



Healthcare Enforcement & Licensing Management System (HELMS)

Respondent Quick Reference Guide

Version 1.0

January 2026

DOH 606-029

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email doh.information@doh.wa.gov. View translated versions of this statement [here](#).



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PURPOSE

This is the quick reference guide for respondents using the State of Washington Department of Health’s (DOH) **Healthcare Enforcement and Licensing Management System (HELMS)**. It includes detailed instructions, tips, and answers to frequently asked questions to support respondents. Additional resources and information are available on the Department of Health’s [HELMS webpage](#).

LOGGING IN

To access the **HELMS** user portal, you need to log in through **Secure Access Washington (SAW)**, at secureaccess.wa.gov. SAW is the State of Washington’s tool for government agencies to provide secure access to online government services.

If you experience problems with the SAW site, please contact WaTech (24 hours) at 855-928-3241 or email support@watech.wa.gov.

A screenshot of the Secure Access Washington (SAW) login page. At the top, there is a logo for 'SecureAccess Washington' with a shield icon. Below the logo are four green buttons: 'Login', 'Sign Up', 'Forgot Password', and 'Get Help'. The main heading is 'Login'. Below this, there are two input fields: 'Username *' with the placeholder text 'Your SAW username' and 'Password *' with the placeholder text 'Your SAW password'. Below the password field is a checkbox labeled 'Show password'. At the bottom center is a green 'Submit' button.

Once you have successfully logged into SAW, you will be able to use the “Add Service” button to your account. If you select that button, you will be asked to choose a way to find services. We recommend that you choose to “browse services” or “browse by agency.”

From either choice, you can search “DOH” or choose the Department of Health from the list. Click the “Add” button on the right-hand side of the “Health Professional and Facility Licensing (HELMS)” service. The service will be added to your SAW account, and you’ll be redirected to the list of services associated with your account. Click on the green title link, “Health Professional and Facility Licensing (HELMS),” to log in to HELMS.



MY PROFILE (FIRST-TIME LOGIN)

1. If you are a first-time user, you will be directed to the “Privacy Agreement” page. Read the complete information on the page. Click the “Continue” button to proceed.
2. You will be directed to the “Locate your Account” page on the HELMS portal. Enter the correct details and then click the “Submit” button to find your previous licensing information.
 - a. If you have never held a health care professional license in Washington state, please refer to the full user guide for an in-depth explanation of this step in the login process.
 - b. If your information is not an exact match for our records, you may need to answer additional questions.
 - c. **TIP:** Use your last name (the last word of your last name), your date of birth, your social security number, and your credential number only to ensure a match to your records.

Note: “Social Security #,” field is mandatory. If you do not have your Social Security number, select the checkbox to make the field optional.

The screenshot shows the 'Locate your Account' page on the HELMS portal. At the top left is the HELMS logo (Healthcare Enforcement and Licensure Management System) and a 'Help' icon at the top right. The main heading is 'Locate your Account'. Below this is a legend: '* Indicates a Required Field'. A blue box contains instructions: '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.' The form has six input fields: 'First Name', 'Middle Name', '*Last Name', '*Social Security #', '*Date of Birth', and 'Credential Number'. There are two checkboxes: 'I do not have a Social Security Number' and 'Did you receive a unique identification number to login with?'. A small note says 'If you do not know your credential number you can find it on the provider credential search.' A red box highlights the 'Submit' button at the bottom right.

Note: For all subsequent logins, you will need to log in to SAW and choose the HELMS service then you will be taken directly to your [landing page](#).

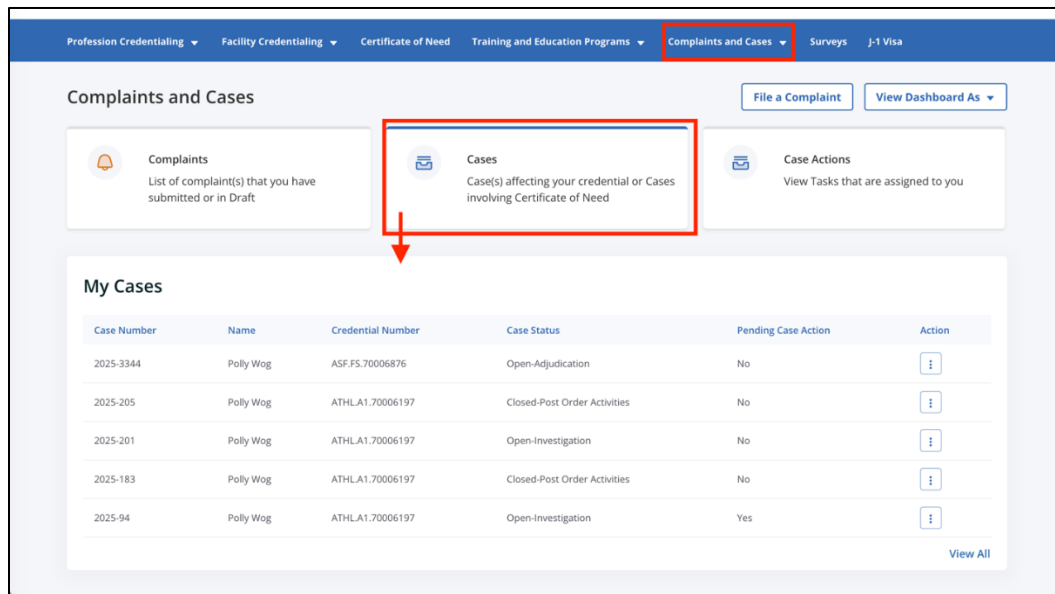


RESPONDENT DASHBOARD OVERVIEW

To view the respondent dashboard, follow the steps below:

- 1) On the blue navigation bar, go to the “Complaints and Cases.”
- 2) On the dashboard, click the “Cases” tile to view the list of all cases assigned to the respondent.

Note: Respondents only see the “Cases” tile. Other portal tiles may appear for different user types but are not applicable to Respondents.

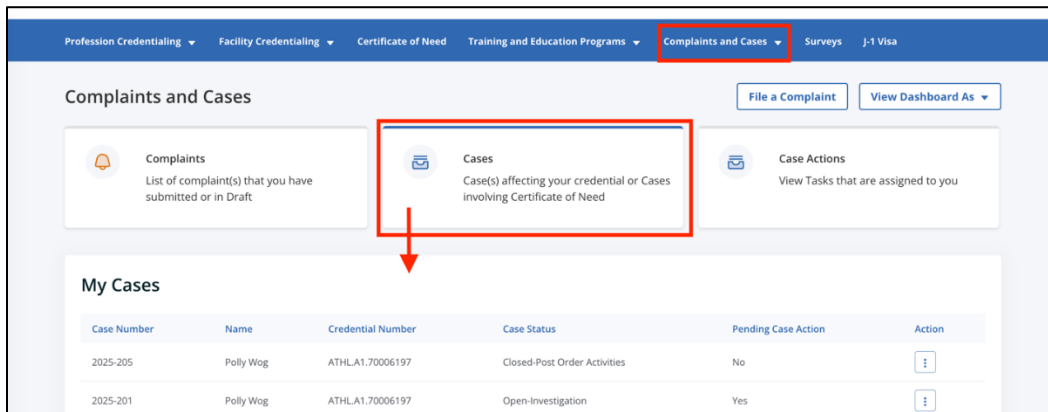


VIEWING DOCUMENTS

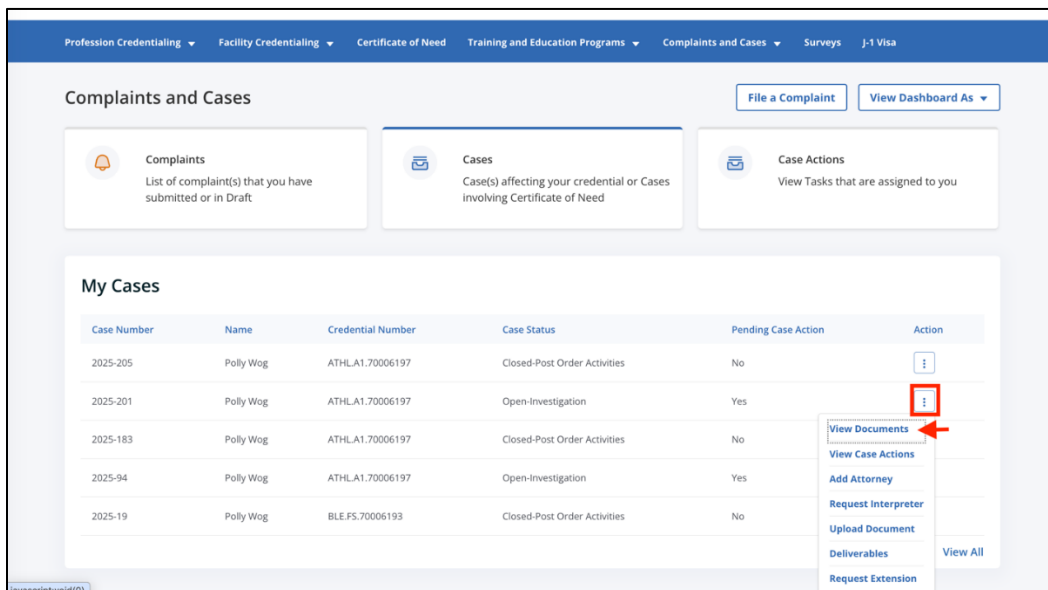
Respondents can review documents shared by DOH and any files you have uploaded as part of your case activities.

To view documents, follow the steps below:

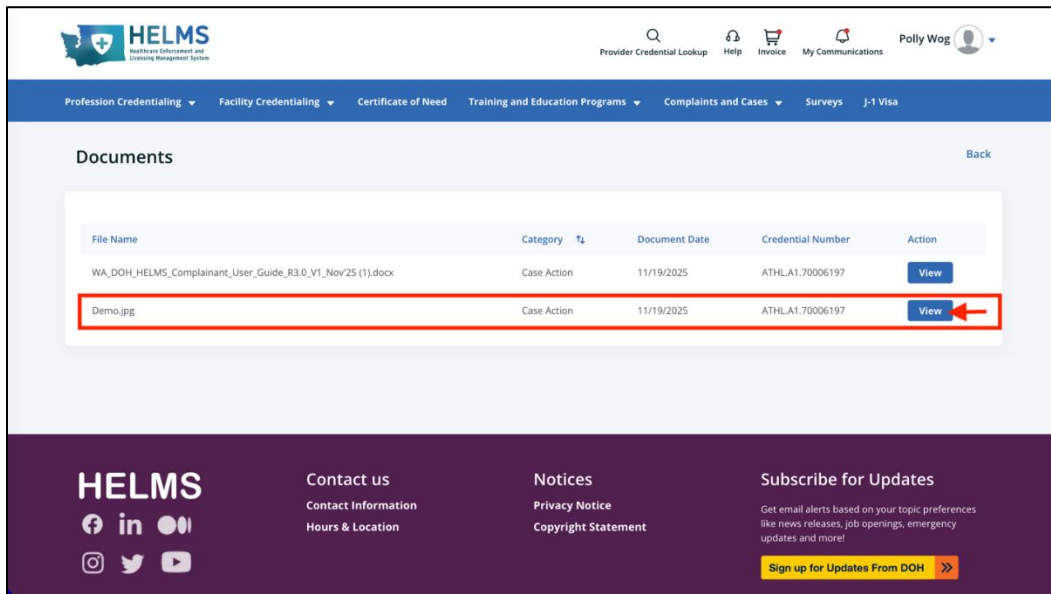
- 3) On the blue navigation bar, go to the “Complaints and Cases.”
- 4) On the dashboard, click the “Cases” tile to view the list of all cases assigned to you, the respondent.



5) Click the case’s three-dots button in the action column. Select “View Documents” from the list.



6) You will be directed to the “Documents” page. To view a document, click the “View” button in the same row as the “File Name.”



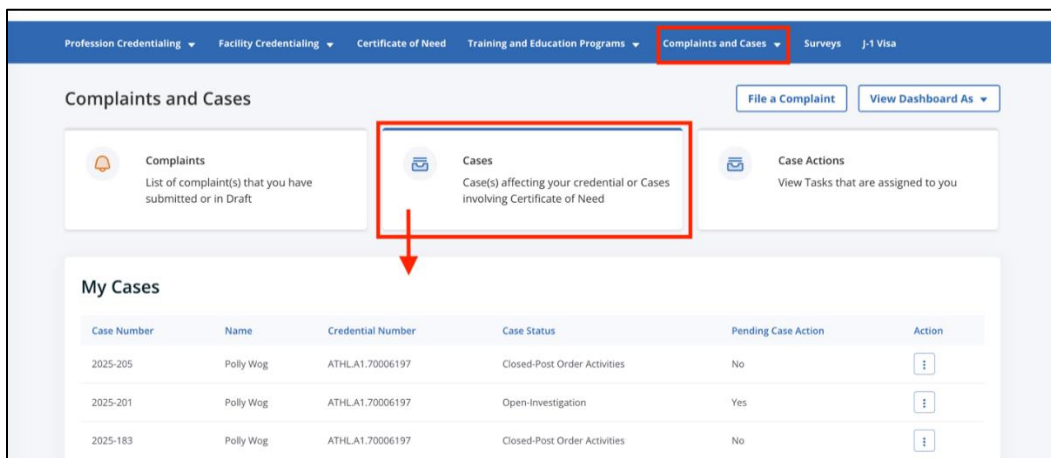
- 7) On the “File Preview” pop-up screen, click the “Preview” button.
- 8) You can now see the preview of the document.
Click the “Close” button to exit the “File Preview” window.

ADDING AN ATTORNEY

Respondents can add an attorney to their case, if they choose to have legal representation.

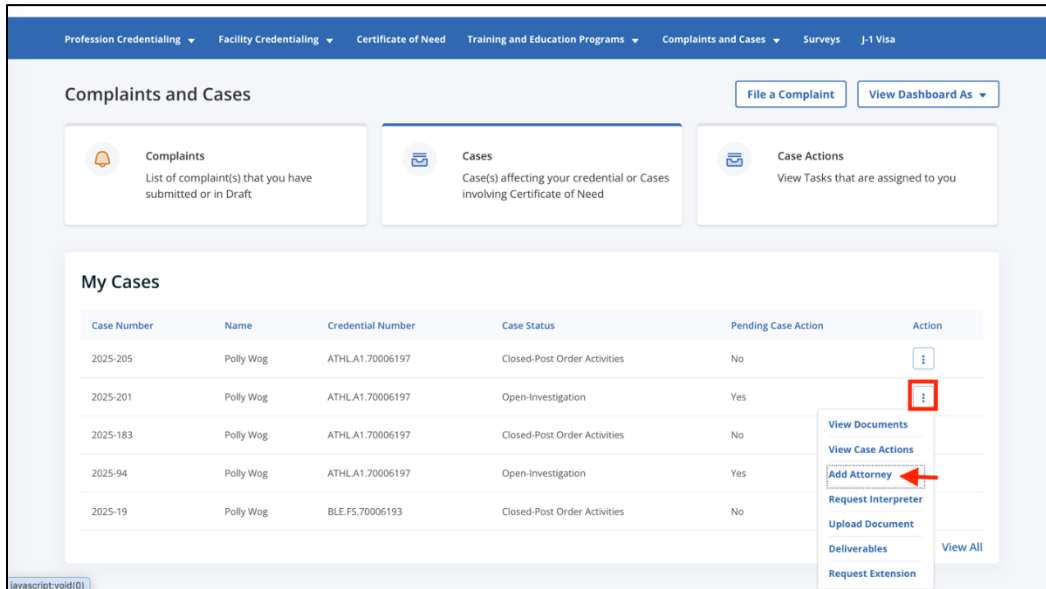
To add attorney, follow the steps below:

- 1) On the blue navigation bar, go to the “Complaints and Cases.”
- 2) On the dashboard, click the “Cases” tile to view a list of all the cases assigned to you, “My Cases.”

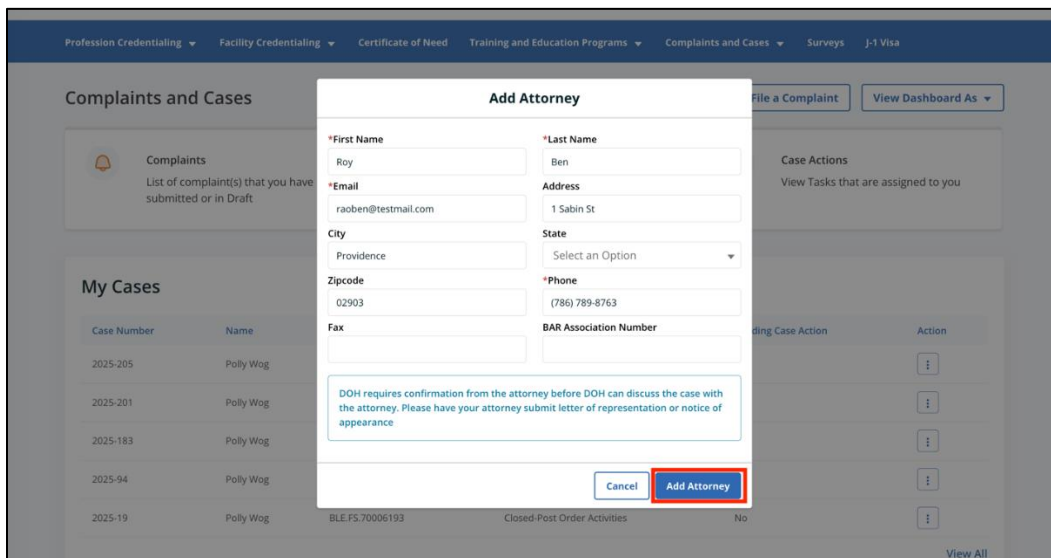




3) Click the case’s three-dots button in the action column. Select “Add Attorney” from the list.



4) On the “Add Attorney” pop-up, enter all the required information and then click the “Add Attorney” button.



5) The attorney will be added to your case, and a success message will appear on the screen.
Note: You will not see the name of your attorney in your account after you add them. Your attorney will be notified and can submit a notice of appearance to confirm their participation in the case.

Note: Despite the confirmation that you have added your attorney to the case, you will not be able to see your attorney.



Success! Record Saved Successfully!

Profession Credentialing Facility Credentialing Complaints and Cases Surveys J-1 Visa

Complaints and Cases

[File a Complaint](#) [View Dashboard As](#)

Complaints
List of complaint(s) that you have submitted or in Draft

Cases
Case(s) affecting your credential or Cases involving Certificate of Need

Case Actions
View Tasks that are assigned to you

My Cases

Case Number	Name	Credential Number	Case Status	Pending Case Action	Action
2025-205	Polly Wog	ATHLA1.70006197	Closed-Post Order Activities	No	⋮
2025-201	Polly Wog	ATHLA1.70006197	Open-Investigation	Yes	⋮
2025-183	Polly Wog	ATHLA1.70006197	Closed-Post Order Activities	No	⋮
2025-94	Polly Wog	ATHLA1.70006197	Open-Investigation	Yes	⋮
2025-19	Polly Wog	BLE.FS.70006193	Closed-Post Order Activities	No	⋮

[View All](#)

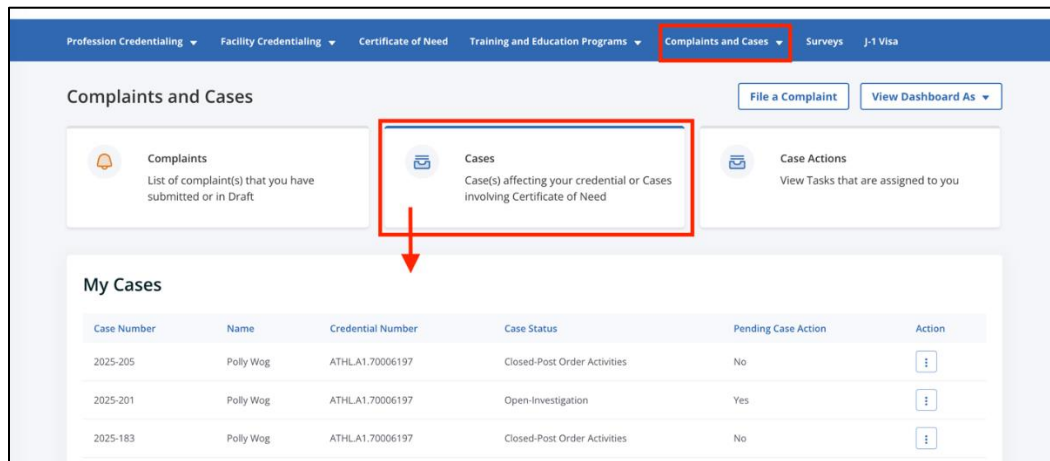


UPLOADING DOCUMENTS

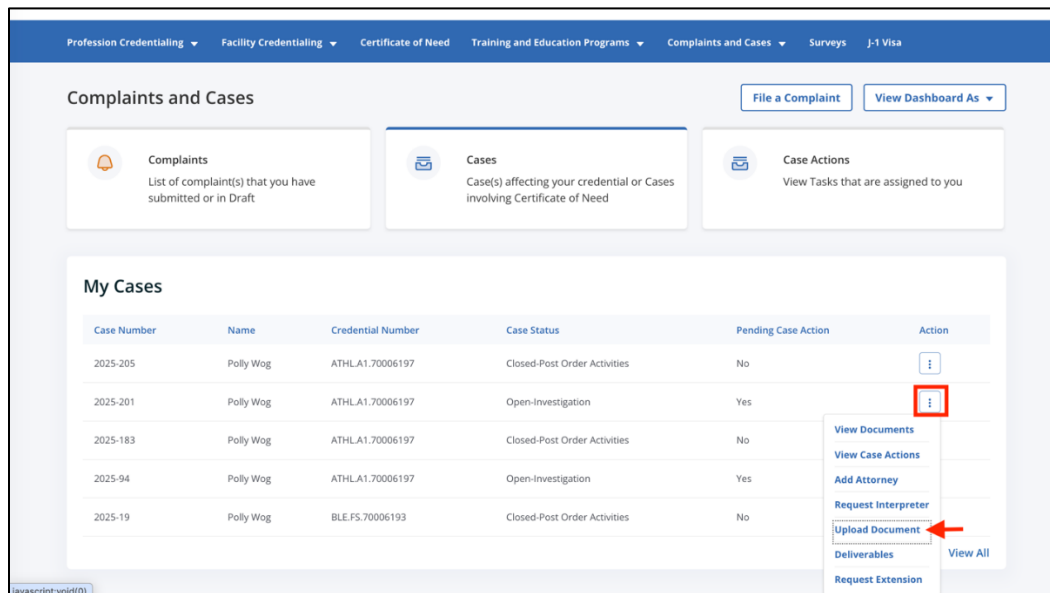
Respondents can upload documents directly into a case.

To upload documents, follow the steps below:

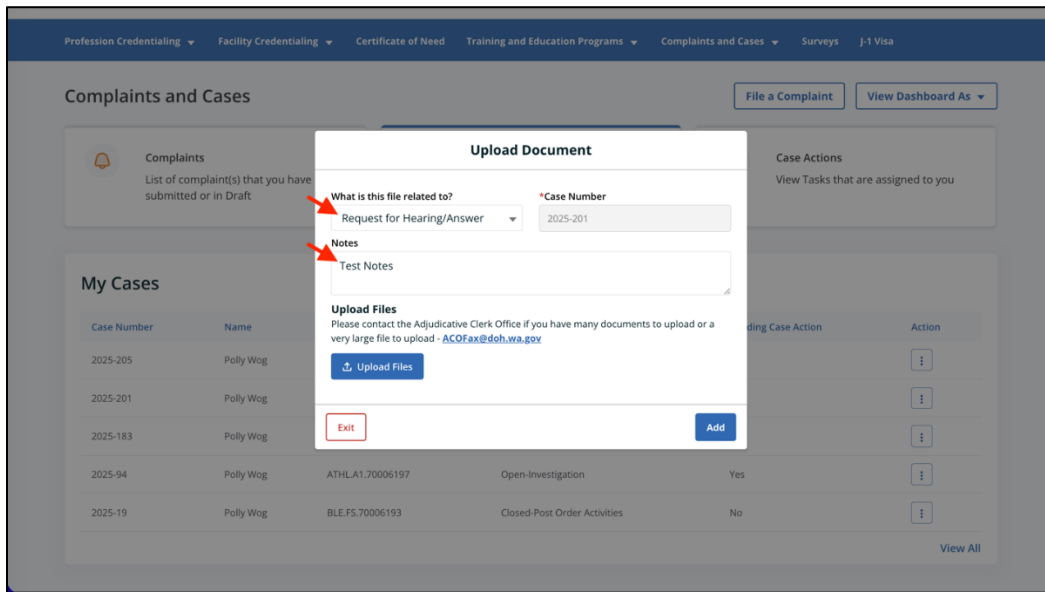
- 1) On the blue navigation bar, go to the “Complaints and Cases.”
- 2) On the dashboard, click the “Cases” tile to view the list of all cases assigned to you, “My Cases.”



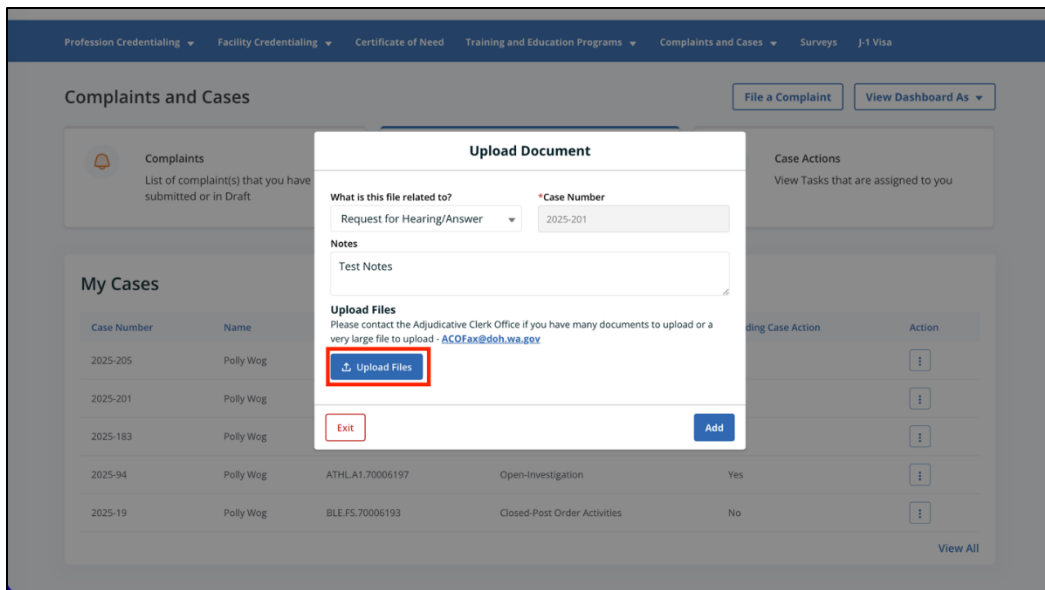
- 3) Click the case’s three-dots button in the action column. Select “Upload Document” from the list.



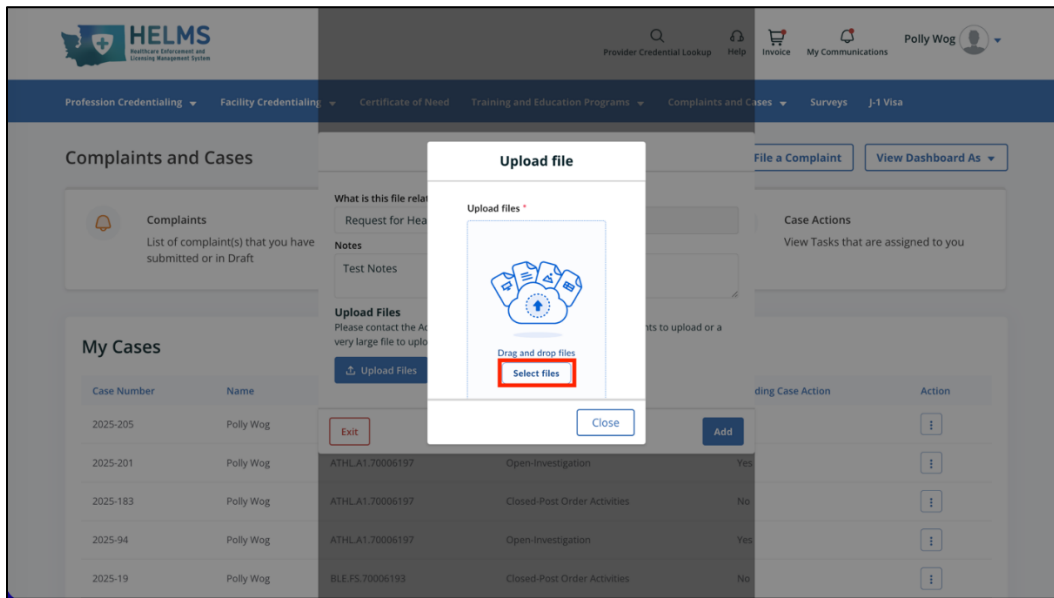
- 4) On the “Upload Document” pop-up, enter the required information and select “Add.”



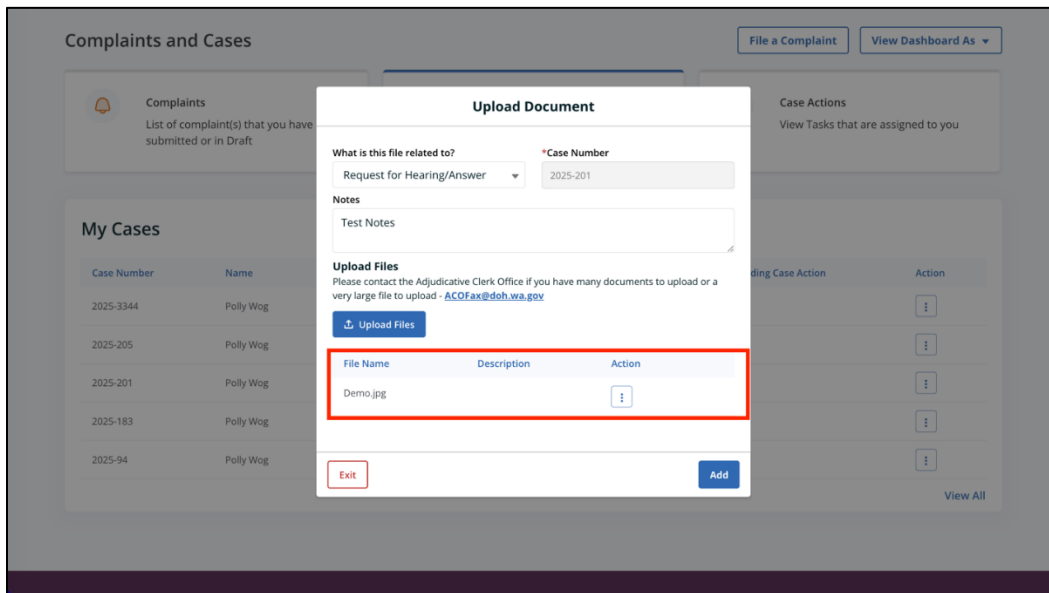
5) To attach a file, click the “Upload Files” button.



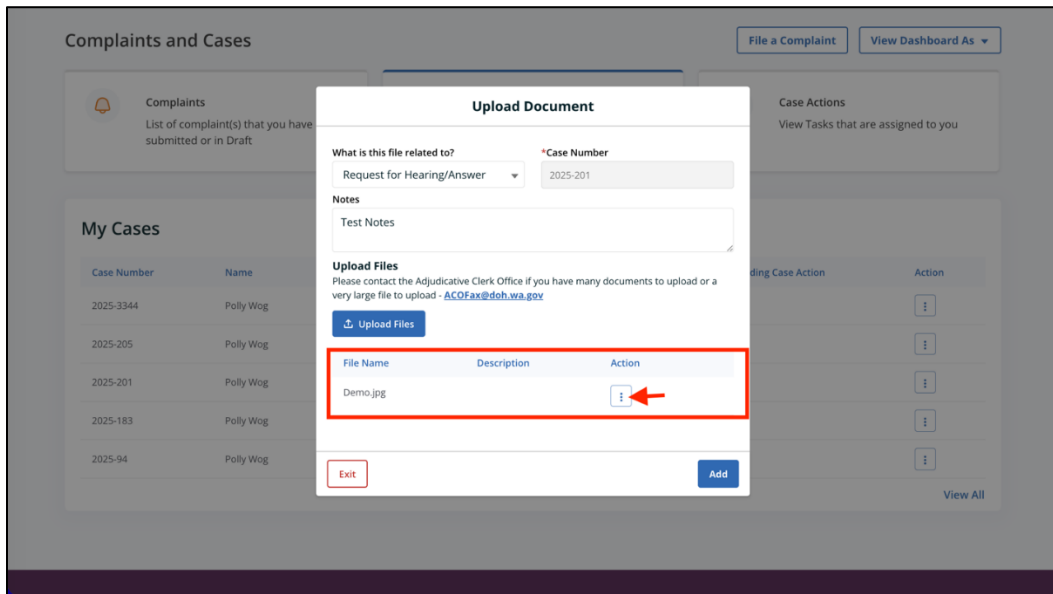
6) Click the “Select Files” button to choose the document to upload from your device.



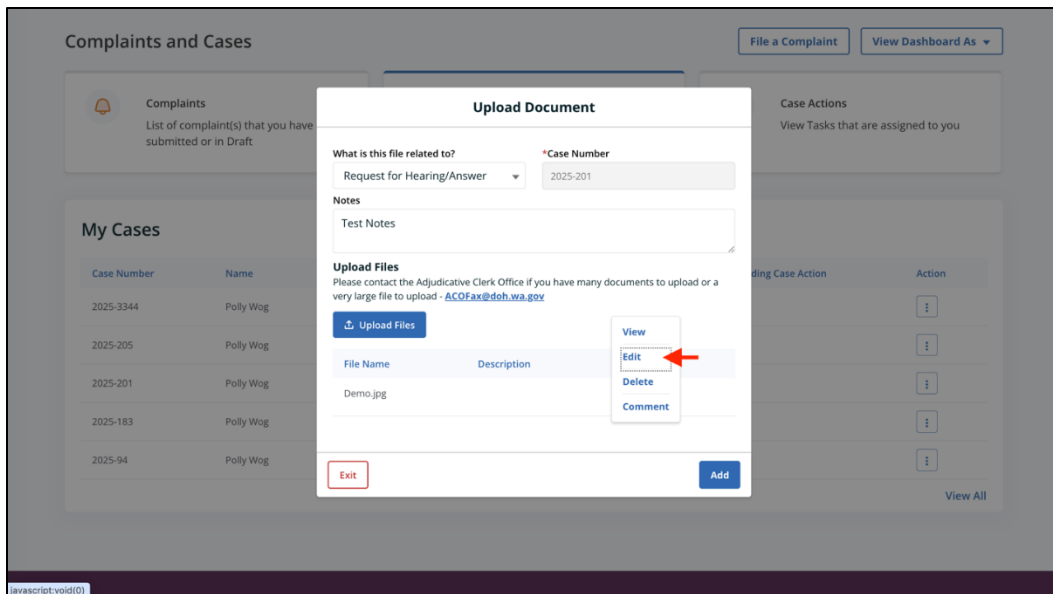
- 7) After the document is uploaded, click the “Submit” button.
- 8) Once the uploaded document is submitted, click the “Close” button.
- 9) The uploaded document will now appear in the case document list.



- 10) To add a description for the document, open the three-dots button in the action column of the file.

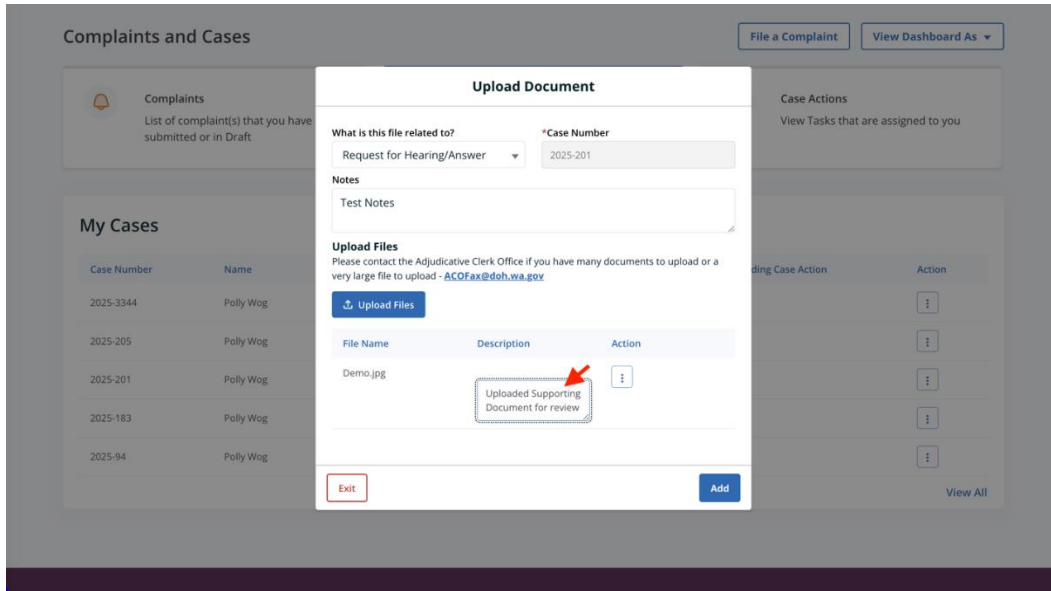


11) Select "Edit" from the list.

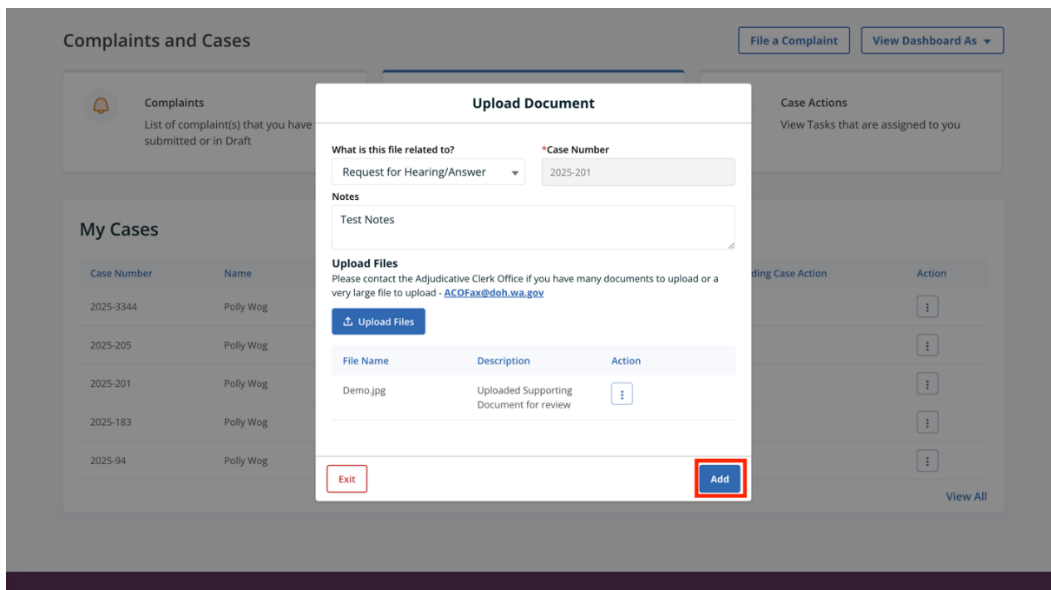




12) Enter the description in the text box, then click anywhere on the screen to save the update.



13) After uploading the document, click the “Add” button.





14) The file will be successfully uploaded.

Click the “Exit” button to close the “Upload Document” window.

COMPLIANCE FILE UPLOAD

For any case that has transitioned into the **Compliance Monitoring** phase, respondents will be able to upload their required documents in the portal. To support this, the system displays the “Upload Documents” option within the three-dots button action menu for each case. This option enables respondents to submit documentation that demonstrates they are meeting the compliance requirements specified by the Department of Health.

In the respondent portal, cases under Compliance Monitoring are displayed with the status "Closed: Post Order Activities." Respondents are expected to complete any post-order compliance tasks assigned to them. The availability of the Upload Documents action ensures you can submit the necessary documents directly through your portal account.

To upload documents, follow the steps below:

- 1) On the blue navigation bar, go to the “Complaints and Cases.”
- 2) On the dashboard, click the “Cases” tile to view the list of all cases assigned to you, “My Cases.”

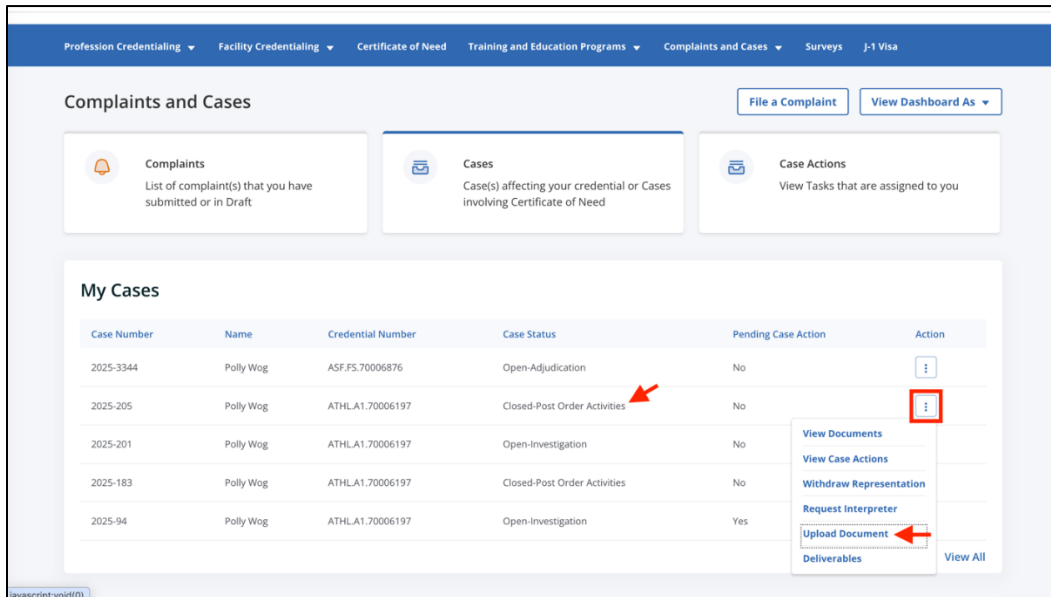
The screenshot shows the 'Complaints and Cases' dashboard. At the top, there is a blue navigation bar with several menu items: 'Profession Credentialing', 'Facility Credentialing', 'Certificate of Need', 'Training and Education Programs', 'Complaints and Cases' (highlighted with a red box), 'Surveys', and 'J-1 Visa'. Below the navigation bar, there are three main tiles: 'Complaints' (with a bell icon), 'Cases' (with an envelope icon and highlighted with a red box), and 'Case Actions' (with a mail icon). A red arrow points from the 'Cases' tile to the 'My Cases' table below. The table has columns for Case Number, Name, Credential Number, Case Status, Pending Case Action, and Action. There are five rows of case data.

Case Number	Name	Credential Number	Case Status	Pending Case Action	Action
2025-205	Polly Wog	ATHL.A1.70006197	Closed-Post Order Activities	No	⋮
2025-201	Polly Wog	ATHL.A1.70006197	Open-Investigation	Yes	⋮
2025-183	Polly Wog	ATHL.A1.70006197	Closed-Post Order Activities	No	⋮
2025-94	Polly Wog	ATHL.A1.70006197	Open-Investigation	Yes	⋮
2025-19	Polly Wog	BLE.FS.70006193	Closed-Post Order Activities	No	⋮

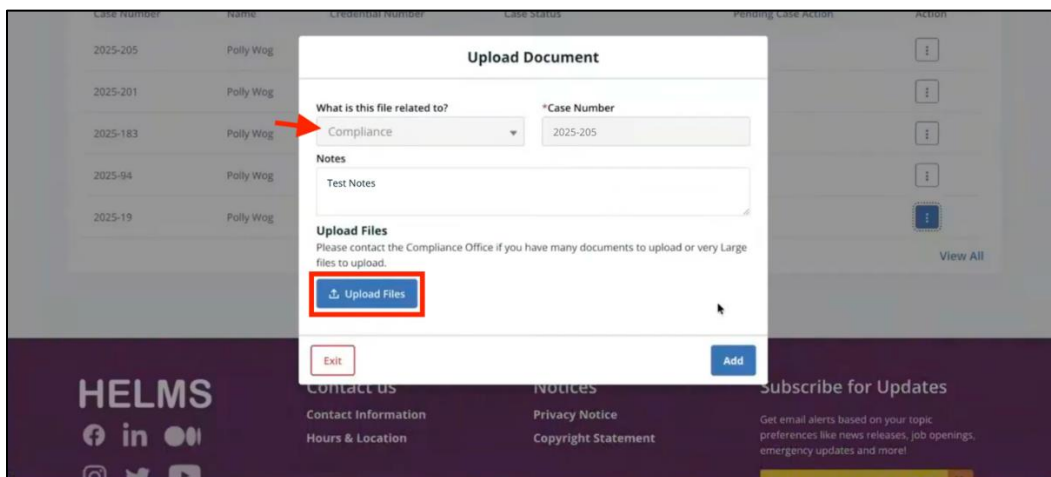
[View All](#)



- Click the three-dots button in the action column for the case with the status “Closed: Post Order Activities,” and select “Upload Document” from the list



- In the “Upload Document” pop-up, enter your notes in the text box and click “Upload Files” to attach the required document
Refer to the [Uploading Documents](#) section (starting from Step 5) for detailed instructions on attaching and uploading files.



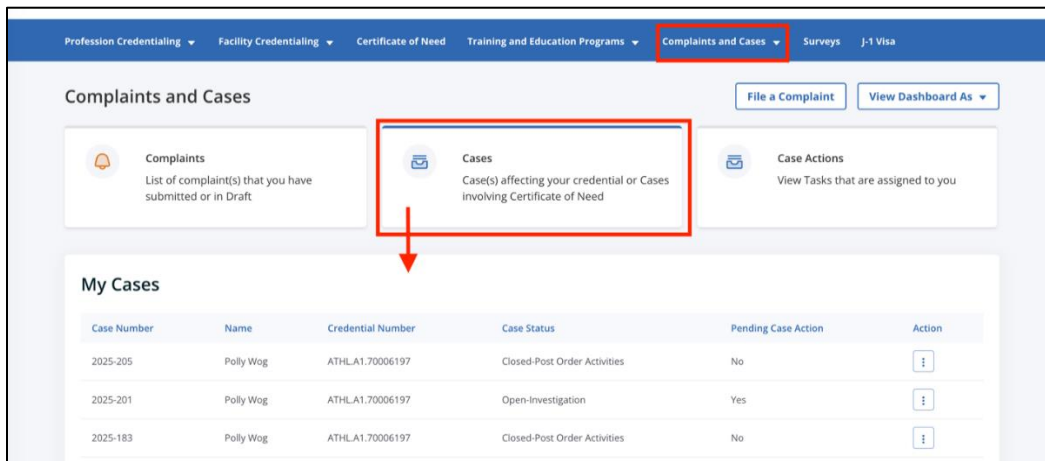


VIEWING CASE ACTIONS

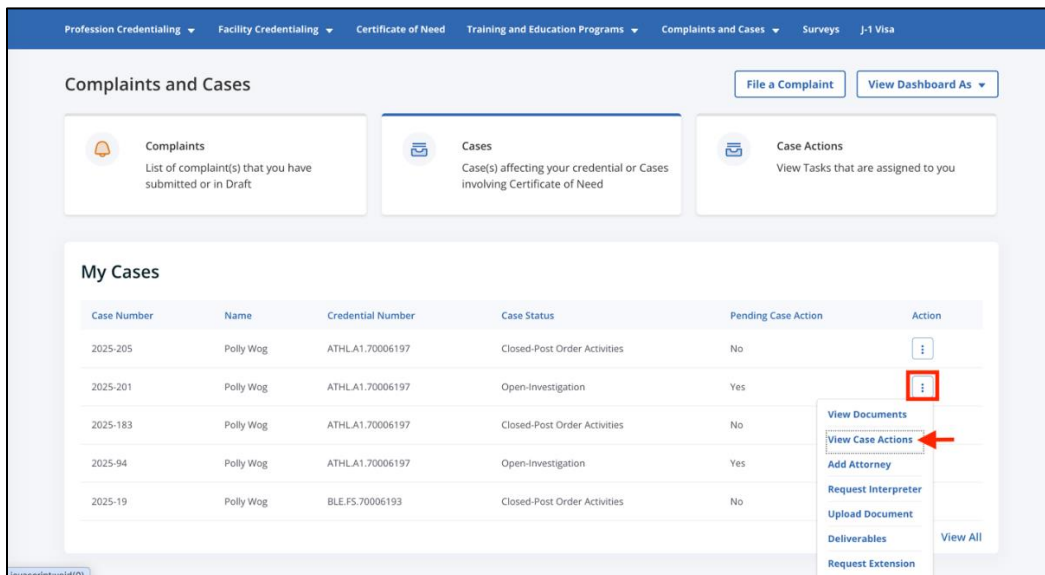
Case Actions are tasks assigned to respondents.

To view case actions, follow the steps below:

- 1) On the blue navigation bar, go to the “Complaints and Cases.”
- 2) On the dashboard, click the “Cases” tile to view the list of all cases assigned to you, “My Cases.”



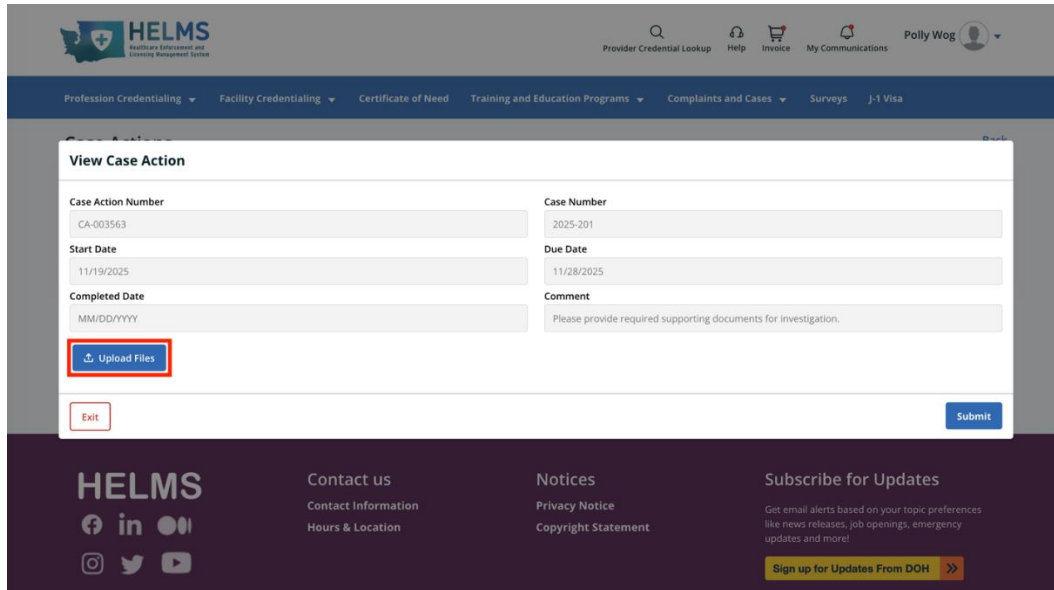
- 3) Click the case’s three-dots button in the action column. Select “View Case Actions” from the list.



- 4) Click the “View” button next to the record to view the case action information.



- 5) On the “View Case Action” window, you can view the complete details of the case action, and you can view the comment section for more detailed information from DOH. To upload the requested files, click the “Upload Files” button.



- 6) Click the “Select Files” button to choose the document to upload from your device. Refer to the [Uploading Documents](#) section (starting from Step 5) for detailed instructions on attaching and uploading files.
- 7) After the document is uploaded, click the “Submit” button.
- 8) The uploaded document will now appear in the document list.
- 9) To add a description, click the three-dots button in the action column, next to the file.
- 10) Using the three dots button, select “Edit” from the list to edit the document description.
- 11) Enter the description in the text box, then click anywhere on the screen to save the update.
- 12) Click “Submit” to complete the case action.
- 13) A confirmation message will appear once the case action is successfully submitted.

Notes:

- DOH will enter the “Completed Date of the Case Action” on the backend.
 - After the date is entered, the “Case Action Completed Date” will appear in the portal, and the “Pending Case Action” status will update to “No.”

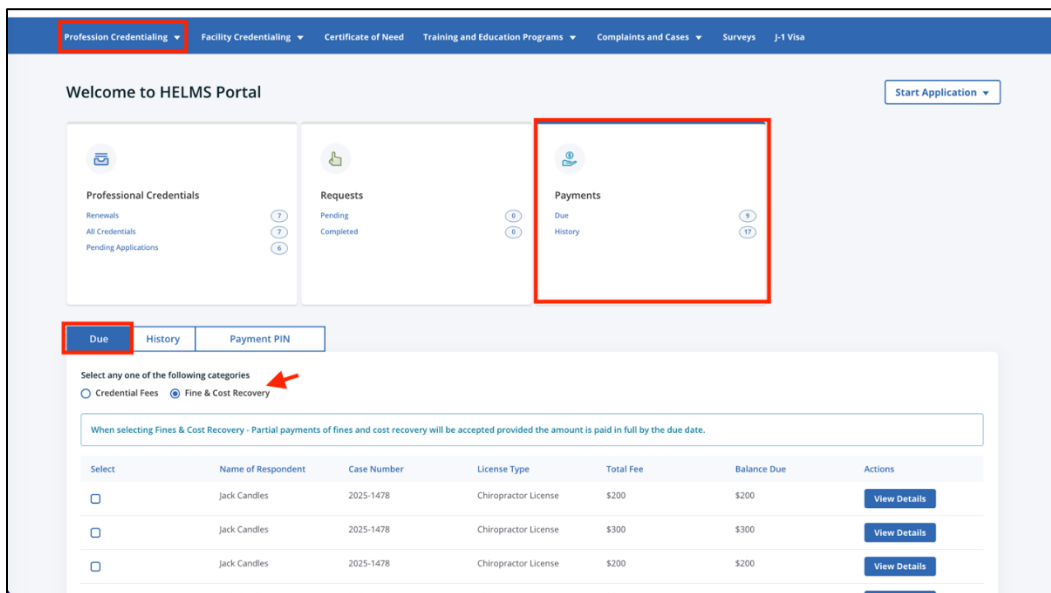


PAYMENTS: PAYING FINES AND COST RECOVERY

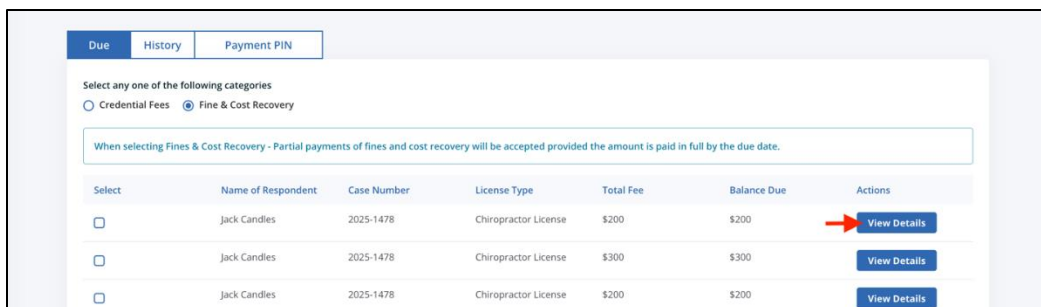
Respondents may be required to pay fines or cost recovery amounts when a complaint or case is filed against them. These payments are case-specific and are different from general credential fees that are paid during application, renewal, or other credentialing processes.

To pay fines and cost recovery, perform the steps below:

- 1) On the blue navigation bar, go to “Professional Credentialing.” Select the “Payments” tile and then go to the “Due” tab.
- 2) Select the “Fines and Cost Recovery” option to view all fine or cost recovery payments.



Note: Click the “View Details” button to view the complete fee information.



- 3) Click the checkbox to select the fine, and then click the “Add to Cart” button.
Note: You can select multiple records and add them to the cart for payment.



The screenshot shows a dashboard with navigation tabs: "All Credentials", "Pending Applications", "Completed", and "History". Below these are sub-tabs for "Due", "History", and "Payment PIN". A section titled "Select any one of the following categories" has radio buttons for "Credential Fees" and "Fine & Cost Recovery". A note states: "When selecting Fines & Cost Recovery - Partial payments of fines and cost recovery will be accepted provided the amount is paid in full by the due date." Below this is a table with columns: "Select", "Name of Respondent", "Case Number", "License Type", "Total Fee", "Balance Due", and "Actions".

Select	Name of Respondent	Case Number	License Type	Total Fee	Balance Due	Actions
<input checked="" type="checkbox"/>	Jack Candies	2025-1478	Chiropractor License	\$200	\$200	View Details
<input type="checkbox"/>	Jack Candies	2025-1478	Chiropractor License	\$300	\$300	View Details
<input checked="" type="checkbox"/>	Jack Candies	2025-1478	Chiropractor License	\$200	\$200	View Details
<input type="checkbox"/>	Jack Candies	2025-1478	Chiropractor License	\$300	\$100	View Details
<input type="checkbox"/>	Jack Candies	2025-1477	Chiropractor License	\$8	\$8	View Details

An "Add to Cart" button is located at the bottom of the table, and a "View All" link is at the bottom right.

4) You will be directed to the “Cart” page. Review the payment details for each item, then click the “Make Payment” button.

Note: Click the “Remove” button to delete an item from the cart. The removed item will be available in the “Due” list on the payment dashboard.

The screenshot shows the "Cart" page with two items. Each item has a "Remove" button and a table of payment details. A note at the top states: "Note: The Remove button will remove the item from the cart but will still be found on the due list on the payment dashboard. If application fee is removed, it will not be submitted to Department of Health." Another note says: "Note: For fine payments, you can choose to pay a partial amount. Click on edit sign to change/specify the amount you want to pay."

Item 1: Name of the Respondent - Jack Candies, License Type - Chiropractor License, Case Number - 2025-1478

SELECT	PAYMENT NAME	AMOUNT	REMAINING AMOUNT	SPECIFY AMOUNT	ACTION
<input checked="" type="checkbox"/>	Chiropractic Cost Recovery	\$100.00	\$100.00	\$100.00	Edit
<input checked="" type="checkbox"/>	Cite and Fine	\$100.00	\$100.00	\$100.00	Edit
Subtotal		\$200.00	\$200.00	\$200.00	

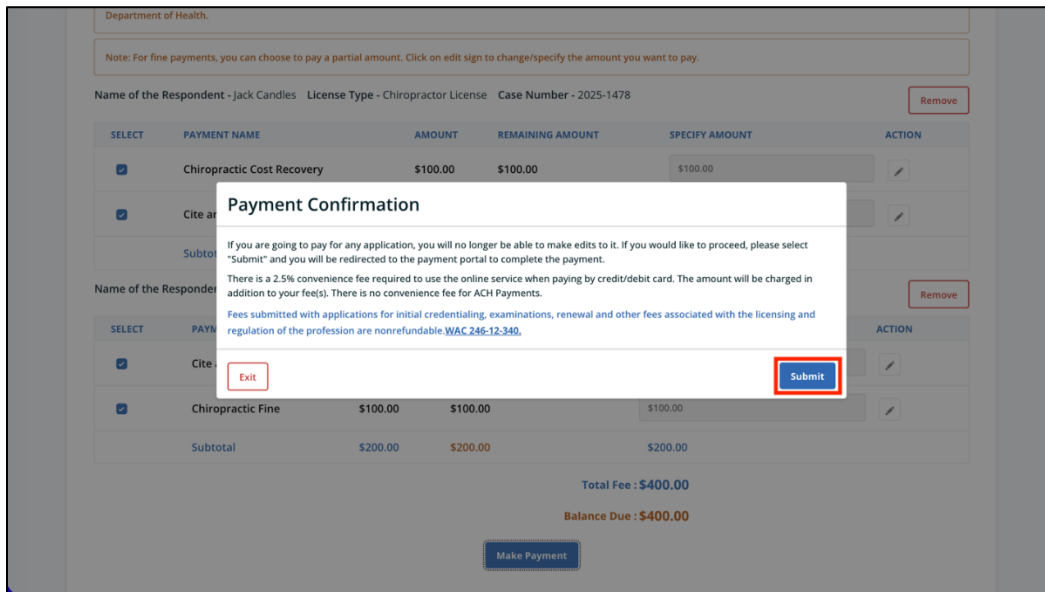
Item 2: Name of the Respondent - Jack Candies, License Type - Chiropractor License, Case Number - 2025-1478

SELECT	PAYMENT NAME	AMOUNT	REMAINING AMOUNT	SPECIFY AMOUNT	ACTION
<input checked="" type="checkbox"/>	Cite and Fine	\$100.00	\$100.00	\$100.00	Edit
<input checked="" type="checkbox"/>	Chiropractic Fine	\$100.00	\$100.00	\$100.00	Edit
Subtotal		\$200.00	\$200.00	\$200.00	

Total Fee : \$400.00
Balance Due : \$400.00

A "Make Payment" button is highlighted at the bottom.

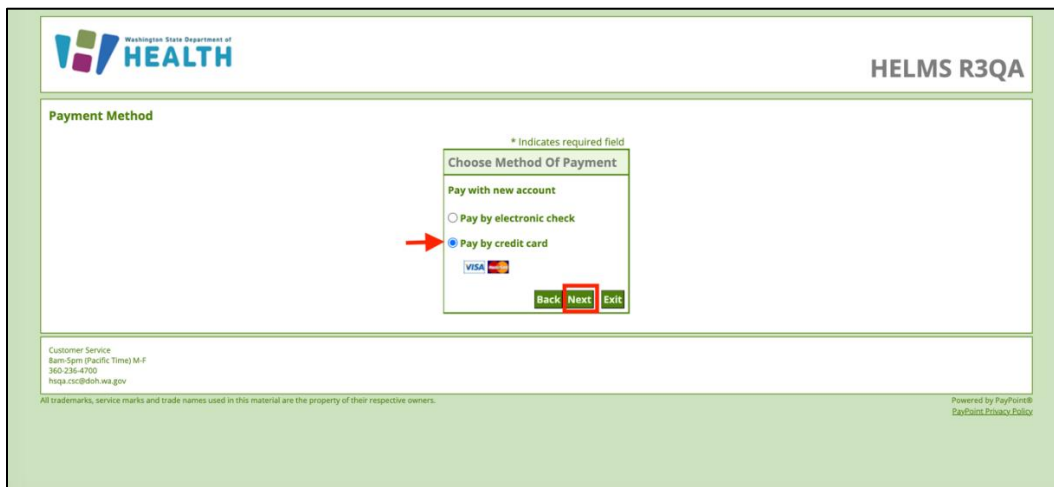
5) Click the “Submit” button to confirm.



6) Select the Method of Payment to begin the payment process. In the screen below, the payment method selected is **Pay by credit card**.

Notes:

- You can choose any of the two payment methods: Pay by electronic check/Pay by credit card.
- Populate the correct details on the payment information to make a payment.



7) Enter your billing address and payment method details, select the “I’m not a robot checkbox,” and then click the “Next” button.



Payment Information * Indicates required field

Billing Address

Use Business Name


*First Name:
M.I.:
*Last Name:
*Street Line 1:
Street Line 2:
*City:
*State:
*Zip:
*Country:
Phone:
E-Mail:

Payment Details

*Payment Amount: 400.00 USD
Convenience Fee: 10.00 USD

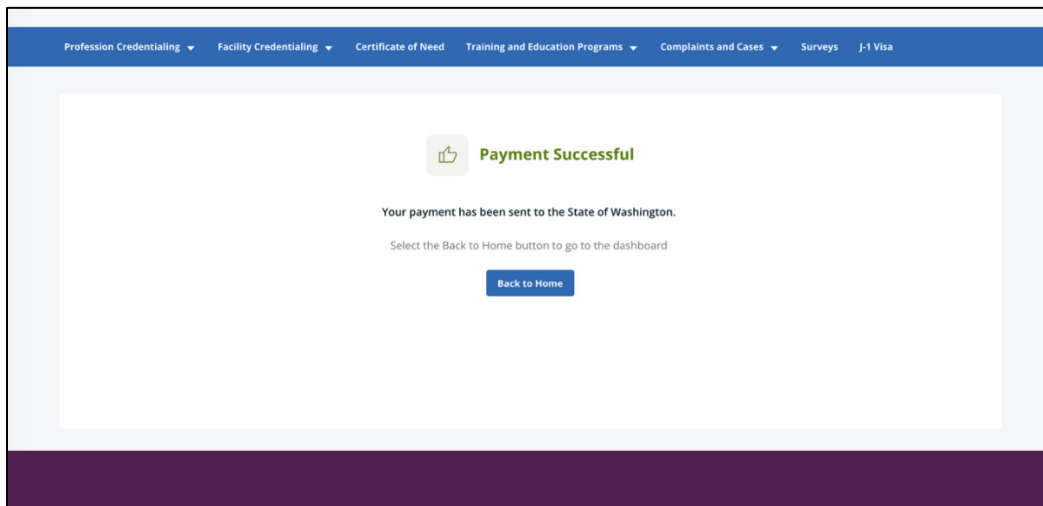
Payment Method

*Name on Card:
*Card Number:
*Expiration Date: * Month * Year
Card Verification Value(CVV2): Visa/Amex/Discover

I'm not a robot 
reCAPTCHA is changing to terms of service. Take action.

For check/ACH payments, you can find your routing and account numbers at the bottom of one of your checks or deposit slips. See the image below.

- 8) Review the payment order and click the “Pay Now” button.
- 9) After successful payment, a success message will appear on the screen.
Note: To return to the home page, click the “Back to Home” button.





Note:

Click the “Payments” tile and go to the “History” tab. The “History” tab will display a list of all the fees you’ve paid through HELMS and will allow you to download the receipts of these transactions by clicking “Download Receipt.”

Welcome to HELMS Portal Start Application ▾

Professional Credentials

Renewals (7)

All Credentials (7)

Pending Applications (6)

Requests

Pending (0)

Completed (0)

Payments

Due (7)

History (18)

Due History Payment PIN

Payment Date	Amount Paid	Payment Method	Confirmation Number	Action
11/20/2025	\$410	Credit Card	25112029345173	➔ Download Receipt
11/7/2025	\$525	eCheck	25110729278580	Download Receipt
11/1/2025	\$550	eCheck	25110129206323	Download Receipt
10/14/2025	\$22800	eCheck	25101429051470	Download Receipt
10/13/2025	\$165	eCheck	25101329048079	Download Receipt

View All