

How to Add Additional Users to an Account in TAP (Master Access Type Users Only)

Welcome to the Washington State Department of Licensing Prorate and Fuel Tax Services Taxpayer Access Point (TAP). The account information contained in this document is completely fictitious and is intended for instructional purposes only.

Please disable the pop-up blocker settings on your computer to allow pop-ups from the TAP website.

These instructions are for customers who would like to add an additional user to their existing TAP Account(s), as well as granting access to their primary accounts and/or Third Party accounts.

Depending on which browser has been set as the default, screen images may appear slightly different than those included in these instructions.

Adding an Additional User Process

Only the person set up with the Master Access Type on the account is able to add additional users.

When the request to add an additional user has been submitted, the additional user will not be visible until the request has been processed overnight. Once processed, the new user will receive an email with an authentication code allowing them to log into TAP.

Documents/Information needed

- ✓ Logon information for the additional user to include Username and Temporary Password.
- ✓ Contact information for the new user (User's Name, Email, and Contact Phone).
- ✓ Authentication contact information for the additional user (User's Email, or Cell Phone and Service Provider).

Important: Each user should have their own individual user account. Usernames and passwords should not be shared.

Instructions to add additional users to your account

Log into Taxpayer Access Point (TAP).

Note: For more Instructions on how to log into your TAP account, see [How to log into TAP](#).

The screenshot shows the Taxpayer Access Point (TAP) interface for the Washington State Department of Licensing. The header includes the TAP logo and the text "Prorate and Fuel Tax Services" and "WASHINGTON STATE DEPARTMENT OF LICENSING".

On the left side, there is a navigation menu with options: "Menu", "Home", "Back", "View Support ID", "Navigation", "» My Accounts", "TAP Help", "TAP How-To Videos", and "TAP Frequently Asked Questions".

The main content area displays the user's account information:

- FT SAMPLE** (Names And Addresses)
- Federal Employer ID: 44-4444444
- My Balance: \$368.50

 A red circle highlights the "I Want To..." link, with a red arrow pointing to it. Below this link are three options: "View Profile", "Make a Payment", and "Register a New Account".

Below the account information, there are tabs for "Accounts¹⁰", "History¹", "Messages¹", and "Letters⁰". The "Accounts¹⁰" tab is selected, showing a table of "My Accounts".

Account Id	Account Type	Name	Frequency	Address	Balance	Status
0078001-RS01	Unlicensed Refund	FT SAMPLE	Rfn Monthly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-FD	Fuel Distributor	FT SAMPLE	Monthly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-RA01	Unlicensed Refund	FT SAMPLE	Rfn Monthly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-FC	Fuel Carrier	FT SAMPLE	Monthly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-FT01	Fuel Terminal	FT SAMPLE	Monthly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-FB	Fuel Blender	FT SAMPLE	Monthly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-RM01	Unlicensed Refund	FT SAMPLE	Rfn Monthly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-FA	Aircraft Fuel Distrib	FT SAMPLE	Monthly	123 SAMPLE ST OLYMPIA WA	368.50	Active
0078001	IFTA	FT SAMPLE	Quarterly	123 SAMPLE ST OLYMPIA WA	0.00	Active
0078001-1201	IRP Fleet	FT SAMPLE	Prorate Fisc	123 SAMPLE ST OLYMPIA WA	0.00	Active

At the bottom of the page, there is a footer with links: [dol.wa.gov](#), [Contact Us](#), [About Us](#), [Survey](#), [More About TAP](#), and "Copyright © 2015".

Under I Want To..., click on **View Profile**.

Menu [Log Off](#)

- [Home](#)
- [Back](#)
- [View Support ID](#)

Profile

Web Name : test
 Phone 1 : +1
 Phone 2 : +1
 Email :
 Question : In what city were you born?
 Auth Email :

I Want To...

- [View Accounts](#)
- [Update Profile](#)
- [Change My Password](#)
- [Cancel My Online Access](#)
- [Add an Additional Username](#)
- [Grant Access to My Accounts](#)
- [Request Access to Another User's Account](#)
- [Distribute Access to My Third Party Accounts](#)

Navigation

[My Accounts](#)

[» Profile](#)

TAP Help

[TAP How-To Videos](#)

[TAP Frequently Asked Questions](#)

Manage Payment Options **Third Party Payment Options** **Manage Logons**

Default **Other**

Manage Default Payment Information for Each Account [Filter](#)

Name	Account Id	Account Type	Source Name	Payment Source
FT SAMPLE	0078001-FA	Aircraft Fuel Distributor	My Bank Account	JPMORGAN CHASE - 0023
FT SAMPLE	0078001-FB	Fuel Blender		Setup
FT SAMPLE	0078001-FC	Fuel Carrier		Setup
FT SAMPLE	0078001-FD	Fuel Distributor		Setup
FT SAMPLE	0078001-FT01	Fuel Terminal		Setup
FT SAMPLE	0078001	IFTA		Setup
FT SAMPLE	0078001-1201	IRP Fleet		Setup
FT SAMPLE	0078001-RA01	Unlicensed Refund Airc		Setup
FT SAMPLE	0078001-RM01	Unlicensed Refund Motx		Setup
FT SAMPLE	0078001-RS01	Unlicensed Refund Spe		Setup


10 Rows

Click on **Add an Additional Username**.

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axpayer
Access
Point

Prorate and Fuel Tax Services



WASHINGTON STATE DEPARTMENT OF
LICENSING

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» **Add an Additional Username**

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TAP Frequently Asked Questions

1. Information > 2. Online Profile Information > 3. Access to My Accounts > 4. Access to Other Accounts > 5. Online Profile Summary

Information

Add an Additional Username

Use this process to add additional users and grant them access to My Accounts and/or Third Party Accounts.

When to Submit This Request

- When adding additional users whom you want to grant access to My Accounts and/or Third Party Accounts.

What You'll Need

- You will need to provide the Logon Information for the additional user to include Username and Temporary Password.
- You will need to provide the contact information for the new user to include the Additional User's Name, Email, Contact Phone and optional Alternate Phone.
- You will need to provide the Authentication Contact information for the additional user. That can be their Email along with Mobile Carrier and Mobile Phone or it could be just their Mobile Carrier and Mobile Phone or just their Email.

Cancel Back Next

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Note: Read What You'll Need for specific information needed in order to set up an additional user.

Click **Next**.

Enter the following **Logon Information**:

- Create a **Username** for the Additional User being added,
- Create a **Temporary Password** and reenter to **Confirm Password**,
- Leave **Secret Question** and **Secret Answer** blank. The new user will enter this when they log in.

***Note:** Each person should have their own login with unique username and password. Your password and secret answer are not known by our staff.*

Enter the the following, **Additional User's Contact Information**:

- **Name** of the additional user,
- **Email** address for additional user, and **Confirm Email**,
- **Contact Phone** number for additional user.

For your **Additional User's Authentication contact information**:

- Select **Email**, **Text**, or **Text/Email**, and enter required information. This authentication information will be used to receive their authentication code necessary each time when logging into TAP.

Click **Next**.

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Menu Log Off 1. Information 2. Online Profile Information 3. Access to My Accounts 4. Access to Other Accounts 5. Online Profile Summary

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Access to My Accounts

Grant Logon Access to My Accounts Filter

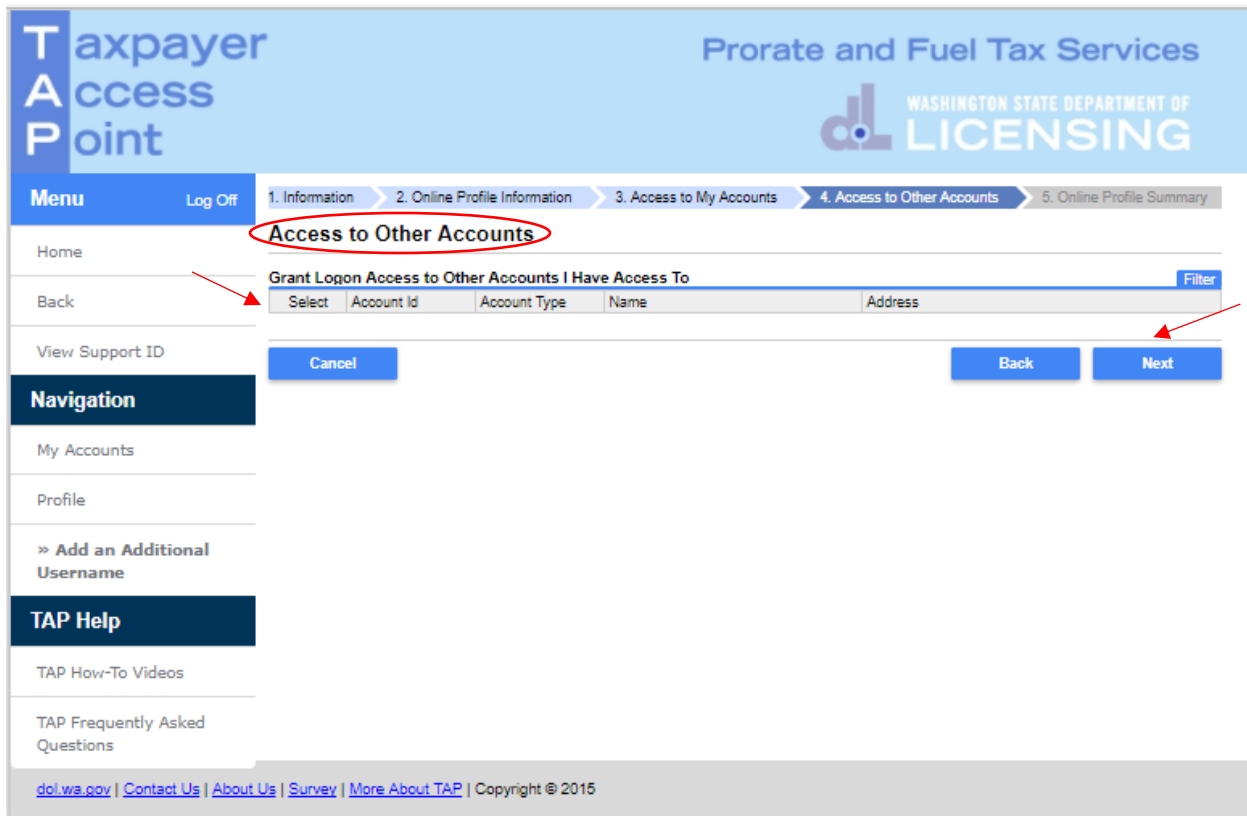
Select	Account Id	Account Type	Name	Address
<input checked="" type="checkbox"/>	0078001	IFTA	FT SAMPLE	123 SAMPLE ST OLYMPIA WA 98501
<input checked="" type="checkbox"/>	0078001-1201	IRP Fleet	FT SAMPLE	123 SAMPLE ST OLYMPIA WA 98501
<input type="checkbox"/>	0078001-FA	Aircraft Fuel Distribri	FT SAMPLE	123 SAMPLE ST OLYMPIA WA 98501
<input type="checkbox"/>	0078001-FB	Fuel Blender	FT SAMPLE	123 SAMPLE ST OLYMPIA WA 98501
<input type="checkbox"/>	0078001-FC	Fuel Carrier	FT SAMPLE	123 SAMPLE ST OLYMPIA WA 98501
<input checked="" type="checkbox"/>	0078001-FD	Fuel Distributor	FT SAMPLE	123 SAMPLE ST OLYMPIA WA 98501
<input type="checkbox"/>	0078001-FT01	Fuel Terminal	FT SAMPLE	123 SAMPLE ST OLYMPIA WA 98501
<input type="checkbox"/>	0078001-RA01	Unlicensed Refund	FT SAMPLE	123 SAMPLE ST OLYMPIA WA 98501
<input type="checkbox"/>	0078001-RM01	Unlicensed Refund	FT SAMPLE	123 SAMPLE ST OLYMPIA WA 98501
<input type="checkbox"/>	0078001-RS01	Unlicensed Refund	FT SAMPLE	123 SAMPLE ST OLYMPIA WA 98501

10 Rows

Cancel Back Next

Note: If you have primary accounts, they would be listed here for you to give an additional user access to them.

Select the **accounts** you would like the new user to have access to or click **Next**, if you have no accounts listed here.

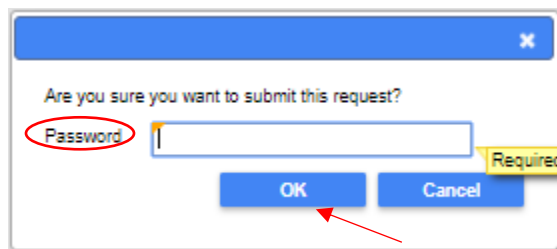


Note: If you have third party accounts, they would be listed here for you to give an additional user access to them (not common).

Select the **accounts** you would like the new user to have access to or click **Next**, if you have no accounts listed here.

Note: The next screen which is not shown, is the **Online Profile Summary Screen**. Everything you entered when setting up an additional user will be displayed here for your review. If corrections are needed, use the numbered tabs at the top of the screen in blue or use the **Back** button.

If no corrections are needed, click **Submit**.



You are required to enter your **TAP Password** and Click **Ok**, to complete your request.

Taxpayer Access Point Prorate and Fuel Tax Services
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Menu Log Off Your request has been submitted.
Your confirmation number is 1-826-881-536.
If you submit a Return after 5:30pm PST, it may not post to your account until the following day.
If you make a Payment after 5:30pm PST, it may not post to your account until the following day.
A copy of this confirmation message has been sent to your email address. To ensure your emails from Washington State Department of Licensing are received, please set your email filter to allow messages from dol.wa.gov.

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OK Print
Tell us how we're doing

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An email confirming your request to Add an Additional Username will be sent to you. The additional user will not be visible to you until the request has been processed overnight.

After the request has been processed, the new user will receive an email with an Authentication Code and hyperlink to log in for the first time.

Reply Reply All Forward IM

Fri 3/30/2018 11:24 AM

Do Not Reply <DoNotReply@dol.wa.gov>
Testing: WLT New Username Request Complete

To [Redacted]

Your request for a new username has been processed.
Your authentication code is **844zps**.
[Click here to log in](#)

The new user should click on **Click here to log in** hyperlink.

IFTA / Prorate (IRP) / Fuel Tax / Unlicensed Refund Application

If you already have an active Prorate and Fuel Tax account with the Washington State Department of Licensing, click the "Create a new username" button.

[Create a new username](#)

If you do not have an active IFTA, Prorate (IRP), Fuel Tax, or Unlicensed Refund account with the Washington State Department of Licensing, click the "Set up a new online IFTA, Prorate (IRP), Fuel Tax and/or Unlicensed Refund Account" button.

[Set up a new online IFTA, Prorate \(IRP\), Fuel Tax, and/or Unlicensed Refund Account](#)

If you are trying to pay a Dyed Diesel Violation or an Unlicensed Fuel Tax Violation click the "Pay an assessment" button.

[Pay an assessment](#)

[Check the status of your application](#)

Already registered?

Username

sample

Password

Required

Authentication Code

844zps

[Login](#)

[I forgot my username](#)

[I forgot my password](#)

[Find more information on TAP](#)

[Tell us how we're doing](#)

When your new user clicks the hyperlink, they will be directed to our Taxpayer Access Point site. Their Username and Authentication Code will autofill. For **Password**, they will enter their temporary password you assigned them, and click **Login**.

The **Profile Information Required** screen will appear for them to select their own secret question from the **New Question** drop down menu. They will answer, confirm the answer, and click **Save**. The new user has completed their process and can now use their TAP account.

This concludes our instructions. Thank you.

If you need further assistance, please contact our office:

- IFTA, Prorate, or Dyed Diesel, please call our Motor Carrier Services Office at 360-664-1858 or email motorcarrierservices@dol.wa.gov.
- Fuel Tax Accounts, please call 360-664-1852 or email FuelTax@dol.wa.gov.
- Unlicensed Refund Accounts, please call 360-664-1838 or email UnlicensedRefunds@dol.wa.gov.