



# Washington State Gambling Commission

Protect the Public by Ensuring that Gambling is Legal and Honest

## Licensing User Guide – 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 access MyAccount, users must be registered with Secure Access Washington (SAW), the State's centralized authentication system.

Once registered, users can request one or more access roles. Each role grants specific permissions based on the user's responsibilities within their organization.

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.

## 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 (TGA Director)

The Super User (TGA Director) has the highest level of access within the Tribe. 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 all Class III certification/registration/eligibility types
- Add, update, and remove user access within the organization
- Maintain employee Class III certification/registration/eligibility records

- Submit and track hardware/software registration
- 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.

- **Tribe General Submitter:** Can initiate and submit license applications, and manage hardware/software requests, but cannot manage other users.
- **Tribal Payment Submitter:** Restricted to managing financial transactions such as submitting fees and processing payments for services or applications.
- **Tribal Submitter:** Enables access to tribal-specific submissions, such as requesting COMPACT amendments, submitting Sports Wagering Menu changes, or submitting Internal Controls (ICs).
- **Case Reviewer:** Reserved for users from Tribal Governance Agencies. Allows read-only access to review case information related to tribal operations.

# 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 may apply for, renew, withdraw, delete, add, re-link, and view Class III certification/registration/eligibility.

- 1) **Applications/Licenses** – Manage certification/registration/eligibility applications for Class III employees.
- 2) **Renewals** – Renew certification/registration/eligibility.
- 3) **Withdrawals** – Request to withdraw a Class III certification/registration/eligibility application.

## 3. Submissions – See applicable Submissions User Guide

## 4. Billing and Payment – See applicable Billing and Payment User Guide

## 2A. Licensing

The **Licensing** feature provides a streamlined, end-to-end solution for managing gambling-related Class III certification/registration/eligibility issued by the State Gaming Agency (SGA). It allows authorized external users to:

- Apply for a New Class III Certification/Registration/Eligibility
- Renew a Class III Certification/Registration/Eligibility
- Withdraw a Class III certification/Registration/Eligibility
- Add or re-link a Class III employee

## 2A.1. New Class III Applications

### Overview

This section provides step-by-step instructions for applying for a new Class III Certification/Registration/Eligibility using MyAccount.

## 2A.1.1. New Application Initiated by a Certification Tribe

As a Super User or Tribe General Submitter, follow these steps to submit a gaming employee certification. A [training video](#) is also available to guide you through completing certification applications.

1. **From the top navigation menu, click on Application. In the drop-down menu, click Application.**
2. On the Application Page, select **New Class III Employee Application**.

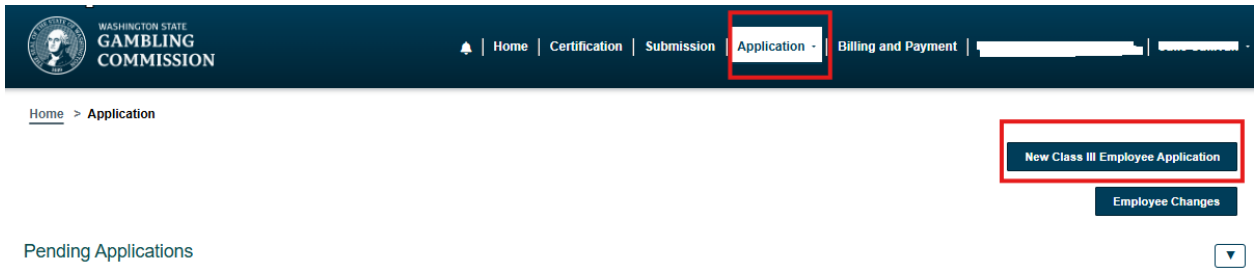


Figure 1. Submitting New Class III Employee Application

3. On the Certification Type section, select the type of Class III Certification to apply for.

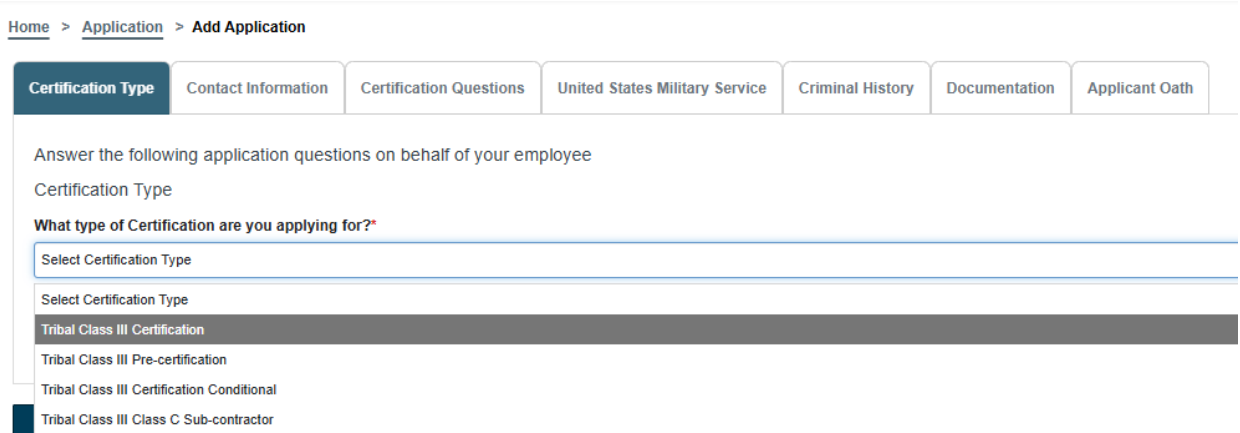


Figure 2. Selecting Certification Type

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 are not answered will be followed up on by the Licensing Specialist and may delay processing.**
5. Sign and submit the application.

## 2.A.1.2. New Application Initiated by an Eligibility Tribe

As a Super User or Tribe General Submitter, follow these steps to submit a gaming employee eligibility application. A [training video](#) is also available to guide you through submitting eligibility applications.

1. **From the top navigation menu, click on Application. In the drop-down menu, click 'Application'**
2. On the Application page, select **New Eligibility Application**.

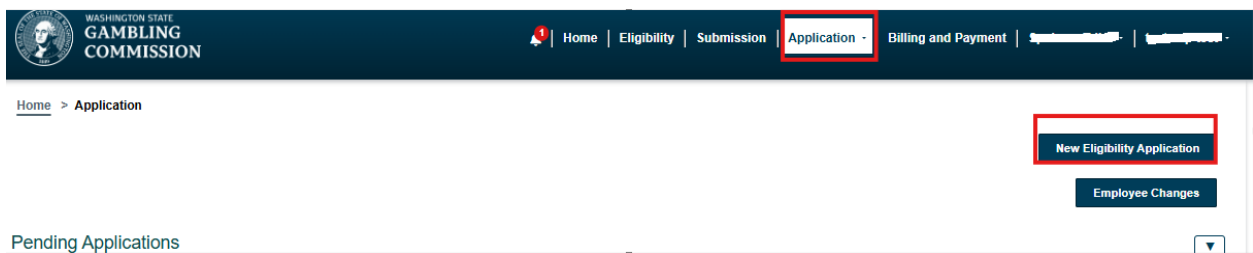


Figure 3. Submitting New Eligibility Application

3. On the Credentials section, click on 'Select a SGA Credential Type' and select 'Tribal Class III Eligibility'. Click Save and Next.
4. On the **Contact Information** section, you can enter the employee's information to see if they exist in the system. Do this by entering the:

**First Name, Last Name AND Date of Birth (MM-DD-YYYY), OR Tribal License Number, OR WSGC credential Number** then click **Employee Search**.

- a) If the employee exists in the system, their details will be auto populated.
- b) If no record is found, the fields will be displayed for the user to enter manually, with the message: *"Please provide your employee's information below."*

Figure 4. Completing the New Eligibility Application

5. **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 are not answered will be followed up on by the Licensing Specialist.**
6. Sign and submit the application.

### 2A.1.3. New Application Initiated by a Registration Tribe

As a Super User or Tribe General Submitter, follow these steps to submit a gaming employee registration. A [training video](#) is also available to guide you through submitting a gaming employee registration.

1. From the top navigation menu, click on **Application**. In the drop-down menu, click 'Application'
2. On the Application page, select **New Registration Application**.

Figure 5. Submitting New Application Registration

3. On the Credentials section, click on 'Select a SGA Credential Type' and select 'Tribal Class III Registration'. Click Save and Next.
4. On the **Contact Information** section, you can enter the employee's information to see if they exist in the system. Do this by entering the:  
**First Name, Last Name AND Date of Birth (MM-DD-YYYY), OR Tribal License Number, OR WSGC credential Number** then click **Employee Search**.

- a) If the employee exists, their details will be auto populated.
- b) If no record is found, the fields will be displayed for the user to enter manually, with the message: *“Please provide your employee’s information below.”*

Credentials **Contact Information** Employee's Identification Registration Information Questions Documentation Applicant Oath

Please provide the name & birthdate, license number, or credential number for the employee associated with this application or enter their information below.

First Name: Last Name: Date of Birth:

mm/dd/yyyy

OR

Tribal License Number WSGC Credential Number Employee Search

Figure 6. Completing the New Registration Application

5. **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 are not answered will be followed up on by the Licensing Specialist.**
6. Sign and submit the application.

### 2A.1.4. Application Fees

As a Super User (TGA Director) or Tribe Payment Submitter:

- 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.

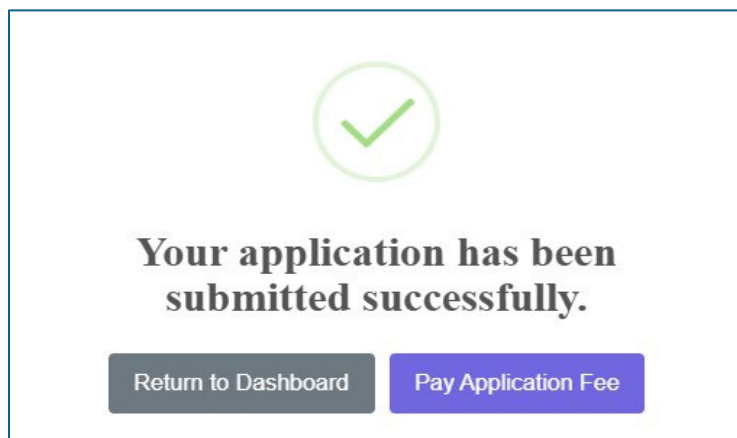


Figure 7. A notification indicating application was submitted successfully

- You can also make payments through the Billing and Payment tab.
  - On the Billing and Payment page, select the application(s) you'd like to pay by checking the box next to the application(s) and click on 'Select for Payment.' You can select more than one application for payment.

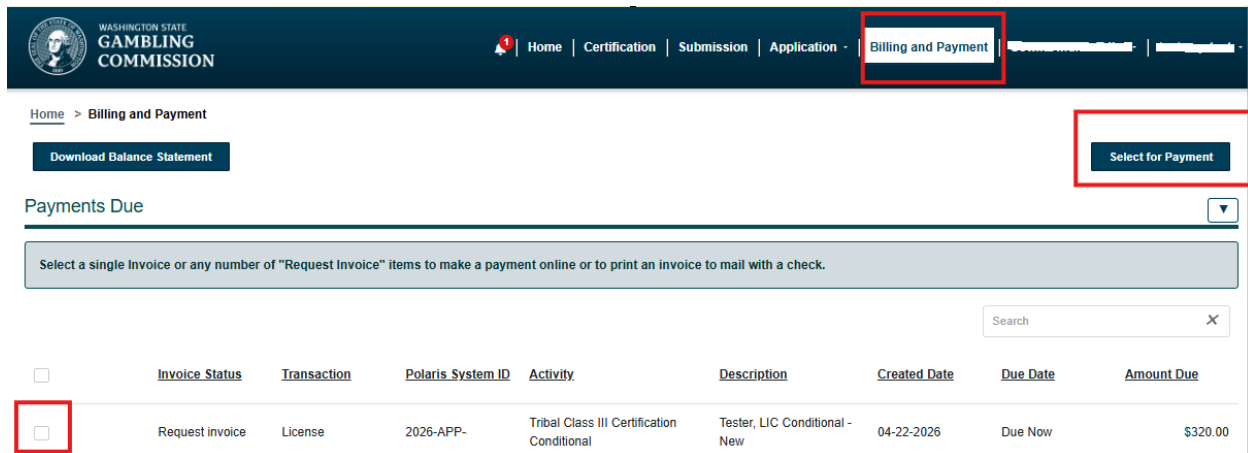


Figure 8. Making payments through the Billing and Payment tab

- You will be routed to the page to make the payment. See the Billing and Payment user guide for details about making payments.
- After the payment has been received, the application will be routed to the assigned Licensing Specialist to begin processing. You can check the status of the application from the Application page in the status column.

WASHINGTON STATE  
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COMMISSION

Home | Certification | Submission | **Application** | Billing and Payment

Home > Application

New Class III Employee Application

Employee Changes

Pending Applications

Here is the list of applications that are pending approval.

Search

Name	Number	Type	Category	Status	Created Date	Actions
	<a href="#">2026-APP-</a>	Tribal Class III Certification Conditional	New	Pending Payment	04-22-2026	
	<a href="#">2026-APP-</a>	Tribal Class III Certification	New	Pending Payment	04-20-2026	
	<a href="#">2026-APP-</a>	Tribal Class III Certification	New	Submitted	04-20-2026	
	<a href="#">2026-APP-</a>	Tribal Class III Certification	Renewal	Approved	04-17-2026	

Figure 9. The Application page shows the status of the application

## 2A.1.5. Application Fees - Flat Rate and Declining Balance Tribes

This section only applies to Tribes that have agreed through Compact to this process.

As the Super User (TGA Director) or Tribe General Submitter, follow all the steps to fill out a new or renewal application for Class III gaming employees.

### Flat-Rate Tribes Application Fees

- After an application is submitted, if the Tribe has paid its annual flat-rate fee, the following will appear when the user clicks the **“Submit Application”** button at the end of the application:

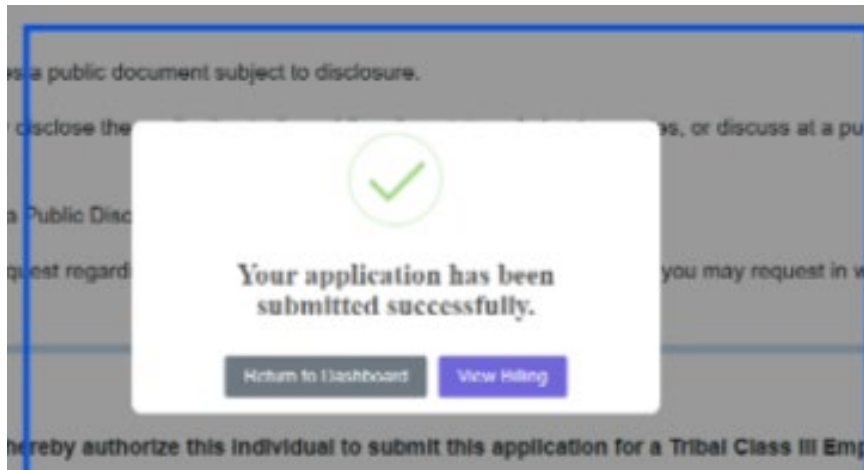


Figure 10. A notification indicating the Tribe has paid its annual flat-rate fee after submitting application

- The application status will automatically update to **“Submitted”** and be routed to the assigned Licensing Specialist for processing.
- If the Tribe **has not** paid its annual flat-rate fee, the following will appear when the user clicks the “Submit Application” button at the end of the application:

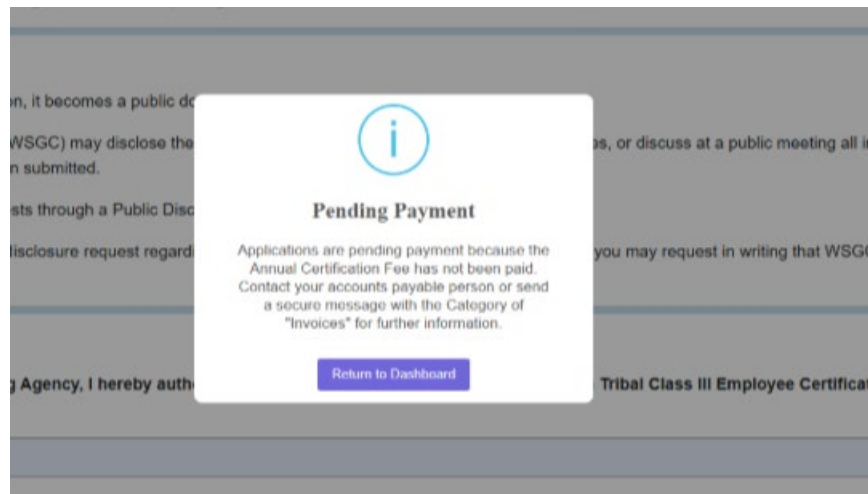


Figure 11. A notification indicating the Tribe has not paid its annual flat-rate fee after submitting application

- The application status will be **“Pending Payment”**
- Once the fee is paid, the application statuses will be automatically updated to **“Submitted”** and routed to the assigned Licensing Specialist for processing

### **Declining Balance Tribe Application Fees**

- After an application is submitted, if the Tribe has sufficient balance to cover the application fee, the following will appear when the user clicks the **“Submit Application”** button:

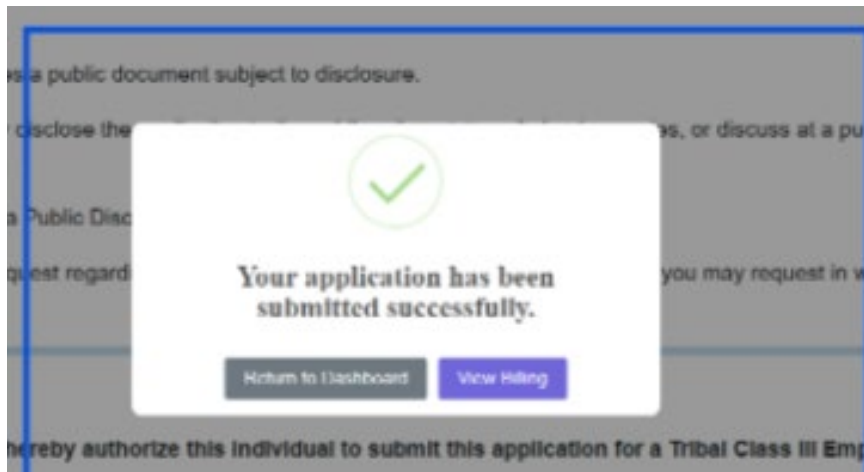


Figure 12. A notification indicating the Tribe has sufficient balance to cover the application fee after submitting application

- The application status will automatically update to **“Submitted”** and be routed to the assigned Licensing Specialist for processing.
- If the Tribe **does not** have a sufficient balance to cover the application fee, the following will appear when the user clicks the **“Submit Application”** button at the end of the form:

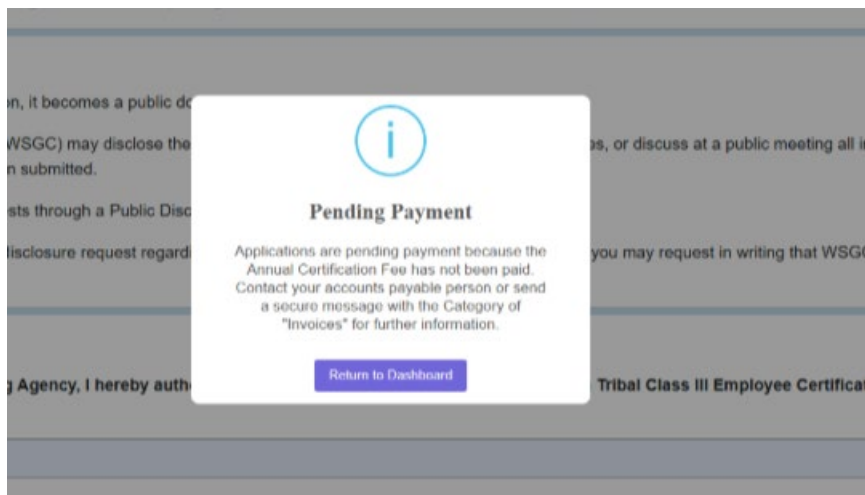


Figure 13. A notification indicating the Tribe does not have sufficient balance to cover the application fee after submitting application

- The application status will be **“Pending Payment”**

- Once declining balance is replenished, the application statuses will be automatically updated to **“Submitted”** and routed to the assigned Licensing Specialist for processing.

## 2A.1.6. Fingerprint Cards

Fingerprint cards for all new Class III Certification/Registration/Eligibility applications must be mailed to the SGA.

When fingerprint cards are received by SGA, the status is updated and the task will move from the Pending Fingerprint Cards section to the Previous Fingerprint Cards section in MyAccount.

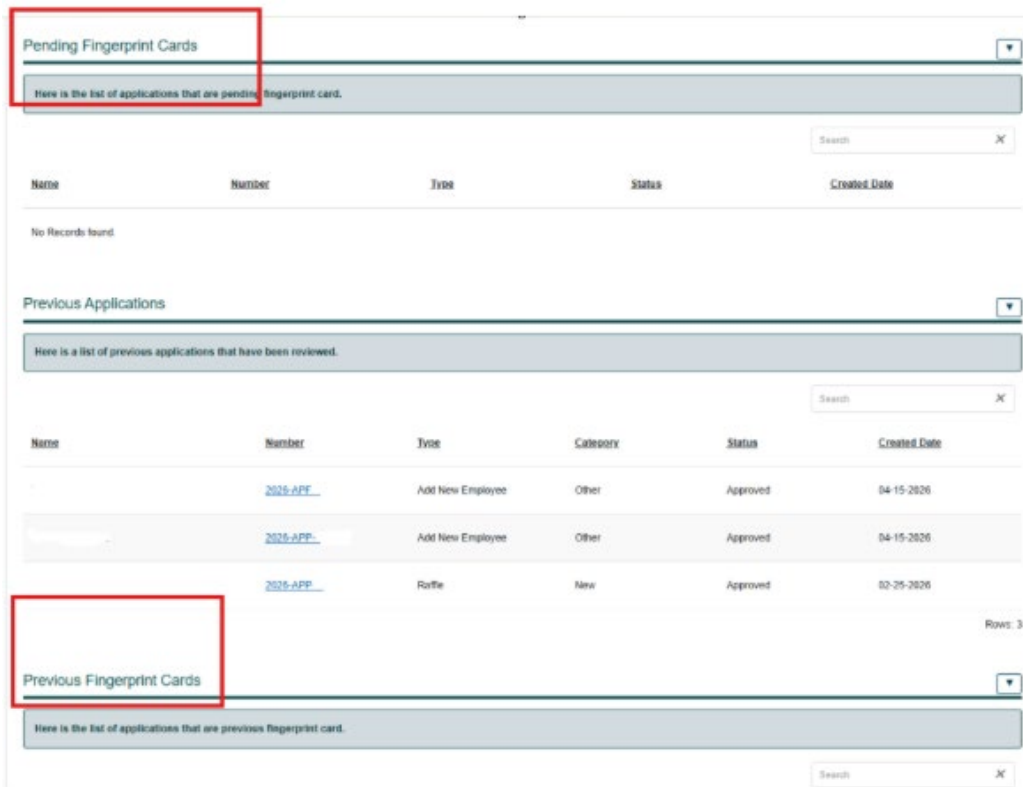


Figure 14. The status for Pending Fingerprint Cards will be moved to Previous Fingerprint Cards section when the fingerprint card is received by SGA

## 2A.1.7. United States Postal Service (USPS) Validation

USPS validation is available for physical address and mailing address in MyAccount for Class III Certification/Registration/Eligibility applications.

1. In the application, enter information in the physical and mailing address fields:
  - Home or Mailing Address: Enter street address

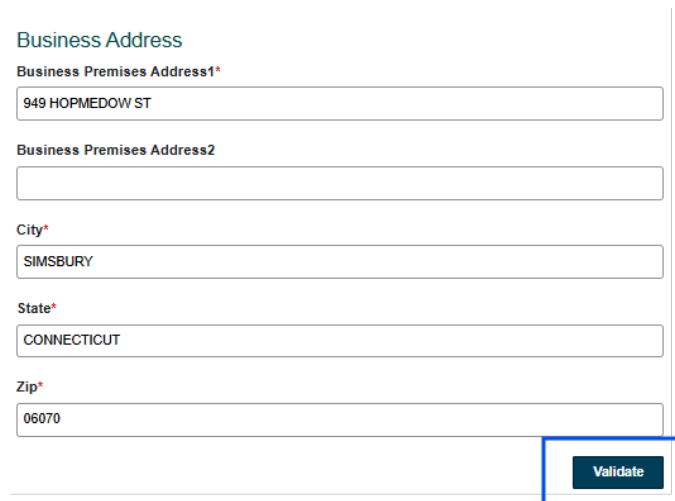
- City: Enter City
- Country: Select USA
- State: Enter State
- Zip Code: Enter the zip code

If country selected is Canada or Other, USPS cannot validate the international address.

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

- Check whether a submitted address exists, is valid, and can receive mail.
- Correct formatting errors, add missing ZIP codes (ZIP+4), and display USPS suggested address.

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



The image shows a web form titled "Business Address". It contains several input fields: "Business Premises Address1\*" with the value "949 HOPMEDOW ST", "Business Premises Address2" (empty), "City\*" with "SIMSBURY", "State\*" with "CONNECTICUT", and "Zip\*" with "06070". A dark blue "Validate" button is located at the bottom right of the form, highlighted with a blue rectangular border.

Figure 15. Validating address with USPS

**Confirm Address**

Default address: The address you entered was found but more information is needed (such as an apartment, suite, or box number) to match to a specific address.

**Address Provided**

STREET ADDRESS: 949 HOPMEDOW ST  
 CITY: SIMSBURY  
 STATE: CT  
 ZIP/POSTALCODE: 06080

**USPS Suggested Address**

STREET ADDRESS: 949 HOPMEADOW ST  
 CITY: SIMSBURY  
 STATE: CT  
 ZIP/POSTALCODE: 06070

Cancel Use Address Provided Use USPS Suggested Address

Figure 16. User may confirm the address provided or use and confirm the suggested address by USPS

## 2A.2. Class III Renewal Applications

### 2A.2.1. Renewal Application Initiated by Certification Tribe

As the Super User (TGA Director) or Tribe General Submitter:

1. From the top navigation menu, click on Certification.
2. On the Certification page is the Gaming Employees section. A list of employees linked to the Tribe will be displayed along with their certification number, type, effective and expiration dates, and their status.
3. Locate the employee whose certification 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 certification is active and within the renewal period.*

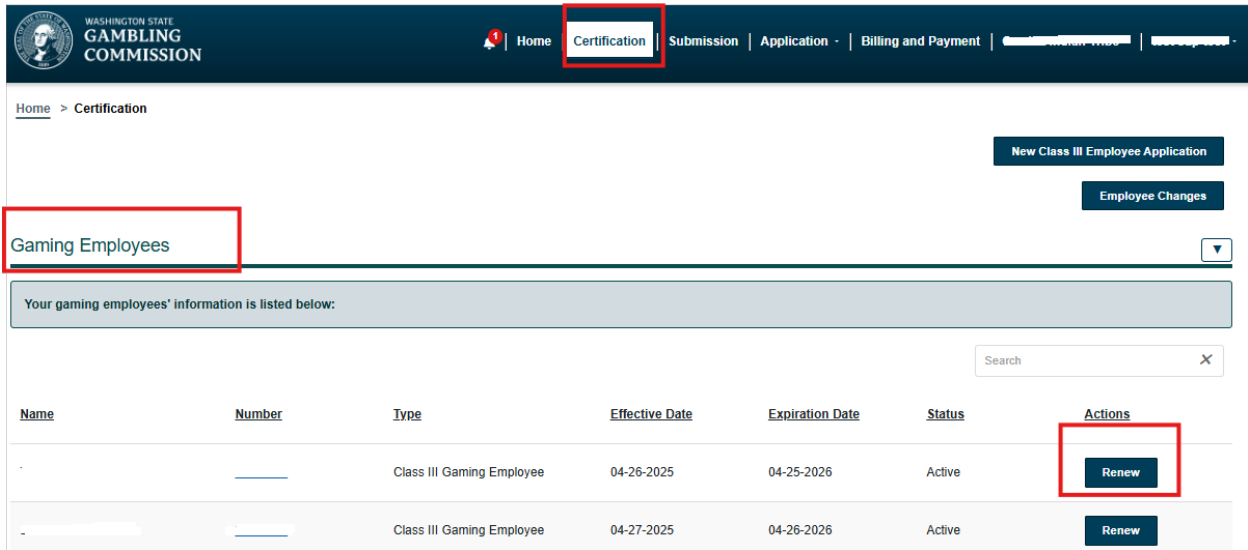


Figure 17. Submitting Renewal Application by Certification Tribe

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

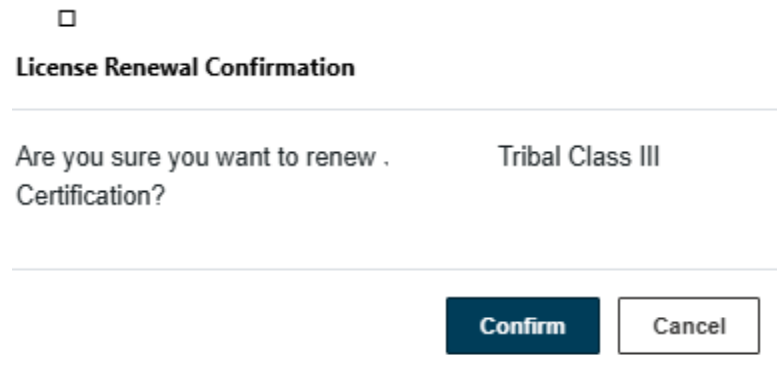


Figure 18. A dialog box confirming renewal of Certification

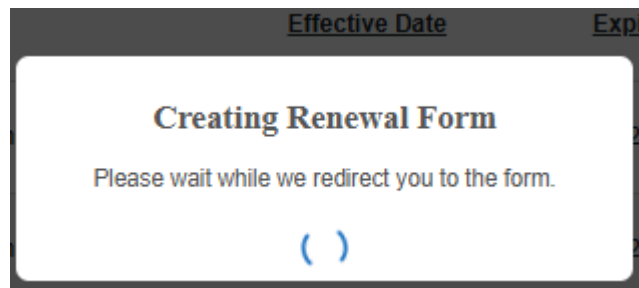


Figure 19. A message notifying that a Renewal Form is being created

5. **Complete the Renewal Application by entering or updating the required fields.**

All fields with a red asterisk (\*) must be filled in to continue and complete the application. Questions without a red asterisk that are not answered will be followed up by the Licensing Specialist.

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

Super User (TGA Director) or Tribe Payment Submitter can pay for the application.

## 2A.2.2. Renewal Application Initiated by Eligibility Tribe

As the Super User (TGA Director) or Tribe General Submitter:

1. From the top navigation menu, click on Eligibility.
2. On the Eligibility page is the Gaming Employees section. A list of employees linked to the tribe will be displayed along with their eligibility number, type, effective and expiration dates, and their status.
3. Locate the employee whose eligibility 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 Eligibility is active and within the renewal period.*

The screenshot shows the Washington State Gambling Commission website. The top navigation bar includes 'Home', 'Eligibility', 'Submission', 'Application', and 'Billing and Payment'. The 'Eligibility' menu item is highlighted with a red box. Below the navigation bar, the breadcrumb 'Home > Eligibility' is visible. On the right side, there are buttons for 'New Eligibility Application' and 'Employee Changes'. The 'Gaming Employees' section is highlighted with a red box. Below this, a message states 'Your gaming employees' information is listed below:'. A search bar is present. The table below has columns for Name, Number, Type, Effective Date, Expiration Date, Status, and Actions. Two rows of employee data are shown. The 'Renew' button in the 'Actions' column for the first employee is highlighted with a red box.

Name	Number	Type	Effective Date	Expiration Date	Status	Actions
		Class III Gaming Employee	04-23-2025	04-22-2026	Active	Renew
		Class III Gaming Employee	04-25-2025	04-24-2026	Active	Renew

Figure 20. Submitting Renewal Application by Eligibility Tribe

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

### License Renewal Confirmation

Are you sure you want to renew ,  
Eligibility?

Tribal Class III

Confirm

Cancel

Figure 21. A dialog box confirming renewal of Eligibility

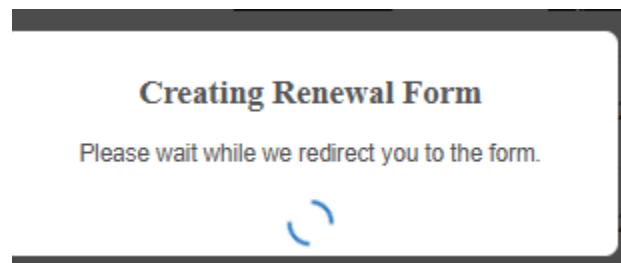


Figure 22. A message notifying that a Renewal Form is being created

5. **Complete the Renewal Application by entering or updating the required fields.**

All fields with a red asterisk (\*) must be filled in to continue and complete the application. Questions without a red asterisk that are not answered will be followed by the Licensing Specialist.

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

Super User (TGA Director) or Tribe Payment Submitter can pay for the application.

### 2A.2.3. Renewal Application Initiated by Registration Tribe

As the Super User (TGA Director) or Tribe General Submitter:

1. From the top navigation menu, click on Applications. In the drop-down menu, click 'Application.'
2. **Select the Renew Registration button**

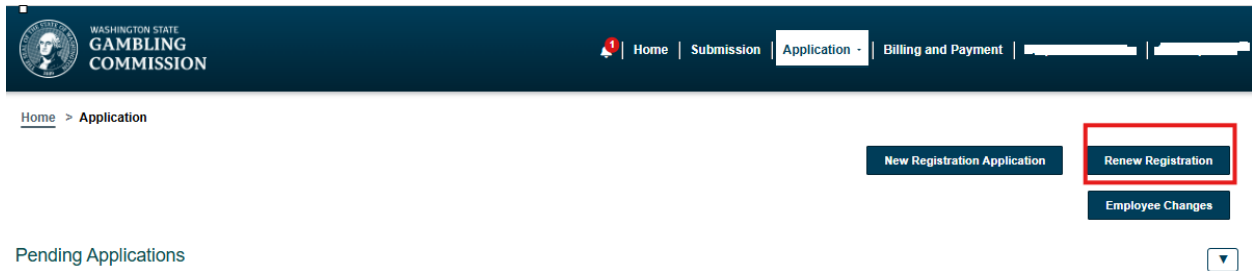


Figure 23. Submitting Renewal Application by Registration Tribe

### 3. Enter the Employee’s Tribal License Number and select Lookup Registered Employee

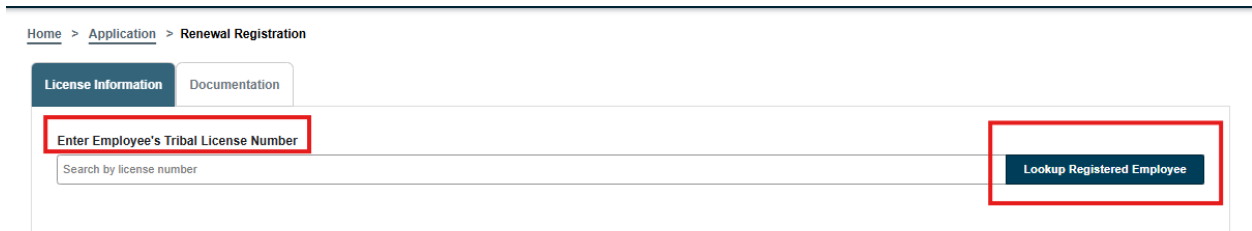


Figure 24. Entering Employee's Tribal License Number and selecting Lookup Registered Employee

### 4. Complete the Renewal Application by entering or updating the required fields.

All fields with a red asterisk (\*) must be filled in to continue and complete the application. Questions without a red asterisk that are not answered will be followed by the Licensing Specialist.

### 5. Click Submit to complete the renewal application.

Super User (TGA Director) or Tribe Payment Submitter can pay for the application.

## 2A.2.4. Application Withdrawals

As the Super User (TGA Director) or Tribe General Submitter:

1. From the top navigation menu, click on Application. In the drop-down menu, click 'Application.'
2. In the Pending Applications section, under the Actions column, **Withdraw** will appear under Actions based on the application type below:

- **For New Applications:**

Withdraw should appear as an option for Pending Applications if the application status is 'Under Review' or 'Submitted'.

- **For Renewal Applications:**

Withdraw will be an option when the application status is Submitted or the status is Approved and the current date is before the certification/eligibility effective date.

WASHINGTON STATE  
GAMBLING  
COMMISSION

Home | Submission | **Application** | Billing and Payment

Home > Application

New Registration Application | Renew Registration | Employee Changes

Pending Applications

Here is the list of applications that are pending approval.

Name	Number	Type	Category	Status	Created Date	Actions
	<a href="#">2026-APP-</a>	Tribal Class III Registration	Renewal	Draft	04-22-2026	[Dropdown]
	<a href="#">2026-APP-</a>	Tribal Class III Registration	New	Draft	04-22-2026	[Dropdown]
	<a href="#">2026-APP-</a>	Tribal Class III Registration	Renewal	Approved	04-20-2026	[Dropdown] Withdraw
	<a href="#">2026-APP-</a>	Tribal Class III Registration	Renewal	Submitted	04-20-2026	View Application

Figure 25. Withdrawing new or renewal applications

3. Answer the question in the pop-up and submit. The request to withdraw the application will be routed to the assigned Licensing Specialist for review and processing.

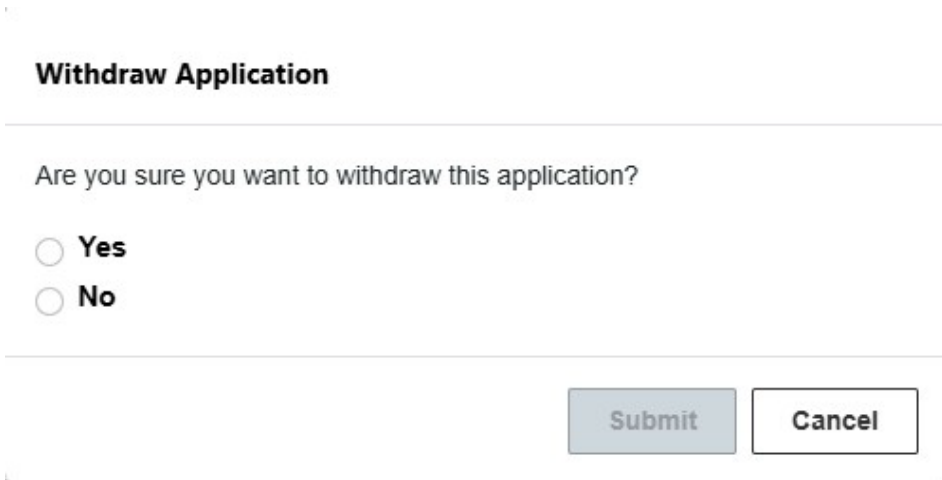


Figure 26. A dialog box confirming withdrawal of application

## 2A.2.5. Delete an Application with a Draft or Pending Payment Status

As the Super User (TGA Director) or Tribe General Submitter:

1. Navigate to the Application Page.
2. Locate an Application with a **Draft** or **Pending Payment** status in the 'Pending Applications' section.

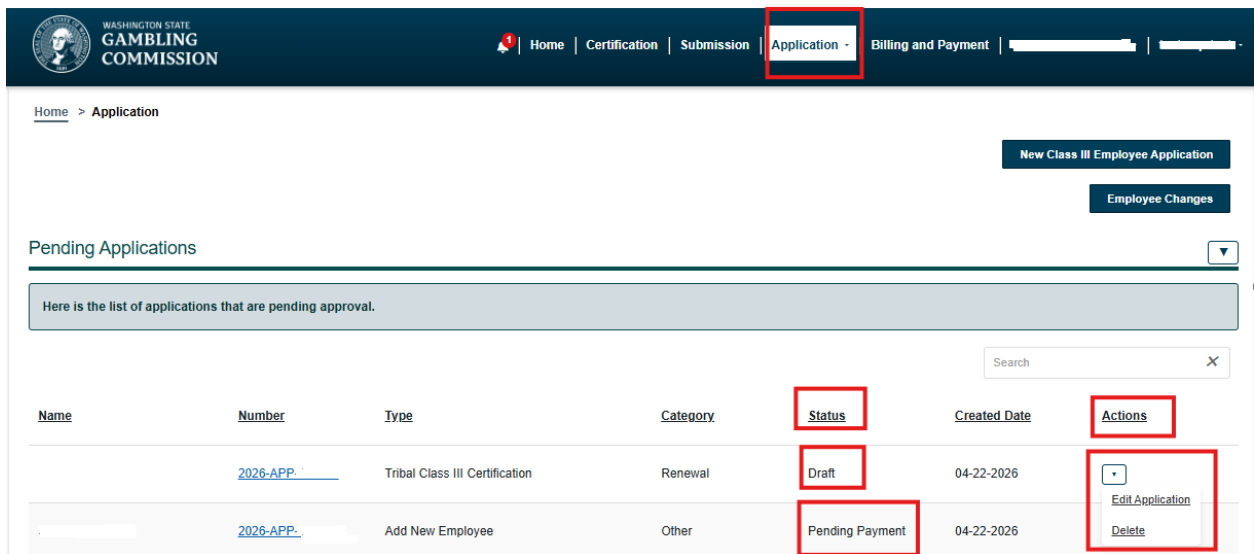


Figure 27. Deleting Draft or Pending Payment status

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

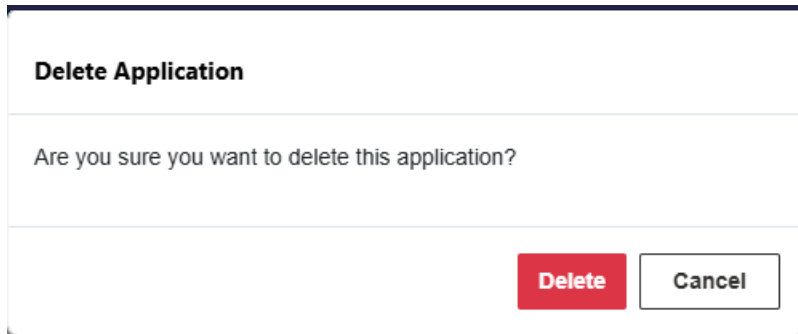


Figure 28. A dialog box confirming to delete the application

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

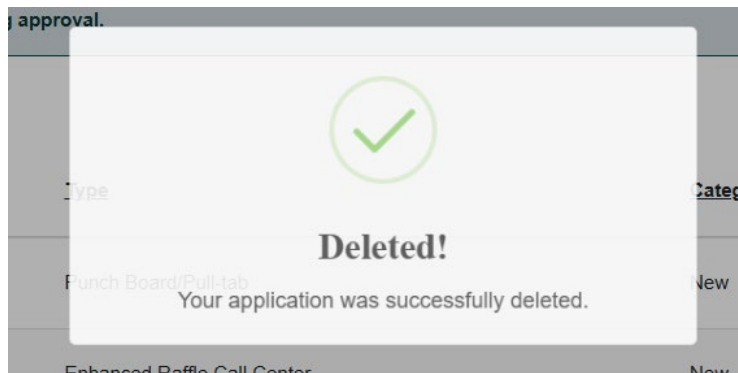


Figure 29. A pop-up notifying that the application was successfully deleted

- If an application is deleted with the Pending Payment status, the associated payment records will no longer be visible on the Billing & Payments page.

## 2A.2.6. Re-Link and Add Class III Employee Applications

As the Super User (TGA Director) or Tribe General Submitter:

1. From the top navigation menu, click on **Application**. In the drop-down menu, click 'Application.'
2. On the Application page, select Employee Changes.

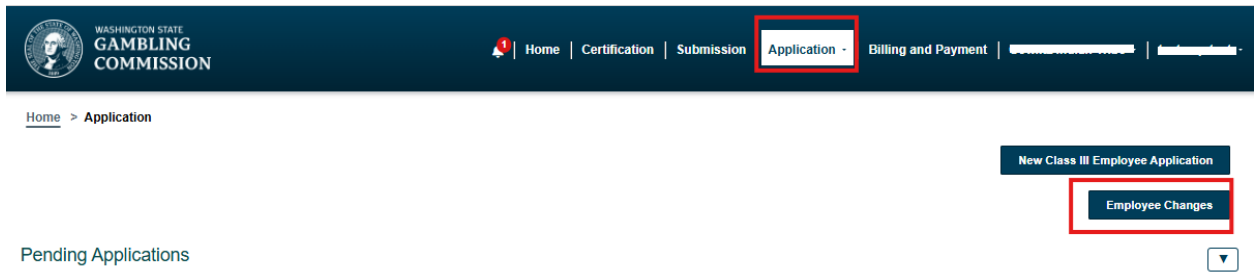


Figure 30. Re-linking and adding Class III Employee Applications

3. On the first page of the application users will select which application they'd like to complete:
  - a) **Re-link Past Employee** will be available for Class III Certification, Eligibility, and Registration users.
  - b) **Add a New Employee** will be available for Class III Certification only.
4. Select the application you wish to fill out.
  - a) For **Re-link Past Employee**, the user will enter the employee's license, certification, Tribal license or eligibility number. Then click on 'Employee Search.'

The system will only bring up employees that were **linked to your Tribe and have an active certification, eligibility, or registration**.

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 were not linked to your Tribe within their active period, an error message will pop up. The application started will be deleted once the user selects 'Exit.'

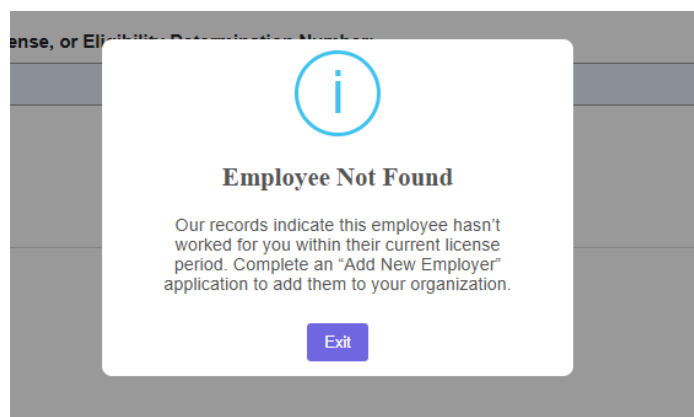


Figure 31. A message pops up informing employee is not linked to the Tribe

- b) For **Add a New Employee**, the user will enter the employee's license or certification number. Then click on 'Employee Search.'

The system will only bring up employees that are **active and can be added to additional employers** (eligible to transfer).

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 is not 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.'

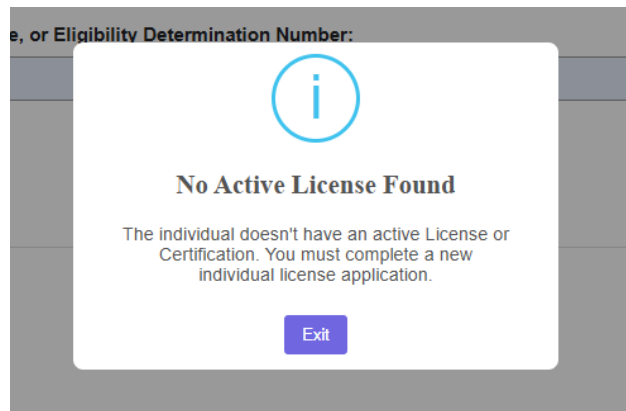


Figure 32. A message pops up informing employee does not have an active license

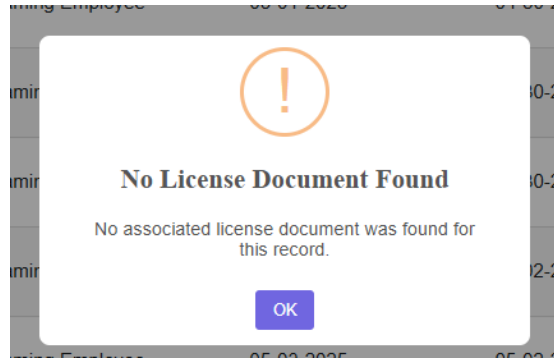
5. The following will happen at the end of the application:
  - a) For Re-link applications, users are not required to make an application payment.
  - b) For Add New Employee applications, users are required to make an application payment.
6. The employee will be added to the Tribe as an Employee.

### 2A.2.7. View, Print, Save or Download Class III Certification or Eligibility Determination Letter

As the Super User (TGA Director) or Tribe General Submitter:

1. On the Certification or Eligibility page, view the Gaming Employees Section.

2. Select the hyperlink under the **Number** column to display the Class III Certification or Eligibility Determination letter. The document will display in another tab with the ability to save, download, and print.
3. For legacy Certifications and Eligibility Determination letters, if an error message pops up, send a secure message to your assigned Licensing Specialist to get a copy of the Certification or Eligibility Determination letter.



*Figure 33. A message pops up informing associated license document is not available*