

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 will start using MFA in late June. Driver business services will begin using MFA when DRIVES Rollout2 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 just one step – you enter your username and password. Once the change is made to 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. We highly recommend that you use the text message option as your method to receive the code for faster response.

This user guide provides instructions for the enrollment process related to MFA.

Enrollment for Multi-Factor Authentication

If you have not already enrolled for MFA, you will need to enroll when you log in to the DOL License eXpress portal. Enrollment consists of providing any email addresses and phone numbers you want to use to obtain your confirmation code. At a minimum, you 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 process. WaTech stores your contact information and presents the email addresses and phone numbers you entered as part of the login process.

NOTE: To manage the number of users enrolling, we are staggering the start date. Do not be surprised if the system does not encourage you to enroll, even if your peers are invited to enroll. The system will regulate the volume of new enrollment. The system adds new invitees over time.

Please enroll when the system invites you to. Eventually, the system will block access by those users who have not enrolled, and this could come at a less-convenient time, perhaps when you are working with a customer to process some work with DOL.

The following page contains the steps you must follow to pre-enroll for MFA, along with images of the screens you will use.

MFA Pre-enrollment Steps and Screen Images

Please follow these steps to pre-enroll for MFA:

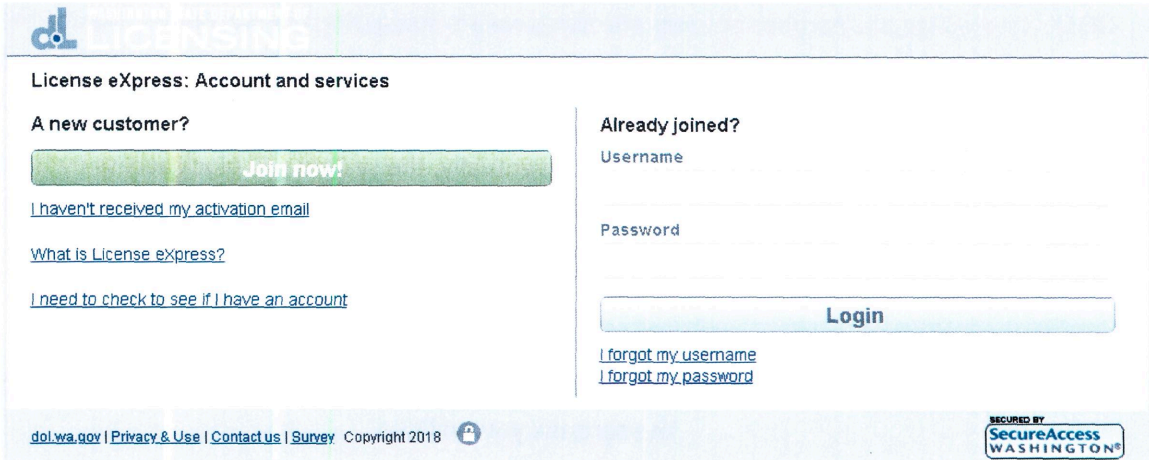
1. **Log in** to the DOL License eXpress portal.
2. When the system invites you to pre-enroll, click the link to **Pre-enroll now**.
3. The system forwards you to the **WaTech enrollment screens** where you'll:
 - a. **Enter a primary email address** and an optional email address,
 - b. **Enter a primary phone number** and an optional phone number, and
 - c. **Review the information entered**, choose to "Remember this Computer" or not and 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 these values 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 create a new Secure Access Washington (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 portal



The screenshot shows the DOL License eXpress login page. At the top is the DOL logo and the text "WASHINGTON STATE DEPARTMENT OF LICENSING". Below this is the heading "License eXpress: Account and services". The page is divided into two main sections: "A new customer?" and "Already joined?".

A new customer?

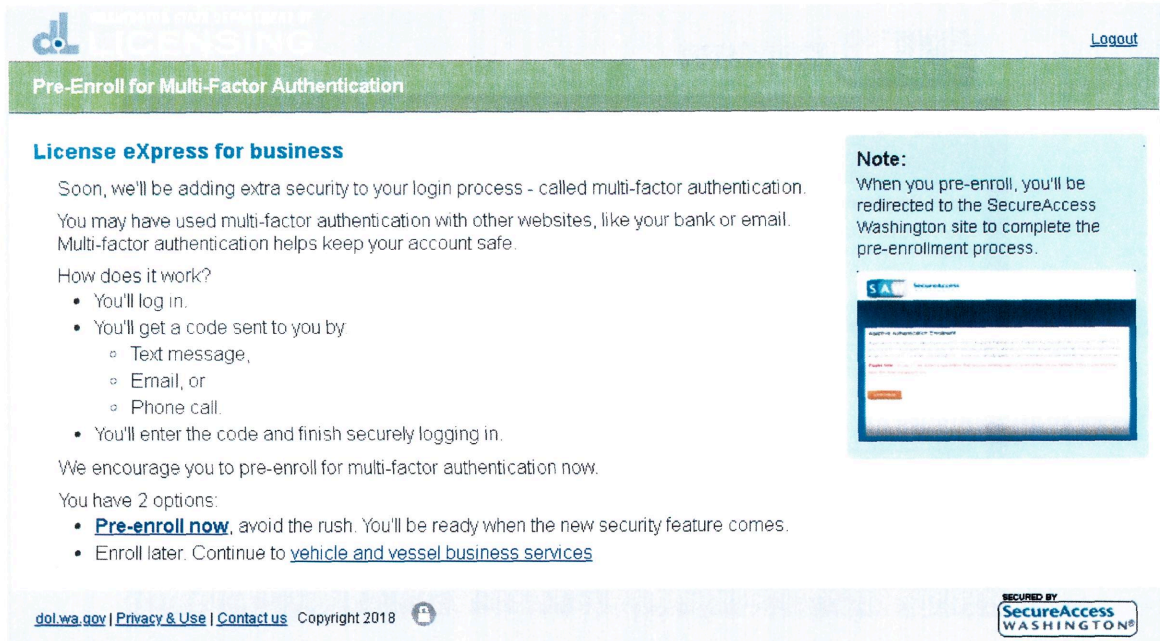
- A green button labeled "Join now!"
- [I haven't received my activation email](#)
- [What is License eXpress?](#)
- [I need to check to see if I have an account](#)

Already joined?

- Username: [text input field]
- Password: [password input field]
- A blue "Login" button
- [I forgot my username](#)
- [I forgot my password](#)

At the bottom, there is a footer with links: [dol.wa.gov](#), [Privacy & Use](#), [Contact us](#), [Survey](#), and "Copyright 2018". On the right side of the footer is a logo that says "SECURED BY SecureAccess WASHINGTON®".

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



The screenshot shows the 'Pre-Enroll for Multi-Factor Authentication' page. At the top is the 'DL WASHINGTON STATE DEPARTMENT OF LICENSING' header with a 'Logout' link. The main heading is 'Pre-Enroll for Multi-Factor Authentication'. Below this is a section titled 'License eXpress for business'. The text explains that multi-factor authentication is being added for extra security and that users may have used it with other websites like banks or email. It describes how it works: logging in, receiving a code via text, email, or phone call, and then entering the code. A 'Note' box states that pre-enrollment will redirect users to the SecureAccess Washington site. Two options are provided: 'Pre-enroll now' and 'Enroll later'. The footer includes links to 'dol.wa.gov', 'Privacy & Use', 'Contact us', and a copyright notice for 2018. A 'SECURED BY SecureAccess WASHINGTON' badge is in the bottom right.

License eXpress for business

Soon, we'll be adding extra security to your login process - called multi-factor authentication. You may have used multi-factor authentication with other websites, like your bank or email. Multi-factor authentication helps keep your account safe.

How does it work?

- You'll log in.
- You'll get a code sent to you by
 - Text message,
 - Email, or
 - Phone call.
- You'll enter the code and finish securely logging in.

We encourage you to pre-enroll for multi-factor authentication now.

You have 2 options:

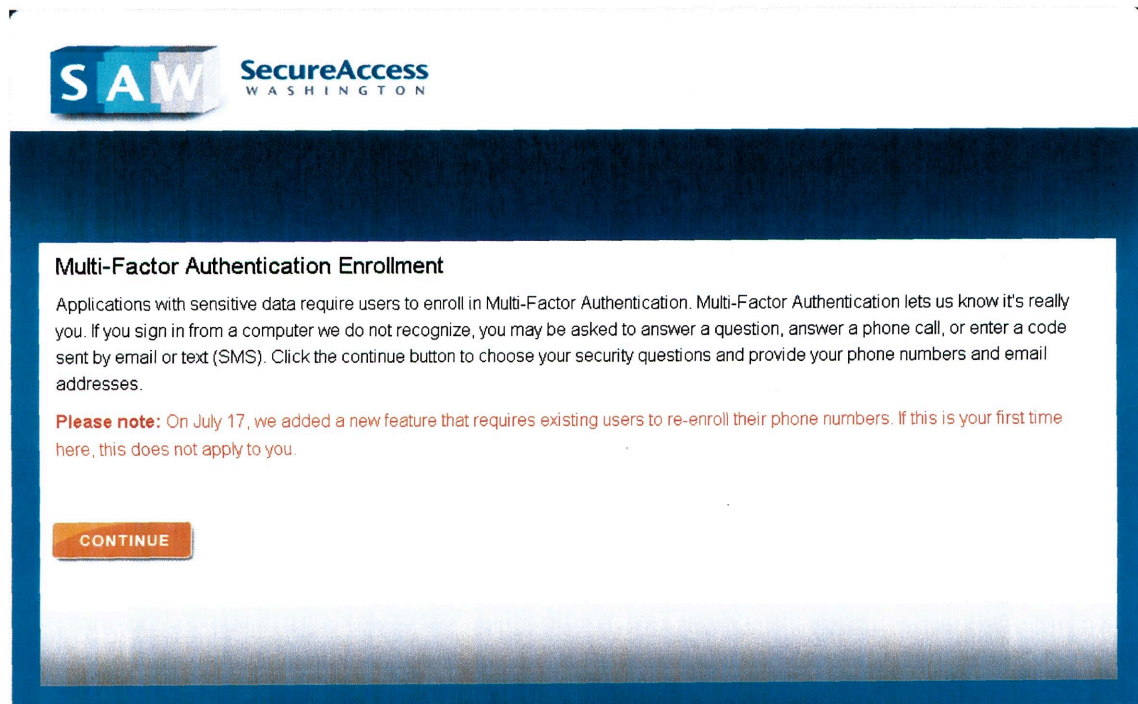
- **Pre-enroll now**, avoid the rush. You'll be ready when the new security feature comes.
- Enroll later. Continue to [vehicle and vessel business services](#)

Note:
When you pre-enroll, you'll be redirected to the SecureAccess Washington site to complete the pre-enrollment process.

[dol.wa.gov](#) | [Privacy & Use](#) | [Contact us](#) Copyright 2018

SECURED BY
SecureAccess
WASHINGTON®

3. The system forwards you to the **WaTech enrollment screens**.



The screenshot shows the 'Multi-Factor Authentication Enrollment' screen. At the top is the 'SAW SecureAccess WASHINGTON' logo. The main heading is 'Multi-Factor Authentication Enrollment'. The text explains that applications with sensitive data require users to enroll in Multi-Factor Authentication and that users may be asked to answer a question, answer a phone call, or enter a code sent by email or text (SMS). A 'Please note' section states that as of July 17, existing users must re-enroll their phone numbers. A 'CONTINUE' button is at the bottom.

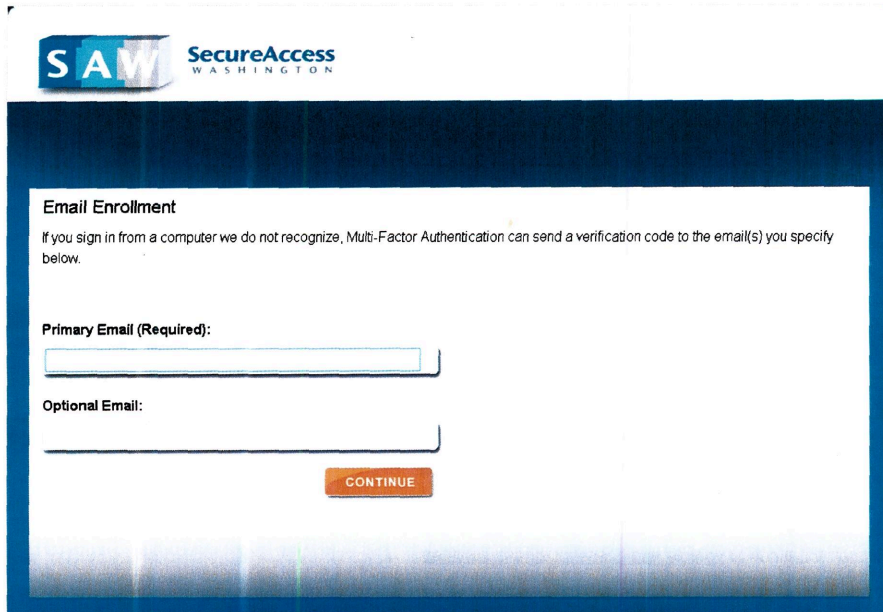
Multi-Factor Authentication Enrollment

Applications with sensitive data require users to enroll in Multi-Factor Authentication. Multi-Factor Authentication lets us know it's really you. If you sign in from a computer we do not recognize, you may be asked to answer a question, answer a phone call, or enter a code sent by email or text (SMS). Click the continue button to choose your security questions and provide your phone numbers and email addresses.

Please note: On July 17, we added a new feature that requires existing users to re-enroll their phone numbers. If this is your first time here, this does not apply to you.

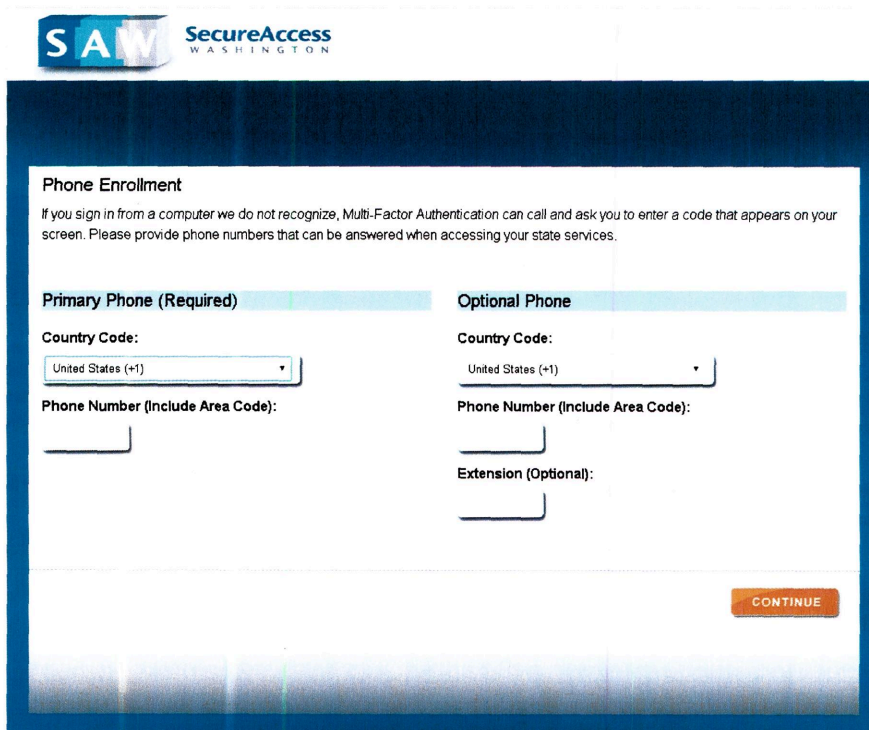
CONTINUE

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



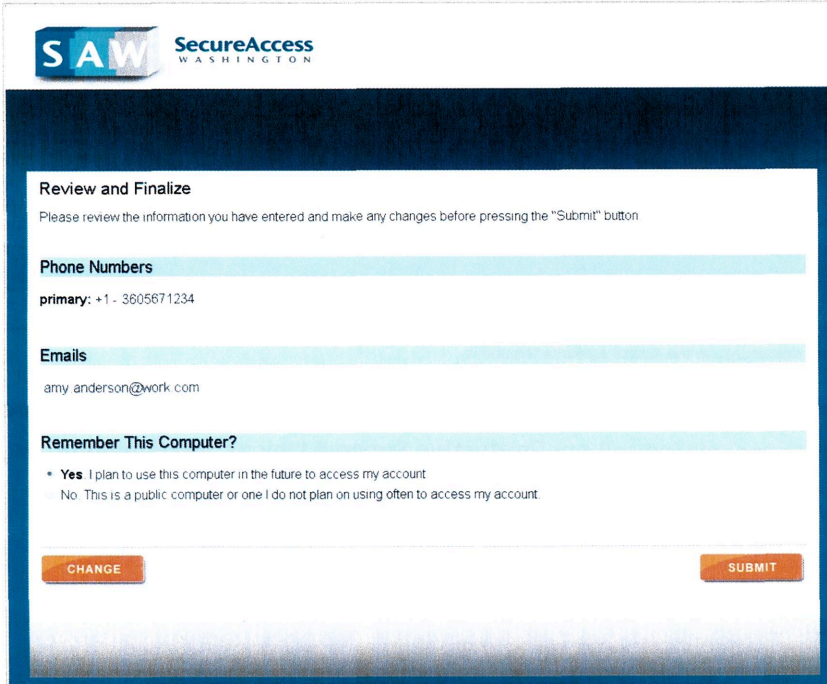
The screenshot shows the 'Email Enrollment' page of the SecureAccess WASHINGTON system. At the top left is the 'SAW' logo and 'SecureAccess WASHINGTON' text. The page title is 'Email Enrollment'. Below the title is a paragraph: 'If you sign in from a computer we do not recognize, Multi-Factor Authentication can send a verification code to the email(s) you specify below.' There are two input fields: 'Primary Email (Required):' and 'Optional Email:'. Below these fields is an orange 'CONTINUE' button.

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



The screenshot shows the 'Phone Enrollment' page of the SecureAccess WASHINGTON system. At the top left is the 'SAW' logo and 'SecureAccess WASHINGTON' text. The page title is 'Phone Enrollment'. Below the title is a paragraph: 'If you sign in from a computer we do not recognize, Multi-Factor Authentication can call and ask you to enter a code that appears on your screen. Please provide phone numbers that can be answered when accessing your state services.' The form is divided into two columns: 'Primary Phone (Required)' and 'Optional Phone'. Each column has a 'Country Code:' dropdown menu (both set to 'United States (+1)') and a 'Phone Number (Include Area Code):' input field. The 'Optional Phone' column also has an 'Extension (Optional):' input field. An orange 'CONTINUE' button is located at the bottom right of the form.

- c. Review the information entered. Choose to “Remember this Computer” or not, and **submit** the information to WaTech.



SecureAccess
WASHINGTON

Review and Finalize
Please review the information you have entered and make any changes before pressing the "Submit" button

Phone Numbers
primary: +1 - 3605671234

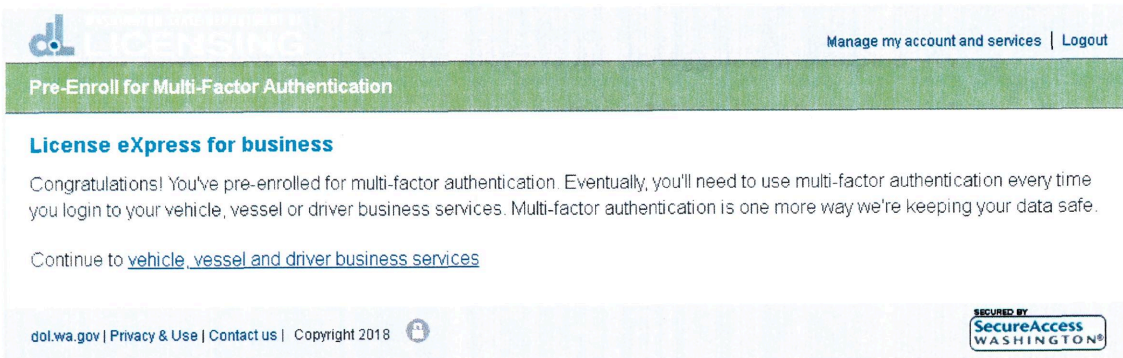
Emails
amy.anderson@work.com


Remember This Computer?

- ☒ **Yes** I plan to use this computer in the future to access my account
- ☐ **No** This is a public computer or one I do not plan on using often to access my account.

CHANGE **SUBMIT**

4. The system stores your enrollment information and sends you back to the DOL License eXpress portal.




 **LICENSING** [Manage my account and services](#) | [Logout](#)

Pre-Enroll for Multi-Factor Authentication

License eXpress for business

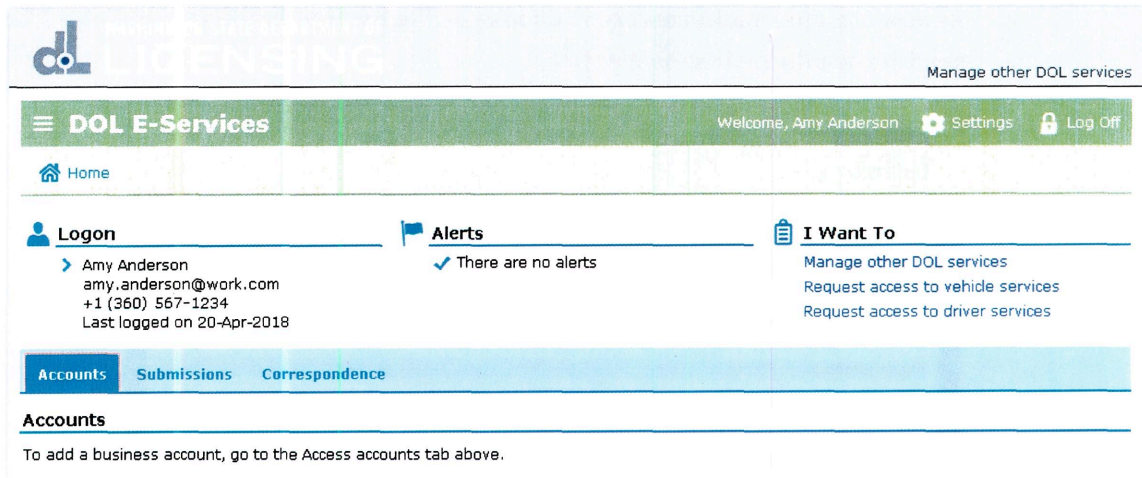
Congratulations! You've pre-enrolled for multi-factor authentication. Eventually, you'll need to use multi-factor authentication every time you login to your vehicle, vessel or driver business services. Multi-factor authentication is one more way we're keeping your data safe.

Continue to [vehicle, vessel and driver business services](#)

[dol.wa.gov](#) | [Privacy & Use](#) | [Contact us](#) | Copyright 2018 

SECURED BY
SecureAccess
WASHINGTON®

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.

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.
- Vehicle/vessel businesses will be **required** to start using MFA on **June 25**.
- **A pre-enrollment opportunity** for vehicle/vessel businesses will begin Tuesday, May 22nd, and ends the week of June 18.
- Complete pre-enrollment when prompted by the system during login.
 - Pre-enrollment is staggered; not everyone will pre-enroll at the same time.
- Do not share your unique login information.
- Take care to enter your information correctly. WaTech or DOL **cannot recover** your account if you enter erroneous information and later cannot recall what you entered.