

Slide 1: Welcome

“Hello, welcome to Minerva 2.0 Explained: System Access!

This training is provided by the Washington State Health Care Authority, Division of Behavioral Health and Recovery, Substance Use Disorder Prevention and Mental Health Promotion section.

In this video we’ll walk through how to access Minerva 2.0, including the access request process, the login process, security requirements, and what to expect when you sign in.

The video, presentation slides, and transcript are for training purposes only. We encourage you to make the most of the flexibility of this on-demand video format; feel free to pause this video at any time.

Let’s get started!”

How to access Minerva 2.0

- ▶ Minerva 2.0 is a secure online reporting system.
- ▶ There is no username or password to access Minerva 2.0.
- ▶ Access requires **multi-factor authentication**. Multi-factor authentication (MFA) is a security process that uses more than one method to verify your identity.
- ▶ Multi-factor authentication is conducted through and managed by **SecureAccess Washington (SAW)**.

2

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Slide 2: How do I get access?

“Let's start with how access to Minerva 2.0 works.

Minerva 2.0 is a secure online reporting system used by the Washington State Health Care Authority to document prevention and mental health promotion services.

There is no username or password to access Minerva 2.0 directly. Instead, access requires multi-factor authentication, or MFA. MFA is a security process that uses more than one method to verify your identity before allowing you to sign in. This is a common and recommended security measure for systems that contain confidential data.

Multi-factor authentication is conducted through SecureAccess Washington, or SAW — Washington State's centralized login platform. In the next section, we'll walk through how to set up your SecureAccess Washington account. You will use your SAW account to request access to Minerva 2.0, and later to log into the system.”

How to get a SAW account

- ▶ A SecureAccess Washington (SAW) account is required before requesting access to Minerva 2.0.
- ▶ Visit <https://secureaccess.wa.gov/myAccess>
- ▶ Select **Sign Up** button, complete the form, and choose **Create my account**.
- ▶ Under **Primary Email Address**, enter the same email address you will use for your Minerva 2.0 access request.

3

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Slide 3: How to get a SAW account

“Before you can request access to Minerva 2.0, or access the system, you'll need a SecureAccess Washington or SAW account.

To create one, go to secureaccess.wa.gov/myAccess.

Select the green Sign Up button, complete the registration form, and then select Create my account.

When creating your account, under Primary Email Address, enter the email address you plan to use for your Minerva 2.0 access request. Email is one way the system verifies your identity. We'll come back to this later in today's video.

If you already have a SAW account, you can skip this step.”

How to request access

- ▶ After creating a SecureAccess Washington (SAW) account you can access the **Washington State Health Care Authority support portal**.
- ▶ Visit support.hca.wa.gov/hcasupport
- ▶ Select **Public inquiry** and log into the support portal using multi-factor authentication with your SAW account.
- ▶ Select **Make a request** to open the support categories catalog. Support categories are listed alphabetically. Select the support category titled **Minerva 2.0 Data System Access Request**.

4

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Slide 4: How to request access

“Once you have a SAW account, you're ready to request access to Minerva 2.0.

Start by navigating to support.hca.wa.gov/hcasupport.

Select Public inquiry and log in using your SAW account. You'll be prompted to complete multi-factor authentication using a verification code sent to either one of your emails, or phone numbers.

After logging in, select Make a request to open the support categories catalog. Support categories are listed alphabetically. Locate and select the category titled Minerva 2.0 Data System Access Request. You can also type “Minerva” in the search bar and select Minerva 2.0 Data System Access Request from the results.”

How to request access

► Complete the **Minerva 2.0 Data System Access Request** form:

- 1 Under **Please specify access request** select Add Access.
- 2 Under **user information** enter the person's first name, last name, and email. *The email needs to exactly match the Primary Email in the person's SAW account. Group or shared emails are not allowed.*
- 3 Under **Which Minerva 2.0 account(s) does this apply to?** use the search bar to find and select every account the person needs access to. Multiple accounts can be selected in a single request. Select all that apply.

Slide 5: How to request access

“On the Minerva 2.0 Data System Access Request form, complete all required fields.

Under Please specify access request, select Add Access to request new access to Minerva 2.0, or access to additional accounts in the system.

Under User information, enter the person's first name, last name, and email address. The email entered here must exactly match the Primary Email Address in the person's SecureAccess Washington account. This is critical—if the emails do not match, the user will not be able to access Minerva 2.0. Only individual email addresses can be used to access Minerva 2.0. Group or shared email addresses do not provide a sufficient layer of security and are not allowed.

Under Account information, use the search bar under Which Minerva 2.0 account(s) does this apply to? to find and select every account that person needs access to. Multiple accounts can be selected in a single request.”

How to request access

- 4 Under **Data Share Agreement** (DSA) review the requirements outlined for Minerva 2.0 access.
- 5 After reading the requirements, select whether you **Acknowledge** or **Decline*** to having a signed DSA on file for the person requesting access. *Tribe and urban Indian organization partners will select Decline.
- 6 After completing the form, select the blue **Submit** button.

6

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Slide 6: How to request access

“Continuing on the form, under the Data Share Agreement, or DSA section, you’ll see the data share agreement requirements for Minerva 2.0. After reviewing these requirements, select whether you Acknowledge or Decline having a signed DSA on file for the person requesting access to Minerva 2.0.

Tribe and urban Indian organization partners are not subject to DSA requirements and will select Decline. For CBO, and CPWI providers, your organization is required to have a signed Data Share Agreement on file before access can be granted. Compliance with this requirement will be verified by your HCA Prevention Manager prior to their approval of your request.

Once the form is complete, select the blue Submit button. Your request will be sent to the Minerva team at Washington State Health Care Authority for processing.”



Slide 7: Demo

“Now that we've reviewed how to submit an access request, let's walk through one together.

To submit a Minerva 2.0 Data System Access Request, navigate to support.hca.wa.gov/hcasupport. Select Public inquiry and log in using your SecureAccess Washington account. You'll be prompted to complete multi-factor authentication — enter the code you receive to either an email address or phone number, to verify your identity.

Once logged in, select Make a Request and from the support catalog you can type 'Minerva' into the search bar, or look alphabetically and find Minerva 2.0 Data System Access Request to start a system access request.

On the form, select Add access to request new access. Complete all required fields and select Submit.

To remove access, select Remove access at the top of the form, then complete the

remainder of the form and select Submit. Note that for both access and removal requests, you can select multiple accounts within one request.

You can check the status of any request at any time by logging into the support portal and selecting My requests. If you have questions about a request, reach out to your HCA Prevention Manager.”

How a request is processed

- ▶ Your request will be forwarded to the Minerva team for processing.
- ▶ After the Minerva team has reviewed your request, your request will be forwarded to the account's HCA Prevention Managers.
- ▶ An HCA Prevention Manager has two business days to review your request. After the HCA Prevention Manager has reviewed and approved the request, the request will go back to the Minerva team.
- ▶ The Minerva team will then add, modify, or remove access based on the request.

8

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Slide 8: How a request is processed

“Here's what happens after you submit a system access request.

First, the request is sent to the Minerva Team for an initial review. After the review, the Minerva team forwards the request to the HCA Prevention Manager for that account or accounts listed on the request. The Prevention Manager has two business days to review and approve or deny the request. During that time, the Prevention Manager will reach out to confirm, when applicable, that a signed Data Share Agreement is on file for the person requesting access.

Once the request is approved by the Prevention Manager, it returns to the Minerva team. The team will then add or modify system access within Minerva 2.0, following exactly what's outlined in the request.

You'll receive an email once your access has been processed. You can also check the status of your request at anytime under the My Requests section of the support portal.”

How to check on a request

- ▶ To check on the status of a request visit support.hca.wa.gov/hcasupport.
- ▶ Select **Public inquiry** and log into the support portal using MFA with your SAW account.
- ▶ Select **My requests** to view your existing requests. Requests are listed with the most recently updated at the top. Select the request to view the details, and activity of the request.

9

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Slide 9: How to check on a request

“After submitting a request, you can check its status through the same support portal.

Navigate back to support.hca.wa.gov/hcasupport. Select Public inquiry and log in with your SecureAccess Washington account.

Once logged in, select My requests to view all of your requests. Requests are listed with the most recently updated at the top.

Select any request to view its full details and activity, including where it is in the review process.”

How to log into Minerva 2.0

- ▶ After your Washington State Health Care Authority support portal request has been processed, you have access to Minerva 2.0.
- ▶ Visit <https://washington.prevention.systems/idp/saw>
- ▶ Use multi-factor authentication with SecureAccess Washington (SAW) to verify your identity and log into Minerva 2.0.
- ▶ After successful verification, you'll land on the account selection page, where you choose the account you want to work in.

10

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Slide 10: How to log into Minerva 2.0

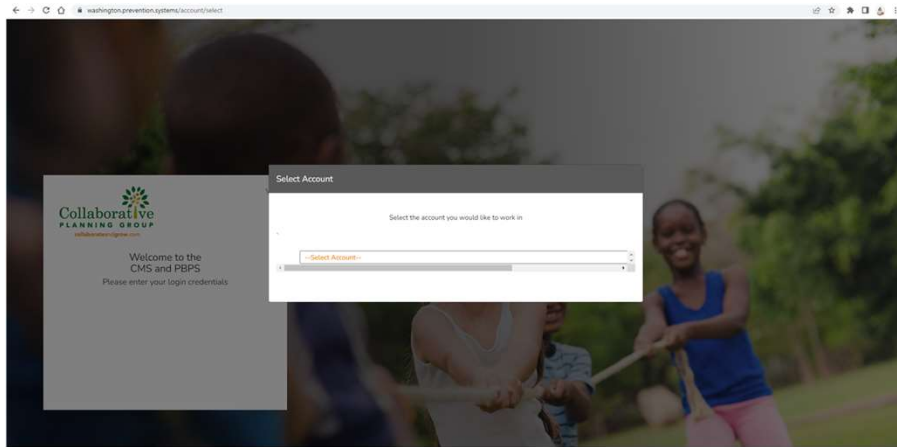
“Once your access request has been processed, you can log into Minerva 2.0.

To access Minerva 2.0, visit washington.prevention.systems/idp/saw.

Enter your SAW username and password and select Submit to begin multi-factor authentication.

If your credentials are correct, you'll be prompted to choose a verification method to complete multi-factor authentication. Multi-factor authentication with SecureAccess Washington is required to access Minerva 2.0.”

Select an account

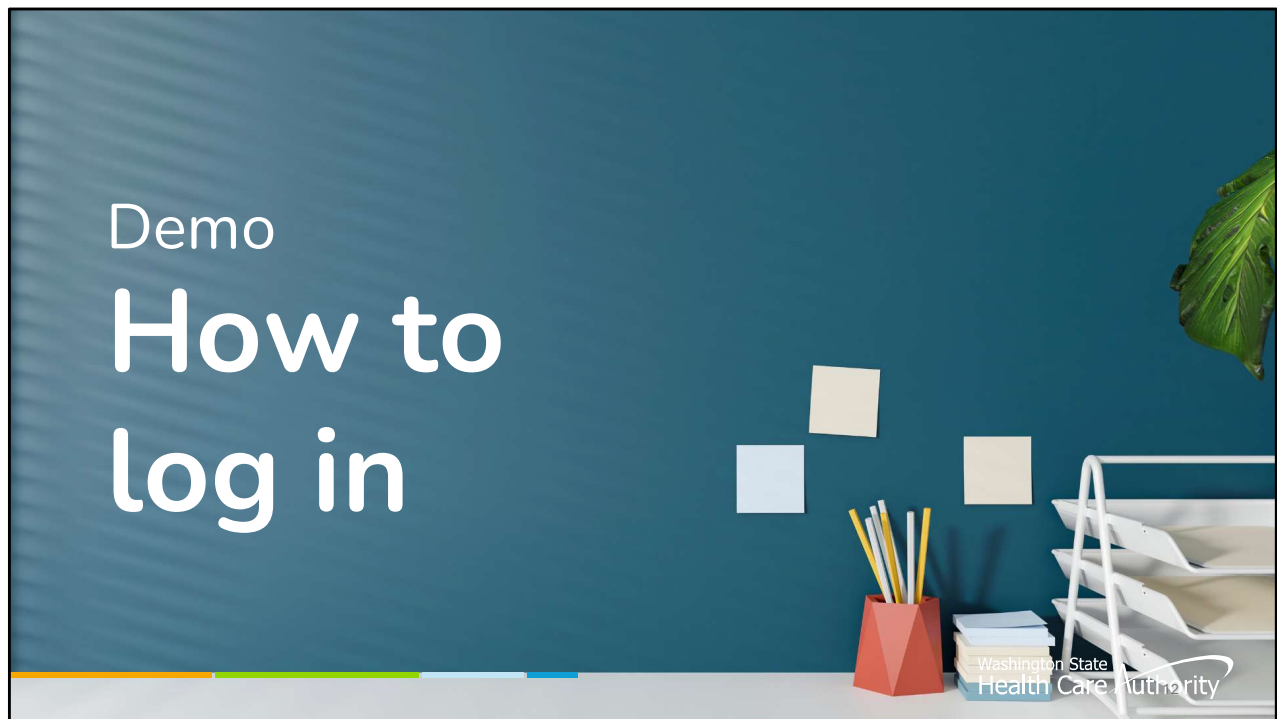


11

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Slide 11: Account selection page

“After successful verification with multi-factor authentication, you’ll land on the account selection page of Minerva 2.0. Choose the account you want to work in and begin reporting!”



Slide 12: Demo

“Let’s walk through the login process together.

To access Minerva 2.0, visit washington.prevention.systems/idp/saw.

Enter your SAW username and password and select Submit to begin multi-factor authentication.

If your credentials are correct, you'll be prompted to choose a verification method to complete multi-factor authentication— enter the code you receive to either an email address or phone number, to verify your identity.

Once your identity has been verified, you’ll land on the account selection page of Minerva 2.0, select an account from the dropdown to get into the system. Once in the system, you’ll be able to navigate between accounts from the accounts dropdown. To learn more about accounts, we recommend watching the video, Welcome to Minerva 2.0. This video is available in Minerva under Help on the Training page.”

What if multi-factor authentication fails?

13

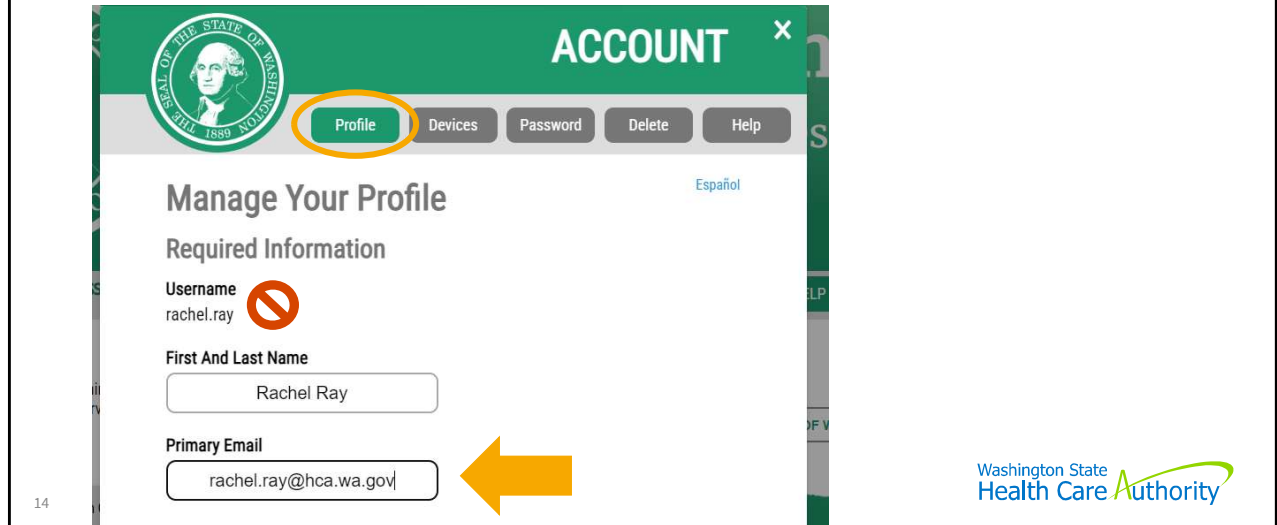
Slide 13: What if multi-factor authentication fails?

“If SecureAccess Washington is unable to complete the security check when you’re trying to log into Minerva 2.0, the most common cause is a mismatch between your Primary Email in SAW and the email associated with your Minerva 2.0 access.

Before contacting your HCA Prevention Manager, take a moment to check the “Primary Email” in your SAW account.

Log into your SAW account and select Account from the navigation bar. This will take you to your profile, where we'll look at your Primary Email — shown on the next slide.”

Finding your primary email



Slide 14: Finding your primary email

“Here, under Account on your Profile, you'll find your Primary Email.

This email must exactly match the email associated with your Minerva 2.0 access, the email entered on your Minerva 2.0 System Access Request form. Note that your SAW username is not the same as your Primary Email — SAW uses the Primary Email, not the username, for multi-factor authentication.

If your Primary Email matches your Minerva 2.0 email and the system is still unable to authenticate your access, please contact your HCA Prevention Manager for support.”

How to request deactivation

- ▶ Deactivations are required to be submitted **within 5 business days** a user no longer requiring access to Minerva 2.0 or a specific account in Minerva 2.0.
- ▶ Submit a Minerva 2.0 Data System Access Request form and under Please specify access request select **Remove Access**.
- ▶ Under **Which Minerva 2.0 account(s) does this apply to?** Select every account the person no longer needs access to. For the **Removal date** select the date by which the person's deactivation needs to be processed.

15

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Slide 15: How to request deactivation

“When someone no longer needs access to Minerva 2.0 — or no longer needs access to a specific account — a deactivation request must be submitted using the same Minerva 2.0 Data System Access Request form in the HCA support portal.

Deactivation requests are not optional — they are a required part of maintaining the security of Minerva 2.0.

Deactivations are required within 5 business days of an authorized user's duties ending or changing in such a way that they no longer require access to Minerva 2.0 or a specific account.

If you have questions about whether a deactivation is needed, reach out to your HCA Prevention Manager.

To submit a removal request, on the Minerva 2.0 System Access Request form, under Please specify access request, select Remove Access. Under User information, enter the person's first name, last name, and email. Under Account information, use the search bar

to find and select every account the person should be removed from. You can select multiple accounts in a single request. Under Removal date, select the date by which the person needs to be removed. Answering this field correctly ensures the Minerva team processes the request at the right time.”



Slide 16: Thank you!

“Congratulations! You now know how to access Minerva 2.0 — the online reporting system for substance use disorder prevention and mental health promotion services.

To recap, you've learned how to create a SAW account, submit a Minerva 2.0 access request, log in using multi-factor authentication, troubleshoot authentication issues, and submit a deactivation or removal request.

Your feedback is valuable. If you have questions or feedback about this video, please email the Minerva team at PrevMIS@hca.wa.gov.

Thank you for watching!”