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**.
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 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.

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.
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](mailto:motorcarrierservices@dol.wa.gov).

- Fuel Tax Accounts, please call 360-664-1852 or email [FuelTax@dol.wa.gov](mailto:FuelTax@dol.wa.gov).

- Unlicensed Refund Accounts, please call 360-664-1838 or email [UnlicensedRefunds@dol.wa.gov](mailto:UnlicensedRefunds@dol.wa.gov).