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License eXpress For Individuals

With License eXpress (LX) for individuals you can renew or replace your:
- Tabs and decals for your vehicles, boats, and trailers
- Driver license or Enhanced driver license (you must use LX to complete driver license transactions online)
- ID card or Enhanced ID

Stay up to date by knowing when:
- Your tab or decal renewal is due
- Your driver license or ID card expires

More features offered to you in LX
- Find out how much your tabs will cost before renewing
- Purchase your drive record
- Replace your driver license or ID card
- Sign up, update, or remove your email renewal reminders we send you for your vehicle or boat.

Register for your License eXpress account

Use the following process to register for a License eXpress (LX) account if you do not already have one.

1. Go to secure.dol.wa.gov.
2. Click the Join now! button.
3. Select License eXpress for individuals and click Continue.

4. Enter the First name, enter the Last name, and click Continue.

5. Enter the Username, enter the Email, Confirm email, and click Continue.
6. Enter the Password, Confirm password, and click **Register me**. Passwords must have 10 characters and at least 3 of the following: A number, a special character ($ % #), an upper-case letter, and a lower-case letter.

7. Check your email account for a message from ‘noreply@dol.wa.gov’ and click on the **activation** hyperlink. You cannot login until this step is complete.

8. Enter your Username and Password and click **Login** to access your account.
Reset Your Account Password

Follow the process below to reset your password if you forgot it. You need to wait 20 minutes before completing this process when you are locked out of your account.

1. Go to secure.dol.wa.gov.

2. Click the I forgot my password hyperlink

   ![Login Screen]

3. Enter the Username, enter the Email address (that we have on file for you), and click Reset my password. Department of Licensing sends you an email to the address you provided.

   ![Reset Password Screen]

4. Click the Back button to return to the login screen.
5. Check your email account to get the new temporary password. Type the temporary password when logging in, do not copy and paste.

   **Note:** Wait 20 minutes before logging in with the new temporary password, if your account is locked.

Your License eXpress account password has been reset. Go to https://test-secure.dol.wa.gov/home
Do not copy and paste this password. It must be typed.

Y1X5N$J6Y1

Note: If your account has been locked please wait 20 minutes before logging in with the new temporary password.

Thank you.
If you need assistance, please email: onlineserviceshelp@dol.wa.gov

To make sure you receive our emails, please set your email filter to accept email from noreply@dol.wa.gov

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**Driver License Transactions**

**Add a Driver License or an ID to your License eXpress Account**

Now that you have registered and activated your account, you can login to manage your account and services. Complete this process if **you already have a Washington state driver license or ID card**. Refer to the Pre-Apply for your First Washington Driver License or ID Card instructions, if you do not already have Washington driver license or ID card.

1. Go to secure.dol.wa.gov.

2. Enter the Username, enter the Password, and click **Login**.
3. Click the **LX: Manage my personal driver license, ID card, vehicle, and boat licenses** hyperlink. This hyperlink only shows the first time you login after the account has been activated.

4. Select **Yes** or **No** for the Do you have a WA licensing record dropdown menu and complete the additional steps below. Refer to the Pre-apply process, if you do not have a WA record and you selected No:
   
   i. Select the appropriate option from the What would you like to apply for dropdown menu and complete the applicable steps below, if you select State Identification Card and Personal Driver License:
      
      1. Select the appropriate option from the Standard or enhanced license/ID dropdown menu and complete the step below, if you select Enhanced.

      a. Select **Yes** or **No** for the Are you a U.S. citizen dropdown menu.

      **Note:** You must be a U.S. citizen to get an enhanced license/ID.

5. Click the **Next** button.

6. Verify the following information:
   
   a. Enter the First name. Alternatively, click the **No first name** hyperlink and click the **I do not have a first name** checkbox.
   
   b. Enter the Middle name. Alternatively, click the **No middle name** hyperlink and click the **I do not have a middle name** checkbox.
   
   c. Enter the Last name.
   
   d. Select the appropriate option from the Suffix dropdown menu, if applicable.
   
   e. Enter the Date of Birth (DOB).
f. Enter the WA license number (LIC#). Alternatively, click the Lost license hyperlink if you are trying to replace your current License/ID.

g. Enter the Social Security Number. Alternatively, click the No Social Security Number hyperlink and click the I don’t have a Social Security # checkbox.

7. Click the Next button.

8. Enter the Phone number and click Next.

9. Complete the following steps if you selected No for the Do you have a WA licensing record dropdown menu.

   a. No:
10. Enter the Phone number and click **Next**.

11. Review the summary information. Click **Submit** to proceed or **Previous** to make changes.

### Pre-Apply for Your First Washington License, Permit, or ID Card

When you log in for the first time after registering your account, you will immediately start the pre-apply process. This process is for someone who does not already have a Washington state driver license or ID card. If you already have a WA state driver license or ID card, you will follow the shorter process to [Add a Driver License or an ID to your License eXpress Account](#).

1. Login to License eXpress [secure.dol.wa.gov](http://secure.dol.wa.gov).
2. Complete the following information and click **Next**.
   a. Do you have a WA licensing record?
   b. Select the appropriate option from the What would you like to apply for dropdown menu and complete the applicable steps below, if you select State Identification Card and Personal Driver License:
      i. Select the appropriate option from the Standard or enhanced license/ID dropdown menu and complete the step below, if you select Enhanced.
         1. Select **Yes** or **No** for the Are you a U.S. citizen dropdown menu.
         
            **Note**: You must be a U.S. citizen to get an enhanced license/ID.
   3. Complete the following information and click **Next**. The information you provide must match what we have on record.
      a. Enter the First name. Alternatively, click the **No first name** hyperlink and click the **I do not have a first name** checkbox
      b. Enter the Middle name. Alternatively, click the **No middle name** hyperlink and click the **I do not have a middle name** checkbox.
      c. Enter the Last name.
      d. Select the appropriate option from the Suffix dropdown menu, if applicable.
      e. Enter the Date of Birth (DOB).
      f. Enter the WA license number (LIC#). Alternatively, click the **Lost license** hyperlink if you are trying to replace your current License/ID.
g. Enter the Social Security Number. Alternatively, click the **No Social Security Number** hyperlink and click the **I don’t have a Social Security #** checkbox.

4. Enter the Phone number and click **Next**.
5. Complete the following steps, for the Physical appearance, and click **Next**.
   a. Select the appropriate options from the Feet and Inches dropdown menus.
   b. Enter the Weight.
   c. Select the appropriate option from the Gender dropdown menu.
   d. Select the appropriate option from the Eye Color dropdown menu.
   e. Select the appropriate option from the Do you wear corrective lenses dropdown menu.
6. Complete the following steps, for the Residential address, and click **Next**.
   a. Enter the Street address
   b. Select the appropriate option from the Unit type dropdown menu and enter the Unit, if applicable.
   c. Enter the City.
   d. Enter the Zip code
   e. Select **Yes** or **No** from the Is this also your mailing address dropdown menu. If you select No, you have an opportunity to enter your mailing address in a later section.

7. Verify the address and click **Next**.

8. Complete the following steps, for the Mailing address if applicable, and click **Next**.
   a. Enter the Street address
   b. Select the appropriate option from the Unit type dropdown menu and enter the Unit, if applicable.
   c. Enter the City.
   d. Select the appropriate option from the State dropdown menu.
   e. Enter the Zip code

9. Confirm the mailing address and click **Next**, if applicable.
10. Complete the following steps for Previous license, ID card, or Instruction permit and click Next.

a. Select **Yes** or **No** for the Have you ever had or do you currently have a driver license, permit, or ID card from another jurisdiction dropdown menu. Complete the additional steps below when selecting Yes.

   i. Select the appropriate option for the Do you have this card in your possession dropdown menu. Complete the additional steps below when selecting Yes.

      1. Select the appropriate option from the Type of Driver License or ID dropdown menu.
      2. Select the appropriate option from the Issuing jurisdiction dropdown menu.
      3. Enter the Issue date and the Expiration date.
      4. Enter the Name as it appears on card.
      5. Enter the Driver’s license or ID number.
      6. Select the appropriate option from the Is this a photo document dropdown menu.
      7. Select the appropriate option from Is this a temporary document dropdown menu.
      8. Select the appropriate option for the Is this an enhanced card dropdown menu, if applicable.

![Welcome to License eXpress](image)

---

License Express for Individuals E-Services Account User Guide 16 | Page
11. Review the summary information. Click **Submit** to proceed or **Previous** to make changes.

12. Click the **Print** button to print your pre-application. The pre-application contains your WA state license, permit, or ID number. The number is 12 characters and starts with the letters “WDL”. The document will open as a PDF in a separate window or tab. Click the **Continue** button to go to your homepage.

### Change Your License or ID Card Address

You can change your residence address for your WA driver license, permit, or ID card. If you have a separate mailing address, you can add or change it from your license eXpress account. There is no cost to change your address unless also request a new driver license, permit, or ID card to reflect the new address.

1. Login to License eXpress [secure.dol.wa.gov](http://secure.dol.wa.gov).
2. Click the **Change your address** hyperlink.
3. Review the What you’ll need information and click **Next**.
4. Select **Yes** or **No** from the Is your residential address up to date dropdown menu and click **Next**. Complete the additional steps below when selecting No.
   a. Enter the Street address.
   b. Select the appropriate option from the Unit type dropdown menu and enter Unit, if applicable.
   c. Enter the City.
d. Enter the Zip code.

e. Select the appropriate option from the Is this also your mailing address dropdown menu and click **Next**. Complete the additional steps below when selecting No.

   i. Verify the residential address and click **Next**.

   ii. Select **Yes** or **No** from the Is your mailing address up to date dropdown menu and click **Next**. Complete the additional steps below when selecting No.

      1. Enter the Street address.
      2. Select the appropriate option from the Unit type dropdown menu and enter Unit, if applicable.
      3. Enter the City.
      4. Enter the Zip code.
      5. Click the **Next** button.

5. Verify the address, if applicable, and click **Next**.
6. Select **Yes** or **No** to answer the Do you want to register to vote or update your voter registration question. Complete the additional step below when selecting Yes.

   a. Review the following voter registration statements:

      i. I am a citizen of the United States,

      ii. I am not disqualified from voting due to a court order, and not under the Department of Corrections supervision for a Washington felony conviction,

      iii. I’ve lived in Washington at this address for 30 days immediately before the next election at which I vote, and

      iv. I’m at least 18 years old or am at least 16 years old and will vote only after I turn 18.

   b. Click **I certify the above statements are true** checkbox, if applicable.

7. Click the **Next** button.

8. Review the summary information. Click **Submit** to proceed or **Previous** to make changes.

9. Click **Print** to print the transaction confirmation **Continue** button to return to your homepage.
Purchase Your Driving Record

You can purchase your own driving record through your license eXpress account. The drive record costs $13, and the fee is non-refundable. Once you purchase the drive record it is available for 30 days to view or print from your account. The four types of records you can purchase are the following:

1. Assessment
2. Employment
3. Full
4. Insurance

Complete the following steps to purchase your driving record:

1. Login to License eXpress secure.dol.wa.gov.
2. Click the Purchase a driving record hyperlink.
3. Read the introduction information and click Next.
4. Select the appropriate option from the record type dropdown menu and click Next.
5. Review the Fee details page and click Next.
6. Review the summary information. Click Submit to proceed or Previous to make changes.
7. Click **Pay with Bank Account** or **Pay with Debit/Credit Card** and complete the applicable process below.

![Payment screenshot]

<table>
<thead>
<tr>
<th>Payment</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select an option to continue.</td>
<td>Subtotal: $13.00</td>
</tr>
<tr>
<td>• Pay with a bank account for no added fees.</td>
<td>Total Amount Due: $13.00</td>
</tr>
<tr>
<td>• Pay with a debit or credit card for a 3% card payment fee. This option will send you to our credit card site.</td>
<td></td>
</tr>
</tbody>
</table>

### Submission

- Record Type: Full

![Request driving record]

$13.00 Delete

#### a. Pay with Bank Account:

1. Select **Checking** or **Savings** as the Bank Account Type.
2. Enter the Routing Number.
3. Enter the Account Number.
4. Confirm the Account Number.
5. Select **Yes** or **No** to save this payment channel for future use.
6. Confirm the Amount.

![Bank Account Type]

- **Bank Account Type**
  - Checking
  - Savings

- **Routing Number**
  - Required
  - Populate Routing Number

- **Account Number**
  - Required
  - Confirm Account Number

- **Save this payment channel for future use**
  - No
  - Yes

**Note:** Refer to the following check image that indicates the location of the routing number and account number, if applicable.

![Check image]

![Check routing number and account number]
b. Pay with Debit/Credit Card
   i. Enter the First Name (as it appears on your card).
   ii. Enter the Last Name (as it appears on your card).
   iii. Enter the Address 1 and 2 (as it appears on your card statement).
   iv. Enter the City.
   v. Select the appropriate option from the Country/Region dropdown menu.
   vi. Select the appropriate option from the State/Province dropdown menu.
   vii. Enter the Zip/Postal Code.
   
   ![Billing Information Form]

   viii. Select the Card Type.
   ix. Enter the Card Number.
   x. Select the appropriate option for the Expiration Month dropdown menu.
   xi. Select the appropriate option for the Expiration Year dropdown menu.
   xii. Enter the Card Verification Number (CVN).
   xiii. Click the Pay button.
2. Click the **Next** button.

8. Review the information and click **Submit**.

9. Read the information in the dialog box. Click the **OK** button to certify under penalty of perjury that the foregoing is true and correct.

10. Click the **Print Documents** button to print the driving record and receipt. Your computer settings must allow pop ups as the driving record will open as a PDF in a separate window or tab. Click the **Close** button to return to your account homepage.

11. Click the **View your purchased driving record (expires in 30 days)** hyperlink if you need to access your purchased driving record again. You have 30 days from the date of purchase to access the record.
Request a DUI Hearing

You can request a DUI hearing online if it has been 7 days or less since your arrest date, you complied with or refused a breathalyzer test at the time of your arrest, and you have a Washington state driver license. The DUI hearing has a non-refundable fee of $375. You can apply for a waiver if you have financial difficulties.

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

2. Click the Request a DUI Hearing hyperlink.

3. Read the What you’ll need page and click the Next button.

4. Select Yes or No from the Is your contact information up to date dropdown menu and click Next. Complete the additional steps below when selecting No.
   a. Enter the Preferred name, if applicable.
   b. Select the appropriate option from the Phone type dropdown menu, if applicable.
   c. Enter the Phone number, if applicable.
   d. Enter the Email address, if applicable.
   e. Confirm the email address, if applicable.
   f. Click the Next button.
5. Select **Yes** or **No** from the Is your address up to date dropdown menu and click **Next**. Complete the additional steps below when selecting No.
   a. Enter the Street address.
   b. Select the appropriate option from the Unit type dropdown menu and enter Unit, if applicable.
   c. Enter the City.
   d. Select the appropriate option from the State dropdown menu.
   e. Enter the Zip code.
   f. Click the **Next** button
   g. Verify the address and click **Next**.

6. Complete the following Hearing information and click **Next**.
   a. What day did you receive your ticket?
   b. Select **Yes** or **No** to the Do you need an interpreter dropdown menu. Complete the additional step below when selecting Yes.
      i. Select the appropriate option from the What language you need dropdown menu.
   c. Select **Yes** or **No** to the Do you have an attorney dropdown menu. Complete the additional steps below when selecting Yes.
      i. What is your attorneys phone number?
      ii. What is your attorney’s email?
      iii. What is your attorney’s first name?
iv. What is your attorney’s middle name?

v. What is your attorney’s last name?

vi. Click the **Next** button.

1. Complete the following attorney address information, if applicable:
   a. Enter the Street address
   b. Select the appropriate option from the Unit type dropdown menu and enter Unit, if applicable.
   c. Enter the City.
   d. Enter the Zip code
   e. Click the **Next** button
   f. Verify the attorney address and click **Next**.

7. Review the Fee details and click the checkbox to agree to the following:

   I agree and certify that I’m the person previously identified and that the information is true and correct and I’m presently eligible to contest the suspension, revocation, or denial of my driving privileges. I also authorize the Dept. Of Licensing to charge my debit card, credit card, or bank account for $375 and to retrieve the information to process the request. I also agree to all of the terms, conditions, and notices that apply to my use of this website in completing my request. I also understand the fee is non-refundable.
8. Review the summary information. Click **Submit** to proceed or **Previous** to make changes.

9. Click **Pay with Bank Account** or **Pay with Debit/Credit Card** and complete the applicable process below.

```
<table>
<thead>
<tr>
<th>Payment</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select an option to continue.</td>
<td>Subtotal: $375.00</td>
</tr>
<tr>
<td>* Pay with a bank account for no added fees.</td>
<td>Total Amount Due: $375.00</td>
</tr>
<tr>
<td>* Pay with a debit or credit card for a 3% card payment fee. This option will send you to our credit card site.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Submission</th>
<th>Pay with Bank Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>DUI hearing request</td>
<td>Pay with Debit/Credit Card</td>
</tr>
<tr>
<td>Violation Date: 7/1/2021</td>
<td>Cancel</td>
</tr>
</tbody>
</table>
```

a. Pay with Bank Account:

i. Select **Checking** or **Savings** as the Bank Account Type.

ii. Enter the Routing Number.

iii. Enter the Account Number.

iv. Confirm the Account Number.

v. Select **Yes** or **No** to save this payment channel for future use.

vi. Confirm the Amount.

```
Bank Account Type:
- Checking
- Savings
Routing Number: Required
Account Number: Required
Confirm Account Number: Required
Save this payment channel for future use:
- No
- Yes
```

**Note:** Refer to the following check image that indicates the location of the routing number and account number, if applicable.
b. Pay with Debit/Credit Card

i. Enter the First Name (as it appears on your card).

ii. Enter the Last Name (as it appears on your card).

iii. Enter the Address 1 (as it appears on your card statement).

iv. Enter the City.

v. Select the appropriate option from the Country/Region dropdown menu.

vi. Select the appropriate option from the State/Province dropdown menu.

vii. Enter the Zip/Postal Code.

viii. Select the Card Type.

ix. Enter the Card Number.

x. Select the appropriate option for the Expiration Month dropdown menu.

xi. Select the appropriate option for the Expiration Year dropdown menu.

xii. Enter the Card Verification Number (CVN).

xiii. Click the Pay button.
10. Click the **Next** button.

11. Review the information and click **Submit**.

12. Read the information in the dialog box. Click the **OK** button to certify under penalty of perjury that the foregoing is true and correct.

13. Click the **Print Documents** button to print the receipt. Your computer settings must allow pop ups as the driving record will open as a PDF in a separate window or tab. Click the **Close** button to return to your account homepage.
Request a Non-DUI Hearing

You can request a non-DUI hearing if it has been 15 days or less since you received a notice of suspension or revocation from Department of Licensing, have a suspension/revocation notice with a letter ID, and have a WA state driver license. There is no fee for non-DUI hearings.

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

2. Click the Request a Non-DUI Hearing hyperlink.

3. Read the What you’ll need page and click Next.

4. Enter the Letter ID and click Next.

5. Confirm the information is correct and click Next.
6. Review the current contact information. Select **Yes** or **No** from the Is your contact information up to date dropdown menu and click **Next**. Complete the additional steps below when selecting No.

   a. Enter the Preferred name, if applicable.
   b. Select the appropriate option from the Phone type dropdown menu, if applicable.
   c. Enter the Phone number, if applicable.
   d. Enter the Email address, if applicable.
   e. Confirm the email address, if applicable.
   f. Click the **Next** button.

7. Select **Yes** or **No** from the Is your address up to date dropdown menu and click **Next**. Complete the additional steps below when selecting No.

   a. Enter the Street address.
   b. Select the appropriate option from the Unit type dropdown menu and enter Unit, if applicable.
   c. Enter the City.
   d. Select the appropriate option from the State dropdown menu.
   e. Enter the Zip code.
   f. Click the **Next** button.
   g. Verify the address and click **Next**.

8. Complete the following Hearing information and click **Next**.

   a. Select **Yes** or **No** to the Do you need an interpreter dropdown menu. Complete the additional step below when selecting Yes.
b. Select **Yes** or **No** to the Do you have an attorney dropdown menu. Complete the additional steps below when selecting Yes.

i. What is your attorney’s phone number?

ii. What is your attorney’s email?

iii. What is your attorney’s first name?

iv. What is your attorney’s middle name?

v. What is your attorney’s last name?

vi. Click the **Next** button.

vii. Complete the following attorney address information, if applicable:

1. Enter the Street address.

2. Select the appropriate option from the Unit type dropdown menu and enter Unit, if applicable.

3. Enter the City.

4. Enter the Zip code.
5. Click the **Next** button.

6. Verify the attorney address and click **Next**.

9. Review the summary information. Click **Submit** to proceed or **Previous** to make changes.

10. Click **Print** to print your transaction confirmation or **Continue** to return to your homepage.

**Update Email Renewal Notices**

You can sign up for email renewal notices for your driver license or ID card. Complete the following process to make updates to your email address on file.

1. Login to License eXpress `secure.dol.wa.gov`.

2. Select **Yes** or **No** from the Is your email up to date dropdown menu and click **Next**. Complete the additional step below when selecting No.
   a. Enter the Email address.
   b. Confirm the email address.

3. Review the Summary information. Click **Submit** to proceed or **Previous** to make changes.

4. Click **Print** to print your transaction confirmation or click **Continue** to return to your homepage.
Schedule an Appointment

Use the following process to schedule an appointment at a driver Licensing Services Office.

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

2. Click the Schedule an appointment hyperlink.

3. Read the Instructions and click the Next button.

4. Select the appropriate button for the type of appointment you would like to schedule and click Next.
5. Select the appropriate button for the service you would like to schedule and click **Next**.

6. Select the location for your appointment and click **Next**.
7. Select the appointment date and time and click **Next**.

8. Enter the Name.

9. Select the appropriate option from the Phone country dropdown menu and enter the Phone number, if applicable.

10. Enter the Email address.

11. Enter the Accommodation information, if applicable.

12. Click the **Next** button.

13. Review the Appointment and Details sections. Complete the applicable process below to immediately cancel or reschedule your appointment. After you leave this screen you can cancel the appointment via the confirmation message that is sent to the email address you provide.
a. Cancel:
   i. Click the **Cancel Appointment** button.
   ii. Review theConfirm Cancel Appointment dialog box and click **Yes, Cancel My Appointment**.

![Confirm Cancel Appointment](image)

b. Reschedule:
   i. Click the **Reschedule** button.
   ii. Select the location and click **Next**.
   iii. Select the appointment day, select the appointment time, and click **Next**.
   iv. Review the Details and click **Submit**.

![Details](image)
Renew License

You could renew your license online, if you completed your last renewal in person in a Licensing Service Office and if you are between the ages of 24-70. (Due to COVID-19 response, the previous renewal type and age restrictions do not currently apply). Make sure your address is up to date before you complete a renewal.

1. Login to License eXpress secure.dol.wa.gov.
2. Click the Renew license hyperlink. Alternatively, click the Your license/id expires soon hyperlink.

3. Read the What you’ll need page and click Next.
4. Review the Identity information. Select Yes from the Is this information correct dropdown menu and click Next.

5. Review the Physical features information. Select Yes or No and complete the additional process below when selecting No.
   a. Select the appropriate option from the Feet dropdown menu, if applicable.
   b. Select the appropriate option from the Inches dropdown menu, if applicable.
   c. Enter the Weight, if applicable.
d. Select the appropriate option from the Eye color dropdown menu, if applicable.

e. Click the **I certify that the above information is true and correct** checkbox.

6. Click the **Next** button.

7. Review the card information and click the **Renew my driver license for 6 years instead of 8.** checkbox, if applicable, and click **Next.** Alternatively, click the Mail a non-photo card to an address outside Washington checkbox and complete the additional process below:

   a. Click the **You have indicated you need your card mailed to a non-Washington address** checkbox and click **Next.** Your new card will not have your photo or signature.

   b. Select the appropriate option from the Country dropdown menu, if applicable.

   c. Enter the Street address.

   d. Select the appropriate option from the Unit type dropdown menu and enter Unit, if applicable.

   e. Enter the City, the Zip code, and click **Next.**

   f. Verify the out-of-state address and click **Next.**
g. Review or update the residential address, select **Yes** or **No** from the Is this also your mailing address dropdown menu and click **Next**.

h. Verify the address and click **Next**.

8. Select **Yes** or **No** to the following questions and click **Next**.

a. Would you like to register to vote or update your voter registration? We will send your information to Secretary of the State if you select yes. Complete the additional steps below when selecting Yes.

   i. Review the following voter registration statements:

   1. I am a citizen of the United States,

   2. I am not disqualified from voting due to a court order, and not under the Department of Corrections supervision for a Washington felony conviction,

   3. I’ve lived in Washington at this address for 30 days immediately before the next election at which I vote, and

   4. I’m at least 18 years old or am at least 16 years old and will vote only after I turn 18.

   ii. Click **I certify the above statements are true** checkbox, if applicable.

b. Would you like to register as an eye, tissue, and organ donor? Your information will be stored by Life Center Northwest if you selected yes.

9. Review the fee details and click **Next**.
10. Review the summary information. Click **Payment** when you are ready to proceed.

11. Click **Pay with Bank Account** or **Pay with Debit/Credit Card** and complete the applicable process below.

![Payment Screen]

a. Pay with Bank Account:
   
   i. Select **Checking** or **Savings** as the Bank Account Type.
   
   ii. Enter the Routing Number.
   
   iii. Enter the Account Number.
   
   iv. Confirm the Account Number.
   
   v. Select **Yes** or **No** to save this payment channel for future use.
   
   vi. Confirm the Amount.

![Bank Account Screen]

**Note:** Refer to the following check image that indicates the location of the routing number and account number, if applicable.

![Check Image]

b. Pay with Debit/Credit Card:
i. Enter the First Name (as it appears on your card).

ii. Enter the Last Name (as it appears on your card).

iii. Enter the Address 1 (as it appears on your card statement).

iv. Enter the City.

v. Select the appropriate option from the Country/Region dropdown menu.

vi. Select the appropriate option from the State/Province dropdown menu.

vii. Enter the Zip/Postal Code.

viii. Select the Card Type.

ix. Enter the Card Number.

x. Select the appropriate option for the Expiration Month dropdown menu.

xi. Select the appropriate option for the Expiration Year dropdown menu.

xii. Enter the Card Verification Number (CVN).

xiii. Click the **Pay** button.

12. Click the **Next** button.
13. Review the information and click **Submit**.

14. Read the information in the dialog box. Click the **OK** button to certify under penalty of perjury that the foregoing is true and correct.

15. Click the **Print Documents** button to print the receipt. Your computer settings must allow pop ups as the driving record will open as a PDF in a separate window or tab. Click the **Close** button to return to your account homepage.
Replace your License

The replacement license fee is $20. You can order a replacement license online up to 3 times a year. If your license expires within 3 months, you will need to renew it instead.

1. Login to License eXpress secure.dol.wa.gov.
2. Click the Replace license hyperlink.

3. Read the What you’ll need page and click Next.
4. Review the Identity information. Select Yes or No for the Is this information correct dropdown menu and click Next.

5. Review the Physical features information. Select Yes or No and complete the additional steps below when selecting No.
   a. Select the appropriate option from the Feet dropdown menu, if applicable.
   b. Select the appropriate option from the Inches dropdown menu, if applicable.
   c. Enter the Weight, if applicable.
   d. Select the appropriate option from the Eye color dropdown menu, if applicable.
   e. Click the I certify that the above information is true and correct checkbox.
6. Click the Next button.
7. Review the card information and click **Next**. Alternatively, click the **Mail a non-photo card to an address outside Washington** checkbox, if applicable, and click **Next**.

8. Select the appropriate answer for the following dropdown menus and click **Next**.
   a. Is your ID/Instruction Permit/License in your possession?
   b. Reason for replacement

9. Select the appropriate answer for the following dropdown menus and click **Next**.
   a. Is this up to date?
   b. Is this also your mailing address?

10. Select the appropriate answer for the following dropdown menus and click **Next**.
    a. Would you like to register to vote or update your voter registration?
    b. Would you like to register as an eye, tissue, and organ donor?
11. Review the fee details and click **Next**.

12. Review the summary information. Click **Payment** when you are ready to proceed.

13. Click **Pay with Bank Account** or **Pay with Debit/Credit Card** and complete the applicable process below.

```
<table>
<thead>
<tr>
<th>Payment</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select an option to continue.</td>
<td>Total Amount Due $0.00</td>
</tr>
<tr>
<td>Pay with a bank account for no added fees.</td>
<td>Pay with a debit or credit card for a 3% card payment fee. This option will send you to our credit card site.</td>
</tr>
</tbody>
</table>

Name of transaction displays here
```

a. **Pay with Bank Account:**

i. Select **Checking** or **Savings** as the Bank Account Type.

ii. Enter the Routing Number.

iii. Enter the Account Number.

iv. Confirm the Account Number.

v. Select **Yes** or **No** to save this payment channel for future use.

vi. Confirm the Amount.

```
<table>
<thead>
<tr>
<th>Bank Account Type</th>
<th>Routing Number</th>
<th>Account Number</th>
<th>Confirm Account Number</th>
<th>Save this payment channel for future use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Checking</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
<td>No/Yes</td>
</tr>
<tr>
<td>Savings</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note:** Refer to the following check image that indicates the location of the routing number and account number, if applicable.

```
![Check Image](image)
```
b. Pay with Debit/Credit Card:
   i. Enter the First Name (as it appears on your card).
   ii. Enter the Last Name (as it appears on your card).
   iii. Enter the Address 1 (as it appears on your card statement).
   iv. Enter the City.
   v. Select the appropriate option from the Country/Region dropdown menu.
   vi. Select the appropriate option from the State/Province dropdown menu.
   vii. Enter the Zip/Postal Code.

![Billing Information Screen](image)

viii. Select the Card Type.
   ix. Enter the Card Number.
   x. Select the appropriate option for the Expiration Month dropdown menu.
   xi. Select the appropriate option for the Expiration Year dropdown menu.
   xii. Enter the Card Verification Number (CVN).
   xiii. Click the Pay button.

![Payment Details Screen](image)
14. Click the **Next** button.

15. Review the information and click **Submit**.

16. Read the information in the dialog box. Click the **OK** button to certify under penalty of perjury that the foregoing is true and correct.

![Confirmation dialog box](image)

17. Click the **Print Documents** button to print the receipt. Your computer settings must allow pop ups as the driving record will open as a PDF in a separate window or tab. Click the **Close** button to return to your account homepage.

![Print Documents](image)
Submit CDL Medical Documents

Customers with a Commercial Driver License (CDL) or a Commercial Learner Permit (CLP) can complete the following process to submit medical documents to DOL. Your medical documents should be unexpired, complete, and signed by a medical provider on the National Registry of Certified Medical Examiners. DOL reviews your submissions before it posts. It may take up to 7-10 business days to update your record.

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

2. Click the Submit CDL medical documents hyperlink.

3. Read the What you’ll need page and click Next.

4. Complete the following Contact information and click Next.
   a. Enter the Email address.
   b. Confirm email address.
   c. Select the appropriate option from the Preferred phone type dropdown menu.
   d. Enter the Phone number.

5. Select the appropriate option from the Do you want to change your self-certification dropdown menu.

6. Select one of the following documents you would like to submit and click Next.
   a. Medical certificate or Medical report.
   b. Application to add a waiver.
   c. Application to remove a waiver.
7. Complete the following Certificate information and click **Next**.

a. Per FMCSA regulations (select one):
   i. Meets minimum federal standards.
   ii. Does not meet minimum federal standards, may meet state.

b. And if applicable, only when (check all that apply):
   i. Wearing corrective lenses.
   ii. Accompanied by waiver exemption.
   iii. Driving with Exempt Intra-city zone.
   iv. Wearing hearing aid.
   v. Accompanied by SPE certificate.
   vi. Qualified by Op of 49 CFR 391.64.

c. Enter the Medical Examiners Certificate expiration date.
8. Complete the following Examiner Info and click **Next**.
   
   a. Enter the First name.
   
   b. Enter the Middle name, if applicable.
   
   c. Enter the Last name.
   
   d. Enter the Phone number.
   
   e. Enter the Date certificate signed.
   
   f. Select one of the following specialties:
      
      i. MD
      
      ii. DO
      
      iii. Physician Assistant
      
      iv. Chiropractor
      
      v. Advanced Practical Nurse
      
      vi. Other
   
   g. Enter the License/certification number.
   
   h. Enter the Issuing date.
   
   i. Enter the National registry number.

9. Click **Upload** to attach a copy of the document. Complete the applicable fields and click **OK**. Click the **Next** button.

10. Review the summary information. Click the **Submit** to proceed or **Previous** to make changes.
Vehicle Transactions

Add a Vehicle to your LX Account

If you are the registered owner of a vehicle, you can add your vehicle to your license express account.

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

2. Click the Add a vehicle hyperlink.

3. Select License Plate or VIN as the Search type. Enter the license Plate or Vehicle Identification Number (VIN) and click Next.

4. Complete the following steps if you are not listed as an owner for the vehicle:
   a. Select the appropriate option for the Please indicate your relation to a registered owner of this vehicle dropdown menu.
   b. Click the I understand that this information will be sent to law enforcement checkbox.
   c. Select the appropriate option from the Is the registered owner a business dropdown menu and complete the applicable steps below:
      i. No:
         1. Enter the Registered owner first name.
         2. Enter the Registered owner last name.
3. Enter the Vehicle year.

ii. Yes:

1. Enter the Registered owner business name.
2. Enter the Vehicle year.

   d. Click the **Next** button.

5. Review the summary information. Click **Submit** to proceed or **Previous** to make changes.

6. Click **Print** to print that transaction confirmation or click **Continue** to return to your account homepage.
Add your Boat to your LX Account

If you are the registered owner of a boat, you can add your boat to your license express account.

1. Login to License eXpress secure.dol.wa.gov.
2. Click the Add a boat hyperlink.

3. Select HIN or Registration to search. Enter the HIN or Registration # (WN#) and click Next.

4. Complete the following steps if you are not listed as an owner for the vessel:
   a. Select the appropriate option for the Please indicate your relation to a registered owner of this vessel dropdown menu.
   b. Click the I understand that this information will be sent to law enforcement checkbox.
   c. Select the appropriate option from the Is the registered owner a business dropdown menu and complete the applicable steps below:
i. No:

1. Enter the Registered owner first name.
2. Enter the Registered owner last name.
3. Enter the Vessel year.

![Add access to a vessel](image)

ii. Yes:

1. Enter the Registered owner business name.
2. Enter the Vehicle year.

![Add access to a vessel](image)

d. Click the **Next** button.

5. Review the summary information. Click **Submit** to proceed or **Previous** to make changes.
6. Click **Continue** to return to your account homepage.
Remove your Vehicle or Vessel from your LX Account

If you are no longer the registered owner of a vehicle/vessel, you can remove it from your list.

1. Login to License eXpress secure.dol.wa.gov.
2. Click the **Remove from list** hyperlink.
3. Select **Yes** or **No** and click **Next**.
4. Review the summary page. Click **Submit** to proceed or **Previous** to make changes.

Renew Your Vehicle Tabs (Registration)

You can renew your tabs as early as 6 months before they expire. You can renew online if the tabs are expired for less than 12 months. You would need to visit your local Vehicle Licensing Office if the tabs expired longer than 12 months. You can renew online if the vehicle doesn’t require a **DOT number**, or has had one for over 1 year.

If you’ve recently moved Change your Vehicle Address before you renew your registration.

1. Login to License eXpress secure.dol.wa.gov.
2. Click the **Renew tabs** hyperlink for the vehicle you would like to renew.

   ![Vehicle Information](image)

3. Read the What you’ll need page and click **Next**.
4. Review the vehicle information and click **Next**.
5. Select one of the following options and click Next. Complete the Change your Vehicle or Vessel Address process when selecting No.
   a. Yes, it’s up to date.
   b. No, I’ve moved and need to update it. Change your address and restart this process.

6. Select Yes or No to buy a discover pass ($30 fee) and click Next.

7. Select I’d like them mailed by the office I select, or I’ll pick them up at the office I select and click Next.
8. Select an office to get your tabs from and click **Next**.

9. Select **Yes** or **No** to donate to Washington State Parks and For organ, eye, and tissue donation awareness. Click the **Next** button.

10. Enter the Email address and Confirm email address if you would like to receive an email copy of your receipt. Leave the fields blank if you do not want the receipt emailed. Click the **Next** button.

11. Review the delivery selection and fee donation information and click **Next**.

12. Review the summary information. Click **Submit** to proceed or **Previous** to make changes.
13. Click **Pay with Bank Account** or **Pay with Debit/Credit Card** and complete the applicable process below.

![Payment Interface](image)

**a. Pay with Bank Account:**

i. Select **Checking** or **Savings** as the Bank Account Type.

ii. Enter the Routing Number.

iii. Enter the Account Number.

iv. Confirm the Account Number.

v. Select **Yes** or **No** to save this payment channel for future use.

vi. Confirm the Amount.

![Bank Account Setup](image)

**Note:** Refer to the following check image that indicates the location of the routing number and account number, if applicable.
b. Pay with Debit/Credit Card:
   
   i. Enter the First Name (as it appears on your card).
   
   ii. Enter the Last Name (as it appears on your card).
   
   iii. Enter the Address 1 (as it appears on your card statement).
   
   iv. Enter the City.
   
   v. Select the appropriate option from the Country/Region dropdown menu.
   
   vi. Select the appropriate option from the State/Province dropdown menu.
   
   vii. Enter the Zip/Postal Code.
   
   viii. Select the Card Type.
   
   ix. Enter the Card Number.
   
   x. Select the appropriate option for the Expiration Month dropdown menu.
   
   xi. Select the appropriate option for the Expiration Year dropdown menu.
   
   xii. Enter the Card Verification Number (CVN).
   
   xiii. Click the **Pay** button.
16. Click the **Next** button.

17. Review the information and click **Submit**.

18. Read the information in the dialog box. Click the **OK** button to certify under penalty of perjury that the foregoing is true and correct.

![Confirmation]

19. Click the **Print Documents** button to print the receipt. Your computer settings must allow pop ups as the driving record will open as a PDF in a separate window or tab. Click the **Close** button to return to your account homepage.

![Submission and Summary]

**Email renewal reminders for Vehicle or Vessel**

Once you sign up, you **won't get printed reminders by mail.**

**For vehicles:** If you'd rather get reminders by mail, unsubscribe from the email.

**For boats:** Your only option is to get email reminders.

1. Login to License eXpress [secure.dol.wa.gov](http://secure.dol.wa.gov).

2. Click the **Email renewal reminders** hyperlink for the appropriate vehicle or vessel. (Update email renewal reminders for Driver License is a separate process).

![2015 TOY HIGHLANDER]

3. Read the What you’ll need page and click **Next**.
4. Verify the correct vehicle or boat displays and click **Next**.

5. Enter the Email address, Confirm email address, and click **Next**.

6. Review the summary information. Click **Submit** to proceed or **Previous** to make changes.

7. Click the **Continue** button to continue to your homepage.

**Change your Vehicle or Vessel Address**

The registered owner of a vehicle or vessel can change their vehicle/vessel address online.

1. Login to License eXpress [secure.dol.wa.gov](http://secure.dol.wa.gov).

2. Click the **Change address** hyperlink for the appropriate vehicle or vessel. (Change your Driver License Address is a separate process).

3. Read the What you’ll need page and click **Next**.

4. Verify the correct vehicle or boat displays and click **Next**.
5. Select **Business** or **Individual** and answer the applicable question below:

   a. Business: Is your business address in Washington state? Select one of the following answers.

      i. Yes.

      ii. Yes, but I am not required to provide it:

          1. I’m exempt from paying vehicle excise tax, and/or
          2. My vehicle(s) are exempt from vehicle excise tax.

      iii. No, my business doesn’t have a Washington location.
b. Individual: Is your residential address in Washington state? Select one of the following answers.

   i. Yes.

   ii. Yes, but I am not required to provide it:
       1. I’m exempt from paying vehicle excise tax, and/or
       2. My vehicle(s) are exempt from vehicle excise tax.

   iii. No, I don’t have a residence in Washington.

   iv. No, I’m stationed outside of Washington on military active duty.

   v. I live in Washington, but I do not have a residence.

6. Click the **Next** button.
7. Enter the following address information and click **Next**.
   a. Select the appropriate option from the Country dropdown menu, if applicable.
   b. Enter the Street address
   c. Select the appropriate option from the Unit type dropdown menu and enter the Unit, if applicable.
   d. Enter the City.
   e. Select the appropriate option from the State dropdown menu, if applicable.
   f. Enter Zip code.

8. Verify the address and click **Next**.

9. Click the **Same as residential address** checkbox or enter your mailing address and click **Next**.
10. Enter the Email address and Confirm email address, if you would like to receive an email copy of your receipt. Leave the fields blank if you do not want the receipt emailed. Click the **Next** button.

11. Review the summary information. Click **Submit** to proceed or **Previous** to make changes.

### Renew Your Boat Decals

All boat registrations expire on June 30. You can renew your boat 6 months before the renewal date. If you have not used your boat in the previous year, you can renew after it’s expired, if it’s been expired less than 12 months.

1. Login to License eXpress [secure.dol.wa.gov](http://secure.dol.wa.gov).

2. Click the **Renew decals** hyperlink for the boat you would like to renew.

3. Read the What you’ll need page and click **Next**.

---

1. **Login to License eXpress** [secure.dol.wa.gov](http://secure.dol.wa.gov).
2. **Click the Renew decals hyperlink** for the boat you would like to renew.
3. **Read the What you’ll need page** and click **Next**.
4. Review the boat information. Click the **I attest that the hull identification number is affixed to the boat** checkbox and click **Next**.

5. Select **Yes** or **No** if your address is up to date and click **Next**. If you selected No, update your address then restart this process.

6. Select one of the following options and click **Next**.
   a. I’d like them mailed by the office I select.
   b. I’ll pick them up at the office I select.
7. Select the office to get your decals from and click Next.

8. Select Yes or No to donate Grays Harbor Historical Seaport and the Steamer Virginia V Foundation and click Next.

9. Review the fee information and click Next.

10. Enter the Email address where you would like a copy of your receipt emailed, Confirm email address, and click Next. If you do not want the receipt emailed, leave the fields blank and click the Next button.

11. Review the summary information. Click the Payment button when you are ready to proceed.

12. Click Pay with Bank Account or Pay with Debit/Credit Card and complete the applicable process below.
a. Pay with Bank Account:
   
   i. Select **Checking** or **Savings** as the Bank Account Type.
   
   ii. Enter the Routing Number.
   
   iii. Enter the Account Number.
   
   iv. Confirm the Account Number.
   
   v. Select **Yes** or **No** to save this payment channel for future use.
   
   vi. Confirm the Amount.

   ![Bank Account Payment Form](image)

   **Note**: Refer to the following check image that indicates the location of the routing number and account number, if applicable.

   ![Check Image](image)

b. Pay with Debit/Credit Card:
   
   i. Enter the First Name (as it appears on your card).
   
   ii. Enter the Last Name (as it appears on your card).
   
   iii. Enter the Address 1 (as it appears on your card statement).
   
   iv. Enter the City.
v. Select the appropriate option from the Country/Region dropdown menu.

vi. Select the appropriate option from the State/Province dropdown menu.

vii. Enter the Zip/Postal Code.

viii. Select the Card Type.

ix. Enter the Card Number.

x. Select the appropriate option for the Expiration Month dropdown menu.

xi. Select the appropriate option for the Expiration Year dropdown menu.

xii. Enter the Card Verification Number (CVN).

xiii. Click the Pay button.

13. Click the Next button.

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

16. Click the **Print Documents** button to print the receipt. Your computer settings must allow pop ups as the driving record will open as a PDF in a separate window or tab. Click the **Close** button to return to your account homepage.
Replace your Vehicle Tabs or Vessel Decals

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

2. Click the Replace Tabs or Replace Decals hyperlink for the appropriate vehicle or vessel.

3. Read the What you’ll need page and click Next.

4. Verify the correct vehicle or vessel displays and click Next.

5. Select Yes or No if your address is up to date and click Next. If you selected No, update your address then restart this process.

6. Select one of the following options and click Next.
   a. I’d like them mailed by the office I select.
   b. I’ll pick them up at the office I select.

7. Select the office to get your tabs from and click Next.

8. Review the fee information and click Next.

9. Enter the Email address where you would like a copy of your receipt emailed, Confirm email address, and click Next. If you do not want the receipt emailed, leave the fields blank and click the Next button.

10. Review the summary information. Click the Payment button when you are ready to proceed.

11. Click Pay with Bank Account or Pay with Debit/Credit Card and complete the applicable process below.
a. Pay with Bank Account:
   i. Select **Checking** or **Savings** as the Bank Account Type.
   ii. Enter the Routing Number.
   iii. Enter the Account Number.
   iv. Confirm the Account Number.
   v. Select **Yes** or **No** to save this payment channel for future use.
   vi. Confirm the Amount.

   ![Check Image](image)

   **Note:** Refer to the following check image that indicates the location of the routing number and account number, if applicable.

b. Pay with Debit/Credit Card:
   i. Enter the First Name (as it appears on your card).
   ii. Enter the Last Name (as it appears on your card).
   iii. Enter the Address 1 (as it appears on your card statement).
   iv. Enter the City.
   v. Select the appropriate option from the Country/Region dropdown menu.
   vi. Select the appropriate option from the State/Province dropdown menu.
vii. Enter the Zip/Postal Code.

![Billing Information Form]

viii. Select the Card Type.

ix. Enter the Card Number.

x. Select the appropriate option for the Expiration Month dropdown menu.

xi. Select the appropriate option for the Expiration Year dropdown menu.

xii. Enter the Card Verification Number (CVN).

xiii. Click the **Pay** button.

17. Click the **Next** button.

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

![Confirmation dialog box](image)

20. Click the **Print Documents** button to print the receipt. Your computer settings must allow pop ups as the driving record will open as a PDF in a separate window or tab. Click the **Close** button to return to your account homepage.

![Submission screen](image)

**Vehicle/Vessel Report of Sale**

The vehicle seller is responsible for filing a report of sale within 5 days of selling a vehicle. Filing the report of sale protects you from penalties or fines incurred by the new owner. You could be responsible for any penalties or fines if you file later.

1. Login to License eXpress [secure.dol.wa.gov](http://secure.dol.wa.gov).
2. Click the **Report of sale** hyperlink for the appropriate vehicle or vessel.

![2015 TOY T HIGHLANDER](image)

3. Read the What you’ll need page and click **Next**.
4. Review the information for the selected Vehicle or Vessel and click **Next**.
5. Complete the following Sale details and click **Next**.
   a. Select one of the following options:
i. Gift/Donation  
ii. Sale  
iii. Trade  

b. Enter the Date of sale.  
c. Enter the Value (enter whole dollar amounts).

6. Select Business or Individual, complete the applicable process below, and click Next.  
a. Business: Enter the Business name.
b. **Individual:** Enter the First name, enter the Middle name, and enter the Last name.

7. Complete the following seller address information and click **Next**.
   a. Select the appropriate option from the Country dropdown menu, if applicable.
   b. Enter the Street address.
   c. Select the Unit type and enter the Unit, if applicable.
   d. Enter the City.
   e. Select the appropriate option from the State dropdown menu, if applicable.
   f. Enter the Zip code.
8. Verify the address and click **Next**.

9. Select Business or Individuals as the New owner type. Complete the applicable steps below and click Next.
   a. Business: Enter the Business name.
   b. Individual: Enter the First name, enter the Middle name, and enter the Last name.

10. Complete the following New Owner address information and click **Next**.
    a. Select the appropriate option from the Country dropdown menu, if applicable.
    b. Enter the Street address.
    c. Select the Unit type and enter the Unit, if applicable.
    d. Enter the City.
    e. Select the appropriate option from the State dropdown menu, if applicable.
    f. Enter the Zip code.

11. Verify the New owner address and click **Next**.

12. Review the Fee information and click **Next**.

13. Enter the Email address where you would like a copy of your receipt emailed, Confirm email address, and click **Next**. If you do not want the receipt emailed, leave the fields blank and click Next.

14. Review the summary information. Click **Submit** to proceed or **Previous** to make changes.

15. Click **Pay with Bank Account** or **Pay with Debit/Credit Card** and complete the applicable process below.

![Payment screen](image)

License Express for Individuals E-Services Account User Guide
a. Pay with Bank Account:
   i. Select **Checking** or **Savings** as the Bank Account Type.
   ii. Enter the Routing Number.
   iii. Enter the Account Number.
   iv. Confirm the Account Number.
   v. Select **Yes** or **No** to save this payment channel for future use.
   vi. Confirm the Amount.

   ![Bank Account Form]

   **Note:** Refer to the following check image that indicates the location of the routing number and account number, if applicable.

   ![Check Image]
b. Pay with Debit/Credit Card:
   
   i. Enter the First Name (as it appears on your card).
   
   ii. Enter the Last Name (as it appears on your card).
   
   iii. Enter the Address 1 (as it appears on your card statement).
   
   iv. Enter the City.
   
   v. Select the appropriate option from the Country/Region dropdown menu.
   
   vi. Select the appropriate option from the State/Province dropdown menu.
   
   vii. Enter the Zip/Postal Code.
   
   viii. Select the Card Type.
   
   ix. Enter the Card Number.
   
   x. Select the appropriate option for the Expiration Month dropdown menu.
   
   xi. Select the appropriate option for the Expiration Year dropdown menu.
   
   xii. Enter the Card Verification Number (CVN).
   
   xiii. Click the **Pay** button.
21. Click the **Next** button.

22. Review the information and click **Submit**.

23. Read the information in the dialog box. Click the **OK** button to certify under penalty of perjury that the foregoing is true and correct.

24. Click the **Print Documents** button to print the receipt. Your computer settings must allow pop ups as the driving record will open as a PDF in a separate window or tab. Click the **Close** button to return to your account homepage.
Account options

View Messages
All transactions you complete in your LX account are available to view from your homepage.
1. Login to License eXpress secure.dol.wa.gov.
2. Click the View messages hyperlink.

3. Click the Subject hyperlink to view the message. Click the Mark as Read hyperlink or Delete hyperlink, if applicable.
4. Click the Home icon to return to your homepage.

View Submissions
1. Login to License eXpress secure.dol.wa.gov.
2. Click the View Submissions hyperlink.

3. Click the Title hyperlink to view your submission.
4. Click the **View Submission** hyperlink to return to the View Submissions page.

5. Click the **Home** icon to return to your homepage.

**Technical Support**

**Chat Assistant**

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.

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

2. Type your message, or keyword, and click Enter. Waddles will do its best to direct you to information to help you complete your transaction.
Support ID

If you are having trouble completing a submission in your personal License eXpress account, call or email the Department of Licensing so we can help you with this issue, 360-902-3900 or Online services@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.

![Get Support ID](image1)

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

![Your Support ID](image2)

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