



Washington State Gambling Commission

Protect the Public by Ensuring that Gambling is Legal and Honest

Licensing User Guide- External- Employee

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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 SecureAccess 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 permissions 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.

Employee

The Employee role is designed for individuals whose primary responsibility is to manage their own licensing records.

Employees can:

- View and update personal license information
- Track the status of license applications or renewals
- Submit personal documentation as required

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- see applicable Account Management User Guide

2. Licensing

The Licensing section is where users apply for, renew, or withdraw various types of gambling-related licenses.

Individual Licenses – Submit and manage applications for personal gambling licenses required for employment.

3. Submissions – see applicable Submissions User Guide

4. Billing and Payment – see Billing and Payments User Guide

2D.1. Licensing

The Licensing feature provides a streamlined, end-to-end solution for managing gambling-related licenses issued by the WSGC. It allows authorized external users to:

- Apply for a New Individual License
- Renew an Individual License
- Withdraw an application

Employees can start a license application in their own MyAccount, and the system will route the application to the employer for signature if the employee is linked to the employer's MyAccount.

2D.1.1. Request to be linked to Employer's MyAccount

If the employee is not yet linked to the employer's MyAccount they can request to be linked.

1. Employee will click on their name in the upper righthand corner and select '**Profile**' from the drop-down menu. User will select '**Create Organization Request.**'

Figure 1. Creating an Organization Request

2. A pop-up box will appear, the user will enter the Organization name; the system will populate licensed organizations from the system, select the correct organization and request the role of **'Employee.'**

Figure 2. Organization Request

3. The Super User for that organization will get the request and either approve or reject. Once the employee is linked as an employee for the organization, Individual applications initiated by the employee will be routed to their employer.

Important note

- If the individual is linked to multiple employers, they must ensure they are filling out the application for the correct employer. The individual can click on their name to switch profiles between organizations.

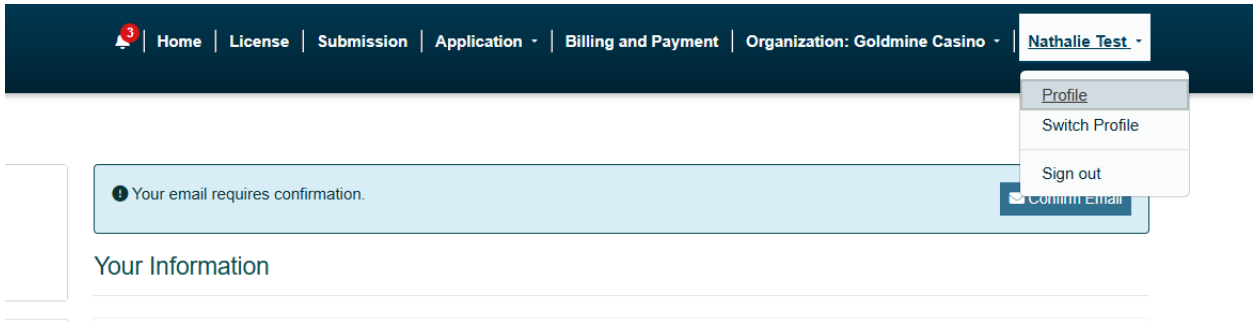


Figure 3. Switching profiles

- Choose the organization the user wants to initiate an application for by clicking on the **'Access'** tab for the correct organization.

Goldmine Casino	Employee	Access
KLM Casino	Employee	Access
Non-Existing Org Test	Super User	Access

Figure 4. List of organizations

2D.1.2. New License Application Initiated by Employee

- From the top navigation menu, click on **Application**.
1. On the **Application** page, select **Apply for a New License**.

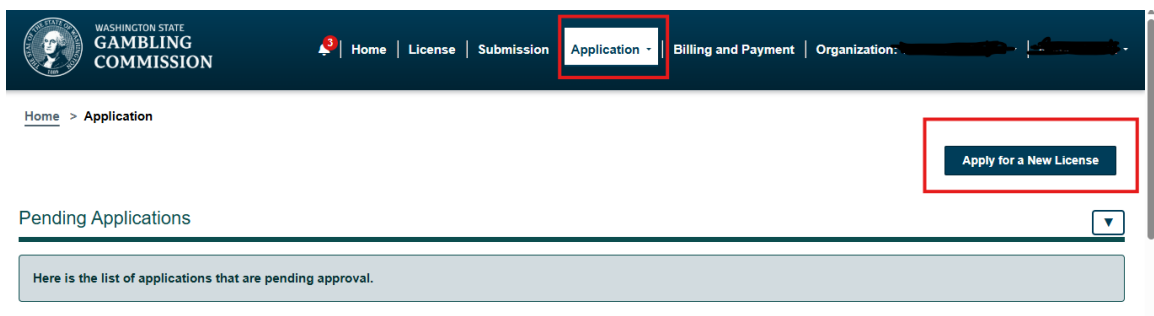


Figure 5. Applying for a new license

2. Select the type of license you are applying for.

Home > Application > Add Application

License Type | Contact Information | License Questions | United States Military Service | Criminal History | Documentation | Applicant Oath

License Type

What type of License are you applying for?*

- Card Room Employee
- Select License Type
- Ancillary Sports Wagering Vendor Representative
- Card Room Employee**
- Commercial Gambling Manager
- Distributor Representative
- Enhanced Raffle Call Center Representative
- Linked Bingo Prize Provider Representative
- Major Sports Wagering Vendor Representative
- Manufacturer Representative
- Mid-level Sports Wagering Vendor Representative
- Nonprofit Gambling Manager
- Service Supplier Representative

Figure 6. List of license types

- Complete the application by filling in the required fields. All fields with a red asterisk (*) must be filled in to submit the application. Questions without a red asterisk that aren't answered will be followed up on by the Licensing Specialist and may delay processing.

2D.1.3. Application Fees

Application Payments

- Once the employer reviews and approves the application for submission the status of the application will change from **'Pending Employer Approval'** to **'Pending Payment.'**
- If employee is making payment, go to the **Application** tab, in the **Actions** column, click on the down arrow box and choose **Make Payment.**

Name	Number	Type	Category	Status	Created Date	Actions
Nathalie Test	2026-APP-1265803	Commercial Gambling Manager	New	Pending Payment	03-26-2026	<input type="button" value="v"/> Make Payment View Application Delete
Nathalie Test	2026-APP-1265553	Commercial Gambling Manager	New	Pending Employer Approval	03-24-2026	

Figure 7. Making a payment

2. You will be redirected to the **Billing and Payments** page, where the appropriate application fee will be displayed in the **Amount Due** column.

Please refer to the Billing & Payments User Guide and/or Training Video on the MyAccount Help page for more information about paying the application fee(s).

2D.1.4. Fingerprint Cards

New Individual applicants must mail us their fingerprint cards. We must receive them before we can approve the application.

When a fingerprint card is received by the WSGC, the status is updated and the task will move from the **Pending Fingerprint Cards** section to the **Previous Fingerprint Cards** section.

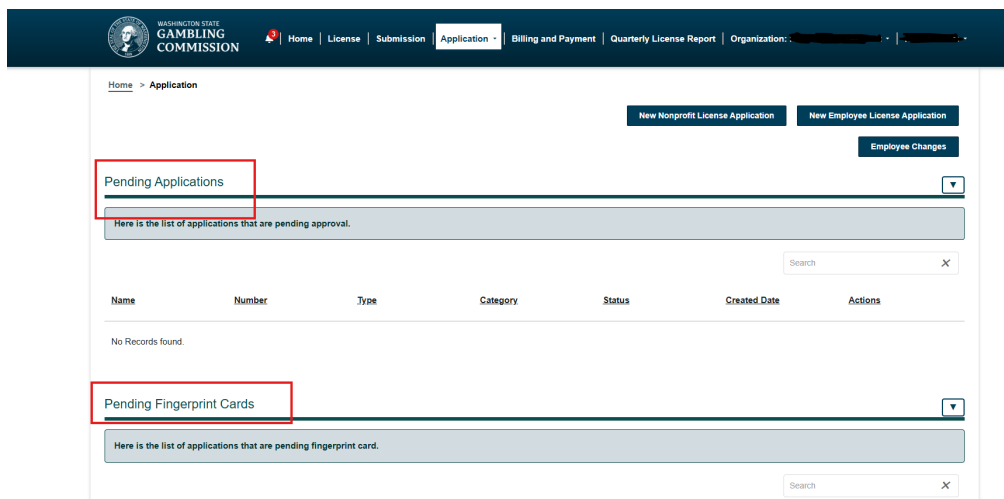


Figure 8. Pending applications and fingerprint cards

2D.1.5. United States Postal Service (USPS) Validation

Overview

United States Postal Service (USPS) validation is available for the physical address and mailing address fields on the application.

From your application in MyAccount:

1. Enter address fields:
 - Address 1: Enter street address

- Address 2: Enter unit number
- City: Enter City
- State: Select a U.S. City from the dropdown options
- Zip Code: Enter the zip code
- Country: Select USA
 - If country selected is Canada or Other, USPS can't validate the international address.

2. Click on the **Validate** button and the system will:

- Check whether an address exists and can receive mail, correct formatting errors, add missing ZIP codes (ZIP+4), and display the USPS suggested address.
- Check if the address is valid, deliverable, and determines errors as follows:
 - If the address is valid but missing information (like unit number).
 - If corrections are available (misspellings, wrong ZIP, etc.).
 - If an address is not found in the USPS database.

3. Confirm the address as entered or use the suggested address and confirm.

Physical Address

Home Address*

4565 7th AVE se

City*

Lacey

Country*

USA

State*

WASHINGTON

Zip*

98503

Validate

Figure 9. Validating the home address

Confirm Address	
Address Provided	
STREET ADDRESS:	4565 7th AVE se
CITY:	Lacey
STATE:	WA
ZIP/POSTALCODE:	98503
USPS Suggested Address	
STREET ADDRESS:	4565 7TH AVE SE
CITY:	LACEY
STATE:	WA
ZIP/POSTALCODE:	98503
<input type="button" value="Cancel"/> <input type="button" value="Use Address Provided"/> <input type="button" value="Use USPS Suggested Address"/>	

Figure 10. Confirming address

4. Sign the Applicant Oath and submit the application.

Applicant Oath

I declare under penalty of perjury, under the laws of the State of Washington, that all information provided on this application is true and complete to the best of my knowledge. I understand that untruthful, misleading, or incomplete answers whether through misrepresentation, concealment, inadvertence, or mistake, are cause for suspension or revocation of any gambling license(s) currently held, or denial of any future applications for a new license.

Signature *

Date *

Figure 11. Applicant Oath

5. The status of the application will be ‘Pending Employer Approval!’

- The application will then be routed to your employer for review, signature, and submission to WSGC.
 1. After reviewing the application, the employer can either **Approve** or **Reject** the application.
 2. If the application is **rejected**, the employer gives a reason for the rejection:
 - **Corrections needed**

- If the employer selects **corrections needed**, the application no longer appears on the employer tab and in the employee MyAccount application tab, the status of the application changes from **'Pending Employer Approval'** to **'Draft'**.
- **Application is no longer needed.**
 - If the **application is no longer needed**, the application no longer appears on the employer or employee application tab.
- If the application is **approved**, the employer can either make the payment for the application or allow the employee to make the payment. The application will be sent to WSGC once payment has been made.

2D.2 Renewal Applications for Individuals

2D.2.1. Individual Renewal Application

This process allows an employee to initiate a license renewal from MyAccount. The renewal button is only enabled if the license is active and within the renewal period.

1. Employee logs in to MyAccount.
2. From the top navigation menu, click on **License**.
3. Locate the license to be renewed.
4. Under the **Actions** column, click on the **Renew** button.

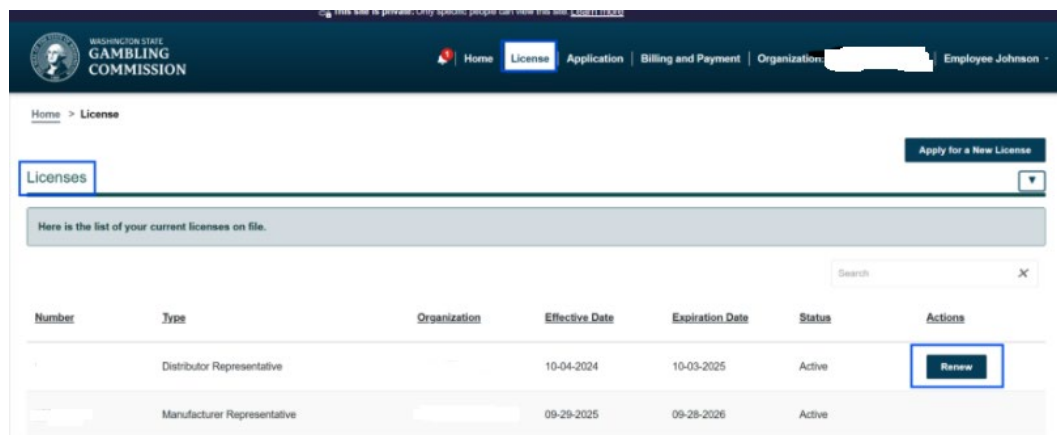


Figure 12. Initiating a renewal application

5. Click **Confirm** on the pop-up, and a renewal application will be created.

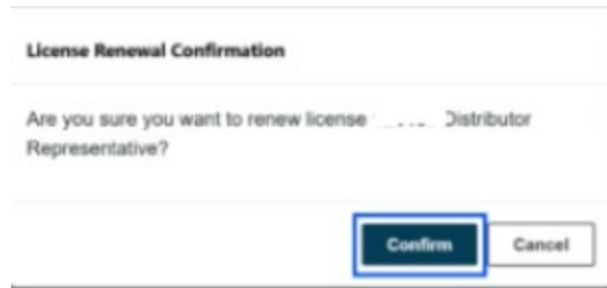


Figure 13. License Renewal confirmation message

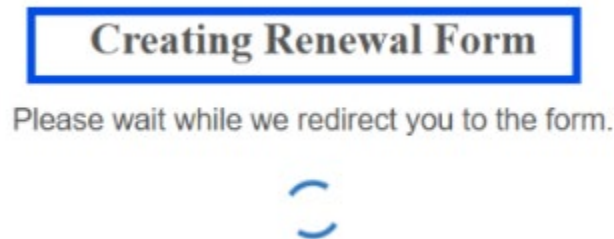


Figure 14. Message indicating a renewal form is generating

6. Complete **Renewal Application** by filling in the required fields. All fields with a red asterisk (*) are required to be completed before you can submit the application. Questions without a red asterisk that aren't answered will be followed up on by the WSGC and may delay processing.
7. After completing the application, the Employee signs the **Applicant Oath** and submits the application.
8. The Employee will immediately be able to make payment for the renewal application fees.

2D.2.2. Application Withdrawals

1. From the top navigation menu, click on **Application**.
2. Under the **Actions** column, "**Withdraw**" will be an option based on the criteria below:
 - o **New Applications:**
 - "**Withdraw**" will be an option under Pending Applications if the application status is '**Under Review**' or '**Submitted**'.

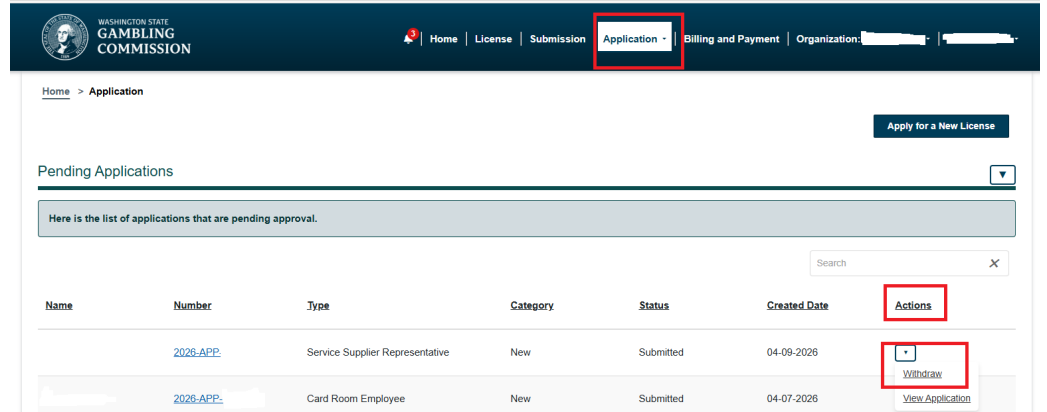


Figure 15. Pending applications list

- **Renewal Applications:**
 - **“Withdraw”** will be an option when the application status is **Submitted** or if the renewal status is **Approved**, and the current date is before the license effective date.

3. Answer the question in the pop-up and submit.

Withdraw Application

Are you sure you want to withdraw this application?

Yes
 No

Figure 16. Withdraw application confirmation message

4. The withdraw request will be routed to the Licensing Specialist assigned to the application.

2D.2.3. Delete an Application with a Draft or Pending Payment Status

1. Navigate to the **Application** page.
2. Locate an application with a **Draft** or **Pending Payment** status.

Pending Applications						
Here is the list of applications that are pending approval.						
Name	Number	Type	Category	Status	Created Date	Actions
	2025-APP	Distributor Representative	Renewal	Pending Payment	08-19-2025	Make Payment View Application Delete
	2025-APP	Card Room Employee	New	Pending Payment	08-18-2025	
	2025-APP	Enhanced Raffle Call Center Representative	New	Pending Employer Approval	08-12-2025	

Figure 17. Deleting an application

3. Select **Delete** under the **Actions** column, and the Delete Application pop-up appears with **'Delete'** and **'Cancel'** options for selection:

Delete Application

Are you sure you want to delete this application?

Delete
Cancel

Figure 18. Deleting an application

4. If **'Cancel'** is selected, the pop-up will disappear, and the application will not be deleted.
5. If **'Delete'** is selected, the following occurs:
 - The application is deleted and no longer visible in the **Pending Applications** section.
 - A confirmation pop-up notifies the user that the application was deleted.

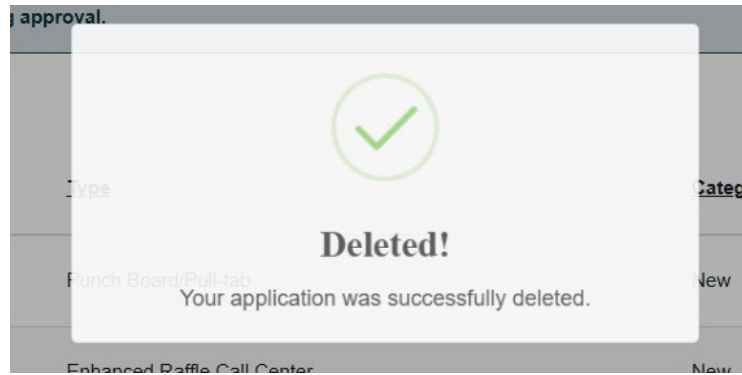


Figure 19. Deletion confirmation message

6. If an employee deletes an application with the **Pending Payment** status, the application is also deleted from the employer's account.
7. If an employer deletes an application with **Pending Payment** status, the application is deleted from the employee account.
8. If an application is deleted with the **Pending Payment** status, the associated payment records will no longer be visible on the **Billing & Payments** page.