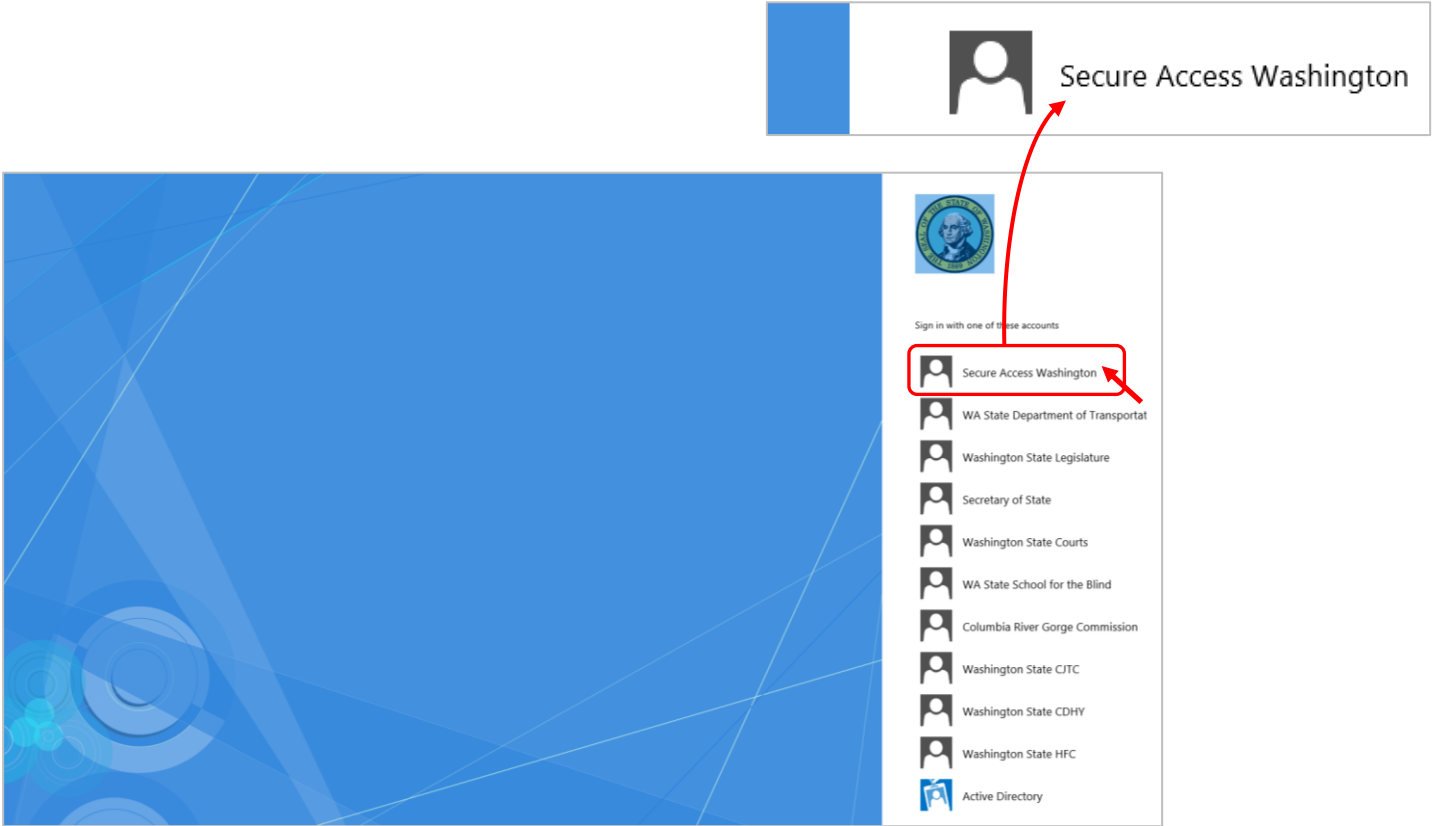# Updated WIC Step-by-Step Instructions
How to Log into the Learning Center for the First Time

Use this guide when you log into the Learning Center (LC) for the first time.

- You can find more guidance and the LC-related forms on our webpage.
- We suggest you use one of these web browsers: Microsoft Edge, Mozilla Firefox, Google Chrome

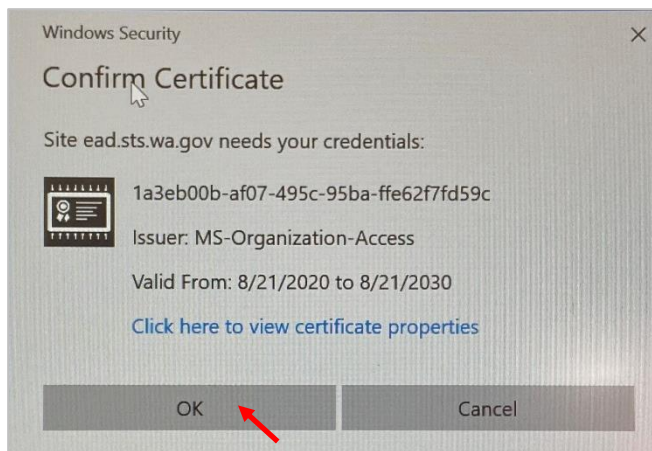| Steps	Computer Screen
Step 1: Select the LC link. 1. Select the following link: https://sowa.sumtotal.host • You can also type the link into your browser.	https://sowa.sumtotal.host
Step 2: Select Secure Access Washington. 1. The link takes you to a State of Washington-specific page. You'll see options you can select on the right side. 2. Select the first option listed: **Secure Access Washington**	Secure Access Washington Sign in with one of these accounts Secure Access Washington WA State Department of Transportat Washington State Legislature Secretary of State Washington State Courts WA State School for the Blind Columbia River Gorge Commission Washington State CJTC Washington State CDHY Washington State HFC Active Directory

You may see a grey pop-up screen.

1. Some of you may see a grey pop-up screen titled **Confirm Certificate.**

2. If you see this pop-up screen, select **OK**.
   - If you don't see this pop-up screen, don't worry about it.

Windows Security ✕

Confirm Certificate

Site ead.sts.wa.gov needs your credentials:

1a3eb00b-af07-495c-95ba-ffe62f7fd59c

Issuer: MS-Organization-Access

Valid From: 8/21/2020 to 8/21/2030

Click here to view certificate properties

| OK | Cancel |

Step 3: Log into your SAW account.

1. If you've accessed Cascades before, your login information should show up pre-filled.
   - Please work with your coordinator to set up your Cascades connection before you attempt to log into LC.

2. Select **SUBMIT**.

Note: Some of you may see that same grey pop-up window again. If you do, select **OK** to pass through it.

Your login for Washington state.

LOGIN

USERNAME   Your Username

PASSWORD   •••••••••••••

SUBMIT

IMPORTANT

Your email addresses for SAW and for the LC must match. This is how SAW and the LC work together to permit you to enter the LC.

The email address in the LC is the one you provided on the Learning Center Account Form.

Please see the Common Problems section below, if you receive an error message.

Step 4: Congratulations! You are now in the LC.

1. Play around. To orient yourself, you can look at these introductory documents:
   - Basic Navigation in the Learning Center
   - How to Search for a Class
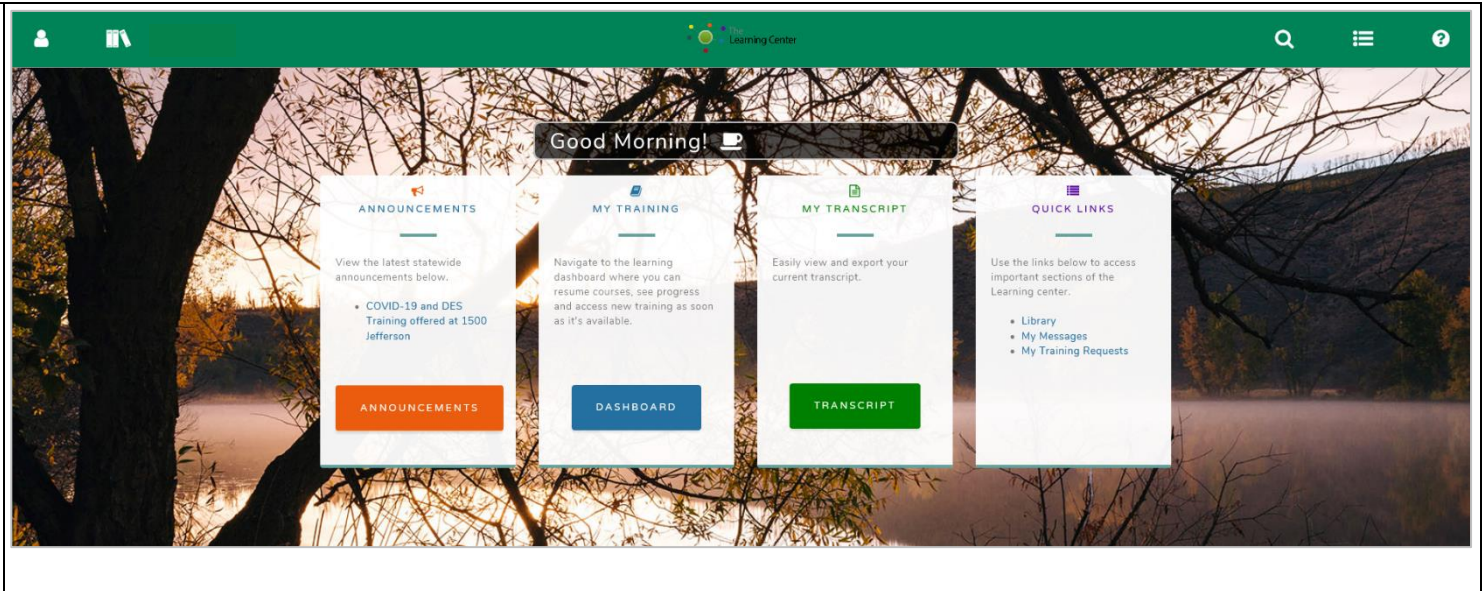
COMMON PROBLEMS

Below, find solutions to problems clinic staff have encountered so far.

Error Message: User account does not exist in SumTotal system.

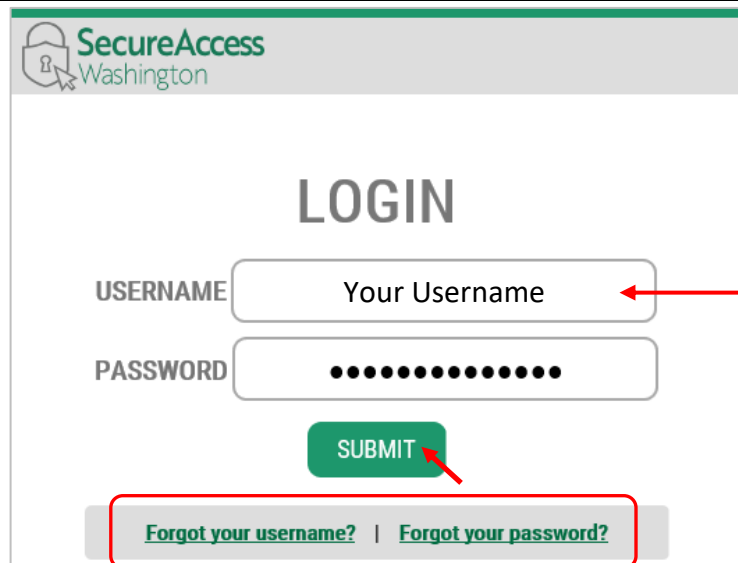|	
You may see an error message informing you that your account doesn't exist. You may get an error message like this for one of two reasons: • You use two different email addresses—one for SAW and a different one for the LC. • You need to clear out your cookies and cache in your internet browser.	User account does not exist in SumTotal system. The error has been logged and reported. To track this error with the system administrators please use the following ticket id: 127ea44c-9ff7-4800-9eb0-232d0aa4d11f. WASHINGTON STATE **LEARNING CENTER** 20.2.5.1 Copyright © 2004-2020 SumTotal Systems, LLC. All rights reserved. SumTotal Systems, the SumTotal Systems logo, and Talent Expansion are a partial list of the trademarks or federally registered trademarks of SumTotal Systems, LLC. All other company and product names are the property of their respective owners. | Terms of Use

Step 1: Log into SAW.
 	
1. Select this SAW Portal link.
2. If your login information isn't pre-filled, fill in the username and password.
  • If you forgot your password or username, use the Forgot your username or password functions below the **SUBMIT** button.
  • Select **SUBMIT**.
	SecureAccess Washington
	
	LOGIN
	
	USERNAME: Your Username
	PASSWORD: ••••••••••••••
	
	SUBMIT
	
	Forgot your username? | Forgot your password?
	
	Your Username doesn't have to be an email address for SAW —but it can be.

Step 2: Go to Account. 1. Select **ACCOUNT** on the main SAW page.	 SecureAccess Washington ACCOUNT	GET HELP	TIPS ON
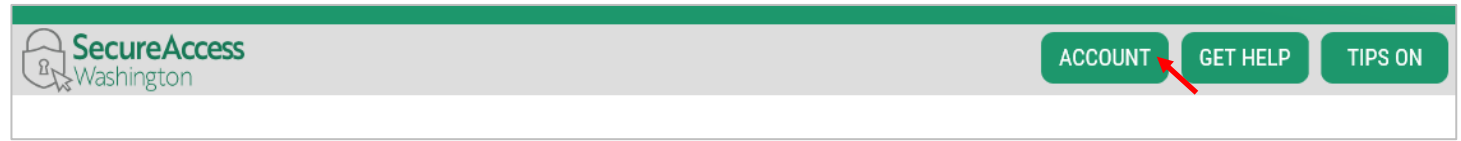
Step 3: Check your email address. Change it, if necessary.
 	
1. Check the email address. It should match your work email address that you used in LMS.
  • If you didn't use LMS, check with your supervisor what email address they assigned you in the LC.
 	
2. If the email address doesn't match, change it to the email address you used in LMS/LC.
  • Don't worry, you'll still be able to enter Cascades.
 	
3. Select **UPDATE**.
 	
Note: You can only modify your email address.
	ACCOUNT ✕
	
	PROFILE
		PASSWORD	DELETE	HELP
				
				MANAGE YOUR PROFILE
				
				USERNAME
				Your Username
				
				FIRST AND LAST NAME
				Your Name
				
				EMAIL
				Your Work Email Address
				
				Privacy Notice
					UPDATE
					
					This email address **must** match the email address you used in LMS/LC.
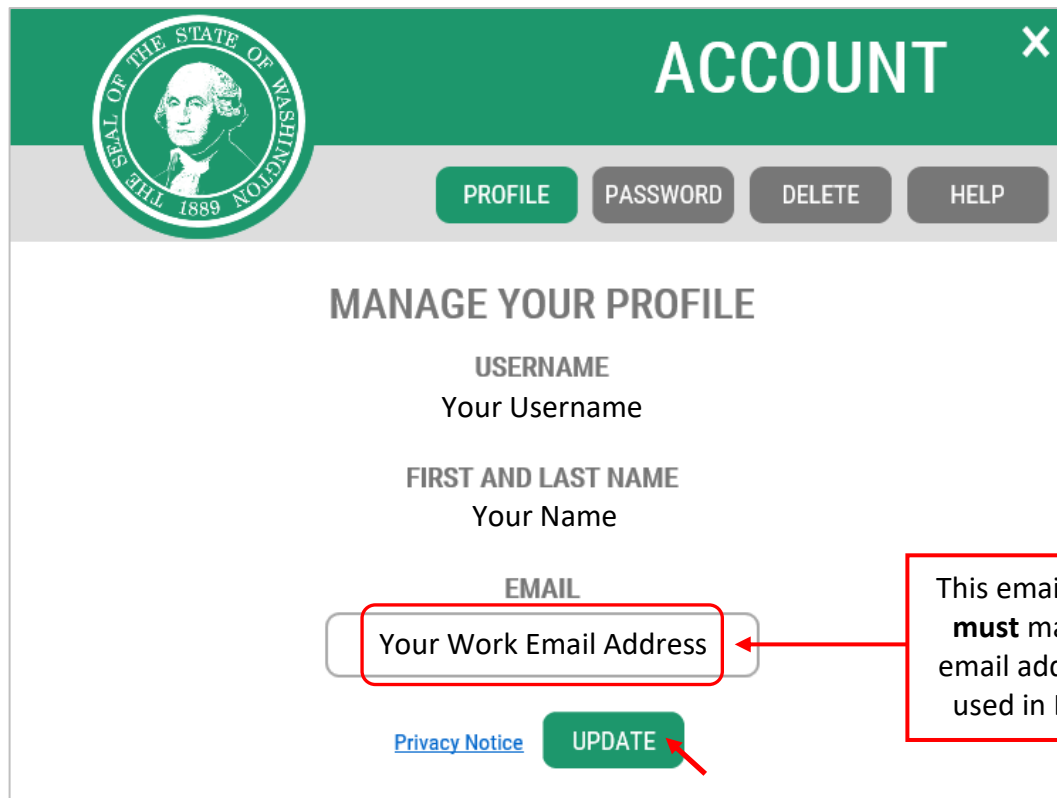
Step 4: Log out and log back into the LC. 1. Log out of SAW. 2. Close the internet browser and re-open it again. 3. Select the LC link to enter.	https://sowa.sumtotal.host Repeat steps 2 to 4 of getting into the LC for the first time. Hopefully this fix allows you to enter

If you've matched your email addresses and you still receive the error message, try **clearing out your cookies and cache in your internet browser**:

Internet Explorer browser

1. Select Tools (the gear icon) on the top right corner.
2. Select **Safety**.
3. Select **Delete browsing history...**
4. Un-check **Preserve Favorites website data**.
5. Select these check boxes:
   - **Temporary Internet files and website files**
   - **Cookies and website data**
6. Select **Delete**.
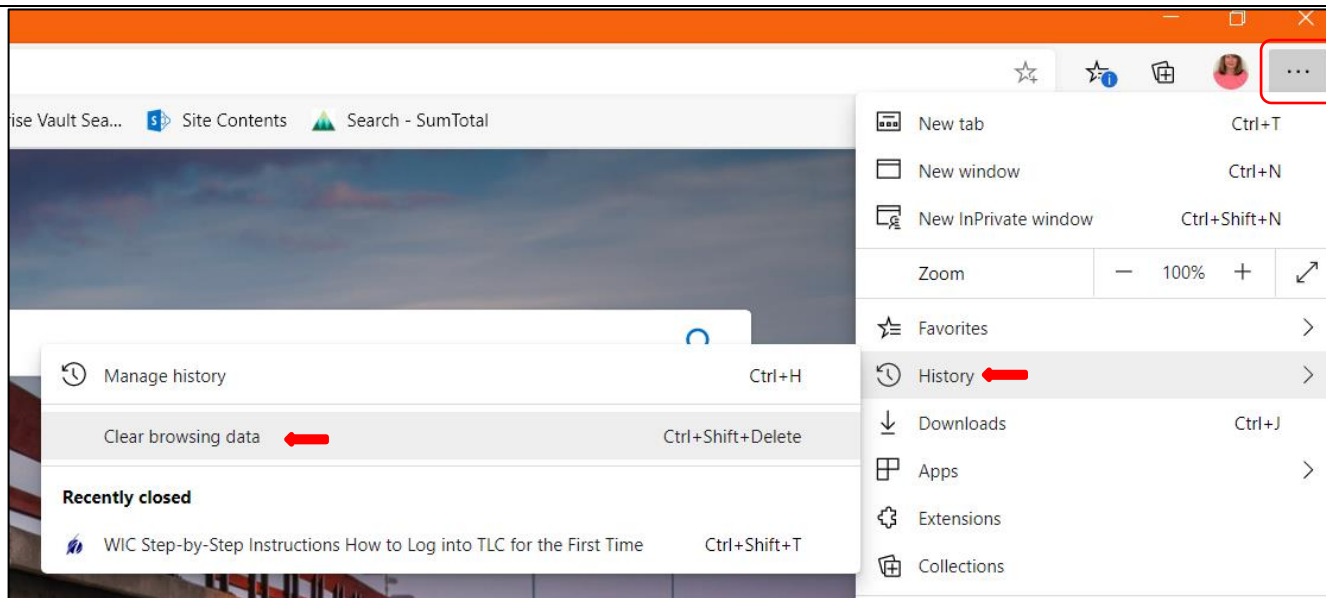7. Close your internet browser and re-open it.
8. Select the LC link to enter.

Remove browser history from Microsoft Edge (similar steps for Google Chrome)

1. Select **three dots** in top right corner of screen
2. Go to **History**
3. Co to **Clear browsing data**
4. Select **All time** from drop down
5. Select these check boxes:
   - **Browsing history**
   - **Download history**
   - **Cookies and other site data**
   - **Cached images and files**
6. Select **Clear now**

New tab — Ctrl+T
New window — Ctrl+N
New InPrivate window — Ctrl+Shift+N

Zoom — 100%

Favorites
History ←
Downloads — Ctrl+J
Apps
Extensions
Collections

Manage history — Ctrl+H

Clear browsing data ← — Ctrl+Shift+Delete

Recently closed

WIC Step-by-Step Instructions How to Log into TLC for the First Time — Ctrl+Shift+T

Clear browsing data

Time range

All time ←

☑ Browsing history
690 items. Includes autocompletions in the address bar.

☑ Download history
None

☑ Cookies and other site data
From 165 sites. Signs you out of most sites.

☑ Cached images and files
Frees up 320 MB. Some sites may load more slowly on your next visit.

Clear browsing data for Internet Explorer mode

This will clear your data across all your synced devices signed in to Margaret.Dosland@doh.wa.gov. To clear browsing data from this device only, turn off sync.

Clear now   Cancel

Remove browser history from Mozilla Firefox

1. Go to 3 lines at top right corner
2. Select **Options**
3. Select **Privacy & Security**
4. Scroll down to **Cookies and Site Data**
5. Select **Clear Data**
6. Select these check boxes:
   - **Cookies and Site Data**
   - **Cached Web Content**
7. Select **Clear**
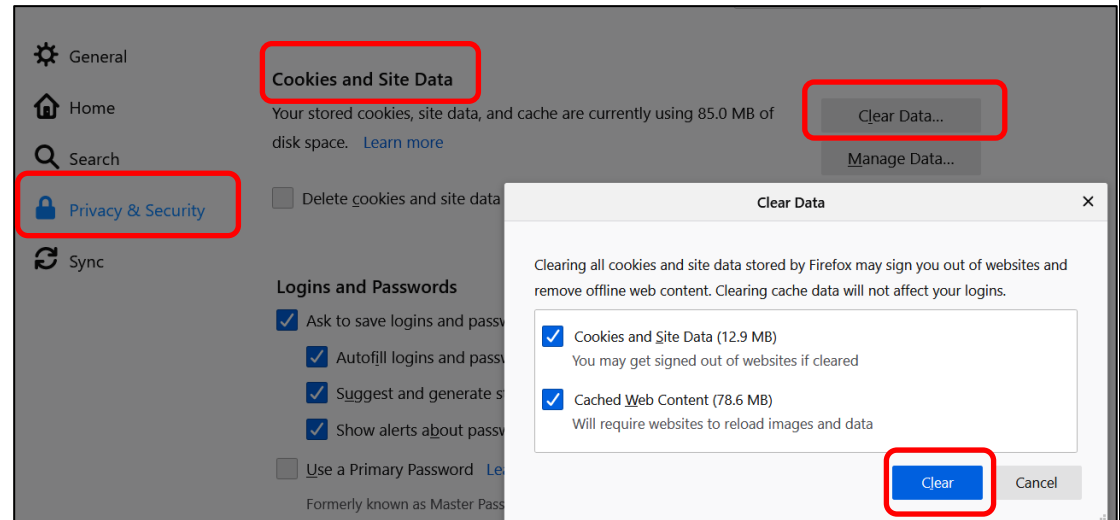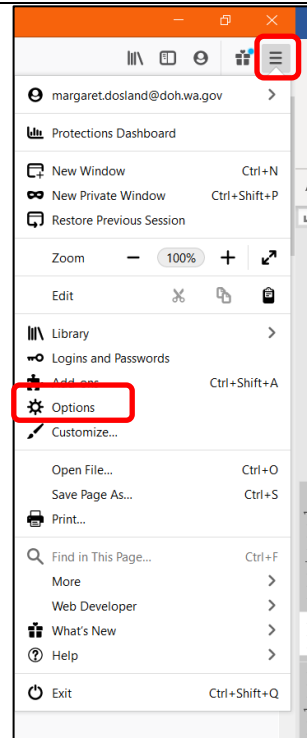
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