EMPLOYEE ACCOUNT ACCESS USER MANUAL

Department of Licensing
February 13, 2017

Table of Contents

Establish Account Access 1
Establish your License eXpress account 1
I already have a License eXpress account 1
I don’t know if I have a SAW account 1
I already have a SAW account 4
I don’t have a SAW account 7
Continue account access setup 12
Request business account access 16

ESTABLISH ACCOUNT ACCESS

Important! Before you begin this process, you will need access codes from your account Administrator for each business task and each business/location for which you will be performing that task.

For example, if you are a dealer employee that will be doing e-permits for two locations, and will also be performing plate searches, you will need a total of three access codes – one for e-permitting for each location, and one for the contracted plate search.

Your access codes are only good for **8 hours** after they have been generated by the system.

Establish your License eXpress account

You will access various business tasks, such as E-permitting and various types of vehicle reporting, through **SecureAccess Washington (SAW)** via **License eXpress**, so you'll 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:

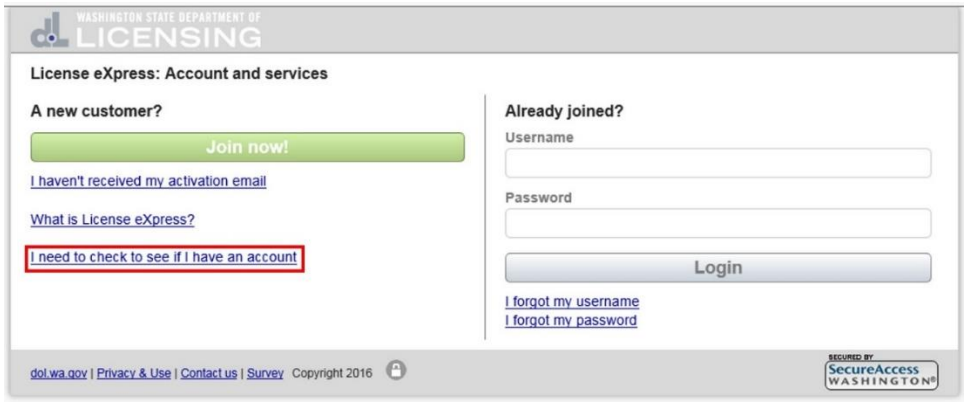
- Have renewed or accessed your account online with Department of Revenue Business Licensing Service after June 6, 2016
- Have filed online with Department of Labor and Industries or Employment Security Department

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

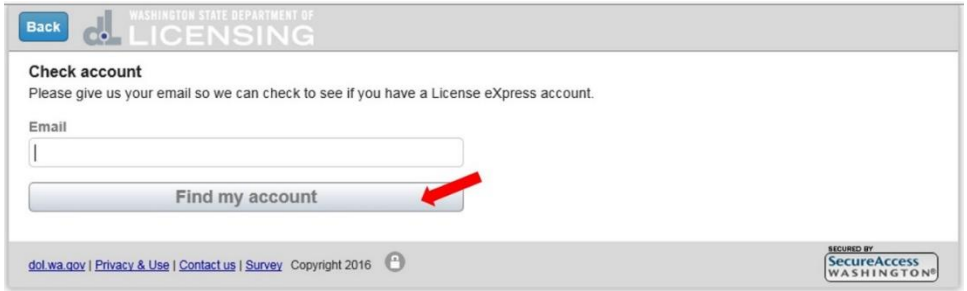
If you are still not sure, you can check to see if you have a SAW account (next page).

Check to see if you have a SAW account

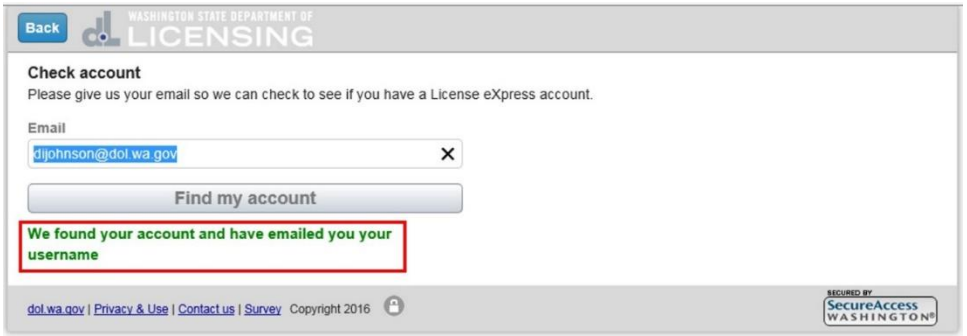
1. Go to ***License eXpress login*** page (secure.dol.wa.gov).
2. Click *I need to check to see if I have an account*.



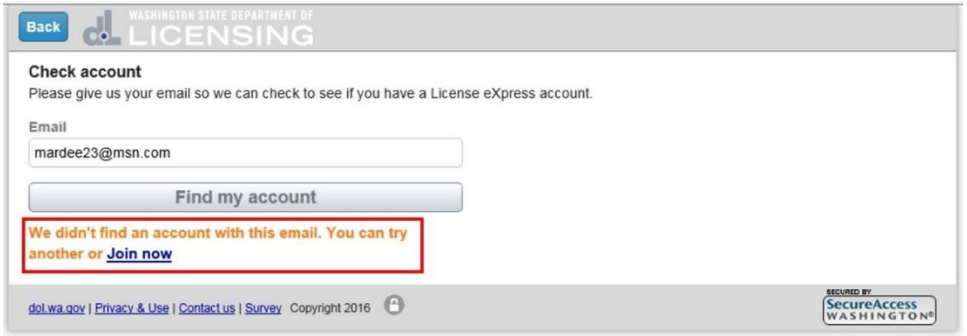
3. Enter your email address and click *Find my account*.



- 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).



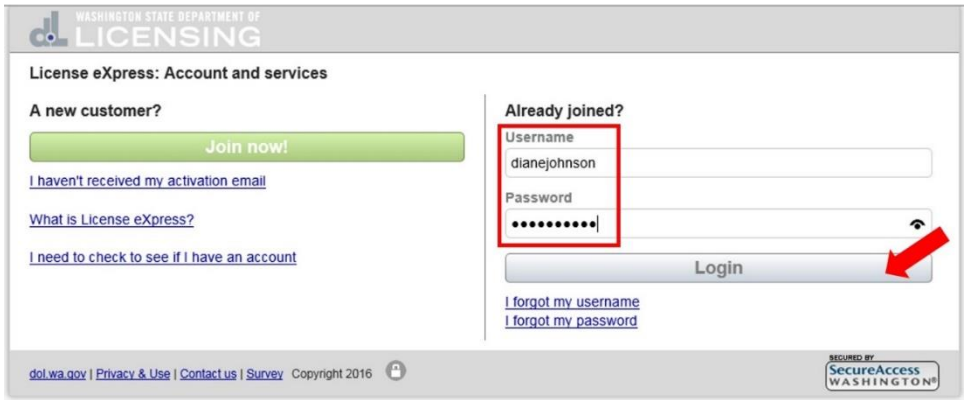
- If there is no username/user ID associated with your email address, you can try a different email address or click *Join now* to begin the registration process.
    - Go to I don't have a SAW account (page 7).



I already have a SAW account

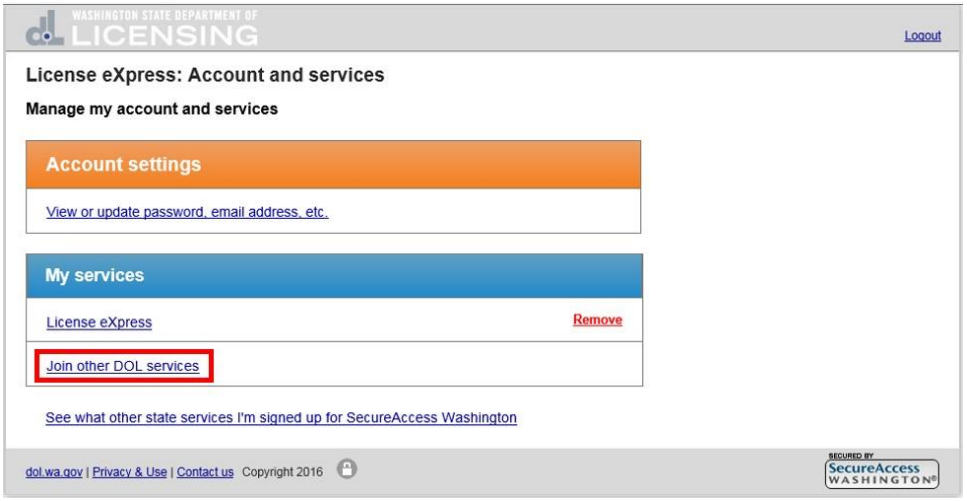
1. Go to ***License eXpress login*** page (secure.dol.wa.gov).
2. Enter your SAW username/user ID and password and click *Login*.

   - If you don't remember your password, click *I forgot my password* to get a new password, then return to this step.

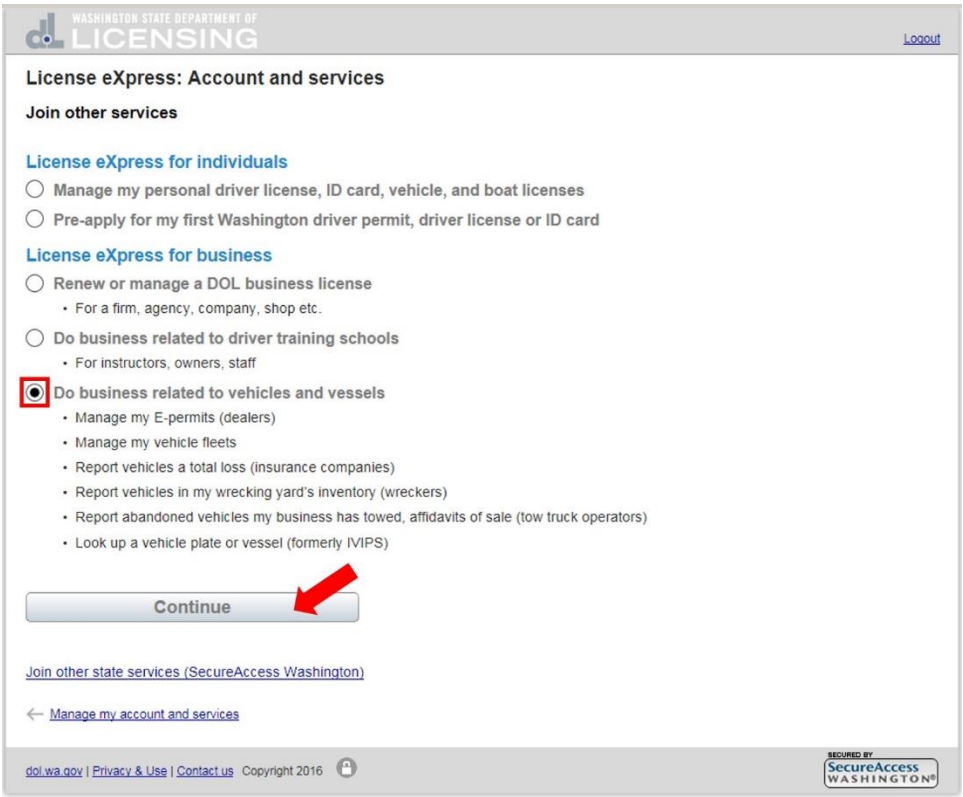


   - If you don't already have any services or if you have several services through License eXpress, go to step 3.
   - If you already have **one** service through License eXpress, you'll go directly to that account. Click *Manage my account and services* (upper right hand corner of screen) …

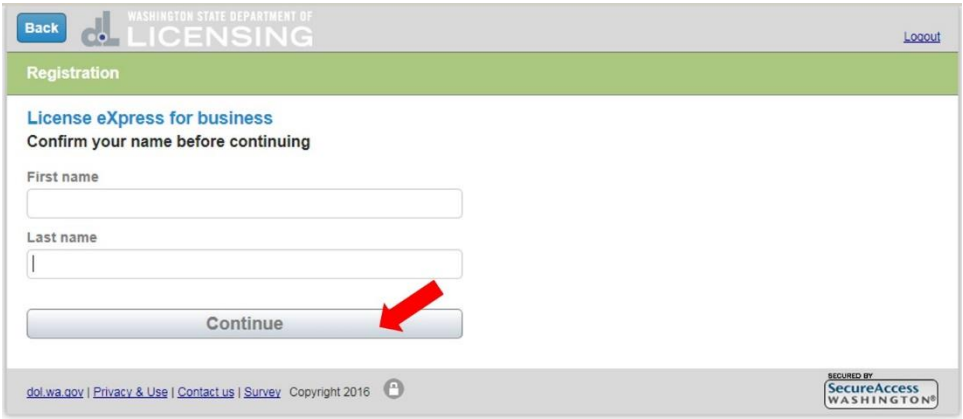
   then *Join other DOL services* under My services.



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



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

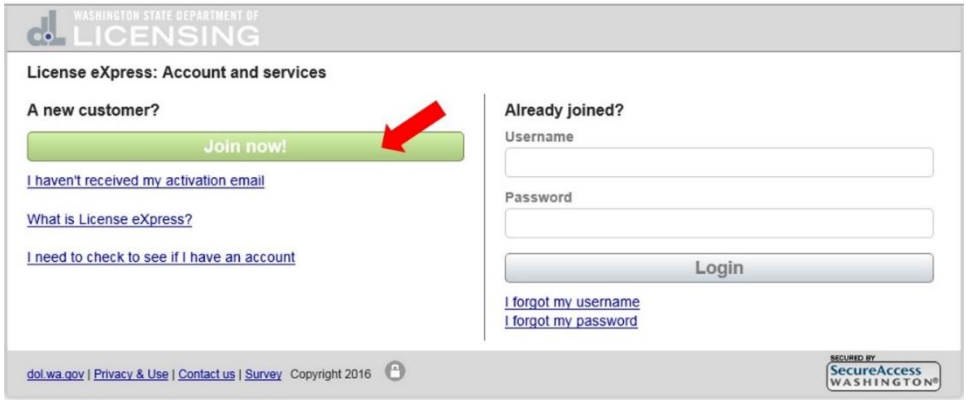


5. The ***Registration – Step 2*** screen will confirm you've successfully joined. To continue setting up access to your account, click the *Vehicle and vessel related business* hyperlink.

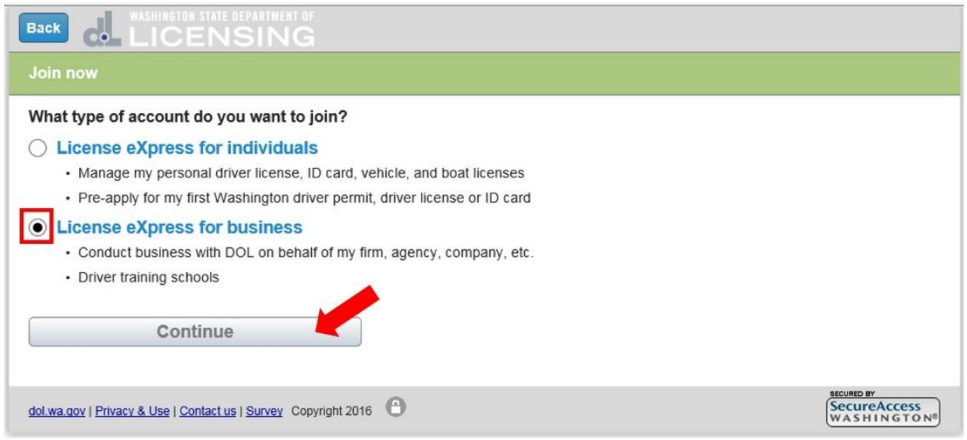
6. You will be taken into the new computer system to continue your account access setup (page 12).

I don't have a SAW account

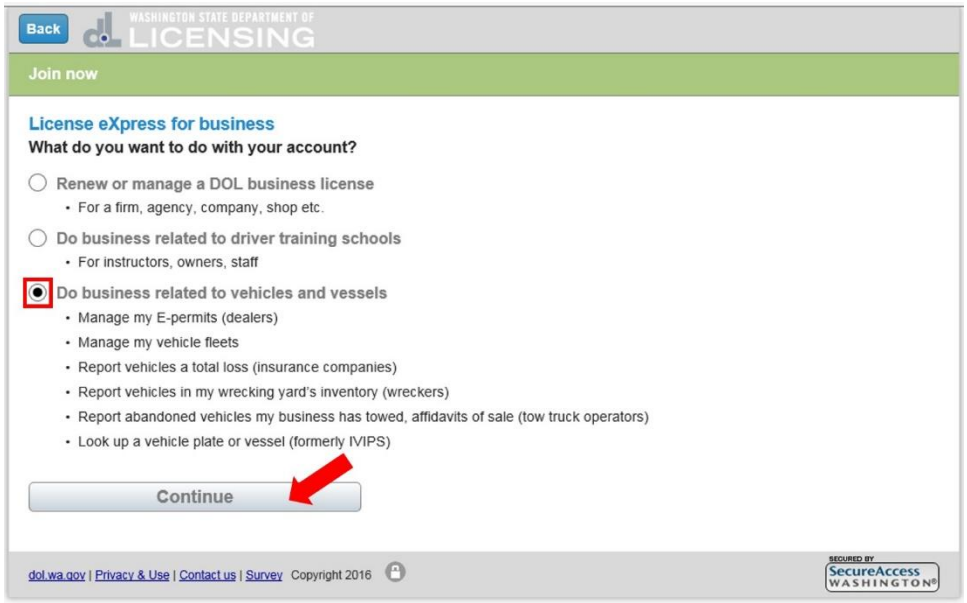
1. Go to ***License eXpress login*** page (secure.dol.wa.gov).
2. Click *Join now!*



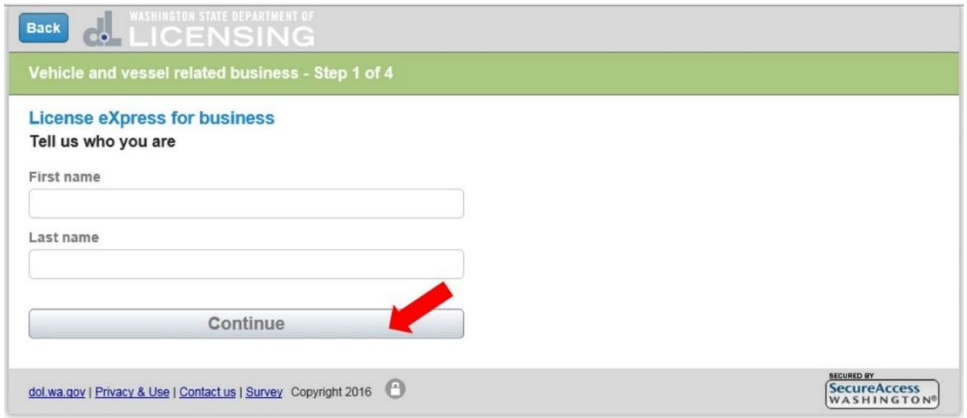
3. At the ***What type of account*** page, select *License eXpress for business* and click *Continue.*



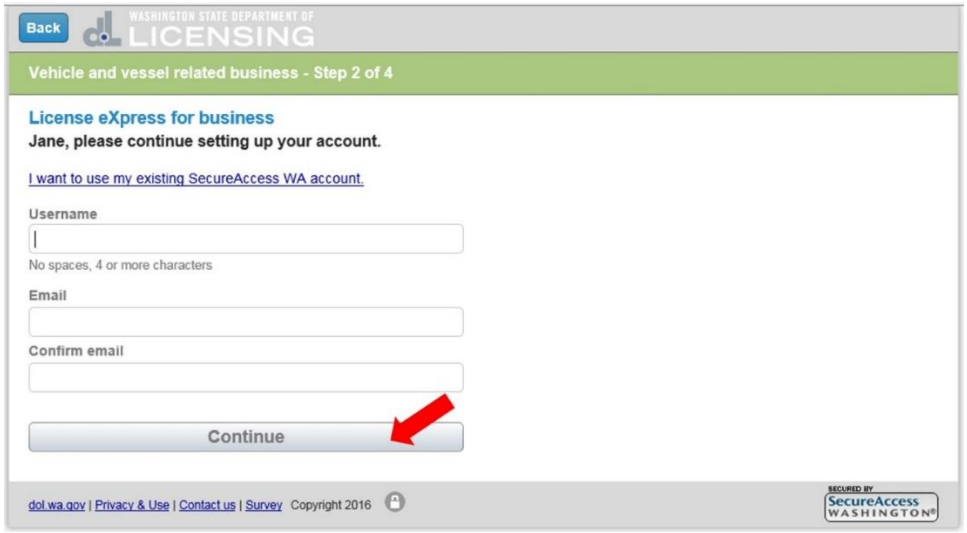
4. At the ***What do you want to do*** page, select *Do business related to vehicles and vessels.* Click *Continue*.



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

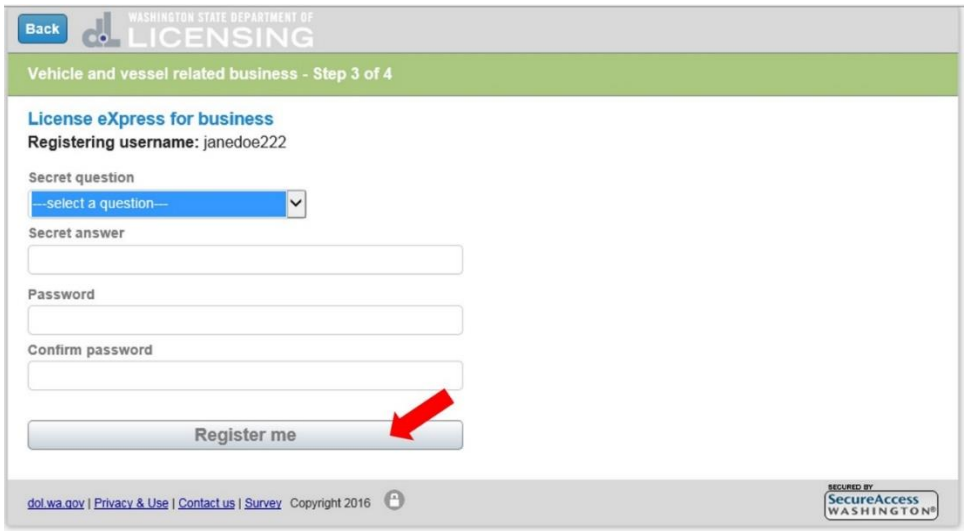


6. At the ***Continue setting up your account*** page, enter a username, then enter and confirm your email address. Click *Continue*.

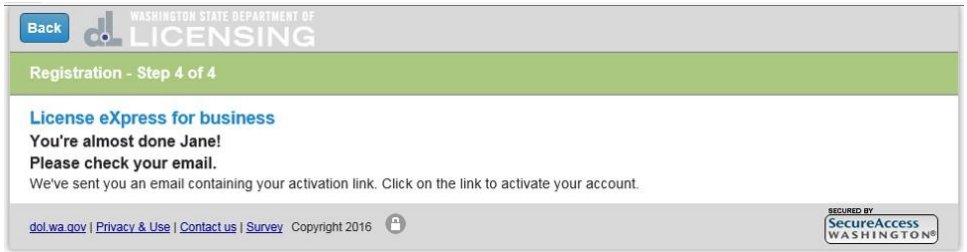


7. At the ***Registering username*** page, select a secret question from the dropdown list, provide the answer, and enter and confirm a password. Click *Register me*.

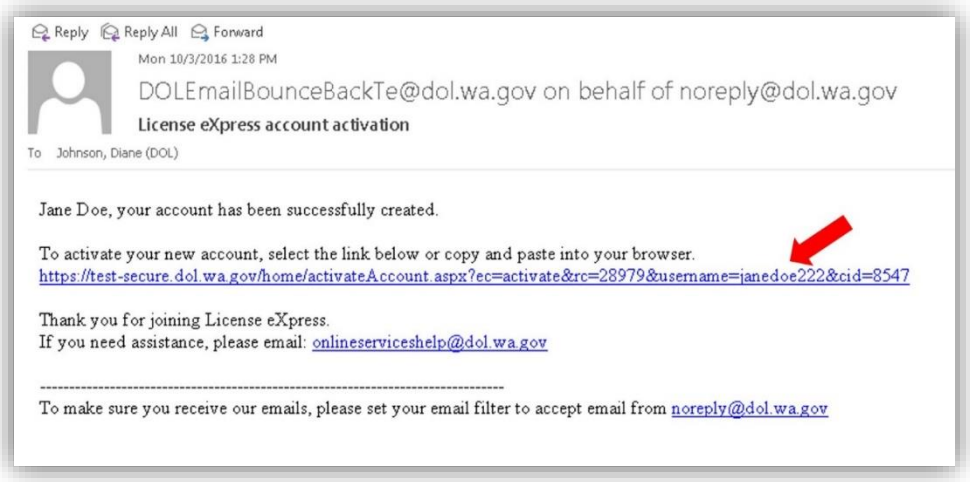
   - The system will help you create a strong password.



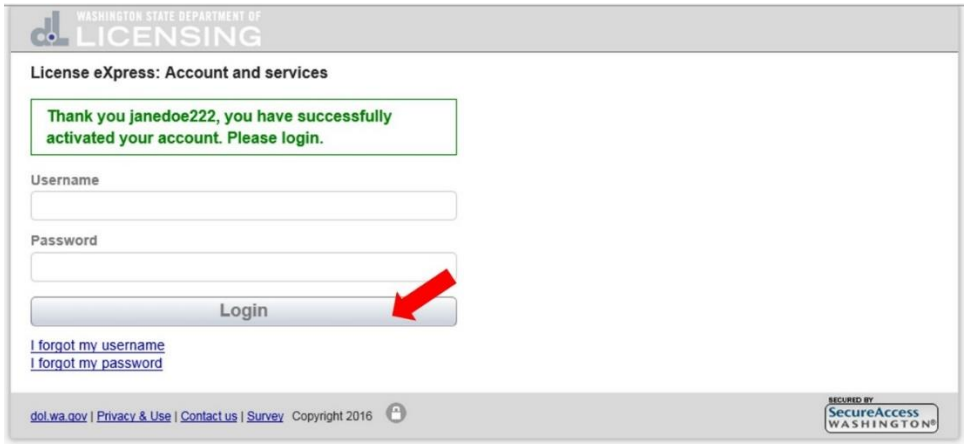
8. The ***Check your email*** page informs you an activation email has been sent to the email address you used to register the account.



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

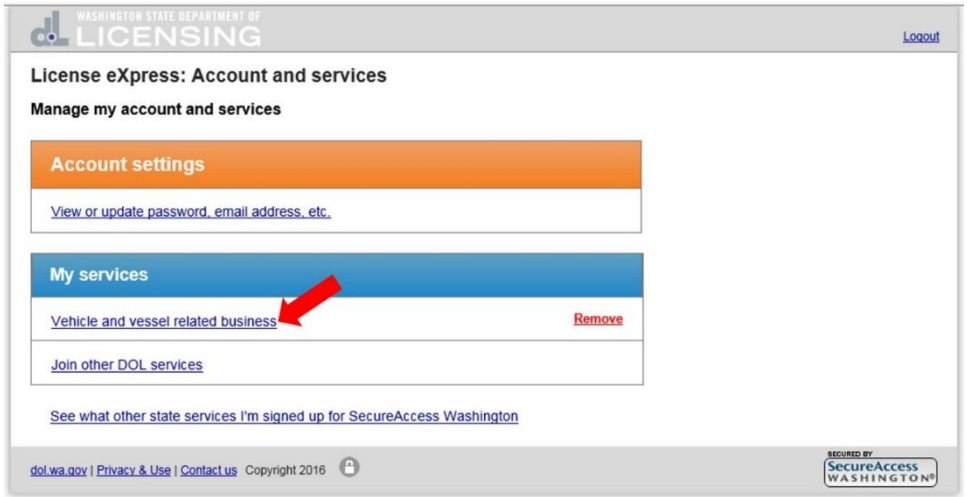


10. You will be taken to the login page. You now need to continue your account setup for E-services. Enter your username/user ID and click *Login*.



- 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.



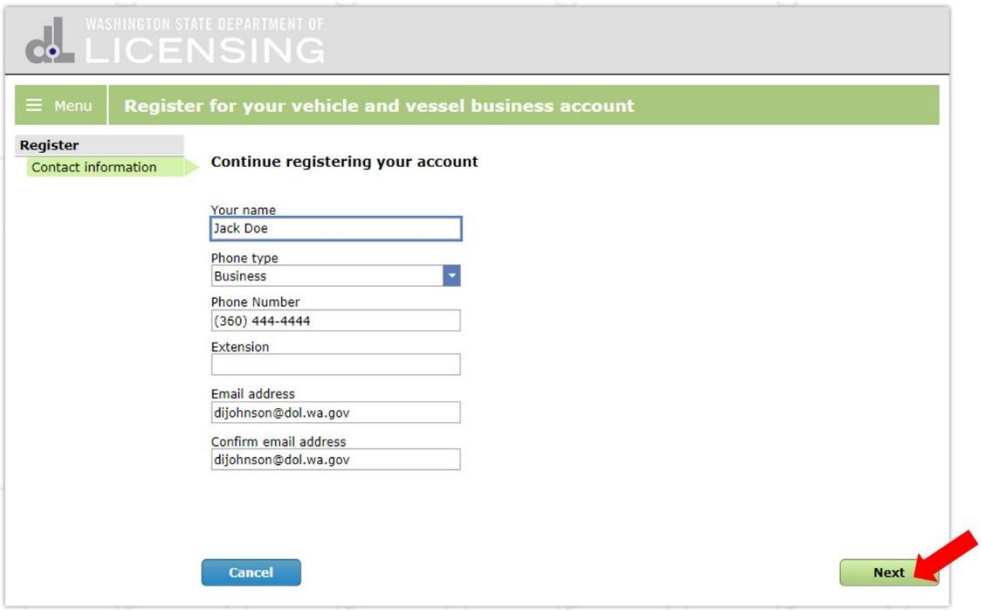
12. You will be taken into the new computer system to continue your account access setup (next page).

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**.

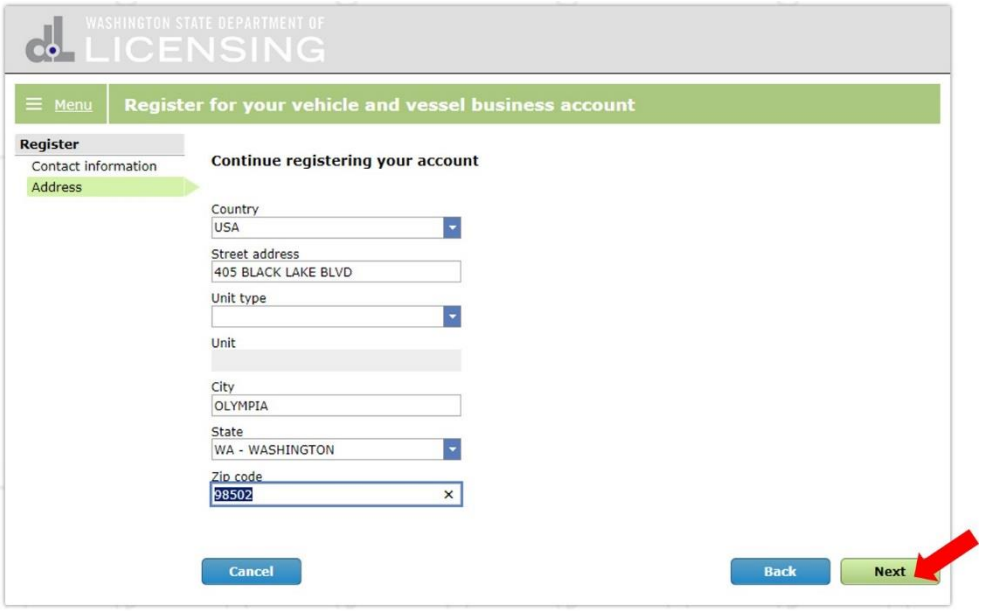
1. At the ***Contact information*** page (page names appear at the upper left of the page), your name and email address are auto-filled from the information you entered for License eXpress. Enter your phone number and extension (if applicable) and click *Next*.

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

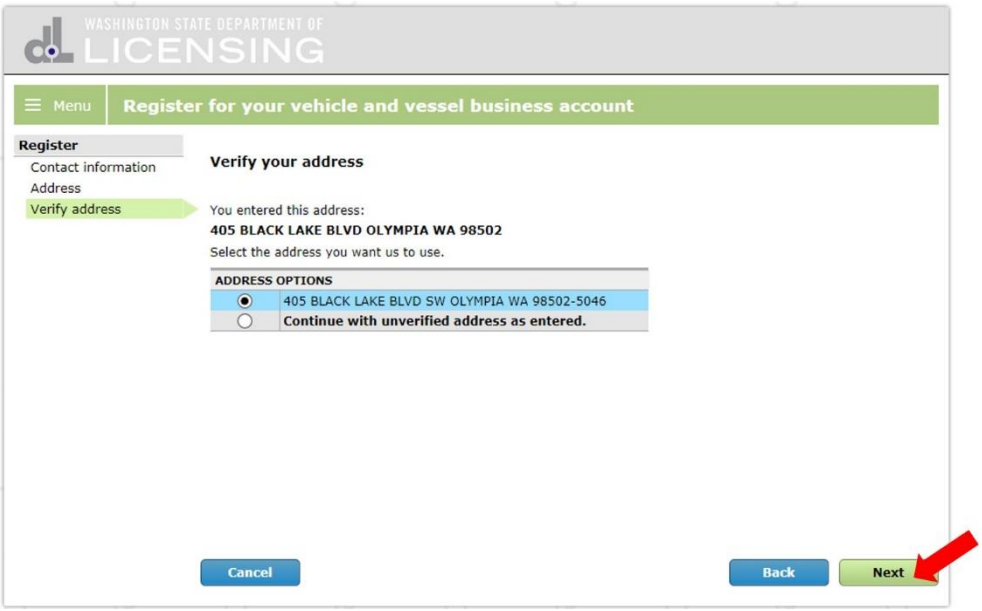


2. At the ***Address*** page, enter the requested information. Click *Next*.

   - 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.

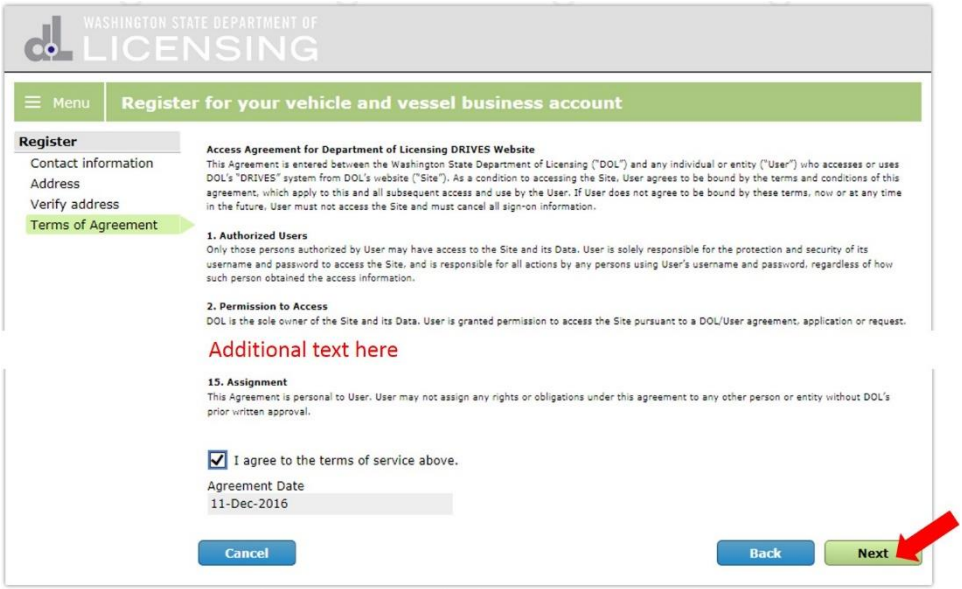


3. At the ***Verify address*** page, the system will display the address formatted to meet postal standards. In most cases, you should select the verified address. Click *Next.*



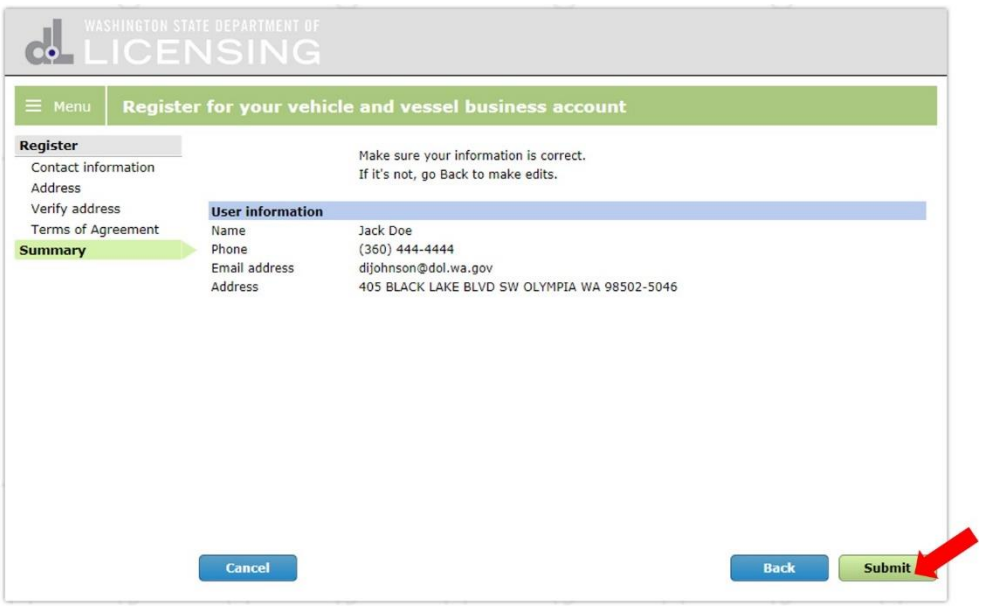
4. At the ***Terms of Agreement*** page, read the terms of service for access to the computer system, then click the checkbox at the bottom of the page to agree. Click *Next*.

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



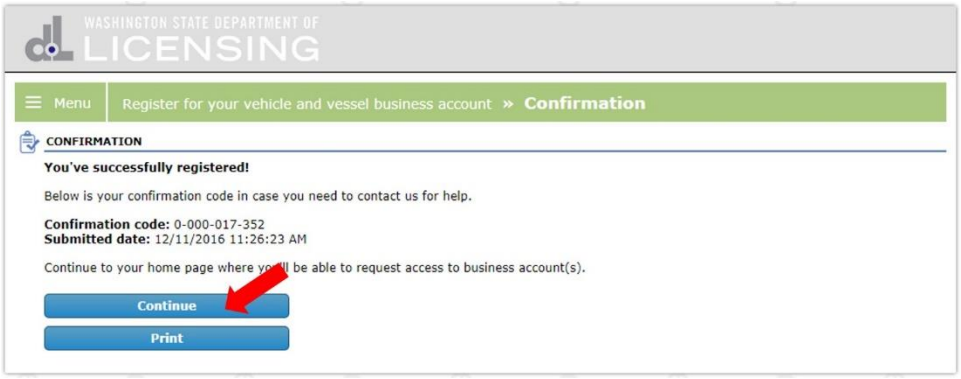
5. At the ***Summary*** page, review the information you entered on the previous pages.

   - If all the information is correct, click *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* to set up access to the various business tasks you need 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.

Important! You'll need the following to complete this portion of the process:

- **Access codes** provided by your account Administrator. Each access code will have been generated for a specific business task; make sure you are using the correct access code for the business task you are requesting access for. If you perform the same task for more than one business or location, you'll need a separate access code for each business or location.
- **Business information**:
  - **E-permits, Wrecker Destroyed reporting, Abandoned Vehicle reporting**: UBI number and license number
  - **Insurance Destroyed Reporting**: UBI number, WAOIC number, and NAIC or NPN number used by the Administrator to establish the account (**not** your personal number)
  - **Contracted plate search:** Contract number

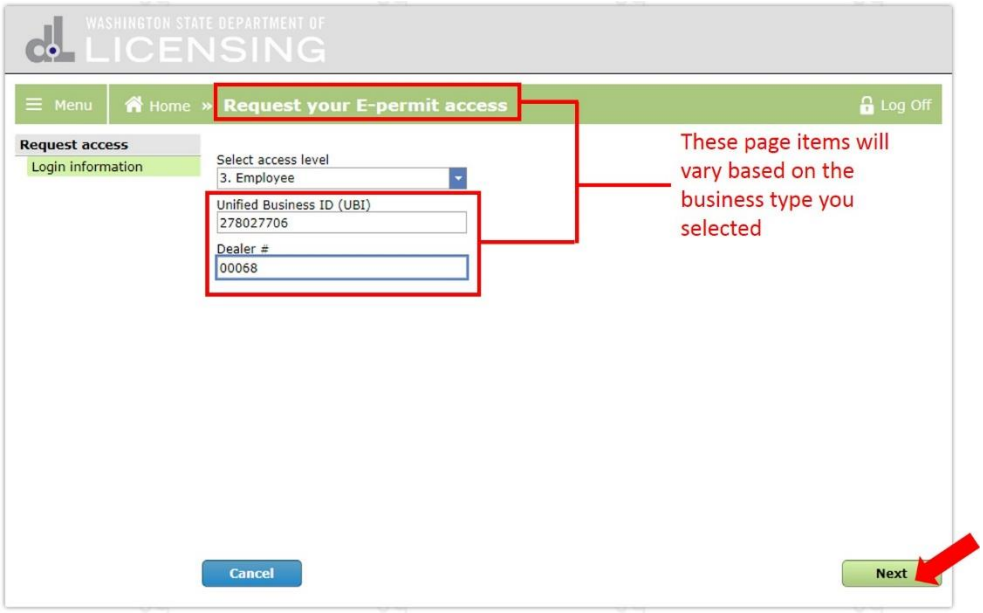
1. At the ***Home*** page, you are under the **Accounts** tab (shown in the blue bar in the lower portion of the page). Click the **Access Accounts** tab.

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 information*** page (page names appear at the upper left of the page):

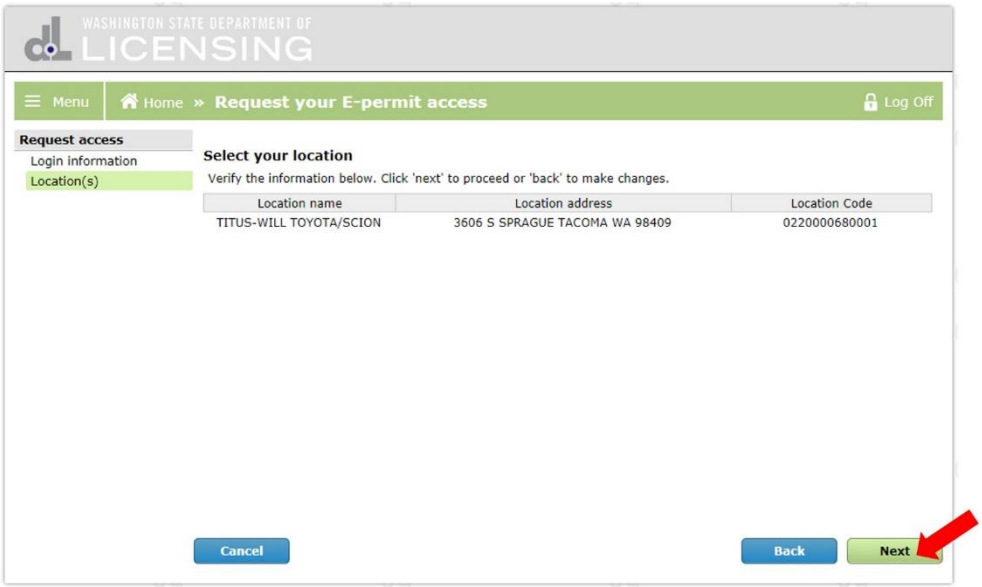
   a. Enter the requested information for the business type you selected on the previous screen:
      - **E-permits, Wrecker Destroyed reporting, Abandoned Vehicle reporting**: UBI number and license number
      - **Insurance destroyed reporting**: UBI number, WAOIC number, and NAIC or NPN number used by the Administrator to establish the account (**not** your personal number)
      - **Contracted plate search:** Contract number
   b. Select *Administrator* from the access level drop-down list.
   c. 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.
   d. Click *Next*.
      - **Contracted plate search:** go to **step 5**.

   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



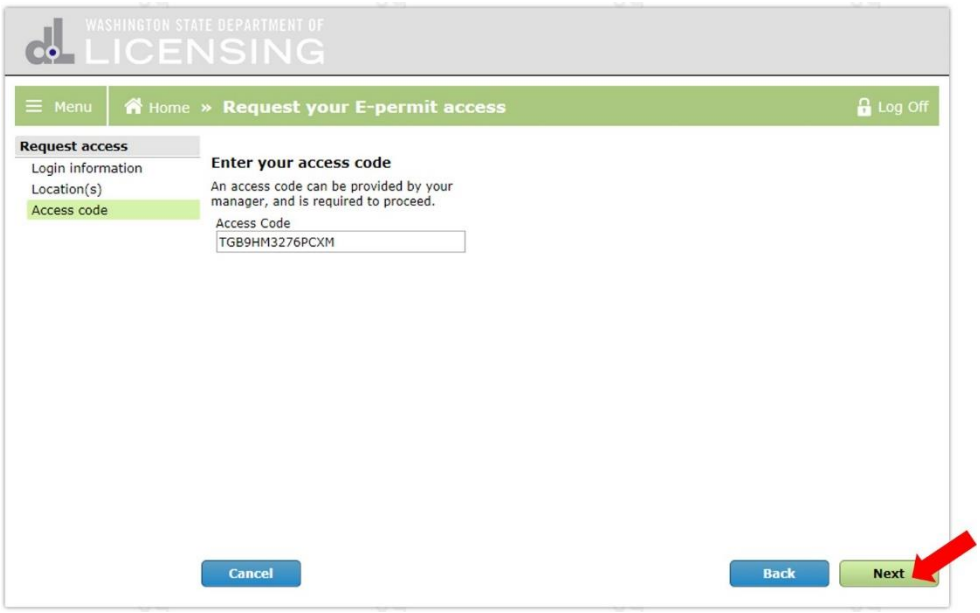
4. At the ***Location List*** page:

   a. Verify the location. If there is more than one location, click the checkbox to the left of the correct location.
   b. Click *Next*.



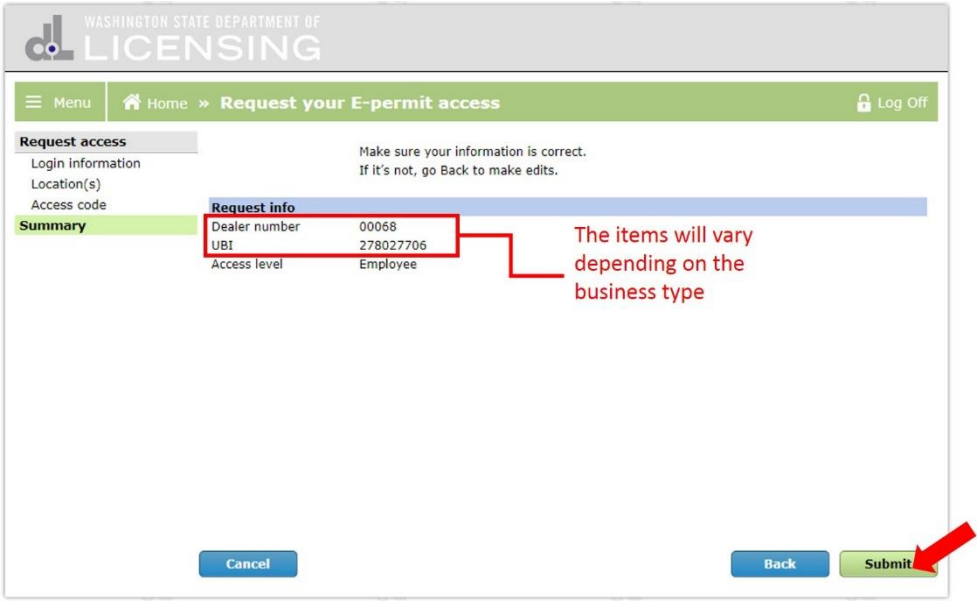
5. At the ***Access Code*** page, enter the access code for this business task emailed to you by your account administrator.

   - Make sure you are using the correct access code for the business task you are requesting access to.
   - This is a one-time use access code that must be used within **8 hours** of being generated by the system.



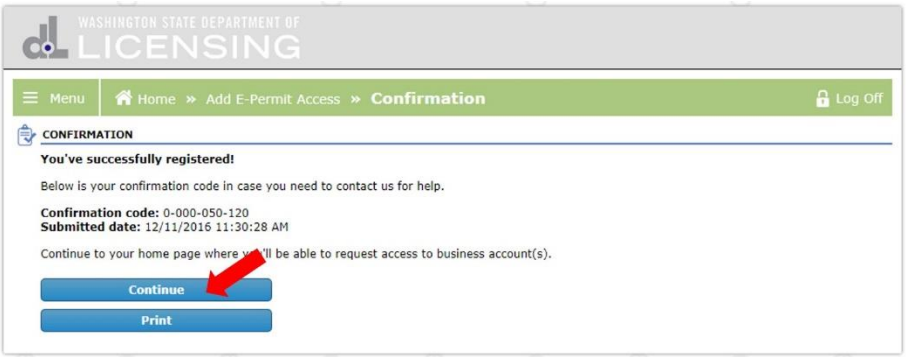
6. At the ***Summary*** page, review the information.

   - 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.*

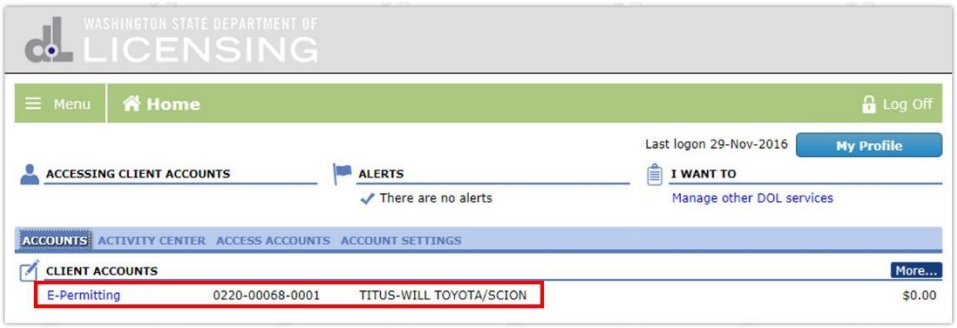


7. At the ***Confirmation*** page:

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

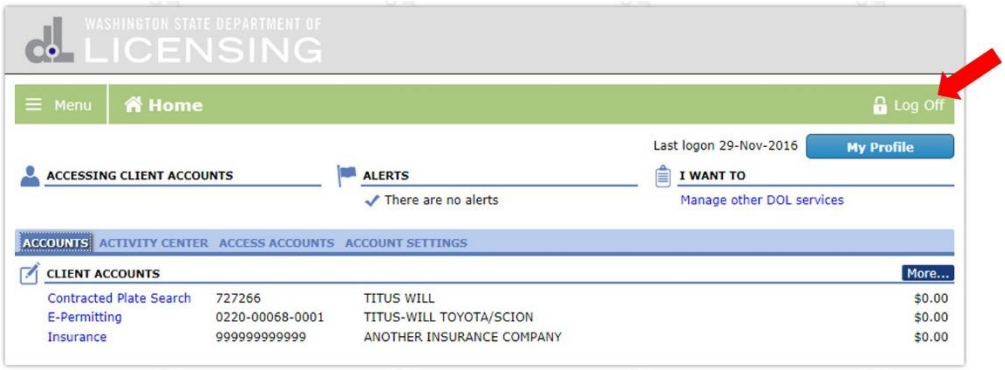


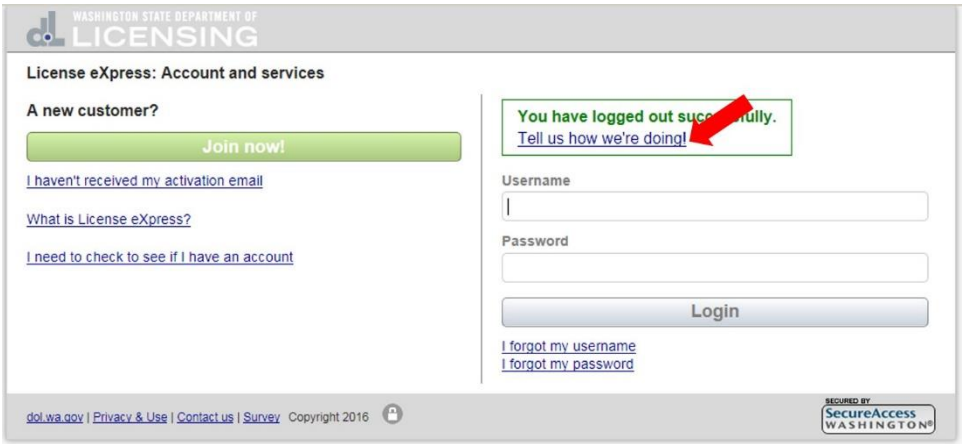
8. You will be returned to the ***Home*** page where you began. The business task you added will show under the **Accounts** tab.



- If you need access to another business task or business/location for a task, repeat steps 1-7 for each task or business/location.
  - You will receive a confirmation email for each completed registration. You can now perform the business tasks for which you've received access. See the **E-services User Manual** available at http://www.dol.wa.gov/about/drives-forms-and-publications.html.

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



10. 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!