CareLearn Batch Account Creation

Michael D. Sheehan | Last Updated: 2020-07-15
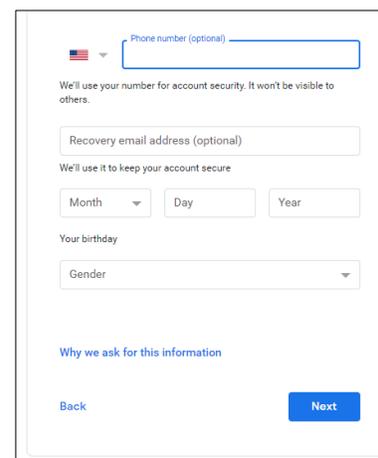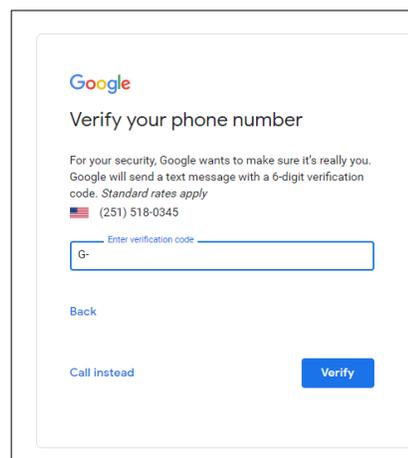
Create an Email Account

Before you begin this process you will need an email account. The email account you use will be visible in the CareLearn system and may appear on CareLearn documents and reports. If you already have an email account you would like to use with CareLearn (and that account only includes letters, numbers, and periods), you may continue to the next step (Create a SAW account).

If you would prefer to create an email account just for CareLearn (highly recommended), please do so first. You can use any email service you like. Following are some instructions on how to create a free Google Gmail account:

- Go to google.com
- Click **Sign In**
- Click **Create an account**
- Choose **For Myself**
- Click the **Next** button
- Enter your **First** and **Last** name
- Enter a **Username**. Be sure to use only letters (a-z, A-Z), numbers (0-9), and periods
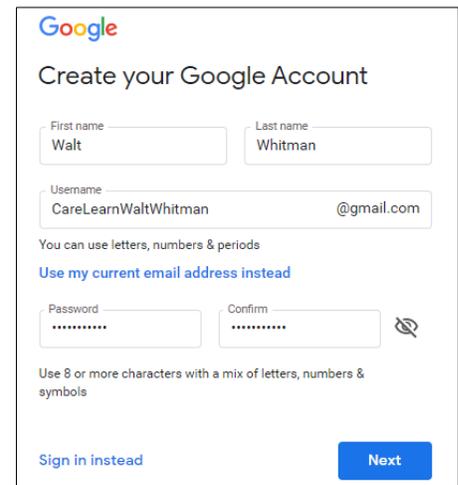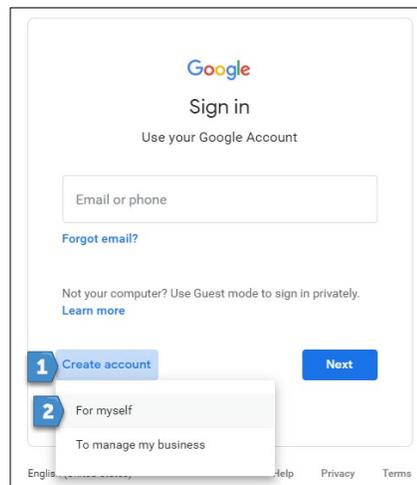

- You will be prompted to enter your phone number (in order to receive a code)
- A code will be sent (via text) to your phone. Enter it as requested
- Complete any optional data entry you like, and make sure to read any agreements
- Make sure you can access the account, and will remember the username and password

Create a SAW Account

You will need an account with Secure Access Washington before you can log into the CareLearn LMS. **Even if you already have a SAW account, you will need to create another**, because your user name has to be an active email address that meets our naming standards (only includes letters, numbers, and periods).

- Click the following link to navigate to Secure Access Washington: https://secureaccess.wa.gov
- Click the **SIGN UP!** button
- Enter your **First** and **Last** name as they appear on official documents
- Enter the email address you want to use with CareLearn in BOTH the **Email** field AND the **USERNAME** field
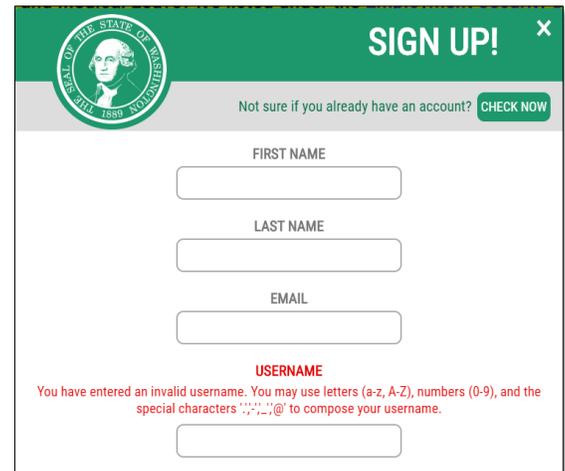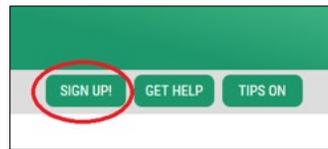
- Enter a **Password** (twice)
- Click the **CAPTCHA** checkbox and follow the directions
- Click **SUBMIT**
- You will be directed to check your email (the email account that you used to create your SAW account)
- Follow the directions in that email to activate your SAW account
- Be sure you can sign into your new SAW account (but you don't need to do anything more than log in and log back out)
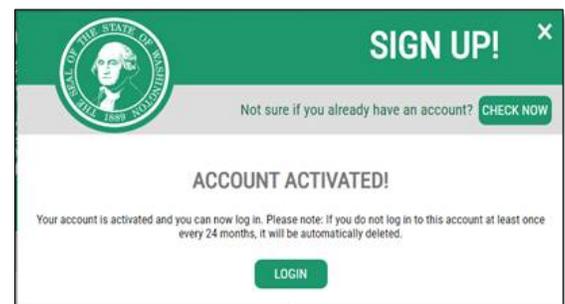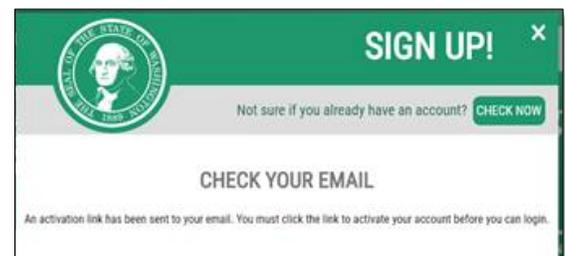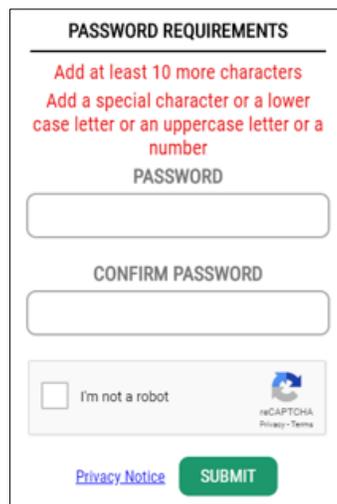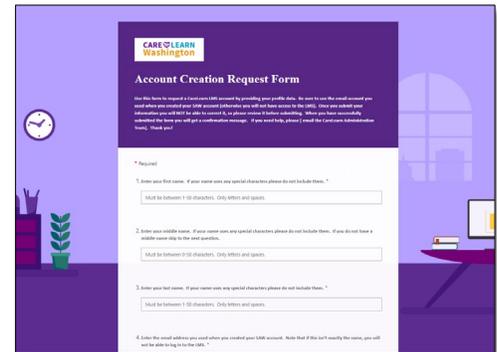
Your SAW EMAIL and USERNAME must be the same value. If they are not, you will NOT be able to access the LMS. Don't forget your SAW email account and password – you will need them to log into the LMS!

Request a CareLearn Account

Once you have a working SAW account, you can request CareLearn access. To create your account in the Learning Management System (LMS), you will need to provide some information. We will verify your eligibility and create your account for you. **NOTE**: **The following process will work best if you use a Chrome web browser**. If you use Internet Explorer or Edge you may have to add "office.com" to your Compatibility View Settings.

- Navigate to the [Account Creation Request Form](#)
- **First Name** – 50 characters or less only letters (lower and upper and also spaces).
- **Middle Name** – This is an optional field. 50 characters or less only letters (lower and upper and also spaces).
- **Last Name** - 50 characters or less only letters (lower and upper and also spaces).
- **Email Address** – You MUST be sure to enter your SAW email address here, and it must be correct. If the email you enter does not match SAW, your account will not be created.
- **Birthdate** – Used to help you track your CE credits.
- **Primary language** – Select the language you speak best.
- **Secondary language** – The language you speak second-best.
- **Facility type** – Select the type(s) of facilities you work for. Multiple selection are allowed.
- **Role** – Select the role that best describes your work.

Once you submit your form you will NOT be able to edit it. So be very sure to review it before submitting it. If you create a record in error, please immediately [contact CareLearn management](#).

Approximately once a week DSHS will process requests for new accounts. We will first verify that you are eligible to access the system (you must be working for an AFH, ALF, or ESF). We will verify that the email you entered on the Account Creation Request Form matches that of your SAW account. We will then create your account. If there are any problems, we will email you. Once your account is successfully created, the system will generate an email. Use that email to log into CareLearn for the first time.