

# Request CareLearn Account

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## Purpose

This document will provide you with instructions on how to request a CareLearn account. This document will provide you with step by step instructions on how to create a free email account and create your Secure Access Washington Account.

## Create 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:

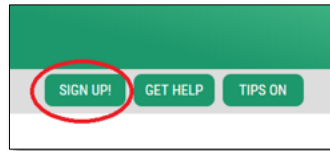
- Go to [google.com](https://google.com)
- Click **Sign In**
- Click **Create an account**
- Choose **For Myself**
- Click the **Next** button
- Enter your **First** and **Last** name
- Enter a **Username**. [Be sure to use only letters \(a-z, A-Z\), numbers \(0-9\), and periods](#)

- 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

A screenshot of the 'SIGN UP!' form. It includes the Washington State seal and a 'CHECK NOW' link. The form has fields for 'FIRST NAME' (Walt), 'LAST NAME' (Whitman), 'EMAIL' (CareLearnWaltWhitman@gmail.com), and 'USERNAME' (CareLearnWaltWhitman@gmail.com). The email and username fields are highlighted in yellow.

**You MUST enter your email address in 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)

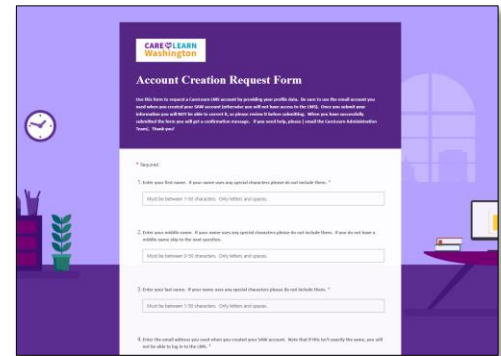
A screenshot of the 'PASSWORD REQUIREMENTS' section. It lists requirements: 'Add at least 10 more characters', 'Add a special character or a lower case letter or an uppercase letter or a number'. It includes input fields for 'PASSWORD' and 'CONFIRM PASSWORD', a reCAPTCHA checkbox, and a 'SUBMIT' button.A screenshot of the 'CHECK YOUR EMAIL' step. It shows the 'SIGN UP!' header and a message: 'An activation link has been sent to your email. You must click the link to activate your account before you can login.'A screenshot of the 'ACCOUNT ACTIVATED!' step. It shows the 'SIGN UP!' header and a message: 'Your account is activated and you can now log in. Please note: If you do not log in to this account at least once every 24 months, it will be automatically deleted.' There is a 'LOGIN' button at the bottom.

**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 NOTE 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, ESF, Home Care agency, or as an Unpaid Family Caregiver). 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 and send an email to your registered email address (**please be sure to review your spam and or junk mail folders to ensure you receive this notice.**) Use that email to log into CareLearn for the first time.

Note: If you have a problem with the link to our web form, you can cut and paste the following into your web browser (note that it is one line of text not two):

<https://customervoice.microsoft.us/Pages/ResponsePage.aspx?id=F-LQEU4mCkCLOfFwSfXLZGkiOF8nkpEoZe61aWb4NNUmzVWNkMxRzIOREVHMU5PUDhYQkIDQ1o1Qy4u>