Create Your User Access to the Professional and Business Licensing System

Creating your user access to the Professional and Business Licensing system is a 3-step process:

1. **Create a SecureAccess Washington (SAW) account** if you don’t already have one
2. **Add the Professional and Business Licensing service** to your SAW account
3. **Enroll in multi-factor authentication (MFA)**

After you’ve accessed the Professional and Business Licensing system:

- **If you have existing licenses or applications**: You’ll need to link your SAW account to any existing professional licenses, exam applications, and/or business licenses.
  - Link Your Professional License or Exam Application
  - Link Your Professional License with Activation Code (only available if linking with personal and license Information didn’t work)
  - Link Your Business License

- **If you have no existing licenses or applications**: See the following separate documents:
  - Apply for Professional License
  - Create Business Account and Apply for Business License
Create a SecureAccess Washington (SAW) Account

Before you start

You already have a SAW account if you:

- Have a License eXpress account for your driver, vehicle, or business licenses
- Have done business online with:
  - Department of Revenue
  - Department of Labor and Industries
  - Employment Security Department

If you like, you may use the same SAW account for your access to the Professional and Business Licensing system. If so, go to Add the Professional and Business Licensing Service.

1. Go to SecureAccess Washington Login Page
2. Click the Sign Up button.
3. **Enter** your first and last name and an email address for this account.
   - **Don’t** enter a middle name or initial in the First Name field as this will cause issues in the Professional and Business Licensing system.

4. **Optional: Enter** additional information for security purposes.
   - This information will be used later when you enroll for multi-factor authentication (MFA).
5. **Enter** a username and password, and then **enter** the password again in the Confirm Password field.

- Before you enter a password, the page displays red text listing the requirements for the password. As you meet those requirements, the red text disappears.
5. **Click** the checkbox for I’m not a robot, complete any additional challenges (if any), and **click** the Submit button.

6. When you see this pop-up, **go to** the email you used for this account to complete the process.
7. **Click** on the link in the email to activate the SAW account.

8. You'll be taken back to SecureAccess Washington. **Click** the Login button to continue.
Add Professional and Business Licensing Service

1. Enter your username and password at the SAW login page and click Submit.
2. Click the Add a New Service button (this button will be green if you already have other services).
   - If you have a License eXpress account, that account may open automatically in a new window. Return to the SecureAccess window to see this page.

3. Click the “I would like to browse a list of services by agency” button.
4. **Scroll down** the list of agencies and **click** Department of Licensing.

5. **Click** the Apply button for Professional and Business Licensing.
6. **Click** the OK button.

7. **Click** the Access Now button.
Enroll in Multi-factor Authentication (MFA)

1. **Select** the method you want to use to enroll in MFA.
   - The options are based on the information you provided on the page where you set up your username and password.
2. You'll receive an email or text (depending on your selection) with a code.
   - You only need the last 6 digits of the code (after the hyphen).

   Subject: SAW MFA Code  
   To: who  
   From: admin@secureaccess.wa.gov  
   Received: Tue Mar 09 2021 08:36:01 GMT-0800 (Pacific Standard Time)  
   Sending IP: 198.238.87.183  
   Parts: [text]  
   Attachments: [Subscribe to receive Attachments]  

   This is your multi-factor authentication code: 1493-770132  
   This code will expire when used, after 15 minutes, or if a new code is requested.  
   Thank you,  
   SecureAccess Washington  

3. **Enter** the 6 digits in the space provided and **click** the Submit button.
4. If you want SAW to remember your device, **check** the checkbox for Yes, remember my device.
   - If this is a public or shared computer, you should **not** check the checkbox.
   - If you select Yes, you can provide a name for the device. This is optional.
5. **Click** the Submit button.

6. **Click** the Continue button to access the Professional and Business Licensing system.
7. You’ve reached the Home page of the Professional and Business Licensing system.

8. If you have existing Professional or Business licenses or exam applications, follow the appropriate instructions below:
   - Link Your Professional License or Exam Application
   - Link Your Professional License with Activation Code (this option is only available if you are unable to link using personal and license information)
   - Link Your Business License
Link Your Professional License or Exam Application

Important! Don’t link someone else’s professional license to your SAW account. This will cause access issues for you and the licensee.

1. **Click** the Link Existing Professional License button from the Home page.

2. **Select** For Me for the “The license I want to link is?” question.
   - For Me means the name of the person logged into the system is the SAME person as the person whose license is being linked.
   - For Someone Else will give you an error message. You should not link someone else’s professional license to your login.

3. **Select** No for the “Do you have an Activation Code?” question.
4. **Enter or select** your last name, date of birth, license type, and license (or exam application) number in the appropriate fields, then **click** the Search button.

   - Don’t enter any leading zeros before your license number.
   - If you have more than one license, you only need to enter one license type and license number.

5. All professional licenses and applications associated with the personal record will be displayed. **Click** the Link License button.

   - If you receive a No Licenses Found error message, go to **Link Your Professional License with an Activation Code**.
6. You’ve now linked your personal record. The Professional Licenses page is displayed. You’ll see:

- **Issued licenses** under the **Licenses** tab (shown in example below).
- **Submitted License or Renewal applications** under the **Submitted Applications** tab. Exam applications will NOT be shown unless they are in Abandoned status.
- If you linked an existing **Exam Application** instead of submitting it through the portal, you won’t see that application anywhere on the portal. Return to the **Home page**, where you should see an **Apply for License To-Do**.

![Professional Licenses](image)

7. If you also have existing business licenses, go to **Link Your Business License**.
Link Your Professional License with an Activation Code

If you receive a No License Found error message, you may attempt to link your license using an Activation Code.

1. **Click** the “request an activation code” link in the text box that appears at the bottom of the page.
   - This text box will only appear if you received a No License Found error message.

2. **Enter or select** the program type, license type, and license number or exam application number in the appropriate fields, then **click** the Next button.
3. A masked version of the email address where the Activation Code will be sent will be displayed.
   - If this email address looks correct, click the Submit button.
   - If not, cancel the request and contact the program area to update your email address so you can complete the process.

4. The Home page will be displayed.
5. Go to your email to get the Activation Code.
   - It may take a few minutes for the code email to arrive.
6. Click the Link Existing Professional License button.

7. Select For Me for the “The license I want to link is?” question.
   - For Me means the name of the person logged into the system is the SAME person as the person whose license is being linked.
   - For Someone Else will give you an error message. You should not link someone else's professional license to your login.
8. **Select** Yes for the “Do you have an Activation Code?” question.

![Link Existing Professional License]

9. **Enter** the code you received in the Activation Code field and **click** Verify Code.

![Link using an activation code]

10. All professional licenses and applications associated with the personal record will be displayed. **Click** the Link License button.
11. You’ve now linked your personal record to your login. The Professional Licenses page is displayed. You’ll see:

- **Issued licenses** under the Licenses tab (shown in example below). You may also see Abandoned Exam Applications under this tab. They will eventually disappear from the list.

- **Submitted License or Renewal applications** under the Submitted Applications tab. Exam applications will NOT be shown here.

- If you linked an existing Exam Application instead of submitting it through the portal, you won’t see that application anywhere on the portal. Return to the Home page, where you should see an Apply for License To-Do.

![Example of Professional Licenses page](image)

12. If you also have business licenses, go to the next section to link your Business Account and licenses to your login.
Link Your Business License

Before you start

- If you used an Activation Code to link your professional licenses, that code **won't** work for this process. You’ll need to request a separate Activation Code for your business licenses.

- The first person to link a business account is the Account Administrator. If someone has already linked the Business Account, you’ll get an error message if you try to link the same account. You can be invited by the existing Account Administrator to be an additional Administrator on the account.

1. **Click** the Link Existing Business License button on the Home page.

2. **Select** For Me for the “The license I want to link is?” question.
3. **Click** the “request an activation code” link in the sentence above the Activation Code field.

   ![Link Existing Business License](image)

4. **Enter or select** the program type, license type and license number in the appropriate fields, then **click** the Next button.

   ![Request Activation Code](image)

5. A masked version of the email address where the Activation Code will be sent will be displayed.
   - If this email address looks correct, **click** the Submit button.
   - If not, **cancel** the request and **contact** the program area to update your email address so you can complete the process.
6. The Home page will be displayed.
7. Go to your email to get the Activation Code.
   - It may take a few minutes for the code email to arrive.
8. **Click** the Link Existing Business License button.

![Business Licenses](image1.png)

9. **Select** For Me for the “The license I want to link is?” question.

![Link Existing Business License](image2.png)

10. **Enter** the code you received in the Activation Code field and **click** Verify Code.

![Link using an activation code](image3.png)
11. All business licenses and applications associated with the business account record will be displayed. **Click** the Link License button.

![](Confirm_and_link_business_profile.png)

12. You’ve now linked your Business Account and licenses to your login. The Manage My Business page is displayed. **Click** the link for the Business Account.

- You have access to the Business Account and all licenses and licensees associated with that account.
- You can invite others to have access to the account at the Business Account, Main License Account, or Branch Account levels.
  - See the separate document Manage Administrators for detailed information and instructions.
13. The Business Licenses page for this Business Account will be displayed. You’ll see:

- **Issued licenses** under the **Licenses** tab (shown in example below).
- **Submitted License or Renewal applications** under the **Submitted Applications** tab.

![Business Licenses](image)

14. If you need to manage licensees or employees, **click** the License number link from the list under the Licenses tab. **Scroll down** to see the Licensee Relationships section.

For detailed instructions on managing licensees or employees, see one of the following separate documents:

- Manage Employees for Bail Bond Agencies, Private Investigative Agencies, and Security Guard Companies
- Manage Licensees for Cosmetology Schools
- Manage Licensees for Real Estate Firms or Branches
- Manage Licensees for Timeshares or Camping Resorts

The following businesses manage license relationships through DRIVES:

- Commercial Driver Training Providers
- Driver Training Schools
- Motorcycle Safety Training Providers