



Driver and Plate Search (DAPS) Accounts

E-Services Account User Guide

June 30, 2021

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Getting Started

All License eXpress (LX) for Business users must register for their own LX for Business account. If you already have an LX business account, you can add new services to your existing account. Each business is allowed one account administrator, as many managers as needed, and as many employees as needed.

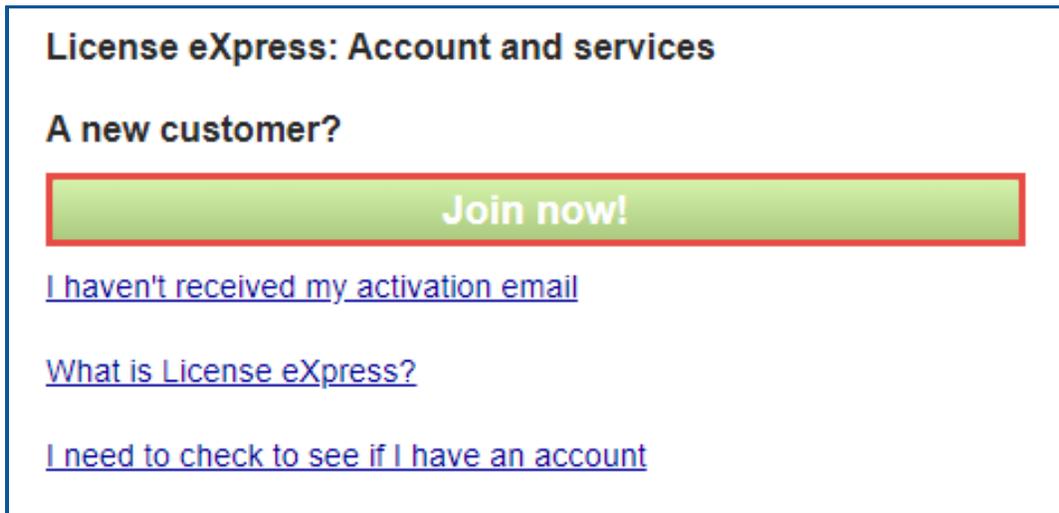
User Roles

Administrator	Managers	Employees
Usually the contract manager or business owner	Several managers allowed per business	Several employees allowed per business
Only 1 administrator allowed per business	Generates manager and employee access codes	Performs account functions
Generates manager and employee access codes	Changes manager and employee access	
Changes manager and employee access	Removes manager and employee access	
Removes manager and employee access Performs account functions	Performs account functions	

Register for a License eXpress for Business Account

Use the following directions to register for a new a LX for business account if you do not already have one. Make sure to use an accurate email address and write down your username and password.

1. Go to this website: secure.dol.wa.gov
2. Click the **Join now!** button.



License eXpress: Account and services

A new customer?

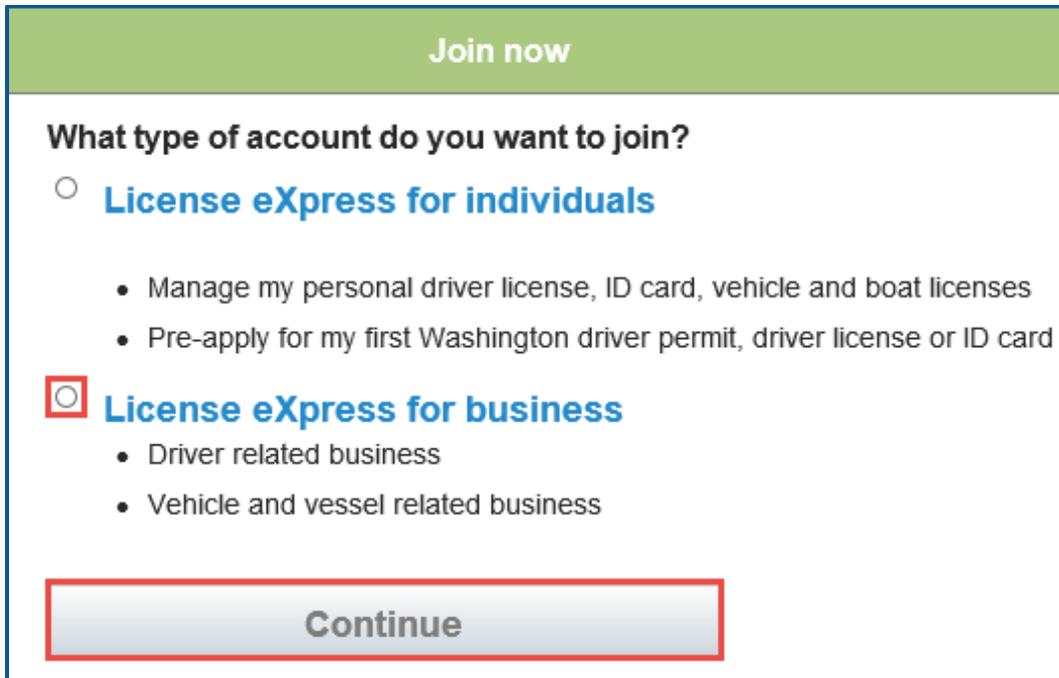
Join now!

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

[What is License eXpress?](#)

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

3. Click the **License eXpress for business** button and click **Continue**.



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

4. Enter a First name, Last name, and click **Continue**.

5. Enter a Username, Email address, Confirm email address, and click **Continue**.

Vehicle, vessel, and driver related business - Step 2 of 4

License eXpress for business
Lxuser, please continue setting up your account.

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

Username

No spaces, 4 or more characters

Email

Confirm email

Continue

6. Enter a Password, Confirm password, and click **Register me**.
7. Check your email account and click the **activation** hyperlink to continue the registration process. You will be routed to Secure Access Washington (SAW) to complete the Multi-Factor Identification (MFA) process before you complete the registration process. The email is sent from "noreply@dol.wa.gov".

Registration - Step 4 of 4

License eXpress for business
You're almost done Lxuser!
Please check your email.
We've sent you an email containing your activation link. Click on the link to activate your account.

8. Enter the Username, password, and click **Login** to continue the registration process.

License eXpress: Account and services

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

Username

Password

Login

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

9. Click the **Business related to vehicle, vessel, and driver licensing** hyperlink.

My services

[Business related to vehicle, vessel and driver licensing](#) **Remove**

[Join other DOL services](#)

10. Click the button to choose the method you would like to receive your verification code.

SecureAccess Washington Help Spanish

① — ② — ③ — ④
Choose Method Enter Code Remember Device Access Service

Multi-Factor Authentication (MFA)

This service requires additional verification beyond username and password to prevent fraud and identity theft. You will need to enter a verification code.

Choose Method

How would you like to receive your verification code?

 *** zaz@dol.wa.gov
Receive the code in an email and enter it on the next screen.

11. Click the **Yes, Remember my device** checkbox, if applicable, enter a Name and click **Submit**.

SecureAccess Washington

Help Spanish

1 Choose Method 2 Enter Code 3 Remember Device 4 Access Service

Multi-Factor Authentication (MFA)

Remember Device?

Choose to remember this device to reduce how often you are required to enter a verification code.

If the device you are using is shared or public, we recommend you do not remember this device.

Yes, remember my device

Name: (Numbers and letters only)

Submit

12. Verify Your name and Phone type is correct. Enter the Phone Number and Extension, if applicable. Verify the Email address is correct and Confirm email address. Click the **Next** button to proceed.

New online account

Profile

Contact information

Continue registering your account

Your name

Phone type

Phone Number *

Extension

Email address

Confirm email address

13. Select the appropriate button to verify the address, if applicable, and click **Next**.
14. Click the **I agree to terms of service above** checkbox and click **Next**.

14. Venue
This Agreement is to be construed and interpreted in accordance with the laws of the state of Washington and the venue for any action brought under this agreement must be in the Superior Court for Thurston County.

15. Assignment
This Agreement is personal to User. User may not assign any rights or obligations under this agreement to any other person or entity without DOL's prior written approval.

I agree to the terms of service above. *

Required

Agreement Date
10-Jun-2021

- Review the summary page information. Click **Submit** to proceed or **Previous** to make changes.
- Click the **Print** button to print the transaction confirmation or click the **Continue** button to return to the Add an Account page. You have successfully registered for your License eXpress for Business account!

Driver and Plate Search (DAPS) Account

Government entities use Driver and Plate Search (DAPS) to locate and research driver and vehicle records.

Request Access to a DAPS Account

Please request your access promptly after Department of Licensing (DOL) approves your DAPS account, this will prevent your account from being cancelled due to no activity. You can request access by following the steps below. Contact the Data Services unit, dataservices@dol.wa.gov, if you need to change the administrator to someone new.

- Login to License eXpress for Business secure.dol.wa.gov.
- Click the **Add an Account** tab
- Select the **Request access to driver-related services** hyperlink.
- Click the **Request access to a Driver and Plate Search account** button.

The screenshot shows a grid of service options under the heading "Add driver services account". The "Request access to a Driver and Plate Search account" button is highlighted with a red border.

Add driver services account		
<p>Driver Record Request</p> <p>Authorized organizations only. To use this service, your organization must be authorized by DOL to purchase another individual's driving record.</p> <ul style="list-style-type: none"> Request access to a Driver Record Request account Apply for a new Driver Record Request account 	<p>Driver and Plate Search</p> <p>Authorized law enforcement and WA state agencies only. To use this service, your agency must be authorized by DOL to search driver and vehicle records.</p> <ul style="list-style-type: none"> Request access to a Driver and Plate Search account 	<p>Court Reporting</p> <p>Authorized WA courts and state agencies only. To use this service, your agency must be authorized by DOL to view driver information and report court information.</p> <ul style="list-style-type: none"> Driver Info and Adjudication Access
<p>SR-22/26 Reporting</p> <p>Authorized insurance companies only. To use this service, your organization must be authorized by DOL to report SR-22/SR-26 insurance information.</p> <ul style="list-style-type: none"> Insurance SR-22/26 Access 	<p>Correctional Facility</p> <p>Authorized correctional facilities only. To use this service, your agency must be authorized by DOL to submit license requests.</p> <ul style="list-style-type: none"> Correctional Facility Access 	<p>Interlock Device Vendor</p> <p>Authorized Interlock Device Vendors only. To use this service, your company must be authorized to report Interlock Device installations.</p> <ul style="list-style-type: none"> Interlock Device Vendor Access
<p>Driver Training</p> <p>Licensed driver training providers only. To use this service, your organization must be licensed with DOL to provide driver training.</p> <ul style="list-style-type: none"> Request access to a Driver Training School account 	<p>CDL Training</p> <p>Authorized commercial driver training providers only. To use this service, your organization must be authorized by DOL to report CDL training.</p> <ul style="list-style-type: none"> Request access to a Commercial Training School account 	<p>Motorcycle Training</p> <p>Contracted motorcycle training providers only. To use this service, your organization must have a contract with DOL to provide motorcycle rider training.</p> <ul style="list-style-type: none"> Request access to a Motorcycle Training School account

- Read the introduction information and click **Next**.
- Select the appropriate option from the state or federal ID dropdown menu.

7. Enter the state or federal ID.
8. Enter the Driver and Plate Search ID.
9. Select the appropriate option from Access level dropdown menu.

10. Complete the following steps based on your access level:
 - a. Administrator access:
 - i. Enter Your name.
 - ii. Select **Yes** or **No** for the Are you the owner or supervisor dropdown menu. Complete the following additional fields below if selecting No.
 1. What's your role in your organization.
 2. Enter the Owner/Supervisor Name.
 3. Enter the Owner/Supervisor Phone.
 4. Enter the Owner/Supervisor Email address.
 - iii. Click the **Next** button.
 - iv. Click the **I agree to the terms of service** checkbox and click **Next**.

- b. Manager or Employee access:

- i. Enter the access number provided by the Administrator or Manager. Access codes expire after 8 hours.

11. Click the **Next** button.

12. Review the summary information. Click **Submit** to proceed or **Previous** to make changes.

13. Click **Print** to print the transaction confirmation or click **Continue** to return to your Business account homepage. You will receive an email once DOL approves your access.

Manage Users Functions

This section explains how an account administrator or manager can generate an access code for new managers or employees, how to change their access, and how to remove access.

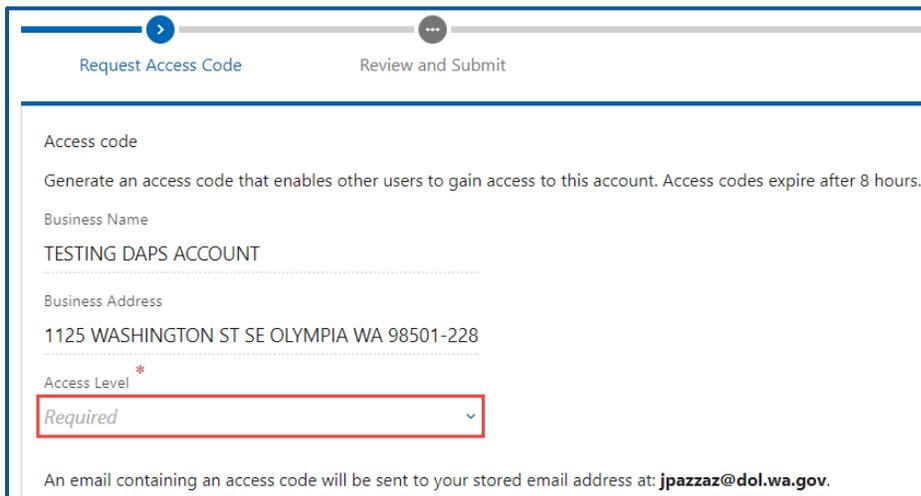
Generate Access Code for Manager or Employee

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the **Create new user access code** hyperlink.



4. Select the appropriate option from the Access Level dropdown menu and click **Next**.

Note: A Manager performs actions and manages users. An Employee performs actions but cannot manage users.



The screenshot shows a form titled "Request Access Code" with a progress indicator showing "Review and Submit" as the current step. The form contains the following fields and text:

- Access code:** Generate an access code that enables other users to gain access to this account. Access codes expire after 8 hours.
- Business Name:** TESTING DAPS ACCOUNT
- Business Address:** 1125 WASHINGTON ST SE OLYMPIA WA 98501-228
- Access Level:** A dropdown menu with "Required" selected and a red box around it.

At the bottom, it says: "An email containing an access code will be sent to your stored email address at: jpazzaz@dol.wa.gov."

5. Review the request and click **Submit**.

6. License eXpress automatically sends you an email with the access code, which you can then send to an employee or manager. The employee/manager accesses the DAPS account

using this access code. You will also need to provide the employee/manager with the State or Federal ID and the DAPS account number.

Note: Access codes expire after 8 hours.

Manage User Access

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the **Users List** hyperlink.



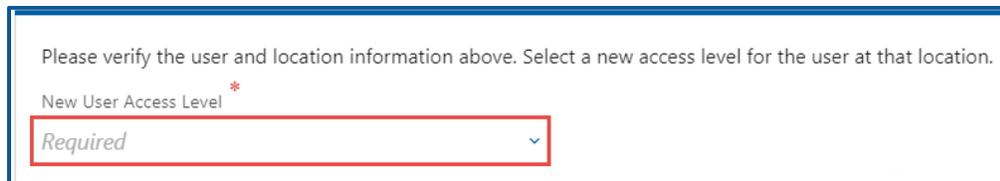
4. Click the **Change Access** or **Remove Access** hyperlink in the row for the user you want to manage.



A screenshot of the '3rd Party Access Logon Summary' table. The table has six columns: Email, Phone Number, User Name, Access Level, Change Access, and Remove Access. The 'Change Access' and 'Remove Access' buttons for the user 'fakeemail@dol.wa.gov' are highlighted with red boxes.

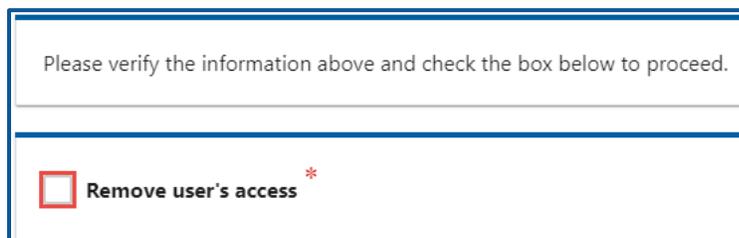
Email	Phone Number	User Name	Access Level	Change Access	Remove Access
jpazzaz@dol.wa.gov	3609999999	jpazzaz	1. Administrator		
fakeemail@dol.wa.gov	3609999999	fakera	2. Manager	Change Access	Remove Access

5. Complete the following steps based on your selection:
 - a. Change Access
 - i. Select the appropriate option from the New User Access Level dropdown menu.



A screenshot of a form titled 'Please verify the user and location information above. Select a new access level for the user at that location.' The form contains a dropdown menu labeled 'New User Access Level' with a red asterisk. The dropdown menu is open, showing the option 'Required' selected and highlighted with a red box.

- b. Remove Access
 - i. Click the **Remove user's access** checkbox.



A screenshot of a form titled 'Please verify the information above and check the box below to proceed.' The form contains a checkbox labeled 'Remove user's access' with a red asterisk. The checkbox is unchecked and highlighted with a red box.

6. Click the **Next** button
7. Review the request and click **Submit**.

Search for Driver and Vehicle Information

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the **Search for a driver or vehicle** hyperlink.



I Want To [> Search for a driver or vehicle](#)

4. Select the appropriate search criteria from the Search for and Search type dropdown menus.

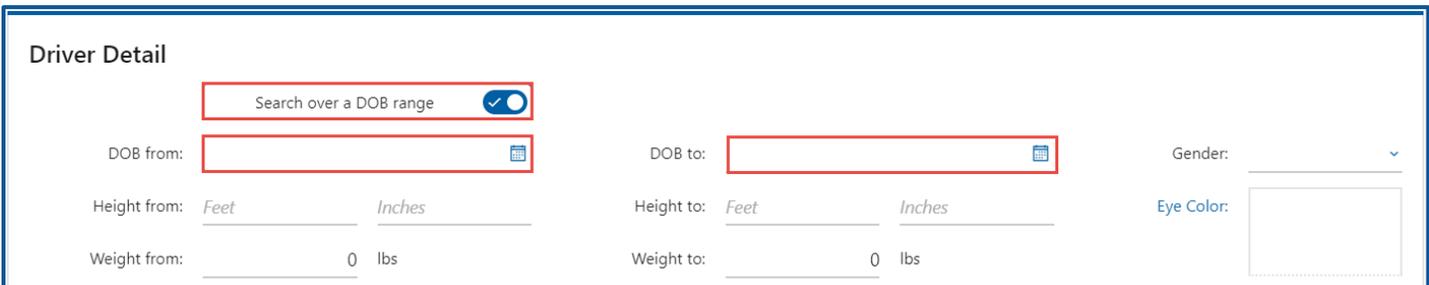


* Search for: * Search type:

5. Enter detail information in the appropriate fields and click **Search**.

Search tips and functions:

- To search for a driver using a range for the DOB, click the **Search over DOB range** toggle button, enter DOB from and DOB to date.



Driver Detail

Search over a DOB range

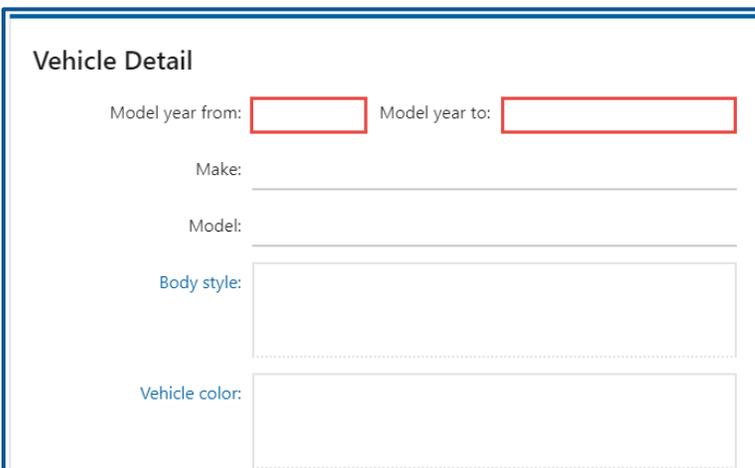
DOB from: DOB to:

Height from: Feet Inches Height to: Feet Inches

Weight from: 0 lbs Weight to: 0 lbs

Gender: Eye Color:

- To search for a vehicle using a range for the model year, enter the Model year from and Model year to dates.



Vehicle Detail

Model year from: Model year to:

Make:

Model:

Body style:

Vehicle color:

- A wildcard takes the place of missing information. Use wildcard % (percentage) for multiple characters or _ (underscore) for a single character.

<h3>Address</h3> <p>Street: <input type="text" value="% e Alder"/></p> <p>City: <input type="text"/></p>	<h3>Vehicle Registration</h3> <p>Plate: <input type="text" value="btb%"/></p> <p>Expiring from: <input type="text"/></p>
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- To filter search results, type information into the filter bar and press Enter.

Driver search results									
Driver search results 19.00									
Show History Export <input type="text" value="one"/>									
DLN	Name	Address	SSN	DOB	Gender	Height	Weight	Expiration	
WDL755B9553B	RECORD TWENTY-ONE TEST	1125 WASHINGTON ST SE OLYMPIA WA 98501-2283		21-Jul-2011	Male	4'7"	90	21-Jul-2025	
WDL755B9553B	RECORD TWENTY-ONE TEST	1125 WASHINGTON ST SE OLYMPIA WA 98501-2283		21-Jul-2011		0'0"	0		

Export and Print Search Results

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the **Search for a driver or vehicle** hyperlink.

I Want To

> [Search for a driver or vehicle](#)

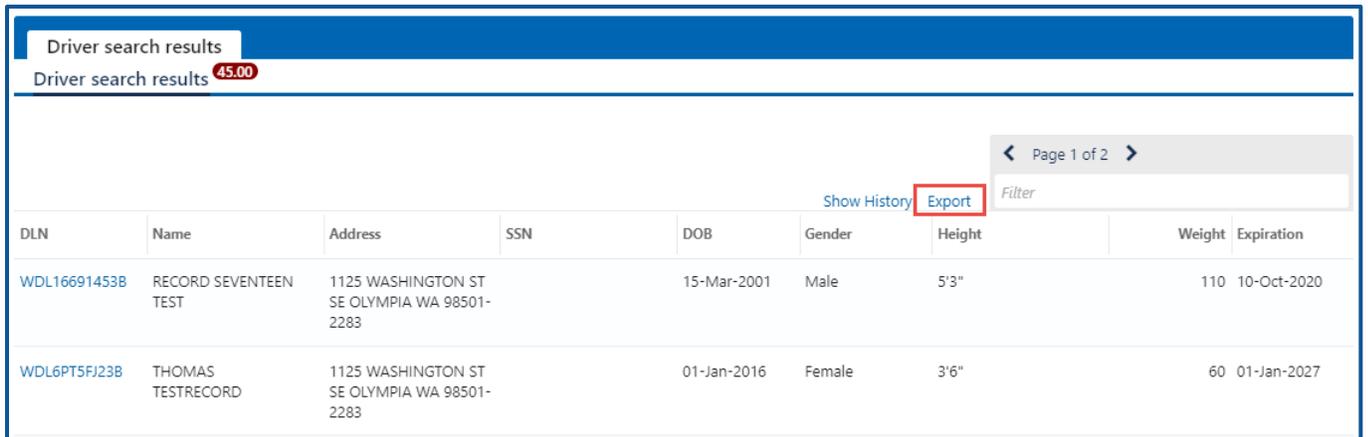
4. Select the appropriate search criteria from the Search for and Search type dropdown menus.

* Search for:

* Search type:

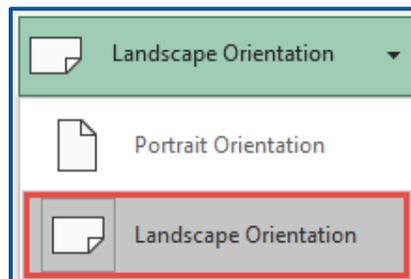
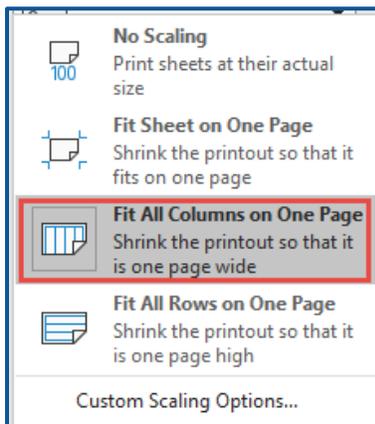
5. Enter detail information in the appropriate fields and click **Search**.

6. Click the **Export** button on the search results screen.



DLN	Name	Address	SSN	DOB	Gender	Height	Weight	Expiration
WDL16691453B	RECORD SEVENTEEN TEST	1125 WASHINGTON ST SE OLYMPIA WA 98501-2283		15-Mar-2001	Male	5'3"	110	10-Oct-2020
WDL6PT5FJ23B	THOMAS TESTRECORD	1125 WASHINGTON ST SE OLYMPIA WA 98501-2283		01-Jan-2016	Female	3'6"	60	01-Jan-2027

7. Choose the appropriate option, if your internet browser has dialog box that asks if you want to open or save. The document opens in an Excel file format.
8. Select **File** and **Print** in the Excel file. Alternatively, you can use the keyboard shortcut CTRL+P.
9. Select **Fit All Columns on One Page** and **Landscape Orientation** in the print settings to change the orientation.



Search Report

You can view a report of searches performed for your Driver and Plate Search (DAPS) account.

1. Login to License eXpress for Business secure.dol.wa.gov.
2. Select the appropriate account if you have more than one.
3. Click the **Search Report** hyperlink.



4. Enter the Search starting from date, Search up to date, and click the **Search** button. Your search results will display below.

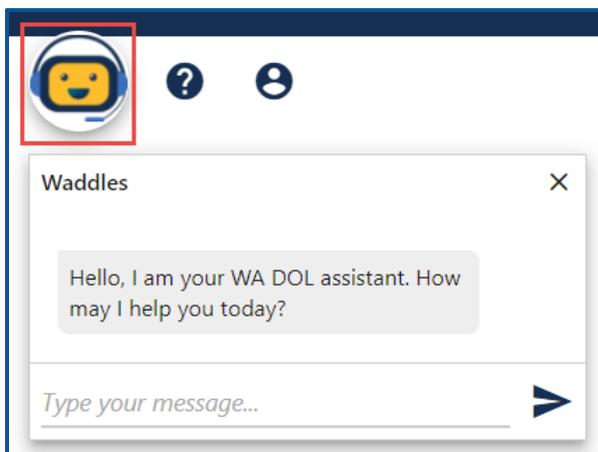
User	Search type	Search option	Search limit	Description	Results	Search date	Access Level
jpazzaz	Standard	Driver records	50	Last name: grey	0	30-Jun-2021	ADMIN
jpazzaz	Standard	Driver and vehicle recd	50	DLN: WDL4SRTB725B First nar	0	30-Jun-2021	ADMIN
jpazzaz	Standard	Driver and vehicle recd	50	First name: emme Last name: .	0	30-Jun-2021	ADMIN
jpazzaz	Standard	Driver and vehicle recd	50	DLN: WDL4SRTB725B VIN: 1C:	0	30-Jun-2021	ADMIN

Technical Support

Chat Assistant

You can utilize the Chat Assistant, Waddles, if you need additional assistance while using License eXpress. Alternatively, you can call DOL with your Support ID and a representative can help you resolve the issue.

1. Click the **Assistant** icon to open the assistant. Alternatively, click on the **Support Menu** icon and **Open the Assistant** hyperlink.

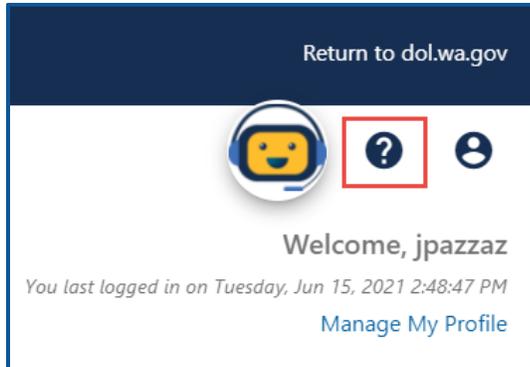


2. Type your message, or keyword, and click Enter. Waddles will do its best to direct you to information to help you complete your transaction.

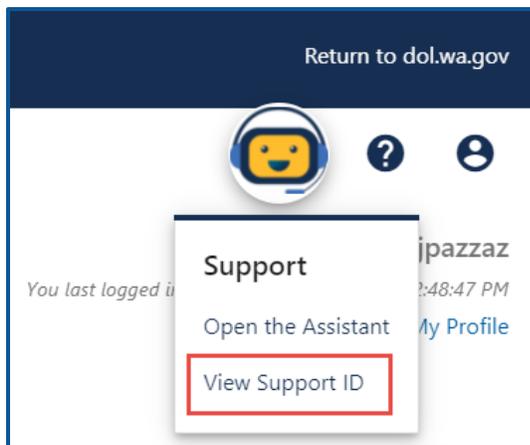
Support ID

If you are having trouble completing a submission in your business account, call or email the Department of Licensing so we can help you with this issue, 360-664-9698 or DRIVESHelp@dol.wa.gov. If we ask you for your Support ID, you can retrieve it from your account. It is important to capture this number immediately after you come across an issue. If possible, do not log out of your account until we help you resolve the issue. Each time you log out of E-services, the support ID number changes.

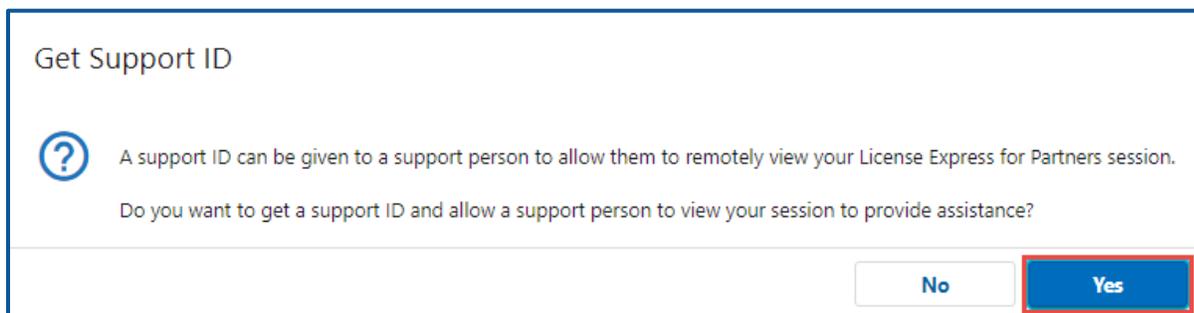
1. Click the **Support Menu** icon. You can access the menu icon from any screen in your E-services account.



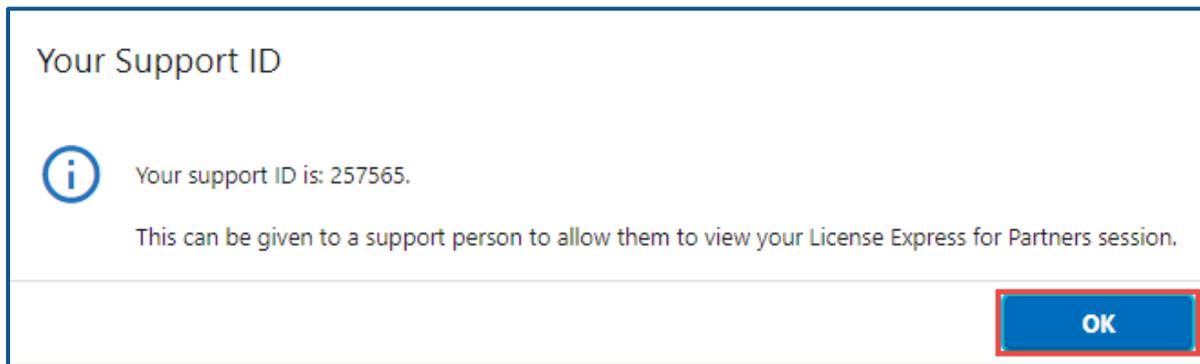
2. Click the **View Support ID** hyperlink from the dropdown menu.



3. Click the **Yes** button in the dialog box.



4. Capture the Support ID number displayed. Click the **OK** button to close the dialog box.



5. Provide the Support ID number when you call or email DOL for assistance.