

# WMC HELMS User Guide



WASHINGTON  
**Medical  
Commission**  
Licensing. Accountability. Leadership.

## Guide to applying, reactivating, renewing and maintaining your allopathic or physician's assistance license

### Getting Started

#### Supported Browsers

- Microsoft Edge works best with the HELMS Portal. Safari has intermittent difficulties when attempting to pay for your license, and should be avoided.
- Online services are configured with PCs and PC-based laptops
- For the best user experience, please refrain from using mobile devices

HELMS Instructional video by the Department of Health (DOH): [HELMS User Portal Demonstration](#)

#### Logging to SecureAccess Washington (SAW):

- To access the HELMS Portal, you will need to create a [SecureAccess Washington \(SAW\) Account](#) [1]
  - If you have a SAW account and do not remember your username or password, select the option "forgot username/password" and an email will be sent to your inbox to reset your information. [2]

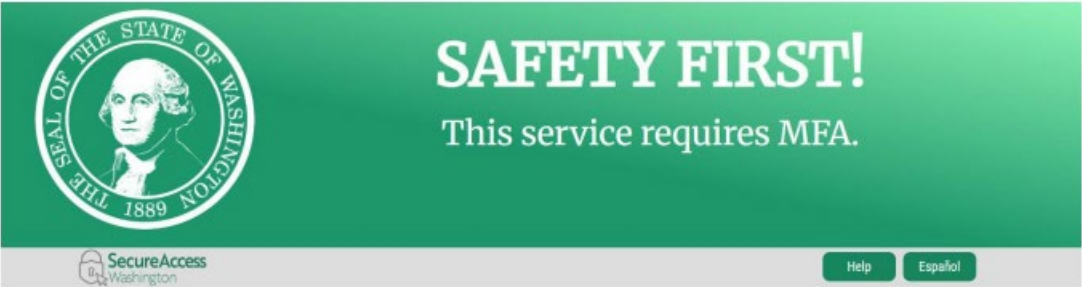
#### Having issues?

- If you are having issues with your SAW Account, please contact Consolidated Technology Services at (360) 586-1000 or the 24-hour line at (855) 928-3241
- You can also submit an email describing your issue to [servicedesk@cts.wa.gov](mailto:servicedesk@cts.wa.gov)

### Add the Healthcare Enforcement and Licensing Management System (HELMS) Service

- Once you are logged into your SAW account, select "Add a New Service"
- To add the HELMS Portal as a service, browse by "I would like to browse a list of services by agency" and select "Department of Health"
- Click on "Apply" on "Health Professional and Facility Licensing (HELMS)"

- Once the HELMS Portal service has been added to your SAW account, select "Access Now"
- For security purposes, you will then be asked to verify your account through Multi-Factor Authentication. Please complete this step to continue.



1 Choose Method      2 Enter Code      3 Remember Device      4 Access Service

### Multi-Factor Authentication (MFA)

This service requires additional verification beyond username and password to prevent fraud and identity theft. You will need to enter a verification code.

#### Choose Method

How would you like to receive your verification code?

Receive the code in an email and enter it on the next screen.

Receive the code in a text message and enter it on the next screen.

Accessing the HELMS Portal

- If this is your first time accessing your HELMS Portal, you will be asked to complete a privacy agreement with the Department of Health. Please read the agreement and select “Continue”

The form is titled "HELMS" with the subtitle "Washington Department of Health Medical Assistant Portal". It contains sections for "Purpose of Data Collection", "Information We Collect", "Use of Information", "Disclosure of Information", "Data Security", "Your Rights", and "Consent". A red box highlights the "Continue" button at the bottom right.

- You will then be asked to “Locate your Account.” This is to determine if you already have an existing account created with the Department of Health associated with a past application, expired or active credential, or a current pending application.
- Please do not create a new account if you already have a credential with the Washington Medical Commission and/or the Department of Health. Creating a new account will not link your current account, applications or credentials.
- Complete all fields on this screen to ensure that you are matched with the correct account. If you have never held a credential with the Department of Health / Washington Medical Commission, leave that field blank.

**HELMS**  
Healthcare Enforcement and Licensure Management System

**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: Text  
Middle Name: Name  
\*Last Name: Account

\*Social Security #: 123456789  
Date of Birth: 1/1/1990

Credential Number

☐ I do not have a Social Security Number

☐ Did you receive a unique identification number to login with?

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

**Submit**

- If you have never applied for or been issued a credential with the Department of Health, this search will not produce any results.
- You will be asked, “Do you currently hold, or have you ever held, a healthcare license or credential in Washington state?”

**HELMS**  
Healthcare Enforcement and Licensure Management System

**Locate your Account**

\* Indicates a Required Field

We weren't able to find you in our system. It's important that we match your new application with any existing information we have on file.

\*Do you currently hold, or have you ever held, a healthcare license or credential in Washington State?

☐ Yes ☒ No

If you click Yes, you will be allowed to search again for your information in our system. If you have questions about this, you may contact us at (360) 236-4700 or send an [email](#) to Customer Service. Office Hours are M-F 8am to 5pm PST.

If you click No, a new account will be created for you.

**Submit**

- Once HELMS identifies whether you are a new HELMS account holder or your account already exists, you will be asked to enter or update your profile information. Please be sure to enter your social security number if you have one. Be sure to enter your information as it appears on your official documentation.

**HELMS**  
Healthcare Enforcement and Licensure Management System

**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: Text  
Middle Name: Name  
\*Last Name: Account

\*Social Security #: [Red Box]  
Date of Birth: 1/1/1990

Credential Number

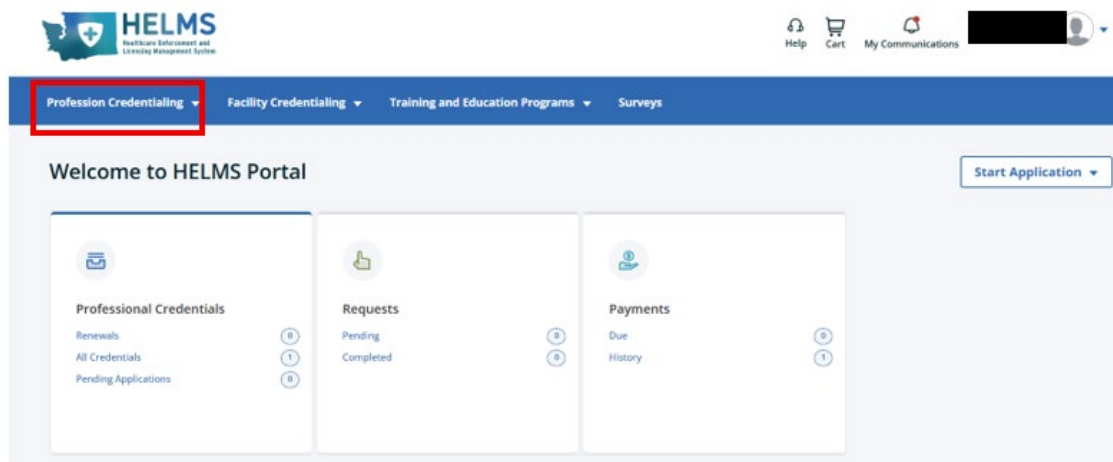
☐ I do not have a Social Security Number

☐ Did you receive a unique identification number to login with?

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

**Submit**

- Once your HELMS profile has been created or updated, you may select the “Professional Credentialing” tab in the top left corner of the page to access your HELMS Portal. This portal will reflect any credentials you already hold with the Department of Health and any pending applications.




- To begin a new application, select “Start Application” in the top right corner and follow the prompts within the online application. You will be charged a 2.5% convenience fee through the HELMS Portal for online payment submissions

### Within the HELMS Portal, you may be complete the following functions from your account

- Apply, renew, or reactivate a license
- Submit a multistate license upgrade or revert to a single state
- Update your personal information (i.e. email, mailing address, legal name, SSN, etc.)
- Access payment history and receipt of payments
- Submit requests for status change (e.g. inactive, military, retired active, and active)
- Submit a paid request for a duplicate copy of your credential or verification of licensure

# Guide to Using Your HELMS Portal



HELMS  
Healthcare Enforcement and  
Licensing Management System

Help

Cart

My Communications

WMC Applicant

Professional Credentialing Surveys

Welcome to HELMS Portal

Professional Credentials

Renewals 0

All Credentials 2

Pending Applications 1

Requests

Pending 0

Completed 0

Payments

Due 0

History 2

Start Application

All Credentials

Applications

Please see the list below for all of your credentials and use the three dots to take actions on your credentials.

Note: Credentials eligible for renewal will display in red font.

Credential Number	Credential Name	Enforcement Action	Effective Date	Expiration Date	Status	CE Due Date	Actions
MD.MD.12345678	Allopathic Physician	No	4/2/2025	1/1/2026	Active	1/1/2027	<div>Download Credentials</div>
MD.MD.12345678	Allopathic Physician	No			Pending		<div>Request WA Single State Lic.</div>

View All

1. To request an update to your personal information or contact information.

2. To submit a new or previously closed application.

3. To access payment history and print a receipt for your records.

4. To submit a renewal or reactivation for a license, or to request a license status change (military, retired active, or inactive).

5. To request verification of your license (\$50 fee).

6. To request a mailed duplicate copy of your license (\$15 fee).

## HELMS Portal Resources

- To access the HELMS Portal, please first login/create your SecureAccess Washington (SAW) Account: <https://secureaccess.wa.gov>
- If you need additional information on how to access SAW, visit the WABON website: <https://wmc.wa.gov/licensing/applications-and-forms>
- Be sure to add the Health Professional and Facility Licensing (HELMS) service code once in SAW to access your HELMS account.

