



WASHINGTON STATE
**GAMBLING
COMMISSION**

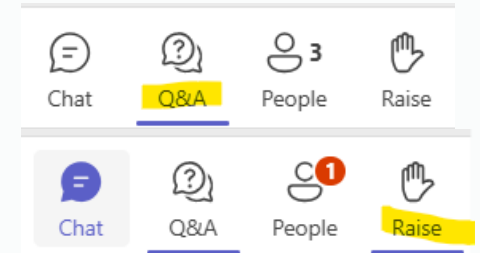
Demonstration of MyAccount changes

October 30, 2025



Before we begin

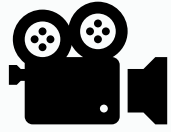
- You are automatically muted/off camera
- Ask questions in one of two ways:
 - 1) Ask in the Q&A section if you don't want to speak
 - 2) Raise your hand and we will call on you/unmute you



We'll take questions at the end of each functionality/section

- These slides will be emailed out to all who registered and to our newsletter subscribers

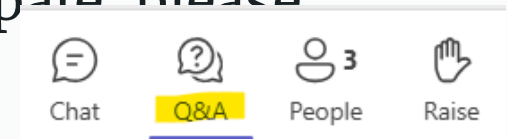




This meeting is being recorded

- The law requires consent prior to recording a person's participation in an event.
- Your participation in this video conference equals **consent to be recorded**, as required by law.
- Your speakers and camera will be automatically off, but if you wish to be seen and heard, please raise your hand and we will take you off mute
- **If you do not consent to being recorded but choose to participate, please:**

1. Use the Q&A feature (not be part of recording)



2. We will read your question (but not your name) aloud



The recording will be automatically sent to everyone who registered.

Introductions

- Jennifer LaMont, Licensing Unit Agent In Charge
- Tony Hughes, Regulation & Enforcement Unit Agent In Charge
- Kriscinda Hansen, Chief Financial Officer
- Jamie Doughty, Electronic Gambling Lab Administrator
- Sarah Stewart, Consultant





IT System Upgrade

- We are replacing our aging internal systems to be more efficient and transparent in our services
- We asked our external users in fall 2024 what they liked or would like to see with MyAccount, and we will be improving many of those things (see our website for details)

Our vision: to move as much of our work online as possible to increase efficiency, transparency and security





Summary of benefits with the changes



Payment flexibility:

Submit application, then pay by mail or online

Expanded invoice visibility

Anyone can pay by credit card



Expanded user access:

Multiple users allowed for each organization

People can be assigned multiple roles



Know the status:

Applications and submissions tracked in real-time



Less emails:

Secure document uploading and notifications





Project Timeline

Activities affecting you

GMB activities

September 2025

October 2025

November 2025

December 2025

January 2026

February 2026

- Today: Demonstration of MyAccount

- External testing of MyAccount

- External training of MyAccount

- Changes to MyAccount GO LIVE

Testing,
updating
business
processes, data
migration, etc.

Internal training

Changes to all systems
GO LIVE



Today, we will discuss or show:

- Logging in
- Dashboard/profiles
- Applications – new, renewals
- Two-way secure messaging & document uploading
- PTNs
- Other submissions
- Filing your QLR
- Billing & payments
- Credits
- Equipment/software submissions



CAVEATS:

- Things may change from what you see today
- We will be using mock data
- We will provide full training later – this is an *overview*



Roles in MyAccount

Super user –

- Today, all users linked to MyAccount are Super Users
- Have all capabilities as below
- Before we go live, we will be reaching out to current licensees to establish super users and other roles currently using MyAccount

Secondary users – NEW – segregated roles

- General Submitter:
 - Create/edit/view/approve: applications and license info- both organizational and individuals
 - Create/edit/view: submissions
 - View profile info
 - Send secure messages
- Payment Submitter:
 - Make/edit/view: billing & payment info
 - View profile info
 - Send secure messages
- QLR filers
 - File, amend and view Quarterly License Reports
 - View profile info
 - Send secure messages
- Individuals (employees/nonprofit gambling managers)
 - Edit/view profile info
 - Create/edit/view: submissions for themselves
 - Create/edit/view/pay: applications for themselves
 - Send secure messages



**Note: A person may have multiple roles, and multiple people can have the same role



MyAccount: before & after

Note: Some refer to this as “SAW” since that’s what you use to log in to MyAccount.

Current:

There are big changes coming to this site! Register now for a demonstration of the changes on Oct. 30 at 1-3 p.m.

[SWITCH TO ANOTHER CLIENT](#)

Welcome @wsgc.wa.gov

Action Center | Licensing | Employees | Quarterly Reports | Account Settings | Calendar

Action Center

0 Item

- Upload Online Form CSV File
- Pay for Other Fines / Fees
- Upload Document/Picture/ID

Important Reminders for Licensees

Bingo	Expires 06/30/2026	PRINT LICENSE
Raffle	Expires 06/30/2026	
Punchboard/Pull-Tab NonProfit	Expires 06/30/2026	
Card Game Non House-banked	Expires 06/30/2026	

Coming soon:

WASHINGTON STATE GAMBLING COMMISSION

Home | License | Submission | Application | Billing and Payment | Quarterly License Report | Organization: | Super User

Welcome to the Washington State Gambling Commission

Since 1973, the Washington State Gambling Commission (WSGC) has helped protect the public by ensuring that gambling is legal and honest. The accredited law enforcement agency oversight includes several forms of gambling, such as punch boards and pull-tabs, house-banked card rooms, and nonprofit raffles and bingo. The WSGC maintains cooperative regulatory partnerships with Tribes in Washington. The agency is self-funded and has over 100 full-time staff throughout the state.

[Subscribe HERE](#) to be made aware of Public Comment Sessions regarding Rules changes, Newsletters, and Commission Materials.

What can we help you with today?



Report illegal gambling activity

Know of illegal gambling activity in the state of Washington? Help us keep gambling legal and honest by reporting it.



Search for approved gambling equipment, software, and game rules

Find approved items by searching by criteria such as manufacturer name, submission name, or software signatures.



MyAccount – your online portal for work with the Gambling Commission



WASHINGTON STATE GAMBLING COMMISSION



Home Sign in

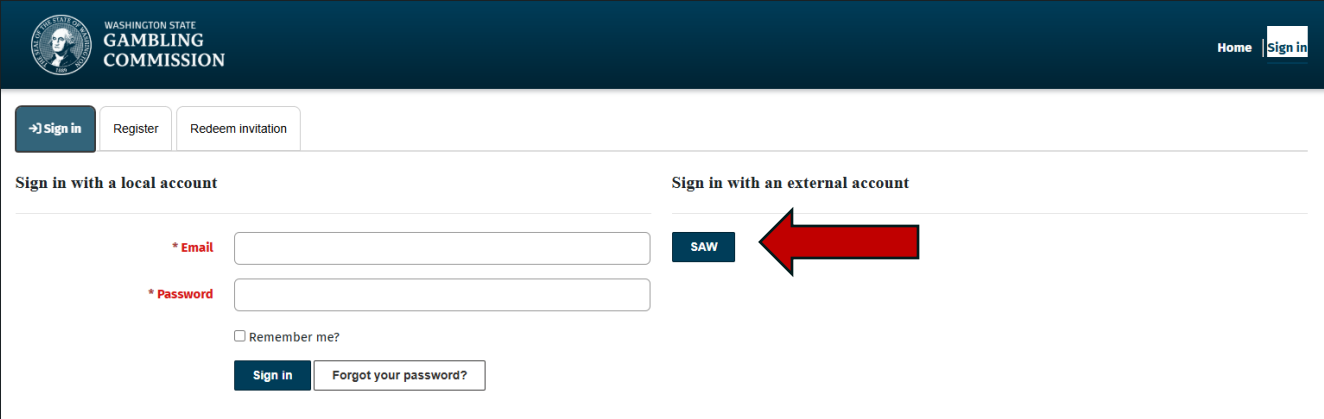
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WASHINGTON STATE GAMBLING COMMISSION

Home Sign in

[-> Sign in](#) Register Redeem invitation

Sign in with a local account


* Email

* Password

Remember me?

[Sign in](#) [Forgot your password?](#)

Sign in with an external account

[SAW](#) 



Logging in to MyAccount with SAW

You will need an account through Secure Access Washington (SAW)

- Website: secureaccess.wa.gov



 **Welcome**
to your login for Washington state.

 [Sign Up!](#) [GET HELP](#) [Español](#)

LOGIN

Username

Password


[Forgot your username?](#) | [Forgot your password?](#)

ON BEHALF OF
WASHINGTON STATE AGENCIES



User Profile

Home > Profile



Test OrgDemoUser

- Profile
- Individual Information
- Security**
 - Change password
 - Change email 1
 - Manage external authentication

1 Your email requires confirmation. [Confirm Email](#)

Your information

First Name * Test	Last Name * OrgDemoUser
E-mail testorgdemouser@mailinator.com	Business Phone <input type="text" value="Provide a telephone number"/>

[Update](#)

My Organization Request

[+ Create Organization Request](#)

Organization	Request Role	Decision	Created On ↓
GMB October Demo	Super User	Approved	10/28/2025 9:54 AM
Oct Demo	Super user	Pending	10/28/2025 9:51 AM



Demonstration of Dashboard/Navigation (watch on [video](#) starting at 13:09)





Questions/comments?

Demonstration of New Licensing Applications (watch on [video](#) starting at 17:16)



Demonstration of Renewals (watch on [video](#) starting at 27:09)



Demonstration of Secure Messaging (watch on [video](#) starting at 31:31)



Personnel Termination Notifications (PTNs)

1. Submission Type	2. Personnel Termination Notice (PTN)	
First Name*	Last Name*	
<input type="text"/>	<input type="text"/>	
License Number or Tribal Credential Number or Registration Tribe License Number*	License/Credential Effective Date	
<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>	
License Expiration Date	Last Day Worked*	
<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>	
Termination Reason (For Class III)	Termination Reason (For Others)	
<input type="text" value="Choose the Termination Reason"/>	<input type="text" value="Choose the Termination Reason"/>	
Save	Exit	Submit



Demonstration of Other Submissions (watch on [video](#) starting at 37:04)





Questions/comments?

Demonstration of Quarterly License Reports (watch on [video](#) starting at 46:03)





Questions/comments?

Demonstration of Billing/Payments (watch on [video](#) starting at 1:00:59)





Questions/comments?

Demonstration of Equipment/Software Submissions

(watch on [video](#) starting at 1:15:00)





Questions/comments?



What does this mean for you?

- If you're not yet online, you'll need to set up a SAW account at secureaccess.wa.gov
- Think about who might have which roles in your organization
- More details to come on how you will sign in through SAW and assign the correct roles to the correct people
- Training coming in February 2026
 - Plan for your staff to attend so they are ready
- Go live: Feb. 23, 2026





Share your feedback on this

demonstration now:

<https://forms.office.com/g/vJUKcjR4Ey>



[Polaris Website:](https://www.wsgc.wa.gov)

[wsgc.wa.gov/changes-coming-myaccount](https://www.wsgc.wa.gov/changes-coming-myaccount)

Contact us at:

polarisproject@wsgc.wa.gov