Before Getting Started

You cannot apply online if:

- You have previously applied for a license in Washington state and your application was closed as deficient.
- You don’t have sufficient information in the public record to verify your identity.
- You are applying for reactivation of a previous license.

If you meet the above criteria then you need to send in a paper application. If applicable, reference the closed credential number on the application. To find this number, search your name on the Department of Health’s Provider Credential Search.

Help

Want to see the online application process in action before applying?

Watch the DOH instructional online application video.

Need some help with the Online Application Portal?

If you’re having problems with the Online Application Portal, contact the Nursing Care Quality Assurance Commission at 360-236-4703. Our normal business hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. We’re closed on state holidays.

Need some help with the Secure Access Washington (SAW) site?

If you’re having problems with the SAW site, contact Consolidated Technology Services (24 hours) at 888-241-7597 or servicedesk@cts.wa.gov.
Getting Started

You must create an account with Secure Access Washington (SAW) and sign in to the Department of Health Online Application Portal. The first time you add the service, the portal will prompt you to answer several questions to verify your identity. The questions will match the name and address you provide with the existing public record information. If you don’t have sufficient information in the public record to verify your identity, applying for a license previously closed as deficient, or are applying for reactivation of a previous license, then you’ll need to submit a paper application.

There is a $2.50 convenience fee to use the portal and you must pay the non-refundable application fee to successfully submit your application. Make sure your address on the payment information screen matches the address your financial institution has on file for you.

Step 1

Create a Secure Access Washington (SAW) account

2. Select "Create One." If you already have a SAW account, sign in with your user ID and password you previously created and continue to "Step 2" below.
3. Follow the steps to register. You'll create your own user ID and password for SAW.
4. The system will send you an email confirming your registration.
5. Select the link in the email that follows this statement: “To activate your new account, select the following link.” This step is required to complete the registration process.

Step 2

Create a link to the Department of Health Online Application Portal

1. Login to your SAW account using your user ID and password previously created.
2. Select the “Add a New Service” link.
3. On the right column, select “Department of Health.”
4. Scroll to “Online Application Portal”. Select “Apply.”
   o You'll be asked a series of questions based on your public record data (state of Washington doesn’t gather or store this data). The questions will match the name and address you provide with the existing public record.
You’ll want to ensure you’ve provided your full legal name and you may find you have to enter a former address, especially if your address has changed recently (within the past one to two years) to get the right questions that pertain to your identity.

5. Click on “My Services” and choose “Online Application Portal.”

6. Complete the information on the User Lookup Page. Last name, date of birth, and social security number (SSN) are required fields. If you don’t have a SSN, check the “I don’t have a Social Security Number” box. Click “Search.”
   - If you don’t have a match, or have never had a state of Washington credential, select “No.”
   - If you do have a partial match, you’ll be asked additional questions. Select answer, then click “Validate.”
   - If you have a full match, you’ll be asked to update any information that is currently incorrect. You’ll not be able to update any gray-out field. Once complete, click “Update.”
   - If you are unsuccessful with the identification match up, you may request a manual bypass by emailing nursing@doh.wa.gov.

7. Choose the credential you would like to apply for. Select the credential from the list under “Complete a New Credential Application.”
   - You’ll have 14 days from the start of the application to complete, pay for and retrieve a copy of the application and any supplemental forms needed for completion.

8. Pay the application and $2.50 convenience fee with a VISA or MasterCard or by ACH (electronic check). Payment must be made with U.S. funds drawn on a U.S. financial institution. Make sure your address on the payment information screen matches the address your financial institution has on file for you.

9. After successfully submitting the payment, you can attach additional documents to your application at the “Upload Attachments” screen. If you have nothing to upload, choose “Skip.”
   - The final screen will have a copy of any additional forms you may need to submit and a copy of the application you just finished. You’ll be able to retrieve these documents for 14 days after the original start of the application.
Next Steps

After you have completed the process, you will receive an email with your pending credential number. Refer to this credential number any time you contact the Department of Health or submit supporting paperwork. If we need additional documentation, we will notify you by email. You may check on the status of your pending application by searching your name or pending credential number on the Department of Health’s Provider Credential Search.