
SecureAccess Washington “SAW”

User Interface Update



What is happening?

Improvements are coming to the Secure Access Washington (SAW) site. It will soon have a new interface, or look and feel.

When is this happening?

This update to the SAW user experience will be ready in test on July 6, 2018.
The update will be applied to production SAW on August 3, 2018 at 7 a.m.

Why is this happening?

These changes are focused on improving the customer experience and will:

- More clearly show that SAW is operated by Washington state
- Feature agency logos so customers have more continuity when accessing SAW from an agency site
- Increase accessibility by improving the display on mobile devices
- Offer enhanced help features to improve guidance for users
- Result in users getting help faster through improved routing of support tickets

If you have enhancement requests please contact your WaTech Customer Account Manager or send them directly to the [SAW Team](#) for evaluation.

Who will this impact?

All users of SecureAccess Washington

How will this impact me?

Agency documentation will require updating and agencies will need to evaluate the impact of these changes

- Agencies should watch for updates from WaTech to post on agency websites or applications for the benefit of their end users.
- Agencies may need to update existing desk manuals, user instructions, or procedures, with images of the new interface.