (360) 902-4815

Click 'My Tasks'

Secure Access Washington (SAW)

My L&I is powered by SAW. With SAW, you can use your user ID and password to access online services from multiple state government offices.

[Access my services from other government offices](#)

[Report suspected misuse of my SAW account](#)

[Cancel my SAW account](#)



My Profile

Claim and account knowledge base

Use the searchable knowledge base to find laws, rules and policies related to claims and accounts

You can now access the Claim and Account Knowledge Base. Simply click anywhere in the box.



L&I home page

SecureAccess Washington

Contact us

Contact Labor & Industries

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Washington State Department of Labor & Industries

Claim and Account Knowledge

Home

Enter your question or search term

Topics

- Agency Information
- Claim Reopening
- Claim Resolution
- Claim Validity
- Claims Policy Manual
- Employer Accounts
- Employment Coverage
- Field Audit
- Independent Medical Examinations (IME)

Announcements

- Welcome to the Claim and Account Knowledge Base!
- How to Browse the Topics

Popular Articles

- Course of Employment and Parking Lot Injuries
- Time-Loss Eligibility RCWs and WACs
- RCW 51.32.090: Temporary total disability -- Partial restoration of earning power -- Return to available work -- When employer continues wages - Limitations - Finding - Rules.
- Policy 5.12 - Determining Eligibility for Time-Loss Compensation When Employer Pays Worker - Kept on Salary (KOS)
- Tips for Verifying KOS

Quick Links

- My Bookmarks
- Recently Added
- Recently Updated
- Help

Welcome to the Claim and Account Knowledge Base!

You can search for information using the search box above or browse through the topic tree on the left.

Click on 'Help' in the 'Quick Links' for helpful information on using the system.

How to access the Claim and Account Knowledge Base with an existing My L&I Account

Go to <https://secure.lni.wa.gov/home/> and sign in

Washington State Department of Labor & Industries

Mail My L&I Re Log out

My Profile

Administrator Program tasks

Additional tasks

+ Get more access

My personal information Update

User Id: ORCA
First name:
Last name: ORCA
Email: hotmail.com
Phone number: (360) 902-

Secure Access Washington (SAW)

My L&I is powered by SAW. With SAW, you can use a single password to access online services from multiple government offices.

Access my services from other government offices

Report suspected misuse of my SAW account

Cancel my SAW account

Go to 'My Profile', and click on '+ Get more access'

Washington State Department of Labor & Industries

My Profile

Administrator

+ Get more access

Complete set up

First, choose a role that applies to you.

- Injured Worker or Authorized Delegate
- Legal representative for an injured worker
- Medical or Vocational provider
- Billing provider
- Independent Medical Examination (IME) Provider
- Employer or representative
- Third party administrator
- Third party accountant/bookkeeper
- Retro program administrator
- Health Services Coordinators and COHE Director
- Surgical Best Practices Coordinator
- Best Practice Activity Coach
- Other

Cancel Continue

Select 'Other', then click on 'Continue'

Cancel my AWS account

secure.lni.wa.gov/home/mylni/default.aspx#registration/otherTasks

Washington State Department of Labor & Industries

Mail My L&I Log out

Complete set up

Choose your task:

- Public Works for Awarding Agencies
- Electronic Permits & Inspections (EPIS)
- Manage and pay outstanding elevator invoices
- Register and track apprentices
- Public agency access to employer's workers' comp premium data
- Update and renew insurance policies for Construction and Electrical Telecommunication Contractors
- Take the Medical Examiners' handbook certification test
- 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
- Claim and account knowledge base
- Elevator Plan Review

Click on 'Claim and account knowledge base'

Back

L&I home page

Contact us
Contact Labor & Industries

My Profile

Administrator

+ Get more access

Set up this service

Claim and account knowledge base

First Name *	VRC
Last Name *	ORCA
Phone Number *	(360)-902-[redacted]
Phone Extension	
Email *	[redacted]@hotmail.com
Vocational Provider ID	

Cancel Continue

The fields marked by * are automatically filled. Enter your Vocational Provider ID then click on **Continue**.

Enter your Vocational Provider ID here



offices.
[Access my services from other government offices](#)
[Report suspected misuse of my SAW account](#)
[Cancel my SAW account](#)

Washington State Department of Labor & Industries

Mail My L&I R Log out

My Profile

Administrator

+ Get more access

Set up this service

Claim and account knowledge base

First Name * VRC

Last Name * ORCA

Phone Number * (360)-902-

Phone Extension

Email * @hotmail.c

Vocational Provider ID

You now have access to the claim and account knowledge base. Go to your Additional tasks dashboard to access the system.

Okay

Review message, then click 'Okay'

Access my services from other government offices

Report suspected misuse of my SAW account

Cancel my SAW account

The screenshot shows the 'My Profile' page of the Washington State Department of Labor & Industries. The page is divided into several sections:

- Header:** Washington State Department of Labor & Industries logo and navigation links for 'My L&I' and 'Log out'.
- My Profile:** A section containing a user profile card with 'Administrator' role, 'Edit Name', and 'Manage access' options, and a 'Program tasks' button.
- My personal information:** A section with 'Update' link and fields for 'User id: ORCA', 'First name', 'Last name: ORCA', 'Email: @hotmail.com', and 'Phone number'.
- Additional tasks:** A section with an 'Additional tasks' button and a list of actions: 'Secure access', 'My L&I is powered by...', 'Access my services', 'Report suspected misuse of my SAW account', and 'Cancel my SAW account'.

A blue callout box with a white border and a pointer to the 'Additional tasks' button contains the text: **Click on 'Additional Tasks'**

My Profile

Claim and account knowledge base

Use the searchable knowledge base to find laws, rules and policies related to claims and accounts

You can now access the Claim and Account Knowledge Base. Simply click anywhere in the box.



L&I home page

SecureAccess Washington

Contact us

Contact Labor & Industries

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Washington State Department of Labor & Industries

Claim and Account Knowledge

Home

Enter your question or search term

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- Employer Accounts
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- Field Audit
- Independent Medical Examinations (IME)

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- RCW 51.32.090: Temporary total disability -- Partial restoration of earning power -- Return to available work -- When employer continues wages - Limitations - Finding - Rules.
- Policy 5.12 - Determining Eligibility for Time-Loss Compensation When Employer Pays Worker - Kept on Salary (KOS)
- Tips for Verifying KOS

Quick Links

- My Bookmarks
- Recently Added
- Recently Updated
- Help

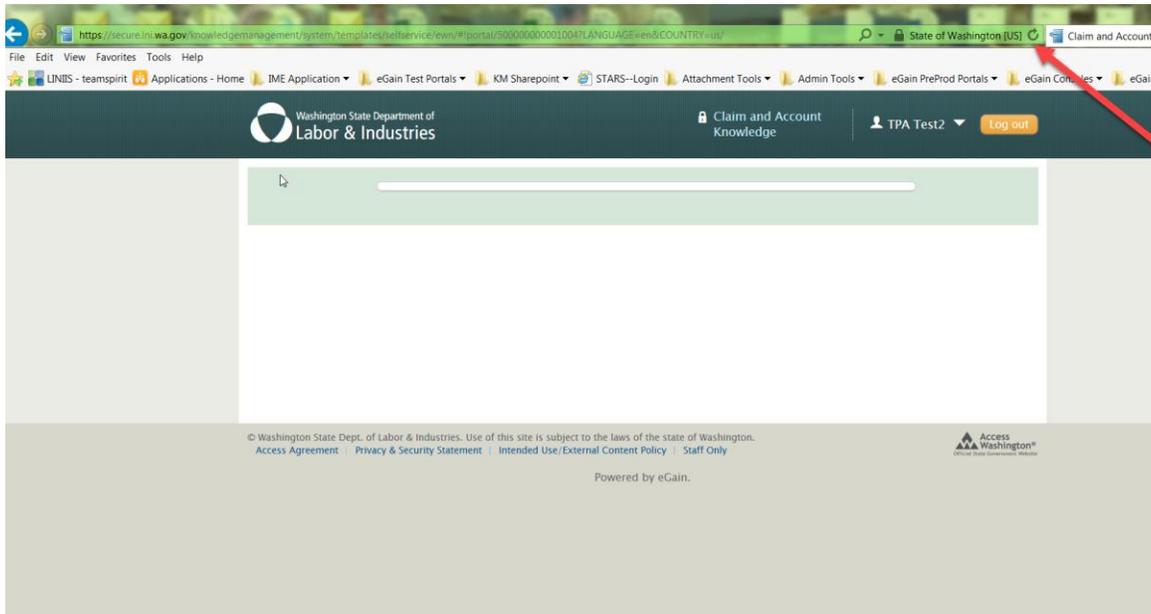
Welcome to the Claim and Account Knowledge Base!

You can search for information using the search box above or browse through the topic tree on the left.

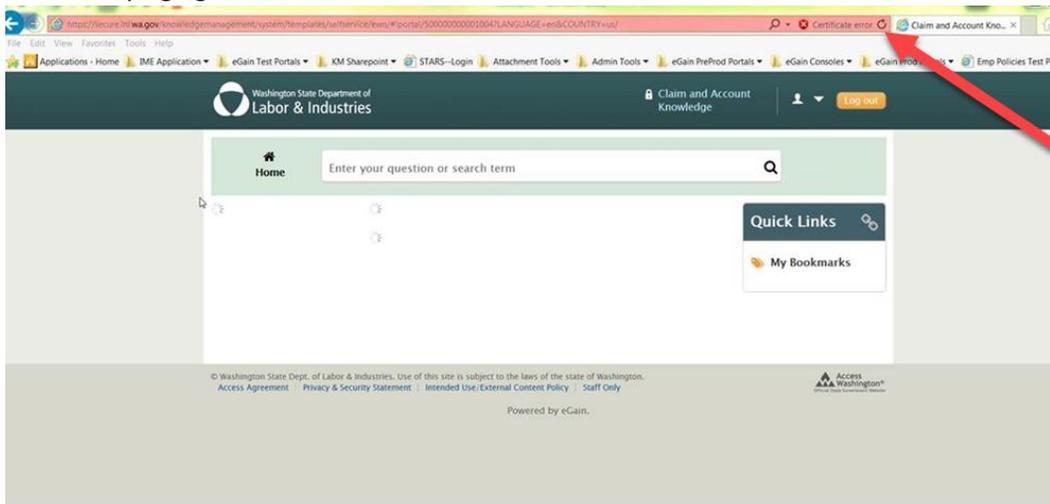
Click on 'Help' in the 'Quick Links' for helpful information on using the system.

Troubleshooting Information

1. If you have problems signing up for or using My L&I, contact Web Customer Support at WebSupport@Lni.wa.gov or call 360-902-5999 weekdays 8 a.m. to 5 p.m. (Pacific).
2. If you are trying to access the *Claim and account knowledge base*, and get the following screen, try refreshing your browser.



3. If you are trying to access the *Claim and account knowledge base* and the page is spinning but not loading like the screen below, also try refreshing the browser. If that does not solve the problem, try a different browser (such as **Internet Explorer**, **Google Chrome** or **Firefox**) if you have them. You can also try waiting a few minutes and trying again.



4. If you are having the problems above and are not able to resolve, or have a different problem, contact Web Customer Support at WebSupport@Lni.wa.gov or call 360-902-5999 weekdays 8 a.m. to 5 p.m. (Pacific).