



# INSURANCE COMPANY ACCOUNT REGISTRATION USER GUIDE

Department of Licensing  
December 9, 2016



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## ESTABLISH ACCOUNT ACCESS

### Establish your License eXpress account

You will establish your account through **SecureAccess Washington (SAW)** via **License eXpress**. You will need to create a License eXpress account. **This is a one-time process.**

[I already have a License eXpress account](#) (below)

[I don't know if I have a SAW account](#) (below)

[I already have a SAW account](#) (page 4)

[I don't have a SAW account](#) (page 7)

### I already have a License eXpress account

If you currently have a License eXpress account, it is set up to handle transactions for your personal vehicles and driver's license. We recommend you create a new License eXpress account for your business.

- If you have a SecureAccess Washington (SAW) account for your business, you can use your current username/user ID and password to create a License eXpress account. Go to [I already have a SAW account](#) (page 4).

If you don't have a SAW username/user ID and password, go to [I don't have a SAW account](#) (page 7).

### I don't know if I have a SAW account

You already have a SAW account if you:

- Have renewed or accessed your account online with Department of Revenue Business Licensing Service after June 6, 2016
- Have filed online with Department of Labor and Industries or Employment Security Department

You can use the same username/user ID and password to sign into License eXpress.

If you are still not sure, you can [check to see if you have a SAW account](#) (next page).

## Check to see if you have a SAW account

1. Go to *License eXpress login* page ([secure.dol.wa.gov](https://secure.dol.wa.gov)).
2. Click *I need to check to see if I have an account*.

WASHINGTON STATE DEPARTMENT OF LICENSING

License eXpress: Account and services

A new customer?

Join now!

[I haven't received my activation email](#)

[What is License eXpress?](#)

[I need to check to see if I have an account](#)

Already joined?

Username

Password

Login

[I forgot my username](#)

[I forgot my password](#)

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3. Enter your email address and click *Find my account*.

Back WASHINGTON STATE DEPARTMENT OF LICENSING

Check account

Please give us your email so we can check to see if you have a License eXpress account.

Email

Find my account

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- If there is a Username/User ID already associated with your email address, you will receive an email with the Username/User ID.
  - Go to your email to get your Username/User ID, then go to [I already have a SAW account](#) (page 4).

Back WASHINGTON STATE DEPARTMENT OF LICENSING

Check account

Please give us your email so we can check to see if you have a License eXpress account.

Email

djohnson@dol.wa.gov

Find my account

We found your account and have emailed you your username

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- If there is no Username/User ID associated with your email address, you can try a different email address or click *Join now* to begin the registration process.
  - Go to [I don't have a SAW account](#) (page 7).

Back WASHINGTON STATE DEPARTMENT OF LICENSING

**Check account**  
Please give us your email so we can check to see if you have a License eXpress account.

Email  
mardee23@msn.com

Find my account

We didn't find an account with this email. You can try another or [Join now](#)

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SecureAccess  
WASHINGTON

## I already have a SAW account

1. Go to *License eXpress login* page ([secure.dol.wa.gov](https://secure.dol.wa.gov)).
2. Enter your SAW username/user ID and password and click *Login*.
  - If you don't remember your password, click *I forgot my password* to get a new password, then return to this step.

- If you don't already have any services or if you have several services through License eXpress, go to step 3.
- If you already have **one** service through License eXpress, you'll go directly to that account. Click *Manage my account and services* (upper right hand corner of screen) ...



...then *Join other DOL services* under My services.

3. At the **Join other services** page, select *Do business related to vehicles and vessels* under License eXpress for business. Click *Continue*.

WASHINGTON STATE DEPARTMENT OF LICENSING [Logout](#)

**License eXpress: Account and services**

**Join other services**

**License eXpress for individuals**

- Manage my personal driver license, ID card, vehicle, and boat licenses
- Pre-apply for my first Washington driver permit, driver license or ID card

**License eXpress for business**

- Renew or manage a DOL business license
  - For a firm, agency, company, shop etc.
- Do business related to driver training schools
  - For instructors, owners, staff
- Do business related to vehicles and vessels**
  - Manage my E-permits (dealers)
  - Manage my vehicle fleets
  - Report vehicles a total loss (insurance companies)
  - Report vehicles in my wrecking yard's inventory (wreckers)
  - Report abandoned vehicles my business has towed, affidavits of sale (tow truck operators)
  - Look up a vehicle plate or vessel (formerly IVIPS)

[Continue](#)

[Join other state services \(SecureAccess Washington\)](#)

[← Manage my account and services](#)

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4. At the **Registration** page, enter your first and last name. Click *Continue*.

Back WASHINGTON STATE DEPARTMENT OF LICENSING [Logout](#)

**Registration**

**License eXpress for business**

Confirm your name before continuing

First name

Last name

[Continue](#)

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5. The **Registration – Step 2** screen will confirm you’ve successfully joined. To continue setting up access to your account, click the *Vehicle and vessel related business* hyperlink.



5. You will be taken into the new computer system to [continue your account access setup](#) (page 12).

## I don't have a SAW account

1. Go to *License eXpress login* page ([secure.dol.wa.gov](https://secure.dol.wa.gov)).
2. Click *Join now!*

WASHINGTON STATE DEPARTMENT OF LICENSING

License eXpress: Account and services

A new customer?

[Join now!](#)

[I haven't received my activation email](#)

[What is License eXpress?](#)

[I need to check to see if I have an account](#)

Already joined?

Username

Password

[Login](#)

[I forgot my username](#)

[I forgot my password](#)

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3. At the *What type of account* page, select *License eXpress for business* and click *Continue*.

Back WASHINGTON STATE DEPARTMENT OF LICENSING

Join now

What type of account do you want to join?

License eXpress for individuals

- Manage my personal driver license, ID card, vehicle, and boat licenses
- Pre-apply for my first Washington driver permit, driver license or ID card

License eXpress for business

- Conduct business with DOL on behalf of my firm, agency, company, etc.
- Driver training schools

[Continue](#)

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4. At the **What do you want to do** page, select *Do business related to vehicles and vessels*. Click *Continue*.

Back WASHINGTON STATE DEPARTMENT OF LICENSING

Join now

License eXpress for business

What do you want to do with your account?

- Renew or manage a DOL business license
  - For a firm, agency, company, shop etc.
- Do business related to driver training schools
  - For instructors, owners, staff
- Do business related to vehicles and vessels
  - Manage my E-permits (dealers)
  - Manage my vehicle fleets
  - Report vehicles a total loss (insurance companies)
  - Report vehicles in my wrecking yard's inventory (wreckers)
  - Report abandoned vehicles my business has towed, affidavits of sale (tow truck operators)
  - Look up a vehicle plate or vessel (formerly IVIPS)

Continue

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5. At the **Tell us who you are** page, enter your first and last name. Click *Continue*.

Back WASHINGTON STATE DEPARTMENT OF LICENSING

Vehicle and vessel related business - Step 1 of 4

License eXpress for business

Tell us who you are

First name

Last name

Continue

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- At the **Continue setting up your account** page, enter a username, then enter and confirm your email address. Click **Continue**.

Back WASHINGTON STATE DEPARTMENT OF LICENSING

Vehicle and vessel related business - Step 2 of 4

**License eXpress for business**  
Jane, please continue setting up your account.

[I want to use my existing SecureAccess WA account.](#)

Username  
[input field]  
No spaces, 4 or more characters

Email  
[input field]

Confirm email  
[input field]

Continue

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- At the **Registering username** page, select a secret question from the dropdown list, provide the answer, and enter and confirm a password. Click **Register me**.

  - The system will help you create a strong password.

Back WASHINGTON STATE DEPARTMENT OF LICENSING

Vehicle and vessel related business - Step 3 of 4

**License eXpress for business**  
Registering username: janedoe222

Secret question  
---select a question---

Secret answer  
[input field]

Password  
[input field]

Confirm password  
[input field]

Register me

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- The **Check your email** page informs you an activation email has been sent to the email you used to register the account.

Back WASHINGTON STATE DEPARTMENT OF LICENSING

Registration - Step 4 of 4

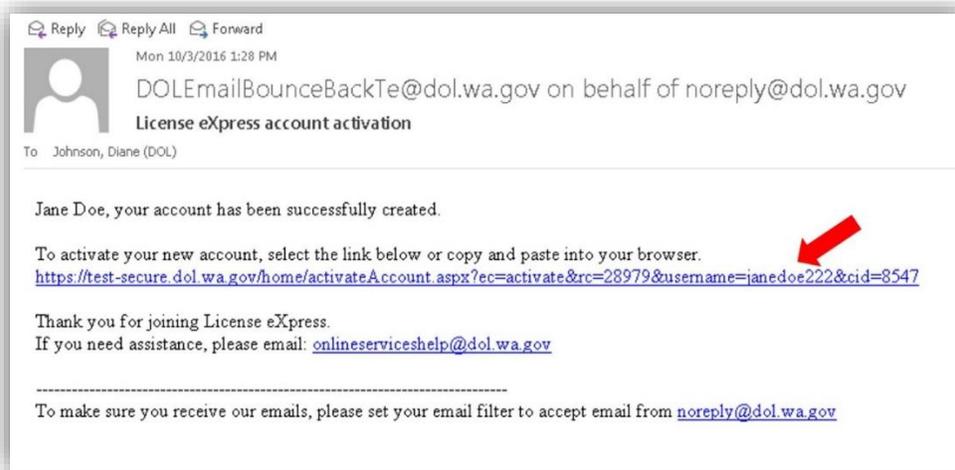
**License eXpress for business**  
You're almost done Jane!  
Please check your email.

We've sent you an email containing your activation link. Click on the link to activate your account.

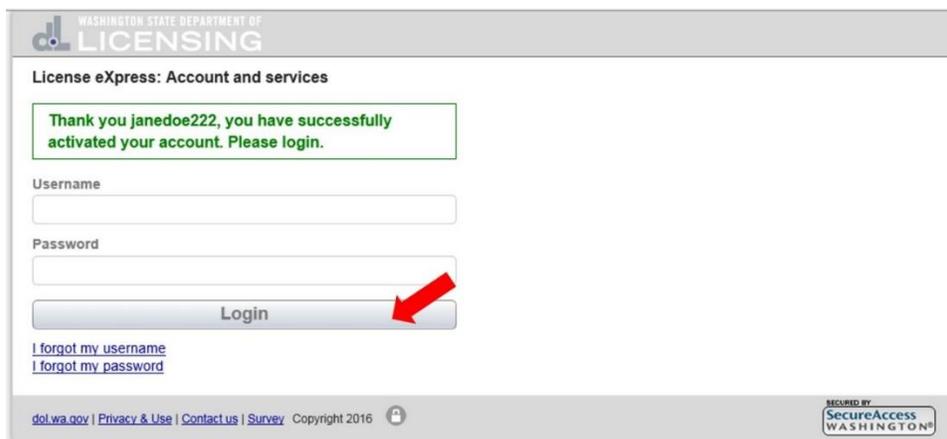
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9. Go to your email account and click the link in the email to activate your account.

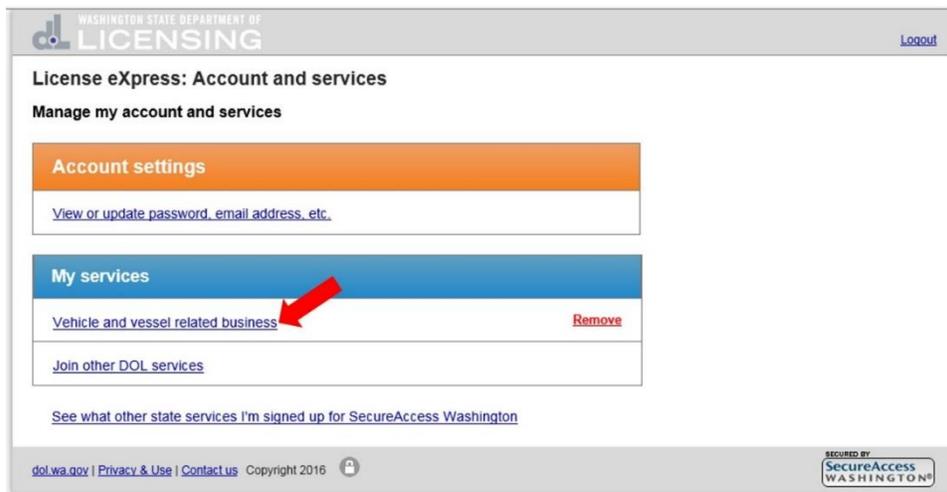


10. You will be taken to the login page. You now need to continue your account setup for E-services. Enter your Username/User ID and click *Login*.



- You can use your Username/User ID and Password you registered at License Express at any site displaying the SecureAccess Washington logo.

11. At the *Manage my account and services* page, click *Vehicle and vessel related business* in the My Services section.



12. You will be taken into the new computer system to [continue your account access setup](#) (next page).

## Continue account access setup

You'll now enter the new computer system. We'll need a little more information about who you are. **This is a one-time process.**

1. At the **Contact information** page (page names appear at the upper left of the page), your name and email address are auto-filled from the information you entered for License eXpress. Enter your phone number and extension (if applicable) and click *Next*.
  - You can change your phone type by selecting the appropriate option from the drop-down list.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Register for your vehicle and vessel business account

Register

Contact information Continue registering your account

Your name  
Jack Doe

Phone type  
Business

Phone Number  
(360) 444-4444

Extension

Email address  
dijohnson@dol.wa.gov

Confirm email address  
dijohnson@dol.wa.gov

Cancel Next

2. At the **Address** page, enter the requested information. Click *Next*.
  - If your address includes a building, apartment, or suite number, select the appropriate option from the Unit type drop-down list, then enter the number in the Unit field.
  - If your address is located outside the USA or the state of Washington, select the appropriate option from the drop-down lists in those fields.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Register for your vehicle and vessel business account

Register

Contact information

Address

Continue registering your account

Country  
USA

Street address  
405 BLACK LAKE BLVD

Unit type

Unit

City  
OLYMPIA

State  
WA - WASHINGTON

Zip code  
98502

Cancel Back Next

3. At the **Verify address** page, the system will display the address formatted to meet postal standards. In most cases, you should select the verified address. Click *Next*.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Register for your vehicle and vessel business account

Register

Contact information

Address

Verify address

Verify your address

You entered this address:  
405 BLACK LAKE BLVD OLYMPIA WA 98502

Select the address you want us to use.

ADDRESS OPTIONS

405 BLACK LAKE BLVD SW OLYMPIA WA 98502-5046

Continue with unverified address as entered.

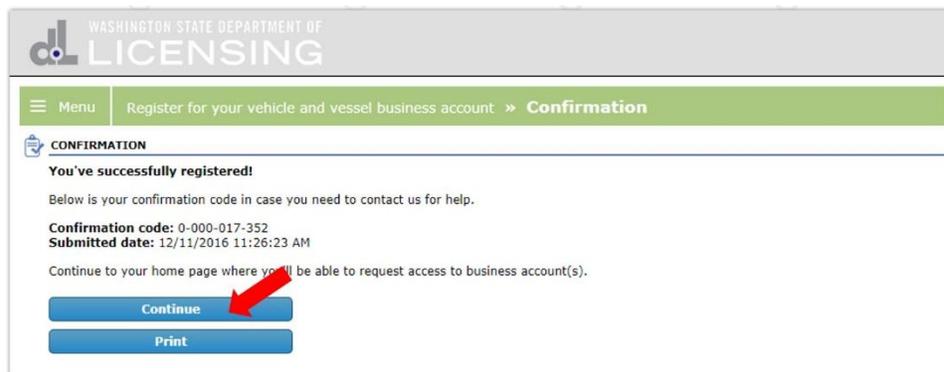
Cancel Back Next

4. At the **Terms of Agreement** page, read the terms of service for access to the computer system then, click the checkbox at the bottom of the page to agree. Click *Next*.
  - The date is auto-filled with the current date and can't be changed.

5. At the **Summary** page, review the information you entered on the previous pages.
  - If all the information is correct, click *Submit*.
  - If you need to change any of the information:
    - Click *Back* until you reach the page to be updated, or
    - Click the page name on the left side of the screen.

6. At the **Confirmation** page:

- Click *Print* to print a copy of the confirmation page.
- Click *Continue*. You'll be taken back to the **Home** page.



7. You now need to register your insurance account. Go to [Apply for a new insurance account](#) (next page).

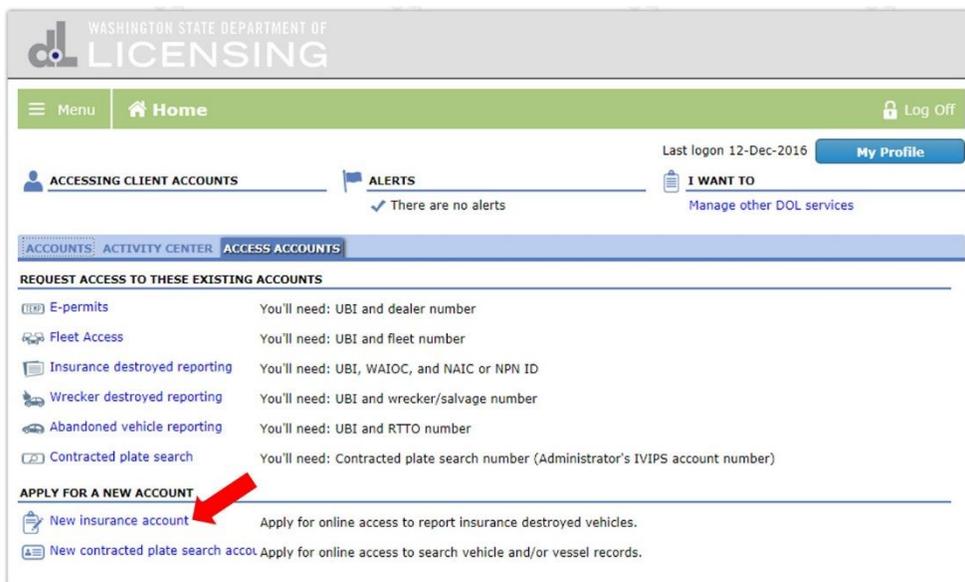
## Apply for a new insurance account

You are now at the **Home** page. Once you've completed the entire registration process, this is the page you'll see after you login at License eXpress.

1. At the **Home** page, you are under the **Accounts** tab (shown in the blue bar in the lower portion of the page). Click the **Access Accounts** tab.



2. Under the **Access Accounts** tab, click the hyperlink for *New insurance account* under Apply for a New Account.



3. The ***What you'll need*** page (page names appear at the upper left of the page) gives you information about insurance reporting and the items you will need to complete your account registration. Click ***Next***.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Home » Insurance application Log Off

**Introduction**

What you'll need

**Who can use this:**  
If you're filing destroyed vehicle insurance reports as an insurance agency or as a broker or agent on behalf of an insurance agency and need to setup initial access for the company. If this process has already been done for your company, access can be requested from the account administrator.

**What you'll need:**

- UBI, FEIN or TIN
- WAQIC number
- NPN or NAIC#
- Contact information
- Insurance company information or list of who you'll be reporting for
- Copy of WA OIC license certificate
- Copy of your driver license

**When should a new insurance account need to be added?**  
If this is the first time this UBI is being used for destroyed vehicle insurance reporting, then a new account is needed. If this process has already been completed for this UBI, you'll want to use the 'Add Insurance Access' request instead.

Cancel Next

4. At the **Business info** page:
  - a. Provide the following information about your identification:
    - 1) Select your identification type (Employer Identification Number, Taxpayer Identification Number, or UBI) from the drop-down list.
    - 2) Enter the number for the selected identification type.
  - b. Provide information about your business:
    - 1) Select your business type from the drop-down list.
    - 2) Enter your Washington Office of the Insurance Commissioner (WAOIC) number.
    - 3) The third field in this section will vary depending on your business type selection.
      - **Agents or brokers:** enter your National Producer Number (NPN)
      - **Insurance companies:** enter your National Association of Insurance Commissioners (NAIC) number
  - c. Enter the name of the business (required) and DBA (optional).
  - d. Click *Next*.

The screenshot shows the 'Business info' section of the 'Insurance application' form. The form is titled 'WASHINGTON STATE DEPARTMENT OF LICENSING' and 'Insurance application'. The 'Business info' section is highlighted in green. It contains the following fields:

- ID information:**
  - Id type: Unified Business Identifier (selected from a dropdown menu)
  - Unified Business Identifier: 666666666
- Business details:**
  - Business type: Agent (selected from a dropdown menu)
  - WAOIC #: 4564612
  - NPN: 1532632
- Business name:**
  - Name: OLYMPIA INSURANCE
  - DBA: (empty field)

At the bottom of the form, there are three buttons: 'Cancel', 'Back', and 'Next'. A red arrow points to the 'Next' button.

5. At the **Address search** page, enter the requested information. Click *Next*.
- If your address includes a building, apartment, or suite number, select the appropriate option from the Unit type drop-down list, then enter the number in the Unit field.
  - If your address is located outside the USA or the state of Washington, select the appropriate option from the drop-down lists in those fields.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Home » Insurance application Log Off

**Introduction**  
What you'll need

**Information**  
Business info  
Address search

**Enter address information**

Country  
USA

Street address  
405 BLACK LAKE BLVD

Unit type

Unit

City  
OLYMPIA

State  
WA - WASHINGTON

Zip code  
98502

Cancel Back Next

6. At the **Address results** page, the system will display the address formatted to meet postal standards. In most cases, you should select the verified address. Click *Next*.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Home » Insurance application Log Off

**Introduction**  
What you'll need

**Information**  
Business info  
Address search  
Address results

**Address search results**

You entered this address:  
**405 BLACK LAKE BLVD OLYMPIA WA 98502**

Select the address you want us to use.

**ADDRESS OPTIONS**

405 BLACK LAKE BLVD SW OLYMPIA WA 98502-5046

Continue with unverified address as entered.

Cancel Back Next

7. At the **Contact** page, your name and email address are auto-filled from the information you entered for License eXpress.
  - You can change any of the auto-filled information.
    - a. Enter your title (optional), your phone number (required), and phone extension (if applicable).
      - You can change your phone type by selecting the appropriate option from the drop-down list.
    - b. Click *Next*.
      - If you are an **agent or a broker**, go to **step 8**.
      - If you are an **insurance company**, go to **step 9**.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Home » Insurance application Log Off

**Introduction**  
What you'll need

**Information**  
Business info  
Address search  
Address results

**Contacts**  
Contact

**Primary contact information**  
Contact Name  
JANE DOE  
Title  
AGENT  
Phone type  
Business  
Phone Number  
(360) 555-5555  
Extension  
Email address  
dijohnson@dol.wa.gov  
Confirm email address  
dijohnson@dol.wa.gov

Cancel Back Next

8. If you are an agent or a broker, you will see the **Report for** page. Enter all the information for the company or companies you will do insurance reporting for (all the fields are required).
  - The information you entered becomes a “row” of company information.
  - If you will be reporting for more than one company, click *Add another company* and repeat step 8. Repeat for each insurance company you will report for. **Do not** click *Next* until you have added all companies you will be reporting for.
  - You can remove an ownership “row” by clicking the delete icon  located to the left of the information for the owner you want to remove.
  - When you are done adding insurance companies, click *Next*.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Home » Insurance application Log Off

**Introduction**  
What you'll need

**Information**  
Business info  
Address search  
Address results

**Contacts**  
Contact  
Report for

Add a row for each company you will be reporting for.

**COMPANIES YOU WILL BE REPORTING ON BEHALF OF**

Insurance Co.	NAIC#
STILL ANOTHER INS CO	555555555

**Contact Details**

Contact Name	Street
JACK DOE	405 BLACK LAKE BLVD
Contact Title	City
OWNER	<i>Required</i>
Contact Email	State
JACK@EMAIL.COM	WASHINGTON
Contact Phone	Zip Code
(800) 555-5555	98502-

[Add another company](#)

Cancel Back Next

9. At the **Upload** page, you will need to upload scanned copies of your driver license (or other government-issued ID) and WA OIC certificate.
  - a. Click the *Upload* hyperlink for the document you want to add.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Home » Insurance application Log Off

**Introduction**  
What you'll need

**Information**  
Business info  
Address search  
Address results

**Contacts**  
Contact  
Report for

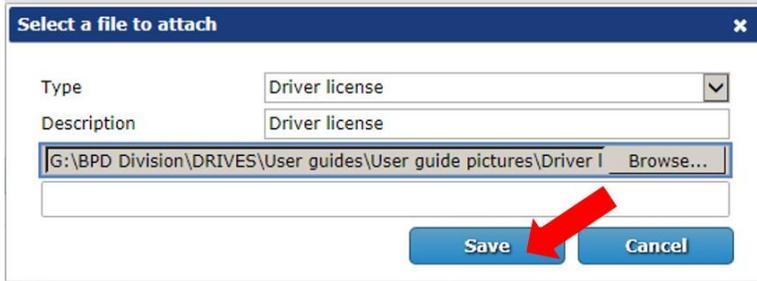
**Attachments**  
Upload

You may attach the following documents to this request. Use the "Upload" links below to attach the documents.

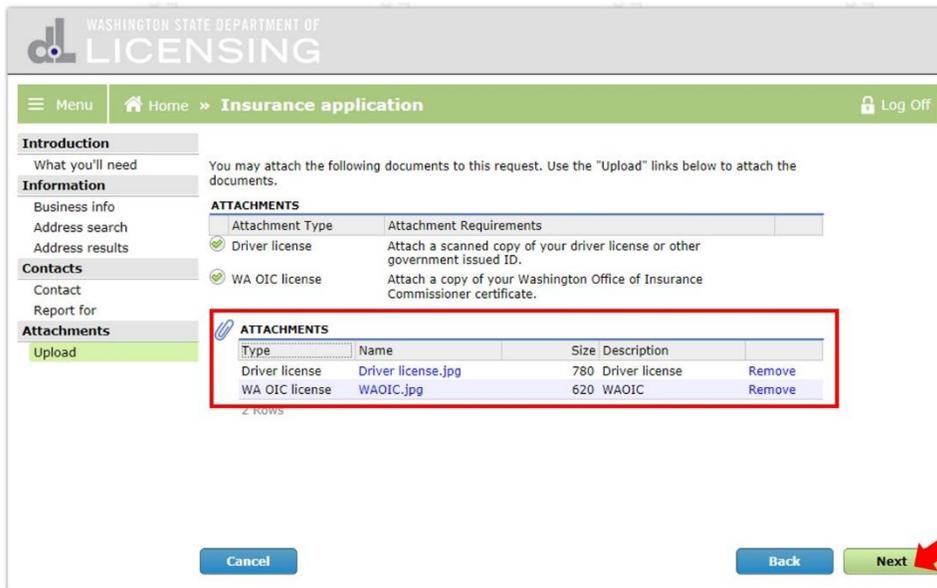
Attachment Type	Attachment Requirements	
Driver license	Attach a scanned copy of your driver license or other government issued ID.	<a href="#">Upload</a>
WA OIC license	Attach a copy of your Washington Office of Insurance Commissioner certificate.	<a href="#">Upload</a>

Cancel Back Next

- b. A dialog box will appear.
  - 1) Enter a description of the file you will upload in the Description field.
  - 2) Click the Browse button to locate your file.
  - 3) Navigate to the file you want to upload and then double-click on the.
  - 4) The name of the file will appear in the Browse field. Click *Save*.



- c. You will see your uploaded documents listed in the Attachments section of the page.
- d. Repeat steps 9a. and 9b. above for the second required document.
- e. After both documents have been uploaded, click *Next*.



10. At the *Summary* page, review the information.

- To edit information, click *Back* until you reach the page you need to edit, or click the page title on the left side of the screen.
- If everything looks okay, click *Submit*.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Home » Insurance application Log Off

**Introduction**  
What you'll need Make sure your information is correct.  
If it's not, go Back to make edits.

**Information**

Business info	<b>Business information</b>
Address search	UBI 666666666
Address results	Business Type Agent
	WAOIC 4564612
	NPN 1532632
	Name OLYMPIA INSURANCE
	Address 405 BLACK LAKE BLVD SW OLYMPIA WA 98502-5046

**Contacts**

Contact	Name	JANE DOE
Report for	Phone type	Business Phone
	Phone number	(360) 555-5555
	Email address	djohnson@dol.wa.gov

**Attachments**  
Upload

**Summary**

<b>Reporting for</b>		
NAIC#	Name	Shows for agents and brokers only
555555555	STILL ANOTHER INS CO	

Cancel Back Submit

11. At the *Confirmation* page:

- Click *Print* to print the confirmation page.
- Click *Continue*. You will be returned to the *Home* page where you began.

WASHINGTON STATE DEPARTMENT OF LICENSING

Menu Home » Insurance application » Confirmation Log Off

**CONFIRMATION**

Washington Dept of Licensing - Request for Insurance Destroyed Reporting

Confirmation code: 0-000-035-081  
Submitted date: 11/29/2016 8:14:24 AM

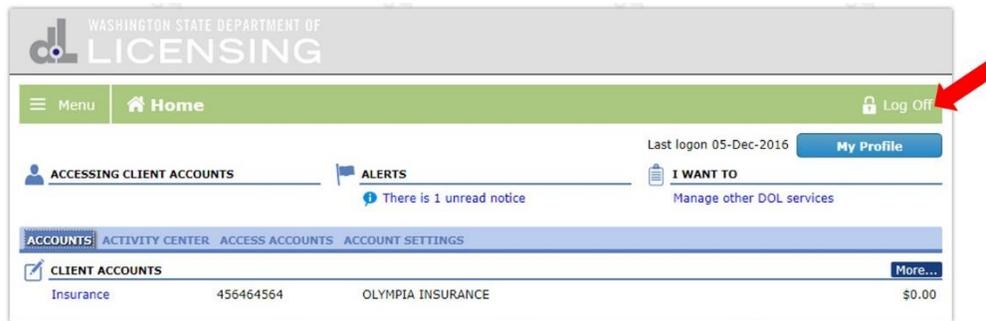
The request for access to submit insurance destroyed vehicle reports has been received. You'll receive an email at when the process is complete with the results. If you have any questions, the status of your request please contact Washington Department of Licensing

Continue Print

12. You have completed the registration process. Department of Licensing will review your request.

- If you are approved, you'll receive an approval email. You'll have Administrator access and you can set up account access for your employees. See **Administrator Account Access User Guide** available at <http://www.dol.wa.gov/about/drives-forms-and-publications.html> and begin at *Administer Employee Account Access*.
- If you are denied, you'll receive a denial email.

13. When you are done, click *Log Off* in the upper right-hand corner of the page.



14. You'll be returned to the *License eXpress login* page.

- We value your input! Please click the *Tell us how we're doing* hyperlink to take a survey on your online experience. Thank you!

