Washington State Online Application Instructions Nursing License

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.

Supported browsers

Microsoft Edge and Google Chrome work best. Online services are configured with PCs and PC-based laptops. **Mobile device and tablet users may experience technical difficulty attempting to apply online.**

Help

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

Watch the DOH instructional <u>Online Application Video</u> providing an overview of the Healthcare Enforcement and Licensing Management System (HELMS).

If you're having problems with HELMS, please contact the Washington State Board of Nursing 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 at 360-586-1000, 855-928-3241 (24 hours), or servicedesk@cts.wa.gov.

Getting Started

You must create an account with <u>Secure Access Washington</u>(SAW) and sign in to the Department of Health's online application portal referred to as the Healthcare Enforcement and Licensing Management System (HELMS). 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

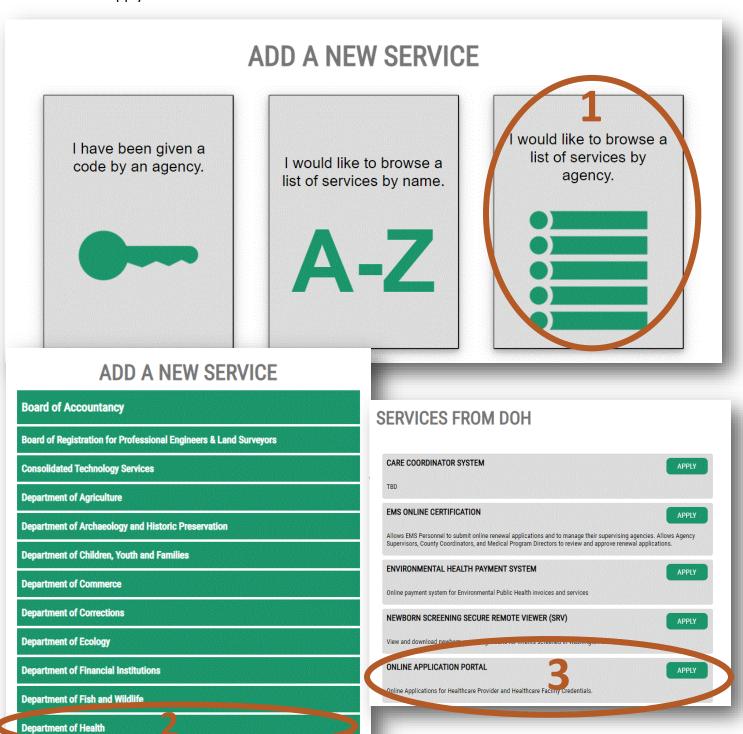
Create a Secure Access Washington (SAW) account

- 1. Go to the Secure Access Washington website.
- 2. Create a SAW account as a new user.
- 3. If you already have a SAW account, sign in with your user ID and password you previously created.
- 4. If you forgot your User ID or password, contact Secure Access Washington at 855-928-3241.



Adding the DOH Online Application Portal- Healthcare Enforcement and Licensing Management System (HELMS)

- 1. Select the "Add a New Service" link.
- 2. Click on "I would like to browse a list of services by agency."
- 3. On the right column, select "Department of Health."
- 4. Scroll to "Online Application Portal- Healthcare Enforcement and Licensing Management System (HELMS) ". Select "Apply."



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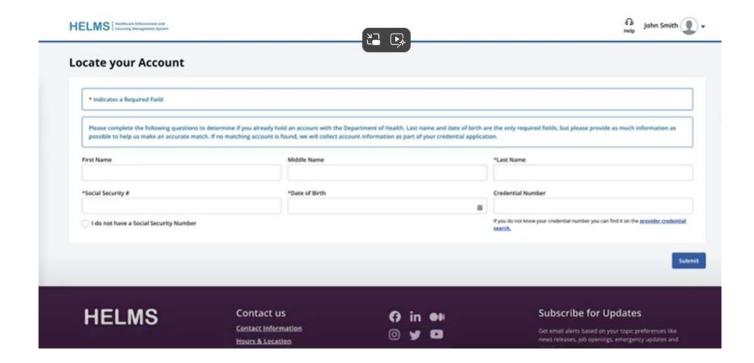
Identification verification

- 1. Under the "ADD A NEW SERVICE" button, you will find a list of your services
- 2. Locate the Online Application Portal- Healthcare Enforcement and Licensing Management System (HELMS) and click the "Access Now"
- 3. 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 pro-vide with the existing public record information. 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.
- 4. If your identity cannot be verified, please click on "request permission to skip this step".

 If you do request to skip, please email nursing@doh.wa.gov or call 360-236-4703 to notify the team of the request.
- 5. After your identity is verified, you will be sent back to the add service screen. Locate the Online Application Portal and click the "Access Now"
- 6. You will then be asked for a Multi-Factor authenti-cation. Please select the method of authentication and then input the code sent to you.

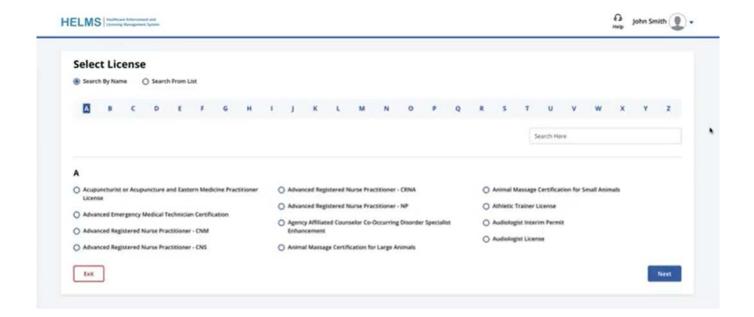
User Lookup

- 1. 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."



Application Hub

- 1. Once logged into HELMS, select "Start a New Application" and scroll through the application list to select the type of nursing license you are applying for.
 - If the desired application is not listed please reach out to us at nursing@doh.wa.gov or 360-236-4703.
 - 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.
- 2. If you are continuing an application please select from the "Continue an Application In Progress" list.



Step 6

Application

- 1. Carefully review the personal information
 - Legal name
 - Date of birth
 - Social Security number

Step 6 continued

Application

- 2. If you answered yes to any of the "Personal Data Questions", please note we will need all court or legal documents.
 - Please use the space below the question to write out your personal statement in regards to the question that "yes" was the answer
- 3. Please carefully review the "Method of Licensure" section. Select the method that best represents your application.
- 4. Please carefully review all the items under the "Applicant's Attestation" section before signing and dating each section.

Step 6 continued

Application

6. Please review the application one last time to ensure all fields are filled out correctly. Once you are confident all looks good please click the "Submit" button.

Step 7

Payment

- 1. Follow the prompts to complete the payment.
 - 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.
 - If a receipt is needed, please print immediately after paying. If not printed at this time you will need to reach out to request a copy.

Submitted

After payment has processed

- 1. 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.
 - Types of documents frequently uploaded
 - Legal name change documents
 - Court documents
 - Military orders
- 2. Please note, you will have 14 days after submission to upload relevant documents yourself. After 14 days you will no longer have access to your application through SAW. After that point, documents can be emailed to WABONlicensing@doh.wa.gov.

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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. Please also keep an eye on your Spam or Junk folder, as sometimes emails can be kicked there.

You may check on the status of your pending application by searching your name or pending credential number on the Department of Health's <u>Provider Credential Search</u>. We rely on you to track the status by conducting a <u>Provider Credential Search</u>. When conducting your search, enter only your first and last name as this will simplify your search.

We process applications in the order we receive them.

Processing Times

To view a visual on the estimated processing times for each step of the licensing process, please visit our website.

Please note, the times listed are best case scenario. All applications are unique and may require different items and documentation. Times may increase due to volume. If a review specialist reaches out requesting additional documentation, please respond promptly. All additional documentation should be emailed to WABONlicensing@doh.wa.gov.