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Getting Started

All License eXpress (LX) for Business users must register for their own LX for Business account. If you already have an LX business account, you can add new services to your existing account. Each business is allowed one account administrator, as many managers as needed, and as many employees as needed.

User Roles

<table>
<thead>
<tr>
<th>Administrator</th>
<th>Managers</th>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Usually, the contract manager or business owner</td>
<td>Several managers allowed per business</td>
<td>Several employees allowed per business</td>
</tr>
<tr>
<td>Only 1 administrator allowed per business</td>
<td>Generates manager and employee access codes</td>
<td>Performs account functions</td>
</tr>
<tr>
<td>Generates manager and employee access codes</td>
<td>Changes manager and employee access</td>
<td></td>
</tr>
<tr>
<td>Changes manager and employee access</td>
<td>Removes manager and employee access</td>
<td></td>
</tr>
<tr>
<td>Removes manager and employee access</td>
<td>Performs account functions</td>
<td></td>
</tr>
<tr>
<td>Performs account functions</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Employee access codes expire 8 hours after creation. Please check the date and time stamp on the original access code email to make sure the code you received from your Administrator or Manager is not expired. The Administrator can generate a new code if necessary.
Register for a License eXpress for Business Account

Use the following directions to register for a new an LX for business account if you do not already have one. Make sure to use an accurate email address and write down your username and password.

1. Go to this website: secure.dol.wa.gov
2. Click the Join now! button.

3. Click the License eXpress for business button and click Continue.

4. Enter your First name, Last name, and click Continue.
5. Enter a Username, email address, confirm email address, and click **Continue**.

6. Enter a Password, confirm password, and click **Register me**.

7. Check your email account and click the **activation** hyperlink to continue the registration process. You will be routed to Secure Access Washington (SAW) to complete the Multi-Factor Identification (MFA) process before you complete the registration process. The email is sent from “noreply@dol.wa.gov”.
8. Enter the Username, password, and click **Login** to continue the registration process.

9. Click the **Business related to vehicle, vessel, and driver licensing** hyperlink.

10. Click the button to choose the method you would like to receive your verification code.
11. Enter the verification code and click **Submit**.

12. Click the **Yes, Remember my device** checkbox, if applicable, enter a Name and click **Submit**.
13. Verify Your name and Phone type is correct, enter the Phone Number and Extension, if applicable, verify the Email address is correct, confirm email address, and click **Next** to proceed.

14. Complete the required address fields and click **Next**.

15. Select the appropriate button to verify the address, if applicable, and click **Next**.

16. Click the **I agree to terms of service above** checkbox and click **Next**.

17. Review the summary and click **Submit** to proceed or **Previous** to make changes.

18. Click **Print** to print the transaction confirmation or click **Continue** to return to the Add an Account page.

*You have successfully registered for your License eXpress for Business account!*
Manage Users Functions

This section explains how administrators and managers generate an access code for new managers or employees, how to change access, and how to remove access.

Generate Access Code for Managers and Employees

1. Login to License eXpress for Business secure.dol.wa.gov.

2. Select the appropriate account if you have more than one.

3. Click the Create new user access code hyperlink.

4. Select the appropriate option from the Access Level dropdown menu and click Next.

   Note: A Manager performs actions and manages users. An Employee performs actions but cannot manage users.

5. Review the request and click Submit.

6. License eXpress automatically sends you an email with the access code, which you can then send to an employee or manager. The employee/manager accesses the business account using this access code. Additionally, you need to provide the employee/manager with the State or Federal ID and Business ID account number.

   Note: Access codes expire 8 hours after creation.
Manage User Access

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the Users List hyperlink.

4. Click the Change Access or Remove Access hyperlink in the row for the user you want to manage.

5. Complete the following steps based on your selection:

   **Change Access**
   a. Select the appropriate option from the New User Access Level dropdown menu.
   b. Click the Next button.

   **Remove Access**
   a. Click the Remove user’s access checkbox.
   b. Click the Next button.

6. Review the request and click Submit.
Account Favorites

If you have access to accounts with different Unified Business Identification (UBI) numbers, Tax Identification Numbers (TINs), or Employer Identification Numbers (EINs), you can mark them as favorites to quickly access those you use most frequently. Additionally, you can remove an account from your favorite list when necessary.

Setting Account Favorites

1. Login to License eXpress for Business secure.dol.wa.gov.

2. Click the Add to Favorites hyperlink.

3. Click the Favorites tab to view and access the accounts you have set as favorites.
Removing Accounts from Favorites

1. Login to License eXpress for Business [secure.dol.wa.gov](http://secure.dol.wa.gov).
2. Click the **Favorites** tab and **Remove from Favorites** hyperlink.
Training School Accounts

Commercial Training School Account

Only organizations authorized by DOL to report CDL training can use this service.

Request Access to a Commercial Training School (CTS) Account

Complete the process below to request Administrator, Manager, or Employee access to a CTS account. The account administrator is responsible for generating access codes for employees and manager to gain access. The system allows only one administrator per business.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Click the Add an Account tab.
3. Click the Request access to driver-related services button.
4. Click the Request access to a Commercial Training School account button.

<table>
<thead>
<tr>
<th>Add driver services account</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] Driver Record Request</td>
</tr>
<tr>
<td>Authorized organizations only. To use this service, your organization must be authorized by DOL to purchase another individual’s driving record.</td>
</tr>
<tr>
<td>- Request access to a Driver Record Request account</td>
</tr>
<tr>
<td>- Apply for a new Driver Record Request account</td>
</tr>
<tr>
<td>[ ] Driver and Plate Search</td>
</tr>
<tr>
<td>Authorized law enforcement and WA state agencies only. To use this service, your agency must be authorized by DOL to search driver and vehicle records.</td>
</tr>
<tr>
<td>- Request access to a Driver and Plate Search account</td>
</tr>
<tr>
<td>[ ] Driver Info &amp; Adjudication</td>
</tr>
<tr>
<td>Authorized WA courts and state agencies only. To use this service, your agency must be authorized by DOL to view driver information and report court information.</td>
</tr>
<tr>
<td>- Driver Info and Adjudication Access</td>
</tr>
<tr>
<td>[ ] SR-22/26 Reporting</td>
</tr>
<tr>
<td>Authorized insurance companies only. To use this service, your organization must be authorized by DOL to report SR-22/26 insurance information.</td>
</tr>
<tr>
<td>- Insurance SR-22/26 Access</td>
</tr>
<tr>
<td>[ ] Correctional Facility</td>
</tr>
<tr>
<td>Authorized correctional facilities only. To use this service, your agency must be authorized by DOL to submit license requests.</td>
</tr>
<tr>
<td>- Correctional Facility Access</td>
</tr>
<tr>
<td>[ ] Interlock Device Vendor</td>
</tr>
<tr>
<td>Authorized interlock device vendors only. To use this service, your company must be authorized to report interlock device installations.</td>
</tr>
<tr>
<td>- Interlock Device Vendor Access</td>
</tr>
<tr>
<td>[ ] Driver Training</td>
</tr>
<tr>
<td>Licensed driver training providers only. To use this service, your organization must be licensed with DOL to provide driver training.</td>
</tr>
<tr>
<td>- Request access to a Driver Training School account</td>
</tr>
<tr>
<td>[ ] CDL Training</td>
</tr>
<tr>
<td>Authorized commercial driver training providers only. To use this service, your organization must be authorized by DOL to report CDL training.</td>
</tr>
<tr>
<td>- Request access to a Commercial Training School account</td>
</tr>
<tr>
<td>[ ] Motorcycle Training</td>
</tr>
<tr>
<td>Contracted motorcycle training providers only. To use this service, your organization must have a contract with DOL to provide motorcycle rider training.</td>
</tr>
<tr>
<td>- Request access to a Motorcycle Training School account</td>
</tr>
</tbody>
</table>
5. Complete the following information:
   a. Select the appropriate option from the Choose a state or federal ID dropdown menu.
   b. Enter the state or federal ID.
   c. Select the appropriate option from the School license type dropdown menu.
   d. Enter the school license number.
   e. Enter your WA driver license number. Complete the additional steps below if you do not have a WA driver license.
      i. Click the **I do not have a Washington driver license** checkbox.
      ii. Select the appropriate option from the What state are you from dropdown menu.
      iii. What is your out of state driver license number?
   f. Select the appropriate option from the What access level would you like to request? dropdown menu.
19. Complete the following step based on your access level:

**Administrators**

a. Enter the authorization code provided by the Department of Licensing.

b. Click **Next**

**Managers and employees**

a. Enter the access code provided by the Commercial Training School Account Administrator or Manager.

Note: Access codes expire 8 hours after creation.

b. Click **Next**.

20. Click the **I agree to the terms of service above** checkbox.

21. Review the summary and click **Submit** to proceed or **Previous** to make changes.

22. Click the **Print** button to print the transaction confirmation or click the **Continue** button to return to your homepage. DOL sends you an email once your access is approved.
Add Student Course Information

Use the following process to enter student course information individually or in bulk.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the **Submit course completions** hyperlink.
4. Click the appropriate **Select** hyperlink to choose an instructor, click the applicable **CL, BA, PR, RA, or RO** checkboxes, and click **Next**.
5. Enter the course start date and course end date, select the appropriate option from the **Type of training** dropdown menu, and click **OK**.
6. Complete the applicable process below to add an individual student or bulk submission.

**Individual**

a. Click the **Next** button to bypass the bulk upload process.

b. Click the **Add Student** button.

c. Enter the following Student Course information:
   i. Enter the Driver License Number.
   ii. Enter the Classroom hours, Backing Hours, Proficiency Hours, Range Hours, and Road Hours.
   iii. Enter the Notes, if applicable.
   iv. Enter the Phone Number or click the **No phone number** checkbox and click **OK**.
Bulk

a. Click the **Download template** button and complete the steps below to update the template. Skip to step d if you already have the template completed.

b. Open the course completion template. The Excel template opens in another tab or browser window.

c. Enter the following information in the Students tab and save the file:
   i. Driver License Number and Phone Number.
   ii. Classroom hours, Backing Hours, Proficiency Hours, Range Hours, and Road Hours.
   iii. Notes, if applicable.

   **Note:** The Documentation tab shows an example of how to enter the information in the Students tab.

d. Click the **Upload an Excel File** button.

e. Click the **Choose File** button, select the file, click **Open**, and click **OK**.

f. Click the **Next** button.
7. Review the individual students and click **Next** to proceed.

ertain the summary and click **Submit** to proceed or **Previous** to make changes.

9. Click **Print** to print the transaction confirmation or click **Continue** to return to the Commercial Training School account. You will receive a confirmation email, as well as a message in your License eXpress account.
Exam and Course History

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.

3. Click the Exam and course history hyperlink.

4. Enter the from date, the to date or other search criteria, and click Search. The search results display below.

5. Click the Confirmation number hyperlink to view the submission.

6. Click the Home icon to return to your homepage.
Driver Training School Account

Only organizations authorized by DOL to provide driver training can use this service.

Request Access to a Driver Training School (DTS) Account

1. DOL’s Driver Training School (DTS) program licenses and certifies instructors and staff members. Contact the DTS program at 360-902-3703 or TSE@dol.wa.gov if you need assistance.

2. Login to License eXpress for Business secure.dol.wa.gov.

3. Click the Add an Account tab.

4. Click the Request access to Driver Training School button.

5. Make sure you have the required information and click Next.

6. Complete the following steps and click Next.
   a. Select the appropriate option from the Choose a state or federal ID dropdown menu.
   b. Enter the state or federal ID.
   c. Select the appropriate option from the School license type dropdown menu.
   d. Enter the school license number.
e. Enter your Washington driver license number or complete the following additional steps:
   
   i. Click the **I don’t have a Washington driver license** checkbox.
   
   ii. Select the appropriate option from the What state are you from dropdown menu.
   
   iii. Enter your out of state driver license number.

f. Select the appropriate option from the What access level would you like to request? dropdown menu.
7. Complete the following step based on your access level.

**Administrators**

a. Enter the authorization code provided by the Driver Training Schools program.

![Driver Training School access]

b. Click the **Next** button

**Managers and employees**

a. Enter the access code provided by the Driver Training School Account Administrator or Manager.

![Driver Training School access]

**Note:** Access codes expire 8 hours after creation.

b. Click the **Next** button

8. Review the summary and click **Submit** to proceed or **Previous** to make changes.

9. Click **Print** to print the transaction confirmation or click **Continue** to return to your homepage.
Add Student Course Information

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account hyperlink if you have more than one.

3. Click the Add student course information hyperlink.

4. Select the appropriate hyperlink for the Driver Training School and the Instructor and click Next.

5. Enter the Course start date, enter the Class end date, and click Next.
6. Complete the applicable process below to add an individual student or bulk submission.

**Individual**

a. Click the **Next** button to bypass the bulk upload process.

b. Click the **Add Student** button.

c. Complete the following course completion information:

   i. Enter the Student’s driver license number.

   ii. Select **Yes** or **No** from the Did the student complete the course dropdown menu. If yes, complete steps 1 and 2. If no, complete step 3.

   1. Select a course completion date.

   2. Click the **By checking this, I certify that the student listed above has successfully completed the driver education course** checkbox.

   3. Select the appropriate answer from the Reason for incomplete course dropdown menu.
Bulk

a. Click the **Download template** button and complete the steps below to update the template. Skip to step d if you already have the template completed.

b. Open the course completion template. The Excel template opens in another tab or browser window.

c. Enter the driver license number, student complete course, date course completed, and reason for incomplete, if applicable, in the Students tab and save the file.

   **Note:** The Documentation tab shows an example of how to enter the information in the Students tab.

d. Click the **Upload an Excel File** button.

e. Click the **Choose File** button, select the file, click **Open**, and click **OK**.

f. Click the **Next** button.

7. Review the individual students. Click the **Add Student** button to add more students or the **X** icon to delete students, if applicable. Click the **Next** button to proceed.

8. Review the summary and click **Submit** to proceed or **Previous** to make changes.

9. Click **Print** to print the transaction confirmation or click **Continue** to return to your account.
Add Knowledge Test Scores

Use the steps below to add knowledge test scores. You can add a hold on the customer record, if there was cheat or bribe incident, as part of this transaction.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.

3. Click the Add knowledge test scores hyperlink.

4. Select the school location, select the examiner, and click Next.
5. Complete the applicable process below to add individual students or bulk submission.

**Individual**

a. Click the **Next** button to bypass the bulk upload process.
b. Click the **Add Customer** button.
c. Complete the following course completion information:
   i. Enter the Driver license #, Date, Hour, and Minutes
   ii. Select the appropriate option from the following dropdown menus:
      1. AM/PM
      2. Language
      3. Method
      4. Letter.
      5. Number version
      6. Pass or fail
   iii. Enter the Score.
d. Indicate whether LSO testing is required for a cheating or bribery incident by selecting Yes from the LSO testing required dropdown menu and selecting Bribery or Cheating from the Reason for hold dropdown menu.

![Other information table]

- LSO testing required: Yes
- Reason for hold: Required, Bribery, Cheating

- Click the OK button.

**Bulk**

a. Click the Download template button and complete the steps below to update the template. Skip to step d if you already have the template completed.

![Add knowledge test scores]

- Upload list of customers
- To upload a list of knowledge test scores, use the Upload an Excel file button. For an individual customer, press Next to continue.

b. Open the knowledge test template. The Excel template opens in another tab or browser window.

c. Enter the following information in the Students tab and save the file:
   i. Driver License Number and Date and Time of Test.
   ii. Language of Test and Method of Testing.
   iii. Letter version of Test and Number version of Test.
   iv. Score of Test, Passed/Failed, LSO Testing Required, and Reason for hold, if applicable.

*Note:* The Documentation tab shows an example of how to enter the information in the Students tab.

d. Click the Upload an Excel File button.

e. Click the Choose File button, select the file, click Open, and click OK.

f. Click the Next button.
6. Review the individual customers. Click the **Add Customer** button to add more customers or the **X** icon to delete customers, if applicable. Click the **Next** button to proceed.

![Add customers](image)

7. Review the summary and click **Submit** to proceed or **Previous** to make changes.

8. Click **Print** to print the transaction confirmation or click **Continue** to return to the Driver Training School account. You will receive a confirmation email and a message in your License eXpress message center with a summary of the submission including any errors.

**Note:** The customer record displays the DTS DOL Test Required indicator when LSO testing is required.
Add Skills Test Scores
To add skills test scores individually or in bulk, follow the steps below.
1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the **Add skills test scores** hyperlink.

4. Click the **Select** hyperlink for the applicable school location, click the **Select** hyperlink for the applicable examiner, and click **Next**.

5. Complete the applicable process below to add an individual student or bulk submission.
   **Individual**
   a. Click the **Next** button to bypass the bulk upload process.
   b. Click the **Add Customer** button.
c. Complete the following skills test information:

   i. Enter the driver license #.

   ii. Enter the date, hour, and minutes.

   iii. Select the appropriate option from the AM/PM dropdown menu and Route dropdown menu.

   iv. Enter the score and select the appropriate option from the Pass or fail dropdown menu.

![Image]

   The information below will be recorded as the results of the customer’s skills test.

   Customer information
   Drivers License
   
   Skills test information
   Date
   
   Hour
   
   Minute
   
   Route
   
   Score
   
   Pass or fail

   d. Indicate LSO testing is required, for a cheating or bribery incident by completing the additional steps below:

   i. Select Failed from the Pass or fail dropdown menu.

   ii. Select either Bribery or Cheating from Fail Reason dropdown menu.

   ![Image]

   iii. Click the OK button.
Bulk

a. Click the Download template button and complete the steps below to update the template. Skip to step d if you already have the template completed.

b. Open the skills test template. The Excel template opens in another tab or browser window.

c. Enter the following information in the Students tab and save the file.
   i. Driver License Number.
   ii. Date and Time of Test.
   iii. Test Route and Test Score.
   iv. Passed/Failed and Failure Reason.
   
   **Note:** The Documentation tab shows an example of how to enter the information in the Students tab.

d. Click the **Upload an Excel File** button.

e. Click the **Choose File** button, select the file, click **Open**, and click **OK**.

f. Click the **Next** button.

7. Review the individual customers. Click the **Add Customer** button to add more customers or the **X** icon to delete customers, if applicable. Click the **Next** button to proceed.

   **Note:** A skills score is only required when you select deductions for the fail reason.
8. Review the summary and click **Submit** to proceed or **Previous** to make changes.

9. Click **Print** to print the transaction confirmation or click **Continue** to return to the Driver Training School account. You will receive a confirmation email and a message in your License eXpress message center with a summary of the submission including any errors.

**Note:** The customer record displays the DTS DOL Test Required indicator when LSO testing is required.

---

**Driver information**

<table>
<thead>
<tr>
<th>Name</th>
<th>Charlie Brown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of birth</td>
<td>3/4/1977</td>
</tr>
<tr>
<td>Age</td>
<td>44 years 4 months</td>
</tr>
</tbody>
</table>

Drivers license number: W0L3N7N379S8

License type: CDL Class A

License status: Licensed

Expires: 4/8/2022

DTS DOL Test Required
Find a Customer

Use the following process to locate customer record information.

1. Login to License eXpress for Business secure.dol.wa.gov.

2. Select the appropriate account if you have more than one.

3. Click the **Find a customer** hyperlink.

4. Enter the customer’s driver license Number and click **Search**.

5. Complete transactions, from the customer record, by selecting one of the following hyperlinks:
   a. Add a waiver
   b. Add a course
   c. Add a knowledge test
   d. Add a skills test
Note: Text displays DTS DOL Test Required for customers with Licensing Service Office (LSO) testing requirements. Always check for this requirement before administering an exam at your school. The Add a knowledge test or Add a skills test hyperlinks do not display for customers with this requirement.

6. Click the **Course Info**, **Skills Test**, **Knowledge Test**, or **Waivers** tabs to view information on the customer’s record.

7. Click the **New search** button to return to the Search screen.
Add Student Driver Waivers (E-Waivers)

Enter the student course information individually or in bulk by following the process below.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.

3. Click the **Add student driver waivers** hyperlink.

4. Click the **Select** hyperlink for the school location administering the course and click **Next**.

5. Enter the course start date and click **Next**.
6. Complete the applicable process below to add an individual student or bulk submission.

**Individual**

a. Click the **Next** button to bypass the bulk upload process.

b. Click the **Add student** button.

c. Enter the student’s driver license number.

d. Click the **OK** button.

**Bulk**

a. Click the **Download template** button and complete the steps below to update the template. Skip to step d if you already have the template completed.

b. Open the waiver template. The Excel template opens in another tab or browser window.

c. Enter the driver license number on the Students tab and save the file. **Note:** The Documentation tab shows an example of how to enter the information in the Students tab.

d. Click the **Upload an Excel File** button.
7. Review the individual students. Click the **Add student** button to add more students or the X icon to delete students, if applicable. Click the **Next** button to proceed.

8. Review the summary and click **Submit** to proceed or **Previous** to make changes.

9. Click **Print** to print the transaction confirmation or click **Continue** to return to the Driver Training School account. You will receive a confirmation email and a message in your License eXpress message center with a summary of the submission including any errors.
Refer Customer to LSO (Impairment)

Only use this process if a testing customer displays an obvious mental or physical impairment. Once this process is complete, the customer must test at the LSO and is not eligible to receive an examination at a school testing location.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the Refer customer to LSO hyperlink.
4. Enter the customer’s driver license number and click Next.
5. Review the customer’s information and read the certification statement. Click the By checking this box I’m certifying that I observed this customer to have an obvious physical or mental impairment that may affect their ability to safely operate a motor vehicle checkbox.
6. Click the Next button.
7. Review the summary and click Submit to proceed or Previous to make changes.
8. Click Print to print the transaction confirmation or click Continue to return to the Driver Training School account. You will receive a confirmation email and a message in your License eXpress message center with a summary of the submission including any errors.
View Exam and Course Submission History

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.

3. Click the Exam and course submission history hyperlink.

4. Complete the following information and click Search. Search results display below.
   a. Enter the from date and to date.
   b. Enter the customer’s DLN, if applicable.
   c. Enter the customer’s first name, middle name, or last name, if applicable.

5. Click the DLN hyperlink to view the customer record. Click the Confirmation number hyperlink to view the transaction.

6. Click the Home icon to return to your homepage.
Edit Waiver, Exam, and Course Submissions

You can update the information you submitted if the instruction permit, or driver license, has not been issued since your original submission. The Edit and Delete hyperlinks only display for transactions you completed.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the Find a Customer hyperlink.
4. Enter the customer’s DLN and click Search.
5. Click the Course Info tab, the Skills Test tab, the Knowledge Test tab, or the Waivers tab for the information that you need to edit or delete.
6. Click the Edit or Delete hyperlink to change the information on record.
7. Review the summary and click Submit to proceed or Previous to make changes.
8. Click Print to print the transaction confirmation or click Continue to return to the Driver Training School account. You will receive a confirmation email and a message in your License eXpress message center with a summary of the submission including any errors.
Motorcycle Training School (MTS) Account

Motorcycle Training School (MTS) Account

Only organizations with a DOL contract to provide motorcycle rider training can use this service.

Request Access to a Motorcycle Training School (MTS) Account

DOL’s Motorcycle Safety Program reviews and approves access requests from Administrators. Complete the applicable steps below to request Administrator, Manager, or Employee access.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Click the Add an Account tab.
3. Click the Request access to driver-related services button.
4. Click the Request access to Motorcycle Training School button.
5. Make sure you have the required information and click Next.
6. Complete the following steps and click **Next**.
   a. Select the appropriate option from the Choose a state or federal ID dropdown menu.
   b. Enter the State or federal ID.
   c. Select the appropriate option from the School license type dropdown menu.
   d. Enter the School license number.
   e. Enter your Washington driver license number or complete the following additional steps:
      i. Click the **I don’t have a Washington driver license** checkbox.
      ii. Select the appropriate option from the What state are you from dropdown menu.
      iii. Enter your out of state driver license number.
   f. Select the appropriate option from the What access level would you like to request? dropdown menu.
7. Complete the following step based on your access level.

**Administrators**

a. Enter the authorization code provided by the Motorcycle Safety Program.

b. Click the **Next** button.

**Managers and employees**

a. Enter the access code provided by the Motorcycle Training School Account Administrator or Manager.

b. Click the **Next** button.

**Note:** Access codes expire 8 hours after creation.

b. Click the **Next** button.

8. Review the Terms of Service, click the **I agree to the terms of service above** checkbox, if applicable, and click **Next**.

9. Review the summary and click **Submit** to proceed or **Previous** to make changes.

10. Click **Print** to print the transaction confirmation or click **Continue** to return to your homepage.
2-Wheel Motorcycle Training (Permit) and Exam

Use the steps below to add student training and exams individually or in bulk, for the 2-wheel permit.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the 2-Wheel Training (Permit) hyperlink.

4. Click the Select hyperlink to choose the applicable site. Click the applicable Course Completion checkbox, Knowledge Test checkbox, Skills Test checkbox, and click Next.

5. Click the Select hyperlink to choose the applicable instructor. Click the applicable Course Completion checkbox, Knowledge Test checkbox, Skills Test checkbox, and click Next.
6. Complete the following training information and click **Next**.
   a. Enter the Start date and End date.
   b. Select the appropriate option from the Course curriculum dropdown menu and enter the Class number.
   c. Enter the Exam date for the Knowledge exam and Exam date for the Skills exam, if applicable.

7. Complete the applicable process below to add an individual student or bulk submission.

**Individual**

a. Click the **Next** button to bypass the bulk upload process.

b. Click the **Add Student** button.

c. Complete the following Student information:

   i. Enter the Driver License Number.
   ii. Select the appropriate option from the Military dropdown menu.
   iii. Select the appropriate option from the Is the student subsidized dropdown menu.
d. Complete the following Students motorcycle information:
   i. Select the appropriate option from the Motorcycle provided by school dropdown menu.
   ii. Enter the Plate #.
   iii. Select the appropriate option from the Transmission dropdown menu.
   iv. Select the appropriate option from the Motor Type dropdown menu.

![Students motorcycle information]

```
<table>
<thead>
<tr>
<th>Motorcycle provided by school</th>
<th>Plate #</th>
<th>Transmission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```


e. Complete the following Course information:
   i. Select the appropriate option from the Course status dropdown menu.
   ii. Enter the Course Hours.

![Course]

```
<table>
<thead>
<tr>
<th>Course Status</th>
<th>Course Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required</td>
<td>Required</td>
</tr>
</tbody>
</table>
```

f. Complete the following Knowledge test information:
   i. Select the appropriate option from the Setting dropdown menu and Pass/Fail dropdown menu.
   ii. Enter the Knowledge Exam Score.
   iii. Select the appropriate option from the Knowledge Re-Test dropdown menu.

![Knowledge test]

```
<table>
<thead>
<tr>
<th>Setting</th>
<th>Pass/Fail</th>
<th>Knowledge Exam Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required</td>
<td>Required</td>
<td>Required</td>
</tr>
</tbody>
</table>
```

g. Complete the following Skills test information:
   i. Select the appropriate option from the Setting dropdown menu and Pass/Fail dropdown menu.
   ii. Enter the Skills Exam Score and select the appropriate option from the Skills Re-Test dropdown menu.

![Skills test]

```
<table>
<thead>
<tr>
<th>Setting</th>
<th>Pass/Fail</th>
<th>Skills Exam Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required</td>
<td>Required</td>
<td>Required</td>
</tr>
</tbody>
</table>
```

h. Click the **OK** button.
Bulk

a. Click the **Download template** button and complete the steps below to update the template. Skip to step d if you already have the template completed.

b. Open the 2 Wheel Motorcycle template. The Excel template opens in another tab or browser window.

c. Enter the following information in the Students tab and save the file:
   i. Driver License Number, Military, and Subsidized.
   ii. Training Motorcycle, Motorcycle Plate #, Motorcycle Transmission, Motor Type, and Motorcycle Engine Size (CC).
   iii. Course Status and Course Clock Hours.
   iv. Knowledge Test Status, Knowledge Test Score, Knowledge Re-Test, and Knowledge Test Setting.
   v. Skills Test Status, Skills Test Score, Skills Re-Test, and Skills Test Setting.

   **Note:** The Documentation tab shows an example of how to enter the information in the Students tab.

d. Click the **Upload an Excel File** button.

e. Review the individual students and click **Next** to proceed.

8. Review the summary and click **Submit** to proceed or **Previous** to make changes.

9. Click **Print** button to print the transaction confirmation or click **Continue** to return to the Motorcycle Training School account. You will receive a confirmation email, as well as a message in your License eXpress account.
2-Wheel Motorcycle Training (Endorsement) and Exam

Use the steps below to add student training and exams individually or in bulk, for the 2-wheel endorsement.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the 2-Wheel Training (Endorsement) hyperlink.

   ![I Want To](image)

4. Click the Select hyperlink to choose the applicable Site. Click the Knowledge Test checkbox, Skills Test checkbox, and click Next.

   ![Choose a site](image)

5. Click the Select hyperlink to choose the applicable instructor. Click the applicable Knowledge Exam checkbox or the Skills Exam checkbox and click Next.

   ![Select instructors](image)
6. Enter the Knowledge Exam date, enter the Skills Exam date, and click **Next**.

7. Complete the applicable process below to add an individual student or bulk submission.

**Individual**

a. Click the **Next** button to bypass the bulk upload process.

b. Click the **Add Student** button.

c. Enter the driver license number.

d. Complete the following Students motorcycle information:
   i. Select the appropriate option from the Motorcycle provided by school dropdown menu and enter the Plate #.
   ii. Select the appropriate option from the Transmission dropdown menu.
   iii. Select the appropriate option from the Motor Type dropdown menu.
e. Complete the following Knowledge test information:
   i. Select the appropriate option from the Setting dropdown menu and Pass/Fail dropdown menu.
   ii. Enter the Knowledge Exam Score.
   iii. Select the appropriate option from the Knowledge Re-Test dropdown menu.

   ![Knowledge test image]

f. Complete the following Skills test information:
   i. Select the appropriate option from the Setting dropdown menu and Pass/Fail dropdown menu.
   ii. Select the appropriate option from the Skills Re-Test dropdown menu.

   ![Skills test image]

g. Click the **OK** button.

Bulk

a. Click the **Download template** button and complete the steps below to update the template. Skip to step d if you already have the template completed.

   ![2-Wheel Training (Endorsement) image]

b. Open the 2 Wheel Motorcycle template. The Excel template opens in another tab or browser window.
c. Enter the following information in the Students tab and save the file.
   i. Driver License Number.
   ii. Training Motorcycle, Motorcycle Plate #, Motorcycle Transmission, Motor Type, and Motorcycle Engine Size (CC).
   iii. Knowledge Test Status, Knowledge Test Score, Knowledge Re-Test, and Knowledge Test Setting.
   iv. Skills Test Status, Skills Re-Test, and Skills Test Setting.

   Note: The Documentation tab shows an example of how to enter the information in the Students tab.

d. Click the **Upload an Excel File** button.

8. Review the individual students and click **Next** to proceed.

9. Review the summary and click **Submit** to proceed or **Previous** to make changes.

10. Click **Print** to print the transaction confirmation or click **Continue** to return to the Motorcycle Training School account. You will receive a confirmation email, as well as a message in your License eXpress account.
3-Wheel Motorcycle Training and Exam

Use the steps below to add student training and exams individually or in bulk, for the 3-wheel endorsement.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the 3-Wheel Training hyperlink.

4. Click the Select hyperlink to choose the applicable Site. Click the applicable Course Completion checkbox, Knowledge Test checkbox, Skills Test checkbox, and click Next.

5. Click the Select hyperlink to choose the applicable Instructor. Click the applicable Course Completion checkbox, Knowledge Test checkbox, Skills Test checkbox, and click Next.
6. Complete the following information and click **Next**.
   a. Enter the course start date and end date.
   b. Select the appropriate option from the Course curriculum dropdown menu and enter the Class number.
   c. Enter the Knowledge Exam date and Skills Exam date.

7. Complete the applicable process below to add an individual student or bulk submission.

   **Individual**
   a. Click the **Next** button to bypass the bulk upload process.
   b. Click the **Add Student** button.
   c. Complete the following Student information:
      i. Enter the driver license number
      ii. Select the appropriate option from the Military dropdown menu.
      iii. Select the appropriate option from the Is the student subsidized dropdown menu.
d. Complete the following Students motorcycle information:
   i. Select the appropriate option from the Motorcycle provided by school dropdown menu and enter the Plate #.
   ii. Select the appropriate option from the Transmission dropdown menu and Motor Type dropdown menu.

   ![Students motorcycle information]

   e. Complete the following Course information:
   i. Select the appropriate option from the Course status dropdown menu.
   ii. Enter the Course Hours.

   ![Course]

   f. Complete the following Knowledge test information:
   i. Select the appropriate option from the Setting dropdown menu and Pass/Fail dropdown menu.
   ii. Enter the Knowledge Exam Score.
   iii. Select the appropriate option from the Knowledge Re-Test dropdown menu.

   ![Knowledge test]

   g. Complete the following Skills test information:
   i. Select the appropriate option from the Setting dropdown menu and Pass/Fail dropdown menu.
   ii. Enter the Skills Exam Score and Select the appropriate option from the Skills Re-Test dropdown menu.

   ![Skills test]

   h. Click the **OK** button.
Bulk

a. Click the **Download template** button and complete the steps below to update the template. Skip to step d if you already have the template completed.

![Download template](image)

b. Open the 2-Wheel Motorcycle template. The Excel template opens in another tab or browser window.

c. Enter the following information in the Students tab and save the file.
   i. Driver License Number, Military, and Subsidized.
   ii. Training Motorcycle, Motorcycle Plate #, Motorcycle Transmission, Motor Type, and Motorcycle Engine Size (CC).
   iii. Course Status and Course Clock Hours.
   iv. Knowledge Test Status, Knowledge Test Score, Knowledge Re-Test, and Knowledge Test Setting.
   v. Skills Test Status, Skills Test Score, Skills Re-Test, and Skills Test Setting.

   **Note:** The Documentation tab shows an example of how to enter the information in the Students tab.

d. Click the **Upload an Excel File** button.

![Upload Excel File](image)

8. Review the individual students and click **Next** to proceed.

![Student List](image)

9. Review the summary and click **Submit** to proceed or **Previous** to make changes.

10. Click **Print** to print the transaction confirmation or click **Continue** to return to the Motorcycle Training School account. You will receive a confirmation email, as well as a message in your License eXpress account.
Find a Customer

Use the following steps to search for a student and confirm they completed the required 2-Wheel Permit tests before administering the 2-Wheel Endorsement knowledge and skills tests:

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the Find a customer hyperlink.
4. Enter the customer’s driver license number and click Search.
5. Complete transactions from the customer record by selecting one of the following hyperlinks:
   a. 3-Wheel Training.
   b. 2-Wheel Training (Endorsement).
   c. 2-Wheel Training (Permit).
6. Click the **Course** tab, the **Skills** tab, or the **Knowledge** tab to view information on the customer’s record.
Exam and Course History

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the Exam and course history hyperlink.

4. Enter the From date, the To date, or other search criteria, select the appropriate Submission type from the dropdown menu, and click Search. Search results display below.

5. Click the Confirmation number hyperlink to view the submission.

6. Click the Home icon to return to your homepage.
Course Completion Report

Use the steps below to generate and print course completion report.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the **Course Completion Report** hyperlink.

4. Enter the From date, the To date, and click **Search**. The search result display below.

5. Click the **Export** hyperlink on the search results screen to export, save, or print search results.

6. Choose the appropriate option, if your internet browser has dialog box that asks if you want to open or save. The document opens in an Excel file format.

7. Select **File** and **Print** in the Excel file. Alternatively, you can use the keyboard shortcut CTRL+P.

8. Select **Fit All Columns on One Page** and **Landscape Orientation** in the print settings to change the orientation.
Driver Record Request Accounts

Driver Record Request Account Information

Only organizations authorized by DOL to purchase another individual's driving record can use this service.

Apply for a Drive Record Request Account

Follow the steps below if this is the first time your business or agency is applying for online access to a Drive Record Request (DRR) account. The first person within your agency or business to apply for a DRR account is the account administrator. The system allows only one administrator per business. The account administrator is the contract manager and is responsible for generating access codes for employees and manager to gain access. If you have questions regarding the type of Abstract Drive Record (ADR) you are permitted to receive or request from the Department of Licensing (DOL), please refer to RCW 46.52.130.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Click the Add an Account tab.
3. Click the Apply for a new Driver Record Request account button.

4. Make sure you have the required information (UBI, EIN, or TIN, and your business or agency information) and click Next.
5. Complete the following Identifying information and click **Next**.
   a. Select the appropriate option from the are you a business or government agency dropdown menu.
   b. Select the appropriate option from the What type of business are you dropdown menu.
   c. Select the appropriate option from the Choose a state or federal ID dropdown menu.
   d. Enter the state or federal ID.
   e. Enter your business name.

6. Complete the following Contact Information and click **Next**.
   a. What is your name?
   b. What is your position in your agency?
   c. What is your phone number?
   d. What is your phone extension, if applicable?
   e. What is your fax number, if applicable?
   f. What is your email address?
   g. Confirm your email address?
7. Complete the following Physical address information and click Next.
   a. Enter the street address.
   b. Select the appropriate option from the Unit type dropdown menu, enter unit, if applicable, and enter the city.
   c. Select the appropriate option from the State dropdown menu, if applicable, and enter the zip code.
   d. Select the appropriate option from the Is it okay to send mail to this address dropdown menu.

8. Verify the address and click Next.

9. Select the type of driving records you need to request, explain how you will use the information provided, and click Next.
10. Review the certification information. Click the **I agree to the terms of service above** checkbox and click **Next**.

11. Review the summary and click **Submit** to proceed or **Previous** to make changes.

12. Click **Print** to print the transaction confirmation or click **Continue** to return to the Add driver services page. You will receive an email once DOL approves your access.

**Note**: It can take up to three full business days for DOL to approve your request.
Request Access-to a Drive Record Request (DRR) Account

Contact DOL Data Services unit at dataservices@dol.wa.gov or 360-902-3708 if the Drive Record Request (DRR) account is already established and you are a new administrator for the account. The system allows only one administrator per business. All users follow the steps below to request access to a DRR account.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Click the Add an Account tab.
3. Click the Request access to driver-related services button.
4. Click the Request access to a Driver Record Request account button.
5. Read the What you’ll need information and click Next.
6. Select the appropriate option from the Choose a state or federal ID dropdown menu and enter the state of federal ID.
7. Select the appropriate option from the What access level would you like to request? dropdown menu.
8. Click the Next button.
9. Complete the following steps based on your access level:

**Administrator access**

a. Enter your name.

b. Select **Yes** from the Are you the owner or supervisor? dropdown menu.

c. Click the **Next** button.

**Manager or Employee access**

a. Enter your name.

b. Select **No** from the Are you the owner or supervisor? dropdown menu.

c. Enter the owner or supervisor contact information, phone number, and email address.

d. Click the **Next** button.

e. Enter the access number provided by the Drive Record Request Account Administrator or Manager and click **Next**.

**Note**: Access codes expire 8 hours after creation.
10. Review the certification information. Click the **I agree to the terms of service above checkbox** and click **Next**.

![Request your Driver Record Request access](image)

11. Review the summary and click **Submit** to proceed or **Previous** to make changes.

12. Click **Print** to print the transaction confirmation or click **Continue** to return to your Business account home page. You will receive an email once DOL approves your access.

**Note:** It can take up to three full business days for DOL to approve your request.
Order a Driving Record

You can order a customer’s drive record individually or in bulk. Complete the following process and select the individual or bulk process at the appropriate step below.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the **Driving record request** hyperlink.

   ![I Want To]

4. Read the What you’ll need information and click **Next**.
5. Select the hyperlink for the type of record you are requesting and click **Next**.

   ![Start an order of driving records]

6. Complete the applicable process below for an individual request or bulk request:
   - **Individual**
     a. Click the **Next** button to skip over the bulk process.
     b. Click the **Add Individual** hyperlink.
c. Complete the following individual information and click **OK**.
   
   i. Enter the Washington driver license number and date of birth.
   
   ii. Enter the first name and middle name, if applicable, and last name.

   **Note**: The middle name field is not required. Since some records have only a middle initial and others have a full middle name, we recommend leaving the middle name field blank. This is because the information you enter needs to match exactly as it is displayed on the driver license card.

**Bulk**

a. Click the **Download template** button and complete the steps below to update the template. Skip to step d if you already have the template completed.

b. Open the ADR Request excel template. The Excel template opens in another tab or browser window.

c. Enter the following information in the Drivers tab and save the file. The Documentation tab shows an example of how to enter the information on the Drivers tab.
   
   i. Driver License Number.
   
   ii. First Name, Middle Name, if applicable, and Last Name.
   
   iii. Date of Birth (Use this format: MM/DD/YYYY).
   
   iv. Save the file.

   **Note**: The Documentation tab shows an example of how to enter the information in the Students tab.
d. Click the **Upload an Excel file** button.

e. Click the **Choose File** button, select the file, click **Open**, and click **OK**.

7. Review the list of drivers. Click the **Add individual** hyperlink to add more drivers or the **X** icon to delete drivers, if applicable. Click the **Next** button to proceed.

8. Review the summary and click **Submit** to proceed or **Previous** to make changes.

9. Click **Print** to print the transaction confirmation or click **Continue** button to go back to the DRR account. You must pay for the pending request before you view the drivers abstract.
Pay for the Driving Record Order

Once you pay for the drive record(s), you have **30 days to view and print** the record from your DRR account. After 30 days, the record is no longer be available to view or print. **DOL does not email or mail the drive record to you.**

1. Login to License eXpress for Business [secure.dol.wa.gov](http://secure.dol.wa.gov).
2. Select the appropriate account if you have more than one.
3. Click the **Pay for an order** hyperlink.
   - I Want To
     - Driving record request
     - Pay for an order

4. Click the **Pay with Bank Account** button. You need to pay for any outstanding transactions before you can request additional drive records.

   ![Payment form](image)

   **Note**: Paying by bank account is the only option for payment. Credit/debit cards are not accepted.

5. Complete the following sections and click **Next**.
   a. Select **Checking** or **Savings**.
   b. Enter the Routing Number.
   c. Enter the Account Number and Confirm Account Number.
   d. Click the **No** or **Yes** button to Save this payment channel for future use.
   e. Confirm Amount.

   ![Payment form](image)

6. Review the submission and click **Submit**.
7. Read the information in the dialog box. Click the **OK** button to certify under penalty of perjury that the foregoing is true and correct.

8. Click the **Print Documents** button to print the invoice and the driving record(s). Your computer settings must allow pop ups as the drive record(s) will open as a PDF in a separate window or tab. Alternatively, click the **View more details** hyperlink to review the completed transaction and print the driving record.

9. Click the **Close** button to return to your DRR Account.
**View Past Orders**

If you need to re-print an invoice or view a previous submission, follow the steps below.

1. Login to License eXpress for Business [secure.dol.wa.gov](http://secure.dol.wa.gov).
2. Select the appropriate account if you have more than one.
3. Click the **Past orders** hyperlink.

4. Complete the following information and click the **Search** button or the **Generate** hyperlink to view the ADR Usage Report.
   a. Request submitted from date.
   b. Request submitted to date.
   c. Select the appropriate option for the Request status, if applicable.

5. Click the **Confirmation number** hyperlink to view the submission.

6. Click the **Print** hyperlink to print the driving records from that specific transaction or click the **Previous** button to review the submission. The record is only available to view or print for 30 days after ordering.

7. Click the **Home** icon to return to your Business account homepage.
Drive Record Request Reports

License eXpress for Business stores reports for DRR accounts. You can view reports for submitted requests and previous orders in your account.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the Search for submitted requests hyperlink.

4. Enter the Requested date starting from, enter the Requested date starting to, and click Search. Enter other information, if applicable.

5. Click the Export hyperlink to export the results as an Excel file. Click the View ADR hyperlink to view the driving record.

6. Click the Home icon to return to your Business account homepage.
Interlock Device Vendor Account

Interlock Device Vendor Account Information

Only vendors authorized by DOL to report Interlock Device installations can use this service.

Request ID Vendor Account Access

Ignition interlock device vendors can use their account to view, amend and pay monthly billings, as well as submit reimbursement requests for customers with financial assistance. When DOL approves your ignition interlock device vendor account, request access by following the steps below.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Click the Add an Account tab.
3. Click the Request access to driver-related services button.
4. Click the Interlock Device Vendor Access button.

5. Make sure you have the required information (UBI and account ID number) and click Next.
6. Enter the Unified Business Id number.
7. Enter the IID Vendor ID.
8. Select the appropriate option from the What access level would you like to request? dropdown menu.

9. Click the **Next** button.

10. Complete the following steps based on your access level:

    **Administrator access**
    a. Enter Your name
    b. Select **Yes** from the Are you the owner or supervisor? dropdown menu.
    c. Click the **Next** button.
Manager or Employee access

a. Enter Your name.

b. Select the No from the Are you the owner or supervisor? dropdown menu.

c. Enter your role in your organization.

d. Enter the owner or supervisor contact information, phone number, and email address.

e. Click the Next button.

f. Enter the access number provided by the Interlock Device Vendor Account Administrator or Manager and click Next.

**Note:** Access codes expired 8 hours after creation.

11. Review the terms of service and click the I agree to the terms of service above checkbox.

12. Review the summary and click Submit to proceed or Previous to make changes.

13. Click Print to print the transaction confirmation or click Continue to return to your Business account home page. You will receive an email once DOL approves your access.
File Monthly Return

1. Login to License eXpress for Business secure.dol.wa.gov.

2. Select the appropriate account if you have more than one.

3. Click the File Return hyperlink for the return period you need to complete. The monthly return displays. Total due and total indigent displays at the top.

4. Click the Monthly Ignition Interlock tab, the Indigent Reimbursement tab, the Other Active IID tab, and the All IID Detail tab to view the information contained in those tabs.

5. Use the hyperlinks in the Move To column to move customers between tabs. The Indigent hyperlink moves the customer to the Indigent Reimbursement tab. The Exclude hyperlink moves the customer to the Other Active IID tab. The Standard hyperlink moves the customer to the Monthly Ignition Interlock tab.

6. Enter a keyword (customer name, date of birth, DLN, or other information) in the filter bar to find specific information.

7. Click the Export hyperlink to export the monthly return, if applicable.

8. Click the Submit button when you finish making changes.
View or Amend Monthly Return

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Click the View or Amend Return hyperlink.

![Image of login to License eXpress for Business]

3. Click the Amend hyperlink to amend or review the displayed IID vendor return.
4. Click the appropriate Indigent or Exclude hyperlink.

![Image of Amend hyperlink]

5. Click the Submit button.

![Image of Submit button]

6. Click Print to print the transaction confirmation or click Continue to return to your Business account home page.
Make a Payment
The following process outlines how to make a payment from your Interlock Device Vendor Account.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the View Periods hyperlink.

![View Periods](image)

4. Click the Periods tab and Make Payment hyperlink.

![Periods Tab](image)

5. Click the Checking or Savings radio button.
6. Enter your Routing Number, Account Number, Confirm Account Number, and click the No or Yes button to the save this payment channel for future use.

![Payment Channel](image)
7. Click the **Current Balance** or **Other Amount** radio buttons to select the payment amount.

8. Confirm the amount and click **Submit**.

9. Click the **OK** button to authorize the debit from your bank account.

10. Click **Print** to print the transaction confirmation or click **Continue** to return to your Business account home page.
### SR-22/26 Accounts

#### SR-22/26 Account Information

This account is for authorized insurance companies to report SR-22/26 insurance policy information to Department of Licensing.

#### Request SR 22/26 Account Access

Complete the following process to request Administrator, Manager, or Employee access.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Click the **Add an Account** tab.
3. Click the **Request access to driver-related services** button.
4. Click the **Insurance SR-22/26 Access** button.

5. Read the What you’ll need information and click **Next**.
6. Enter the unified business id, the WAOIC #, and select the appropriate option from the access level dropdown menu.

7. Click the **Next** button.

8. Complete the following steps based on your access level:
   
   **Administrator access**
   
   a. Enter Your name.
   
   b. Select **Yes** from the Are you the owner or supervisor? dropdown menu.
   
   c. Click the **Next** button.

   **Manager or Employee access**
   
   a. Enter your name.
   
   b. Select **No** from the Are you the owner or supervisor? dropdown menu.
   
   c. Enter your role in your organization.
   
   d. Enter the owner or supervisor name, phone, and email address.
   
   f. Click the **Next** button.
g. Enter the access number provided by the SR-22/26 Account Administrator or Manager and click Next.

9. Review the terms of service and click the I agree to the terms of service above checkbox.

10. Review the summary and click Submit to proceed or Previous to make changes.

11. Click Print to print the transaction confirmation or click Continue to return to the Add an account webpage.
Add an SR 22 Certificate

1. Login to License eXpress for Business [secure.dol.wa.gov](http://secure.dol.wa.gov).
2. Select the appropriate account if you have more than one.
3. Click the Add an SR 22 hyperlink.

4. Select the insurance company that owns the policy to which you are adding an SR22 and click Next.

5. Enter the customer DLN, the Policy number, the Certificate effective date, and click Next. The effective date can be backdated up to 1 year in the past, and future dated up to 30 days.

6. Review the summary and click Submit to proceed or Previous to make changes.

7. Click Print to print the transaction confirmation or click Continue to return to your SR22/26 account.
View an SR22 and Add an SR 26 Certificate

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the View a driver’s SR22/26 hyperlink.

4. Enter the customer’s Driver License Number (DLN) and click Search. The driver’s SR22/26 history displays.

5. Click the Add an SR26 hyperlink.

6. Enter the Certificate effective date and click Next. The effective date can be backdated up to 60 days in the past, and future dated up to 30 days.

7. Review the summary and click Submit to proceed or Previous to make changes.
8. Click Print to print the transaction confirmation or click Continue to return to the View a driver’s SR22/26 webpage SR22/26 account.
Technical Support

Chat Assistant

1. You can utilize the Chat Assistant, Waddles, if you need additional assistance while using License eXpress. Alternatively, you can call DOL with your Support ID and a representative can help you resolve the issue.

2. Click the Assistant icon to open the assistant. Alternatively, click on the Support Menu icon and Open the Assistant hyperlink.

3. Type your message, or keyword, and click Enter. Waddles does its best to provide information to help you complete your transaction.

Support ID

If you are having trouble completing a submission in your business account, call or email the Department of Licensing so we can help you with this issue, 360-664-9698 or DRIVESHelp@dol.wa.gov. If we ask you for your Support ID, you can retrieve it from your account. It is important to capture this number immediately after you come across an issue. If possible, do not log out of your account until we help you resolve the issue. Each time you log out of E-services, the support ID number changes.

1. Click the Support Menu icon. You can access the menu icon from any screen in your E-services account.
2. Click the **View Support ID** hyperlink from the dropdown menu.

3. Click the **Yes** button in the dialog box.

4. Capture the Support ID number displayed and click the **OK** button to close the dialog box.

5. Provide the Support ID number when you call or email DOL for assistance.