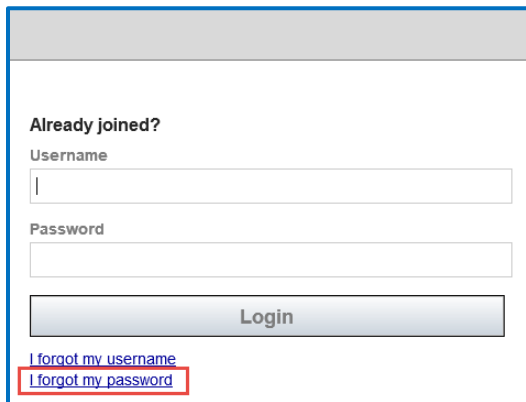


Reset Your Account Password

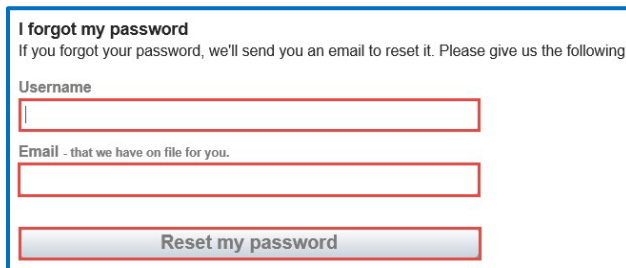
Follow the process below to reset your password. The Department of Licensing sends you an email to the address you provide. Wait 20 minutes before logging in with the new temporary password if your account is locked.

1. Go to secure.dol.wa.gov.
2. Click the **I forgot my password** hyperlink.



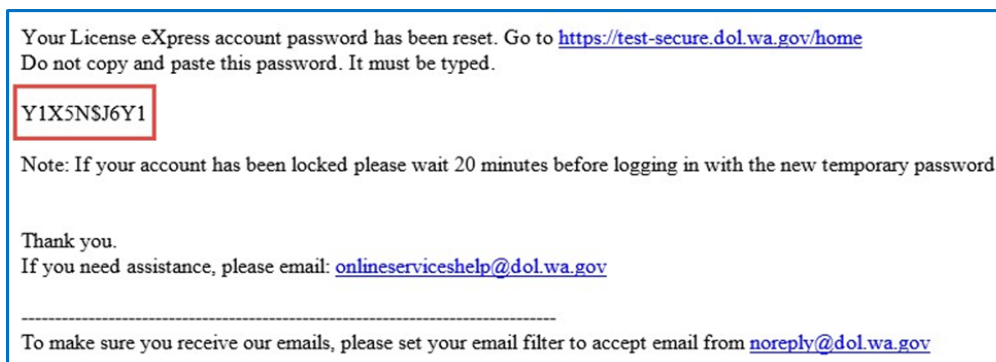
A screenshot of a login page. At the top, it asks "Already joined?". Below this are two input fields: "Username" and "Password". A "Login" button is positioned below the password field. At the bottom of the form, there are two hyperlinks: "I forgot my username" and "I forgot my password". The "I forgot my password" link is highlighted with a red box.

3. Enter the Username and Email and click **Reset my password**.



A screenshot of the "I forgot my password" form. The title is "I forgot my password" and the text below reads "If you forgot your password, we'll send you an email to reset it. Please give us the following:". There are two input fields: "Username" and "Email - that we have on file for you.". Below the email field is a "Reset my password" button. The input fields and the button are highlighted with red boxes.

4. Click the **Back** button to return to the login screen.
5. Check your email account to get the new temporary password and type it when logging in, do not copy and paste.



A screenshot of an email confirmation message. The text reads: "Your License eXpress account password has been reset. Go to <https://test-secure.dol.wa.gov/home> Do not copy and paste this password. It must be typed." Below this is a red box containing the temporary password "Y1X5NSJ6Y1". The text continues: "Note: If your account has been locked please wait 20 minutes before logging in with the new temporary password." At the bottom, it says "Thank you. If you need assistance, please email: onlineserviceshelp@dol.wa.gov" and "To make sure you receive our emails, please set your email filter to accept email from noreply@dol.wa.gov".