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:

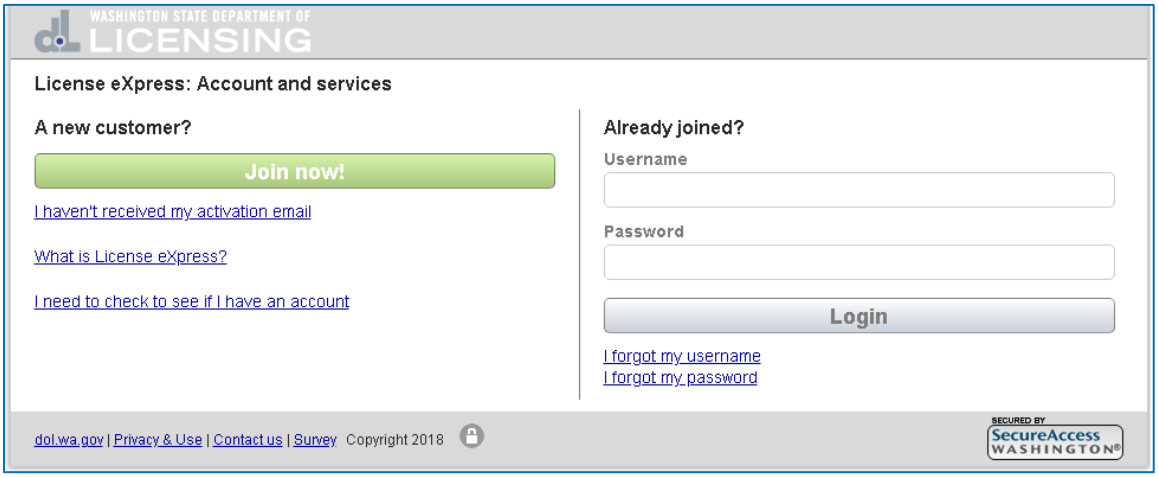
1. **Log in** to the Secure Access Washington (SAW) portal for SR22/26 or IHPS users.
   For driver training schools, login to the DOL LX Portal.
2. When the system invites you to pre-enroll, click the link to **Pre-enroll now**.
3. The system forwards you to the **WaTech enrollment screens** where you'll:
   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.

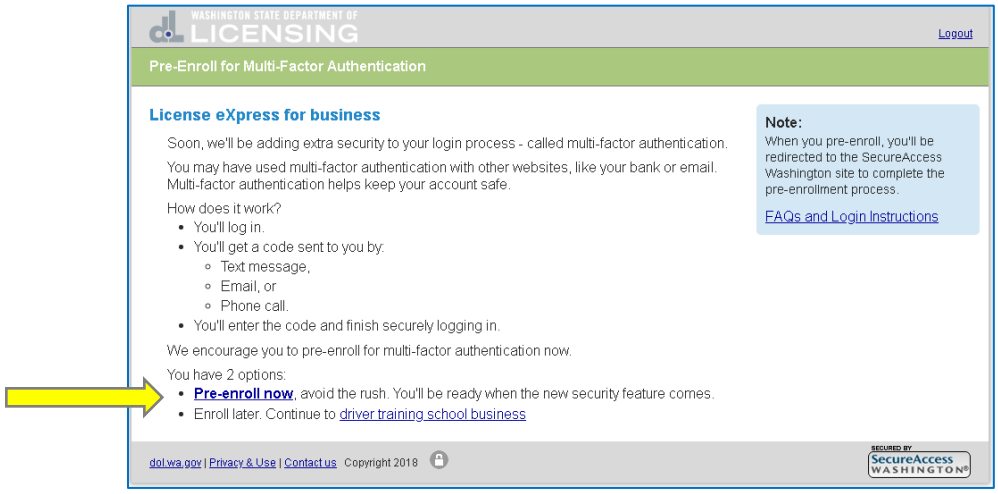
MFA Pre-enrollment Screens

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.

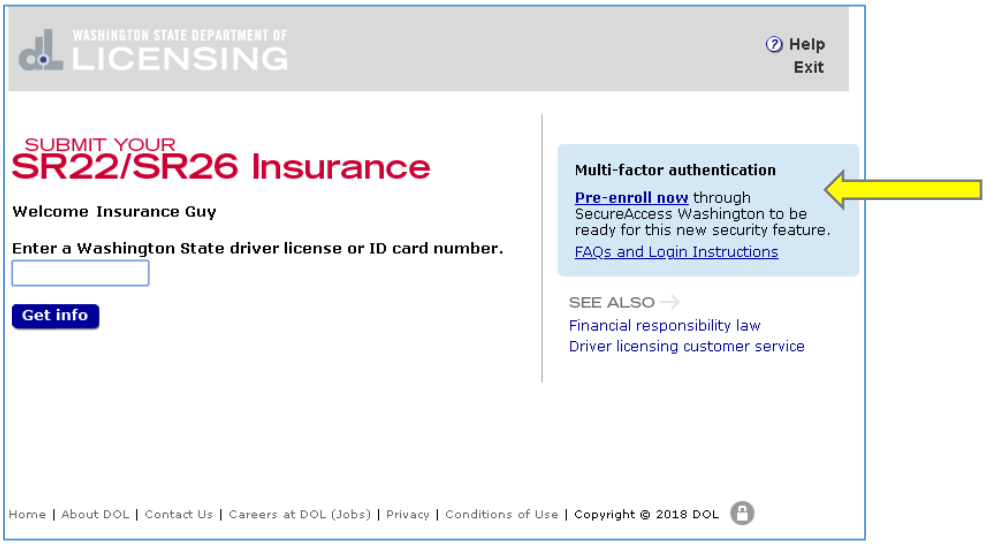


2. Click the link to **Pre-enroll now** when you are invited to pre-enroll.

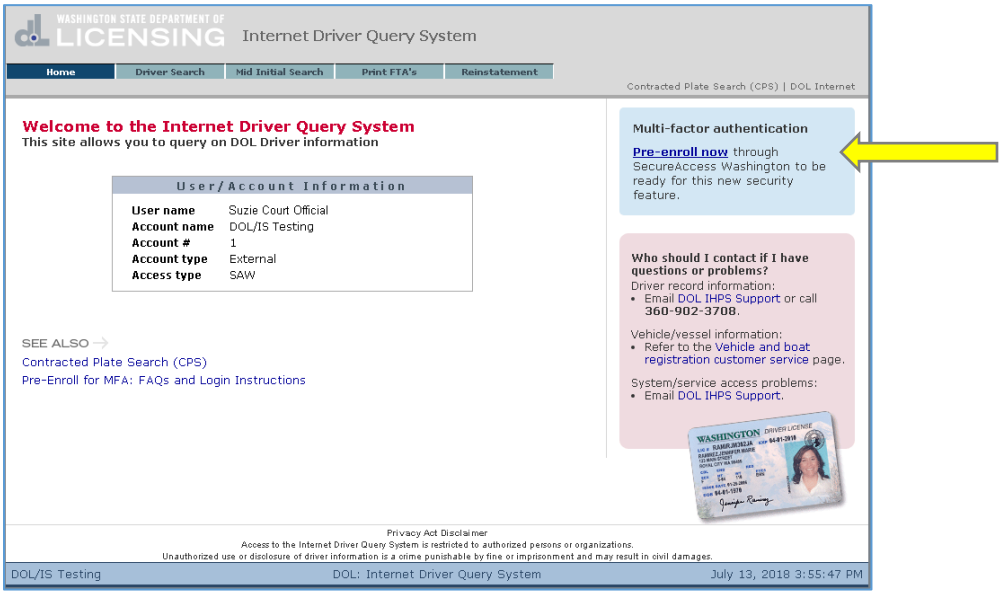
    a. In the **DOL LX Portal**, the enrollment link will be in a page that explains the process as shown below:



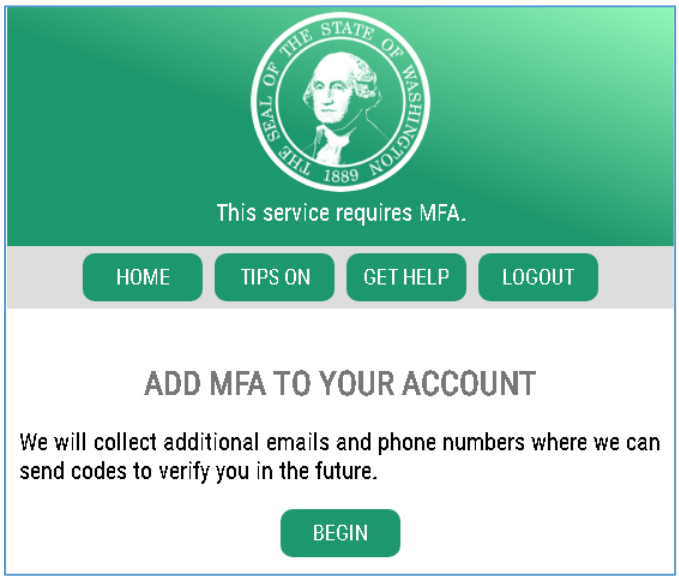
    b. For **SR22/26** customers, the link will be in the home page of the SR22/SR26 Insurance web application in the blue box on the upper right hand side of the screen.



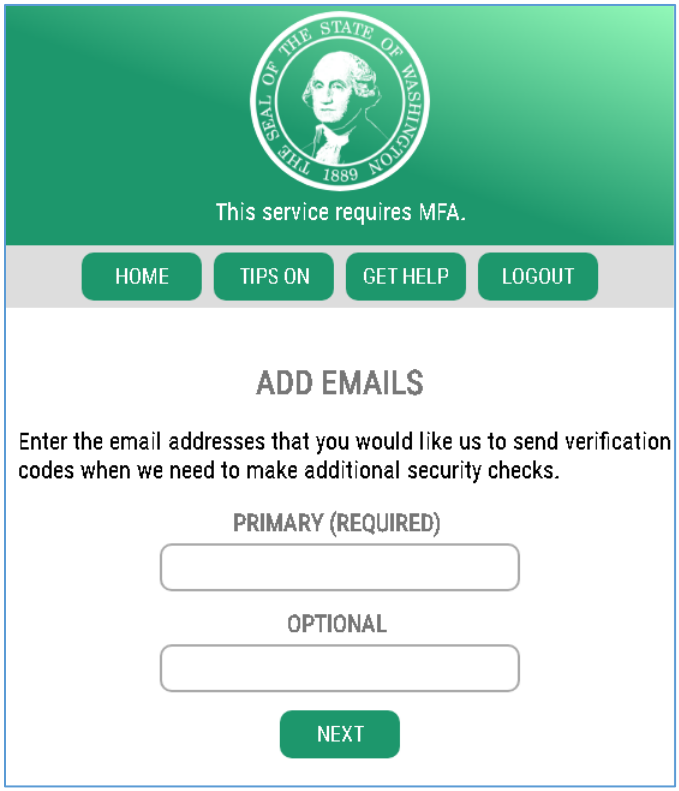
c. For **IHPS** customers, the link will be in the home page of the IHPS web application in the blue box on the upper right hand side of the screen.



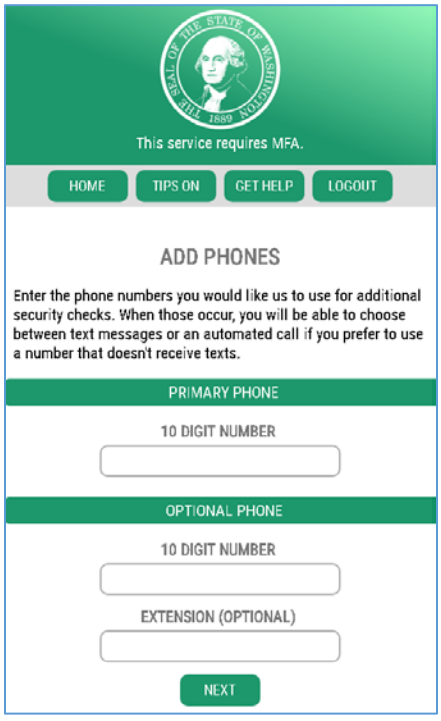
3. The system will forward you to the **WaTech enrollment screens.**



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

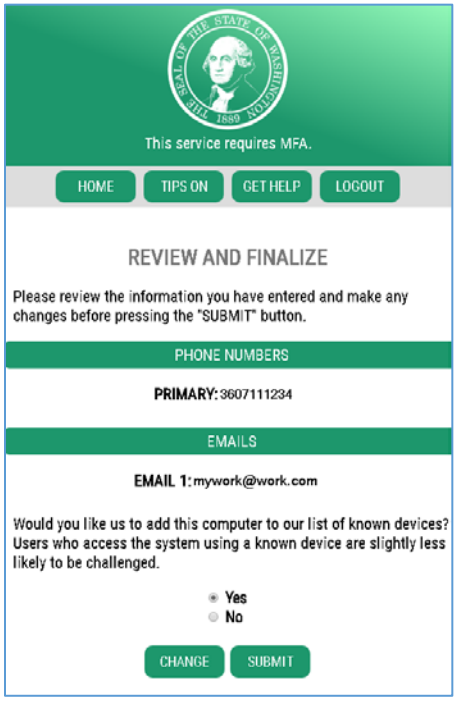


b. **Enter a primary phone number** and an optional phone number.

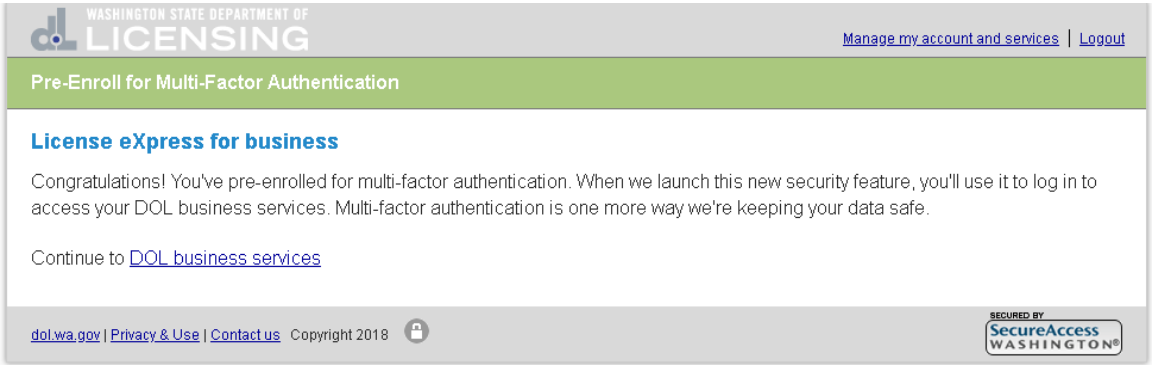


c. Review the information entered for accuracy.

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



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



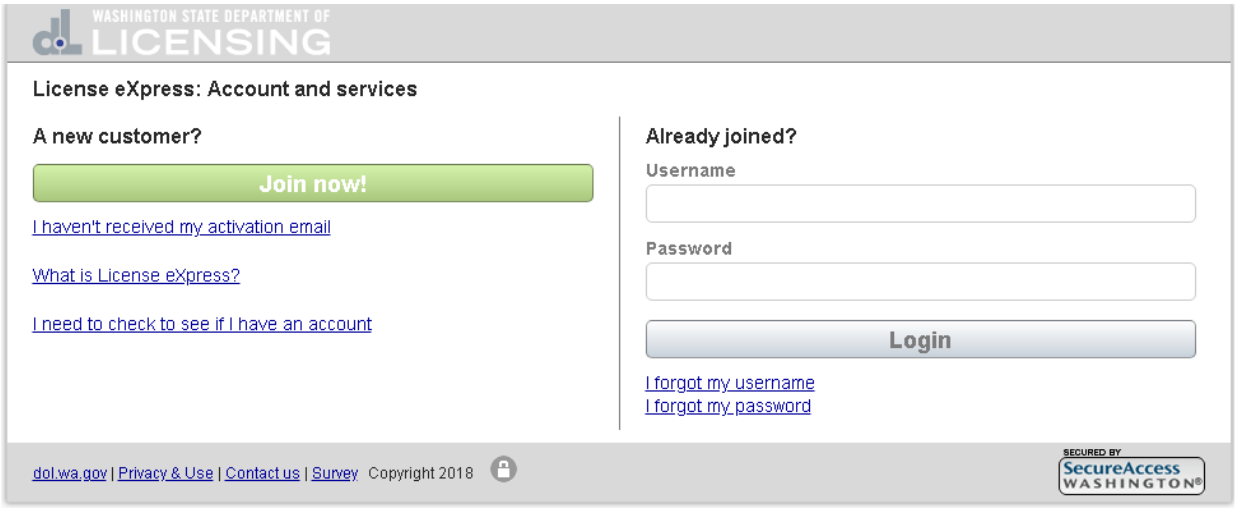
5. **Done!**

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.

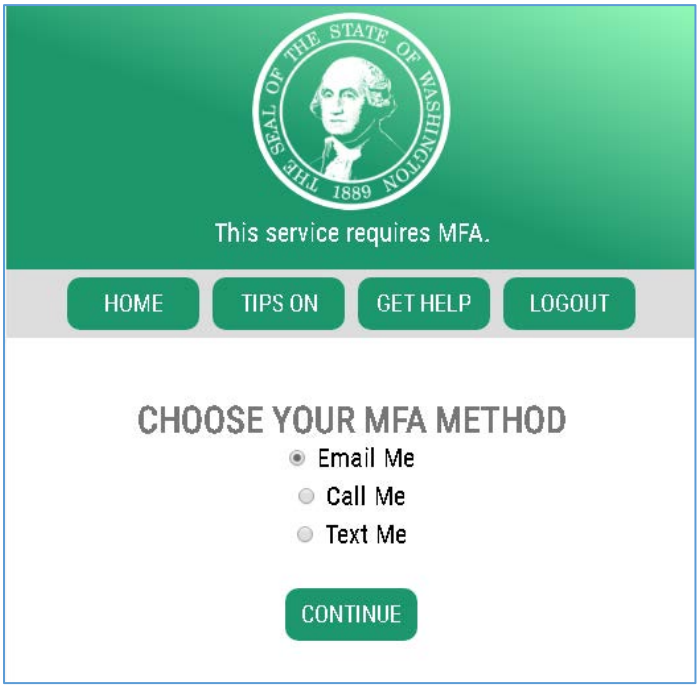
Please see the following section for login instructions once you have completed pre-enrollment. This will be the login process starting September 4, 2018.

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

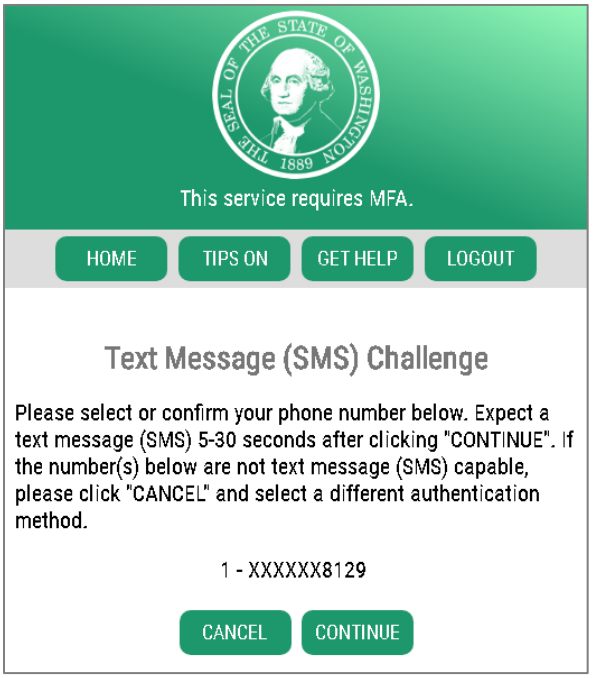
1. **Log in** to the LX portal



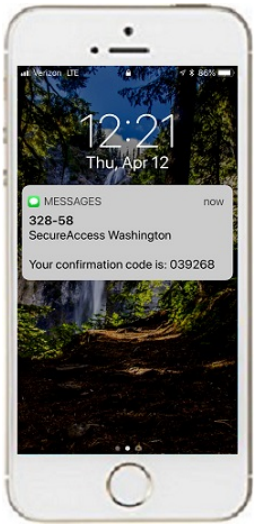
2. **Select your MFA method** (email, call or text)

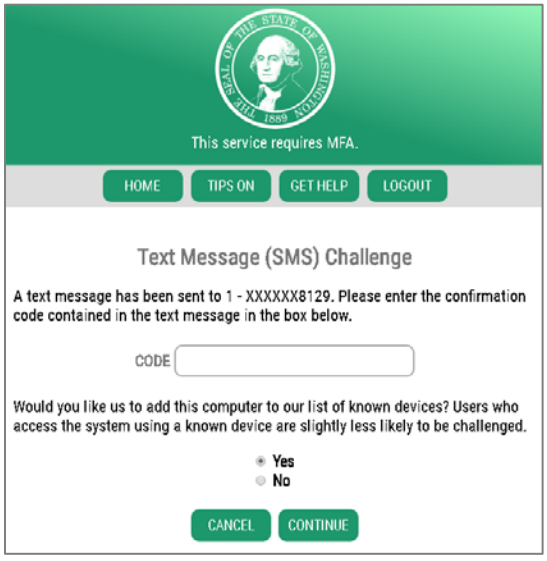


3. **Confirm your selection**

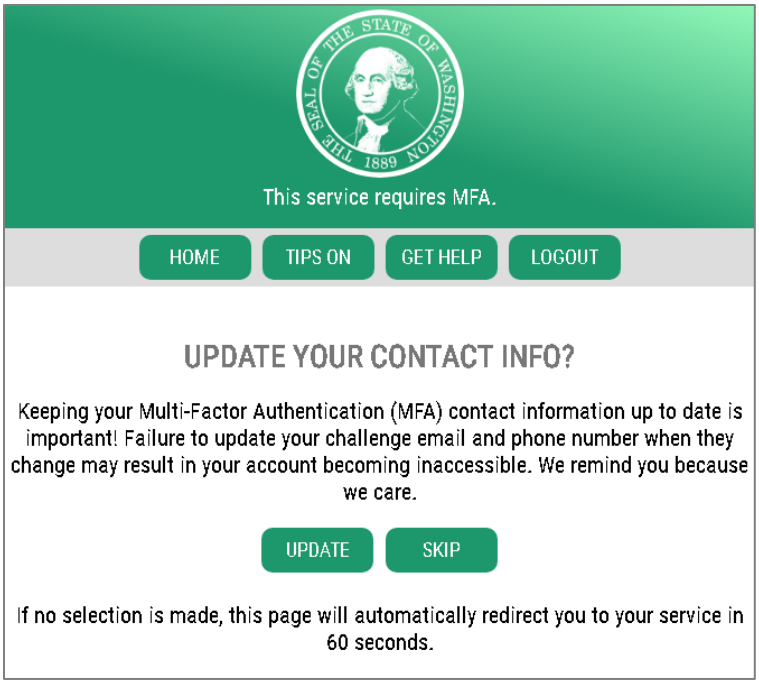


4. **Enter the confirmation code** sent to you

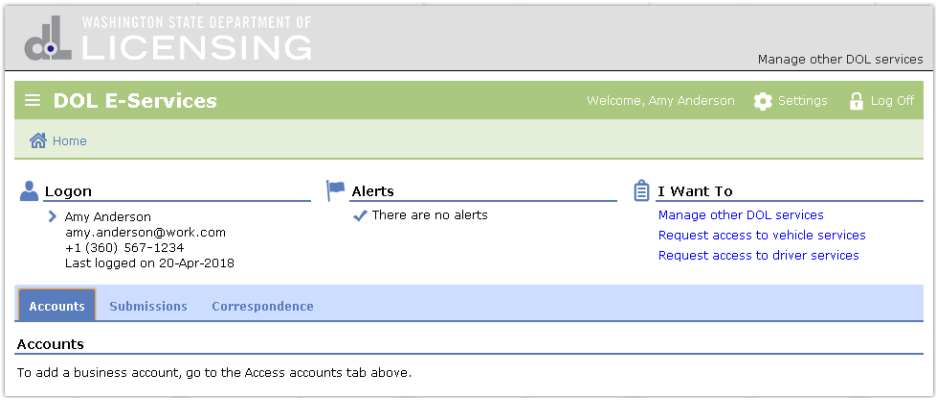




5. **Review/update your contact info**



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.

- 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.