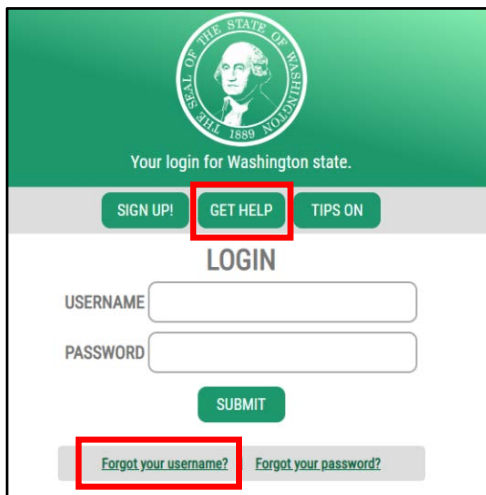# Recovering SAW Account Login Information

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.
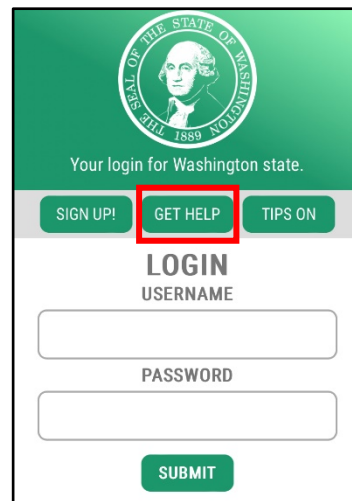
Recover your username:

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)
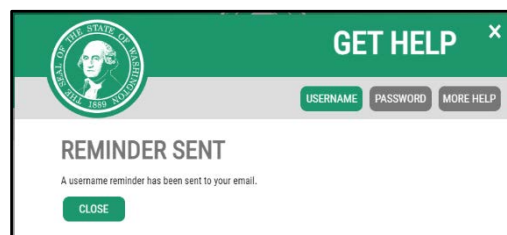

(Computer View) (Mobile Device View)

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.

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

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)
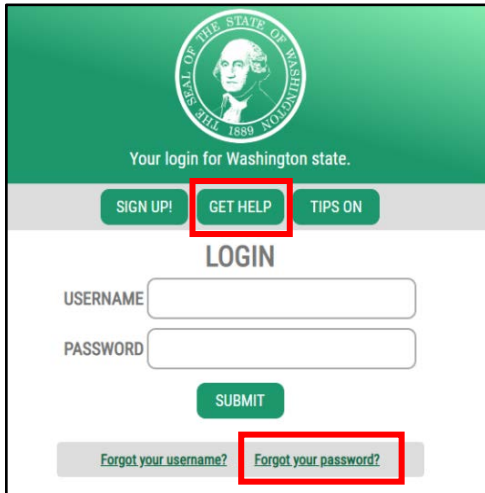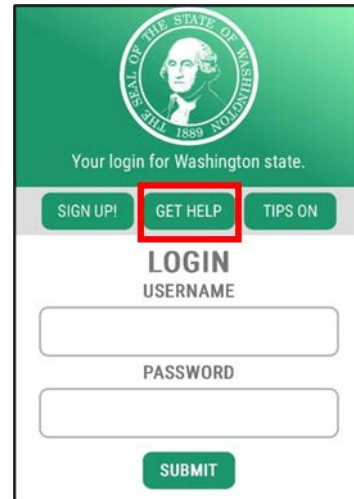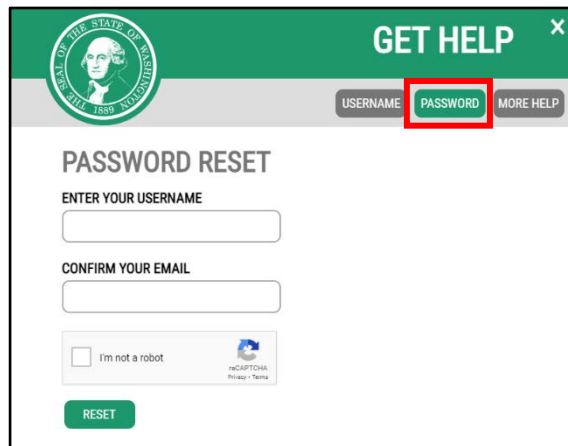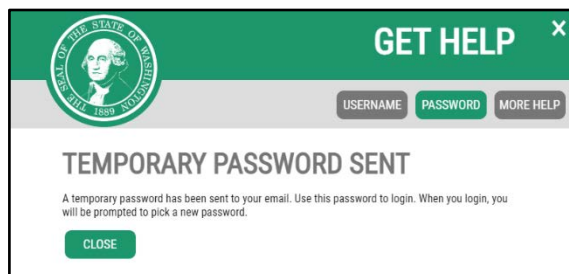

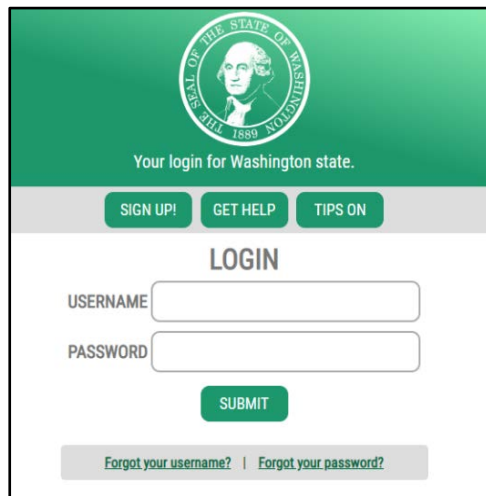(Computer View)   (Mobile Device View)

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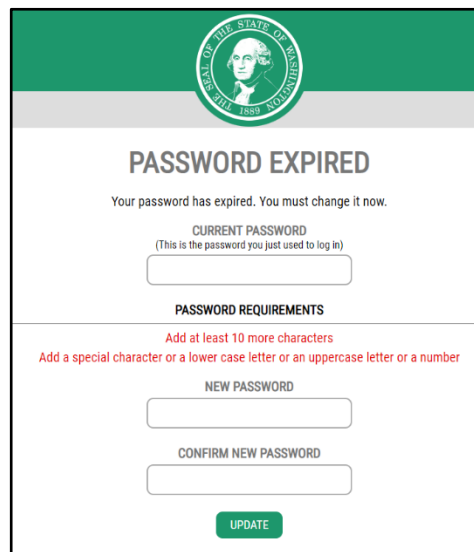
5. Click the link provided in the email or navigate back to the login page at secureaccess.wa.gov
6. Enter your username and temporary password. Click Submit.

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.