WASHINGTON STATE DEPARTMENT OF
LICENSING

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.

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

Taxpayer Access Point

Prorate and Fuel Tax Services

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TAP Frequently Asked Questions

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

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	0076001-FA	Aircraft Fuel Distributor	My Bank Account	JPMORGAN CHASE - 0023
FT SAMPLE	0076001-FB	Fuel Blender		Setup
FT SAMPLE	0076001-FC	Fuel Carrier		Setup
FT SAMPLE	0076001-FD	Fuel Distributor		Setup
FT SAMPLE	0076001-FT01	Fuel Terminal		Setup
FT SAMPLE	0076001	IFTA		Setup
FT SAMPLE	0076001-1201	IRP Fleet		Setup
FT SAMPLE	0076001-RA01	Unlicensed Refund Aircr		Setup
FT SAMPLE	0076001-RM01	Unlicensed Refund Moto		Setup
FT SAMPLE	0076001-RS01	Unlicensed Refund Spe		Setup

10 Rows

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Click on **Add an Additional Username.**

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.**

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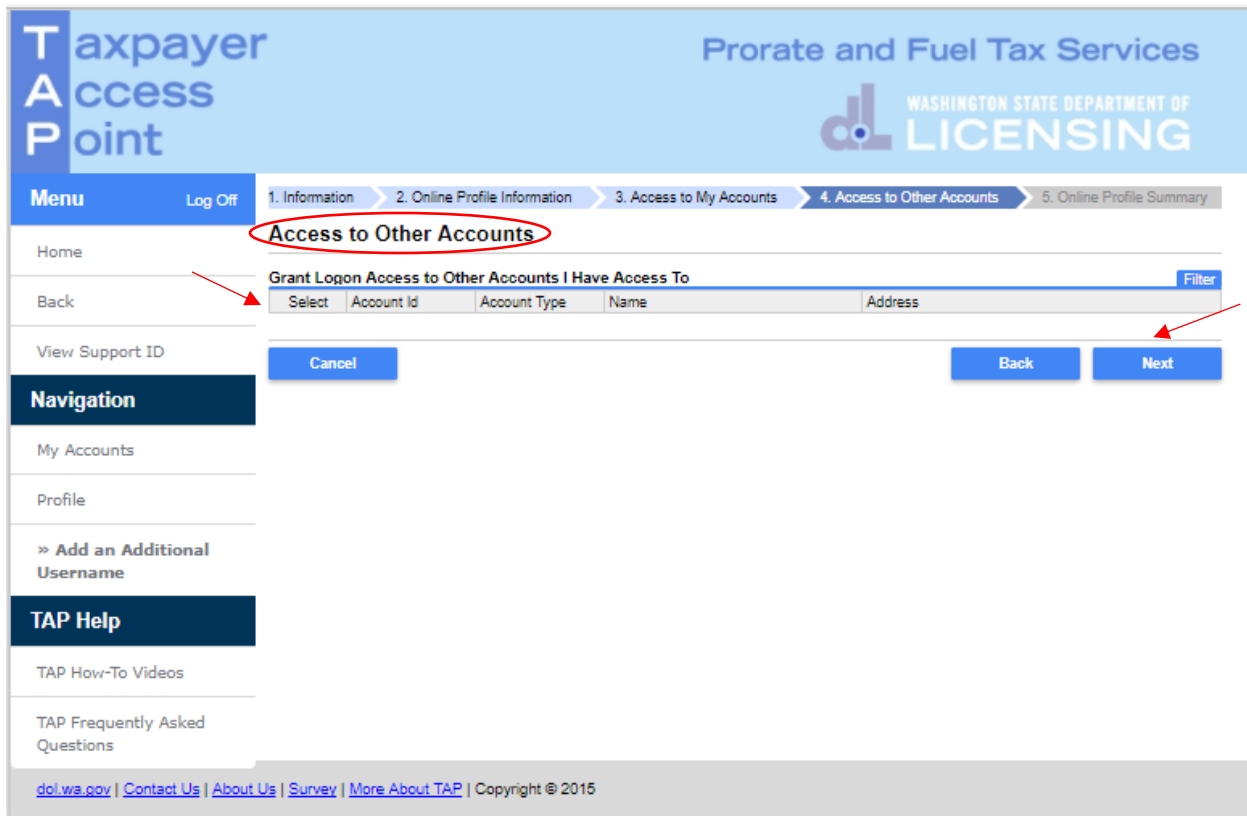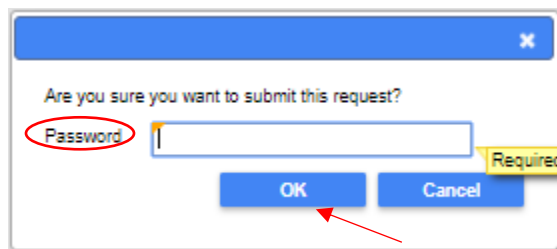
Note: If you have third party accounts, they would be listed here for you to give an additional user access to them (not common).

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.

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.

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

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.