

MFA Pre-Enrollment User Instructions

Introduction

This year, Washington State Department of Licensing (DOL) will require use of multi-factor authentication (MFA) as part of the login process to access License eXpress for vehicle, vessel, and driver business services.

Vehicle and vessel businesses started using MFA in late June. Driver licensing business services will begin using MFA when DRIVES Rollout 2 launches on September 4, 2018.

DOL is adding this extra level of security to help protect your identity and data – and that of your customers.

If you are already using License eXpress for business, your login process is currently just one step – you enter your username and password. Once we add MFA, you will also need to enter a confirmation code after you log in. The system will send you the confirmation code via your choice of email, text message, or phone call.

- For faster response, use the **text message option** as your method to receive the code.
- If you **currently share** a business account with others, you must establish your own account to enroll in MFA.

Purpose of this guide

This user guide provides instructions related to the enrollment and login processes related to MFA.

Enrollment for Multi-Factor Authentication (MFA)

If you have not already enrolled for MFA, you will need to enroll. You will enroll either after you log into WaTech's Secure Access Washington (SAW) portal or, if you do not log into the SAW portal, when you log in to the DOL License eXpress (LX) portal. Enrollment consists of providing any email addresses and phone numbers you want to use to obtain your confirmation code. At a minimum, you must provide one email address and one phone number. You will have the option to update these values whenever you log in.

Washington Technology Solutions (WaTech) provides the MFA enrollment service. WaTech stores your contact information and presents the email addresses and phone numbers you entered as part of the login process.

NOTE: Some users find that the pre-enrollment process is faster when using the **Chrome** browser.

MFA Pre-enrollment Steps and Screen Images

Please follow these steps to pre-enroll for MFA:

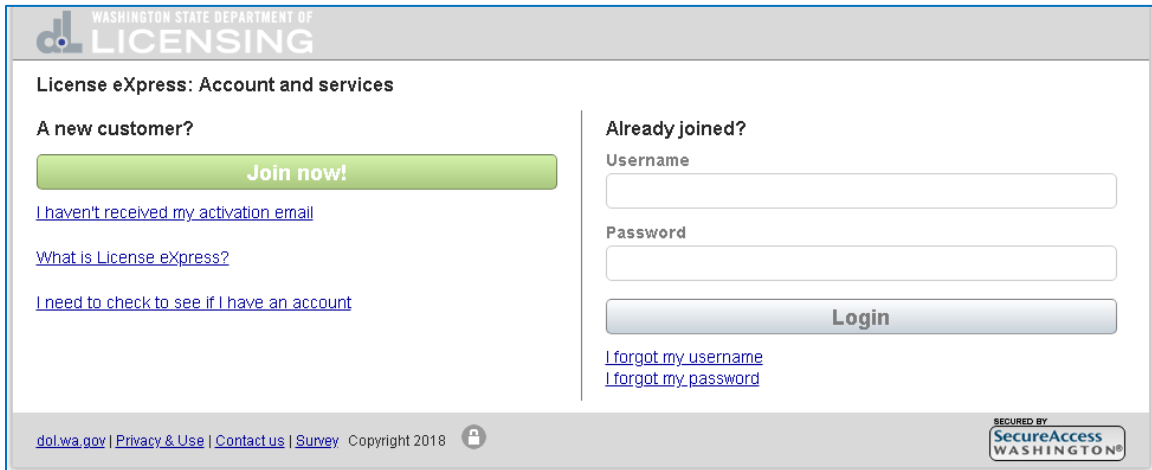
1. **Log in** to the Secure Access Washington (SAW) portal for SR22/26 or IHPS users.
For driver training schools, login to the DOL LX Portal.
2. When the system invites you to pre-enroll, click the link to **Pre-enroll now**.
3. The system forwards you to the **WaTech enrollment screens** where you'll:
 - a. **Enter a primary email address** and an optional email address,
 - b. **Enter a primary phone number** and an optional phone number, and
 - c. **Review the information entered**, choose to "Remember this Computer" if this is the computer you typically will use then submit the information to WaTech.
4. When you complete the enrollment, the system returns you to the DOL e-Services page to process your usual business with DOL.

It is important to enter your contact information correctly the first time and to make sure you keep this information updated when they change. This guarantees you will be able to receive the confirmation code. If all of the email addresses or phone numbers you provided become inaccessible, there will not be any way for WaTech or DOL to recover your account.

If that happens, you would need to start from scratch. You would create a new SAW account within the DOL License eXpress portal. Then you would need to re-connect your business services with DOL once you log in with your new SAW account.

MFA Pre-enrollment Screens

1. **Log in** to the DOL License eXpress (LX) Portal for Driver Training School users or the SAW portal for SR22/26 or IHPS users.



WASHINGTON STATE DEPARTMENT OF LICENSING

License eXpress: Account and services

A new customer?

[Join now!](#)

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

[What is License eXpress?](#)

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

Already joined?

Username

Password

[I forgot my username](#)

[I forgot my password](#)

[Login](#)

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THE SEAL OF THE STATE OF WASHINGTON
1889

WELCOME

to your login for Washington state.

SecureAccess Washington

[SIGN UP!](#) [GET HELP](#) [TIPS ON](#)

LOGIN

USERNAME

PASSWORD

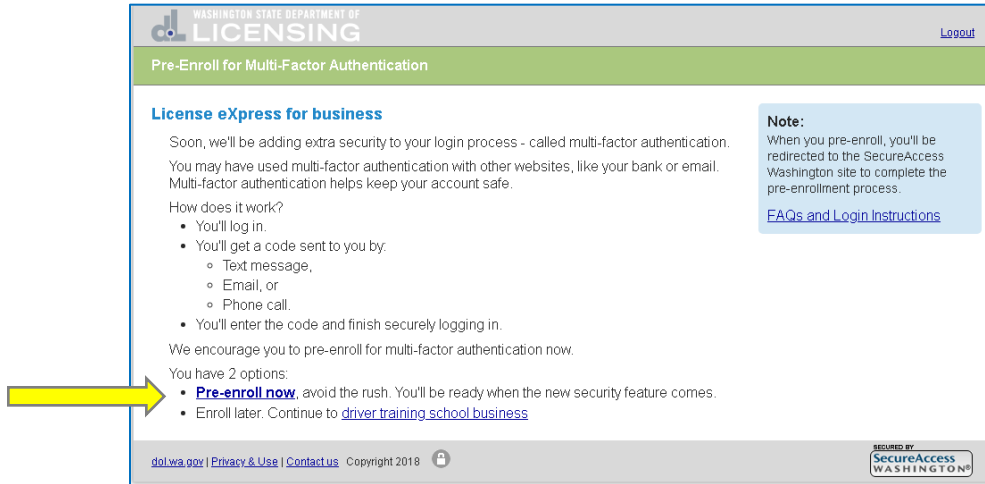
[SUBMIT](#)

[Forgot your username?](#) | [Forgot your password?](#)

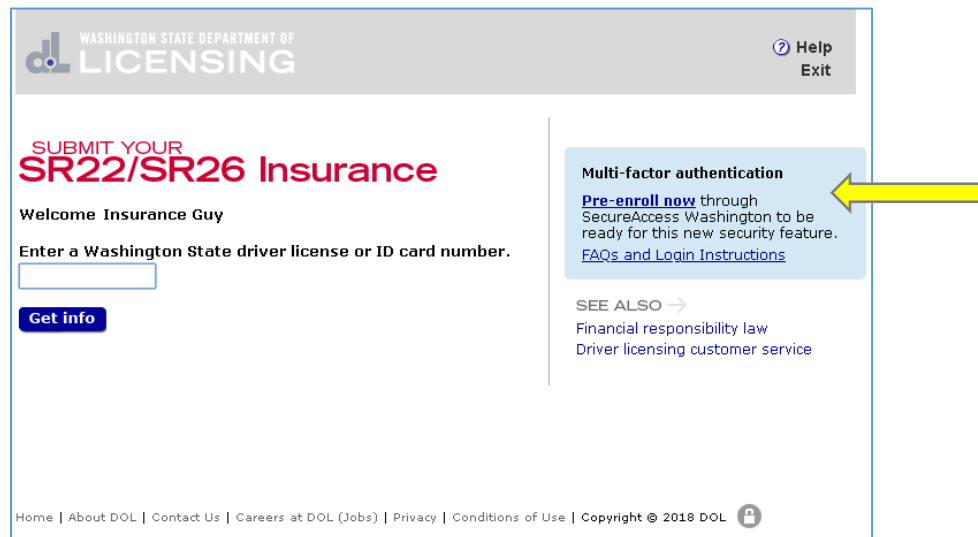
ON BEHALF OF

WASHINGTON STATE AGENCIES

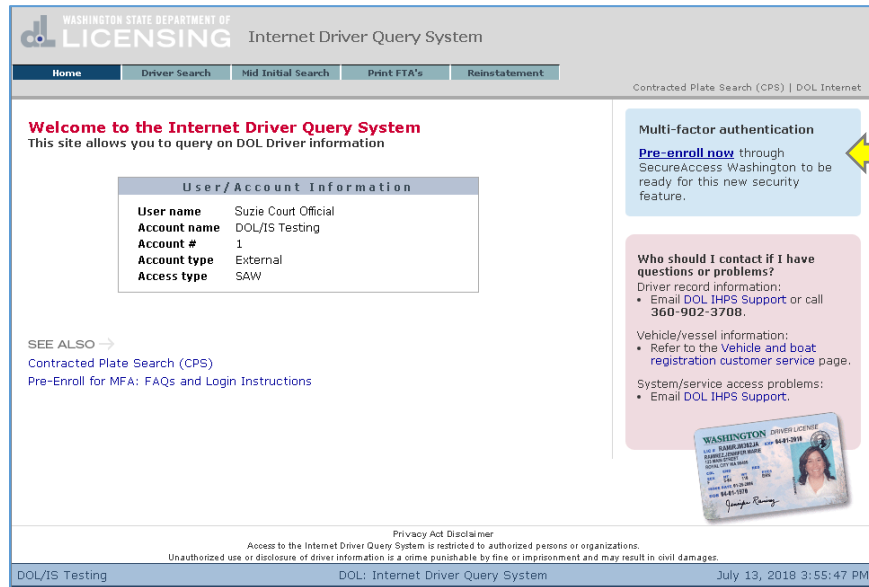
2. Click the link to **Pre-enroll now** when you are invited to pre-enroll.
 - a. In the **DOL LX Portal**, the enrollment link will be in a page that explains the process as shown below:



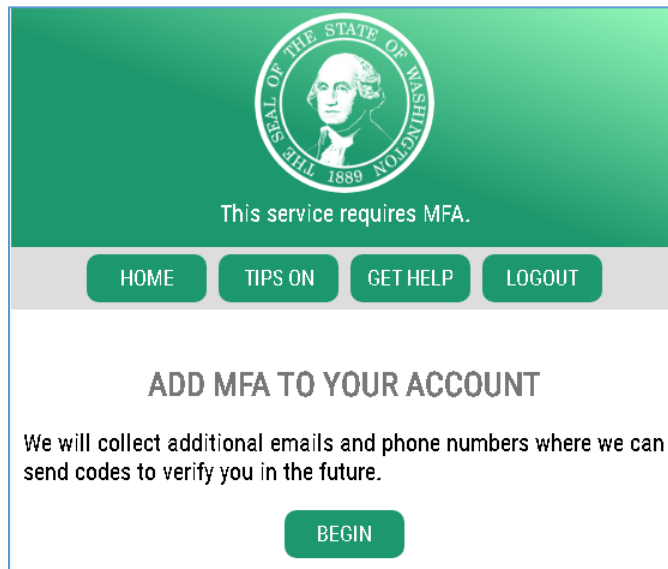
- b. For **SR22/26** customers, the link will be in the home page of the SR22/SR26 Insurance web application in the blue box on the upper right hand side of the screen.



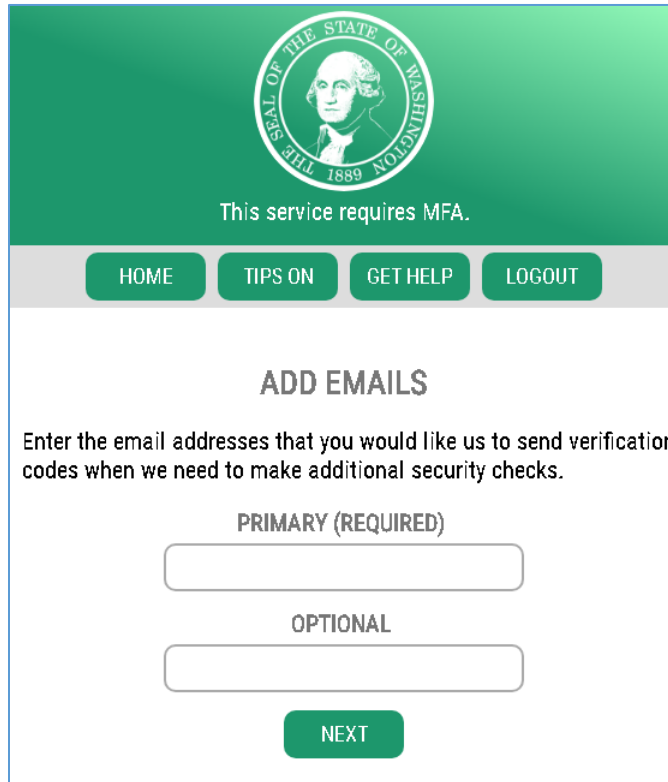
- c. For IHPS customers, the link will be in the home page of the IHPS web application in the blue box on the upper right hand side of the screen.



- 3. The system will forward you to the **WaTech** enrollment screens.

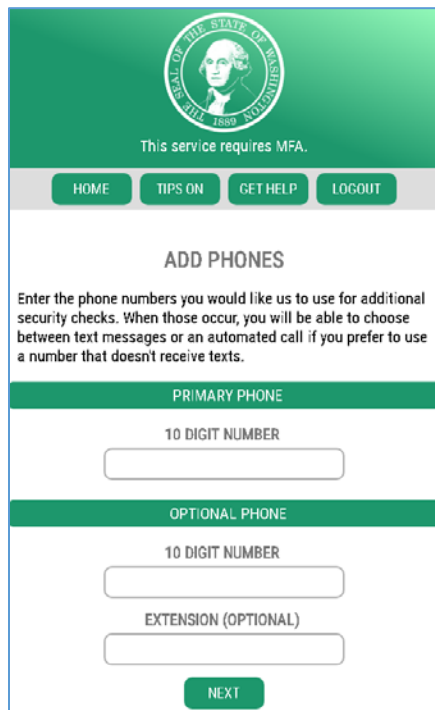


- a. Enter a primary email address and an optional email address.



The screenshot shows a green header with the Washington State seal and the text "This service requires MFA.". Below the header is a navigation bar with buttons for HOME, TIPS ON, GET HELP, and LOGOUT. The main content area is titled "ADD EMAILS" and contains the instruction: "Enter the email addresses that you would like us to send verification codes when we need to make additional security checks." There are two input fields: "PRIMARY (REQUIRED)" and "OPTIONAL". A green "NEXT" button is at the bottom.

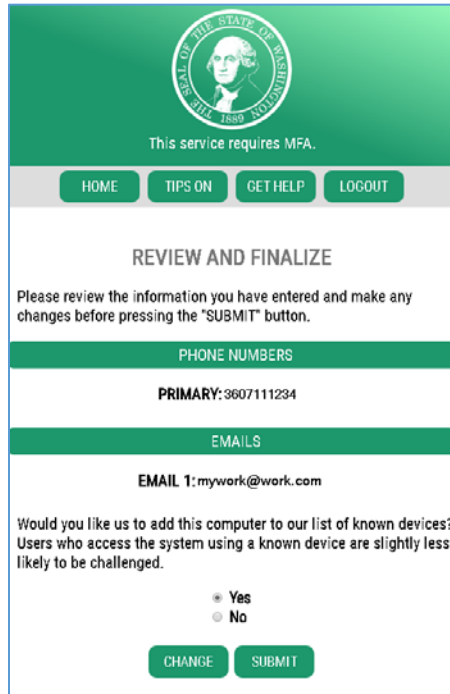
- b. Enter a primary phone number and an optional phone number.



The screenshot shows a green header with the Washington State seal and the text "This service requires MFA.". Below the header is a navigation bar with buttons for HOME, TIPS ON, GET HELP, and LOGOUT. The main content area is titled "ADD PHONES" and contains the instruction: "Enter the phone numbers you would like us to use for additional security checks. When those occur, you will be able to choose between text messages or an automated call if you prefer to use a number that doesn't receive texts." There are two sections: "PRIMARY PHONE" with a "10 DIGIT NUMBER" input field, and "OPTIONAL PHONE" with a "10 DIGIT NUMBER" input field and an "EXTENSION (OPTIONAL)" input field. A green "NEXT" button is at the bottom.

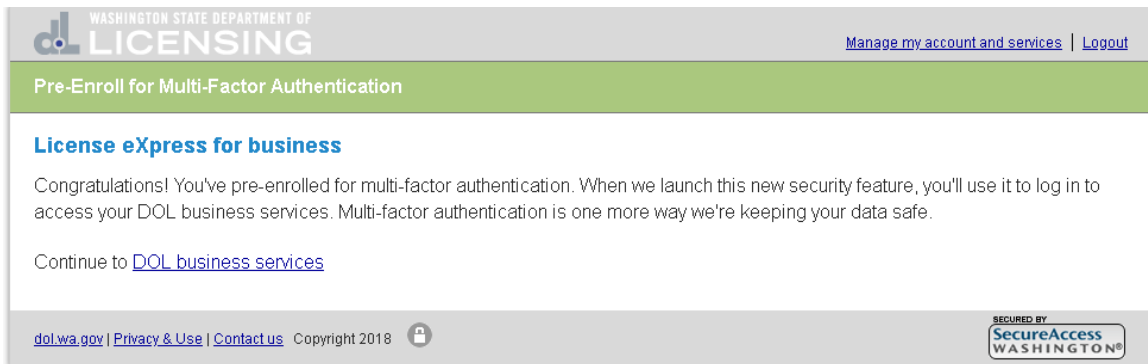
- c. Review the information entered for accuracy.

Select **Yes** if you want to add your computer to WaTech’s list of known devices and **submit** the information to WaTech.



The screenshot shows a web interface for the Washington State Department of Licensing. At the top, there is a green header with the state seal and the text "This service requires MFA." Below the header is a navigation bar with buttons for "HOME", "TIPS ON", "GET HELP", and "LOGOUT". The main content area is titled "REVIEW AND FINALIZE" and contains the following text: "Please review the information you have entered and make any changes before pressing the 'SUBMIT' button." Below this, there are two sections: "PHONE NUMBERS" with a "PRIMARY: 3607111234" and "EMAILS" with "EMAIL 1: mywork@work.com". At the bottom, there is a question: "Would you like us to add this computer to our list of known devices? Users who access the system using a known device are slightly less likely to be challenged." There are two radio buttons, "Yes" (selected) and "No". At the very bottom, there are "CHANGE" and "SUBMIT" buttons.

- 4. The system stores your enrollment information and sends you back to the LX portal. Click the link to continue with your business.



The screenshot shows a confirmation page from the Washington State Department of Licensing. The header includes the logo and the text "WASHINGTON STATE DEPARTMENT OF LICENSING". On the right side of the header, there are links for "Manage my account and services" and "Logout". The main heading is "Pre-Enroll for Multi-Factor Authentication". Below this, there is a section titled "License eXpress for business" with the following text: "Congratulations! You've pre-enrolled for multi-factor authentication. When we launch this new security feature, you'll use it to log in to access your DOL business services. Multi-factor authentication is one more way we're keeping your data safe." Below this text, there is a link to "Continue to DOL business services". At the bottom of the page, there is a footer with the text "dol.wa.gov | Privacy & Use | Contact us Copyright 2018" and a "SECURED BY SecureAccess WASHINGTON" logo.

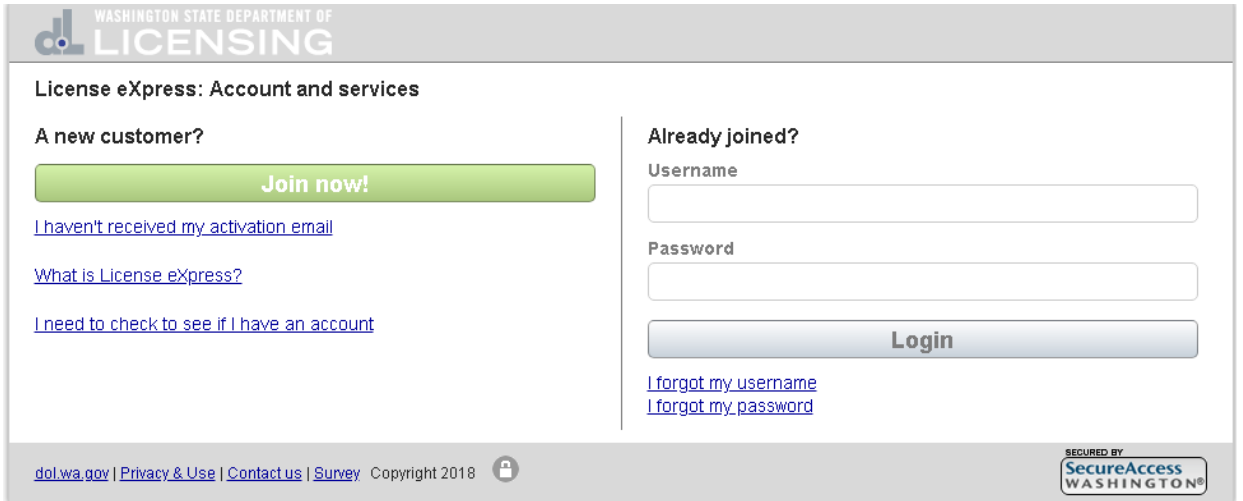
- 5. **Done!**

You have now completed the MFA pre-enrollment process. If you encountered any problems or have questions, please call our Production Support Unit at 360.664.9698, or send an email to driveshelp@dol.wa.gov.

Please see the following section for login instructions once you have completed pre-enrollment. This will be the login process starting September 4, 2018.

Login screens for using MFA (*starting September 4, 2018*)

1. Log in to the LX portal



The screenshot shows the login page for the Washington State Department of Licensing. The header includes the department's logo and name. Below the header, the page is titled "License eXpress: Account and services". There are two main sections: "A new customer?" and "Already joined?".

A new customer?

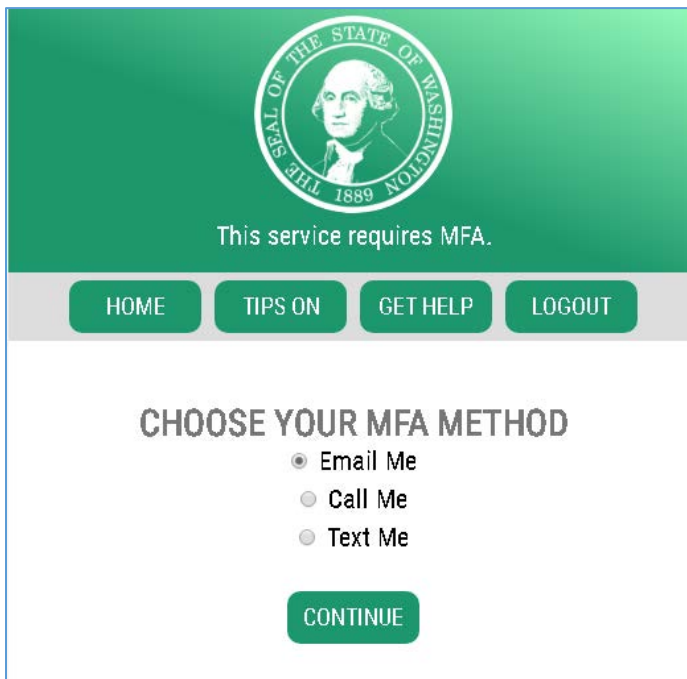
- [Join now!](#) (button)
- [I haven't received my activation email](#)
- [What is License eXpress?](#)
- [I need to check to see if I have an account](#)

Already joined?

- Username:
- Password:
- [Login](#) (button)
- [I forgot my username](#)
- [I forgot my password](#)

At the bottom, there are links for [dol.wa.gov](#), [Privacy & Use](#), [Contact us](#), and [Survey](#), along with a copyright notice for 2018 and a "SECURED BY SecureAccess WASHINGTON" logo.

2. Select your MFA method (email, call or text)



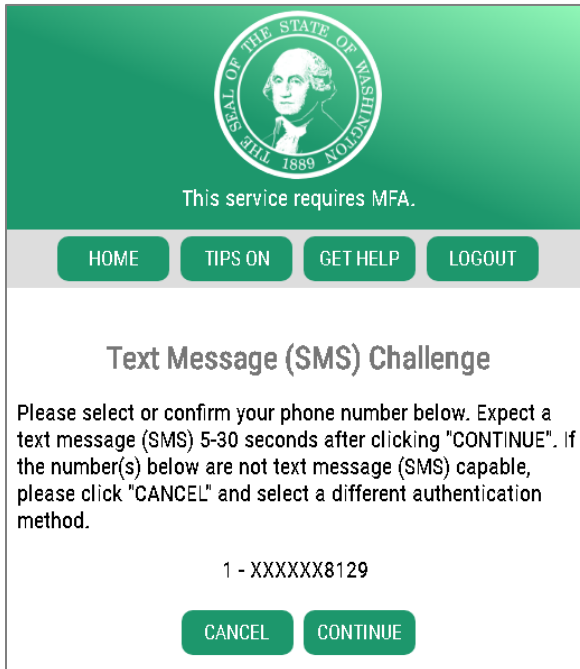
The screenshot shows a screen titled "CHOOSE YOUR MFA METHOD". At the top, there is a green banner with the Washington State seal and the text "This service requires MFA.". Below the banner are four buttons: "HOME", "TIPS ON", "GET HELP", and "LOGOUT".

CHOOSE YOUR MFA METHOD

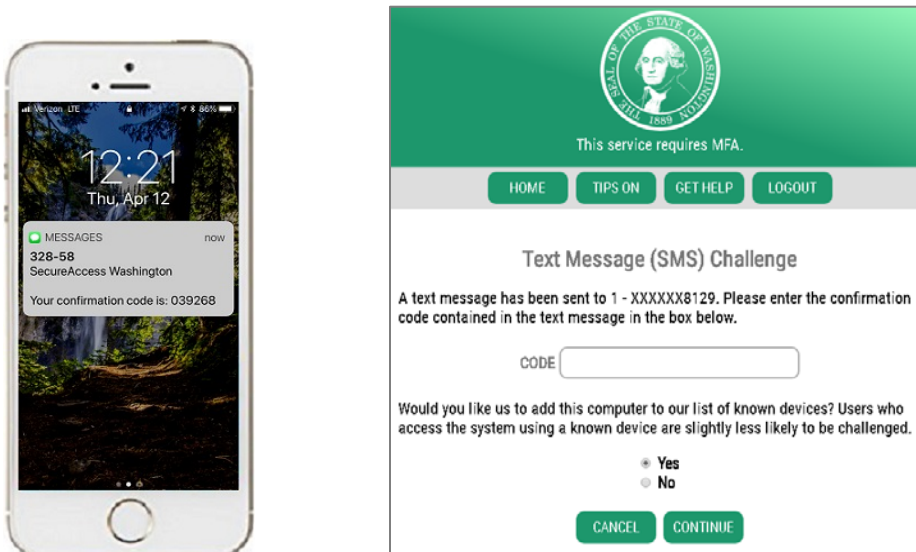
- Email Me
- Call Me
- Text Me

[CONTINUE](#) (button)

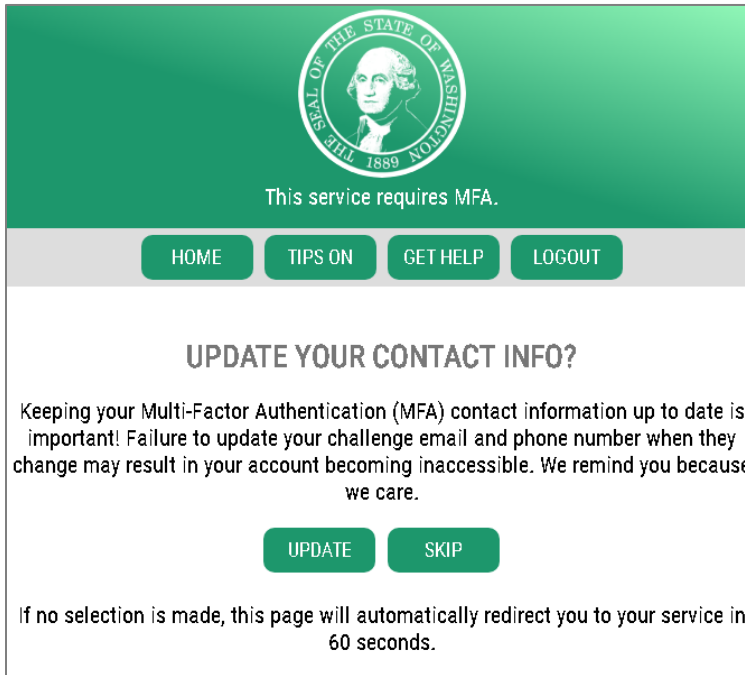
3. Confirm your selection



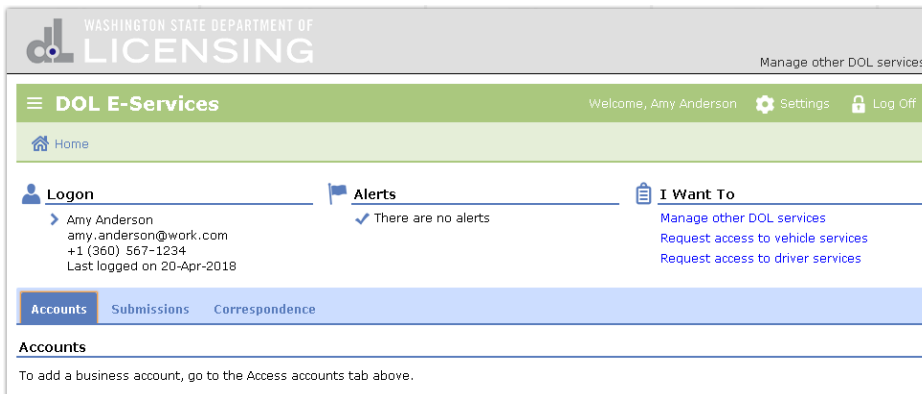
4. Enter the confirmation code sent to you



5. Review/update your contact info



6. You are done with the MFA for this session. The system returns you to LX business services.



Summary of Key Points

- DOL is adding this extra level of security to help protect the customer's identity and data – and that of their customers.
- Businesses using DOL's driver license information services will be **required** to start using MFA on **September 4, 2018**.
- Only business accounts will require the extra security MFA delivers.
 - Personal accounts do not require MFA.

Multi-Factor Authentication: User Guide



- Complete pre-enrollment when prompted by the system.
 - For IHPS and SR22/26 users, the prompt arrives on the home page *after* login.
- Do not share your unique login information.
- Take care to enter your contact information correctly. WaTech or DOL **cannot recover** your account if you enter incorrect information.