

# Change or Update Your Personal Information (Instructions)

## Create or Login to your Secure Access Washington Account

1. Go to the [Secure Access Washington \(SAW\)](#) website.
2. Select "Create One." If you already have a SAW account, sign in with your user ID and password you previously created and continue to "Step 2" under **“Create a link to the Department of Health Online Application portal”** below.
3. Follow the steps to register. You'll create your own user ID and password for SAW.
4. The system will send you an email confirming your registration.
5. Select the link in the email that follows this statement: **“To activate your new account, select the following link.”** This step is required to complete the registration process.

## Create a link to the Department of Health Online Application Portal

1. Login to your [Secure Access Washington \(SAW\)](#) using your user ID and password you previously created.
2. Select the **“Add a New Service”** link.
3. Select **“I would like to browse a list of services by agency”**
4. Select **“Department of Health”**
5. Scroll to **“Online Application Portal”**. Select **“Apply”**
  - If you've never added a service or updated your address using this portal, you'll be asked a series of questions based on your public record data (the state of Washington doesn't gather or store this data). The questions will match the name and address you provide with the existing public record information. You'll want to ensure you've provided your full legal name and you may find you have to enter a former address, especially if your address has changed recently (within the past one to two years) to get the right questions that pertain to your identity.
  - If you have used this portal before and already have the “Online Application Portal” listed, once you click access now, you will be directed to the User Update page and will need to validate your previous or current address.
6. Click on Online Application Portal provided by Department of Health **“Access Now”**
7. Click **“Continue”**
8. What type of credential would you like to apply for?
  - a. Individual Health Profession Credential
9. Are you renewing a Credential?
  - a. No

**Tip** – Update your address information before renewing your license. If you need to renew your license also please visit the [Online Renewal Instructions](#) after updating your address information.

10. Do you hold a WA License?
  - a. Yes
11. Click **“Continue”**
12. Enter the required information on the **User Lookup Page**.
  - a. Last name
  - b. Date of birth
  - c. Social security number (SSN)
13. Click **“Search”**
14. **Validate** your current or previous address.

15. **Update** your address on the Update User Profile page by
  - a. Selecting from the drop down lists your Country, State/Province, and county
  - b. Enter your full street address including Apartment number in the Address Line 1 field
  - c. Enter your city
  - d. Enter your Zip Code
  - e. Click on the "**Validate Address**" link.
  - f. Select the Use Suggested Address option
  - g. Click the Save button
16. Once you have validated your address, click the "**UPDATE**" button.