



# Instructions

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## Individual Licensee Supplementary Services Quick Tips

### Individual licensee supplementary online licensing services home page services

#### Change password

1. Choose the “Change Password” button located on the left side of the page.
2. Type your current password.
3. Type your new password. You must use between eight and 16 characters and it must contain at least two numbers and one letter.
4. Confirm your new password by typing it again.
5. Click on the “Submit” button, which takes you to the Change Password Confirmation page.
6. You have now completed changing your password.
7. Click on the “Home” button to return to the Online Licensing home page.

#### Change Name

1. Select the “Change Name” button located on the left side of the page.
2. The current Individual Information will display. Complete the new information
3. Select the “Submit” button at the bottom of the page.
4. This will take you to the fee payment page. There are two options for the payment of your fees:

**Option 1 - You may pay using an electronic check (e-check), which is the OIC’s preferred method** of payment and is the default option (meaning all users will be directed to the e-check payment screen). On the e-check payment screen, you will find the fee details listed for your licensing transaction. Complete all required fields and click on the “Submit” button at the bottom of the page.

**Option 2 - You may also pay with either a Visa or MasterCard.** If choosing to pay with a credit card, click on the “Alternate Payment Method” link on the lower left-hand portion of the screen. This will take you to the Credit Card Payment page. Complete all fields and click on the “Submit” button at the bottom of the page.

Clicking on the “Submit” button will take you to either the “e-check Verification” page or the “Credit Card Verification” page, depending upon the option you have chosen. **Please note: the Verification page is for you to verify your information. Your payment will not be debited or charged until you select the “Process” button.**

5. Review the payment information listed. If any information is NOT CORRECT, select the “Back” button to return to the previous page to make any necessary corrections. If choosing the e-check option, you will need to click on the debit authorization box on the verification screen (you will find this in the lower left-hand corner of the screen). If the information is correct, select the “Process” button at the bottom of the page. A message will appear asking you NOT to refresh, go back, or cancel this page while your payment is processing.
6. When processing is complete, the system will take you to a confirmation page with your transaction # and a link to print your invoice. A payment confirmation will be sent the payee’s email address.
7. You may electronically upload supplemental documents. If unable to upload, you can mail the documents to the OIC via the postal service.
8. To upload a document, select the “browse” button. Locate and select the document.
  - a. Click on “open” in your browser. This places the document in the document field. A textbox exists to add additional comments, if needed, about the attached document.
  - b. Select the “Add to List” link to place the document in the “Attachment List” section.
  - c. After you add all the documents, select the “Upload” button at the bottom of the page. This completes the document(s) upload.
9. When the outstanding document(s) are received, the OIC will review the pended name change application. . If more information is needed, the OIC will notify you via e-mail. When all outstanding documents are acceptable, the OIC will send you an approval e-mail with a link to print your license(s) and invoice.

### **Change DBA**

1. Select the “Change DBA” button located on the left side of the page.
2. The current Individual Information will display. Complete the DBA information. You may add new or delete a current DBA.
3. Select the “Submit” button at the bottom of the page.
4. This will take you to the fee payment page. There are two options for the payment of your fees:

**Option 1 - You may pay using an electronic check (e-check), which is the OIC’s preferred method** of payment and is the default option (meaning all users will be directed to the e-check payment screen). On the e-check payment screen, you will find the fee details listed for your licensing transaction. Complete all required fields and click on the “Submit” button at the bottom of the page.

**Option 2 - You may also pay with either a Visa or MasterCard.** If choosing to pay with a credit card, click on the “Alternate Payment Method” link on the lower left-hand portion of the screen. This will take you to the Credit Card Payment page. Complete all fields and click on the “Submit” button at the bottom of the page.

Clicking on the “Submit” button will take you to either the “e-check Verification” page or the “Credit Card Verification” page, depending upon the option you have chosen. **Please note: the Verification page is for you to verify your information. Your payment will not be debited or charged until you select the “Process” button.**

5. Review the payment information listed. If any information is NOT CORRECT, select the “Back” button to return to the previous page to make any necessary corrections. If choosing the e-check option, you will need to click on the debit authorization box on the verification screen (you will find this in the lower left-hand corner of the screen). If the information is correct, select the “Process” button at the bottom of the page. A message will appear asking you NOT to refresh, go back, or cancel this page while your payment is processing.

6. The system will take you to a “Confirmation page with your transaction number, a link to print your new license, and your receipt. A payment confirmation will be sent the payee’s email address.

### **Change Address**

1. Choose the “Change Address” button located on the left side of the page.
2. Enter your new address information regarding residence, mailing or business addresses.
3. For the residence address you can not change the state/country.
4. If the city is within Washington state, it must be a valid city
5. Select the “Submit” button at the bottom of the page. This opens a confirmation page that gives you the option to print a duplicate license.

### **Print License(s)**

1. Choose the “Print License(s)” button located on the left side of the page. This will display your Individual Information and your License Information. If you want to print your license(s), select the check box to the right of the license. To print all licenses, select the “Select all” box in the blue bar.
2. To print or save your license(s), select the “Generate License Certificate” button at the bottom of the page. This opens a PDF of your license(s).

### **Print Appointments(s)**

1. Choose the “Print Appointments(s)” button located on the left side of the page. This will display your Individual Information and your Appointment List. If you want to print your appointment(s), select the check box to the right of the appointment. To print all licenses, select the “Select all” box in the blue bar.
2. To print or save your appointment(s), select the “Generate License Certificate” button at the bottom of the page. This opens a PDF of your appointment(s).

### **Print Affiliation(s)**

1. Choose the “Print Affiliation(s)” button located on the left side of the page. This will display your Individual Information and your Affiliation List. If you want to print your affiliation(s), select the check box to the right of the affiliation. To print all licenses, select the “Select all” box in the blue bar.
2. To print or save your appointment(s), select the “Generate License Certificate” button at the bottom of the page. This opens a PDF of your affiliation(s).

### **Add an additional license to an active licensee**

1. Select the “Apply for New License” link from the menu on the left.
2. Your individual information page will open. If you do not wish to add a DBA or if you are not an authorized submitter, select the “Next” link at the top or bottom of the page.
3. Update the “Address Details” if necessary. Select “Next” link at the top or bottom of the page to take you to the “License Information” page.

4. Select license type, lines of authority and if you represent a business entity (such as an insurance agency or lending institution) for the license type you wish to add.
5. Complete the employment history.
6. Accept the attestation.
7. This will take you to the fee payment page. There are two options for the payment of your fees:

**Option 1 - You may pay using an electronic check (e-check), which is the OIC's preferred method of payment and is the default option (meaning all users will be directed to the e-check payment screen). On the e-check payment screen, you will find the fee details listed for your licensing transaction. Complete all required fields and click on the "Submit" button at the bottom of the page.**

**Option 2 - You may also pay with either a Visa or MasterCard.** If choosing to pay with a credit card, click on the "Alternate Payment Method" link on the lower left-hand portion of the screen. This will take you to the Credit Card Payment page. Complete all fields and click on the "Submit" button at the bottom of the page.

Clicking on the "Submit" button will take you to either the "e-check Verification" page or the "Credit Card Verification" page, depending upon the option you have chosen. **Please note: the Verification page is for you to verify your information. Your payment will not be debited or charged until you select the "Process" button.**

8. Review the payment information listed. If any information is NOT CORRECT, select the "Back" button to return to the previous page to make any necessary corrections. If choosing the e-check option, you will need to click on the debit authorization box on the verification screen (you will find this in the lower left-hand corner of the screen). If the information is correct, select the "Process" button at the bottom of the page. A message will appear asking you NOT to refresh, go back, or cancel this page while your payment is processing.
9. When processing is complete, the system will take you to a confirmation page with your transaction number, a list of any outstanding items, and a link to print your invoice. A payment confirmation will be sent the payee's email address.

### **View Education History**

1. Select the "Individual Education History" link from the menu on the left.
2. You will be able to print or save a printout of your education history.

### **View Pending Online Request**

10. If your online renewal application is pending, choose the "View Pending Online Request" button to display and check the status of your pending application(s).
11. Select the "Application Summary" link on the left in the "Entity Details" section to open a view of the renewal submission.
12. Select the "View" link to the left of a transaction to view the detail screen of the pending request.
  - a. A check list will appear to show all required documents with the respective status.
  - b. Click on the "View" link to view any previously submitted document.
  - c. Click on the "Attach" link to attach any additional outstanding documents.
13. To upload a document, select the "browse" button. Locate and select the document.

- a. Click on “open” in your browser. This will place the document in the document field. A textbox exists to add additional comments, if needed, about the attached document.
  - b. Select the “Add to List” link to place the document in the “Attachment List” section.
  - c. After you add all your documents, select the “Upload” button at the bottom of the page.
14. The OIC will review your pending renewal application. If all required documents are attached and acceptable, the OIC will send you an approval e-mail. If further information is needed, the OIC will notify you via e-mail.

### **Update CRD Number**

1. Select the “Update CRD Number” on the home page. Verify the Individual information.
2. Fill in the CRD Number field with your securities license number
3. Complete the question regarding adding the variable line to your existing license and select the “Submit” button.
4. This takes you to the Confirmation page and informs you that your information has been submitted. It will also list your transaction number. If your request is approved, a link will be provided to print your license certificate. If your request is pending for verification of home state license, the OIC will review your request.

### **Current Profile**

1. Select the “Current Profile” button in the left hand column on the home page. This will create a separate PDF file to open.
2. By opening the PDF, you can view and print the details to your current license. This information includes your name, WAOIC number, current address, any DBA’s, all licenses, appointments, and affiliations you currently have.

