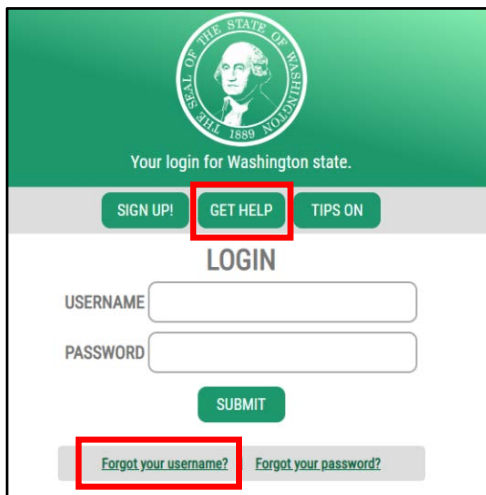


Recovering SAW Account Login Information

You will need to set up a Secure Access Washington (SAW) account using your business email to use the WaTix application for electronic catch reporting. If you already have a SAW account registered with your email but need to recover your username and/or password, follow the steps below.

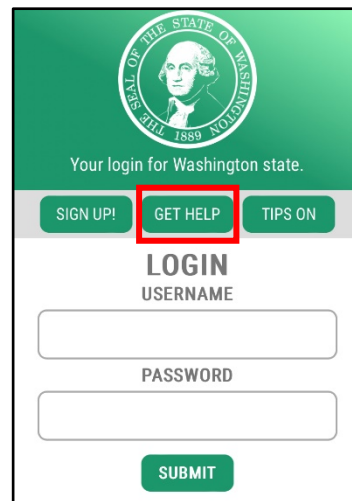
Recover your username:

1. Go to secureaccess.wa.gov
2. To recover your username, click the “Get Help” button or the “Forgot your username?” link.
(The “Forgot your username?” link is not available when using your mobile device)



The screenshot shows the SAW login page on a computer. At the top, there is a green header with the Washington state seal and the text "Your login for Washington state." Below the header are three buttons: "SIGN UP!", "GET HELP", and "TIPS ON". The "GET HELP" button is highlighted with a red box. Below the buttons is a "LOGIN" section with input fields for "USERNAME" and "PASSWORD", and a "SUBMIT" button. At the bottom, there are two links: "Forgot your username?" and "Forgot your password?". The "Forgot your username?" link is highlighted with a red box.

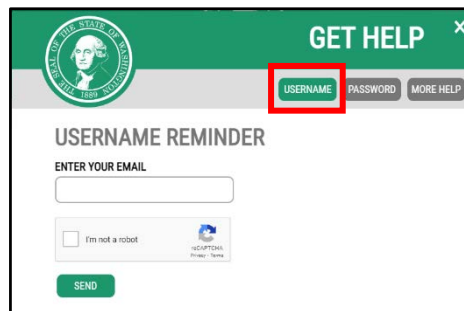
(Computer View)



The screenshot shows the SAW login page on a mobile device. It features the same green header and "SIGN UP!", "GET HELP", and "TIPS ON" buttons as the computer view. The "GET HELP" button is highlighted with a red box. Below the buttons is a "LOGIN" section with input fields for "USERNAME" and "PASSWORD", and a "SUBMIT" button. The "Forgot your username?" link is not visible in this view.

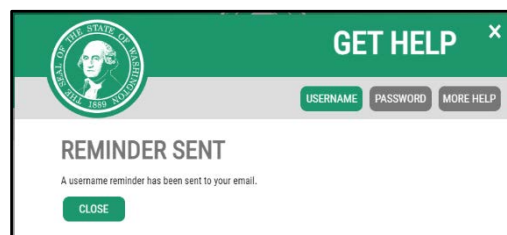
(Mobile Device View)

3. Select the username button at the top of the pop-up box. Enter your email associated with your account and click the “Send” button.



The screenshot shows a "GET HELP" pop-up box on a computer. At the top, there is a green header with the Washington state seal and the text "GET HELP". Below the header are three buttons: "USERNAME", "PASSWORD", and "MORE HELP". The "USERNAME" button is highlighted with a red box. Below the buttons is a "USERNAME REMINDER" section with an "ENTER YOUR EMAIL" input field, a "SEND" button, and a "I'm not a robot" checkbox. There is also a "HELPFUL" icon and a "Privacy Terms" link.

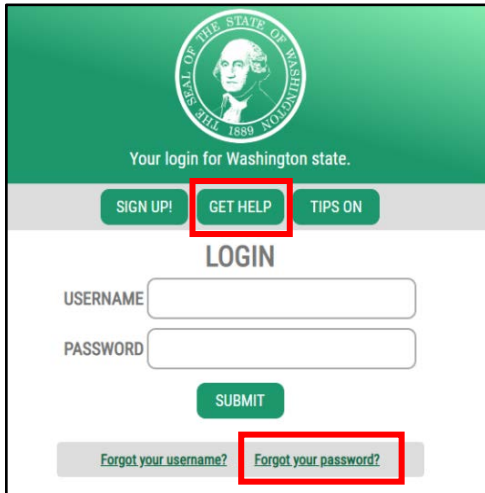
4. Check your email! You will be sent an email with your username.



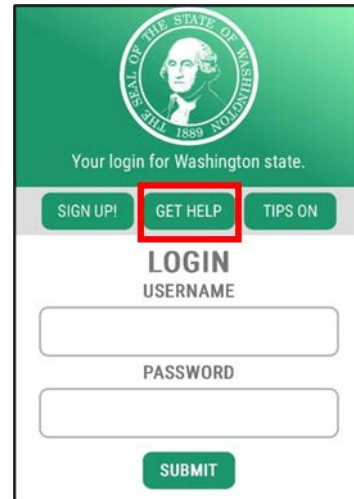
The screenshot shows the "GET HELP" pop-up box on a computer. At the top, there is a green header with the Washington state seal and the text "GET HELP". Below the header are three buttons: "USERNAME", "PASSWORD", and "MORE HELP". Below the buttons is a "REMINDER SENT" section with the text "A username reminder has been sent to your email." and a "CLOSE" button.

Recover your password:

1. Go to secureaccess.wa.gov
2. To recover your password, click the “Get Help” button or the “Forgot your password?” link. *(The “Forgot your password?” link is not available when using your mobile device)*

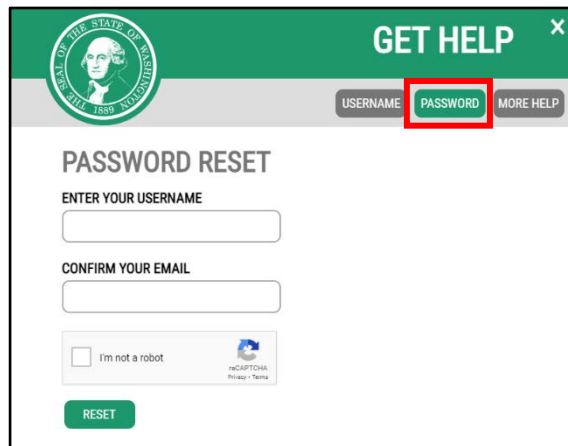


(Computer View)

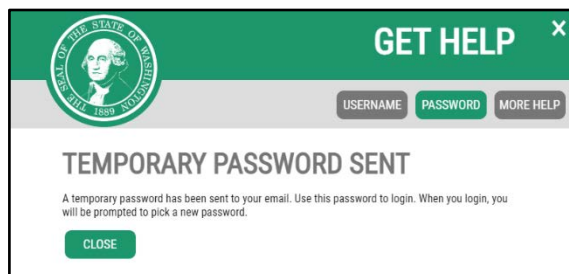


(Mobile Device View)

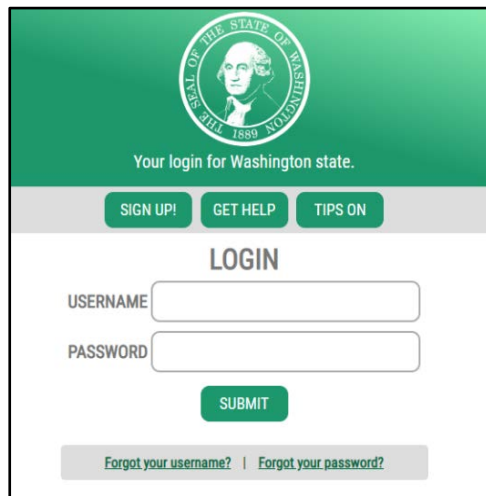
3. Select the password button at the top of the pop-up box. Enter your username and email associated with your account and click the “Reset” button.



4. Check your email! You will be sent an email with a temporary password.

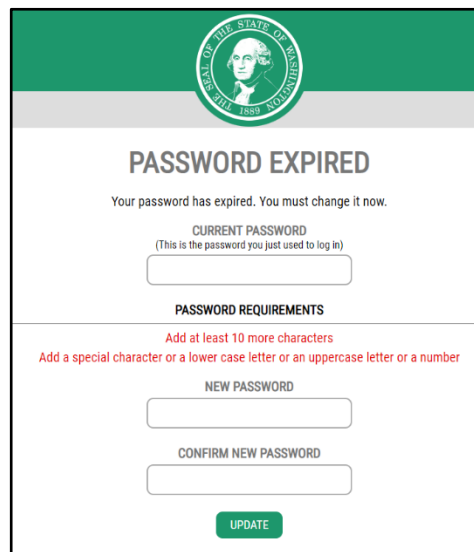


5. Click the link provided in the email or navigate back to the login page at secureaccess.wa.gov
6. Enter your username and temporary password. Click Submit.



The screenshot shows the Washington State login page. At the top is the state seal with the text "THE SEAL OF THE STATE OF WASHINGTON" and "1889". Below the seal is the text "Your login for Washington state." There are three buttons: "SIGN UP!", "GET HELP", and "TIPS ON". The main heading is "LOGIN". Below it are two input fields: "USERNAME" and "PASSWORD". A "SUBMIT" button is centered below the fields. At the bottom, there are two links: "Forgot your username?" and "Forgot your password?".

7. You will be prompted to create a new password. Reenter the temporary password from your email into the "Current Password" field, create a new password, and click Update.



The screenshot shows the Washington State password expiration page. At the top is the state seal with the text "THE SEAL OF THE STATE OF WASHINGTON" and "1889". Below the seal is the heading "PASSWORD EXPIRED" and the text "Your password has expired. You must change it now." There is a "CURRENT PASSWORD" field with the subtext "(This is the password you just used to log in)". Below that is the "PASSWORD REQUIREMENTS" section, which includes the text "Add at least 10 more characters" and "Add a special character or a lower case letter or an uppercase letter or a number". There are two input fields: "NEW PASSWORD" and "CONFIRM NEW PASSWORD". A "UPDATE" button is centered at the bottom.