



# Washington State Gambling Commission

Protect the Public by Ensuring that Gambling is Legal and Honest

## Account Management User Guide - Non-Tribal

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# Overview: MyAccount

**MyAccount** is a secure, self-service web portal that allows authorized external users to manage their gambling-related activities with the Washington State Gambling Commission (WSGC).

To begin using MyAccount, new users must first register for an account through Secure Access Washington (SAW), the State of Washington's centralized login system for accessing various government services. Once registered, users can request one or more access roles. Each role grants specific permission based on the user's responsibilities within their organization.

## Accessing SAW website

Follow these [steps](#) to create and access your MyAccount profile. A [training video](#) is also available to guide you through logging in to MyAccount.

# Roles and Permissions

MyAccount assigns access based on predefined user roles. Each role grants a specific set of permissions tailored to the responsibilities of the user within their organization. This role-based access ensures secure, structured, and efficient interaction with the system's features.

## 1. Super User

The Super User has the highest level of access within the organization. This role is typically assigned to a key administrator who is responsible for overseeing and managing all operations associated with the organization's activities in MyAccount.

### Key permissions include:

- Manage and approve all application types
- Add, update, and remove user access within the organization
- Maintain employee gambling related records
- Submit and track hardware/software submissions
- Monitor and complete billing and payment processes

## 2. Secondary User Roles

Secondary Users have limited access tailored to specific functional needs. These roles are ideal for operational staff involved in submission, reporting, or payment-related tasks.

- **General Submitter:** Can create and submit license applications, internal controls and manage submission requests, but cannot manage other users.
- **Payment Submitter:** Restricted to managing financial transactions such as paying invoices and completing payments for submissions or applications.
- **QLR Filer:** Authorized to prepare and submit Quarterly License Reports (QLRs), including uploading associated documentation.

## 3. Employee

The Employee role is designed for individuals to apply for their own license applications with their individual MyAccount. This role will be attached to the employing organization's MyAccount.

### Key functionality includes:

- View and update personal license information
- Track the status of their license applications or renewals
- Report criminal history or civil action

## Portal Features

The portal is organized into several functional areas that support key activities related to gambling regulation. Each feature allows users to perform specific tasks based on their assigned role.

### 1. Account Management

This section enables users to manage organization-level details and user access within the system.

- 1) **Manage Accounts** – Add, update, or deactivate business accounts.

**2) Manage Employee Account** – Update and maintain employee profiles and their associated licensing records.

2. Licensing - see applicable Licensing User Guides

3. Submissions- see Submissions User Guide

4. QLR (Quarterly License Reports) – see QLR User Guide

5. Billing and Payment- see Billing and Payments User Guide

# MyAccount Homepage

- Go to MyAccount Portal using the link: [Home](#)
- Home page gets displayed with links to following pages:
  - Report Illegal Gambling Activity
  - Search for approved gambling equipment, software, game rules
  - License Lookup
  - Request Public Records
- Other links on the home page are directed to the links on WSGC website:
  - [Subscribe Here](#)
  - [User Guide](#)
  - [Contact Support](#)
  - [FAQ](#)

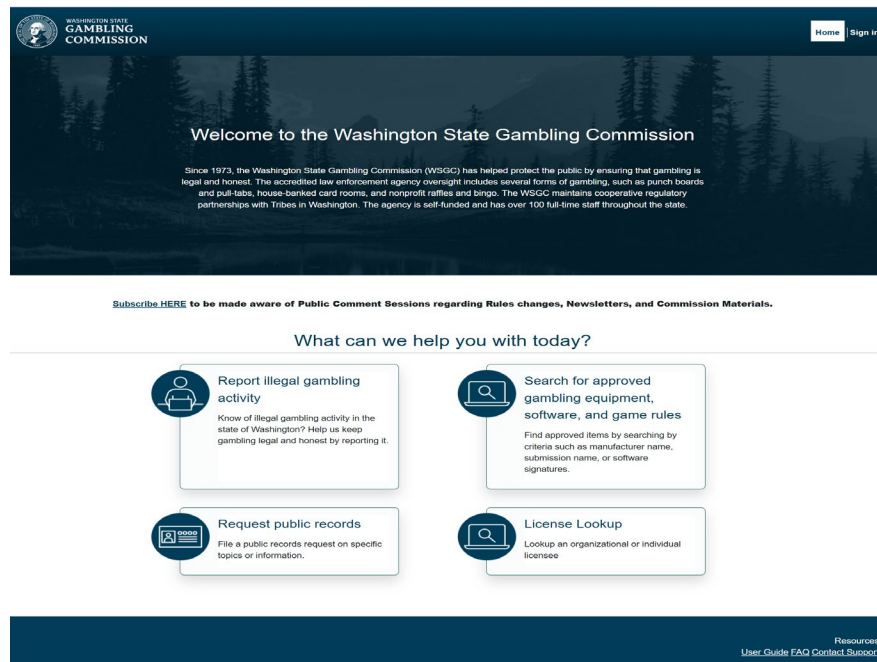


Figure 1. MyAccount Homepage

**Note:** The home page remains the same after user logs in.

# 1B. Account Management

## Overview

The **Account Management** feature in MyAccount is a core component that allows external users to manage their association with both individual and organizational gambling-related records. It acts as the entry point for users to request access roles, view organizational details, manage licensing information, and securely communicate with the Washington State Gambling Commission (WSGC).

Designed with flexibility and compliance in mind, this module ensures that access permissions are clearly defined and linked to each user's responsibilities within their respective organization. It enables streamlined onboarding and accurate account maintenance for all portal users.

## Purpose

This section is intended to help users understand and utilize the Account Management tools available in MyAccount. It offers guidance on navigating profile settings, managing organization association requests, accessing user dashboards, and using the Secure Message Center.

By understanding the capabilities of this system, users can ensure they are correctly aligned with their organization's activities and that all account data remains up-to-date and compliant with WSGC requirements.

### Key activities covered in this section:

- Submitting a **Create Organization Association Request**
- Approving association **requests for Super Users**
- Switching between **user profiles** based on organizational roles
- Navigating **Dashboards**
- Viewing and updating the **Organization Profile Page**
- Accessing and editing the **Individual Profile Page**
- Using the **Secure Message Center** for correspondence
- Sending, receiving, and replying to secure messages

## Applicable user roles

Access to MyAccount is determined by the roles assigned to a user, with each role granting a specific set of permissions that reflect their responsibilities within their organization. The specific roles and permissions for the **Super User**, the **Secondary User**, and **Employee** are outlined [here](#).

### 1B.1. Manage Organizations

This section guides users through the complete workflow of linking themselves to an **organization** in the system, **switching between active profiles**, and accessing **organization-level dashboards and data**. By understanding this process, users can ensure they are appropriately connected to their organization and can participate in compliance-related activities such as licensing, submissions, and payments.

#	Use Case	User Role
1)	Create Organization Association Request	Super User, Secondary User, Employee/Individual Users
2)	Approve Org Association Request	Super User
3)	Switch Profile	Super User, Secondary User, Employee/Individual Users
4)	Dashboards	Super User, Secondary User, Employee/Individual Users
5)	Org Profile Page	Super User, Secondary User (General Submitter)
6)	Individual Profile Page	All users
7)	Accessing Secure Message Center	All users
8)	Create Secure Message	All users
9)	View Secure Message thread	All users
10)	Add Organization Contacts	Super User
11)	Add Secondary Users or Individual users	Super User

<b>12)</b>	Updating Personal Information	All users
<b>13)</b>	Updating Organization Mailing Address	Super User
<b>14)</b>	MyAccount Admin	GMB staff who are authorized to have MyAccount Admin login credentials
<b>15)</b>	View Self-Exclusion List	User with Self Exclusion role
<b>16)</b>	Create New Org Request	All users

Table 1. User Role Functions

### 1B.1.1. Creating Organization Association Requests

**1. Log in to MyAccount**

- Access MyAccount using your registered Secure Access Washington (SAW) credentials.

**2. Initial View**

- Upon first-time login, the dashboard will appear empty since no organization association has been established.

**3. Access the Profile Section**

- Click on your **Username** in the top-right corner of the screen.
- From the dropdown menu, select **“Profile.”**

**4. Initiate the Request**

- On the **Profile** page, navigate to the section labeled **“Create Organization Request.”**
- Click on the **“Create Organization Request”** button to begin the process.

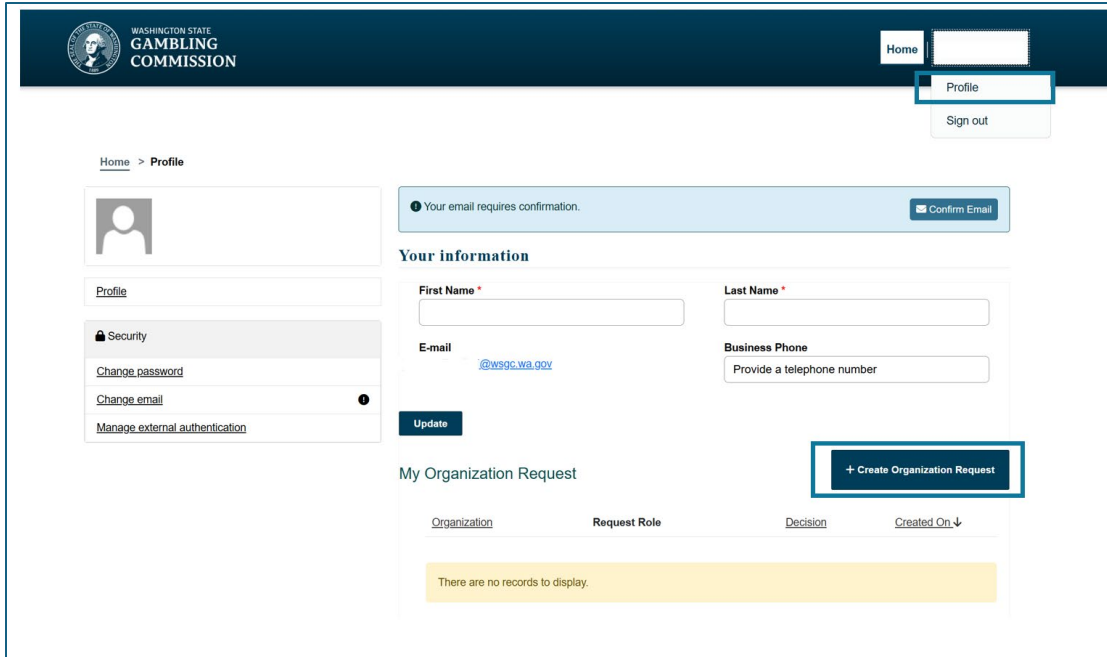


Figure 2. Creating an Organization Request

## 5. Form Completion and Submission

- Once the **“Create Organization Request”** button is selected, a pop-up form titled **“Create Organization Request”** will appear. Users must complete the following fields:
  - **Request By:**
    - This field is automatically populated with the name of the logged-in user initiating the request.
  - **Organization:**
    - Use the search functionality to locate and select the organization with which you are affiliated.
    - Begin typing the organization's name to view available matches in the dropdown.
  - **Request Role:**
    - From the dropdown list, select one or more roles you are requesting for your organization.

- Role options may include Super User, Secondary User, or Employee/Individual, depending on your responsibilities.

Figure 3. Organization Request

#### 6. After filling in the required fields:

- Click **“Submit”** to send the request for approval.
- The request will be logged in the My Organization Request grid, visible on your Profile page.

Organization	Request Role	Decision	Created On ↓
NorthWest Classic Casino	Employee	Pending	2/20/2026 10:32 AM

Figure 4. Logged Organization Request

**Note:** If you try to submit the same user request again – for same organization and same role, the system gives the error as shown in the screenshot.

**Create Organization Request**

✘ You already have this role associated with the selected organization, or a request is currently under review. Please wait for the outcome before submitting again.

**Request By:**  
Kesha Nirmal

**Organization: \***  
NorthWest Classic Casino

**Request Role: \***  
Employee

**Submit** **Cancel**

Figure 5. Organization Request Error Message

**Note:** If in Step 5, the organization that you are trying to enter does not exist in the system, “**Create New Organization Request**” text and link get displayed. Follow steps from [Section 1B.1.16](#).

## 1B.1.2 Approving Organization Association Requests

### 1. Log In as Super User

- The designated Super User should log into the MyAccount portal using their registered SAW credentials.
- Upon login, the dashboard will automatically display a section titled “**Pending User Request List.**”

### 2. Review Pending Requests

- Within the **Pending User Request List**, each row represents a user’s request to join the organization.
- Review the information provided, including the requester’s name, requested role, and associated organization.

### 3. Initiate Action

- In the **Action column**, click on the **arrow icon** next to the pending request to initiate a decision.
- A confirmation dialog will appear, prompting the Super User to choose between **Approve** or **Reject**.

#### 4. Provide Comments and Confirm

- Regardless of the selected action, the system will prompt the Super User to enter a brief comment justifying the decision.
  - Example: “Approved – internal compliance officer” or “Rejected – role not applicable.”
- After entering comments, click **“Confirm.”**

#### 5. Post-Decision Updates

- Once approved, the request is marked as **Approved** in the “My Organization Request” grid on the requester’s Profile page.
- The requester will now see the **“Switch Profile”** option, enabling them to access dashboards and features tied to the approved role and organization.

### Important notes

- Only users with **Super User privileges** can approve or reject organization association requests.
- Comments entered during approval or rejection are stored in the system for audit purposes.

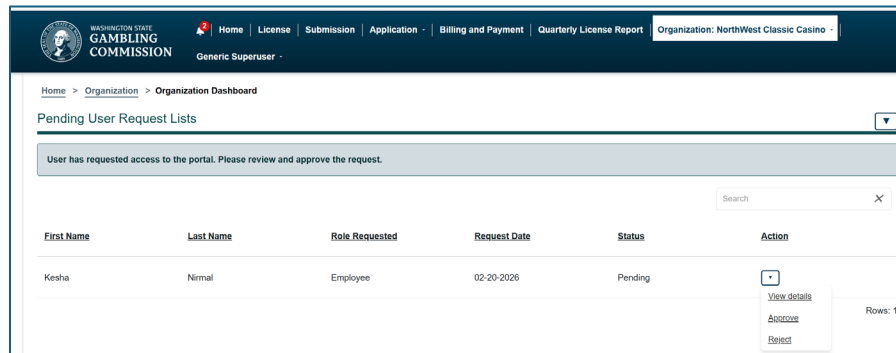


Figure 6. Pending User Request Lists

**Approval Confirmation**

Are you sure you want to Approve this user's Request for this organization?

**Role Requested:\***

Employee

**Comment:\***

Figure 7. User Request Approval

**My Organization Request** + Create Organization Request

<u>Organization</u>	<u>Request Role</u>	<u>Decision</u>	<u>Created On</u> ↓
NorthWest Classic Casino	Employee	Approved	2/20/2026 10:32 AM

Figure 8. Approved User Request

**My Organization Information** ×

Please select your organization by clicking on "Access". If your organization is not on the list, you can contact the super user of your organization to add you, or if you are an employee of another organization, you can request access.

Organization	Web Roles	Action
14CON LLC	Self-Exclusion Role	<input type="button" value="Access"/>
YAOSHI testing	Super User	<input type="button" value="Access"/>
Kesha October Demo	Super User	<input type="button" value="Access"/>
NorthWest Classic Casino	Employee	<input type="button" value="Access"/>

Figure 9. Approved Roles and Organizations

## 1B.1.3 Switching Profiles

### 1. Access the Profile Switch Option

- After logging into the MyAccount portal, locate your **username** in the top-right corner of the page.

- Click on the username dropdown to reveal the menu options.
- Select “**Switch Profile**” from the list.

## 2. View Available Profiles

- A new screen will appear displaying all user profiles that are currently associated with your account.
- Each profile represents a unique combination of:
  - Organization name
  - User role (e.g., Super User, Secondary User, Employee)
  - Associated permissions

## 3. Identify the Active Profile

- The currently active profile will be **greyed out** and marked to indicate that it is already in use.
- This ensures clarity and prevents duplicate profile selections.

## 4. Switch to a New Profile

- To access a different profile, locate the desired profile from the list and click “**Access**” next to it.
- The system will immediately refresh and display the **dashboard, navigation menus, and permissions** associated with the selected profile.

## 5. Navigate Using the New Role

- Once the profile is switched, you can proceed to perform tasks as permitted by the selected roles such as submitting forms, managing licenses, or processing payments.
- You can return to the Switch Profile menu at any time to change profiles again.

## Important notes

- This feature is only available to users who have **more than one active user profile**.
- Switching profiles does not require re-authentication but does change the scope of access and available features.

- Always verify the active profile before performing submissions or role-sensitive tasks to avoid confusion.

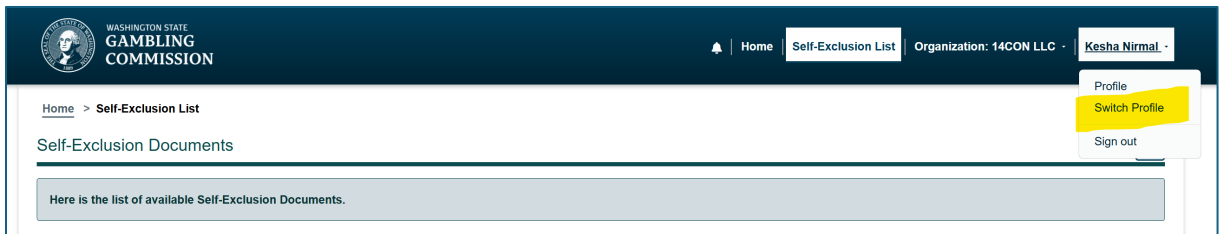


Figure 10. "Switch Profile" Menu Option

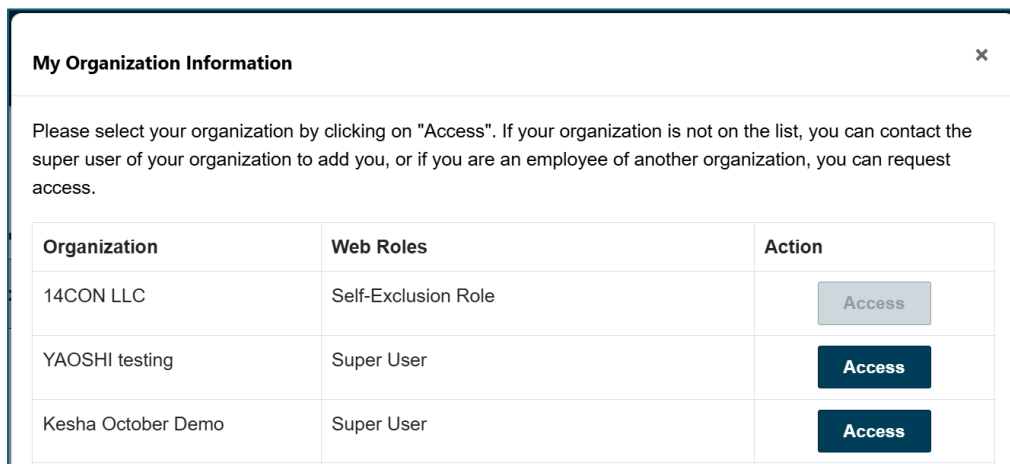


Figure 11. Organization Profile List

## 1B.1.4. Organization Dashboards

### Dashboard access

1. Upon successful login to the MyAccount portal, users are directed to the Portal [Homepage](#).
2. **Navigating to Organization Dashboard**
  - Click on Organization Name on the top menu and select **Organization Dashboard**.
  - This should display the organization dashboard based on the user role the user has for that organization account.

### 3. Switching Profiles

- To view dashboards tied to other organizations or roles, use the **Switch Profile** function.
- Navigate to the username dropdown in the upper-right corner and select **“Switch Profile”**.
- Choose the profile corresponding to your **organization** and click **“Access”**.

## Dashboard layout and navigation menu

The dashboard interface includes a **top navigation menu** with the following tabs:

- **Home** – Returns users to the MyAccount homepage
- **License** – Provides access to license applications, renewals, and withdrawals
- **Application** – Enables users to manage new and pending application submissions.
- **Submission** – Opens submission tools for reporting incidents, malfunctions, and other regulatory updates.
- **Billing and Payments** – Displays invoices, payment history, and tools to make payments or print billing documents.
- **QLR** – Grants access to the Quarterly License Reports and QLR Amendment submission sections.
- **Organization** – Shows the name of the currently active organization profile. Organization dashboard and Secure Messages display information based on organization accounts.
- **Username** – Offers a dropdown of user profile, switch profile and log out options.

## Important notes

- Menu items and dashboard components are **role-sensitive** and will differ depending on the active user profile.
- Ensure that you are operating under the **correct organization and role** before submitting forms or initiating transactions.
- If no organization has been approved for the user, the dashboard will remain empty until access is granted.

- The dashboard snapshots shown below represent different grids, which have been rolled up to fit into a single page for screenshot purposes.

## 1. Super User Dashboard and Menu Options

WASHINGTON STATE GAMBLING COMMISSION

Home | License | Submission | Application | Billing and Payment | Quarterly License Report | Organization: "R" BAR | Certification test CT

Home > Organization > Organization Dashboard

- Pending User Request Lists
- Payments Due
- Pending Applications
- Pending Submissions
- Draft QLRs
- Upcoming Events
- Organization Renewal Reminders
- Gaming Employee Renewal Reminders

## 2. Secondary User – General Submitter Dashboard and Menu Options

This site is private: Only specific people can view this site. [Learn more](#)

WASHINGTON STATE GAMBLING COMMISSION

Home | License | Submission | Application | Billing and Payment | Organization: R PLACE TAVERN | Secondary user GS

Home > Organization > Organization Dashboard

- Pending Applications
- Pending Submissions
- Organization Renewal Reminders
- Gaming Employee Renewal Reminders

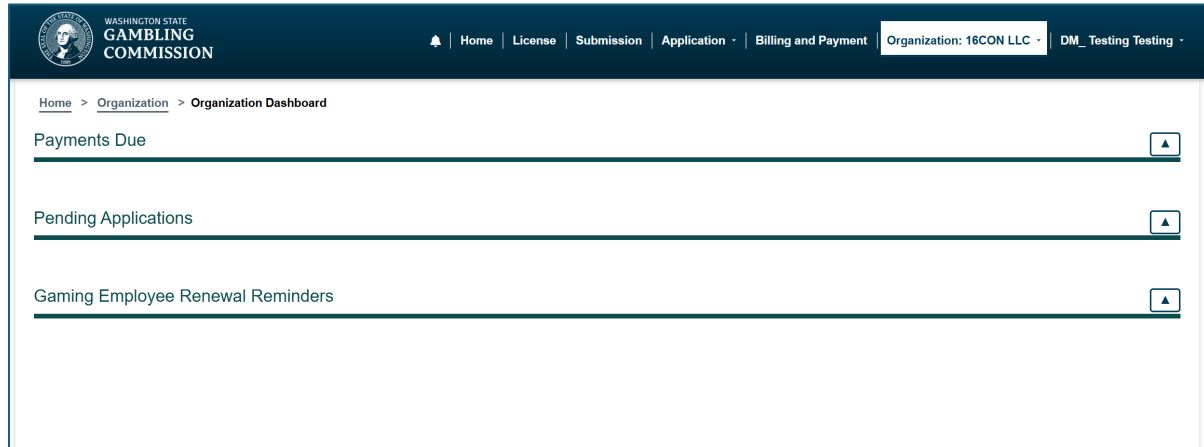
### 3. Secondary User – Payment Submitter Dashboard and Menu Options

The screenshot shows the dashboard for a secondary user with the role of 'Payment Submitter'. The header includes the Washington State Gambling Commission logo and navigation links for Home, Billing and Payment, and Quarterly License Report. The organization is identified as '16CON LLC'. The main content area features three sections: 'Payments Due', 'Pending Applications', and 'Pending Submissions', each with a right-side arrow icon. The breadcrumb trail indicates the user is in the 'Organization Dashboard'.

### 4. Secondary User – QLR Filer Dashboard and Menu Options

The screenshot shows the dashboard for a secondary user with the role of 'QLR Filer'. The header includes the Washington State Gambling Commission logo and navigation links for Home and Quarterly License Report. The organization is identified as '"R" BAR'. The main content area features a 'Draft QLRs' section with a right-side arrow icon. Below this is a message box stating 'QLRs listed below are in draft status and have not yet submitted.' A search bar is present. A table with columns for 'QLR Report Number', 'Quarter End Date', 'Status', and 'Action' is shown, but it contains no records. The breadcrumb trail indicates the user is in the 'Organization Dashboard'.

## 5. Employee Dashboard and Menu Options



### 1B.1.5. Organization Profile Page

#### Accessing the Organization Profile Page

##### 1. Login as a Super User or Secondary User

- Use your SAW credentials to log into MyAccount.
- Ensure that your active profile is associated with the correct organization.

##### 2. Open the Organization Menu

- In the top navigation bar, locate the dropdown displaying the **Organization Name**.
- Click on it and select **“Organization”** to open the Organization Profile Page.

#### Tabs available in the Organization Profile Page

Upon accessing the Organization Profile Page, the following tabs may be visible depending on your role:

##### 1. Organization Summary

- Displays high-level business details such as legal name, DBA (Doing Business As), registration number, business type, and physical address.

##### 2. Organization Information

- Provides linked records and operational context, including:
  - **Contact Persons**
  - **SIH Individuals** (Substantial Interest Holders)
  - **SIH Entities**
  - **CAG Locations** (Commercial Amusement Games)
  - **Contracts**
  - **Warehouses**

### 3. Organization Users

- Shows a list of all users currently associated with the organization.
- Includes key details such as:
  - First Name
  - Last Name
  - Email Address
  - Assigned Role (e.g., Super User, General Submitter, Employee, or Self-exclusion)

## Access levels based on user role

- **Super Users:**
  - Full access to all tabs, including Organization Summary, Organization Information, and Organization Users.
  - Ability to manage user roles and organizational updates.
- **Secondary Users (General Submitter):**
  - Limited access.
  - Can view the **Organization Summary** and a restricted **Organization Information** tab, which includes only the **Contact People** grid.

The screenshot shows the Washington State Gambling Commission portal. The user is logged in as 'Super User' and is viewing the 'Organization Summary' page for 'R PLACE TAVERN'. The page is divided into two main sections: 'Business Information' and 'Operator Information'. The 'Business Information' section contains fields for Business Name (R PLACE TAVERN), Business Number (218854), Business Type (Operator), UBI Number (60237008), Business ID (1), Fiscal Month (dropdown), Email (ssaxena@merpsystems.com), Profit/Non-profit (Profit), Structure (Corporation), and Location ID (1). The 'Operator Information' section contains fields for Purpose (dropdown), Online Waiver (No), Liquor License (LCB Licensed), and IRS code (dropdown). There is also a section for 'Operation Information' with a text input field.

Figure 12. Organization summary

## 1B.1.6. Individual Profile Page

### Accessing the Individual Profile Page

#### 1. Log In to MyAccount

- Sign in using your SAW credentials.

#### 2. Navigate to the Profile Page

- Click the **username dropdown** located at the top-right of the portal.
- Select **“Profile”** from the list.

#### 3. Access Individual Information

- On the Profile page, click on the tab labeled **“Individual Information”** to open the personal data section.

### Tabs available on the Individual Profile Page

#### 1. Professional Information

- Displays the user's employment history and current organizational affiliations.
- Includes the roles held within the organization(s), and the corresponding start dates, statuses, and associated license types (if applicable).

## 2. Personal Information

- Presents basic personal details maintained for recordkeeping purposes.
- Includes information about the user’s personal email address, home phone, address details (physical and mailing addresses) and spouse’s details.

### Purpose and use cases

- Enables users to verify that their employment, license, and role-based information is accurate.
- Supports transparency for audit and compliance purposes.
- Forms the basis for pre-populated data in submissions or licensing applications.

### Important notes

- This page is primarily **view-only**. The user can only update the following details – email address, home phone and address details.
- All users—regardless of role—have access to their own Individual Profile Page.

Home > Profile > Individual Information

Professional Information | Personal Information

#### Employment

Review the list of employment license records below, including organization details, license types, and validity periods.

Search [X]

Organization	License Type	Effective Date	Expiration Date	License Number
R PLACE TAVERN	Card Room Employee	6/24/2025 12:00:00 AM	6/23/2026 12:00:00 AM	062420251913

1 Rows: 1

#### Affiliations

Below is the list of affiliations available for review.

Search [X]

Object	Title in Legacy	Start Date
No Records found.		

1

Figure 13. Professional Information

Home > Profile > Individual Information

Professional Information Personal Information

Alternate Email\*

Home Phone\*

Address Details

Physical Address Mailing Address

Home Address\* Mailing Address\*  Same as Physical Address?

City\* City\*

State\* State\*

Zip\* Zip\*

Update Validate Validate

Spouse

The List below displays the current user's spouse information.

Search X

Primary Spouse	Secondary Spouse	Marriage Date
No Records found.		

< 1 >

Figure 14. Personal Information

## 1B.1.7. Accessing Secure Message Center

### Accessing the Secure Message Center

#### 1. Login to MyAccount

- Use your SAW credentials to access the portal.

#### 2. Navigate to the Secure Message Center

- In the top navigation bar, locate the **Organization Name dropdown**.
- Select **“Secure Message Center”** from the dropdown menu.

#### 3. Viewing the Secure Message Page

- The Secure Message Center opens with two main grids:
  - **Inbox:** Displays all active and draft messages that are in progress or awaiting action.
  - **Closed Secure Messages:** Displays all resolved or archived message threads for future reference.

## Message types and statuses

- **Active Messages:**
  - Can be viewed or replied to.
  - Still open and may require further action or response.
- **Draft Messages:**
  - Messages that were started but not yet sent.
  - Can be edited, sent, or deleted.
- **Closed Messages:**
  - Messages marked as resolved by WSGC.
  - No further replies can be added.

## Notification features

- A **bell icon** located at the top of the portal serves as a notification alert.
- When new secure messages are received, the bell icon updates to indicate unread messages.
- Clicking the bell icon shows a list of new messages in order of receipt (most recent at the bottom).
- Selecting a message from the notification list opens the full message thread in the Secure Message Center.

## Security and compliance

- All message threads are maintained within the portal for audit tracking and user accountability.

- Attachments submitted through the Secure Message Center are stored securely and linked to their respective message thread.

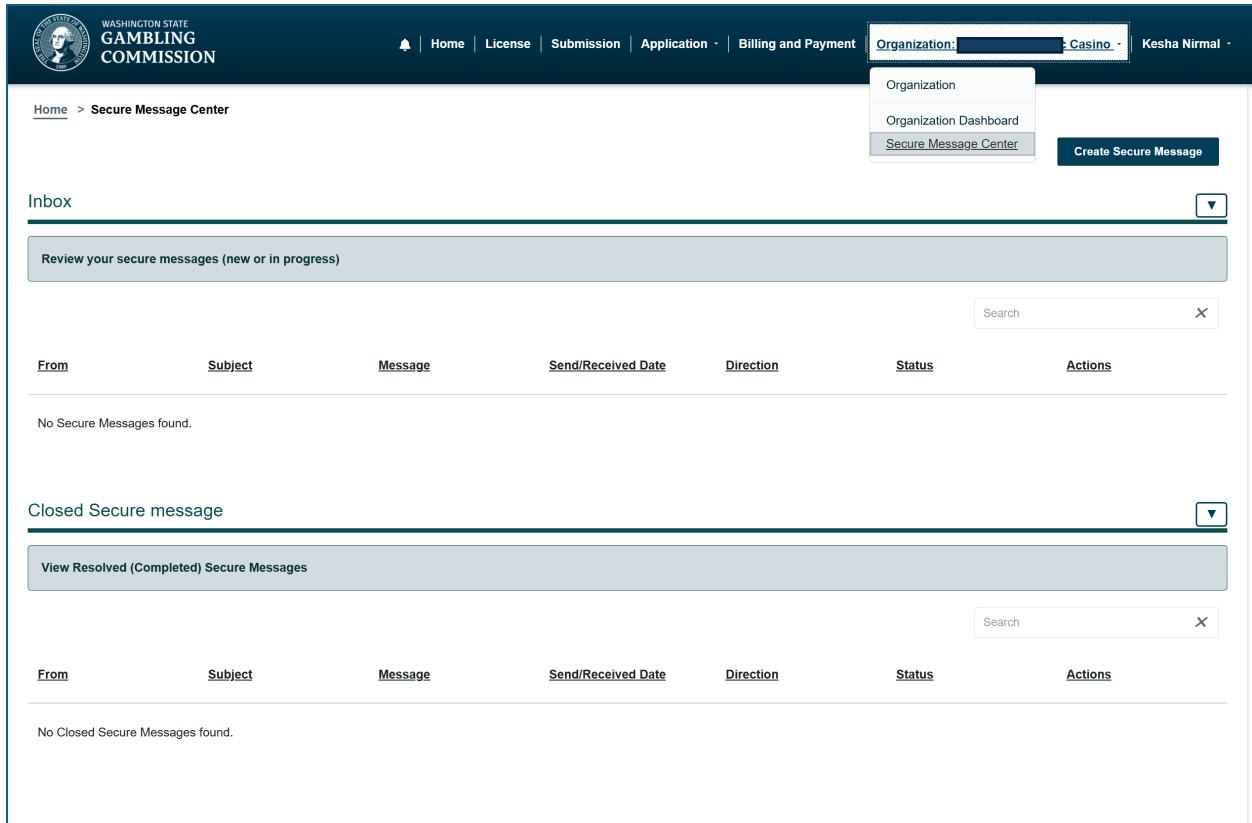


Figure 15. Secure Message Center

## 1B.1.8. Creating a Secure Message

### 1. Access the Secure Message Center

- Log in to MyAccount using your SAW credentials.
- From the **Organization Name dropdown** in the top navigation bar, select **“Secure Message Center.”**

### 2. Start a New Message

- On the Secure Message Center page, click the **“Create Secure Message”** button.
- A new message form will appear.

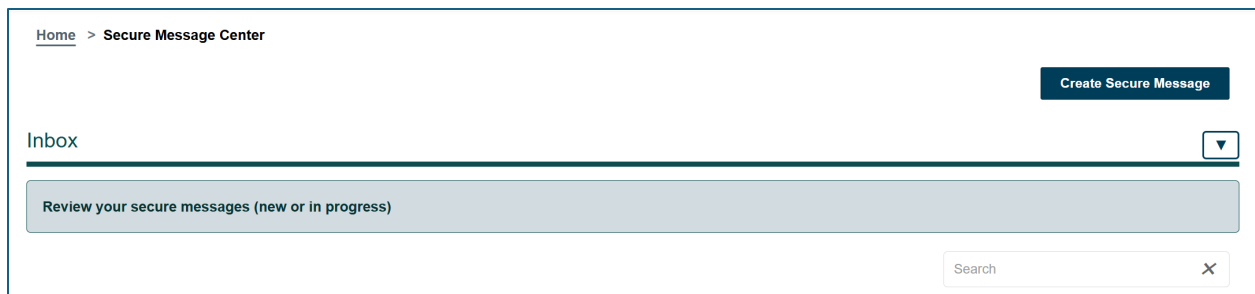


Figure 16. Secure Message Center Inbox

- **Select Subject Category:** Choose the appropriate topic from the dropdown list (e.g., Licensing, Submissions, QLR, etc.).
- **Reference Field:** Based on your selected subject, the system will prompt you to enter a relevant reference number.
  - For example, if you choose *Submissions*, the system will request a **Submission Number**.
- **Subject:** Enter a concise subject line summarizing the purpose of your message.
- **Message Body:** Enter the detailed content of your inquiry or request.
- **Attachments:** Upload any supporting documents relevant to your message (PDF, Word, Excel, etc.).

### 3. Submit the Message

- Once all required fields are filled out, click **“Send.”**

- A confirmation dialog will appear asking you to verify that you want to send the message.
- Click **“Send”** again to finalize sending the message.
- You will receive final confirmation indicating that the secure message was sent successfully.

## Important notes

- All messages sent through the Secure Message Center are archived and cannot be deleted.
- Users can return to the **Inbox** to view or continue a conversation thread.

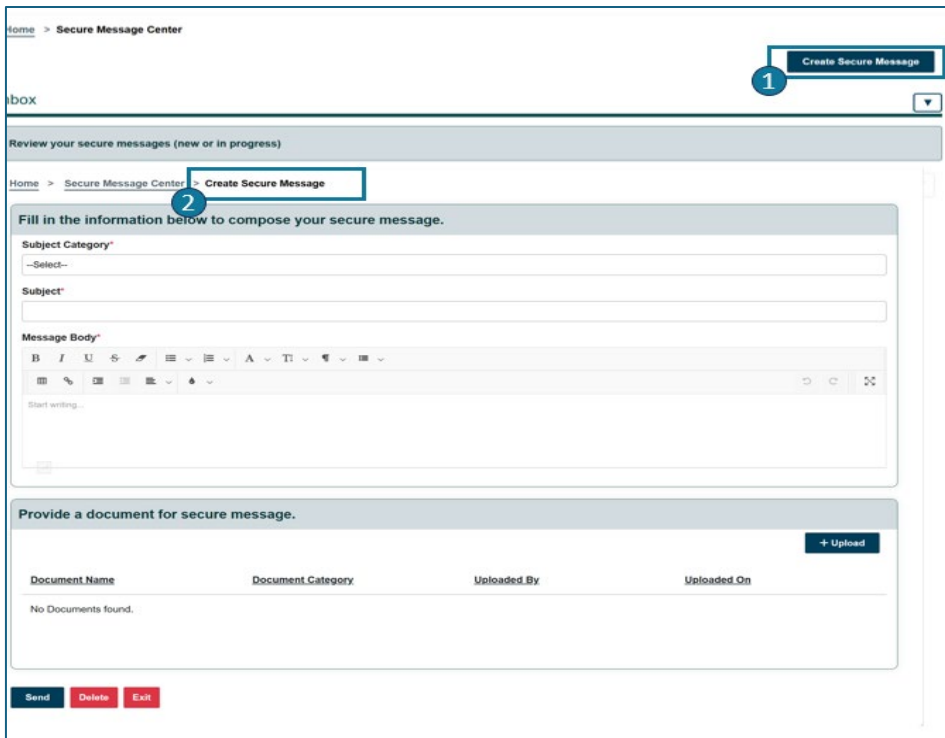


Figure 17. Creating a secure message

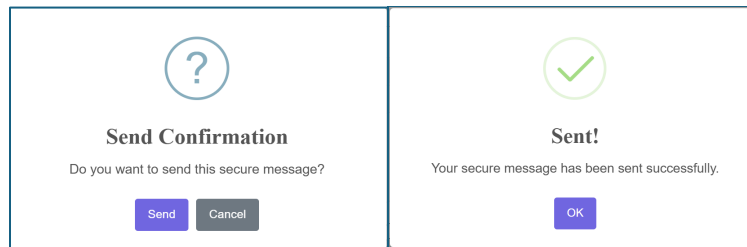


Figure 18. Prompt confirming message was sent successfully

## 1B.1.9. Viewing a Secure Message Thread

### How to View a Secure Message Thread

#### 1. Access the Secure Message Center

- Log in to MyAccount using your SAW credentials.
- From the top navigation bar, click the **Organization Name dropdown** and select **“Secure Message Center.”**

#### 2. Locate the Message

- In the **Inbox** grid, find the secure message you wish to view.
- Messages with the status “Active” indicate that they are still open and eligible for response.

#### 3. Open the Message

- Click the **action arrow** in the row of the message.
- Select **“View”** from the dropdown options.

#### 4. Review the Message Thread

- The **View Secure Message** screen displays:
  - The original message content
  - All replies, listed chronologically
  - A grid of **attachments** included in the message thread

### Replying to a message

- To continue a conversation, click the **“Reply”** button within the message view.
- A reply form will open where you can:
  - Enter a new message in the **Message Body**.
  - Attach additional files, if needed.
  - Submit your response, which becomes part of the ongoing message thread.

## Using the notification bell

- A **bell icon** located in the top right corner of the homepage serves as an alert system for new messages.
- When a new secure message is received:
  - The bell icon will display a visual notification.
  - Click the icon to view a list of new or unread messages, sorted by time (latest at the bottom).
  - Selecting a message from this list opens the full message thread directly.

## Important notes

- Only users involved in the message thread can view and respond to messages.
- Once a message is marked as “Resolved” by WSGC, it appears under the **Closed Secure Messages** tab and is read-only.
- Users are encouraged to check the **Inbox** and **Bell notifications** regularly to stay updated on message activity.
- If a draft reply already exists for a message, the user will see the following notification on the UI: **“Please Note: A reply to the message is pending and has not yet been sent. Click on the pencil icon to edit.”** This prompts the user to complete or send the existing draft before creating a new reply. At this stage, the **Reply** button is also hidden.

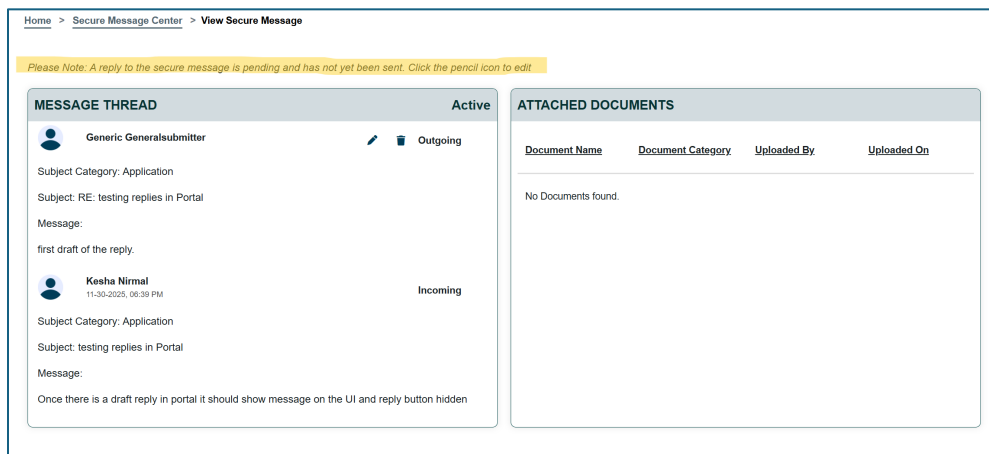


Figure 19. Notification appears when a reply message is pending and has not been sent yet.

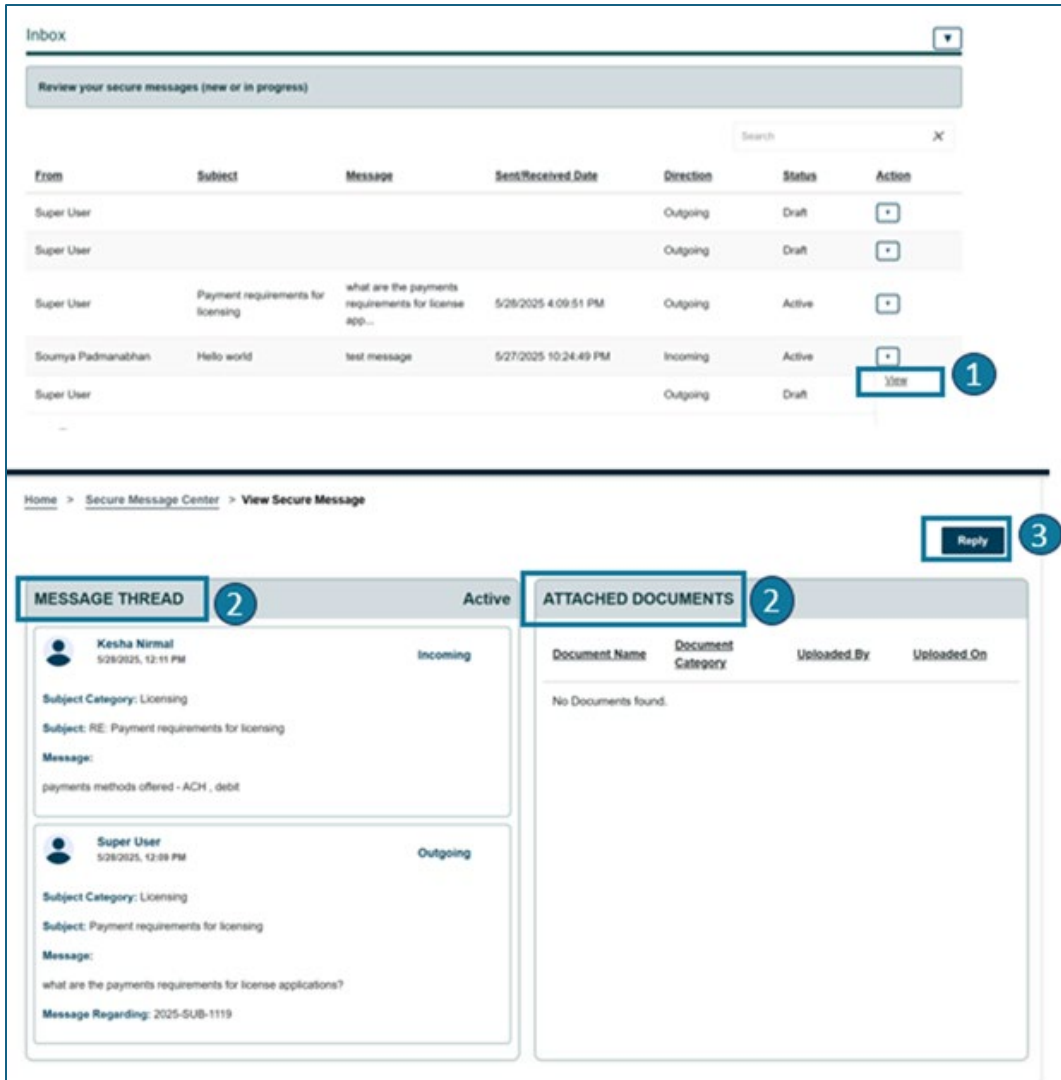


Figure 20. Replying to a message



Figure 21. Bell notification alerting a new message

## 1B.1.10. Adding Contacts to the Organization

### Accessing the Organization Profile Page

#### 1. Login as a Super User

- Use your SAW credentials to log into MyAccount.
- Ensure that your active profile is associated with the correct organization.

#### 2. Open the Organization Menu

- In the top navigation bar, locate the dropdown displaying the **Organization Name**.
- Click on it and select **“Organization”** to open the Organization Profile Page.
- Click on the **Organization Information** tab.
- On the top of **Contact Persons grid**, click on **“Add Contact”**. Add New Contact form gets displayed.
- Fill in the following fields and click Save.
  - ⊖ **Contact Person:** Enter the name of the Contact.
  - **Type Of Contact:** Select the area for which the contact is for: License, Submission, QLR, Financial, Other
  - **Email Address:** Add the Email address for the contact.
  - **Phone Number:** Add the phone number for the contact.
- The Contact gets added to the grid.

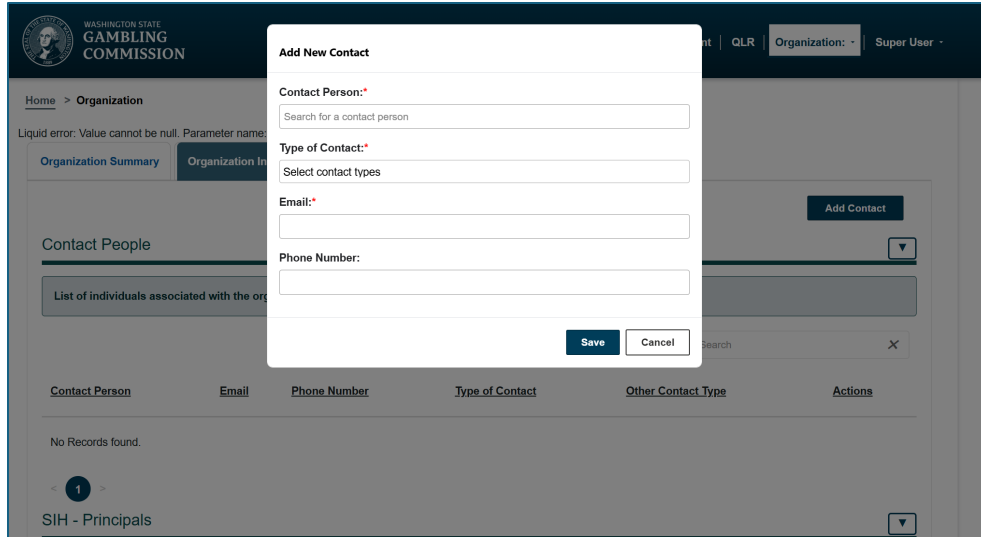


Figure 182. Adding new contact

Home > Organization

Organization Summary | **Organization Information** | Organization Users

**Add Contact**

**Contact People** ▼

List of individuals associated with the organization.

Search ✕

Contact Person	Email	Phone Number	Type of Contact	Other Contact Type	Actions
JOE CHERRYBLOSSOM			Financial		▼
ROBERT CHERRYBLOSSOM			QLR		▼
	todd.taylor@wsgc.wa.gov		License, Financial, QLR, Submission, Other	Test	▼
Tina Allason			License		▼

Figure 23. Contact added to the grid

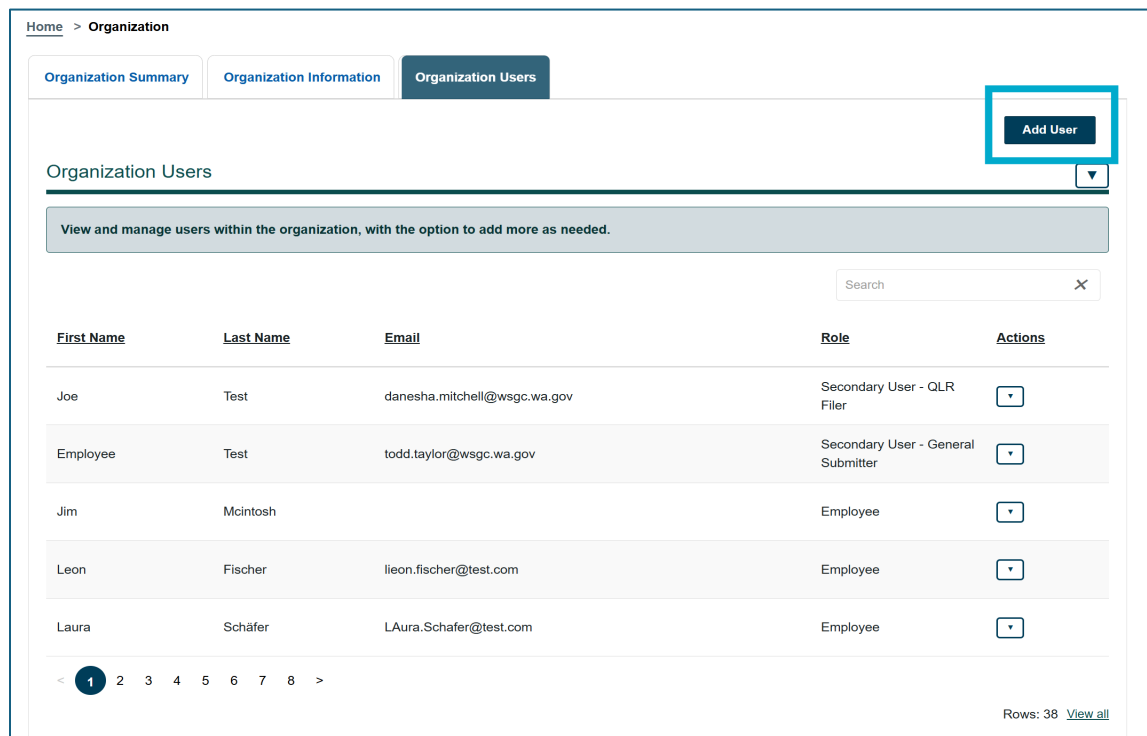
## 1B.1.11. Add Secondary or Individual users to the Organization

### 1. Login as a Super User

- Use your SAW credentials to log into MyAccount.
- Ensure that your active profile is associated with the correct organization.

### 2. Open the Organization Menu

- In the top navigation bar, locate the dropdown displaying the **Organization Name**.
- Click on it and select **“Organization”** to open the Organization Profile Page.
- Click on the **Organization Users** tab.
- Click on the **“Add User”** button on top of the Organization Users grid.



The screenshot shows the 'Organization Users' page. At the top, there are three tabs: 'Organization Summary', 'Organization Information', and 'Organization Users'. The 'Organization Users' tab is active. In the top right corner, there is a blue button labeled 'Add User', which is highlighted with a red box. Below the tabs, there is a search bar and a table of users. The table has columns for 'First Name', 'Last Name', 'Email', 'Role', and 'Actions'. The 'Add User' button is located in the top right corner of the page, above the table.

First Name	Last Name	Email	Role	Actions
Joe	Test	danesha.mitchell@wsgc.wa.gov	Secondary User - QLR Filer	<input type="button" value="v"/>
Employee	Test	todd.taylor@wsgc.wa.gov	Secondary User - General Submitter	<input type="button" value="v"/>
Jim	Mcintosh		Employee	<input type="button" value="v"/>
Leon	Fischer	leon.fischer@test.com	Employee	<input type="button" value="v"/>
Laura	Schäfer	LAura.Schafer@test.com	Employee	<input type="button" value="v"/>

Figure 24. Add user to organization

- **Add New User** form gets displayed.
  - **First Name:** Enter the First Name of the user to be added.

- **Last Name:** Enter the Last Name of the user to be added.
  - **Email:** Enter the email address of the user to be added.
  - **Request Role:** Select the role for the user from the drop down.
  - Click **“Save”**.
- The user gets added to the organization user’s grid.

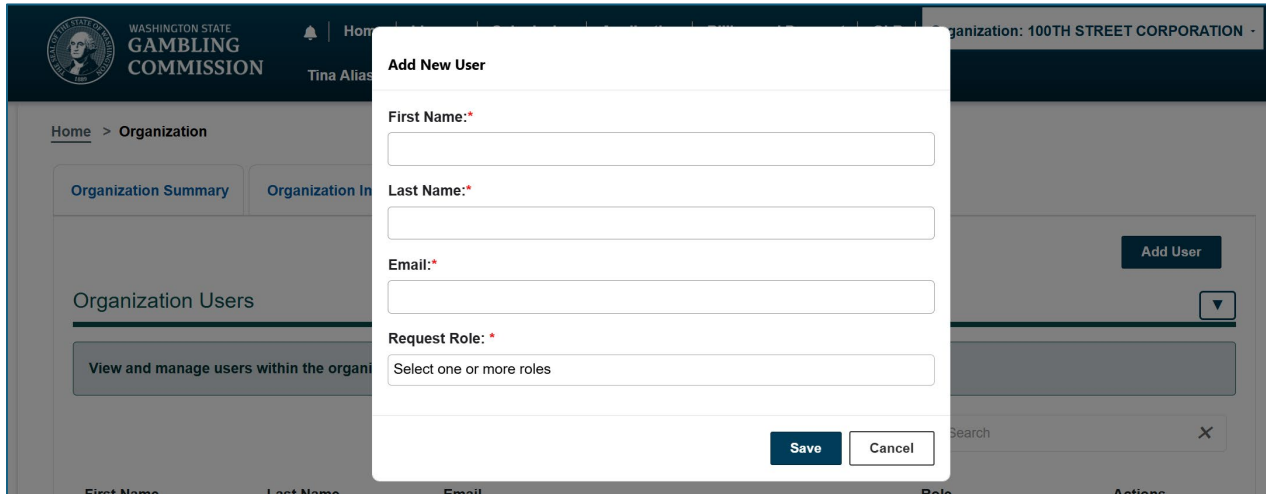


Figure 25. Add New User

**3. If the added secondary user or individual is an existing SAW user:**

- The user shall login through SAW using their credentials.
- Upon successful login, the user shall be presented with the appropriate dashboard and menu options based on their assigned role, along with the correct associated organization name.

**4. If the added secondary user or individual is NOT an existing SAW user:**

- The user shall be notified about how to register with & login into SAW.
- Upon successful login, the user shall be presented with the appropriate dashboard and menu options based on their assigned role, along with the correct associated organization name.

## Edit user (to remove the MyAccount access for any associated user)

- The Super User can remove a user's access by clearing the role from the **Request Role** field when editing the user (via **Edit User** in the **Action** column).

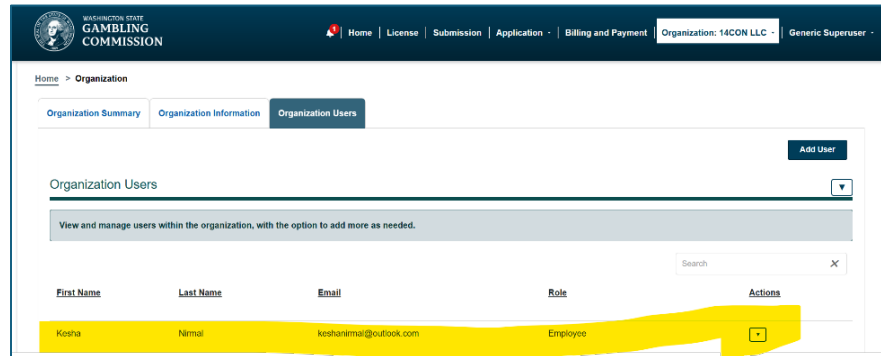


Figure 26. User added to grid

- To remove the user, click **"Edit User"** and clear the role from Request Role field and click **"Save"**. This will remove the record from the Organization Users grid in MyAccount (as that grid only displays users which have web roles)

The screenshot shows the 'Edit User' form. The form fields are: First Name (Keshan), Last Name (Nirmal), Email (keshanirmal@outlook.com), and Request Role (Select one or more roles). The Request Role field is highlighted in yellow. At the bottom of the form are 'Save' and 'Cancel' buttons, with the 'Save' button also highlighted in yellow.

Figure 27. "Request Role" is cleared

Organization	Individual	Web Roles	Created On
TACON LLC	Kesha Nirmal		1/8/2026 8:21 AM
YAO SHI testing	Kesha Nirmal	Super User	10/3/2025 6:16 AM
Kesha October Demo	Kesha Nirmal	Super User	10/3/2025 6:19 AM
CHAMBER OF COMMERCE/WHITE CENTER	Kesha Nirmal	Self-Exclusion Role	10/3/2025 8:57 AM
Puyallup Tribe of Indians	Kesha Nirmal	Super user (TGA Director)	9/29/2025 8:29 AM

Figure 28. Company Associations in individual contact

## 1B.1.12. Updating Personal Information

### 1. Log In to MyAccount

- Sign in using your SAW credentials.

### 2. Navigate to the Profile Page

- Click the **username dropdown** located at the top-right of the portal.
- Select **“Profile”** from the list.

### 3. Access Individual Information

- On the Profile page, click on the tab labeled **“Individual Information”** to open the personal data section.

### 4. Update Personal Information

- Click on the **Personal Information** tab.
- The user should be able to update the following fields:
  - Alternate Email Address
  - Home Phone
  - Physical and Mailing Address
- After making the necessary changes to the fields, click **“Update”** to save them.
- This should update the information, and changes also get reflected in WSGC’s system for that user.

## 1B.1.13. Updating the Organization Mailing Address

### Accessing the Organization Profile Page

#### 1. Login as a Super User

- Use your SAW credentials to log into MyAccount.
- Ensure that your active profile is associated with the correct organization.

#### 2. Open the Organization Menu

- In the top navigation bar, locate the dropdown displaying the **Organization Name**.
- Click on it and select **“Organization”** to open the Organization Profile Page.

### Tabs available in the Organization Profile Page

Upon accessing the Organization Profile Page, the Organization Summary tab is displayed.

#### 1. Update Mailing Address

- Scroll down to the Mailing Address section.
- Update the address fields as needed. Click on **“Update”**.
  - If any mandatory field (with red asterisk **\***) is left empty, a message is displayed to enter the value in the required field.

**The form could not be submitted for the following reasons:**

- Mailing Address: City is required.

**Business Information**

Business Name ECON LLC	Business Number 204258
Business Type	UBI Number 00328190
Legal Entity	Fiscal Month March
Business ID ECON18COMCASTNET	Profit/Non-profit Profit
Email	Location ID Enter location ID
Structure Limited Liability Company	

**Legal Entity Information**

Publicly Traded Indicator  
-- Select Option --

**Mailing Address**

Street1\*  
7724 CENTER BLVD SE 110

Street2  
Enter street 2

City\*  
Enter city

State/Province\*  
VA

Zipcode\*  
98065

Country\*  
United States

Country\*  
KING

Figure 29. Displayed message if a mandatory field is left empty

- A confirmation message appears for the user to confirm the updates to the address fields.

**Business Number**

**Update Organization Confirmation**

Are you sure you want to update these details for this Organization?

**Confirm** **Cancel**

Figure 30. Confirmation message

- Click on **“Confirm”**. Once the updates are made, the following message appears:

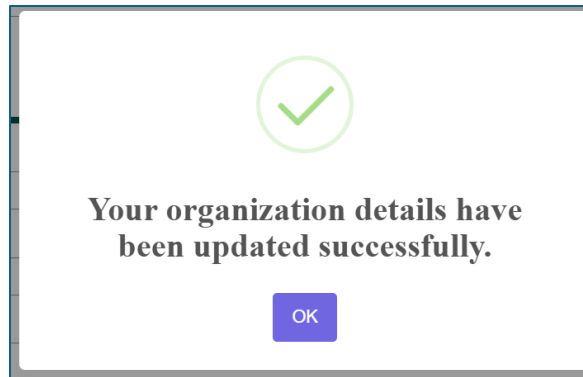


Figure 31. Message confirming organization details were updated successfully

### 1B.1.14. Viewing the Self Exclusion List in MyAccount

- **View the Self Exclusion List**
  - Log into MyAccount as the same user who created the organization association request for self-exclusion role.
  - Once approved for the role by WSGC, upon login, the user shall see the “Self-Exclusion” menu.
  - Click on the Self Exclusion Menu.
    - The Self Exclusion page displays the grid with list of self-exclusion files - both PDF and XLS format.
    - Click on the “**Download**” button to download the file.
      - The file gets downloaded and can be viewed by accessing the file from the Downloads folder.

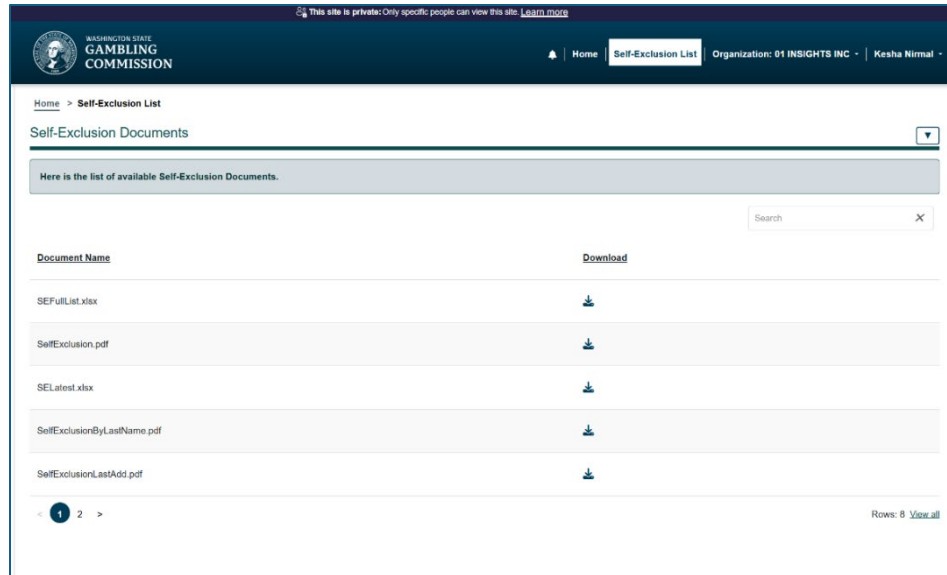


Figure 32. Self-Exclusion documents

## 1B.1.15. Create New Organization Request

- From Step 5 from [Section 1B.1.1](#)
  - If the Organization is not in the system, following message appears on the create organization association request form

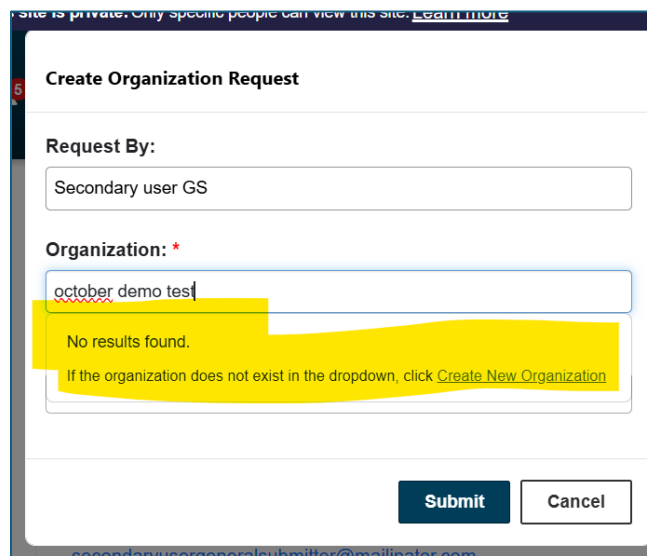


Figure 33. Create organization request

- Click on Create New Organization.

- New Organization Form gets displayed. Fill out all the fields on the form and click Submit.

Figure 34. New organization form

- Upon successful submission, messages appear that the organization has been submitted successfully.

Figure 35. Message confirming organization was added successfully

- Click on OK to the message. The user gets temporary association created in MyAccount for that organization. The user can see following menu options to continue with the Organization License Application.
  - Application
    - This will show either to apply for Commercial or Nonprofit license depending on type of organization selected in the previous step.
  - Billing & Payment
  - Organization: <Org Name>
    - Organization Profile (which will be empty as the profile is still not created in the system)
    - Organization Dashboard (which will be empty as the org profile is not created yet)
    - Secure Messages (this is enabled as this temporary user can send and receive secure messages to GMB staff about license application)
- Click on **Profile** and select **Switch Profile** will show the new organization user for this new organization.

**My Organization Information** ✕

Please select your organization by clicking on "Access". If your organization is not on the list, you can contact the super user of your organization to add you, or if you are an employee of another organization, you can request access.

Organization	Web Roles	Action
R PLACE TAVERN	Secondary User - General Submitter	<a href="#">Access</a>
October Demo Test	New Organization User	<a href="#">Access</a>

Figure 36. Organization list

- New Org License Application (Refer to [Licensing](#) user guide)
- Once the License gets approved, the user who had sent the organization request becomes the super user for the organization.
  - The user sees all menu options and organization dashboard like any other super user.