

Request CareLearn Account

Collin May | Last Updated: 2021-09-27



Introduction

This document will provide you with instructions on how to request a CareLearn account.

Important: To log into CareLearn you must have a valid Secure Access Washington (SAW) account.

If you do not have a Secure Access Washington Account, click [HERE](#) and create a SAW account prior to submitting your CareLearn Account Creation Request form.

How to Request a CareLearn Account

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.

1. Navigate to the [Account Creation Request Form](#)
2. Enter the below information into the 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 able to log into CareLearn.**
 - **Birthdate** – Used to help you track when your CE credits are due for recertification.
 - **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 selections are allowed.
 - **Role** – Select the role that best describes your work.
3. Click **Submit**

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

After You Submit Your CareLearn Account Request Form

We process new account requests approximately once per week. We will verify 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).

Once verified, we will start creating your account and our CareLearn Help desk will send you an email titled “**Getting Ready for Care Learn**” which will contain next steps on how to access CareLearn.

If there are any problems creating your CareLearn account a representative will email you. Should you not hear back within one week after submitting your request form please contact [CareLearn management](#).

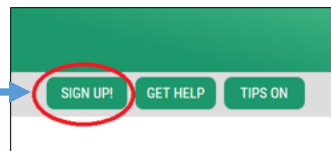
Within 1-2 business days after receiving the “Getting Ready for CareLearn” email your account will have been created and a system generated email will be sent to your registered email address (please be sure to review your spam and or junk mail folders to ensure you receive this notice.)

How to Create a Saw Account

Users access the CareLearn system through SAW verification. If you do not have a SAW account, before you submit a CareLearn Account Creation Request Form follow the instructions below to create an account (be sure to remember your username and registered email address).

Please note: You will need a valid email to create a SAW account. If you do not have a valid email account, click [HERE](#) for instructions on how to obtain a free Gmail account.

1. Click the following link to navigate to Secure Access Washington:
<https://secureaccess.wa.gov>



2. Click the **SIGN UP!** button

A screenshot of the 'SIGN UP!' form. The header is green with the text 'SIGN UP!' and a close button. Below the header, there is a link 'Not sure if you already have an account? CHECK NOW'. The form contains four input fields: 'FIRST NAME' with the value 'Wait', 'LAST NAME' with the value 'Whitman', 'EMAIL' with the value 'CareLearnWaitWhitman@gmail.co', and 'USERNAME' with the value 'CareLearnWaitWhitman@gmail.co'.

3. Enter your **First** and **Last** name as they appear on official documents

4. Enter the email address you want to use with CareLearn (we advise you users to enter the same information in BOTH the Email field AND the USERNAME field.)

A screenshot of the 'PASSWORD REQUIREMENTS' section of the sign-up form. It lists requirements: 'Add at least 10 more characters' and 'Add a special character or a lower case letter or an uppercase letter or a number'. Below the requirements are two input fields: 'PASSWORD' and 'CONFIRM PASSWORD'. At the bottom, there is a checkbox for 'I'm not a robot' and a 'SUBMIT' button.

5. Enter a **Password** (twice)

6. Click the **CAPTCHA** checkbox and follow the directions

7. Click **SUBMIT**

8. You will be directed to check your email to verify your account. Once completed you will be notified your account is activated.

A screenshot of the 'SIGN UP!' form showing the 'CHECK YOUR EMAIL' step. The header is green with the text 'SIGN UP!' and a close button. Below the header, there is a link 'Not sure if you already have an account? CHECK NOW'. The main content area says 'CHECK YOUR EMAIL' and '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 'SIGN UP!' form showing the 'ACCOUNT ACTIVATED!' step. The header is green with the text 'SIGN UP!' and a close button. Below the header, there is a link 'Not sure if you already have an account? CHECK NOW'. The main content area says 'ACCOUNT ACTIVATED!' and '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.' Below this is a 'LOGIN' button.

Please Note: Be sure you can sign into your new SAW account before you submit your CareLearn Account Creation Request form (once you verify you can log in you may proceed to [Account Creation Request Form](#)).

How to Create a Free Gmail 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:

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

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