

Online services for the Washington State Gambling Commission (WSGC) are available through Secure Access Washington (SAW). This guide will assist you with adding the WSGC's "My Account".

If you need additional assistance with registration, please contact a Licensing Specialist at (360) 486-3440 or Licensing@wsgc.wa.gov.

Instructions:

1. Open your internet browser and go to the website secureaccess.wa.gov.
2. Enter your Username and Password, then click **SUBMIT**.

3. Click the **ADD A NEW SERVICE** button.

Welcome to Secure Access Washington! To start using services from agencies around Washington, choose one from your list below or click the 'Add A New Service' button. To see open job postings for the SAW Team, go to our [jobs page](#).

ADD A NEW SERVICE ←

WSGC SAW My Account provided by Washington State Gambling Commission [Access Now](#)

WSGC My Account hosted under SAW, which permits various licensing and reporting activities to be don online by our clients. Welcome!

[Contact SOP help desk](#) [Remove from my list](#)

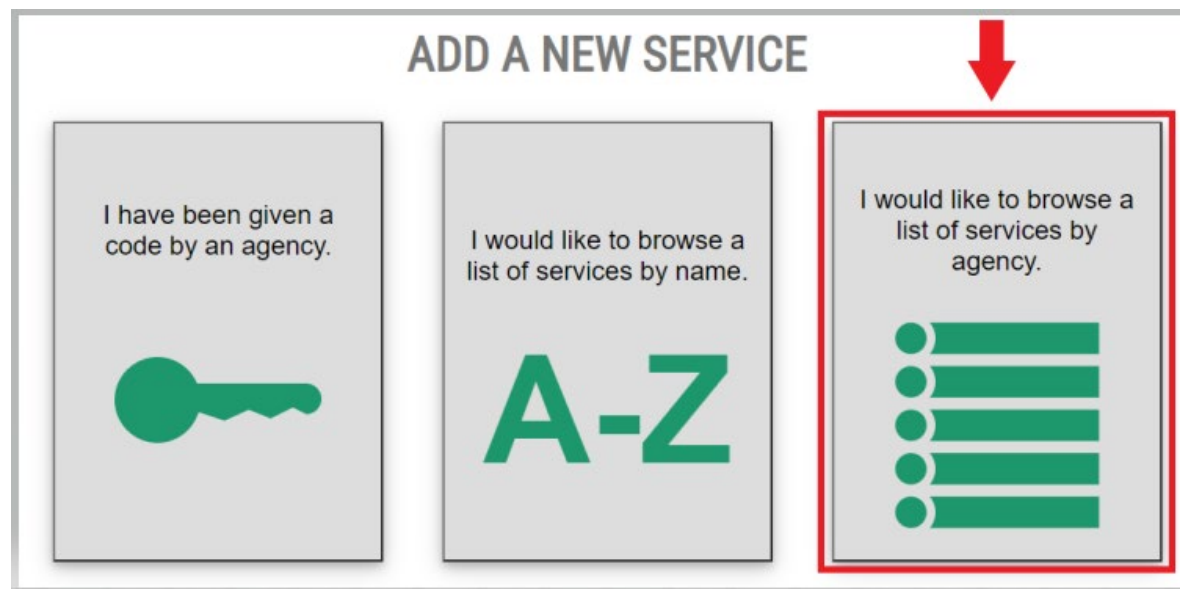
4. Click **I would like to browse a list of services by agency** button.

ADD A NEW SERVICE

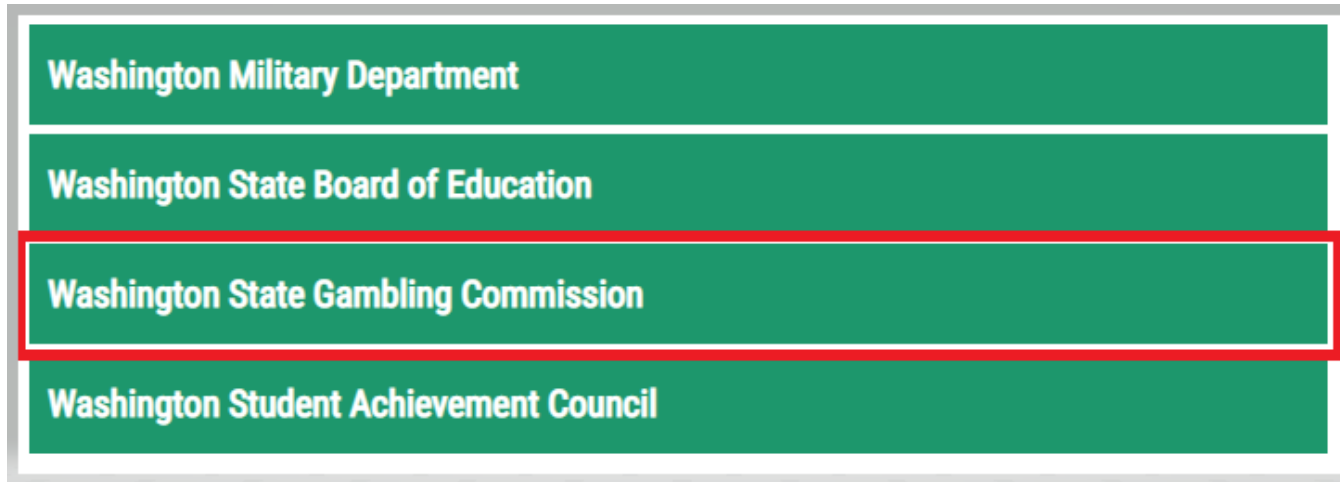
I have been given a code by an agency.

I would like to browse a list of services by name.

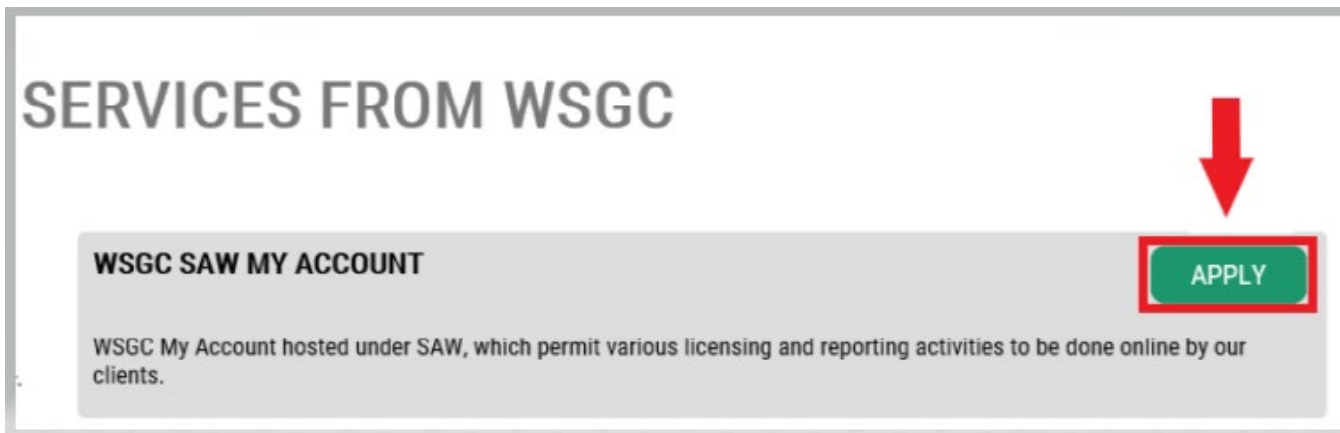
I would like to browse a list of services by agency.



5. Select Washington State Gambling Commission from the list of agencies.



6. Click the APPLY but



Identity Verification:

Completing the Identify Verification will allow you to access your account immediately. You will be asked questions about things you have owned, people you know, or your professional experience.

If you do not wish to answer these questions, you may request permission to skip this step; however, it may take 1-2 business days for us to verify your identity.

7. Enter your home street address, then click the **CONTINUE** button.

The screenshot shows the 'IDENTITY VERIFICATION' page on the SecureAccess Washington website. At the top, there is a navigation bar with links for HOME, ACCOUNT, TIPS ON, GET HELP, and LOGOUT. The main heading is 'IDENTITY VERIFICATION'. Below the heading, there is a paragraph of text explaining the verification process. The form is divided into sections: 'NAME' and 'ADDRESS'. The 'NAME' section shows 'ISABEL CORRIGAN' and a 'CONTINUE' button. The 'ADDRESS' section has a red arrow pointing to the 'STREET ADDRESS' field. Below the 'STREET ADDRESS' field are fields for 'CITY', 'STATE', and 'ZIP'. At the bottom of the form, there is a 'CONTINUE' button highlighted with a red box.

SecureAccess
Washington

HOME ACCOUNT TIPS ON GET HELP LOGOUT

IDENTITY VERIFICATION

You will be asked a series of questions based on your public record data (the state of Washington does not gather or store this data). These questions could be about things you have owned, people you know or your professional experience. If you do not wish to answer these questions, you may [request permission to skip this step](#). This choice may delay access to your service. Requests to bypass this process will send a notification to the owner of the service who may reach out to you to verify your identity manually. Once verified, you will be able to continue the registration process for this service.

NAME

Is your legal name displayed correctly below? First and Last name are required. This name should match what appears on your official documents, like your driver's license or passport. [Edit your name](#) if it does not match your official documents. Once any edits are complete, please return to this page.

ISABEL CORRIGAN

ADDRESS

The State of Washington does not store this address or use it for any purpose other than this transaction. If you have more than one address, enter the location where you receive bills or bank statements.

STREET ADDRESS

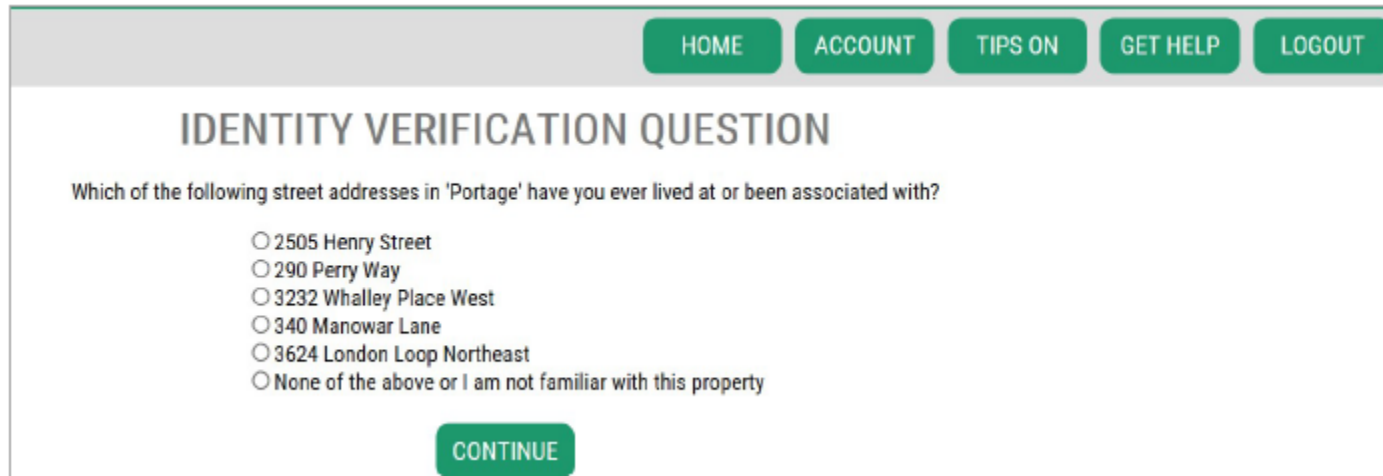
CITY

STATE

ZIP

CONTINUE

8. Answer the Identity Verification questions. They are based off of your public records, so the examples shown below will be different than the questions you will be asked.
9. Click the **CONTINUE** button after each question.



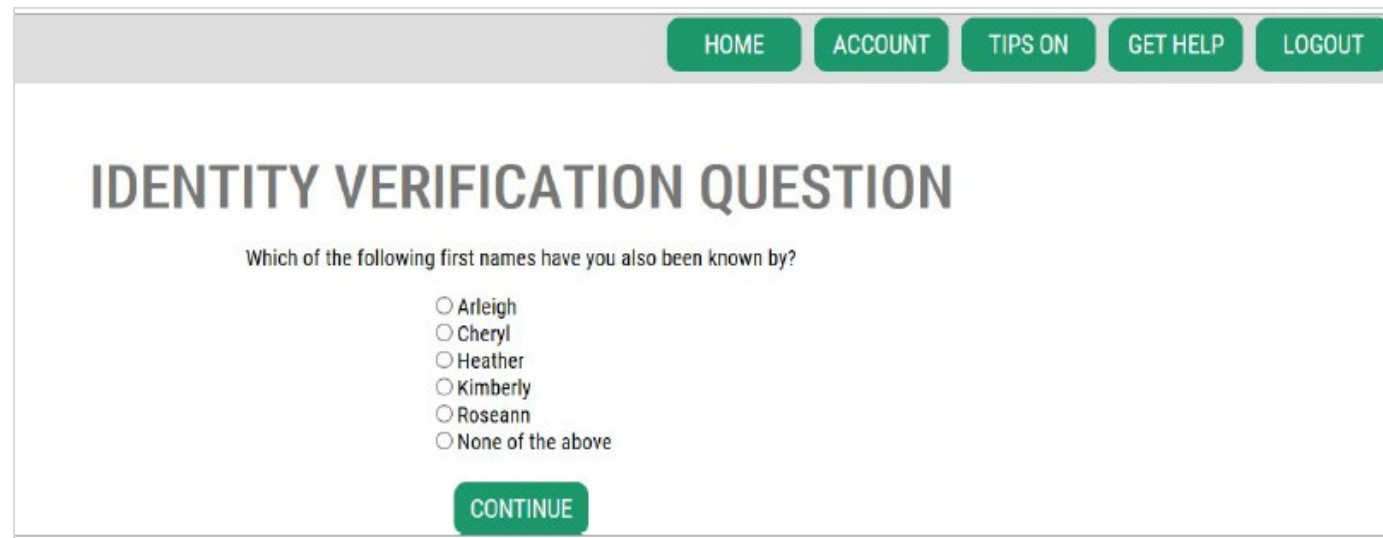
HOME ACCOUNT TIPS ON GET HELP LOGOUT

IDENTITY VERIFICATION QUESTION

Which of the following street addresses in 'Portage' have you ever lived at or been associated with?

- 2505 Henry Street
- 290 Perry Way
- 3232 Whalley Place West
- 340 Manowar Lane
- 3624 London Loop Northeast
- None of the above or I am not familiar with this property

CONTINUE



HOME ACCOUNT TIPS ON GET HELP LOGOUT

IDENTITY VERIFICATION QUESTION

Which of the following first names have you also been known by?

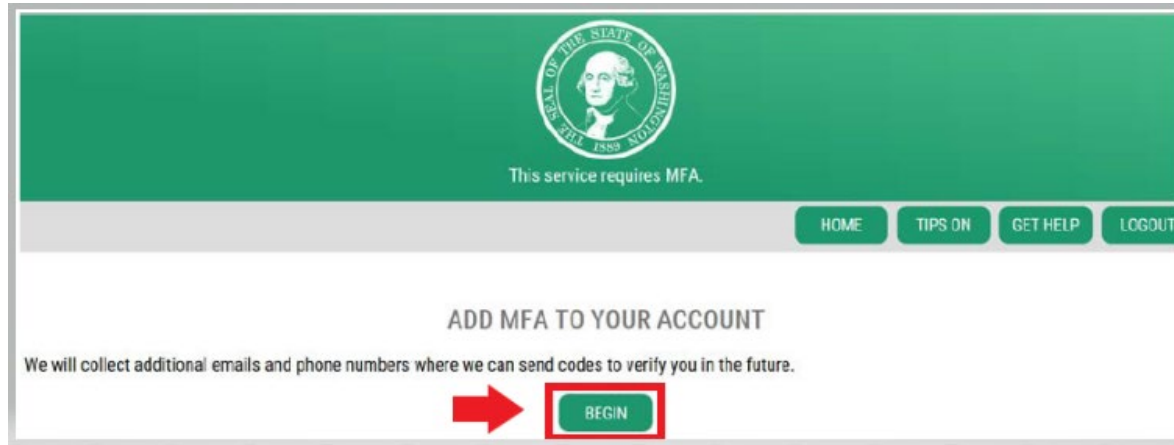
- Arleigh
- Cheryl
- Heather
- Kimberly
- Roseann
- None of the above

CONTINUE

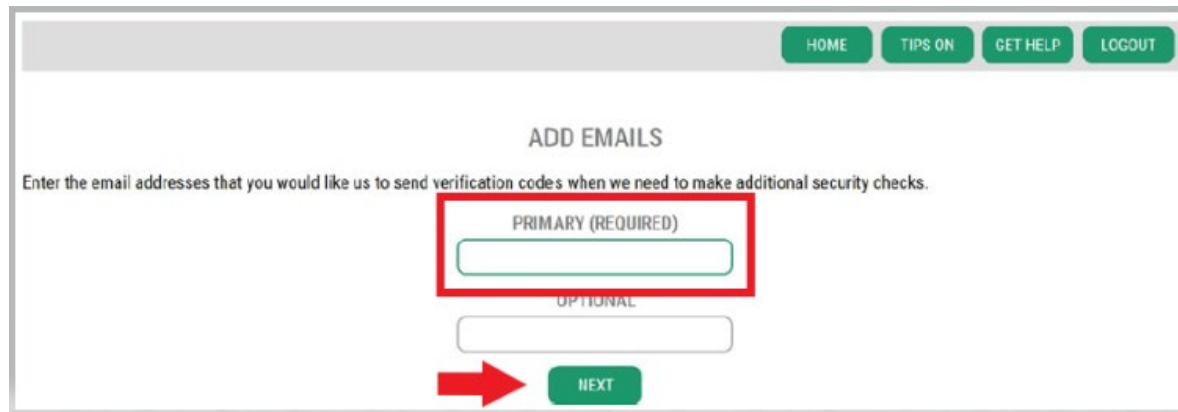
Multi-Factor Authentication:

To prevent fraud and identity theft, SAW requires additional verification beyond username and password. You will need to add a Multi-Factor Authentication (MFA) method.

10. Click the **BEGIN** button.



11. Enter your primary email address, then click the **NEXT** button.
(You may also enter additional email addresses.)



12. Enter your primary phone number, then click the **NEXT** button.

ADD PHONES

Enter the phone numbers you would like us to use for additional security checks. When those occur, you will be able to choose between text messages or an automated call if you prefer to use a number that doesn't receive texts.


PRIMARY PHONE

10 DIGIT NUMBER

OPTIONAL PHONE

10 DIGIT NUMBER

EXTENSION (OPTIONAL)

 **NEXT**

13. Review the information you entered. If everything is correct, click the **SUBMIT** button.

REVIEW AND FINALIZE

Please review the information you have entered and make any changes before pressing the "SUBMIT" button.

PHONE NUMBERS


PRIMARY: 3604863520

EMAILS

EMAIL 1: Isabel.Corrigan@wsgc.wa.gov

Would you like us to add this computer to our list of known devices? Users who access the system using a known device are slightly less likely to be challenged.

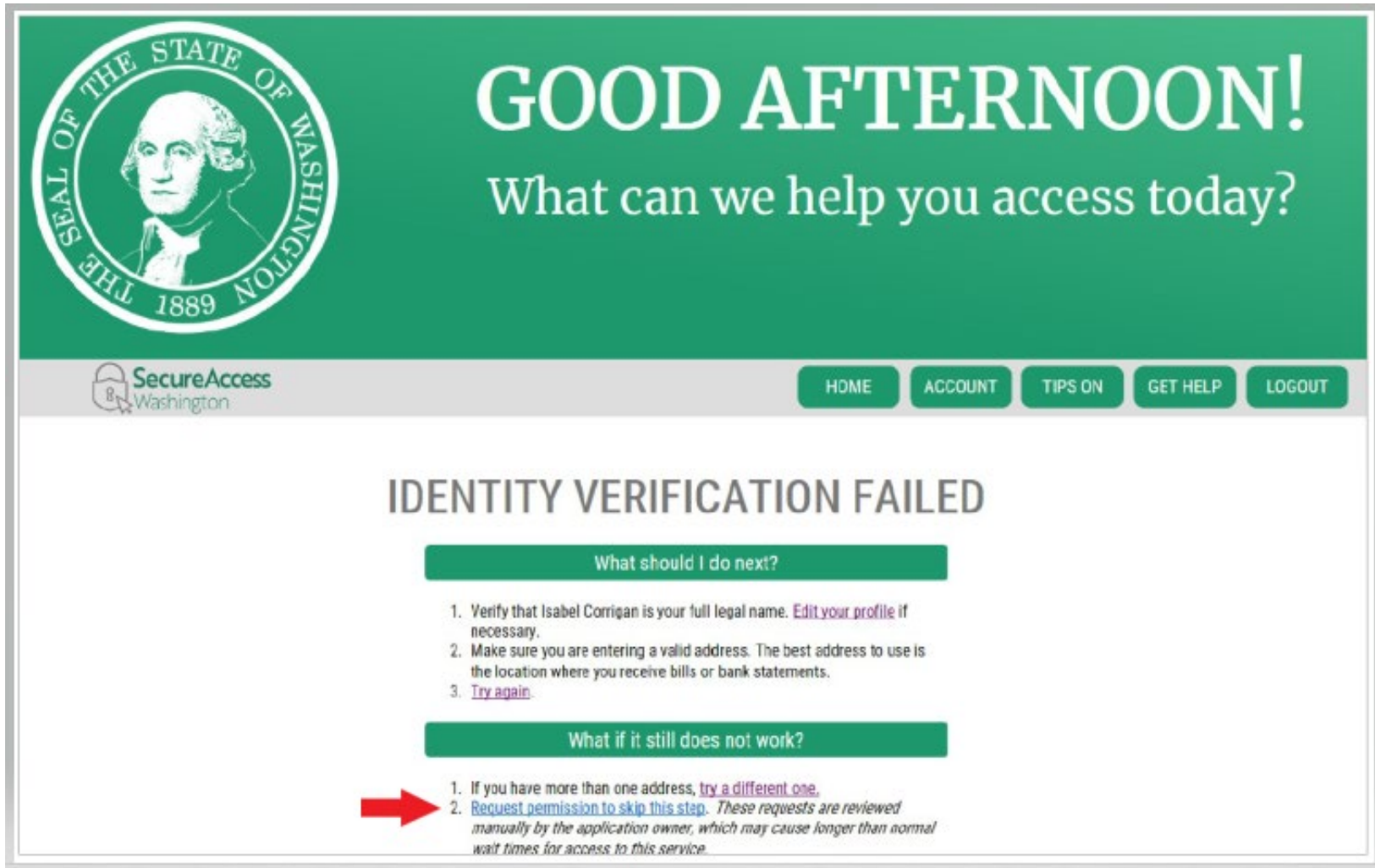
Yes
 No

CHANGE **SUBMIT** 

Identity Verification Failed:

If you were unable to answer the identity verification questions correctly, try one of the list of options “What should I do next?”. You may be able to answer the identity verification questions correctly after editing your profile or home address.

If you still cannot answer the identity verification questions, click the **Request permission to skip this step** hyperlink.



The screenshot shows the Washington State SecureAccess website. At the top left is the Seal of the State of Washington, featuring George Washington and the year 1889. To the right, a green banner says "GOOD AFTERNOON! What can we help you access today?". Below this is a navigation bar with buttons for HOME, ACCOUNT, TIPS ON, GET HELP, and LOGOUT. The main content area is titled "IDENTITY VERIFICATION FAILED" and contains two sections:

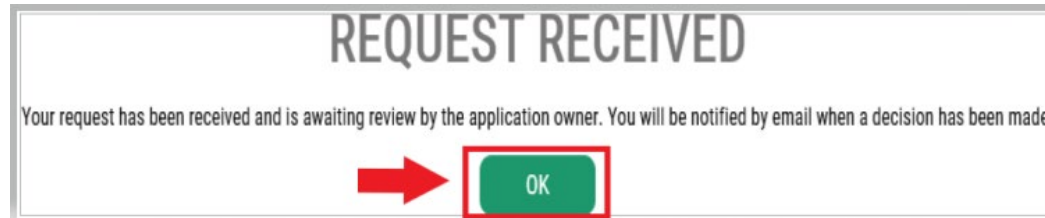
- What should I do next?**
 1. Verify that Isabel Corrigan is your full legal name. [Edit your profile](#) if necessary.
 2. Make sure you are entering a valid address. The best address to use is the location where you receive bills or bank statements.
 3. [Try again](#).
- What if it still does not work?**
 1. If you have more than one address, [try a different one](#).
 2. [Request permission to skip this step](#). *These requests are reviewed manually by the application owner, which may cause longer than normal wait times for access to this service.*

A red arrow points to the second option in the second section.

If you chose the option to “request permission to skip this step”:

After you click the hyperlink, we will receive your request.

- Click the OK button.



- Log out of SAW and close any open internet browser windows.

You will receive an email from a WSGC staff member in 1-2 business days. The email will contain a questionnaire for you to complete. If you do not complete the questionnaire, your request will be automatically denied after 7 days.

We will review your completed questionnaire. If we approve your request, you will receive a KBA Bypass Approved email. Click the hyperlink in the email to log into SAW. You will need to add re-add the WSGC My Account service ([go back to Step 11 for instructions](#)).




14. Additional info for WSGC:

If you have never been licensed before and are submitting a brand new application, complete all of the information that applies to you or your organization. (You will not have a PIN, or Client or License Number; leave those fields blank.)

Click the **SUBMIT** button when you are done.

ADDITIONAL INFO FOR WSGC



**Washington State
GAMBLING
COMMISSION**

Protect the public by ensuring that gambling is legal and honest.

Washington State Gambling Commission requires some additional information before they can allow access to this service. Please fill in the form below.

PIN
If you were provided a My Account Access PIN enter it here. The PIN is all NUMERIC.

***Type**
Type of Organization Non-Profit / Commercial

Charitable/Non-Profit
 Commercial Business
 Tribal
 Individual Licensee

Do you want to apply for a gambling license?
 Check if you want to perform any legal gambling activities regulated/licensed by the WSGC

Explain what activities you want to license?
What activity do you want to license? E.g. fundraising events, raffle, recreational gaming activity?

Do you want to renew or pay second-half payment online?
 My Account will remind you and let you renew and pay online.

Do you want to manage your employee's licenses/certifications?
 See employee's status, renewal dates, and update it inside My Account.

Do you want to sign up for newsletters or reminders?
 You can select to receive email notifications.

Do you want to report financial activity online?
 Report your quarterly, semi-annual or annual financial activity online.

Previously Licensed?
 Check if you have held or hold current WSGC gambling license

Client or License Number
Provide your license or client number

DBA
(Doing Business As) Name

Premises Address
Physical address of your business

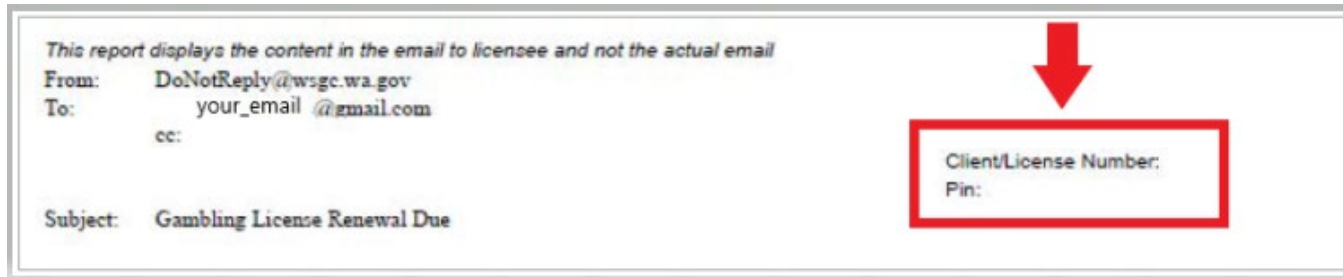
UBI
Unified Business Identifier Number

Ownership Type
Ownership Type / Structure

SUBMIT

If you are currently licensed, you will need your PIN and Client or License Number.
You can find that information in these documents:

- **For card room employees, representatives, and gambling managers:** Reminder email to renew your license.




- **For organizations (nonprofits and commercial businesses):** Your My Account Introduction letter or your reminder email to complete your quarterly license report.



Licensed card room employees, representatives, gambling managers, and nonprofit or commercial businesses only need to enter a PIN and Client or License Number.

Click the **SUBMIT** button after entering these numbers.

ADDITIONAL INFO FOR WSGC



**Washington State
GAMBLING
COMMISSION**

Protect the public by ensuring that gambling is legal and honest.

Washington State Gambling Commission requires some additional information before they can allow access to this service. Please fill in the form below.

PIN
If you were provided a My Account Access PIN enter it here. The PIN is all NUMERIC.

***Type**
Type of Organization Non-Profit / Commercial

Charitable/Non-Profit
 Commercial Business
 Tribal
 Individual Licensee

Do you want to apply for a gambling license?
 Check if you want to perform any legal gambling activities regulated/licensed by the WSGC

Explain what activities you want to license?
What activity do you want to license? E.g. fundraising events, raffle, recreational gaming activity?

Do you want to renew or pay second-half payment online?
 My Account will remind you and let you renew and pay online.

Do you want to manage your employee's licenses/certifications?
 See employee's status, renewal dates, and update it inside My Account.

Do you want to sign up for newsletters or reminders?
 You can select to receive email notifications.

Do you want to report financial activity online?
 Report your quarterly, semi-annual or annual financial activity online.

Previously Licensed?
 Check if you have held or hold current WSGC gambling license


Client or License Number
Provide your license or client number

DBA
(Doing Business As) Name

Premises Address
Physical address of your business

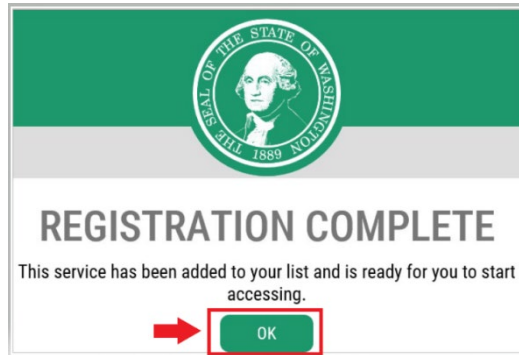
UBI
Unified Business Identifier Number

Ownership Type
Ownership Type / Structure

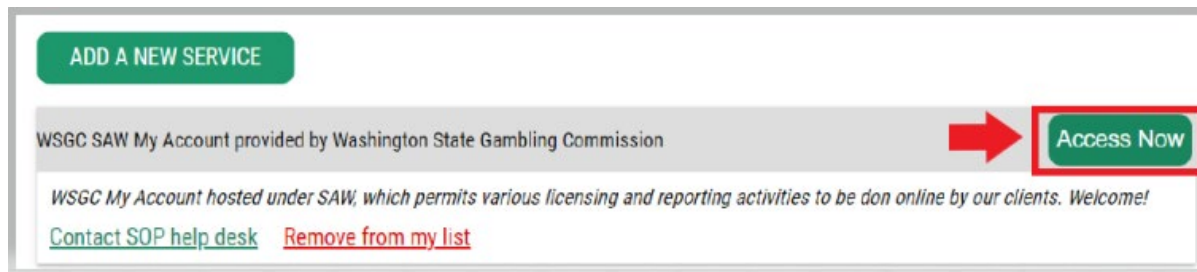
 **SUBMIT**

Registration Complete!

15. Click the **OK** button.



16. Click the **Access Now** button.



17. Click the **CONTINUE** button.



Using WSGC My Account:

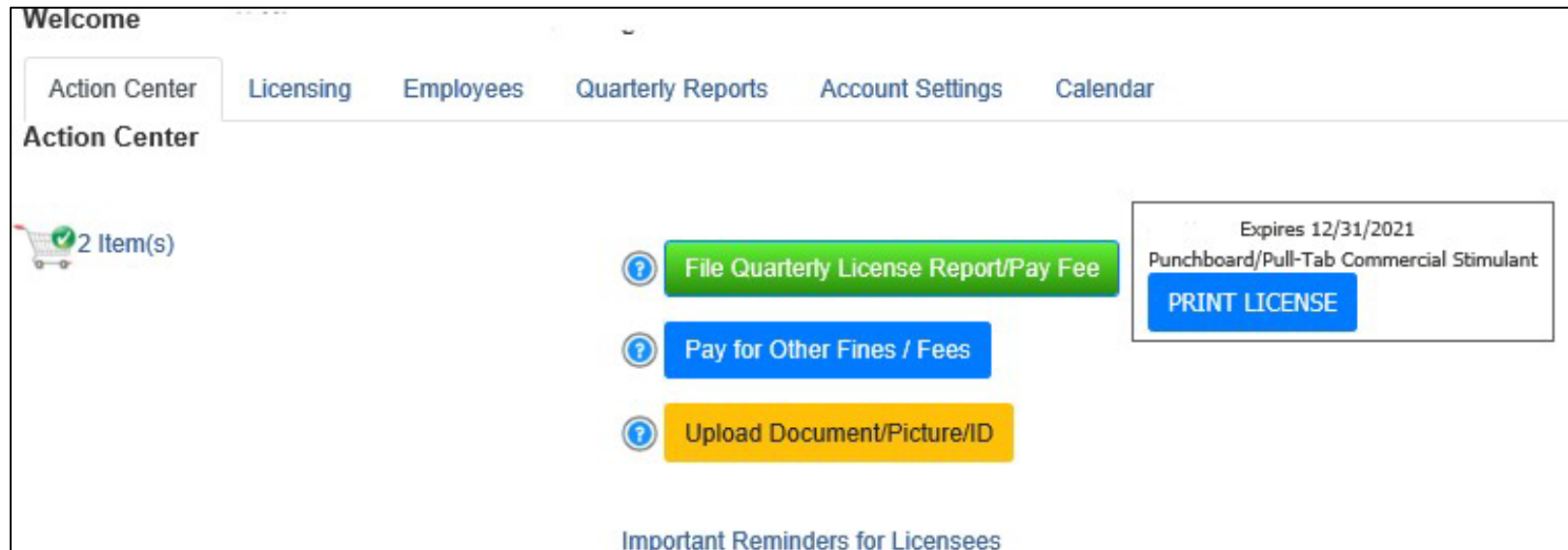
For card room employee, representatives, and gambling managers:

- The **Action Center** is where you can renew your license and change your address. It also displays your license expiration date.
- You cannot renew your license after it has expired. Contact a Licensing Specialist if you did not renew your license in time. Call (360) 486-3440 or email Licensing@wsgc.wa.gov.
- The **Licensing** section is where you can report a violation and find WSGC contact information.

The screenshot shows the 'Action Center' page of the WSGC My Account system. At the top, there is a 'Welcome' header and a navigation menu with 'Action Center', 'Licensing', 'Account Settings', and 'Calendar'. Below the navigation, the 'Action Center' title is displayed. On the left, there is a shopping cart icon with a green checkmark and the text '0 Item'. In the center, there are three blue buttons with white question marks and text: 'Renew Your License', 'Change Your Address', and 'Pay for Other Fines / Fees'. To the right of these buttons, there is a section titled 'Important Reminders for Licensees' with a box containing the text 'Expires 01/18/2021' and 'Public Card Room Employee Class B'.

For organizations (nonprofits and commercial businesses):

- The **Action Center** is where you can renew your license, print a copy of your license, and upload documents. It also displays your license expiration date.
- You cannot renew your license after it has expired; contact a Licensing Specialist if you are renewing late at (360) 486-3440 or Licensing@wsgc.wa.gov.
- The **Licensing** section is where you can report changes and apply for additional licenses. You can also view submitted applications. If you have licensed gaming employees, you may submit their applications and complete personnel termination notices.
- The **Quarterly Reports** section is where you can submit quarterly license reports. If you need assistance with your reports, please contact our business office at FinancialReporting@wsgc.wa.gov.

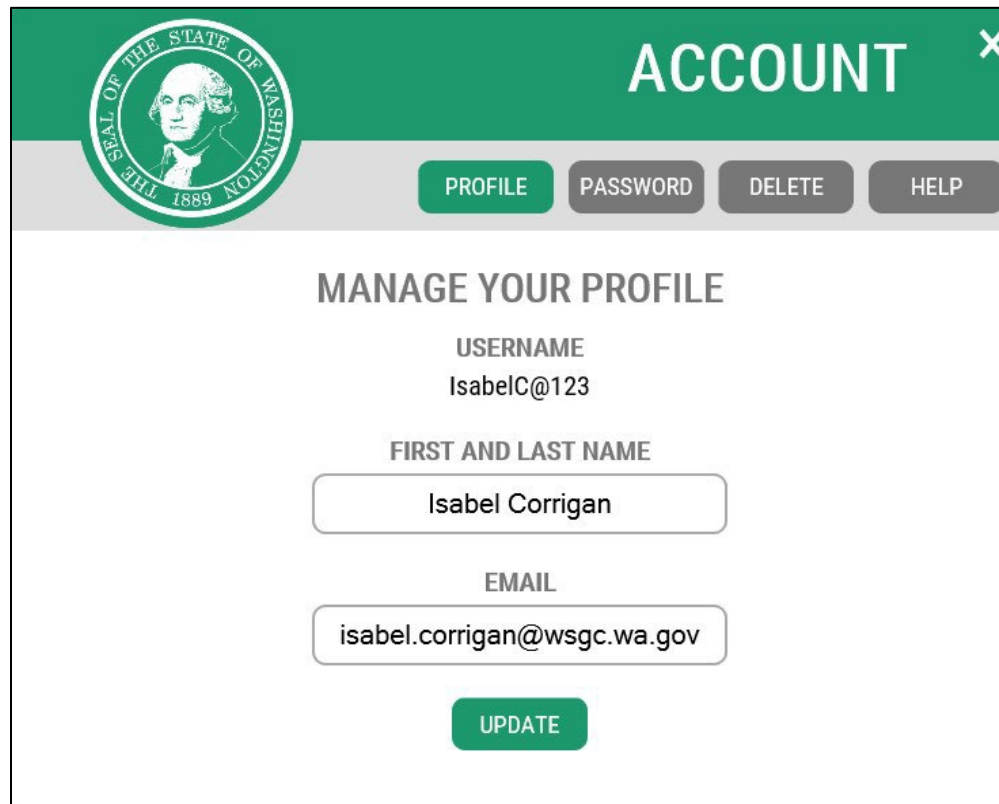


Helpful tips:

Profile:

Click Account, then Profile. This displays the username and email address associated with your SAW Account. If this information is incorrect, contact SAW Help Desk for assistance.

SAW Help Desk: (855) 928-3241 or (360) 586-1000

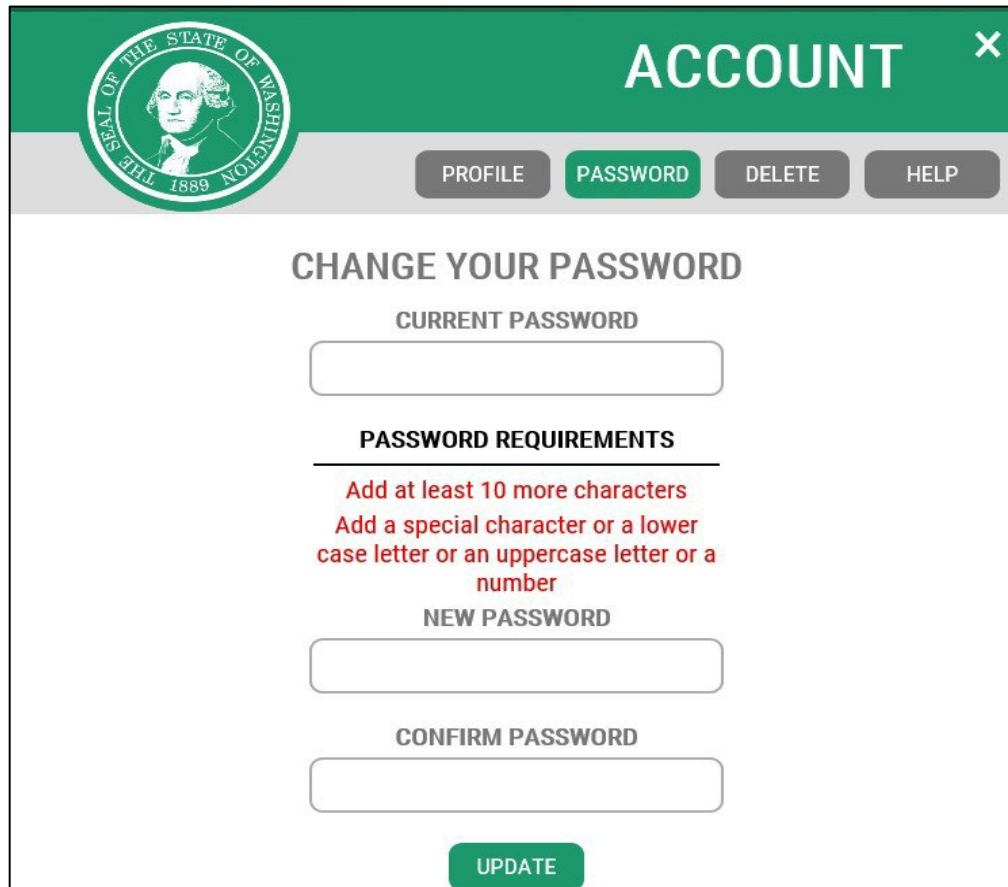


The screenshot shows a web interface for managing a SAW Account. At the top, there is a green header with the Seal of the State of Washington on the left and the word "ACCOUNT" in white on the right, with a close button (X). Below the header is a navigation bar with four buttons: "PROFILE" (green), "PASSWORD" (grey), "DELETE" (grey), and "HELP" (grey). The main content area is titled "MANAGE YOUR PROFILE" and contains three sections: "USERNAME" with the value "IsabelC@123", "FIRST AND LAST NAME" with a text input field containing "Isabel Corrigan", and "EMAIL" with a text input field containing "isabel.corrigan@wsgc.wa.gov". At the bottom of the form is a green "UPDATE" button.

Password:

To change your password, click Account, then Password. Follow the instructions to change your password. If you are unable to change your password, contact SAW Help Desk for assistance.

SAW Help Desk: (855) 928-3241 or (360) 586-1000



The screenshot shows a web interface for an account management page. At the top left is the Seal of the State of Washington, featuring George Washington and the year 1889. To the right of the seal is the word "ACCOUNT" in large white letters on a green background, with a close button (X) to its right. Below this is a navigation bar with four buttons: "PROFILE", "PASSWORD" (highlighted in green), "DELETE", and "HELP". The main content area is titled "CHANGE YOUR PASSWORD" and contains the following elements: a "CURRENT PASSWORD" label above a text input field; a "PASSWORD REQUIREMENTS" section with a horizontal line below the title and three red lines of text: "Add at least 10 more characters", "Add a special character or a lower case letter or an uppercase letter or a number"; a "NEW PASSWORD" label above a text input field; a "CONFIRM PASSWORD" label above a text input field; and a green "UPDATE" button at the bottom.