



WASHINGTON STATE GAMBLING COMMISSION

IT Modernization Project

Frequently Asked Questions

Last updated: Nov. 7, 2025

Below are some questions we have received or anticipate from licensees, vendors and tribal partners. Don't see your question below? Send it to us at polarisproject@wsgc.wa.gov.

Click on a question below to jump to the answer:

Logging in/access/user roles

- [Will we still use SAW with these changes?](#)
- [How will I know what role I have been assigned?](#)
- [What's the difference between SAW and MyAccount?](#)
- [What happens if a secondary submitter leaves an organization and is removed from MyAccount but that user had items pending or in draft status?](#)
- [How will we add individuals to our organization?](#)
- [For companies that may have multiple entities, will they all show under all one tab or would they show very similar to how they are one now in MyAccount?](#)
- [If multiple users have access to the site from one company, will any confidential employee information be able to be viewed or downloaded once it's uploaded?](#)
- [Can we have more than one super user for our organization?](#)
- [We make payments through SAW now, will we need an additional WSGC login?](#)

Secure messaging and document sharing

- [If we get a secure message, will we get notified or have to log in to know it's there?](#)
- [Will secure messaging/communicating through the updated MyAccount be replacing the use of the MFT portal site that is currently used for reviews and requested information?](#)

- [Is there a size limit for uploading documents?](#)
- [If messages are sent through secure messaging, is there a way to save those to our computers if we want our own set of records?](#)

Payments and billing

- [Will we still submit payments as we do today?](#)
- [Will licensed employees have the option of paying with credit card or debit card like the organizations will?](#)
- [Will we be able to “pay this amount later” with the ACH option?](#)
- [What credit cards will be accepted?](#)
- [How will I know my credit card payment is safe on your website?](#)
- [My organization is outside of the United States or would otherwise like to pay by wire. Will this be possible?](#)
- [If we renew multiple employee licenses, will the invoice show their names?](#)
- [Can I print an invoice \(to save for our records\) and then pay by ACH Check?](#)

Licensing

- [Will we be able to print our license?](#)
- [Will we still need to mail fingerprint cards?](#)
- [Will it take longer for processing to mail in as opposed to paying online?](#)
- [When we renew, will we see more than the currently expired license? Like ones that will be coming up for renewal soon?](#)
- [Will a Gambling Commission packet \(photo, ID, JIS docket\) still be required to be uploaded when paying for a new license?](#)
- [Is the physical paper application for new licensees going to change or be updated in any way?](#)
- [What will happen to any pending applications submitted using the old system once the new system goes online?](#)

Miscellaneous

- [Will there be additional fees for name changes?](#)
- [How will I submit a name change in the new system?](#)
- [Will there be a transition from the old system to the new system, or will the Gambling Commission “flip the switch”?](#)
- [Where can I watch the demonstration of the changes coming to MyAccount?](#)
- [Will self-exclusion be part of the updates?](#)

Submissions

- [Does this mean all changes for internal controls will be done online?](#)

Tribal partners

- [Our tribe is switching to the registration process, will these changes apply to us?](#)
- [Can a Tribal Gaming Agency \(TGA\) Deputy Director be a super user as well?](#)
- [Will we be able to view more than two years' history of case reports?](#)
- [Will we be able to print our certification/eligibility letter?](#)
- [Will the updates to MyAccount change the annual licensing review process for eligibility or registration tribes?](#)
- [Can a tribe work with an employee or applicant to have them pay the application fees with their own account or bank card?](#)
- [Who is supposed to sign the attestation of being a tribal member?](#)

Logging in/access/user roles

Will we still use SAW with these changes?

Yes. If you use Secure Access Washington (SAW) to log in to MyAccount today, you will use that same username/password when we go live. More instructions and training to come.

Can we have more than one super user for our organization?

Yes, you can have more than one super user in the system. When we go live, your initial super user will be able to add others as super users or other roles as desired.

If multiple users have access to the site from one company, will any confidential employee information be able to be viewed or downloaded once it's uploaded? For example, a financial statement is uploaded for an executive. Once it's submitted, can someone else view it?

This is role dependent. So, a super user would be able to see this confidential data. However, a payment submitter would only have access to basic information to make a payment, like name and license type but will not see details in the application or attached documents like financial statements.

How will I know what role I have been assigned?

When you access My Account through the portal, your assigned roles will be displayed when you click on your individual profile.

What's the difference between SAW and MyAccount?

Secure Access Washington (SAW) is a statewide application used for logging into various services across Washington. You use SAW to access the Gambling Commission's application, MyAccount, for licensing, renewals, submissions and more.

What happens if a secondary submitter leaves an organization and is removed from MyAccount but that user had items pending or in draft status ?

The super user can see all pending and draft items and would need to complete them.

For companies that may have multiple entities, will they all show under all one tab or would they show very similar to how they are one now in MyAccount?

If your company has multiple organizations it does business on behalf of, you would be able to switch your account between those organizations without logging out.

How will we add individuals to our organization?

To add new users to do work in MyAccount for your organization, you will go under your Organization Profile and Add Users with one or more roles.

We make payments through SAW now, will we need an additional WSGC login?

No, you will still use SAW to login to MyAccount. MyAccount is the application where you pay today, and you will continue to pay in MyAccount after these changes go live. Your super user will have the ability to assign someone to just make payments or just submit applications instead of everyone in your organization having access to do everything. If that is something you are interested in, those additional users will need their own SAW accounts.

Secure messaging and document sharing

If we get a secure message, will we get notified or have to log in to know it's there?

You will get an email when you receive a secure message. You will log into MyAccount using SAW to see your secure message and respond.

Will secure messaging/communicating through the updated MyAccount be replacing the use of the MFT portal site that is currently used for reviews and requested information?

Our preference is for you to upload documents to MyAccount during your application/submission process, or send via Secure Messaging. Larger files such as software/equipment for TLS or non-TLS submissions will need to be uploaded to our MFT site or the submitters' secure file transfer site to share. MyAccount does have limitations on file size, but documents should not be an issue.

Is there a size limit for uploading documents?

Yes - files must be less than 5MB, but there is no limit to the number of files you can upload.

If messages are sent through secure messaging, is there a way to save those to our computers if we want our own set of records?

Although there is not a 'print' function with the messages, you can use your browser's print option and either print or save as PDF to meet your record-keeping needs.

Payments and billing

Will it take longer for processing if we mail payment as opposed to paying online?

Yes. Your application will show "pending payment" online until we receive and receipt your payment. When your payment is receipted, the application will show as "submitted" and we will begin processing your application. (Note: exact statuses could change as we are still in development, please refer to training materials coming in early 2026 for exact statuses.)

Will we still submit payments as we do today?

Yes, you can still submit payments by mail or online, with additional options. [Watch a video about expanded billing & payment options here](#)

Will licensed employees have the option of paying with credit card or debit card like the organizations will?

Yes, individuals and organizations will be able to make payments with a bank card (debit or credit card). There will be a 2.90% fee for using any bank cards (debit is run like credit).

Will we be able to “pay this amount later” with the ACH option?

You can still submit your application or renewal and sign back into your MyAccount to make a payment at a later time. If you are making a Quarterly License Fee (QLF) payment, you will be able to schedule a payment to process at a later date, as long as the date you choose is before the QLF due date.

What credit cards will be accepted?

You will be able to use Visa, MasterCard, American Express, and Discover bank cards (debit or credit cards) when we go live. There will be a 2.90% fee for using any bank cards (debit is run like credit).

How will I know my credit card payment is safe on your website?

When you select the option to pay online with your bank card, a secure window that is directly connected to our bank card processor (Key Bank). As a result, we never store your bank card information in our system. Key Bank will authorize your payment and protect your information.

My organization is outside of the United States or would otherwise like to pay by wire. Will this be possible?

Yes. You will be able to send a secure message requesting to pay by wire. If your request is approved, it will be added as a payment option for selection in your organization's My Account. Whenever you select that option for payment, information for making a wire payment will be provided in a secure message after you confirm your intention to pay. Your organization is responsible for paying any wire-related fees your financial institution may charge.

Can I print an invoice (to save for our records) and then pay by ACH Check?

The system requires you to select a method of payment before an invoice is available. We are working on a different option – the ability to print a customer statement to show amounts due.

Licensing

Will we be able to print our license?

Yes, you will still be able to print your license letter as you do today.

Will we still need to mail fingerprint cards?

Yes, you will continue to mail fingerprint cards. This is a requirement by Washington State Patrol.

When we renew, will we see more than the currently expired license? Like ones that will be coming up for renewal soon?

You will be able to see all your licenses, active and expired. The active licenses will show the date they expire, and if it's within 90 days, you will be able to renew one at a time.

If we renew multiple employee licenses, will the invoice show their names?

Yes. The Payments Due section in MyAccount will show individuals names. After you select which items to pay and commit to pay (i.e. pay online or select to pay by check) the invoice will be available to view, print, or download from the Payment history section and will provide those individual names, as will the View Details option in the Payment history section. Emailed payment confirmations will only provide a summary of the amount paid.

Will a Gambling Commission packet (photo, ID, JIS docket) still be required to be uploaded when paying for a new license?

You will have the option to upload this information with your online application, or you can submit later via secure messaging or U.S. mail.

Is the physical paper application for new licensees going to change or be updated in any way?

For the most part, the application will be the same. There may be some minor changes, and the application form online will be updated accordingly.

What will happen to any pending applications submitted using the old system once the new system goes online?

Stay tuned, we are finalizing the planning around this.

Miscellaneous

Where can I watch the demonstration of the changes coming to MyAccount?

You can [watch the full demonstration here](#), or watch shorter, functionality-focused videos in [this playlist](#). The [slide deck presented is here](#).

Will there be additional fees for name changes?

There won't be additional fees for changes.

How will I submit a name change in the new system?

While almost all applications will be online, most of the change applications will be temporarily offline until we can get them configured in the new system after go live. We are still working out the details and process, but you would download the form online, fill it out and then upload it through secure messaging and pay online after we enter it. Otherwise, you could print it, complete it and mail it to us with payment or. .

Will there be a transition from the old system to the new system, or will the Gambling Commission “flip the switch”?

Since we cannot maintain both systems with new applications and case data, we will “flip the switch” from the old systems to the new system. In addition, we are planning to have a short period of time where neither system will be available, in order to move all data from the old system to the new system. Stay tuned for more details on this.

Will self-exclusion be part of the updates?

Yes. If you have self-exclusion permissions, it will be available to you in the updated MyAccount.

Submissions

Does this mean all changes for internal controls will be done online?

Yes, you will submit internal controls online under Other Submissions. Stay tuned for more in training.

Tribal partners

Our tribe is switching to the registration process, will these changes apply to us?

Yes, this will apply to all tribes who work with us online (you can still pay by mail). If your tribe chooses to register/certify/send eligibility with paper, this won't apply to you.

Can a Tribal Gaming Agency (TGA) Deputy Director be a super user as well?

Yes, the TGA Director can assign additional super users.

Will we be able to view more than two years of history of case reports?

Due to the storage required, we won't be able to hold more than two years of history of case reports in MyAccount. We recommend TGAs download case reports and maintain them with their own records.

Will we be able to print our certification/eligibility letter?

Yes, you will still be able to print your certification/eligibility letter as you do today.

Will the updates to MyAccount change the annual licensing review process for eligibility or registration tribes?

No.

Can a tribe work with an employee or applicant to have them pay the application fees with their own account or bank card?

We do not require that an account or bank card belong to the organization making payment. If a tribe wants to work with their employees or applicants to enter their payment information, that process and arrangement is between the tribe and the individual.

Will the updates to MyAccount be the same format for tribes who use state registration?

The MyAccount interface will have different navigation and options for tribes depending on if they use registration, certification or eligibility.

Who is supposed to sign the attestation of being a tribal member?

The person who is completing the application/registration/certification will be asked to sign the attestation that the applicant is a tribal member.

Resources

[Find out more about the project](#)

[Sign up for email updates from Gambling Commission](#)

Send questions/comments/concerns to polarisproject@wsgc.wa.gov