



## How to Create a License eXpress Account and Next Steps

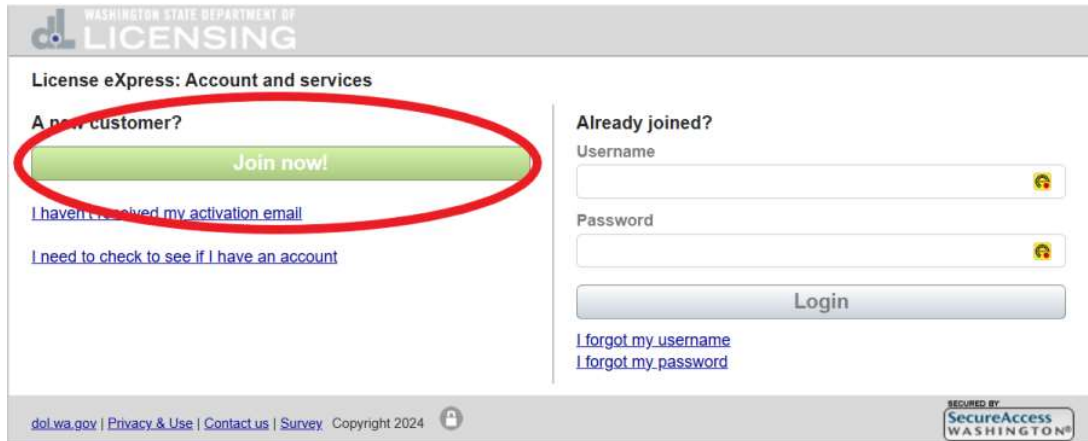
1. Open your web browser and navigate to <http://secure.dol.wa.gov/home/> or click the link from our Freedom Driving School page in License Testing under What to Bring to Your Tests. You will come to a page that looks like this:

A screenshot of the Washington State Department of Licensing's "License eXpress: Account and services" page. The page has a grey header with the "dL LICENSING" logo. Below the header, the page is divided into two main sections. On the left, under "A new customer?", there is a prominent green "Join now!" button, followed by two blue links: "I haven't received my activation email" and "I need to check to see if I have an account". On the right, under "Already joined?", there are input fields for "Username" and "Password", each with a small eye icon for visibility toggling. Below these fields is a grey "Login" button. At the bottom of the right section are two blue links: "I forgot my username" and "I forgot my password". The footer of the page contains the text "dol.wa.gov | Privacy & Use | Contact us | Survey. Copyright 2024" on the left and a "SECURED BY SecureAccess WASHINGTON" logo on the right.

2. From there you will have the option of creating your account or entering your **Username and Password** should you already have created an account. If you have created an account and have forgotten the username or password options are here for information retrieval.

How do I know if I already have an account? In the past if you obtained a Washington State ID card you more than likely already have an account as you have a Washington Driver License or WDL number. In our state this number and the WDL are used on ID cards and Driver Licenses. If you took Driver's Education with our school or another school in Washington State, you will also more than likely already have an account as your WDL number was needed for waivers and permits. And lastly, if you have your Washington State Permit you will have a WDL number and will have more than likely set up a License eXpress account.

If you **DO NOT** have an account, click **Join Now** (the green button).



WASHINGTON STATE DEPARTMENT OF LICENSING

License eXpress: Account and services

A new customer?

**Join now!**

[I haven't received my activation email](#)

[I need to check to see if I have an account](#)

Already joined?

Username

Password

Login

[I forgot my username](#)

[I forgot my password](#)

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3. After clicking **Join Now**, you will be taken to a page to choose which License eXpress account to create. You will select: **License eXpress for individuals** as you are creating this account for pre-applying for your driver permit, driver license, or ID card and then **Continue**. You will also need to have an account to take your Knowledge (written) Test. As you can see you will be able to manage your driver license, ID card, and vehicle licenses from your account once created and obtained.



WASHINGTON STATE DEPARTMENT OF LICENSING

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Join now

What type of account do you want to join?

**License eXpress for individuals**

- Manage my personal driver license, ID card, vehicle and boat licenses
- Pre-apply for my first Washington driver permit, driver license or ID card

**License eXpress for business**

- Driver related business
- Vehicle and vessel related business

Continue

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- You will now begin to enter your personal information starting with your **first and last name**, then click **Continue**. This is step 1 of 4 to complete account creation.

- Next you will continue entering your information by creating a **Username** and entering an **email address** to use, step 2 of 4 in creating your account. Then click **Continue**. If you click “I want to use my SecureAccess WA account, it will take you to the login screen (you already have an account).

If you entered the information incorrectly you will see an error message, more than likely the email addresses do not match as is seen in this screenshot, the letter Q was omitted in the second email. Please correct the error before pressing **Continue**.

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Registration - Step 2 of 4

**License eXpress for individuals**  
Susie, please continue setting up your account.


[I want to use my existing SecureAccess WA account.](#)

**Please correct errors below.**

Username  
SusieQSample  
No spaces, 4 or more characters

Email  
SusieQSample@domain.com

Confirm email  
**The emails must match.**  
SusieSample@domail.com

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6. Then it is time to create your **password** for the account, step 3 of 4. Your password should be something you can remember and be strong. The password requirements for your License eXpress Account: must be 10 characters long and contain at least 3 of the following: a number, a special character, an uppercase letter, and a lower-case letter.

When your passwords match and are secure the screen will change automatically to look like the screenshot below, then when you are ready click: **Register Me**.

If the password you chose does not meet the requirement you will receive an error message in red like the one below, which reads Please correct errors below. And then it will show you in

blue which password requirements were not met, in the example the password needs more characters, a capital letter and a special character. Correct the errors, follow the requirements, and then click **Register Me**.

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Registration - Step 3 of 4

**License eXpress for individuals**  
Registering username: SusieQSample


Please correct errors below.

- At least 6 more characters are needed;
- A capital letter OR a number OR a special character is needed;

Password  
**Enter a valid password**

Confirm password  
**The passwords must match**

**Register me**

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Should your passwords not match you will receive the error message below in orange, letting you know that for first password is strong but that the second password does not match the first. Please correct and then click **Register Me**.

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Registration - Step 3 of 4

License eXpress for individuals

Registering username: SusieQSample

You have selected a secure password!

Password

Confirm password

The passwords must match

Register me

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7. After clicking **Register Me**, you will see a page like that below with step 4 of 4 at the top. You are directed to go to your email to activate your account.

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Registration - Step 4 of 4

License eXpress for individuals

You're almost done Susie

Please check your email.

We've sent you an email containing your activation link. Click on the link to activate your account.

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8. Open your email account used for creating your License eXpress account and open the email from [noreply@notifications.dol.wa.gov](mailto:noreply@notifications.dol.wa.gov) remember to check your spam folder should you not see an email within a few minutes. Click the link in the email to **verify** and **activate** your account. If the link is not clickable copy and paste it into a web browser. Please note, the link in the screenshot below is *not* an actual link or address as it is for a fictitious person, you will receive a personal link just for your account.

## License eXpress account activation



[noreply@notifications.dol.wa.gov](mailto:noreply@notifications.dol.wa.gov) <noreply@notifications.dol.wa.gov> 

11:17 AM

To: SusieQSample@domain.com

Susie Sample, your account has been successfully created.

To activate your new account, select the link below or copy and paste into your browser.

[https://secure.dol.wa.gov/home/activateAccount.aspx?  
ec=activate&rc=85264&username=susieqsampl+rndmletters](https://secure.dol.wa.gov/home/activateAccount.aspx?ec=activate&rc=85264&username=susieqsampl+rndmletters)

Thank you for joining License eXpress.

If you need assistance, please email: [onlineserviceshelp@dol.wa.gov](mailto:onlineserviceshelp@dol.wa.gov)

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To make sure you receive our emails, please set your email filter to accept email from [noreply@notifications.dol.wa.gov](mailto:noreply@notifications.dol.wa.gov)



- After clicking the link, you will be redirected to the access page in a new browser window, thanking you for activating your account. You can then log in with the credentials used to set up your account, click **Login**.

WASHINGTON STATE DEPARTMENT OF LICENSING

License eXpress: Account and services

Thank you **SusieQSample**, you have successfully activated your account. Please login to manage your account.

Username  
SusieQSample

Password  
.....

Login

[I forgot my username](#)  
[I forgot my password](#)

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- You have created your account, now what? Once you have logged in you will see the screen below. For those who already have a driving record skip to steps 14-15. For those without please follow the steps for your option, Instruction Permit may be the most relevant (step 11 then 13).

Welcome to License eXpress

Welcome to License eXpress

Introduction

What you'll need

You'll need information from legal documents

Refer to these for the information you provide

- Previous Driver License or State Id
- Birth Certificate
- Passport
- Social Security Card (if applicable)

Let's figure out next steps

Do you have a WA licensing record?

No

What would you like to apply for? \*

Required

Great! We'll try to setup a record for you.

Cancel Previous Next

You will say **No** if this is your first step in becoming a licensed driver in Washington state, meaning you do not have a WA ID card, you do not have traffic moving violations, and you have not previously enrolled in drivers education in WA state. When you click **No** text in green will



show reading, “Great! We’ll try to setup a record for you.” And a new question will appear asking “What would you like to apply for?” giving the options: State Identification Card, Personal Driver License, or Instruction Permit. (Please go to Steps 11-13 for additional guidance then 16).

You will say **Yes** if you have enrolled in drivers education in WA state, already have or have had a WA ID card, or have traffic moving violations. Once you select Yes you will see, in green, the text “Great! We’ll try to find your record.” (Please go to Steps 14-15 for additional guidance, then step 16).

If you are not sure how to answer the question: **Do I have a WA licensing record?** Click Not Sure? in green to the right. Which will open the following box and if any of these apply to you, then **Yes** you have a WA licensing record. If you are just beginning your drivers education journey and do not have either a WA ID card or a traffic moving violation in WA then you will click **No**. Remember you can always contact the Department of Licensing (DOL) if you are still unsure.

I'm not sure I have a WA record



**Not sure what this means?**

- You have a WA license, id or permit
- You have been issued a temporary license and are waiting for your card to come in the mail
- You have used our website (dol.wa.gov) to Pre-Apply in the past
- You have completed a Driver Training Course in WA
- You have been convicted of a traffic moving violation in WA (not parking-related)

**Still not sure?**

- Call **360.902.3900** for help

Cancel

OK

11. If you choose **No** to having a WA driver licensing record a new question will appear asking “What would you like to apply for?” giving the options: State Identification Card, Personal Driver License, or Instruction Permit. You can select **Previous** or **Cancel** if these options do not look right to you or you cannot complete the steps at that time. Make your selection and click **Next**.

If you select: **State Identification Card** you will be asked an additional question, whether you want a standard or enhanced State Identification Card.

## Let's figure out next steps

Do you have a WA licensing record?

No 

What would you like to apply for?

State Identification Card 

Standard or enhanced license/ID? \*

*Required* 

Required

If you choose **Standard** and then select **Next** you will see a screen like the one shown below, enter your information and click **Next**. Remember Susie Q Sample is used here, please use your information.

Introduction

What you'll need

Your information

Basic information

### Verify your information

The information you provide must match what we have on record.

You will need to bring these documents in later as proof of identity.

What does this mean?

First name  
  
 No first name?

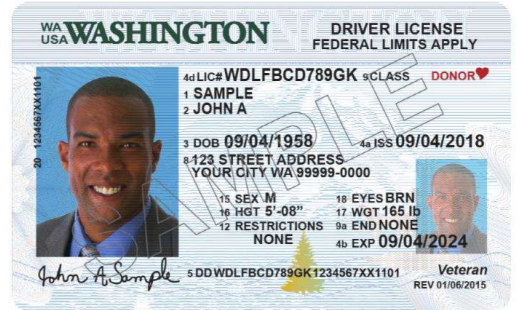
Middle name  
  
 No middle name?

Last name

Suffix

Date of birth (DOB)

Social Security Number



If you choose **Enhanced** a new question appears: Are you a U.S. Citizen? And if you answer Yes, you are prompted to bring your Social Security card when you visit a DOL office, then select **Next**, you will see a screen like the one shown below, enter your information and click **Next**. Remember Susie Q Sample is used here, please use your information.

### Let's figure out next steps

Do you have a WA licensing record?

What would you like to apply for?

Standard or enhanced license/ID?

Are you a U.S. citizen?

**Great! We'll try to setup a record for you.**

**Bring your Social Security card when you visit our office.**

Introduction

What you'll need

Your information

Basic information

### Verify your information

The information you provide must match what we have on record.

You will need to bring these documents in later as proof of identity.

First name  
SUSIE

No first name?

Middle name  
Q

No middle name?

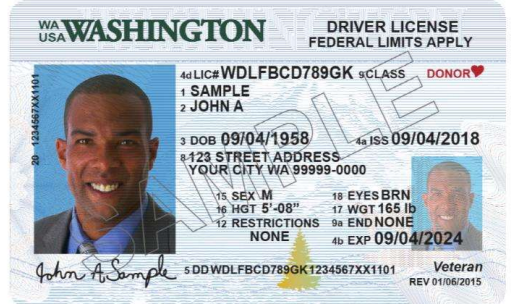
Last name  
SAMPLE

Suffix

Date of birth (DOB)  
17-JUN-2024

Social Security Number

What does this mean?



If you choose **Enhanced** a new question appears: Are you a U.S. Citizen? And if you answer No, you will receive a message above Next Steps saying: You must be a U.S. Citizen to get an enhanced license/ID. Change your answer to **Standard** and then select **Next** you will see a screen like the one shown below, enter your information and click **Next**. Remember Susie Q Sample is used here, please use your information.

You must be a U.S. citizen to get an enhanced license/ID.

### Let's figure out next steps

Do you have a WA licensing record?

No

What would you like to apply for?

State Identification Card

Standard or enhanced license/ID?

Enhanced

Are you a U.S. citizen?

No

Great! We'll try to setup a record for you.

Bring your Social Security card when you visit our office.

**Introduction**

What you'll need

Your information

Basic information

**Verify your information**

The information you provide must match what we have on record.

You will need to bring these documents in later as proof of identity.

What does this mean?

First name  
SUSIE

No first name?

Middle name  
Q

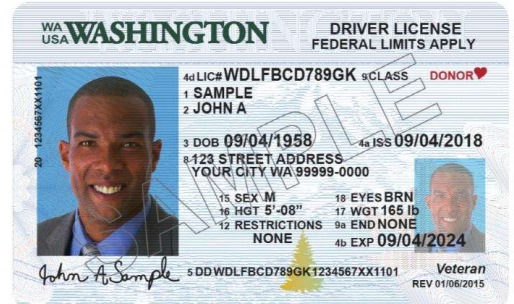
No middle name?

Last name  
SAMPLE

Suffix

Date of birth (DOB)  
17-JUN-2024

Social Security Number



12. If you select: **Personal Driver License** you will be asked an additional question about wanting an Standard or Enhanced license/ID.

## Let's figure out next steps

Do you have a WA licensing record?

No

What would you like to apply for?

Personal Driver License

Standard or enhanced license/ID? \*

Required

Required

If you choose **Standard** and then select **Next** you will see a screen like the one shown below, enter your information and click **Next**. Remember Susie Q Sample is used here, please use your information.

- Introduction
- What you'll need
- Your information
- Basic information

### Verify your information

The information you provide must match what we have on record.  
 You will need to bring these documents in later as proof of identity.

What does this mean?

First name  
 SUSIE

No first name?

Middle name  
 Q

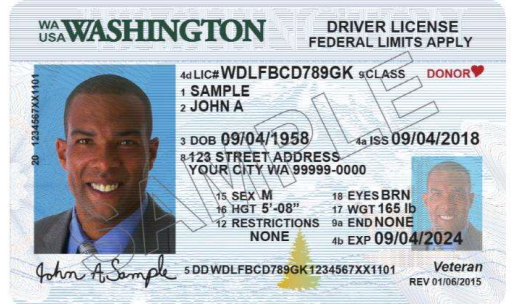
No middle name?

Last name  
 SAMPLE

Suffix

Date of birth (DOB)  
 17-JUN-2024

Social Security Number



If you choose **Enhanced** a new question appears: Are you a U.S. Citizen? And if you answer Yes, you are prompted to bring your Social Security card when you visit a DOL office, then select **Next** you will see a screen like the one shown below, enter your information and click **Next**. Remember Susie Q Sample is used here, please use your information.

### Let's figure out next steps

Do you have a WA licensing record?

No

What would you like to apply for?

Personal Driver License

Standard or enhanced license/ID?

Enhanced

Are you a U.S. citizen?

Yes

**Great! We'll try to setup a record for you.**

**Bring your Social Security card when you visit our office.**

Introduction

What you'll need

Your information

Basic information

### Verify your information

The information you provide must match what we have on record.

You will need to bring these documents in later as proof of identity.

What does this mean?

First name  
SUSIE

No first name?

Middle name  
Q

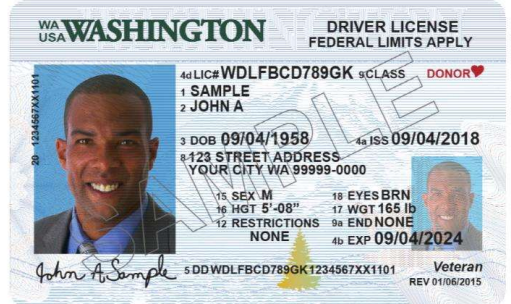
No middle name?

Last name  
SAMPLE

Suffix

Date of birth (DOB)  
17-JUN-2024

Social Security Number



If you choose **Enhanced** a new question appears: Are you a U.S. Citizen? And if you answer No, you will receive a message above Next Steps saying: You must be a U.S. Citizen to get an enhanced license/ID. Change your answer to **Standard** and then select **Next** you will see a screen like the one shown below, enter your information and click **Next**. Remember Susie Q Sample is used here, please use your information.

You must be a U.S. citizen to get an enhanced license/ID.

### Let's figure out next steps

Do you have a WA licensing record?

No

What would you like to apply for?

Personal Driver License

Standard or enhanced license/ID?

Enhanced

Are you a U.S. citizen?

No

Great! We'll try to setup a record for you.

Bring your Social Security card when you visit our office.

Introduction

What you'll need

Your information

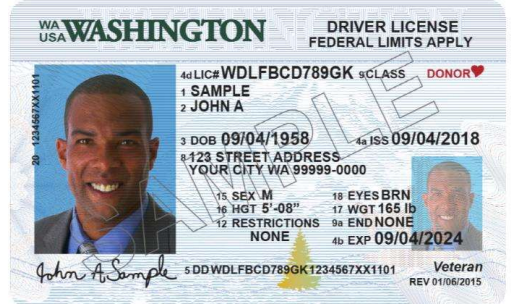
Basic information

### Verify your information

The information you provide must match what we have on record.

You will need to bring these documents in later as proof of identity.

What does this mean?



- If you select: **Instruction Permit** your screen will look like the screenshot below, enter your information and click **Next**. Remember Susie Q Sample is used here, please use your information.

Introduction

What you'll need

Your information

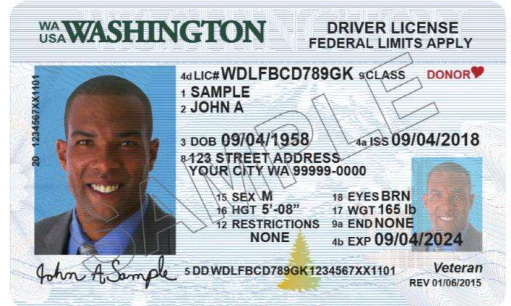
Basic information

### Verify your information

The information you provide must match what we have on record.

You will need to bring these documents in later as proof of identity.

What does this mean?



After you have set yourself up you can now skip to Step 16 to continue setting up your License eXpress Account.

14. You have selected **Yes** to having a WA State Driving Record as seen in screen below and click **Next** you are ready to continue **setting** up your License eXpress account.

[Home](#) License eXpress for Individuals ?

### Welcome to License eXpress

Welcome to License eXpress

Introduction

What you'll need

#### You'll need information from legal documents

Refer to these for the information you provide

- Previous Driver License or State Id
- Birth Certificate
- Passport
- Social Security Card (if applicable)

#### Let's figure out next steps

Do you have a WA licensing record?

Yes

#### We'll help you get online access

- Secure access to your existing record
- Or create a record (if you dont have one)

Great! We'll try to find your record.

15. You will then be asked to enter your information and click **Next**. Remember Susie Q Sample is used here, please use your information.

Your information

Basic information

Refer to your WA License/State ID, Social Security Card, or other legal documents.

First name  
SUSIE

No first name?

Middle name  
Q

No middle name?

Last name  
SAMPLE

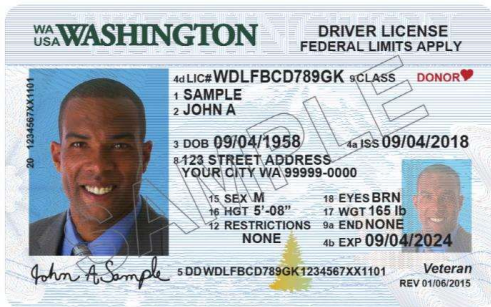
Suffix

Date of birth (DOB)  
09-JUN-2008

WA license number (LIC#) \*  
*Required*

Lost license?

Social Security Number



Cancel
Next

Should you have lost your License (meaning you do not know your WDL number) you can click, Lost License? In blue and you will see the following pop up, please follow their steps to obtain your license number.

## DLN Options



### WA license number is required to gain access to your record

Attempting to replace a lost or stolen License/ID?  
You can get an [online replacement](#) without signing up for an account.

Cancel

OK

If you do not have a Social Security Number, you can click “No Social Security Number?” in blue and see the information below. You can obtain an account without a SSN but will need additional steps at the DOL later.

## Additional Social Security Number options



### Social Security Number is required

- If you do not have a Social Security Number you may remove the requirement selecting a reason below
- You will be asked to verify this information again when you go to a licensing office

I don't have a Social Security #

Cancel

OK

Oh no, I received an error message telling me **the information you provide must match what we have on record** and will look like the screen below. In many cases it is simply changing your middle name from a name to the initial. You can call the DOL for help.

**The information you provide must match what we have on record.**

[What does this mean?](#)

Refer to your WA License/State ID, Social Security Card, or other legal documents.

## You can't complete this transaction online because:

We could not find a record with the information you provided

- Confirm the information you entered is correct and try again
- If the information is correct, call 360.902.3900 for help

Clicking, “What does this mean?” in blue will open:



Information must match our record



**In order to keep your record secure, the following information has to match your DOL record**

- First name, Middle name, Last name
- Date of Birth
- WA License Number
- Social Security Number

**The information you provide must be reflected on your legal documents**

Cancel

OK



16. After your information is correctly entered you will enter your contact information and click **Next**. There is an option of using a Home Phone as well.

## Welcome to License eXpress

### Welcome to License eXpress

<b>Introduction</b>	<b>Contact information</b>	
What you'll need	Email	Confirm email
<b>Your information</b>	SUSIEQSAMPLE@DOMAIN.COM	SUSIEQSAMPLE@DOMAIN.COM
Basic information	Preferred phone type	Phone number
<b>Contact information</b>	Cell Phone	(999) 999-9999

17. You will taken to a Summary page and asked to verify that all information is correct, and you have the option of making edits. When you are ready hit **Submit**.

### Welcome to License eXpress

<b>Introduction</b>	Make sure your information is correct.
What you'll need	If it's not, go Back to make edits.
<b>Your information</b>	
Basic information	
Contact information	
<b>Summary</b>	

**Registrant info :**

Name : Susie Q Sample  
License/ID card # : WDL#####B  
Date of birth : 06/17/2024

**Contact info :**

Web name : Susie Sample  
Phone number : 999-999-9999  
Email address : SusieQSample@domain.com



18. Successful registration and confirmation look like the screen shot below. Click **Continue** to be taken to your Dashboard where you can choose from a menu of options for the purposes of Drivers Education the options "Schedule an Appointment" or "Take an Exam" are most relevant.

## Confirmation

**You've successfully registered!**

Below is your confirmation code in case you need to contact us for help.

**Confirmation code** # ### ##

**Submitted date:** 6/17/2024 1:09:16 PM

19. Take an Exam. If you are coming in for your Knowledge Test you will Login to your License eXpress Account and from your Dashboard select "Take an Exam" and you will see the screen below. You will get your ExamCode from Freedom Driving School (at the school when given a tablet to take your exam).

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Please enter the exam access code provided by your instructor.

*ExamCode* \_\_\_\_\_

**Start Exam**