ADMINISTRATOR ACCOUNT ACCESS USER GUIDE

E-permits, Wrecker Destroyed Reporting,
Abandoned Vehicle Reporting,
Insurance Destroyed Reporting,
Contracted Plate Search

Department of Licensing
February 13, 2017

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ESTABLISH ACCOUNT ACCESS

Establish your License eXpress account

Important! The person who establishes the License eXpress business account will be the **Administrator** for the account. This person will be responsible for setting up account access for other employees who will need access to the system to perform business tasks.

You will access various business tasks, such as E-permitting and various types of vehicle reporting, through **SecureAccess Washington (SAW)** via **License eXpress**. You'll need to create a username/user ID and password for License eXpress. **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

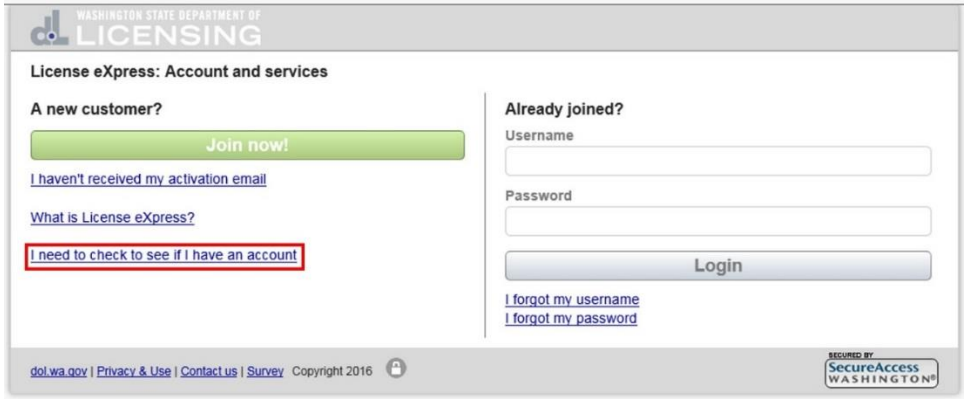
You can use the same username/user ID and password to sign into License eXpress.

If you're still not sure, you can check to see if you have a SAW account (next page).

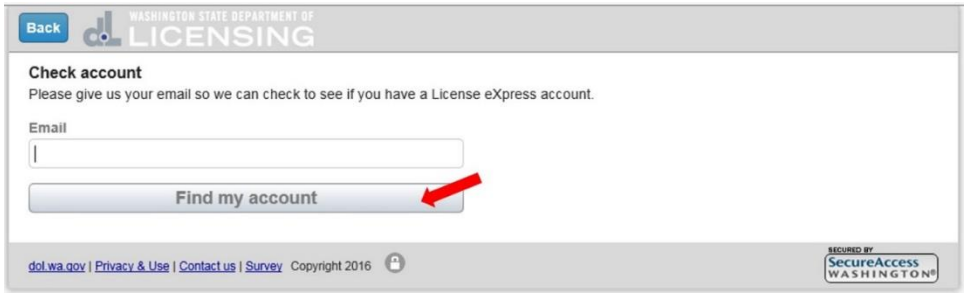
Check to see if you have a SAW account

1. Go to ***License eXpress login*** page (secure.dol.wa.gov).

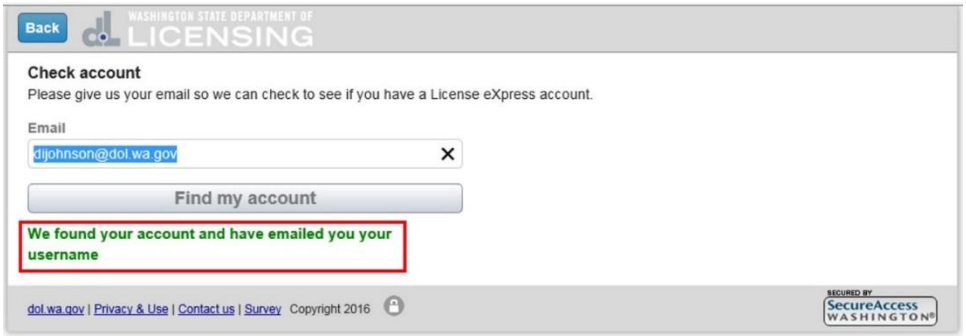
2. Click *I need to check to see if I have an account*.



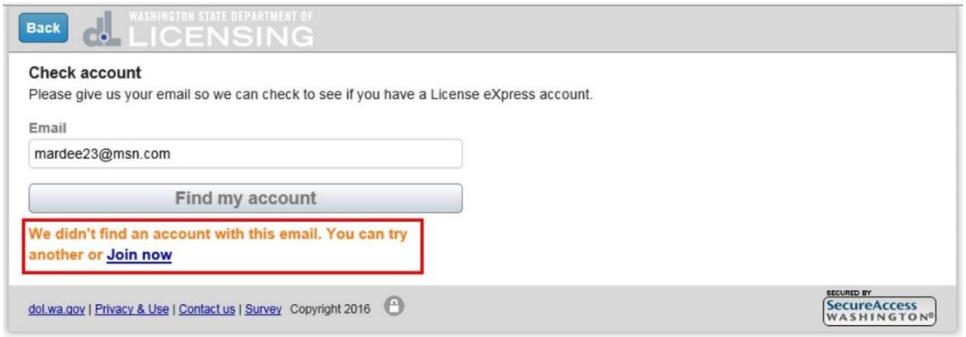
3. Enter your email address and click *Find my account*.



- 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).

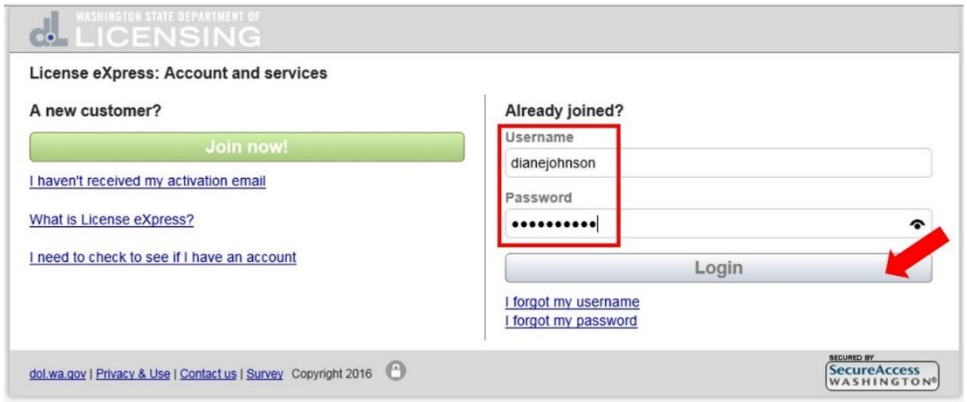


- If there is no username/user ID associated with your email address, you can try a different email address or click *Join now* to begin the registration process.
    - Go to I don't have a SAW account (page 7).



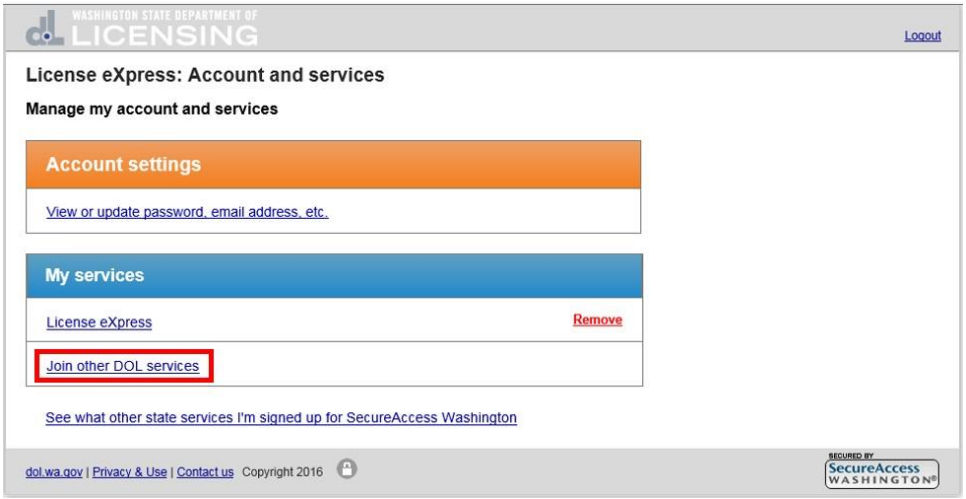
I already have a SAW account

1. Go to ***License eXpress login*** page (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.

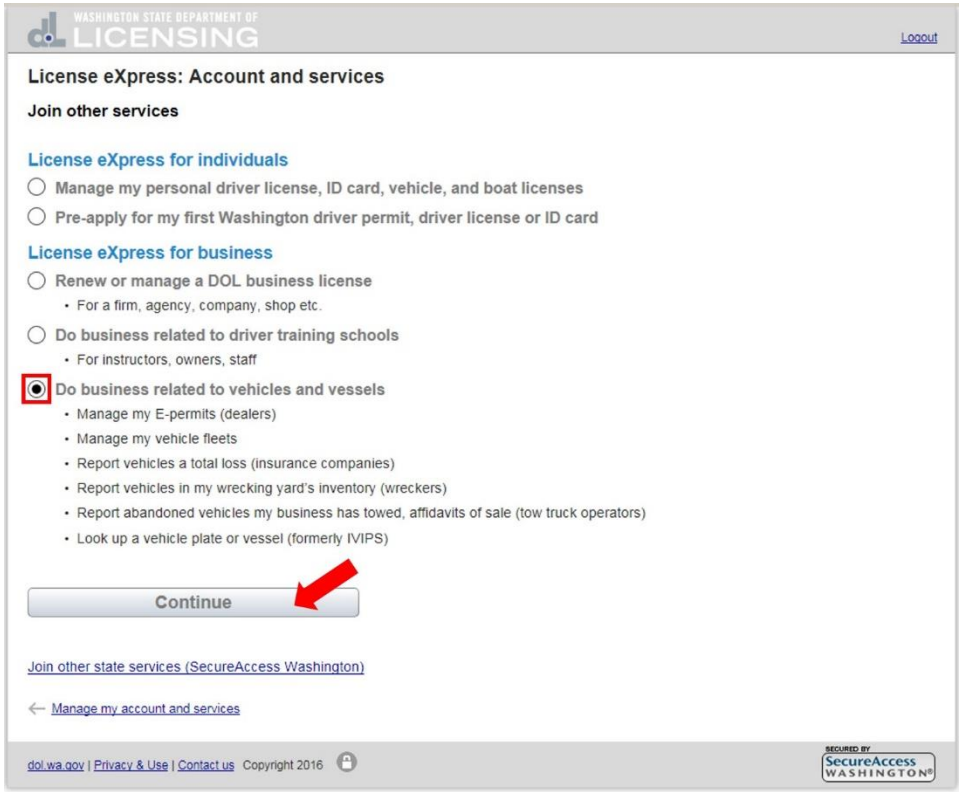


   - If you don't already have any services or if you have several services through License eXpress, go to step 3.
   - If you already have **one** service through License eXpress, you'll go directly to that account. Click *Manage my account and services* (upper right hand corner of screen) …

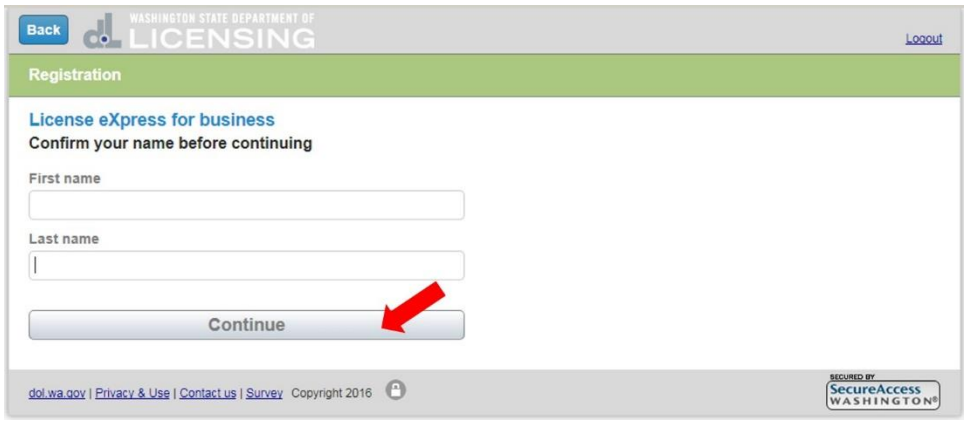
…then *Join other DOL services* under My services.



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



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



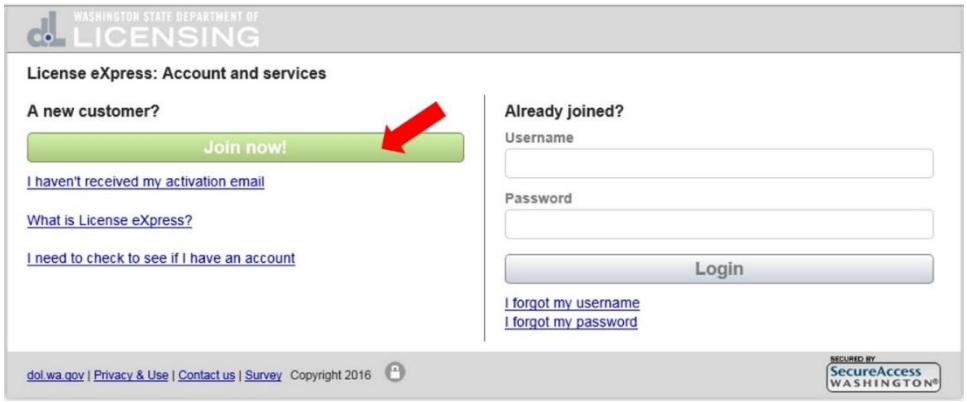
5. The ***Registration – Step 2*** screen will confirm you've successfully joined. To continue setting up access to your account, click the *Vehicle and vessel related business* hyperlink.

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

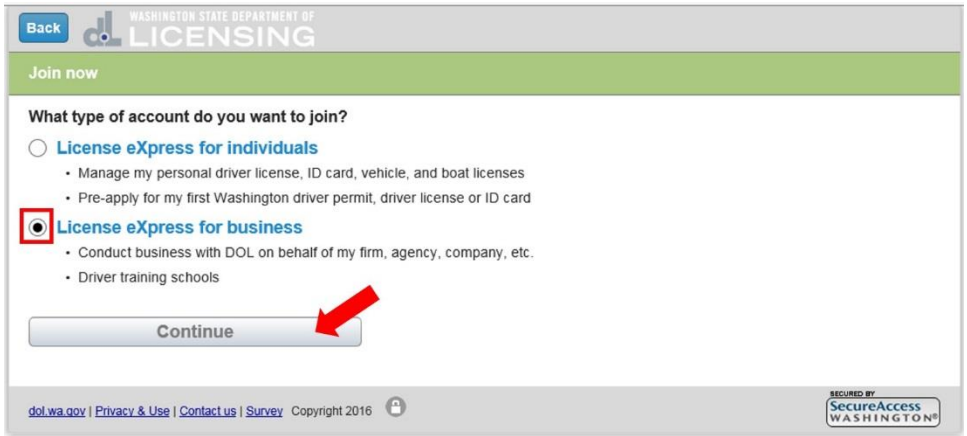
I don't have a SAW account

1. Go to ***License eXpress login*** page (secure.dol.wa.gov).

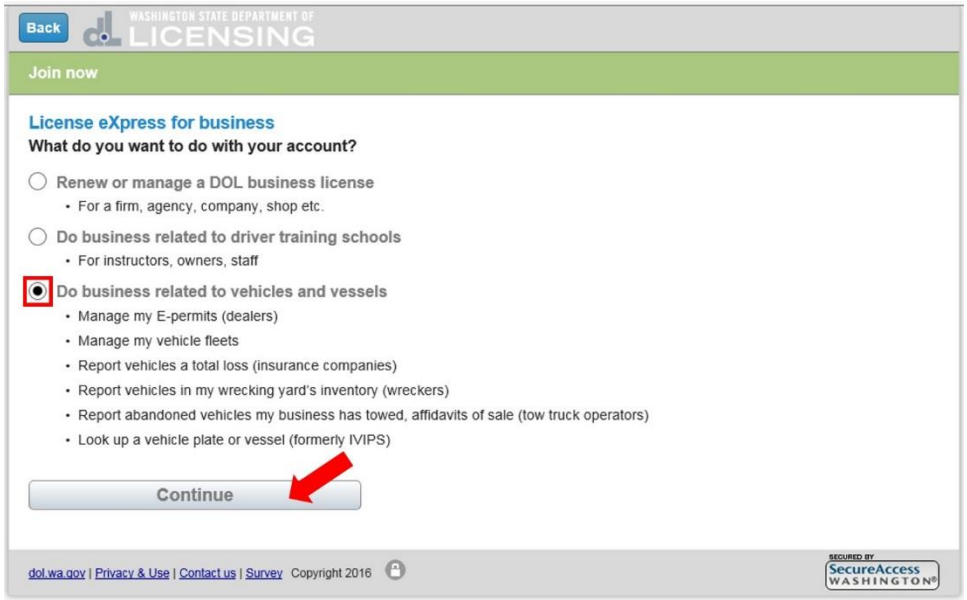
2. Click *Join now!*



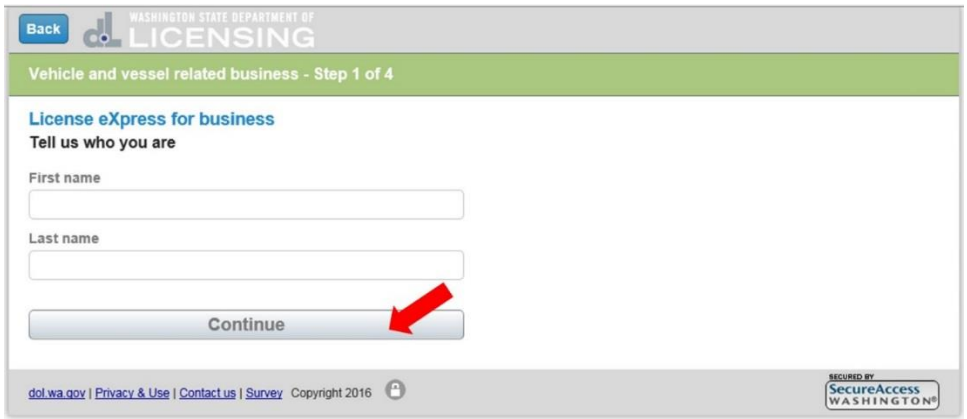
3. At the ***What type of account*** page, select *License eXpress for business* and click *Continue.*



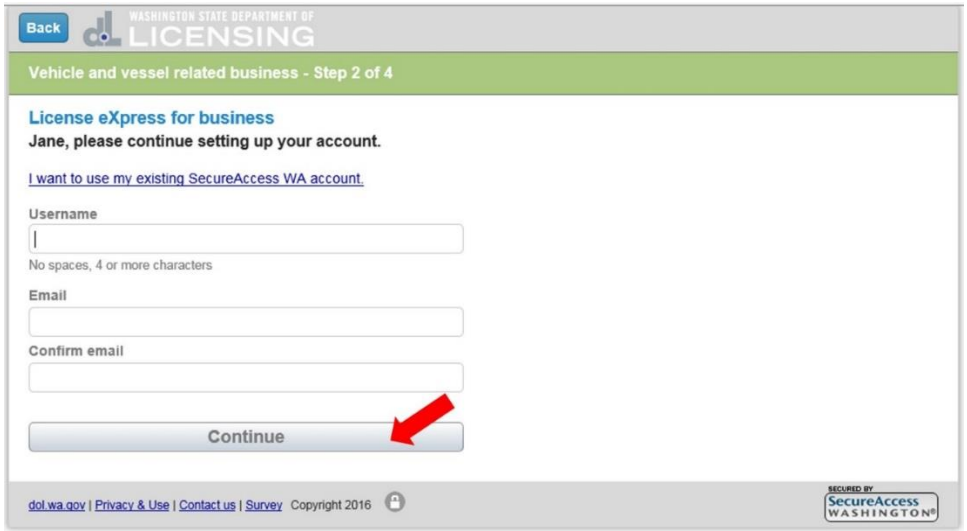
4. At the ***What do you want to do*** page, select *Do business related to vehicles and vessels.* Click *Continue*.



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

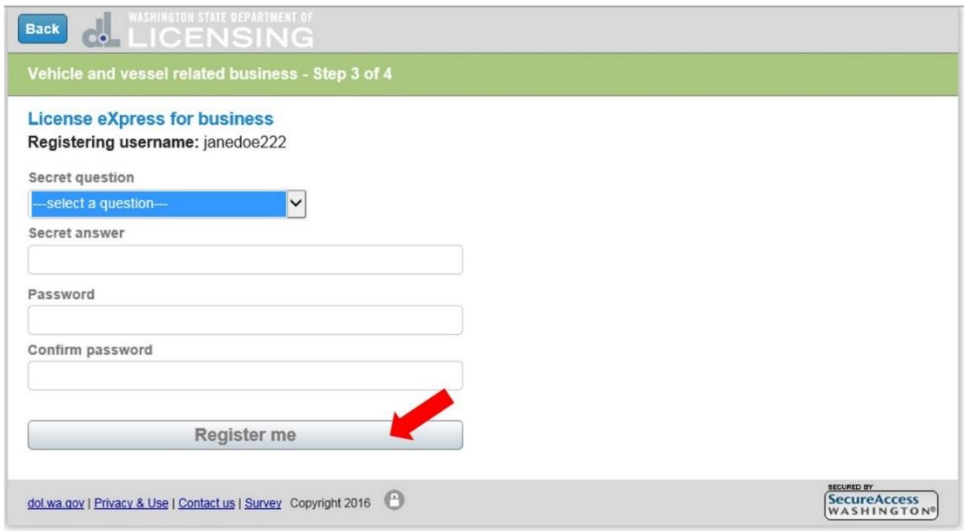


6. At the ***Continue setting up your account*** page, enter a username, then enter and confirm your email address. Click *Continue*.

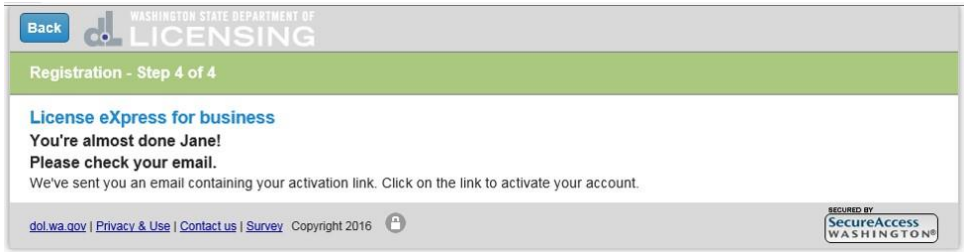


7. At the ***Registering username*** page, select a secret question from the dropdown list, provide the answer, and enter and confirm a password. Click *Register me*.

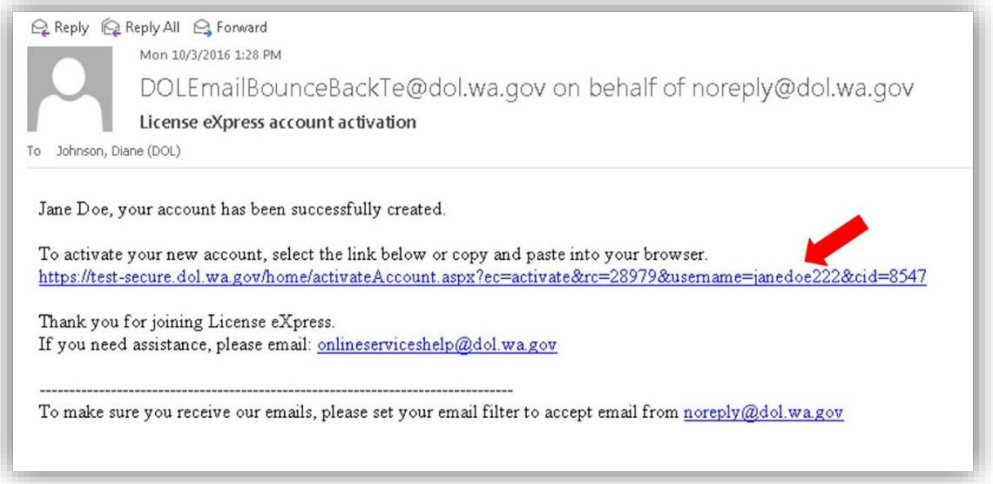
   - The system will help you create a strong password.



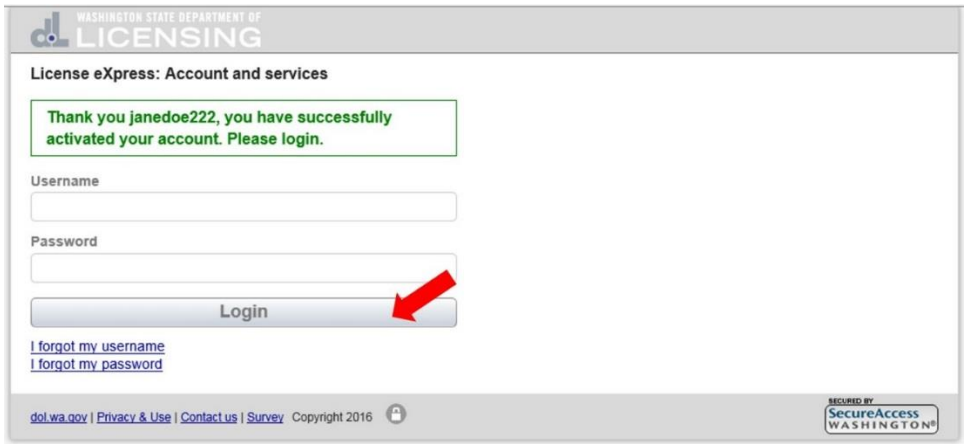
8. The ***Check your email*** page informs you an activation email has been sent to the email you used to register the account.



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

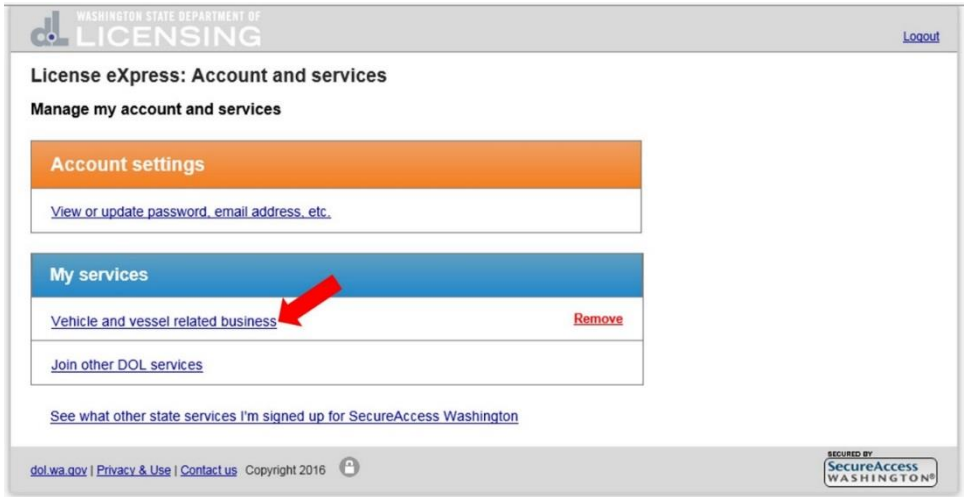


10. You will be taken to the login page. You now need to continue your account setup for E-services. Enter your username/user ID and click *Login*.



- 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.



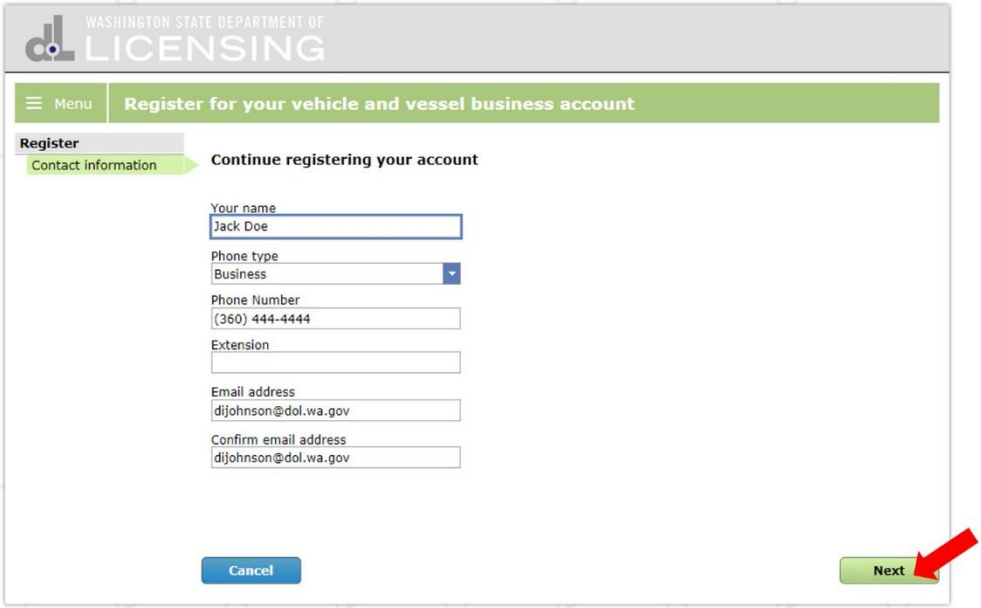
12. You will be taken into the new computer system to continue your account access setup (next page).

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**.

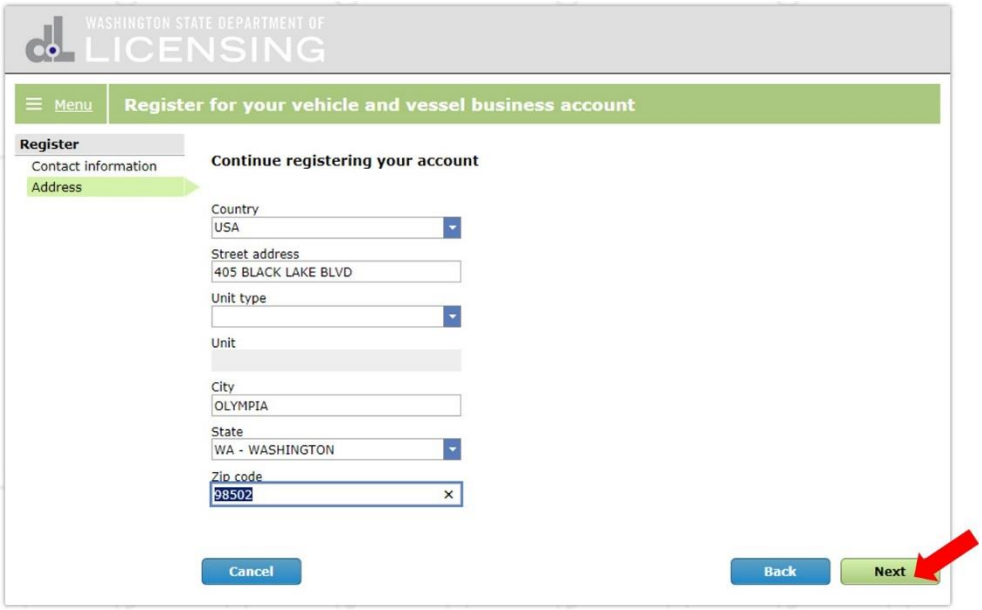
1. At the ***Contact information*** page (page names appear at the upper left of the page), your name and email address are auto-filled from the information you entered for License eXpress. Enter your phone number and extension (if applicable) and click *Next*.

    - You can change your phone type by selecting the appropriate option from the drop-down list.

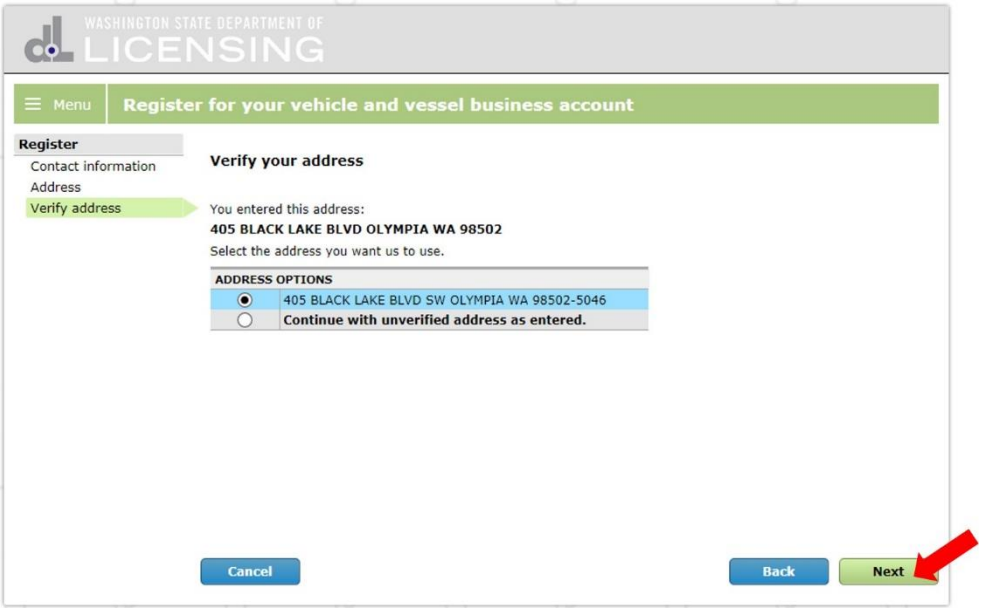


2. At the ***Address*** page, enter the requested information. Click *Next*.

   - 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.

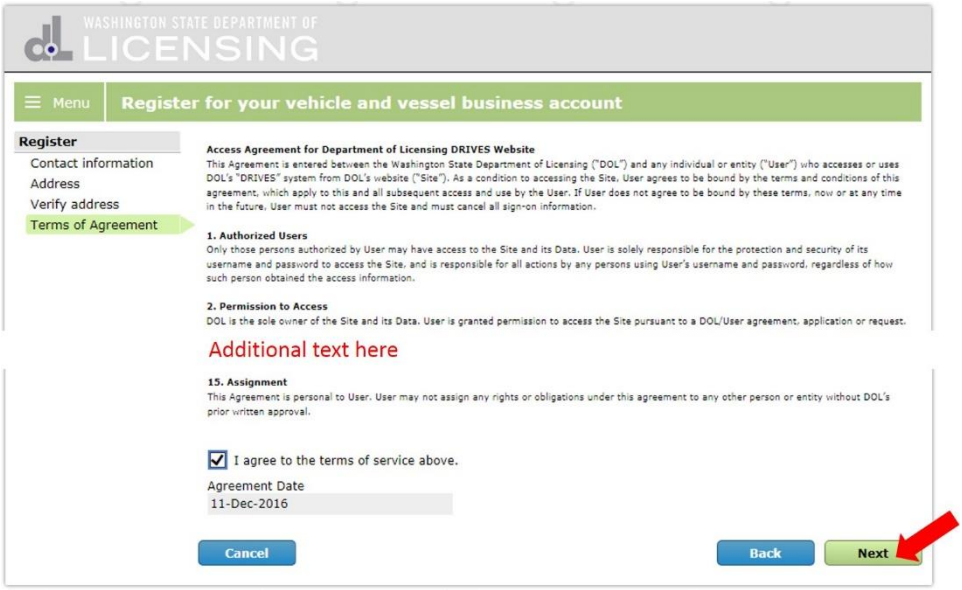


3. At the ***Verify address*** page, the system will display the address formatted to meet postal standards. In most cases, you should select the verified address. Click *Next*.



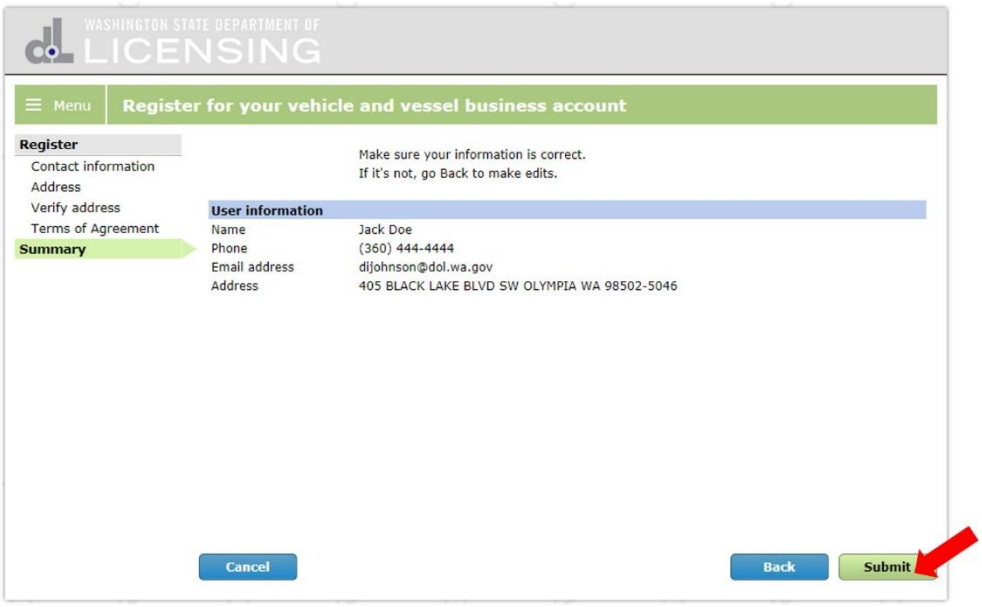
4. At the ***Terms of Agreement*** page, read the terms of service for access to the computer system, then click the checkbox at the bottom of the page to agree. Click *Next*.

   - The date is auto-filled with the current date and can't be changed.



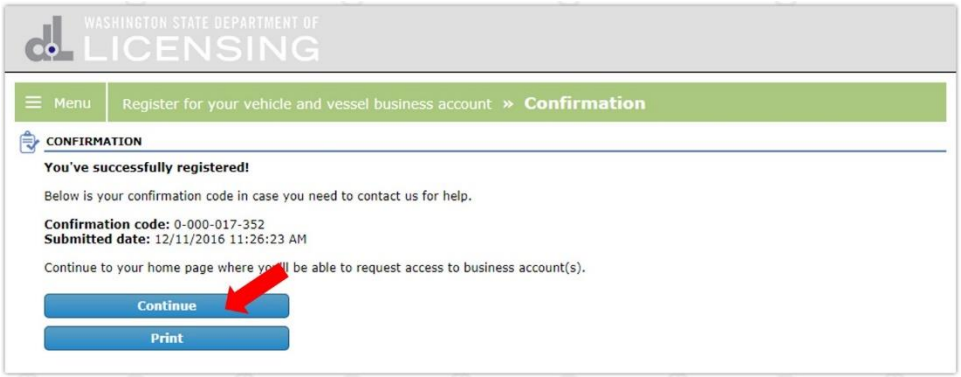
5. At the ***Summary*** page, review the information you entered on the previous pages.

   - If all the information is correct, click *Save*.
   - 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* to set up access to the various business tasks you want to perform. Go to Request business account access (next page).

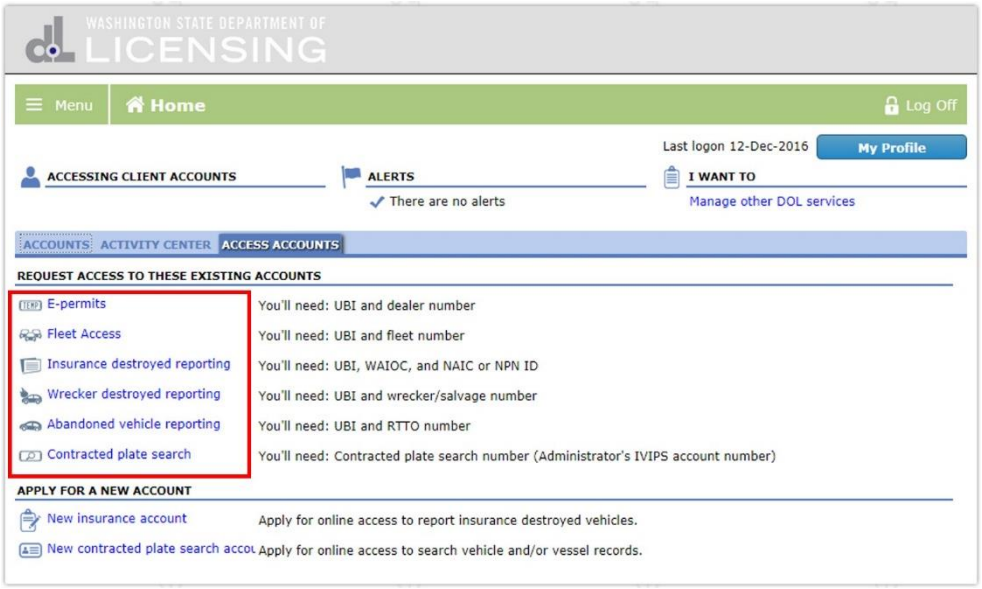


Request business account access

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.

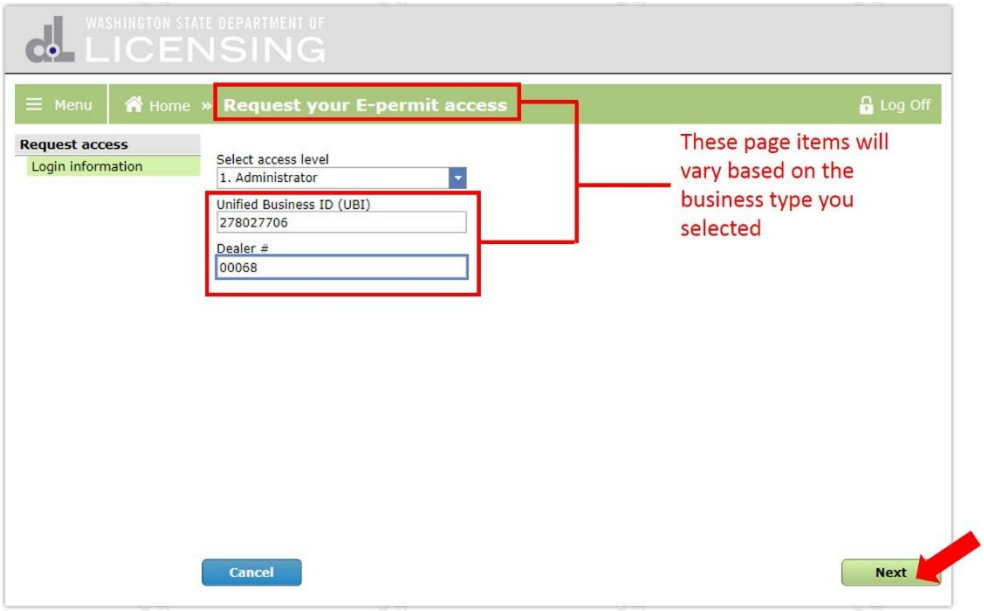
1. At the ***Home*** page, you are under the **Accounts** tab (shown in the blue bar in the lower portion of the page). Click the **Access Accounts** tab.

2. Under the **Access Accounts** tab, click the hyperlink in the Request Access list for the type of business task you want to perform.



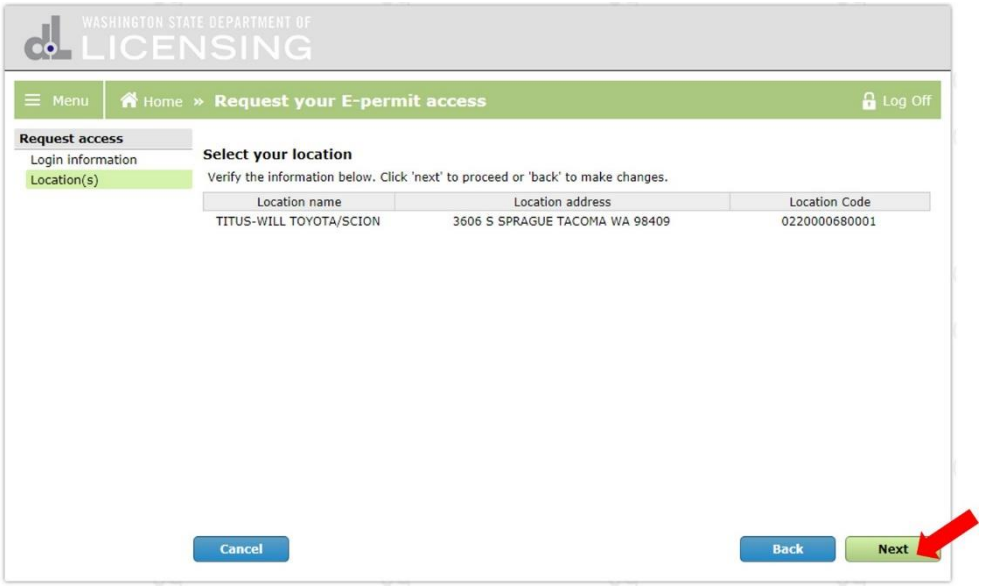
3. At the ***Login Info*** page (page names appear at the upper left of the page):

   a. Select *Administrator* from the access level drop-down list.
      - Each business or location will have only one Administrator. This person is responsible for managing access for all other staff who will need access to business tasks in the new system.
   b. Enter the requested information for the business type you selected on the previous screen:
      - **E-permits, Wrecker Destroyed reporting, Abandoned Vehicle reporting**: UBI number and license number
      - **Contracted plate search:** Contracted plate search number (if you were an IVIPS customer, this is the main account number for your original IVIPS contract)
        Note: The screenshots used in this guide are for a vehicle dealer adding e-permit access; the header title and the requested number will vary based on the business type you select.
   c. Click *Next*.
      - **Contracted plate search:** go to step 5.



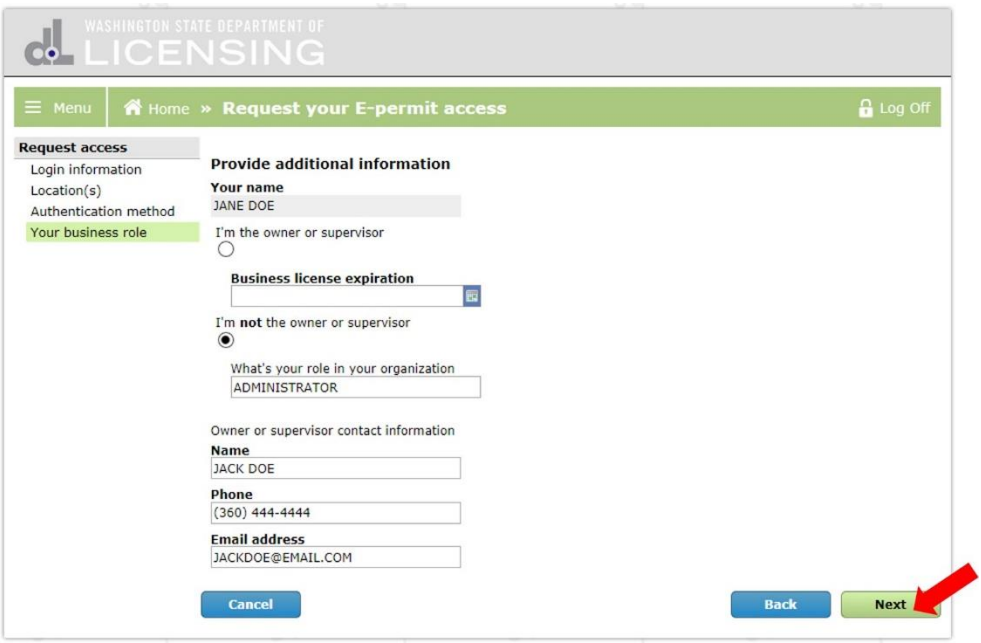
4. At the ***Location List*** page:

    1. Verify the location or locations.
        - If there is more than one location, you will have Administrator access for all listed locations. This can be adjusted after early registration if needed.
    2. Click *Next*.



6. At the ***Your business role*** page, enter the requested contact information and the business license expiration date. Click *Next.*

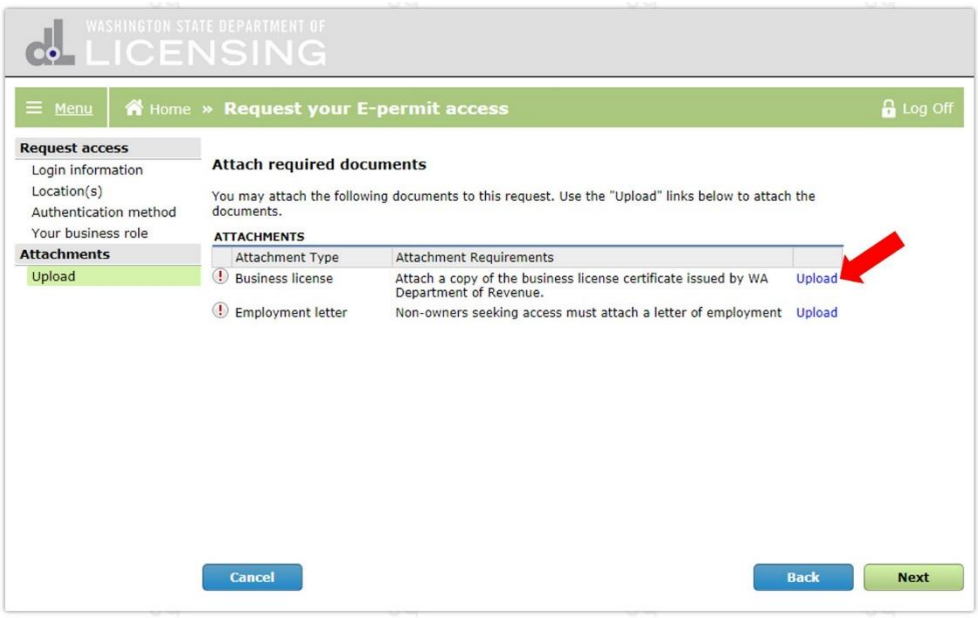
   - If you click the *I am the owner or supervisor* radio button, you must include the Business license expiration date. You do not need to complete the *What's your role* or Owner or supervisor contact information fields.
   - If you click *I'm not the owner or supervisor* radio button, you don't need to include the license expiration date, but you must complete all of the other fields on the page.



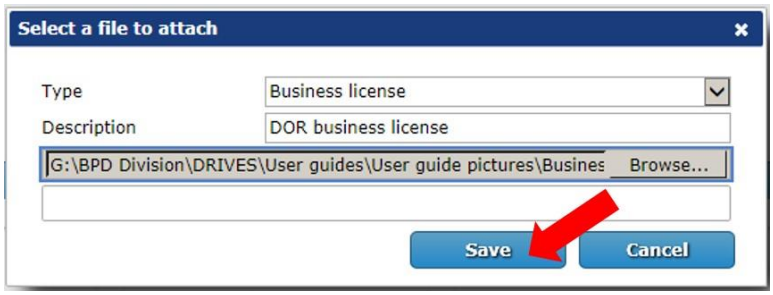
7. At the ***Upload*** page:

   a. Click the *Upload* hyperlink for the document you need to upload.

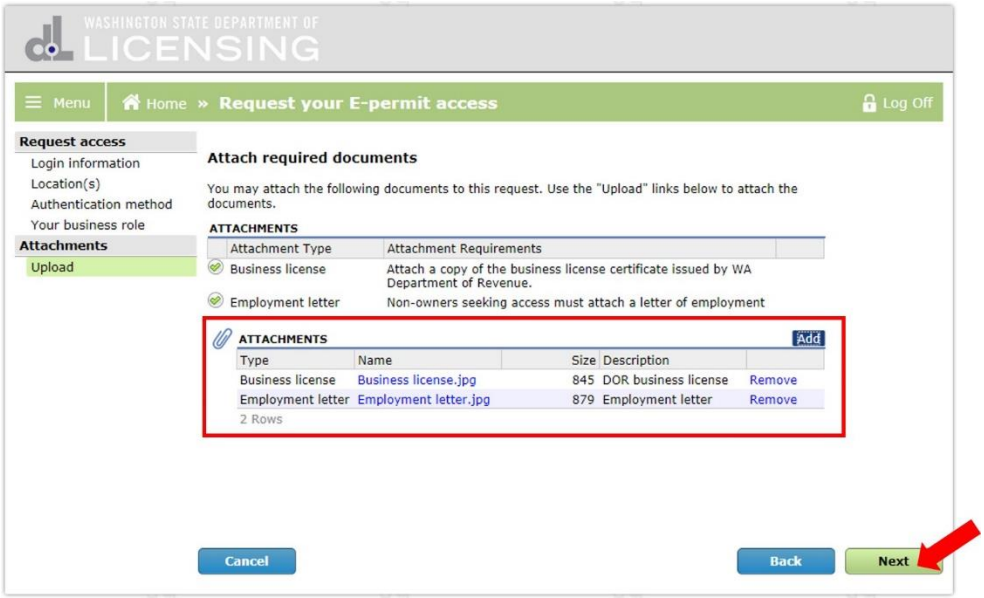
- For **E-permits, Wrecker Destroyed reporting, or Abandoned Vehicle reporting**, you will upload a copy of your business license issued by Department of Revenue.
- For **Contracted Plate Search**, you will upload a copy of your contract with Department of Licensing.
- If you are not the owner or supervisor, you will also need to upload an employment letter.



   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 file.
      4) The name of the file will appear in the Browse field. Click *Save*.

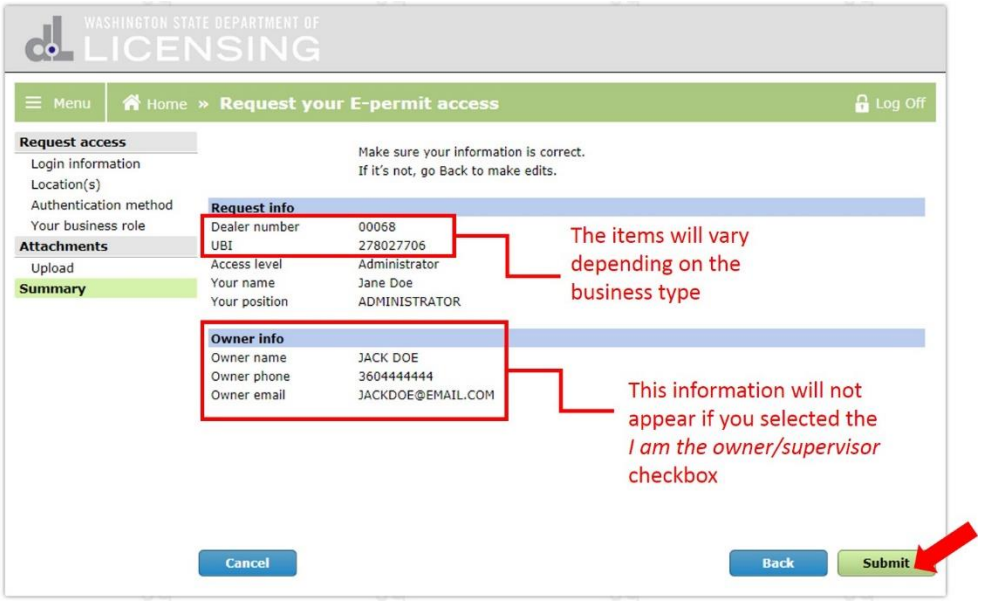


c. You will see your uploaded document listed in the Attachments section of the page.
d. Repeat steps a. and b. if more than one document is required.
e. When all required documents have been uploaded, click *Next*.



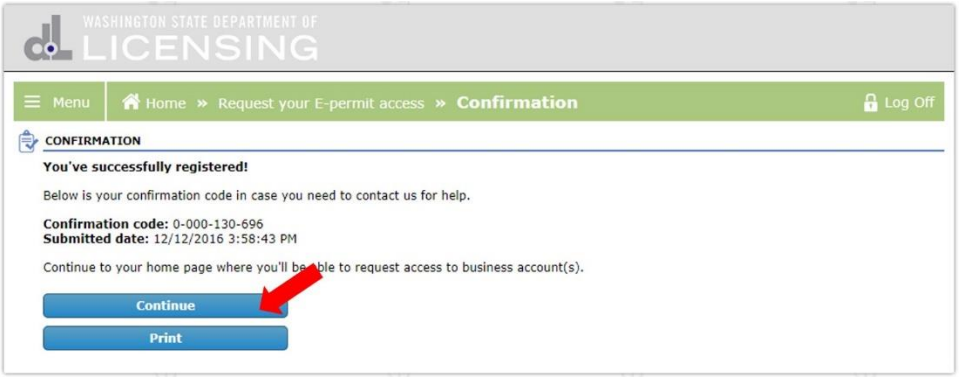
8. At the ***Summary*** page, review the information.

- 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.*



9. At the ***Confirmation*** page:

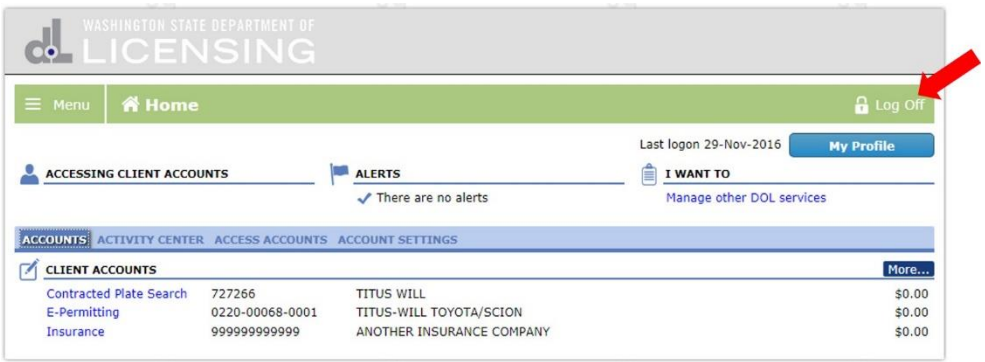
   - Click *Print* to print the confirmation page.
   - Click *Continue.* You will be returned to the ***Home*** page where you began.



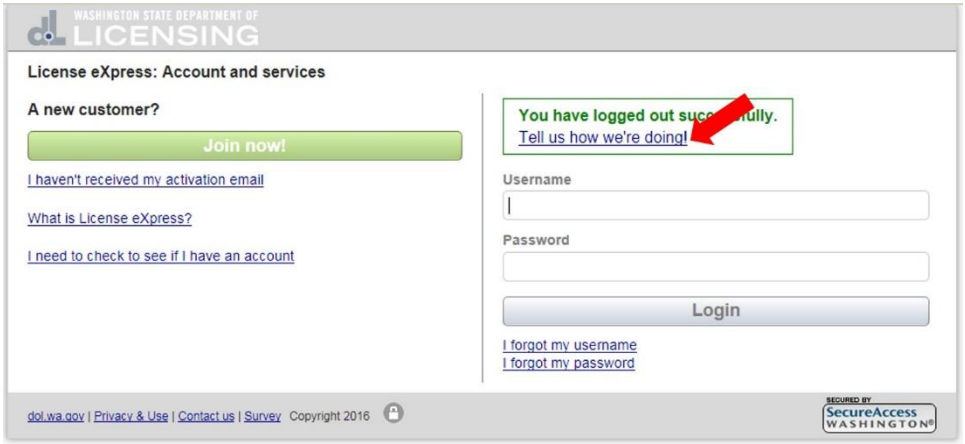
10. You have completed the registration process for this business task. Your request will be reviewed by the Department of Licensing.

    - If you are approved, you will receive a confirmation email. After you are approved, you will be able to administer access to the account for your employees as explained in Administer Employee Account Access (page 24).
    - If you are denied, your will receive an email explaining the reasons for the denial and how to proceed.
    - If you use more than one business task, repeat steps 6 – 10 in this section for each business task.

11. Click *Log Off* in the upper right-hand corner of the page.



12. 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!



ADMINISTER EMPLOYEE ACCOUNT ACCESS

Each employee must establish access to business accounts using access codes you generate for them in the system.

The employee will need a separate access code for each task they will be performing. If they will be performing a task for more than one business or location, they will need a separate access code for that as well. For example, if a dealer employee will be issuing e-permits for two locations, and will also be doing plate searches, they will need a total of three access codes – one for each location for which they will be doing e-permits, and one for the contracted plate search.

The employee will also need the following information about the business to complete their access requests:

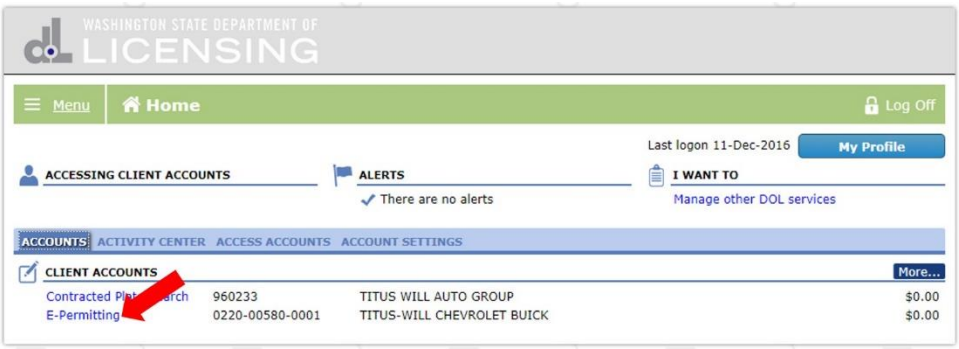
- **E-permits, Wrecker Destroyed reporting, Abandoned Vehicle reporting**: UBI number and license number
- **Contracted plate search:** Contracted plate search number (if you were an IVIPS customer, this is the main account number for your original IVIPS contract)

Once the employees have established their accounts (see Employee Account Access User Guide), they will be able perform business tasks when the computer system becomes available on December 12, 2016.

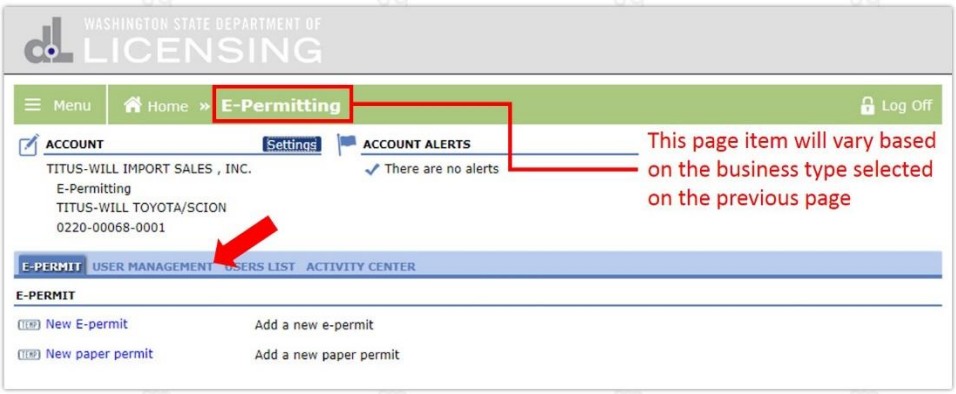
Generate access code

1. If you're not already in the system, login through License eXpress (secure.dol.wa.gov).

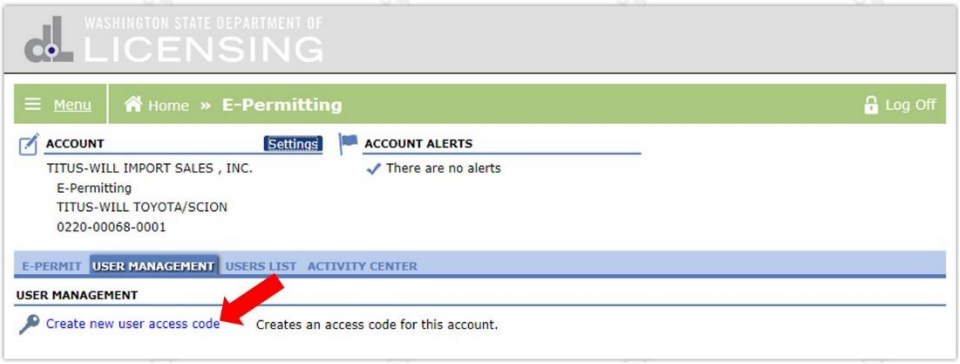
2. At the ***Home*** page, under the **Accounts** tab, click the hyperlink for business task you want to assign access for from the Client Accounts list.



3. At the ***[Business type]*** page (the header will vary based on the business type selected on the previous page), click the **User Management** tab.

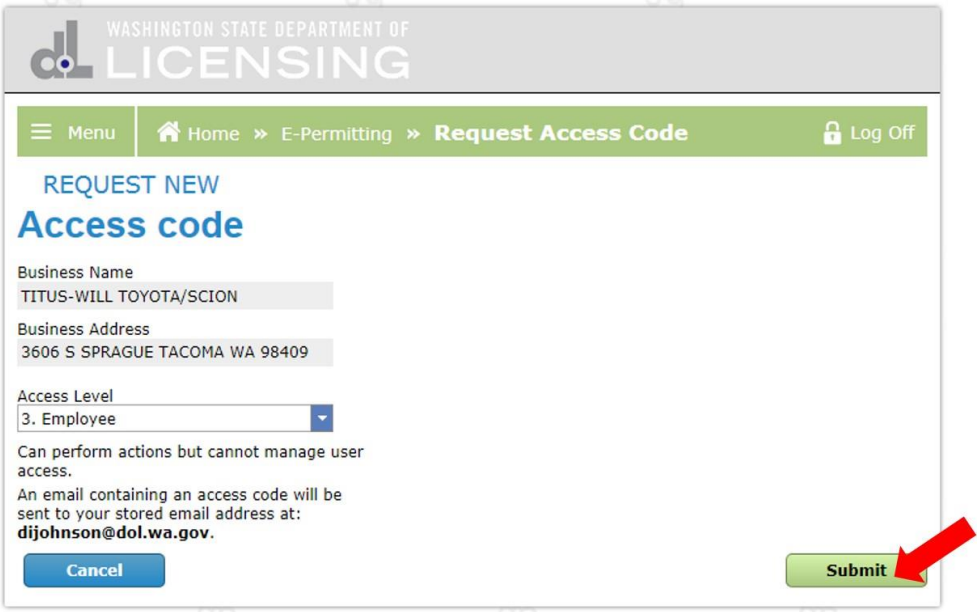


4. In the User Management list, click *Create a new user access code*.

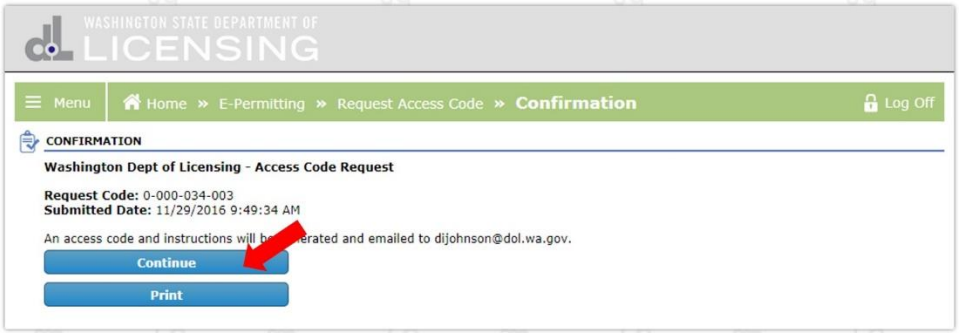


5. At the ***Request new access code*** page:

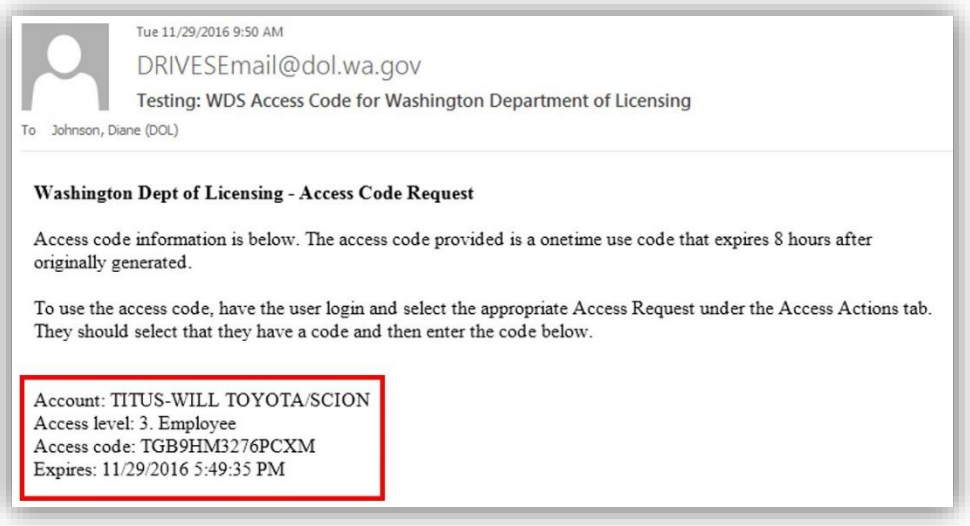
   a. Verify this is the correct location for the access.
   b. Select Manager or Employee from the Access level drop-down list.
      - An explanation of the tasks this access level can perform will show beneath the drop-down.
   c. Click *Submit*.



6. At the ***Confirmation*** page, click *Continue*.



7. The access code will be emailed to you. Go to your email and forward the user access code and access level (employee or manager) to the employee. The employee will have **8 hours** to establish an account through License eXpress using the procedures in the Employee Account Access User Guide.


Tue 11/29/2016 9:50 AM

DRIVESEmail@dol.wa.gov

Testing: WDS Access Code for Washington Department of Licensing

To Johnson, Diane (DOL)

Washington Dept of Licensing - Access Code Request

Access code information is below. The access code provided is a onetime use code that expires 8 hours after originally generated.

To use the access code, have the user login and select the appropriate Access Request under the Access Actions tab. They should select that they have a code and then enter the code below.

Account: TITUS-WILL TOYOTA/SCION
Access level: 3. Employee
Access code: TGB9HM3276PCXM
Expires: 11/29/2016 5:49:35 PM

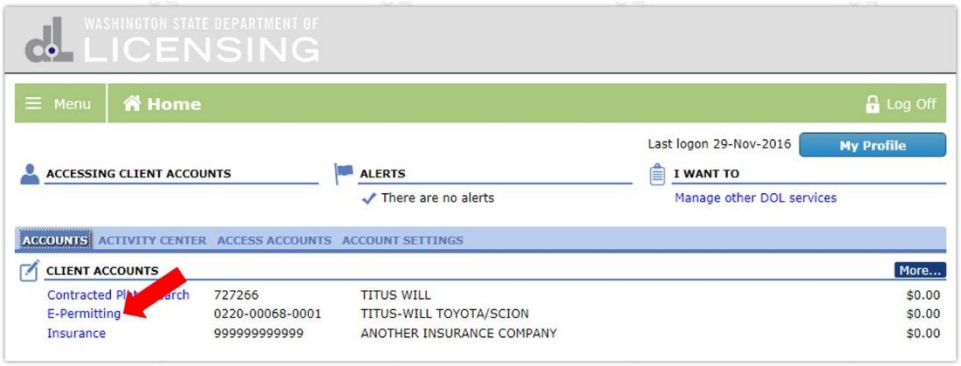
- If the employee or manager needs to perform more than one business task or perform a task for more than one business/location, return to step 2, select a business task and then follow the rest of the steps in the process.

Update employee access

Once an employee has established business account access using the access code, you will be able to make changes to that employee's access level, or remove access for the employee.

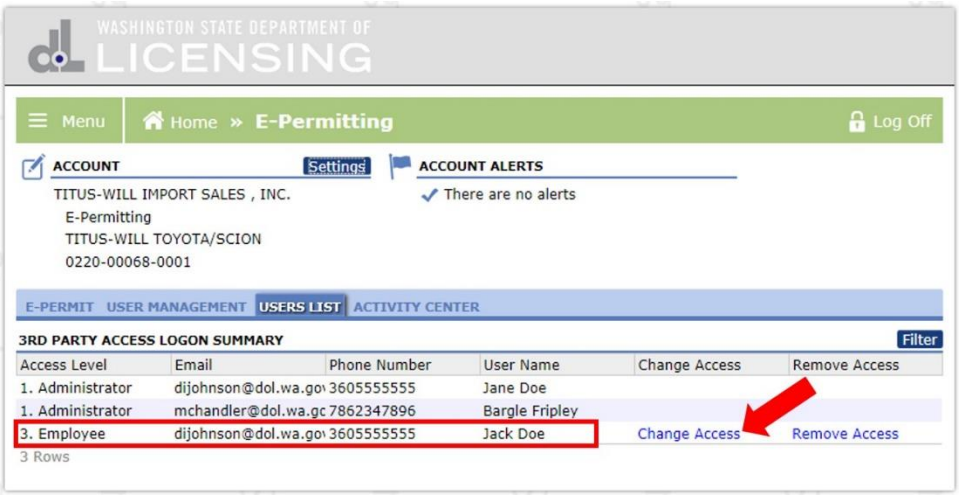
Change access level

1. If you're not already in the system, log in through License eXpress (secure.dol.wa.gov).
2. At the ***Home*** page, under the Accounts tab, click the appropriate business task in the Client Accounts list.

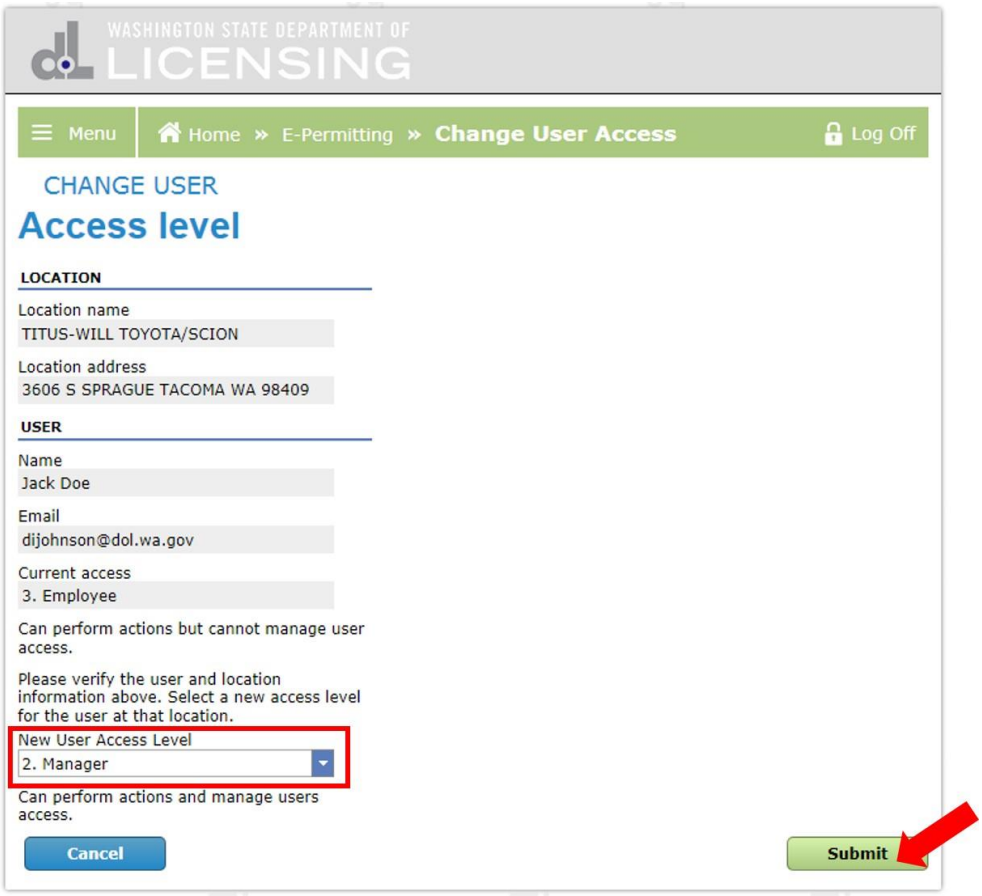


3. At the ***[Business type]*** page (the title will vary based on the business task selected on the previous page), click the **Users List** tab.

4. Click the *Change Access* hyperlink for the appropriate employee.

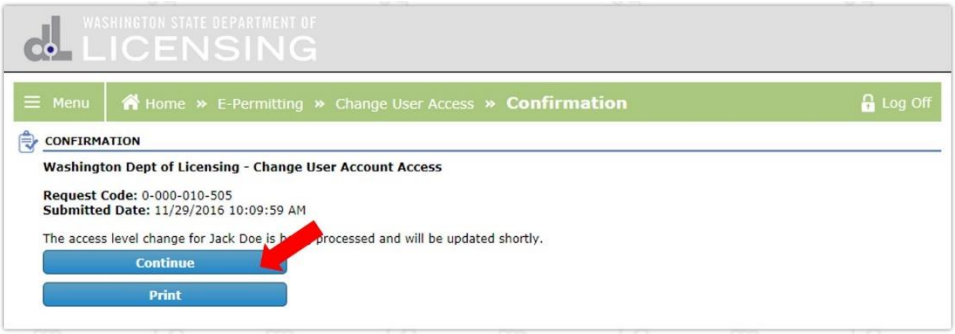


5. At the ***Change User Access Level*** page, select the new access level from the dropdown list and click *Submit*.

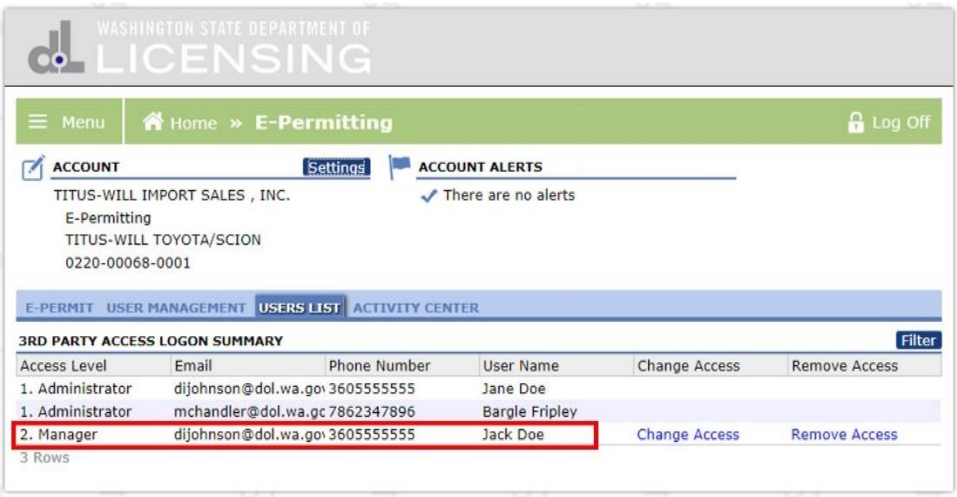


6. At the ***Confirmation*** page:

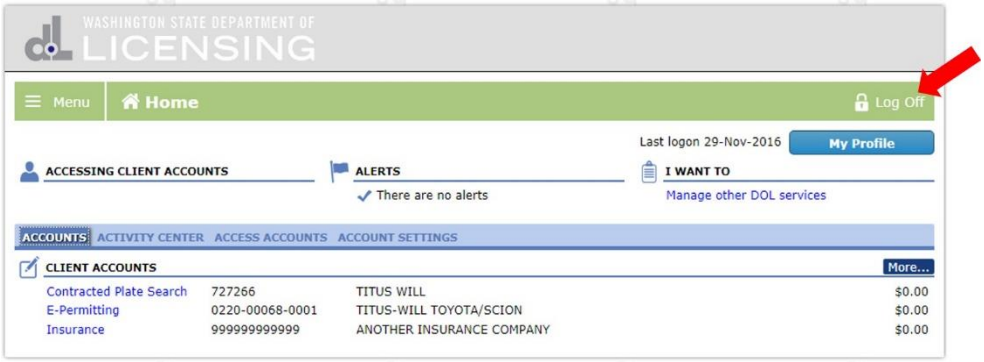
   - Click *Print* to print the confirmation page.
   - Click *Continue.*



7. You will be returned to the Users List and will see the access level has been changed for this employee.

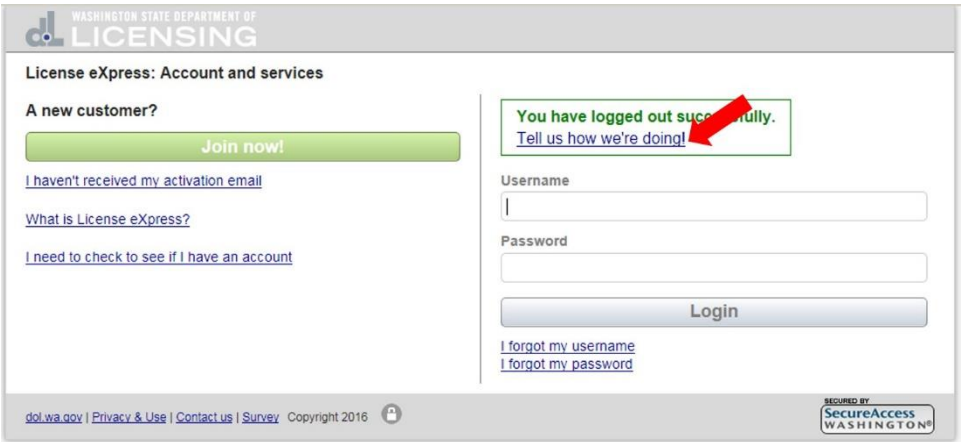


8. When you are done, click *Log Off* in the upper right-hand corner of the page.



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

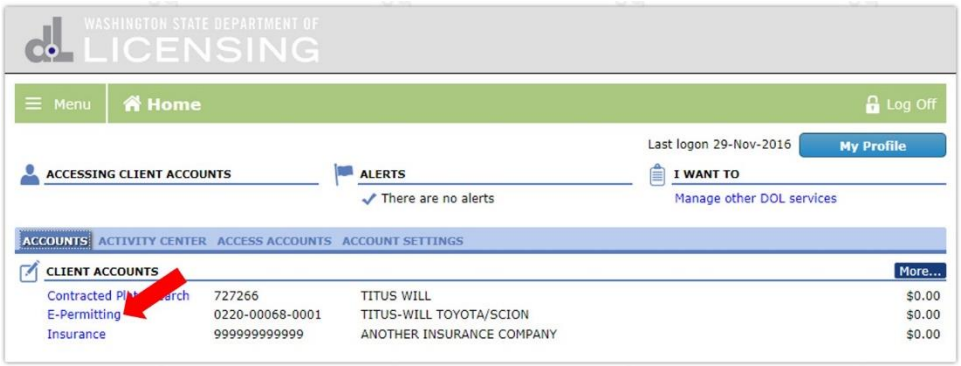
- We value your input! Please click the *Tell us how we're doing* hyperlink to take a survey on your online experience. Thank you!



Remove account access

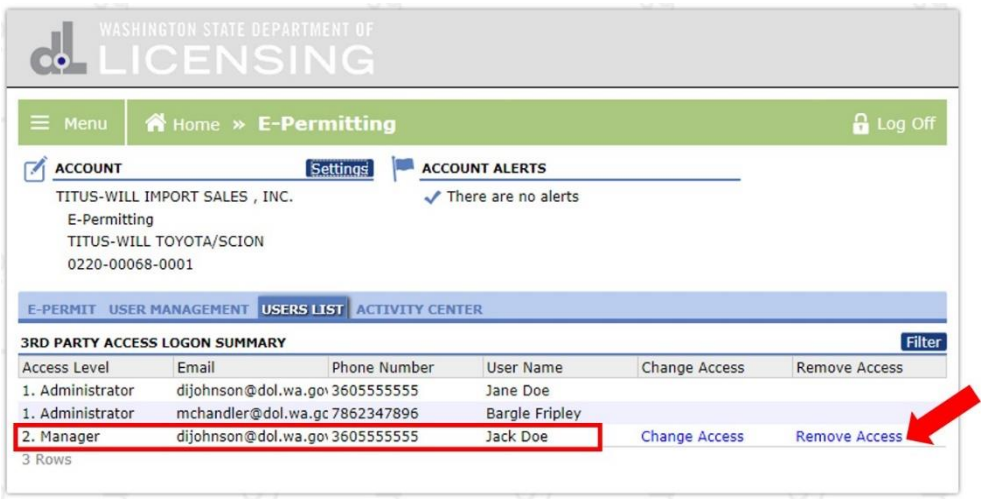
1. If you're not already in the system, log in through License eXpress (secure.dol.wa.gov).

2. At the ***Home*** page, under the Accounts tab, click the appropriate business task in the Client Accounts list.

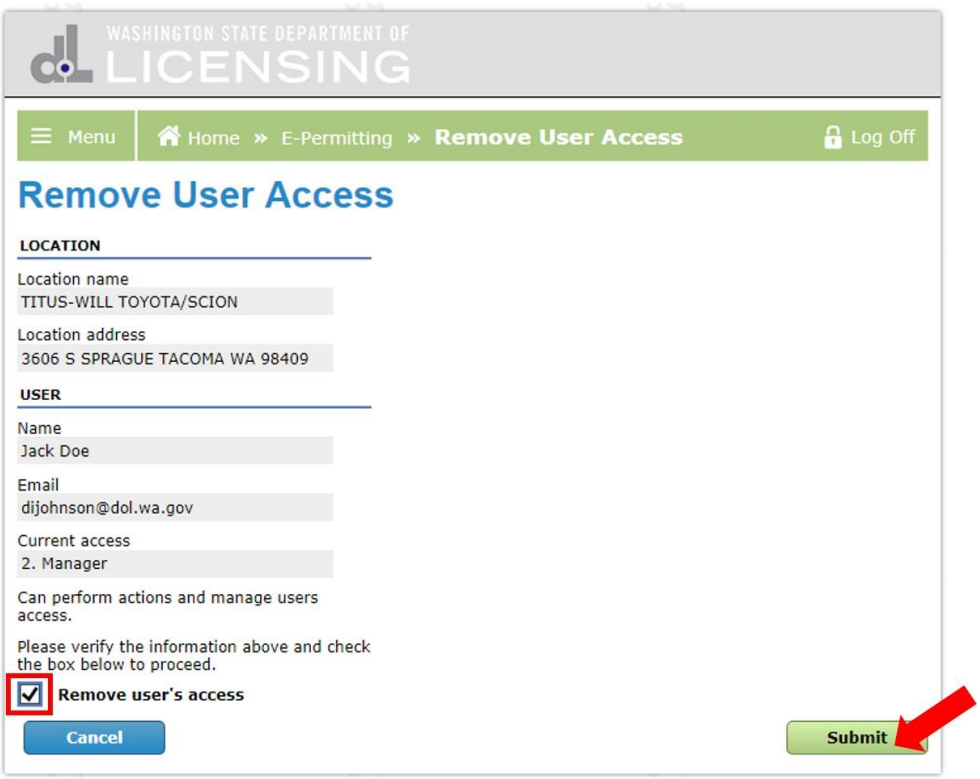


3. At the ***[Business type]*** page (the header title will vary based on the business type selected on the previous page), click the **Users List** tab.

4. From the list, click the *Remove Access* hyperlink for the appropriate employee.

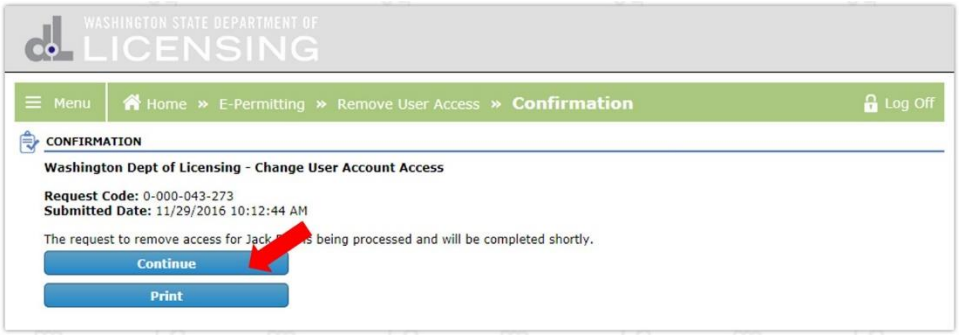


5. At the ***Remove User Access*** page, click the *Remove user's access* checkbox and click *Submit*.



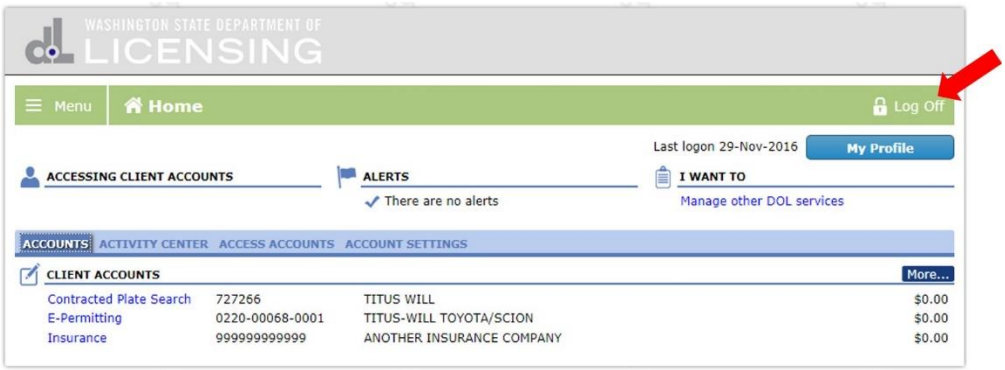
6. At the ***Confirmation*** page:

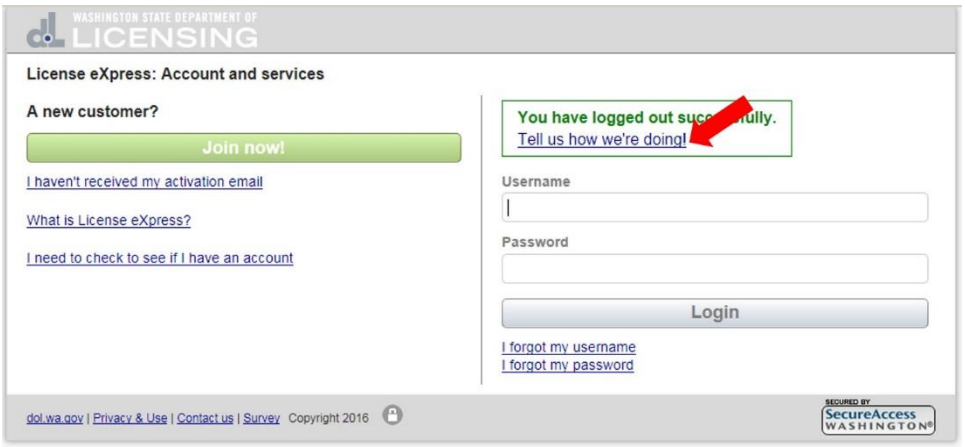
- Click *Print* to print the confirmation page.
- Click *Continue.*



7. You'll be returned to the Users List, and you will see the employee has been removed. When the employee logs in, they will no longer have access to perform the business account.

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



9. 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!