New Security Guard Licensing Experience (Online)

Scope: Applying for job through license issuance

Boxes outlined in red indicate steps which only some guards may have to complete depending on their situation

Before | *During* | *After*

Washington State Patrol (WSP)

- Receive fingerprints
- Conduct background check
- Add background check & fingerprint results to WSP

Identogo

- Fingerprint guard
- Send fingerprints to WSP

Regulatory Compliance, UCC, & Firearms (RCUF)

- Access WSP portal to access background check/fingerprint
- Receive SSR for fingerprints/background check
- Find fingerprints/background check in WSP portal and add to license record.

DOL Public Protection Unit (PPU)

- Application received; SEG number issued (automatic)
- Review application
- Send request for information to guard if they have not gotten fingerprinted.
- Send SSR to RCUF if there are no fingerprints but guard says they had them done.
- Send request for information to guard if payment is missing
- Send request for information to guard if company
- Send request for information to guard if they didn't answer legal background questions.
- Send request for information to guard if they didn't answer
- License issued

Company/ Certified Trainer

- Go through recruitment/ hiring process
- Extend conditional job offer
- (if they offer this service) Pay employee fees in their cart
- Host pre-assignment training
- Host exam
- Add employee
- Add employee

Guard

- Apply for job as a security guard
- Get conditional job offer
- Get company background check if required
- Apply for guard license
- Pay license fee (or add billing pin, if applicable)
- Get fingerprinted with Identogo
- Attend pre-assignment training
- Take exam
- Accept company affiliation
- Receive temp guard card
- Receive info request if fingerprints are missing and complete fingerprinting
- Receive info request for missing payment
- Submit payment by mail or online (preferred)
- Receive info request for missing affiliation
- Message employer to add them as employee
- Receive info request to answer legal background questions
- Go online to answer LBQs
- Receive info request to answer eligibility questions
- Go online to answer eligibility questions
- Receive license
- On the job training

Feeling

Excited → Ecstatic → Neutral → Unsure → Frustrated → (60 - 90 days) → Neutral → Unsure → (2 weeks) → Neutral → Excited → Ecstatic → Excited → Frustrated → Unsure → Frustrated → Annoyed → Frustrated → Annoyed → Frustrated → Annoyed → Frustrated → Annoyed → (60 - 90 Days) → Ecstatic → Happy

Thinking

- *"Where an SAW account is the application?"*
- *"Where is a link to make payment?"*
  "I cannot pay online for some reason...I just want to pay for my license."
  This is so expensive!
- *"I've started my app for a license but can't figure out where to go for fingerprinting."*
- Now what?
- *"I've had an application in review for weeks and I don't have an update as to why it's taking so long."*
- I've tried to pay a million times but it isn't working! And I can't get ahold of anyone for help.
- Why are you emailing me about this if my employer is the one who needs to add me...?

Insights & Ideas

- Clarify messaging and plain talk it. Less words, bigger font, bold important things.
- Much of this process is out of our hands.
- Would be helpful if website mentions "contact Identogo" for fingerprinting issues. Are there existing communications where this could be added as well?
- Need an FAQ section, but don't call it that...
- Guard gets caught between Identogo and DOL both thinking the ball is in the other's court. Would be great to have a liaison who is an expert in knowing who does what when.
- license lookup feature doesn't work correctly, so employer tries to check if license is valid and doesn't work - this is an issue and frustration.
- Only permit online transactions, no paper applications. Paper apps have many errors; lost items; payment and app get separated, etc. It's also easier to segment information for customers to not overwhelm them. Online apps give control for how it's filled out. Removing this option is an accessibility issue, however.
- It needs to be made more clear to customers what every step of the process is and in what order they happen. Would be helpful to also note who is responsible for which actions (e.g., guard, company, Identogo, DOL). This would also help them know who to contact when issues arise at different steps.
- Having a button/link called "manage your license" is confusing for new applicants - they have no license to manage yet!
- When asked "are you the qualifying agent"? they pick yes because they don't know what it means. Qualifying Agent needs to be defined on the application when they are asked about it.
- Process for payment needs to be improved. It is very convoluted and easy to make errors, resulting in callsemails.
- If we are unable to update the payment process, there needs to be more and clearer instructions on the dos and don'ts of making a payment (e.g., do not hit the back button)
- There is info on the website for submitting fingerprints, but it could be clearer. The title of the section is "Submit fingerprints" yet doesn't give information on how to accomplish this task.
  It is not until step 4 of the "Fingerprinting and background checks" page that it states Identogo will send the results to WSP and they will send them to DOL. **These two pages of the web site may need some considerable rewording to make it more user friendly.**
  Get your license - Security guards - Washington
  Fingerprinting and background checks
- Add instructions somewhere on what guards should do with their TCN.
- Review automatic notifications being sent to guards for clarity. Are guards getting the info they need in a way they can understand?
- PPU receives calls about fingerprints, but this is handled by RCUF and Identogo. RCUF is not a public facing unit and thus the calls will most likely continue to filter through NOT-PPU. The emails (I believe) will go directly to the RCUF unit, if the customer emails them directly to the unit, and not to security@dol.wa.gov .
- Though turnaround is usually only a couple days, RCUF has to touch a file twice when a fingerprint has been archived. How can we prevent this rework?
  Additional context: Turn around is quick but due to the inclusion of Category 3 and 4 confidential information in the TCN which comes with the fingerprint information is a primary reason (I think) we don't want to hold on to the data if we don't need to. RCUF can request the information from WSP and gain access and WSP will make it available very quickly.
- We should look into providing more communications to participants as their application moves through the stages of processing. There is a lot of frustration for customers not knowing what is happening with their app, if they did it right, if they need to do anything else, etc.
- Add functionality for guards to print temp cards.
- Provide a way for users to go back and add TCN.
- Make sure there is a description of what a TCN is when they are asked for it in the original application.
- town halls or training for security guard companies!
- Add troubleshooting tip somewhere if they are unable to find the affiliation (note - "Are you sure you do not have more than 1 SAW account?"