

Accessing HearMeWA Tip Manager



How to log into Navigate 360's P3 Tip Manager



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Accessing HearMeWA Tip Manager Guide

Introduction - HearMeWA and Secure Access Washington (SAW)

Users are required to sign up for Secure Access Washington (SAW) when logging into the HearMeWA Tip Manager. This is a requirement of the WA Office of the Chief Information Officer (OCIO).

All external users will need a Secure Access Washington (SAW) account before being allowed to access the HearMeWA Tip Manager.

The appearance of screenshots in the guide may vary based on your device. For best results, we recommend using a desktop when following the instructions.

Steps to create Secure Access Washington (SAW) Account

[Please use the same email address you or your organization submitted to the HearMeWA Program when registering or accessing SAW]

1. Before proceeding with the instructions below, please ensure that your agency/organization's Recipient Contact Administrator has added your email address to the HearMeWA Tip Manager. If you're unsure, please email InfoHearMeWA@atg.wa.gov
2. If you already have a SAW account registered using the email address your agency/organization has provided to the HearMeWA program, please proceed to [Add HearMeWA Tip Manager service to your Secure Access Washington \(SAW\) Account](#)
3. Visit <https://secureaccess.wa.gov/>
4. Click *Sign Up!*



5. Enter the requested information for account setup.

Sign Up!

Sign Up For An Account

Use the following form to sign up for an account. If you are not sure if you already have an account, [click here](#).

Personal Information

First Name

Last Name

Primary Email

Contact Information For Security (Optional)

Provide additional contact information to receive security codes and reduce the chance of being locked out of your account. You can add or edit additional contact information later in your user account settings.

Additional Email Address (Optional)

Mobile Phone Number (Optional)

Message and data rates may apply. A message will only be sent when you request it. For more information, view our [Privacy Policy](#) and [Terms of Service](#).

Username and Password

Username

Password Requirements

Add at least 10 more characters

Add a special character or a lower case letter or an uppercase letter or a number

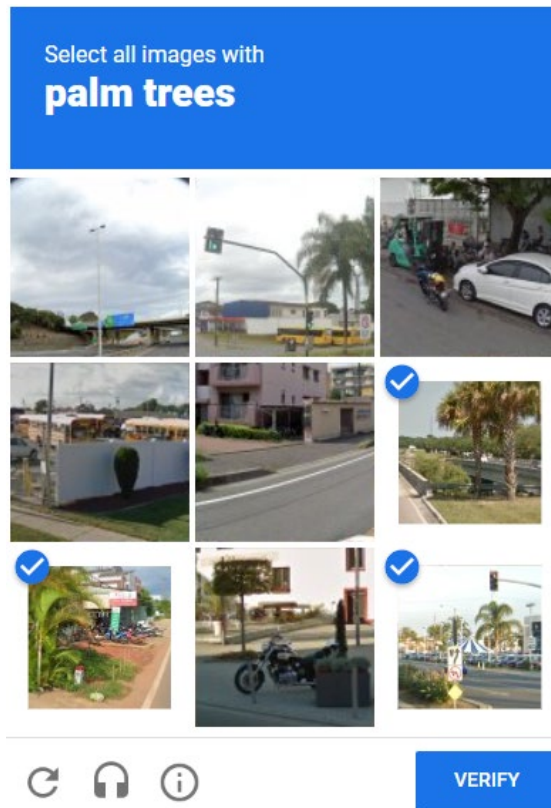
Password

Confirm Password

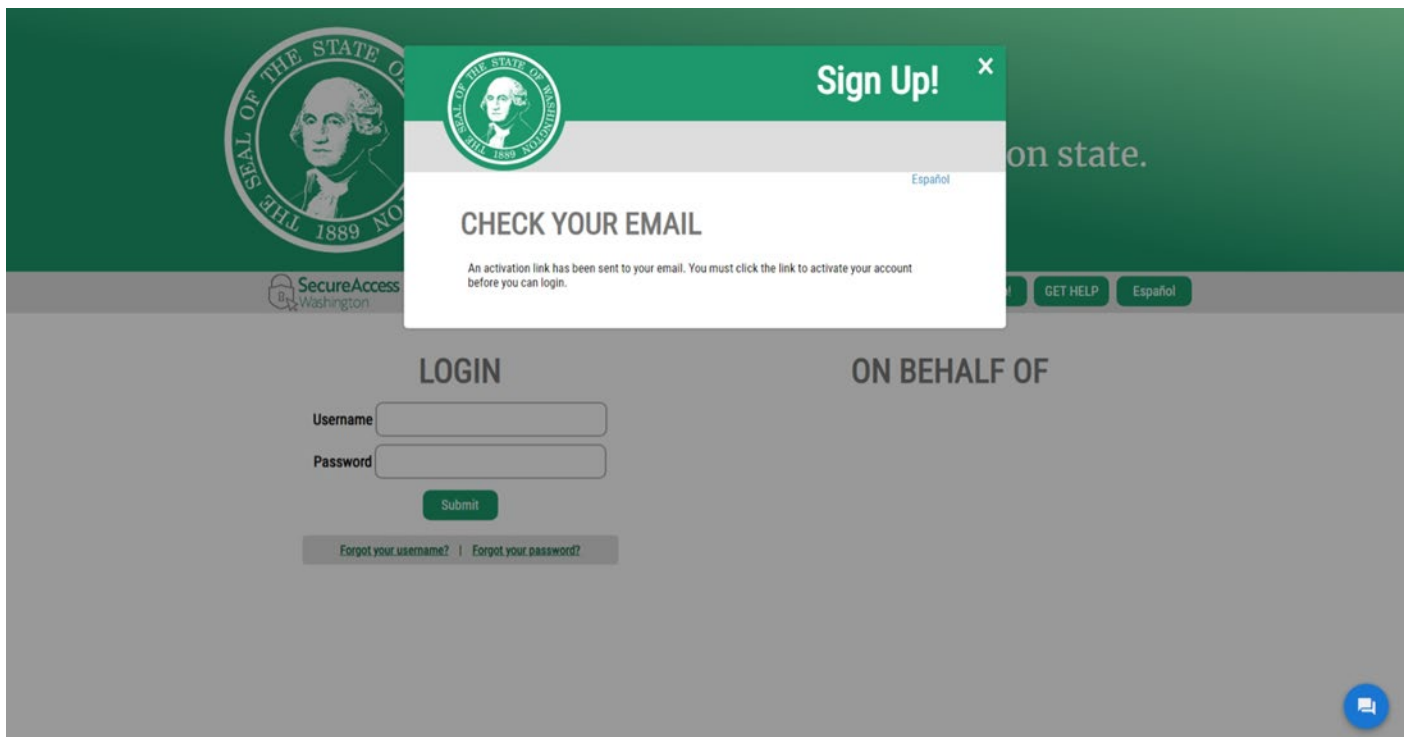
☐ I'm not a robot

[Create my account](#)

- Don't forget to select and complete the *I'm not a robot* reCAPTCHA, otherwise you will not be able to finish the account setup.

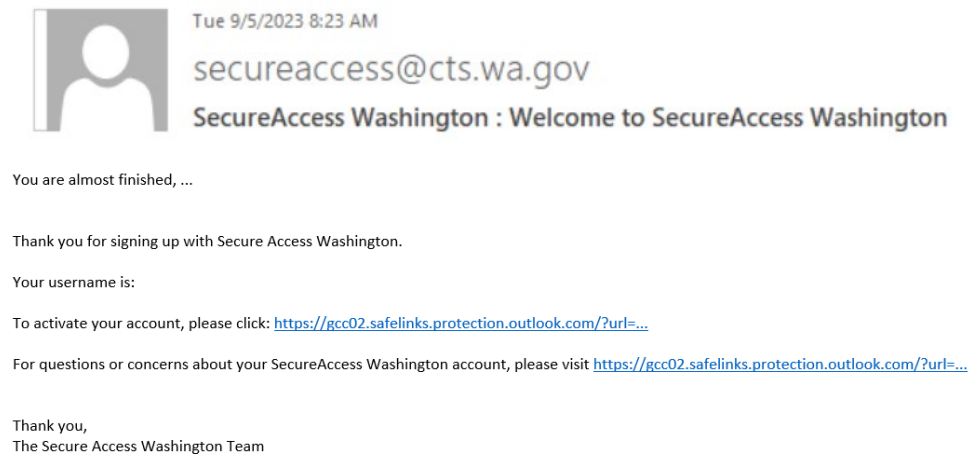


- Verification email will be sent to the email address you used for signup.

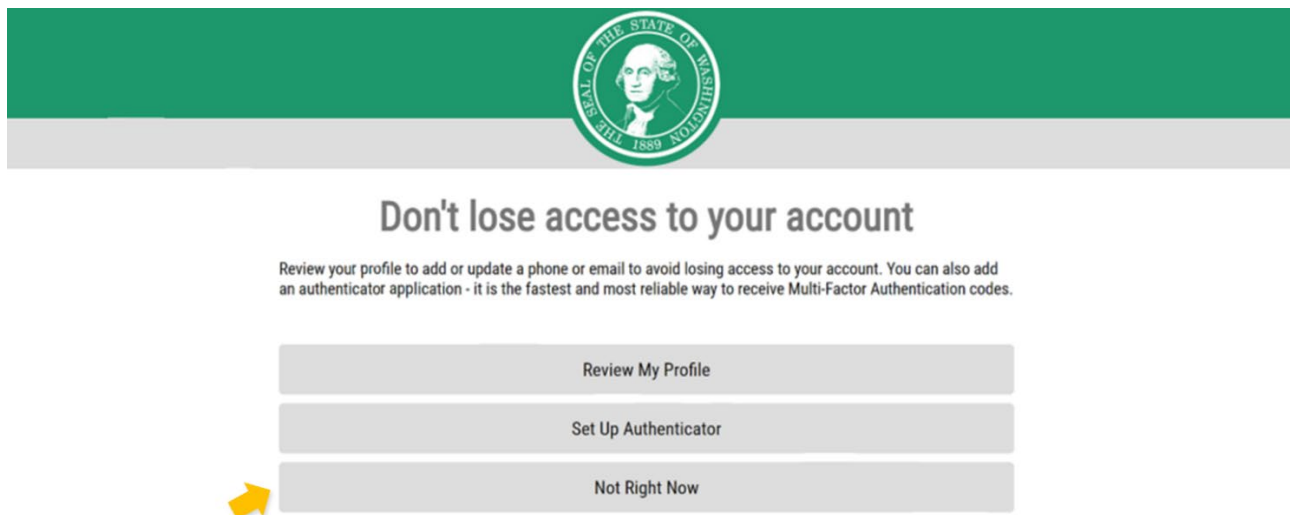


8. Check your email for your activation link. This email will include an activation link to complete your registration.

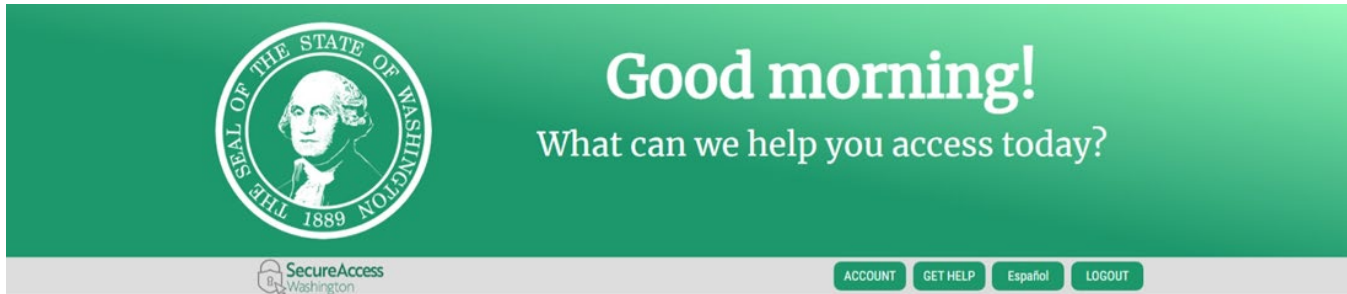
[Please access your email and proceed with the activation link using a desktop internet web browser for optimal compatibility]



9. Once you click the activation link in the email you will be directed to login.
10. Login to Secure Access Washington with the Username and Password you created when registering for the account. Click *Not Right Now* and you can update your phone number on the next screen.



- When you are logged in for the first time you will have a yellow banner prompting you to add an additional contact method. Click the yellow banner and proceed to setup Multi-Factor Authentication.



Click here to add another contact method to your account to avoid losing access to your services.

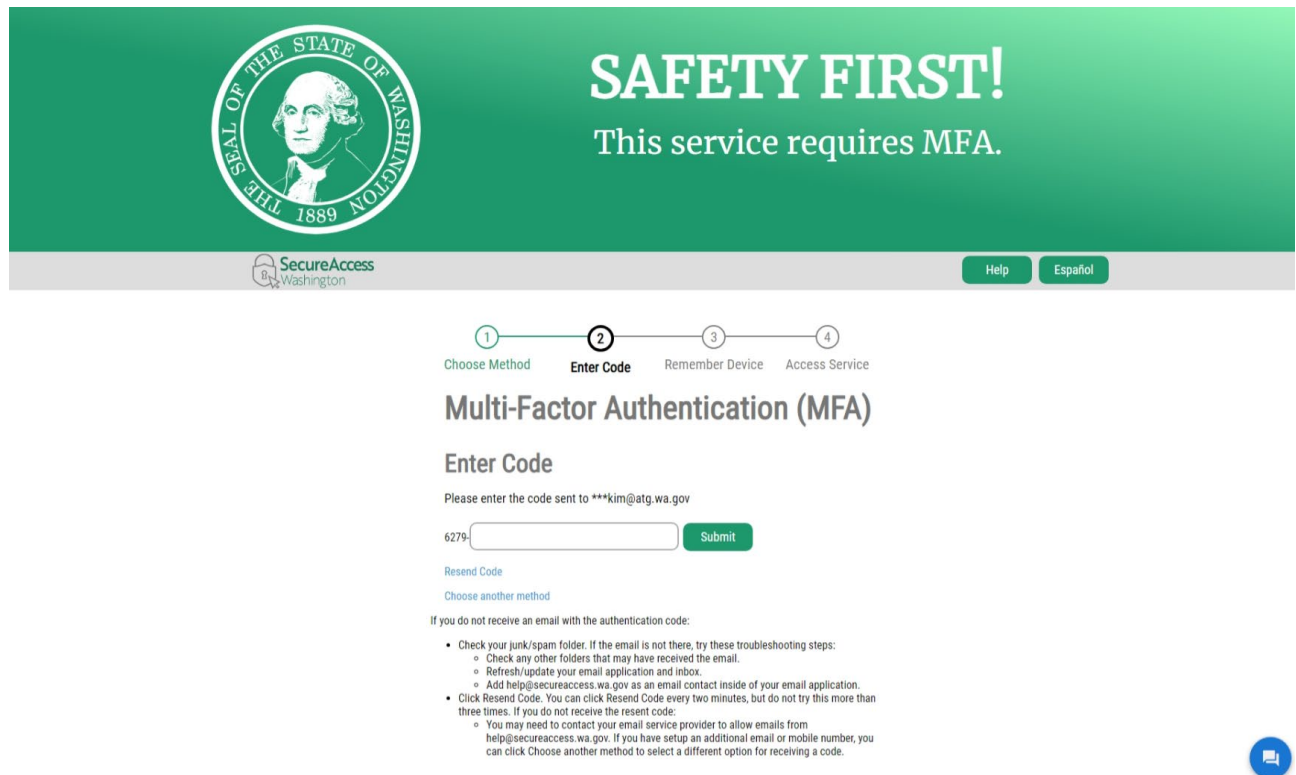
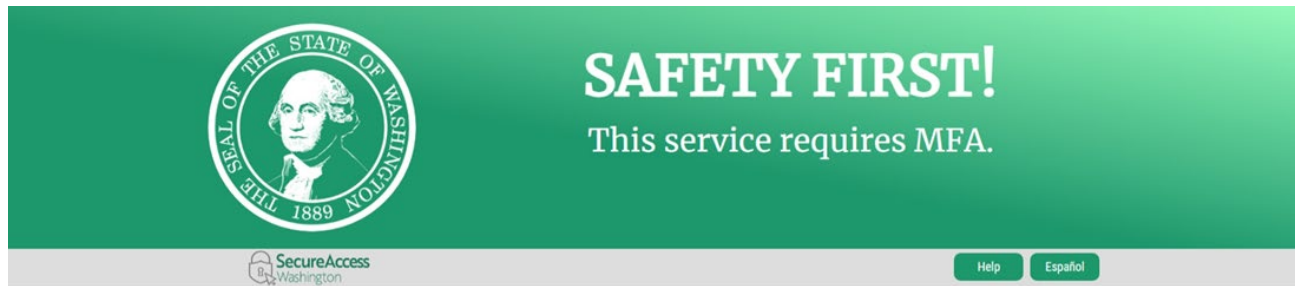
Welcome to Secure Access Washington! To start using services from agencies around Washington, choose one from your list below or click the 'Add A New Service' button. [To see open job postings for the SAW Team, go to our jobs page.](#)

Add A New Service

No Services Listed



12. Choose your email address as a method for authentication and enter the code sent to your email.



13. Add your mobile phone number.

The screenshot shows the 'ACCOUNT' management interface. The 'Manage Your Profile' modal is open, displaying the following sections:

- Required Information**
 - Username:** evakim
 - First And Last Name:** [Empty field]
 - Primary Email:** @atg.wa.gov
- Additional Contact Information For Security**

Provide additional contact information to receive security codes and reduce the chance of losing access to your account.

Authenticator apps make it easy to securely access your information. [Set Up Authenticator](#)

 - Additional Email Address:** [Empty field]
 - [Add Another Email](#)
 - Mobile Phone Number:** [Empty field]
 - [Add Another Phone Number](#)

Message and data rates may apply. A message will only be sent when you request it. For more information view our [Mobile Terms of Service](#) or [Privacy Policy](#).

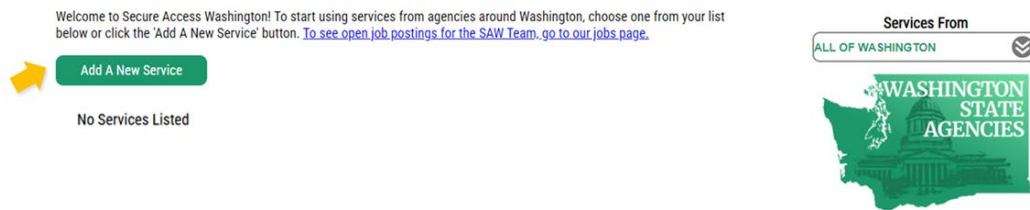
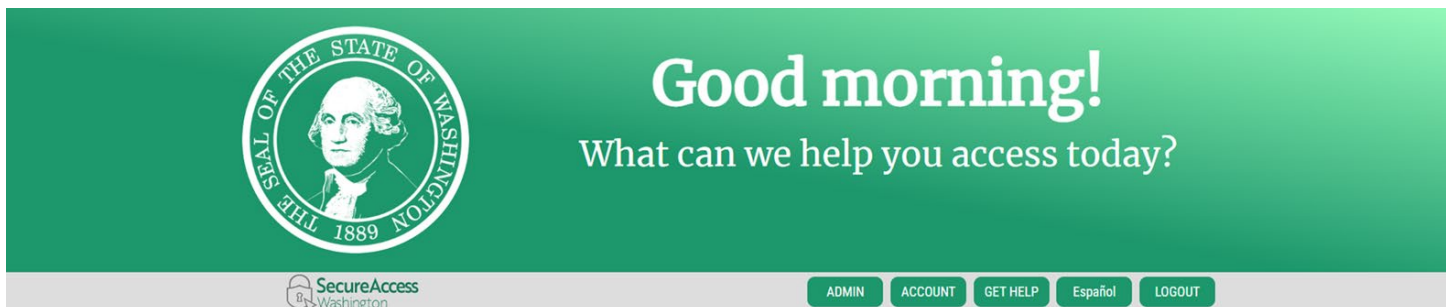
[Privacy Policy](#) [UPDATE](#)

A yellow arrow points to the 'Mobile Phone Number' input field.


14. Your SAW account setup is now complete.

Add HearMeWA Tip Manager service to your Secure Access Washington (SAW) Account

1. Visit <https://secureaccess.wa.gov/>
2. Login to your SAW account
3. Click *Add A New Service*




4. Click *I would like to browse a list of services by agency*



Good afternoon!


What can we help you access today?



[Home](#)[ACCOUNT](#)[Español](#)[GET HELP](#)[LOGOUT](#)

Add A New Service

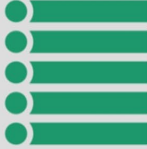
I have been given a code by an agency.



I would like to browse a list of services by name.

A-Z

I would like to browse a list of services by agency.



5. Search list and click *Office of the Attorney General*

Employment Security Department

Enterprise Services

Health Care Authority


Labor & Industries

Liquor Cannabis Board

Military Department Headquarters

Office of Administrative Hearings

Office of Financial Management

Office of the Attorney General

Office of the Insurance Commissioner

Office of the State Auditor

Office of the State Treasurer


Parks and Recreation Commission

Pollution Liability Insurance Agency

Public Disclosure Commission




6. Browse service list and click *Apply* when you see HearMeWA Tip Manager.




Good morning!

What can we help you access today?




[Home](#)[ACCOUNT](#)[Español](#)[GET HELP](#)[LOGOUT](#)

SERVICES FROM ATG




HEARMEWA TIP MANAGER


External tip responder tip manager



Apply



7. Your application will go into review.



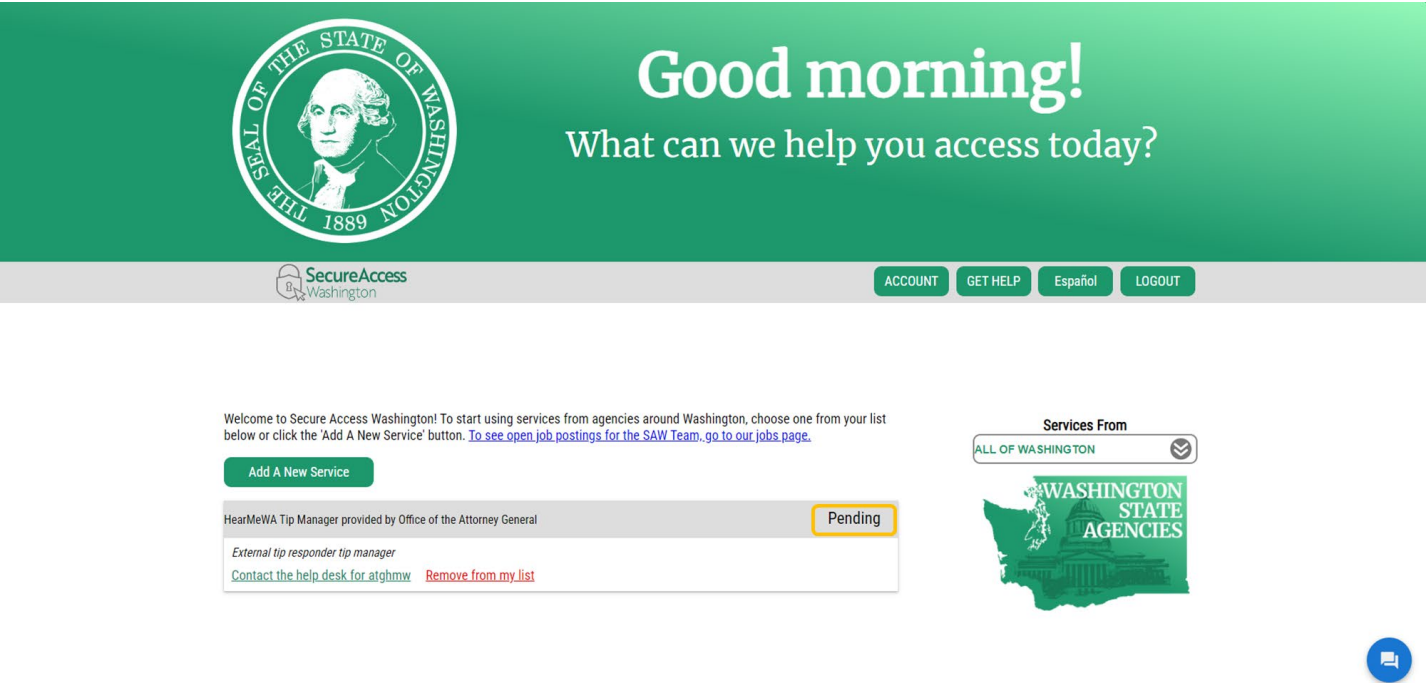
REGISTRATION UNDER REVIEW

Thank you for registering with HearMeWA Tip Manager provided by Office of the Attorney General. You will be notified by email of the approval or rejection of your service registration.

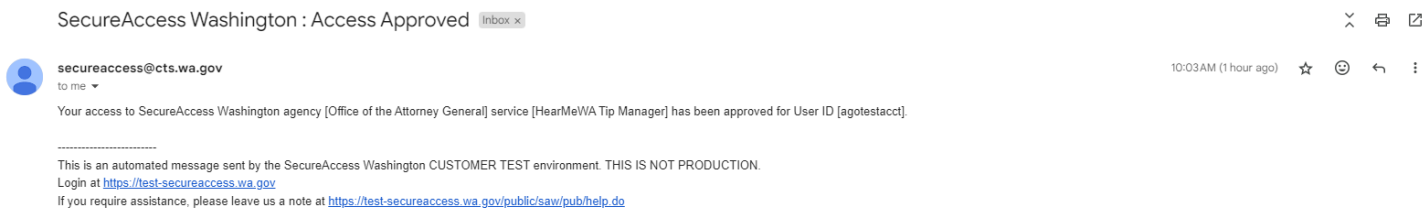
OK




8. While the application is in review you will see a pending status on your service.



9. Once your application is approved you will receive a confirmation message to your email address associated with your SAW account.




10. Log in to your SAW account if you haven't already, and the *Access Now* button is available on your HearMeWA Tip Manager service; click *Access Now*



Good morning!

What can we help you access today?




[ADMIN](#)[ACCOUNT](#)[GET HELP](#)[Español](#)[LOGOUT](#)

Welcome to Secure Access Washington! To start using services from agencies around Washington, choose one from your list below or click the 'Add A New Service' button. [To see open job postings for the SAW Team, go to our jobs page.](#)

[Add A New Service](#)

HearMeWA Tip Manager provided by Office of the Attorney General


[Access Now](#)


HearMeWA external tip responder tip manager

[Contact the help desk for atghmw](#) [Remove from my list](#)

Services From


ALL OF WASHINGTON






14 | HearMeWA Tip Manager Login Documentation

11. Click *Continue* to access the HearMeWA Tip Manager. You will be automatically redirected to the HearMeWA service.



NOW ACCESSING



You are now accessing HearMeWA Tip Manager provided by Office of the Attorney General. If you require assistance, the HearMeWA Tip Manager help desk can be reached at infoHearMeWA@atg.wa.gov or (360) 462-7822.

Cancel

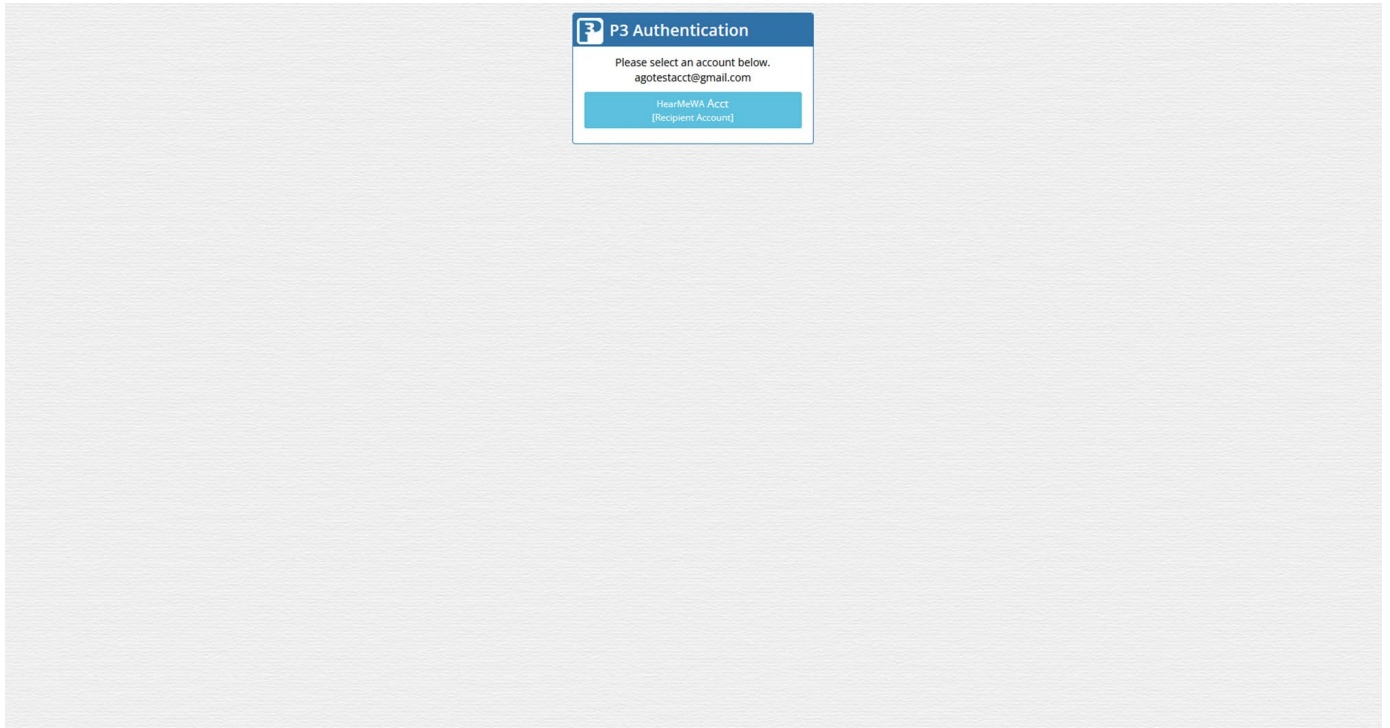
CONTINUE



Access to HearMeWA Tip Manager

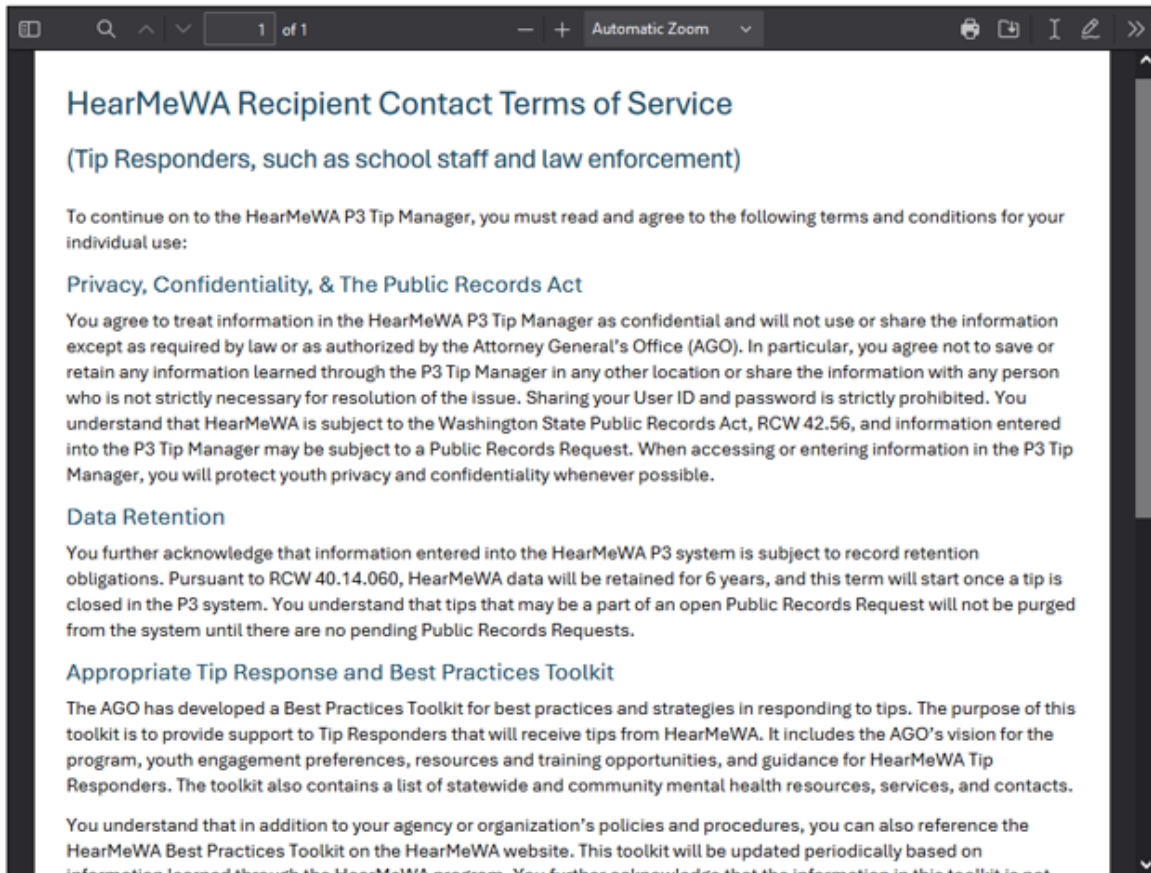
Once you use Secure Access Washington portal to open your HearMeWA Tip Manager service you will be directed to the following screen.

1. Click *HearMeWA Acct*



2. Review the Terms of Use. Click *I Agree* to Terms of Use

Terms of Use

A screenshot of a web browser displaying the "HearMeWA Recipient Contact Terms of Service" document. The browser's address bar shows "1 of 1" and "Automatic Zoom". The document title is "HearMeWA Recipient Contact Terms of Service" followed by "(Tip Responders, such as school staff and law enforcement)". The text states: "To continue on to the HearMeWA P3 Tip Manager, you must read and agree to the following terms and conditions for your individual use:". It then lists three sections: "Privacy, Confidentiality, & The Public Records Act", "Data Retention", and "Appropriate Tip Response and Best Practices Toolkit". Each section contains a paragraph of text explaining the requirements and policies. The document is displayed in a white box with a dark border, and a scroll bar is visible on the right side.

HearMeWA Recipient Contact Terms of Service
(Tip Responders, such as school staff and law enforcement)

To continue on to the HearMeWA P3 Tip Manager, you must read and agree to the following terms and conditions for your individual use:

Privacy, Confidentiality, & The Public Records Act

You agree to treat information in the HearMeWA P3 Tip Manager as confidential and will not use or share the information except as required by law or as authorized by the Attorney General's Office (AGO). In particular, you agree not to save or retain any information learned through the P3 Tip Manager in any other location or share the information with any person who is not strictly necessary for resolution of the issue. Sharing your User ID and password is strictly prohibited. You understand that HearMeWA is subject to the Washington State Public Records Act, RCW 42.56, and information entered into the P3 Tip Manager may be subject to a Public Records Request. When accessing or entering information in the P3 Tip Manager, you will protect youth privacy and confidentiality whenever possible.

Data Retention

You further acknowledge that information entered into the HearMeWA P3 system is subject to record retention obligations. Pursuant to RCW 40.14.060, HearMeWA data will be retained for 6 years, and this term will start once a tip is closed in the P3 system. You understand that tips that may be a part of an open Public Records Request will not be purged from the system until there are no pending Public Records Requests.

Appropriate Tip Response and Best Practices Toolkit

The AGO has developed a Best Practices Toolkit for best practices and strategies in responding to tips. The purpose of this toolkit is to provide support to Tip Responders that will receive tips from HearMeWA. It includes the AGO's vision for the program, youth engagement preferences, resources and training opportunities, and guidance for HearMeWA Tip Responders. The toolkit also contains a list of statewide and community mental health resources, services, and contacts.

You understand that in addition to your agency or organization's policies and procedures, you can also reference the HearMeWA Best Practices Toolkit on the HearMeWA website. This toolkit will be updated periodically based on information learned through the HearMeWA program. You further acknowledge that the information in this toolkit is not

[I Decline](#)[I Agree](#)

3. You made it to HearMeWA Tip Manager's main page.

Tip Manager DEMO - HearMeWA Sandbox Acct

Tip ID: 6007-W59 P3 ID: 7078600 Other ID: Case ID: Status: Open Event Type: Drug distribution/Possession

Main Attachments Deliver To Disposition Map Misc Query Audit

Urgent: Needs More Attention ?
This report is set as Urgent on the Misc tab. An on-screen alert is displayed if this report has not been updated within 30 minutes. [Unmark as Urgent](#)

Content Translate

School 2024/2/20 7:50 AM
Demo Middle School
Tacoma, Washington
Education Services

Narrative
This is a test tip.
Demo Account ID: 6007
Description of Concern/Event
Demo Account ID: Yes
City: Tacoma, Washington
Concern/Event Types: Drug distribution/Possession
What date did the event occur or will occur to the best of your recollection?
2024/02/20
What time did the event occur or will occur to the best of your recollection? 11:00am

Person Involved
First Name: Robert
Last Name: Smith
Age: 12
Grade: 7th grade
Gender: Male
Race: White
Role: Person you believe caused the event/incident or will carry out a threat

Team Communication
Enter notes into the text box at the bottom of this window and click 'Send to Team'.

Enter Team Communication Here
[Send to Team](#)

Filters
1 URGENT
0 Unread
1 Overdue
3 Open Tips
Last Updated
More...
Access
View Only

Report ID	Event	Source	Status	Created	Delivered
✓ 6007-W59	Drug distribution/Possession	Web	Open	2024/02/20 07:50 AM	2024/02/27 12:39 PM ✓
✓ 6007-W55	Harrassment	Web	In Progress	2024/02/08 03:15 PM	2024/02/13 10:08 AM ✓
✓ 6007-W53	Bullying/Cyberbullying	Web	Non-Actionable	2024/02/08 03:05 PM	2024/02/13 10:10 AM ✓
✓ 6007-W40	Stress	Web	Closed	2024/02/08 01:42 PM	2024/02/08 01:47 PM ✓
✓ 6007-W10	Child Abuse or Neglect	Call Center	In Progress	2023/12/21 06:41 AM	2024/01/04 08:59 AM ✓
✓ 6007-T4	Discrimination	Text	Closed	2023/11/28 06:08 AM	2023/12/18 10:50 AM ✓