



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!*



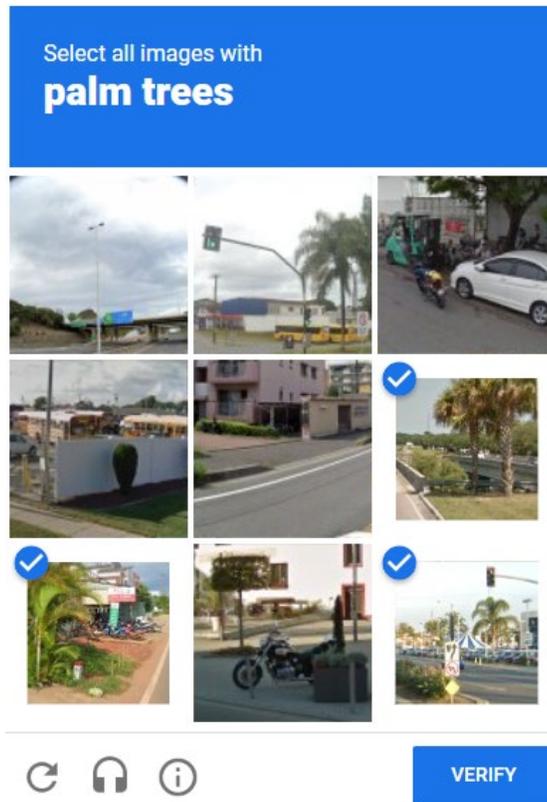
5. Enter the requested information for account setup.

The image shows a 'Sign Up For An Account' form overlaid on a website. The form is titled 'Sign Up For An Account' and includes the following sections and fields:

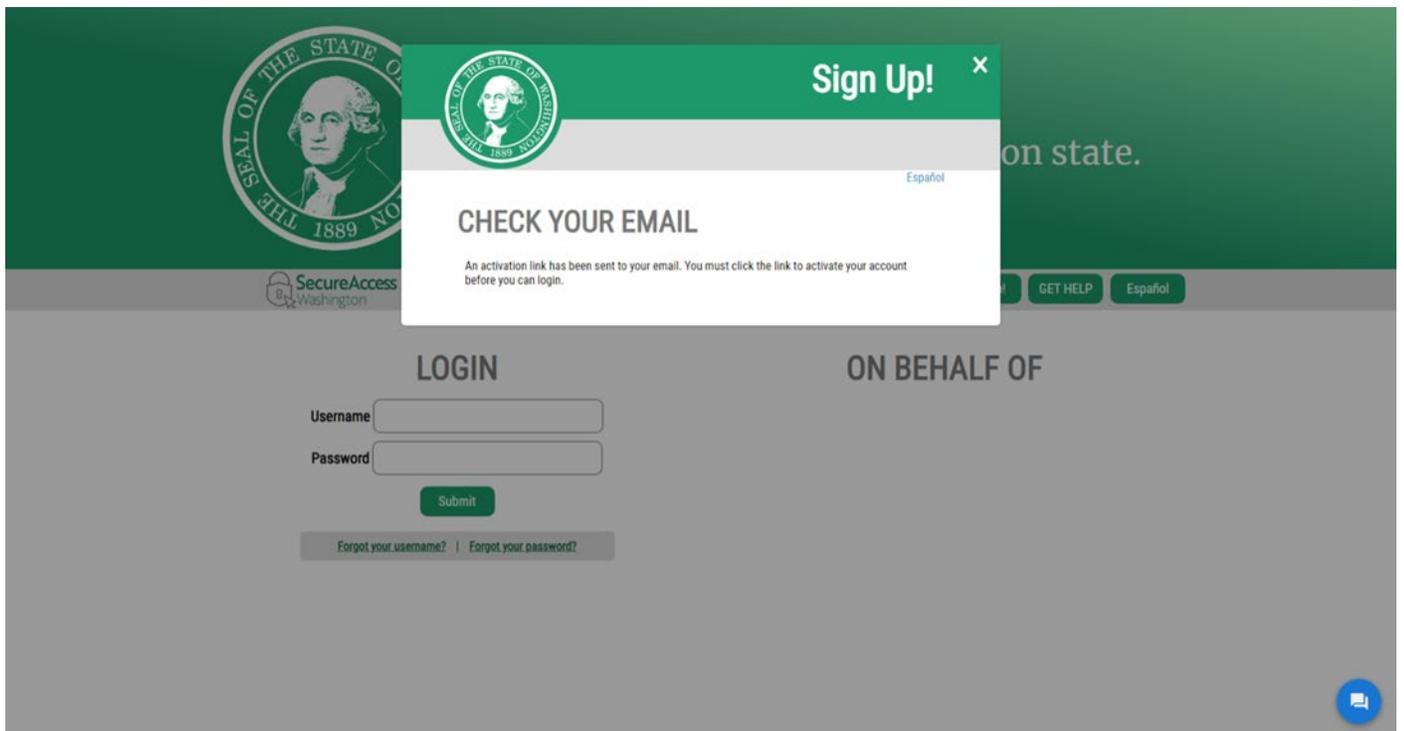
- Personal Information:**
 - First Name
 - Last Name
 - Primary Email
- Contact Information For Security (Optional):**
 - Additional Email Address (Optional)
 - Mobile Phone Number (Optional)
- Username and Password:**
 - Username
 - Password Requirements: Add at least 10 more characters, Add a special character or a three case letter or an uppercase letter or a number.
 - Password
 - Confirm Password

Yellow arrows point to the input fields for Last Name, Primary Email, Username, Password, and Confirm Password. At the bottom of the form, there is a checkbox for 'I'm Not a Robot' and a 'Create my account' button.

- 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.



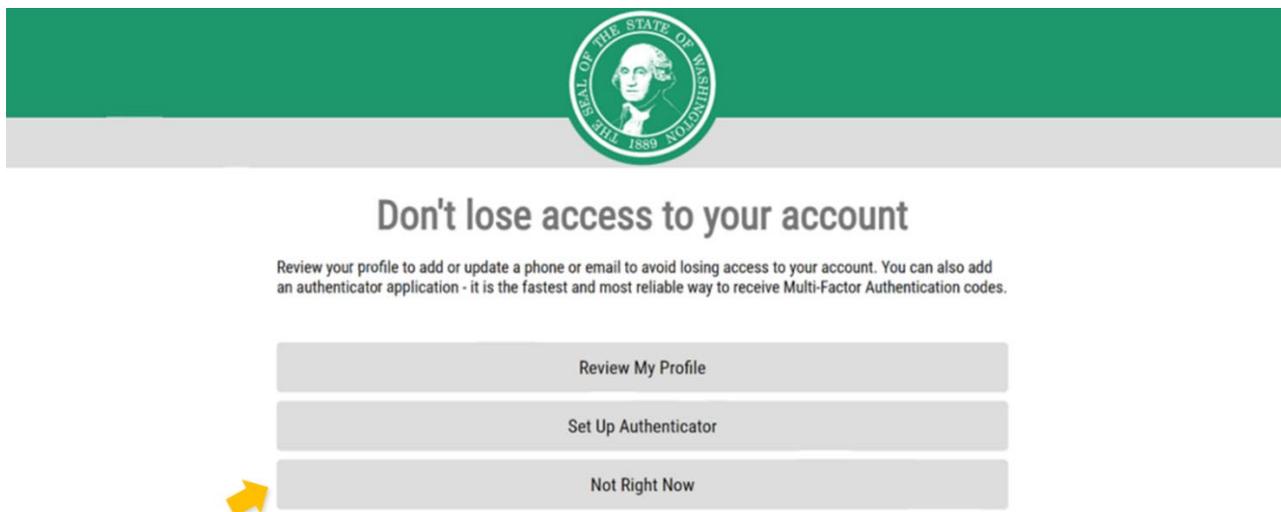
8. Check your email for your activation link. This email will include an activation link to complete your registration.

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

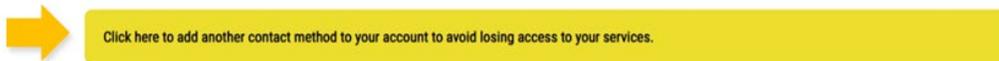
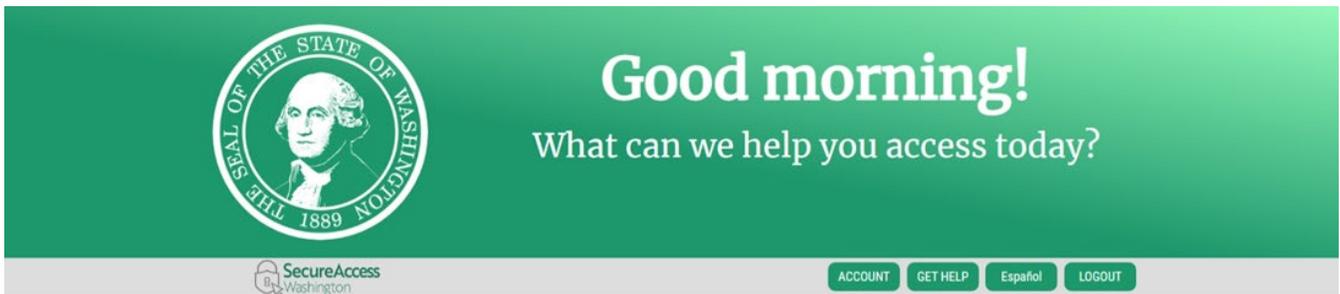


9. Once you click the activation link in the email you will be directed to login.

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.



11. 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.



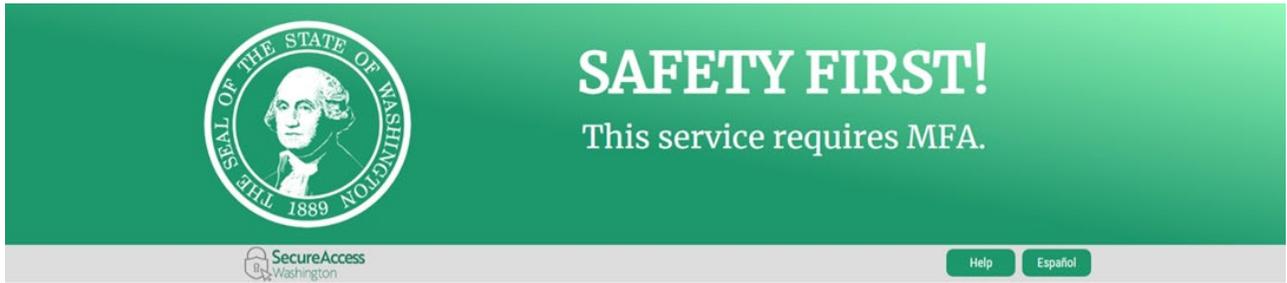
Welcome to Secure Access Washington! To start using services from agencies around Washington, choose one from your list below or click the 'Add A New Service' button. [To see open job postings for the SAW Team, go to our jobs page.](#)

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.



1 — 2 — 3 — 4
 Choose Method Enter Code Remember Device Access Service

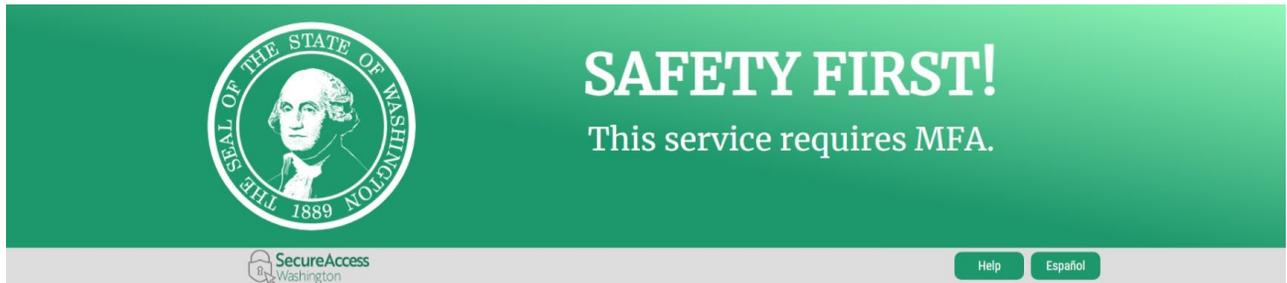
Multi-Factor Authentication (MFA)

This service requires additional verification beyond username and password to prevent fraud and identity theft. You will need to enter a verification code.

Choose Method

How would you like to receive your verification code?

 ***@atg.wa.gov
 Receive the code in an email and enter it on the next screen.



1 — 2 — 3 — 4
 Choose Method **Enter Code** Remember Device Access Service

Multi-Factor Authentication (MFA)

Enter Code

Please enter the code sent to ***kim@atg.wa.gov

6279:

[Resend Code](#)

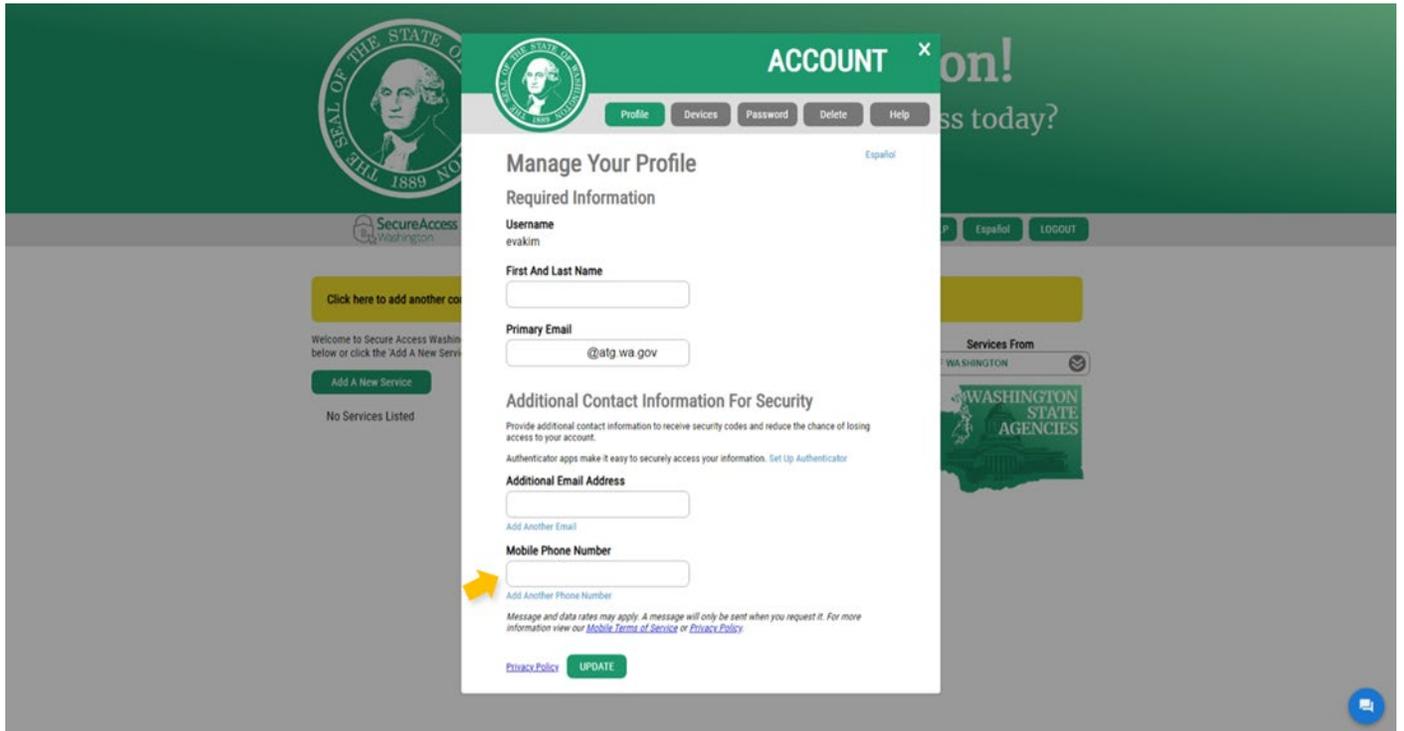
[Choose another method](#)

If you do not receive an email with the authentication code:

- Check your junk/spam folder. If the email is not there, try these troubleshooting steps:
 - Check any other folders that may have received the email.
 - Refresh/update your email application and inbox.
 - Add help@secureaccess.wa.gov as an email contact inside of your email application.
- Click Resend Code. You can click Resend Code every two minutes, but do not try this more than three times. If you do not receive the resend code:
 - You may need to contact your email service provider to allow emails from help@secureaccess.wa.gov. If you have setup an additional email or mobile number, you can click Choose another method to select a different option for receiving a code.



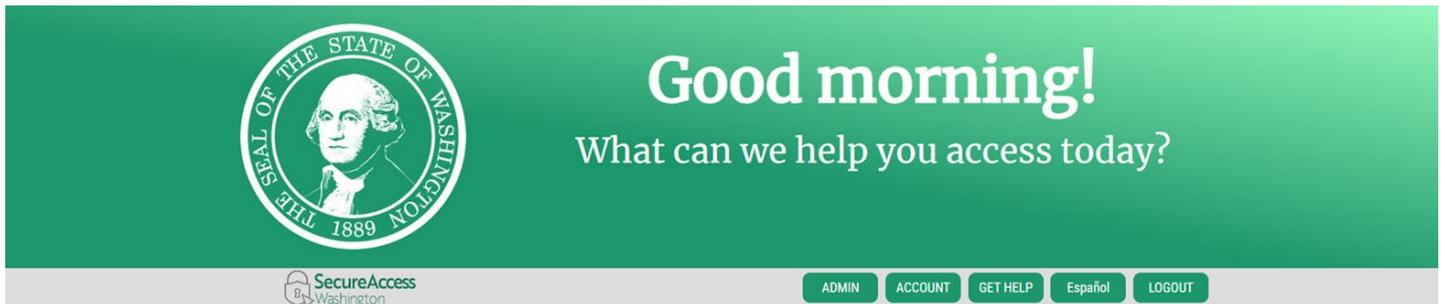
13. Add your mobile phone number.



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*



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](#)

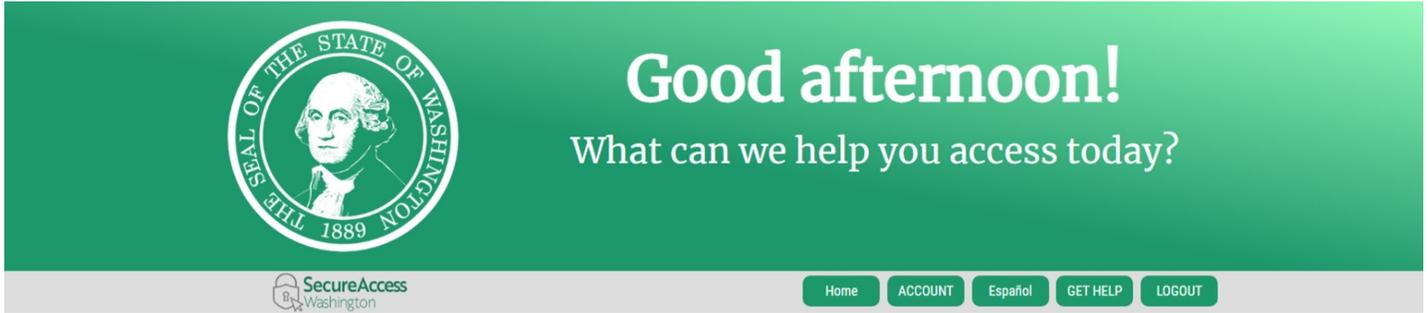
No Services Listed

Services From

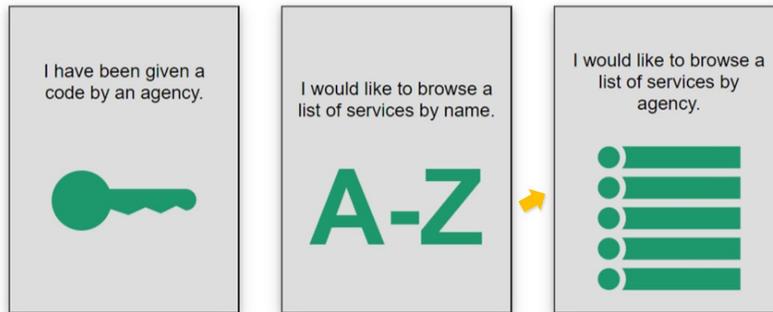
ALL OF WASHINGTON



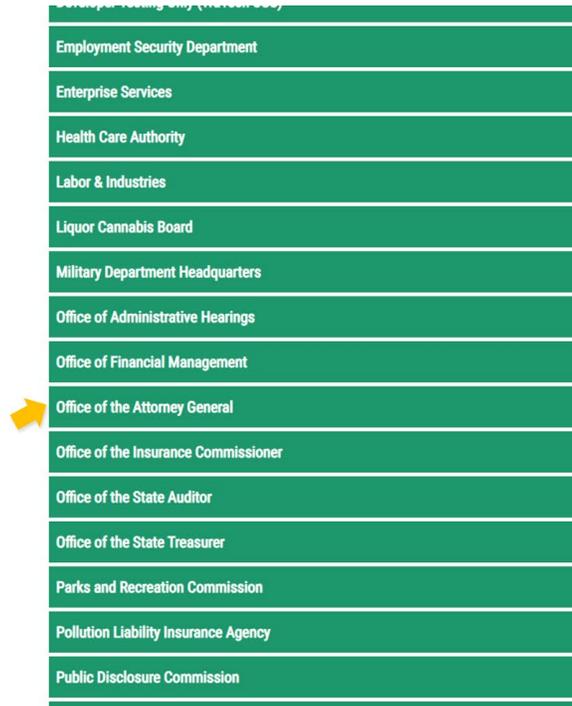
4. Click *I would like to browse a list of services by agency*



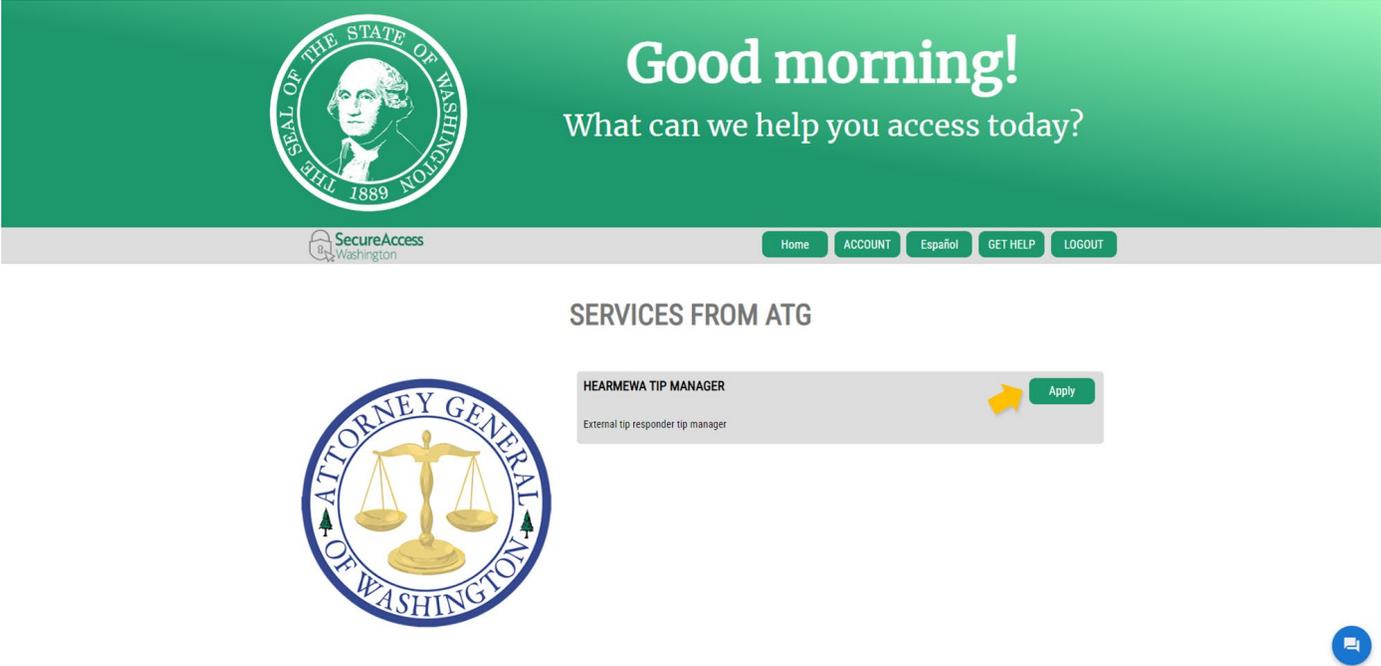
Add A New Service



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



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



Good morning!
What can we help you access today?

SecureAccess Washington

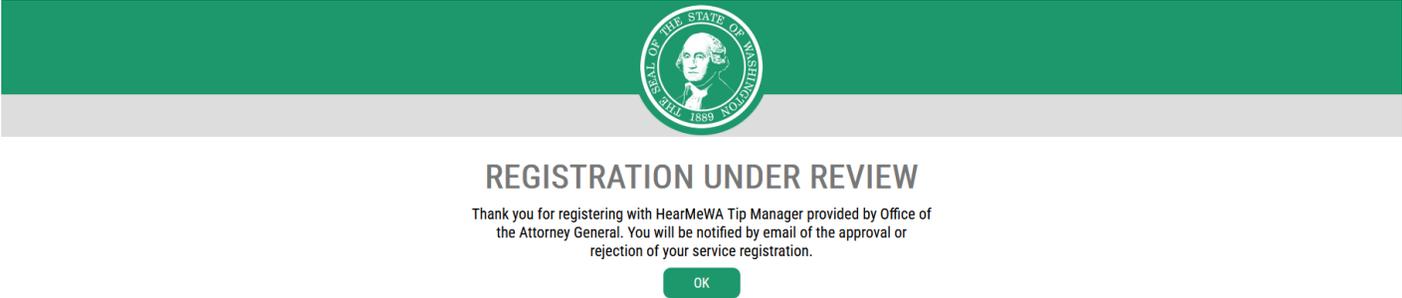
Home ACCOUNT Español GET HELP LOGOUT

SERVICES FROM ATG

HEARMEWA TIP MANAGER
External tip responder tip manager

Apply

7. Your application will go into review.

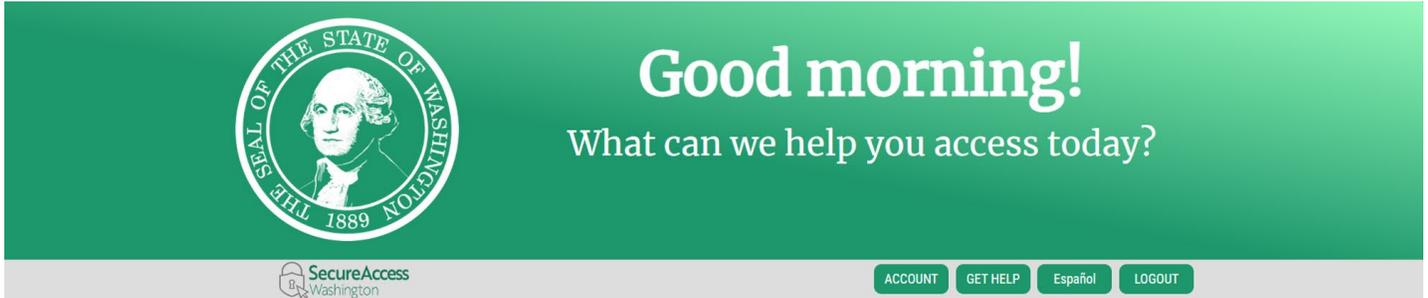


REGISTRATION UNDER REVIEW

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.



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

Pending

External tip responder tip manager

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



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

SecureAccess Washington : Access Approved Inbox x



secureaccess@cts.wa.gov
to me ▾

10:03AM (1 hour ago) ☆ ☺ ↶ ⋮

Your access to SecureAccess Washington agency [Office of the Attorney General] service [HearMeWA Tip Manager] has been approved for User ID [agotestacct].

This is an automated message sent by the SecureAccess Washington CUSTOMER TEST environment. THIS IS NOT PRODUCTION.

Login at <https://test-secureaccess.wa.gov>

If you require assistance, please leave us a note at <https://test-secureaccess.wa.gov/public/saw/pub/help.do>

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*



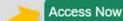
Good morning!
What can we help you access today?



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 

HearMeWA external tip responder tip manager
[Contact the help desk for atghmwa](#) [Remove from my list](#)

Services From
ALL OF WASHINGTON 



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



NOW ACCESSING



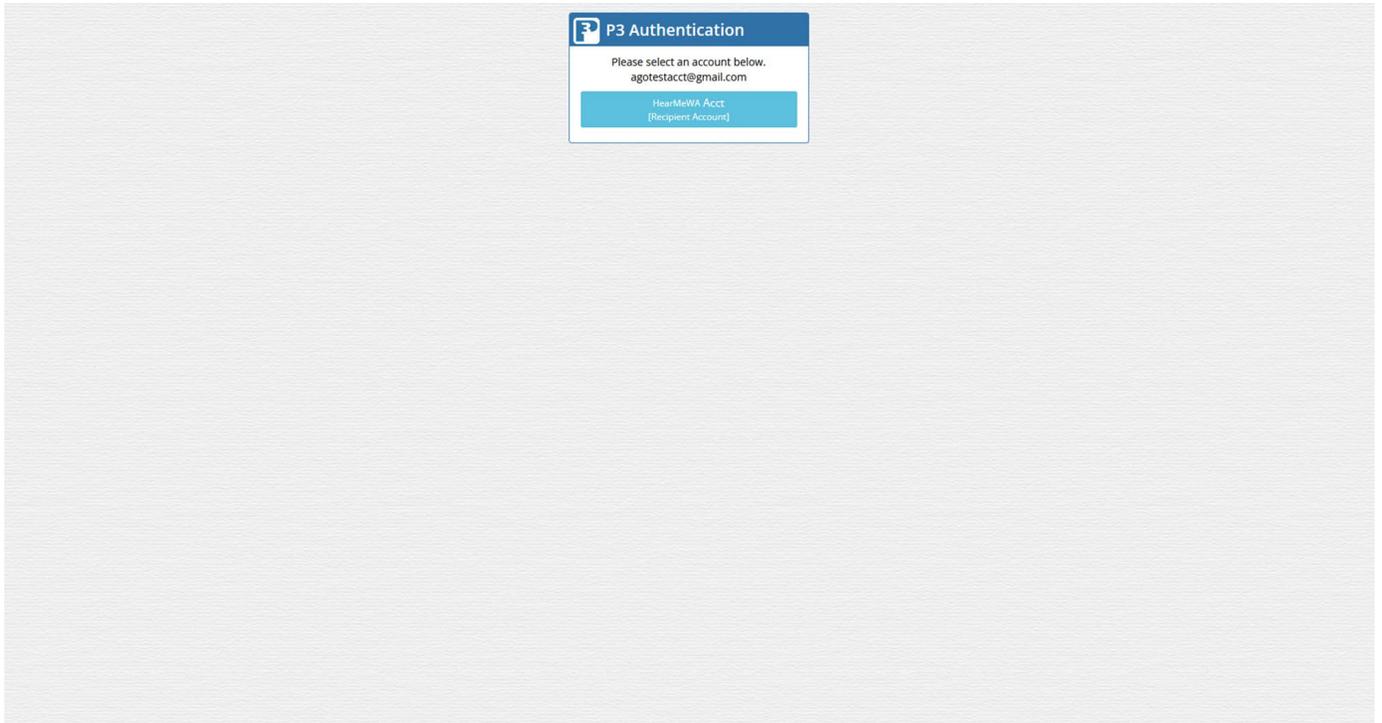
You are now accessing HearMeWA Tip Manager provided by Office of the Attorney General. If you require assistance, the HearMeWA Tip Manager help desk can be reached at infoHearMeWA@atg.wa.gov or (360) 462-7822.



Access to HearMeWA Tip Manager

Once you use the 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

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.

The screenshot displays the HearMeWA Tip Manager interface. At the top, the header includes the application name 'Tip Manager', the account name 'DEMO - HearMeWA Sandbox Acct', and navigation options like 'Settings' and 'Menu'. Below the header, there are input fields for 'Tip ID' (6007-W59), 'P3 ID' (7078600), 'Other ID', 'Case ID', 'Status' (Open), and 'Event Type' (Drug distribution/Possession). A navigation bar contains tabs for 'Main', 'Attachments', 'Deliver To', 'Disposition', 'Map', 'Misc', 'Query', and 'Audit'. A red alert box states: '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.' Below this is a 'Content' section with fields for 'School' (Demo Middle School, Tacoma, Washington), 'Narrative' (This is a test tip), 'Description of Concern/Event' (Demo Account ID: 6007, City: Tacoma, Washington, Concern/Event Types: Drug distribution/Possession, Date: 2024/02/20, Time: 11:00am), and '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). A 'Team Communication' window is open, prompting the user to 'Enter notes into the text box at the bottom of this window and click 'Send to Team''. At the bottom, a table lists reports with columns for Report ID, Event, Source, Status, Created, and Delivered.

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