

# 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 [Online Application Video](#) 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](mailto:servicedesk@cts.wa.gov).

# Getting Started

You must create an account with [Secure Access Washington](#)(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.

The screenshot shows the Secure Access Washington login interface. At the top left is the Seal of the State of Washington, featuring George Washington and the year 1889. To the right, the text reads "WELCOME to your login for Washington state." Below this is a navigation bar with "SecureAccess Washington" on the left and "SIGN UP!", "GET HELP", and "TIPS ON" buttons on the right. The main content area is divided into two sections. The left section is titled "LOGIN" and contains fields for "USERNAME" and "PASSWORD", a "SUBMIT" button, and links for "Forgot your username?" and "Forgot your password?". A callout box on the left says "Log in using an existing account" with an arrow pointing to the login form. The right section is titled "ON BEHALF OF WASHINGTON STATE AGENCIES" and features a graphic of the Washington State Capitol building. A callout box at the top right says "Click SIGN UP! If you need to create an account" with an arrow pointing to the "SIGN UP!" button.




# Step 2

## 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.”

### ADD A NEW SERVICE

I have been given a code by an agency.



I would like to browse a list of services by name.



**1**

I would like to browse a list of services by agency.



### ADD A NEW SERVICE

Board of Accountancy

Board of Registration for Professional Engineers & Land Surveyors

Consolidated Technology Services

Department of Agriculture

Department of Archaeology and Historic Preservation

Department of Children, Youth and Families

Department of Commerce

Department of Corrections

Department of Ecology

Department of Financial Institutions

Department of Fish and Wildlife

**2**  
Department of Health

### SERVICES FROM DOH

CARE COORDINATOR SYSTEM

APPLY

TBD

EMS ONLINE CERTIFICATION

APPLY

Allows EMS Personnel to submit online renewal applications and to manage their supervising agencies. Allows Agency Supervisors, County Coordinators, and Medical Program Directors to review and approve renewal applications.

ENVIRONMENTAL HEALTH PAYMENT SYSTEM

APPLY

Online payment system for Environmental Public Health invoices and services

NEWBORN SCREENING SECURE REMOTE VIEWER (SRV)

APPLY

View and download newborn screening test results selected in Washington

**3**  
ONLINE APPLICATION PORTAL

APPLY

Online Applications for Healthcare Provider and Healthcare Facility Credentials.

# Step 3

## 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 provide 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](mailto: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 authentication. Please select the method of authentication and then input the code sent to you.

# Step 4

## 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."

HELMS | Healthcare Information and Learning Management System

John Smith

### Locate your Account

\* Indicates a Required Field

Please complete the following questions to determine if you already hold an account with the Department of Health. Last name and date of birth are the only required fields, but please provide as much information as possible to help us make an accurate match. If no matching account is found, we will collect account information as part of your credential application.

First Name	Middle Name	*Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
*Social Security #	*Date of Birth	Credential Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

I do not have a Social Security Number

If you do not know your credential number you can find it on the [provider credential search](#).

Submit

**HELMS**

Contact us  
Contact Information  
Hours & Location

Facebook, LinkedIn, YouTube, Instagram icons

Subscribe for Updates  
Get email alerts based on your topic preferences like news releases, job openings, emergency updates and



# Step 5

## 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](mailto: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.

The screenshot displays the HELMS (Healthcare Enhancement and Learning Management System) interface for selecting a license. At the top, the HELMS logo is on the left, and the user's name 'John Smith' with a profile icon is on the right. The main heading is 'Select License'. Below this, there are two radio buttons: 'Search By Name' (selected) and 'Search From List'. A horizontal navigation bar contains letters A through Z, with 'A' highlighted. A search input field labeled 'Search Here' is positioned to the right of the navigation bar. Under the 'A' section, there are 12 radio button options for different license types, arranged in three columns. At the bottom left is a red 'Exit' button, and at the bottom right is a blue 'Next' button.

# 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](mailto:WABONlicensing@doh.wa.gov).



## 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 [Provider Credential Search](#). We rely on you to track the status by conducting a [Provider Credential Search](#). 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](mailto:WABONlicensing@doh.wa.gov).