Washington State Gambling Commission

Protect the Public by Ensuring that Gambling is Legal and Honest

Licensing User Guide – Non-Profit

Table of Contents

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.

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 license types
- Add, update, and remove user access within the organization
- Maintain employee license records
- Complete submissions such as personnel termination notifications (PTNs) or submit financial statements.
- 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 initiate and submit license applications, and initiate submissions, but can't manage other users.
- **Payment Submitter:** Restricted to managing financial transactions such as submitting fees and processing payments for services 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 whose primary responsibility is to manage their own licensing records.

Key functionality includes:

- 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.

1) **Individual Licenses –** Submit and manage applications for personal gambling licenses required for employment.
2) **Nonprofit Licenses –** Submit and manage applications related to charitable or nonprofit gambling activities.

3) **Renewals –** Renew licenses required for licensed employees or nonprofit gambling operations.
4) **Withdrawals –** Request to withdraw a submitted or active license application.

3. Submissions – see applicable Submissions User Guide

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

2C.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 or Nonprofit License
- Renew an Individual or Nonprofit License
- Withdraw an Individual or Nonprofit application
- Add or re-link an Individual

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

The employee can start the 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.

If the employee isn't 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.'**

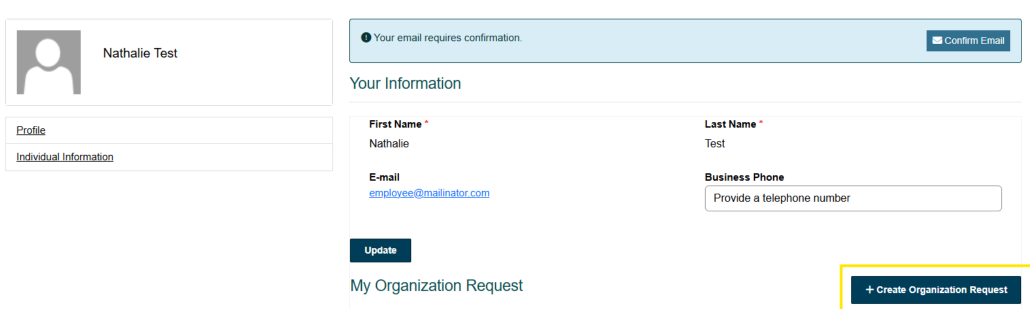

Figure 1. Creating an Organization Request

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.'**

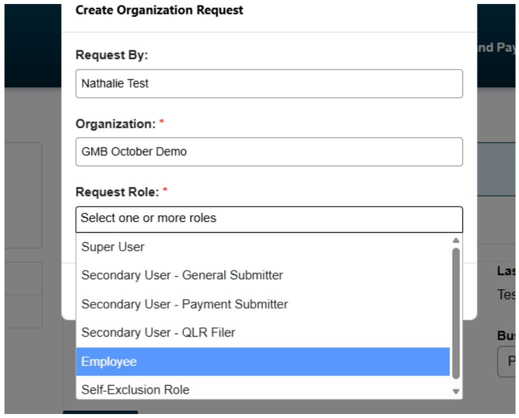

Figure 2. Organization Request

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. See the Account Management user guide for instructions to approve a user role request.

4. 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.

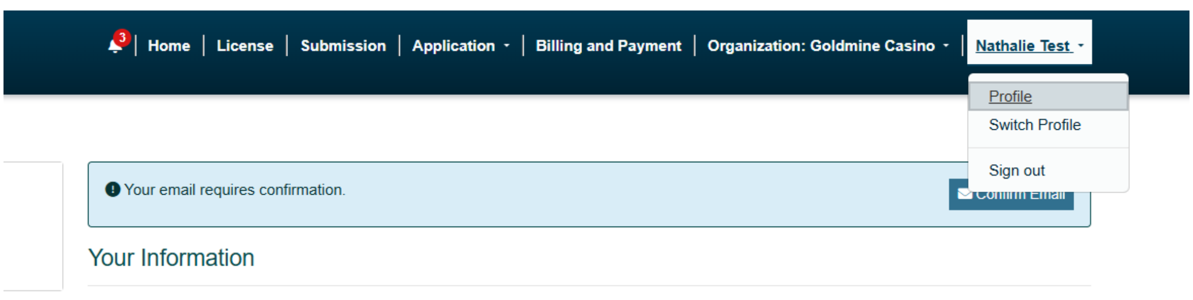

Figure 3. Switching profiles

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

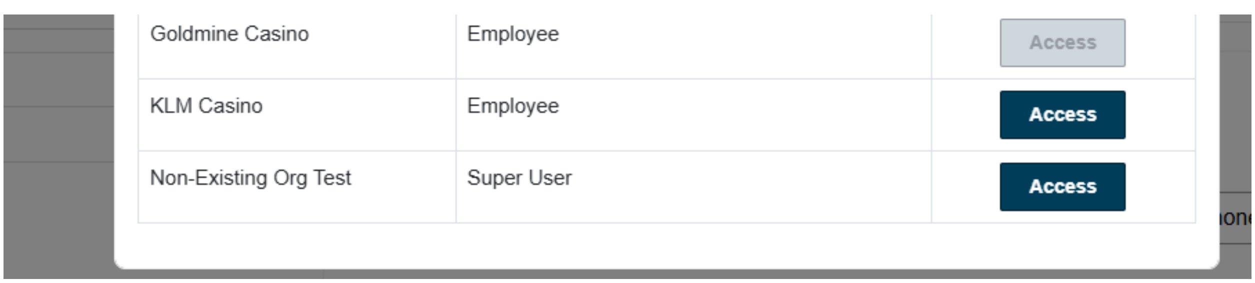

Figure 4. List of organizations

2C.1.2. New Individual License Application Initiated by Employer

As a Super User or Secondary User – General Submitter, follow these steps to submit a New Employee License Application. A [training video] is also available to guide you through submitting new employee license applications.

- As a **Super User** or **Secondary User –General Submitter,** log into MyAccount.

1. From the top navigation menu, click **Application.**
2. On the Application page, select **New Employee License Application.**

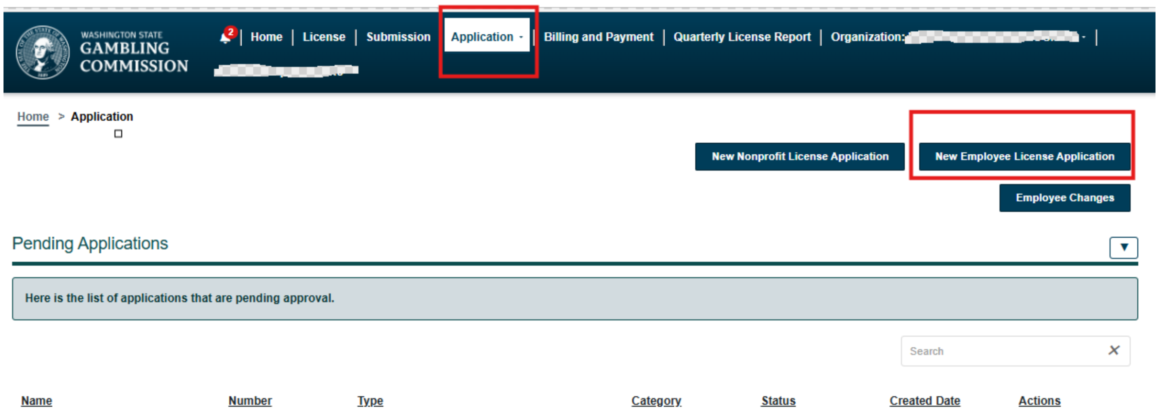

Figure 5. Creating a New Employee License Application

3. Select the type of type of Individual license to apply for.

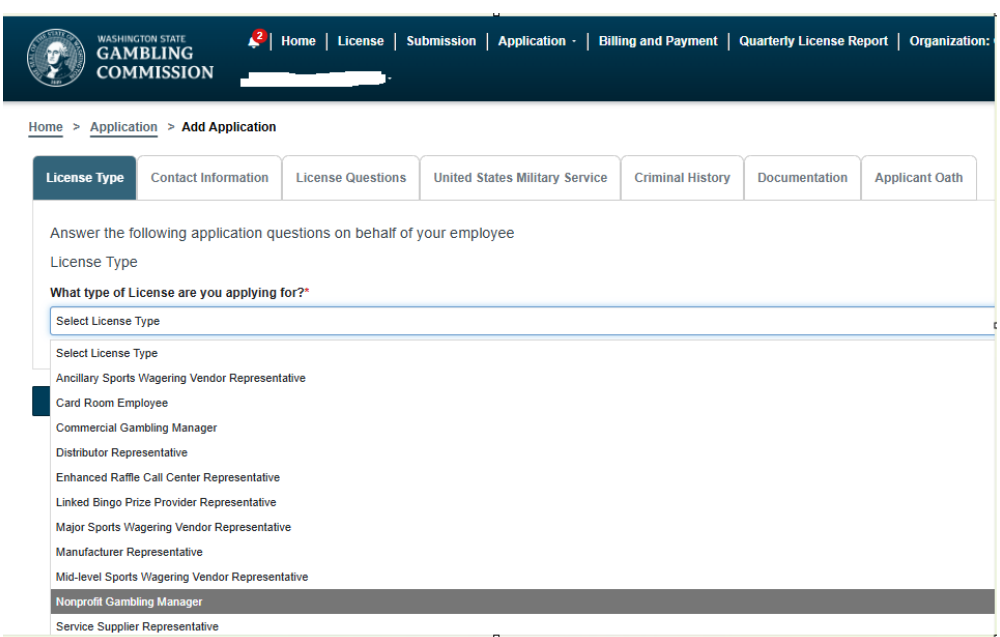

Figure 6. List of license types

4. 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.

   - Sign the **Applicant Oath** and submit the application.
   - Once the application is signed, you can pay for the application.

2C.1.3. New Individual License Application Initiated by Employee

These are the instructions on how to complete a new license application, as the employer, after the employee has completed their part and the application has been routed to you. A training video is also available to guide you through completing new license applications.

- As a **Super User** or **Secondary User – General Submitter**:

  1. From the top navigation menu, click on **Application**. In the drop-down menu, click **"Application."**

  2. On the **Application** page, in the **Pending Applications** section, find the application with the status of **'Pending Employer Approval.'**

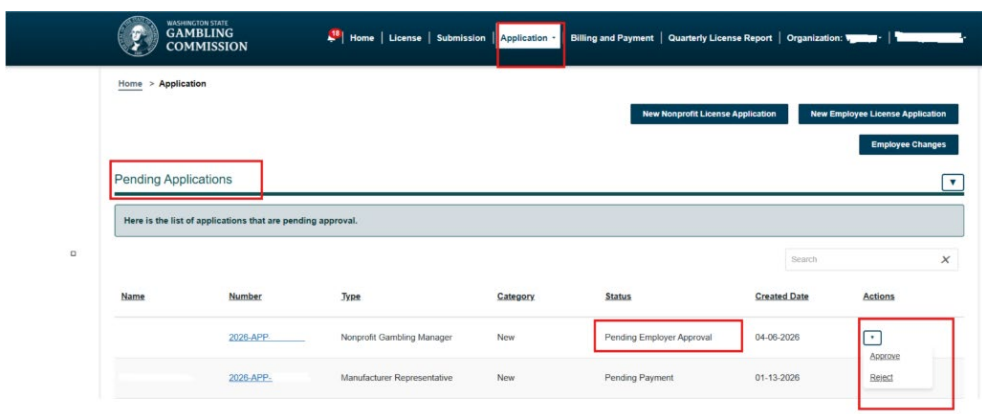

Figure 7. Taking action on Pending Applications

  3. The user can review the application by clicking on the hyperlinked application number in the **Number** column.

  4. After reviewing the application, the employer can either **Approve** or **Reject** the application.

  5. 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 application is in draft status.

- **Application is no longer needed**.

  - If the **application is no longer needed**, the application no longer appears on the employer or employee application tab.

6. 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.

2C.1.4. Application Fee

- As a **Super User** or **Secondary User – Payment Submitter**:

  1. After an application is submitted, if the user selects **Pay Application Fee** on the pop-up, they will be redirected to the **Billing and Payments page**, where the appropriate application fee will be displayed in the **Amount Due** column.

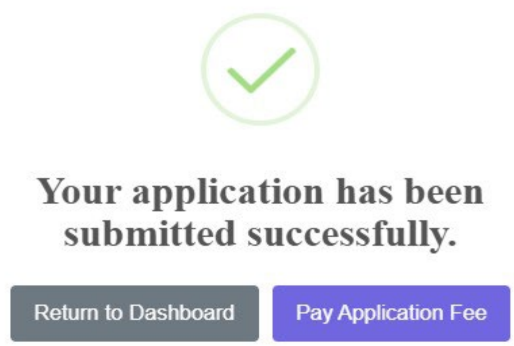

Figure 8. Message confirming application was submitted successfully

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).

2C.1.5. Fingerprint Cards

Overview

New Officers who have lived outside of Washington for 6 or more months in the past 10 years, and all new Individual license applicants must mail us their fingerprint cards. We must receive them before we can approve the application(s).

When an application is submitted, required fingerprint cards will appear in the 'Pending Fingerprint Cards' section in the Application tab. The status will be 'Pending Fingerprint Card.' 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. This will confirm that we have received your mailed Fingerprint Cards.

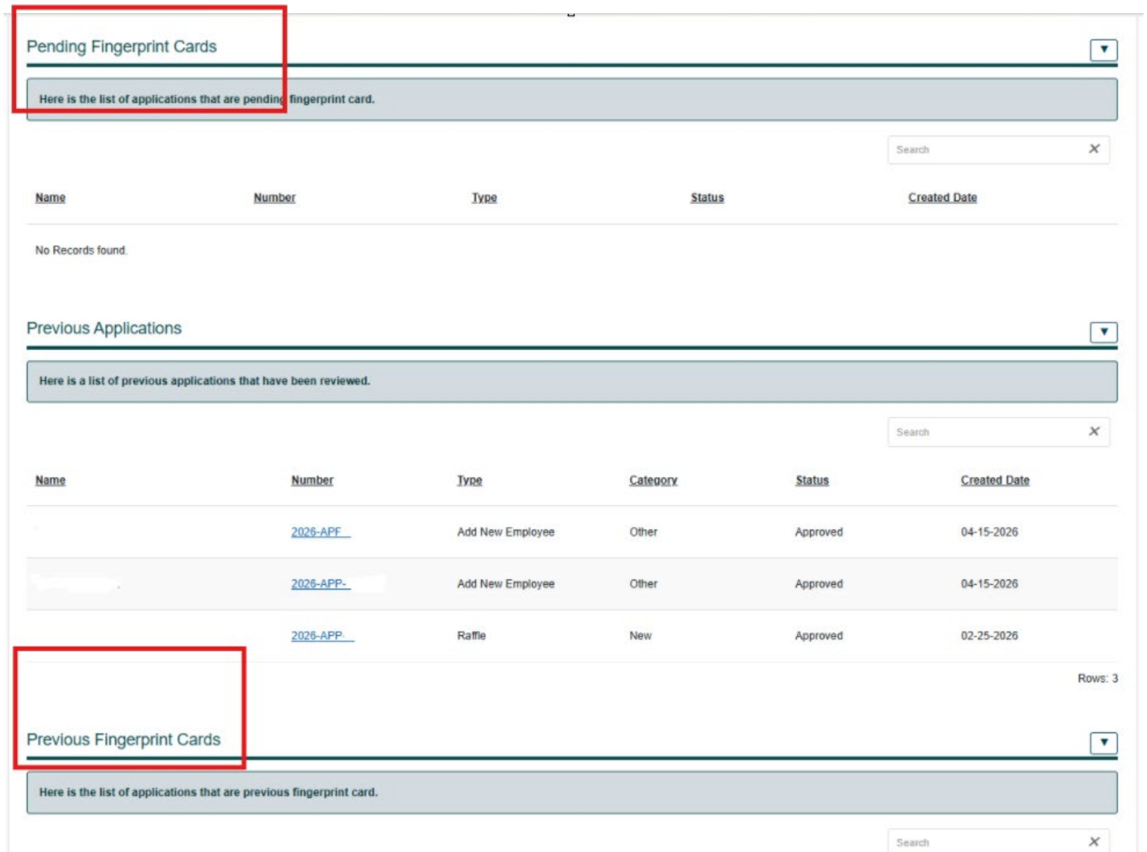

Figure 9. Pending and Previous Fingerprint Cards

2C.1.6. United States Postal Service (USPS) Validation

Overview

USPS validation is available for the physical address and mailing address in MyAccount for all individual and nonprofit applications.

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 US 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, corrects formatting errors, adds missing ZIP codes (ZIP+4), and displays 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 the suggested address and confirm.

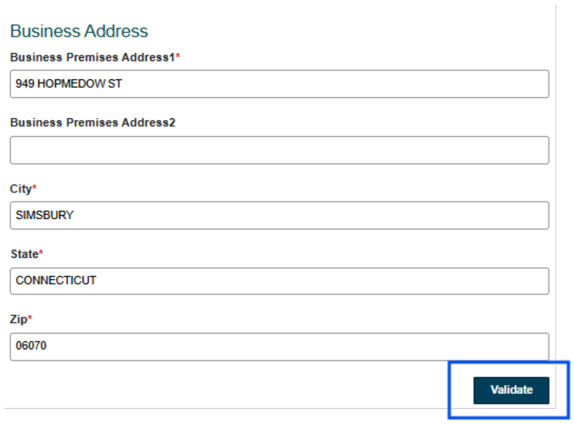

Figure 10. Validating the business address

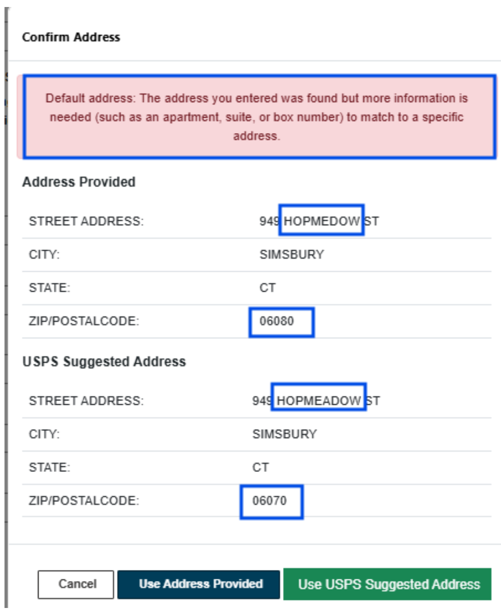

Figure 11. Confirming address

2C.1.7. Organization Forms

Forms in this section include change application forms, i.e. Change Individual Name, Change Time-Date-Location of Fund-Raising Event or Recreational Gaming Activity, etc. that aren't yet included as digital application forms such as new and renewal applications.

As a **Super User** or **Secondary User – General Submitter**:.

1. In the **Application** tab at the top of the screen, from the dropdown click on the **Forms** link.

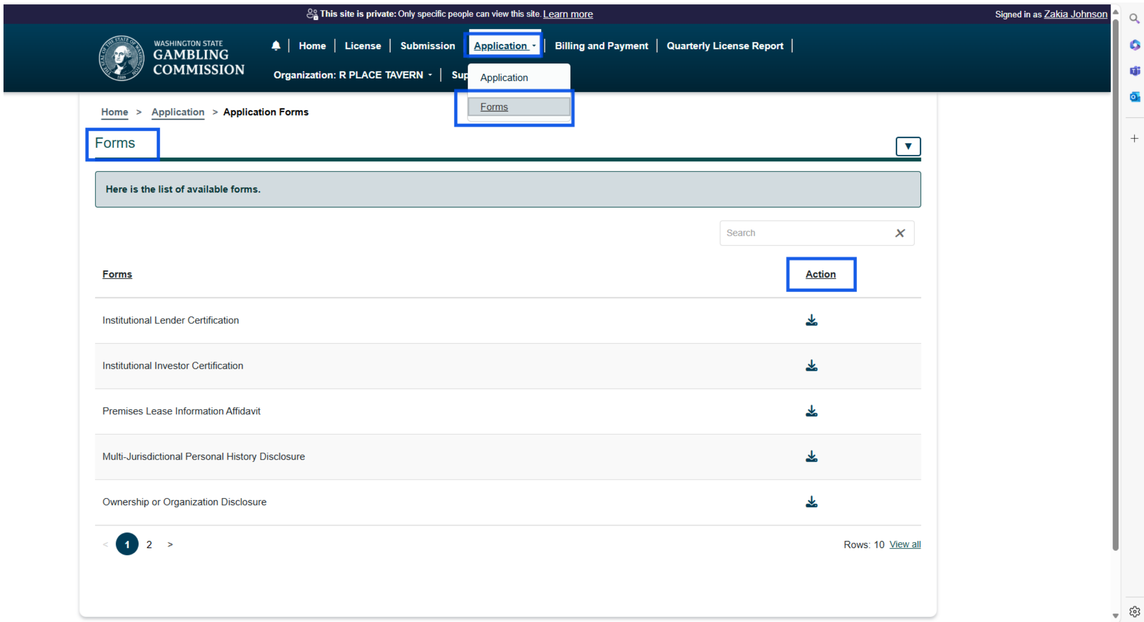

Figure 12. Accessing forms

2. For each form, under the **Action** column, click the arrow icon to download the form.
3. The form will populate in your Downloads folder and is fillable. Once the form is completed, users can upload the forms, attach them to a Secure Message and send them to WSGC. See the Account Management guide for more detailed information about Secure Messages

2C.2. Renewal Applications for Individuals

2C.2.1. Individual Renewal Application Initiated by the Employee

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

1. Employee logs into 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.

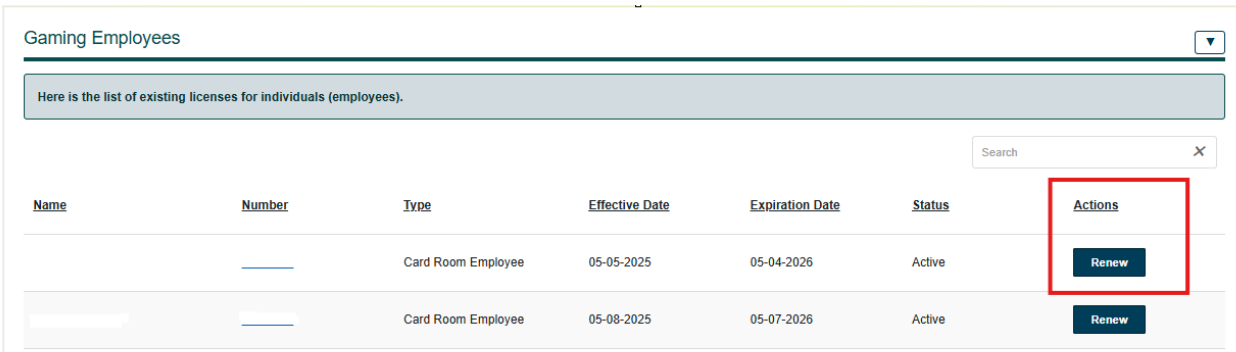

Figure 13. Initiating Individual Renewal Application

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

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.

2C.2.2. Individual Renewal Application Initiated by the Employer

- As a **Super User** or **Secondary User – General Submitter:**

  1. From the top navigation menu, click on **License**.

  2. On the License page, scroll down to the **Gaming Employees** section.

  - A list of employees linked to the organization will be displayed along with their license type, status, and expiration dates.
  - Locate the employee whose license needs to be renewed.
  - In the **Actions** column, click on the **Renew** button next to the employee's name.

  Note: The Renew button is only enabled if the license is active and within the renewal period.

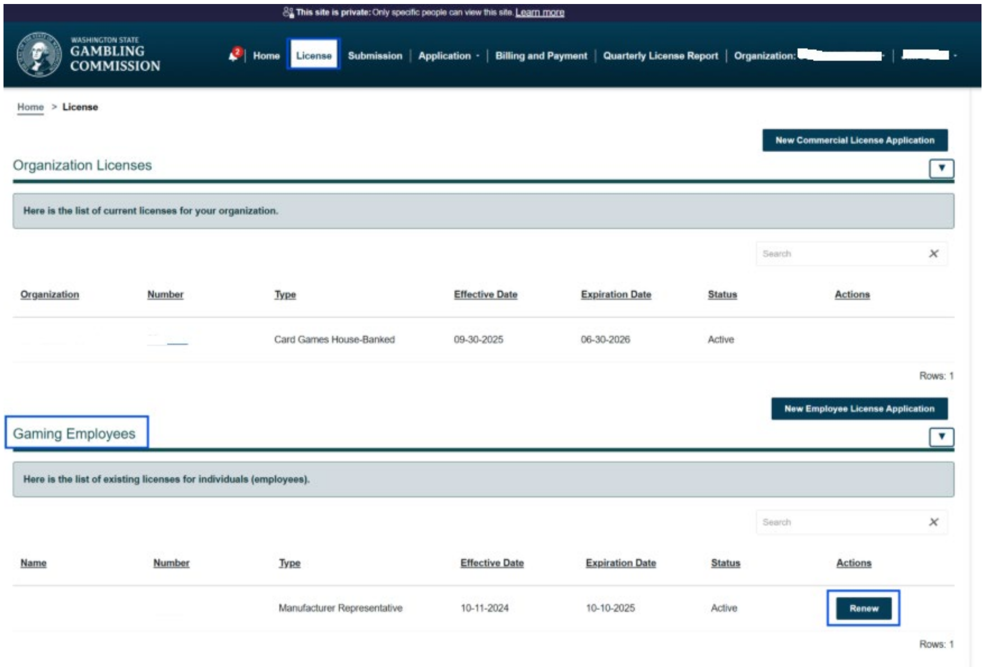

Figure 14. Initiating Individual Renewal Application

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

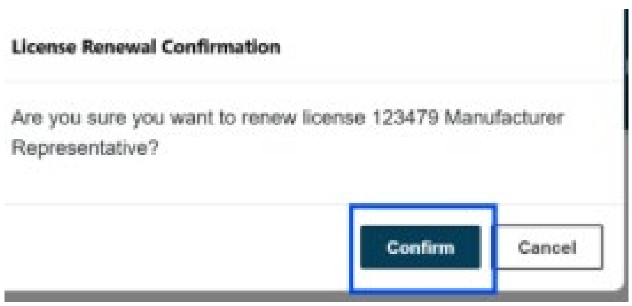

Figure 15. Confirmation message

- The system will generate the renewal form.

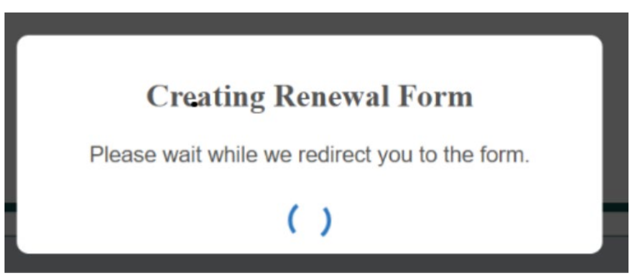

Figure 16. Message indicating a renewal form is generating

3. Complete the **Renewal Application**

   - Enter or update the required details. All fields with a red asterisk (*) are required to be completed before the application can be submitted. Questions without a red asterisk that aren't answered will be followed up on by the WSGC and may delay processing.

   - Click **Submit** to complete the renewal application.

4. Pay the application fee.

2C.2.3. Application Withdrawals from MyAccount

- As a **Super User** or a **Secondary User – General Submitter:**

  1. From the top navigation menu, click on **Application**, from the dropdown click on the **Applications** link.
  2. Under the **Actions** column, **Withdraw** will be an option based on the criteria below:

     - **New Applications:**

       - **"Withdraw"** will be an option under **Pending Applications** if the application status is **'Under Review'** or **'Submitted'**.

     - **Renewal Applications:**

       - **"Withdraw"** will be an option when the application status is '**Submitted'** or if the status is **'Approved'** and the current date is before the license effective date.

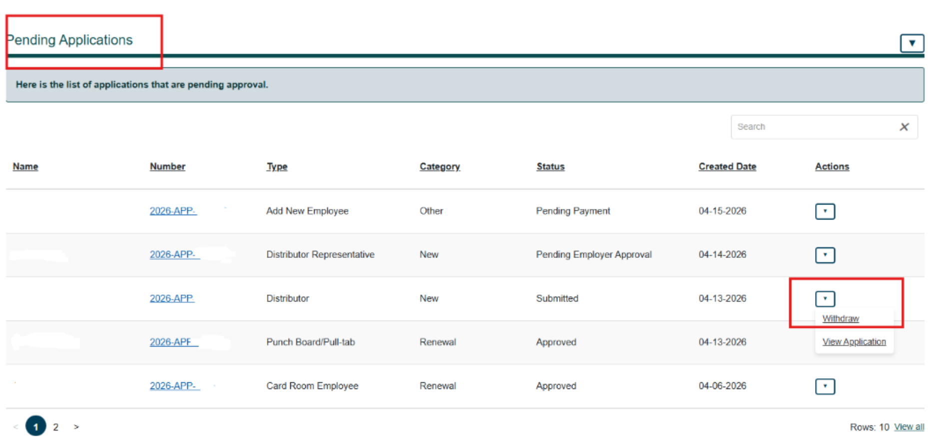

Figure 17. Pending Applications list

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

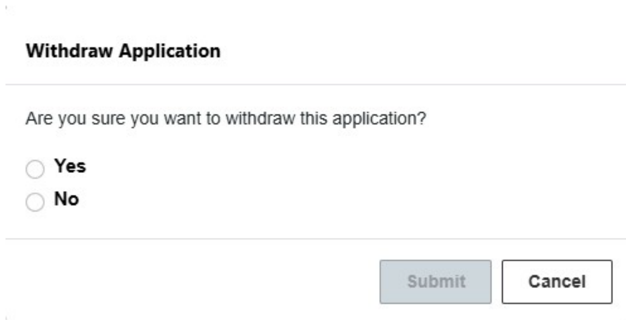

Figure 18. Withdraw application confirmation message

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

2C.2.4. Delete an Application with a Draft or Pending Payment Status

- As a **Super User** or **Secondary User – General Submitter:**

1. Navigate to the **Application** page.

2. Locate an application with a **Draft** or **Pending Payment** status.

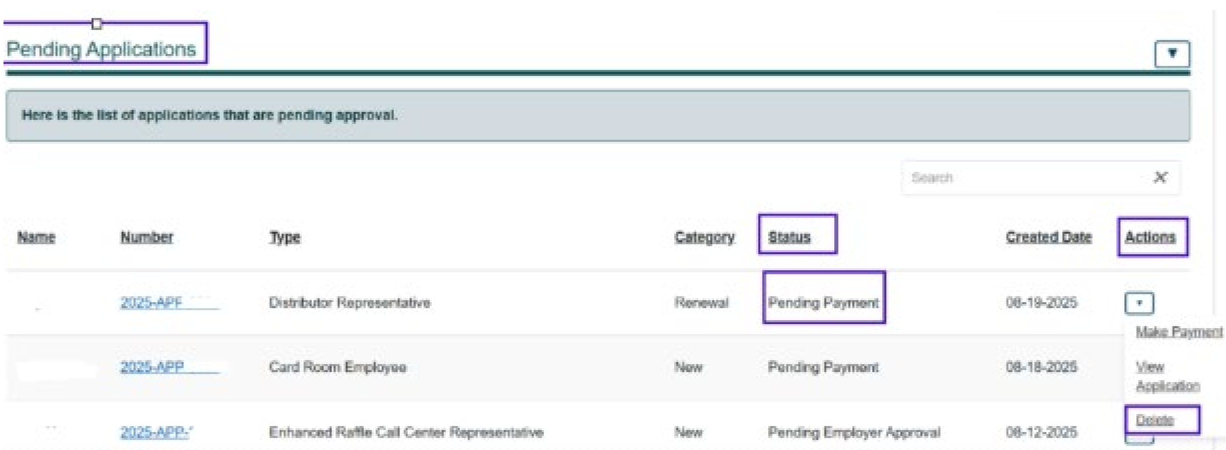

Figure 19. Deleting an application

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

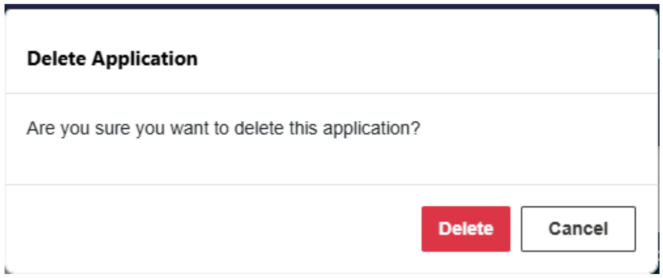

Figure 20. Deleting an application

4. If **'Cancel'** is selected, the pop-up will disappear, and the application won't 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.

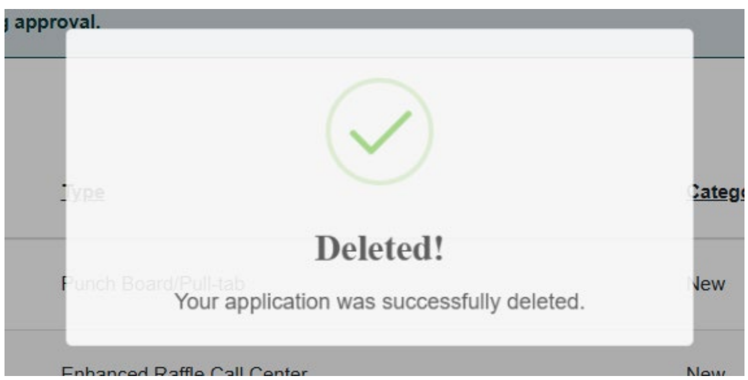

Figure 21. Deletion confirmation message

6. If an employee deletes an application with the **Pending Payment** status, the application is also deleted from the employer 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.

2C.3. New License Applications for Nonprofit Organizations

- As a **Super User** or **Secondary User – General Submitter**:

    1. From the top navigation menu, click on **Application,** from the dropdown click on the **Application** link.
    2. Select **New Nonprofit License Application.**

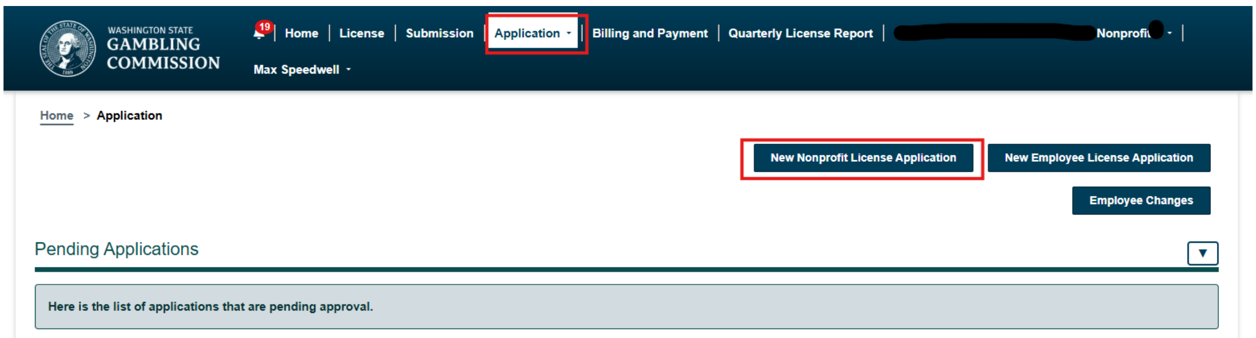

Figure 22. Creating a new Nonprofit License application

3. Or from the **License** page, select **New Nonprofit License Application**.

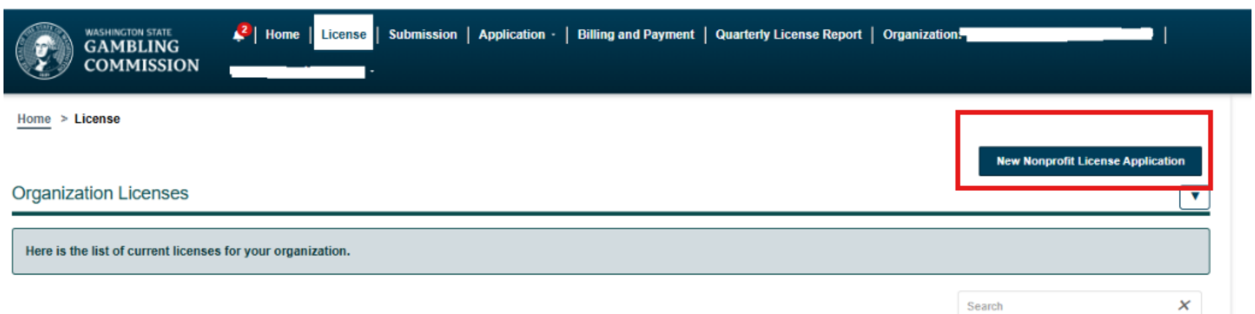

Figure 23. Creating a new Nonprofit License application

4. Select the license type for the gambling activity you are applying for.

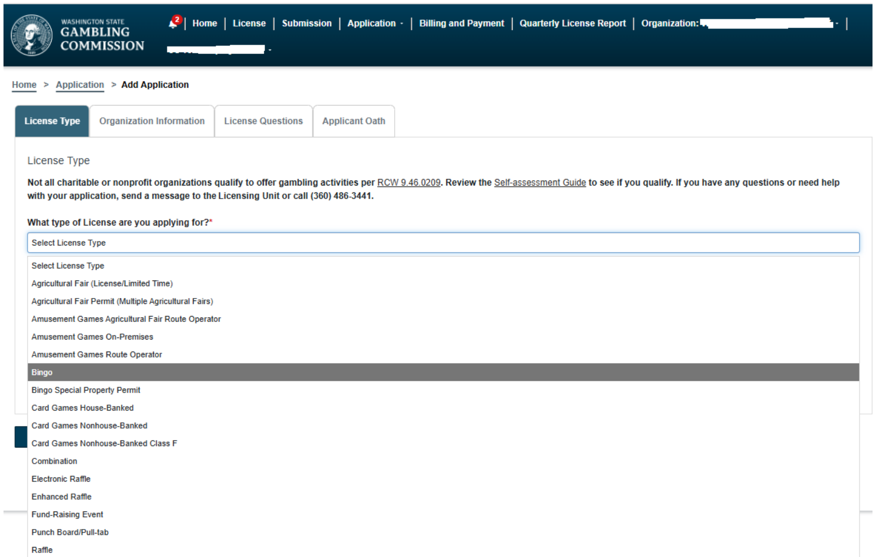

Figure 24. License types

5. Complete the application by filling in the required fields. All fields with a red asterisk (*) are required to be completed before the application can be submitted. Questions without a red asterisk that aren't answered will be followed up on by the WSGC and may delay processing.

6. Click **Submit** to complete the application.

7. Pay the application fee.

2C.3.1. Nonprofit Renewal Applications

- As the **Super User** or **Secondary User –General Submitter**:

  1. From the top navigation menu, click on **Licenses**.

  2. On the **License** page find the **Organization Licenses** section.

     - The organization licenses will be displayed along with their license status and expiration dates.

     - Locate the license that needs to be renewed.

     - In the **Actions** column, click on the **Renew** button.

       Note: The Renew button is only enabled if the license is active and within the renewal period.

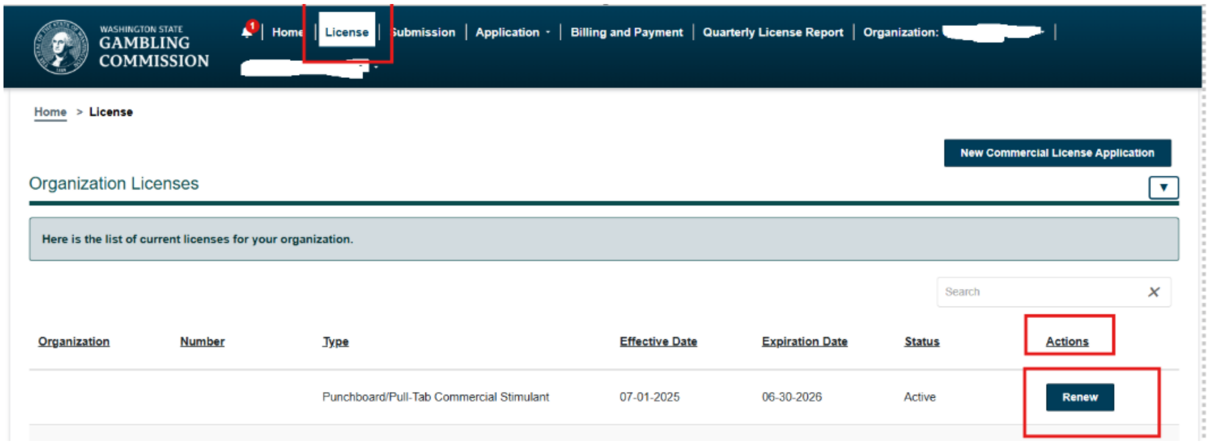

Figure 25. Renewing a non-profit license

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

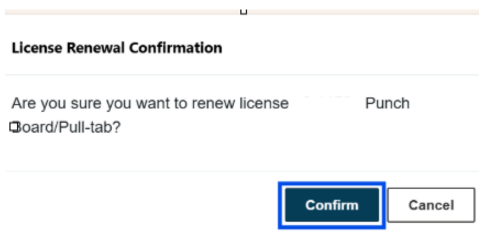

Figure 26. Renewal confirmation

3. Complete the application by filling in the required fields. All fields with a red asterisk (*) are required to be completed before the application can be submitted. Questions without a red asterisk that aren't answered will be followed up on by the WSGC and may delay processing.
4. Click **Submit** to complete the application
5. Pay the application fee.

2C.3.2. Re-Link and Add New Employee Application

- As a **Super User** or **Secondary User – General Submitter**:

1. From the top navigation menu, click on **Application,** from the dropdown click on the **Applications** link.
2. On the **Application** page, select **Employee Changes.**

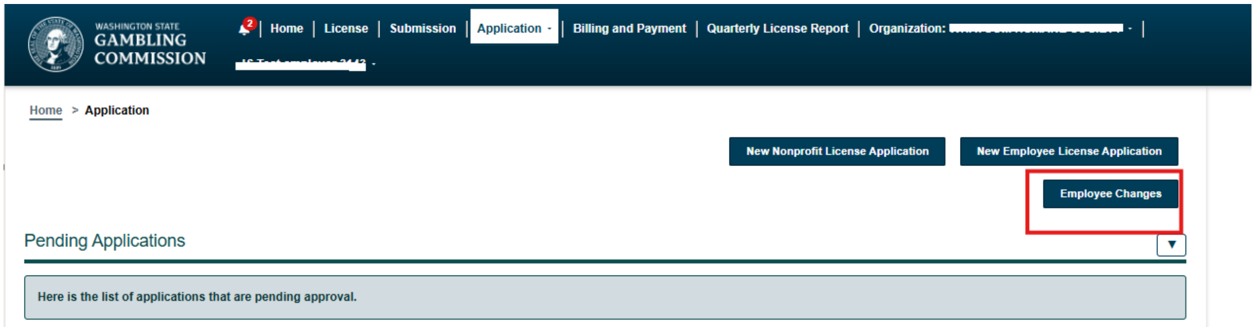

Figure 27. Employee changes

3. On the first page of the application, select which application you'd like to complete:

   - **Re-link Past Employee** is available for any employee that has an active license and was linked to your organization during their active license period.

   - **Add a New Employee** is available for actively licensed employees that haven't been linked to your organization.

     a) For **Re-link Past Employee** applications, the user will enter the employee's number. Then click on '**Employee Search**.'

        The system will only bring up employees that were linked to your organization and have an active license.

        Add any required information to the data fields in the application and click on **Relink.** If the system determines the employee is eligible for re-link, enter any additional required information, sign and submit the application.

        If they weren't linked to your organization within their active period, an error message will pop up. The application started will be deleted once the user selects '**Exit**.'

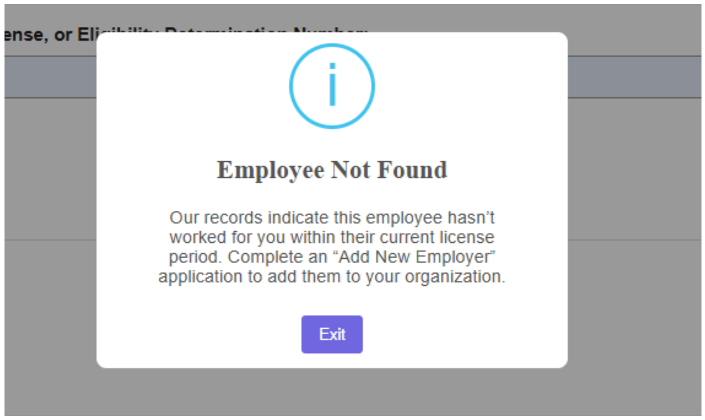

Figure 28. An error message pops up informing employee isn't linked to the Organization

- Users are not required to make an application payment.
- The employee will be added back to the Organization as a Licensed Employee.

b) For **Add New Employee** applications the user will enter the employee's license number. Then click on '**Employee Search**.'

The system will only bring up employees that are active and can be added to additional employers.

Add any required information to the data fields in the application and click on **Add Employee.** If the system determines the employee is eligible for re-link, enter any additional required information, sign and submit the application.

If the employee isn't active, an error message will pop up to let the user know a new application must be submitted for the employee. The application will be deleted once the user selects '**Exit**.'

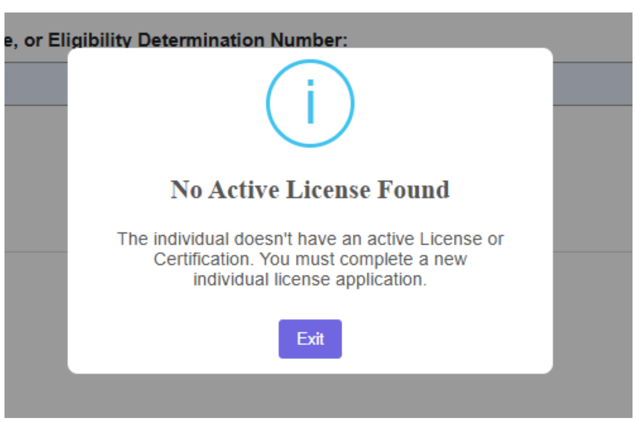

Figure 29. An error message pops up informing employee doesn't have an active license

- Users are required to pay the application fee.
- The employee will be added to the Organization as a Licensed Employee.

2C.3.3. View, Print, Save or Download License

- As a **Super User** or **Secondary User –General Submitter**:

1. Navigate to **License** Page.
2. View the **Organization Licenses** or the **Gaming Employees** section.
3. To view the license, select the hyperlink under the **Number** column.

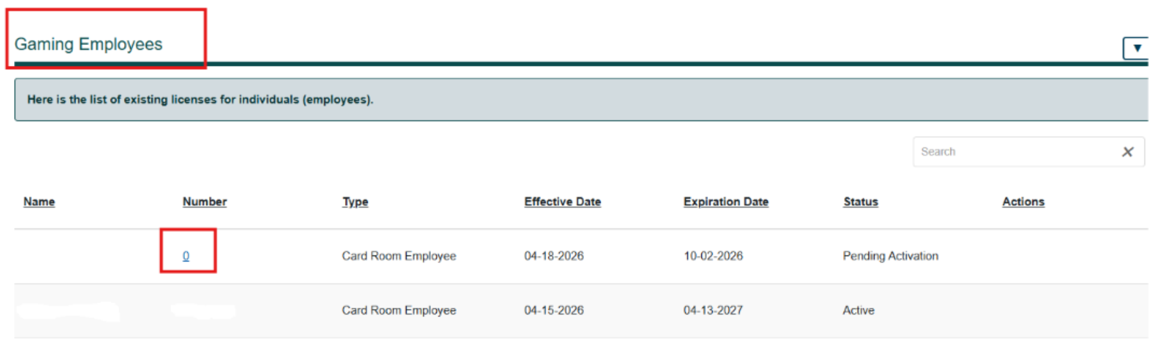

Figure 30. Selecting the hyperlink under the Number column

4. The license will display in another tab with the ability to save, download, or print.
5. For legacy licenses, if an error message pops up, send a Secure Message to your assigned Licensing Specialist to get a copy of the license.

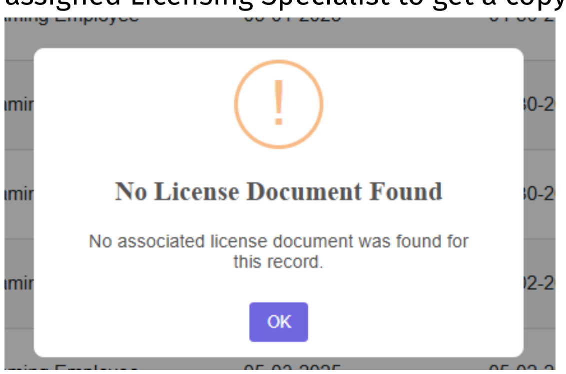

Figure 31. An error message pops up informing associated license document isn't available