

# WaTech Washington State Resident Portal Roadmap



**Journey Vision Cast: Andrew**

October 04, 2024





# Introduction to Andrew's Journey

This deliverable explores the journey of **Andrew**, a military "lifer" finishing his last term and settling in Washington with his wife, **Sarah**, and their school-aged daughter, **Olivia**. It highlights how the **Washington State Resident Portal** has been instrumental in helping them access essential resources for new residents.

Andrew's journey encompasses two key user personas:

- Informal Supporter
- Casual Until Concerned Resident

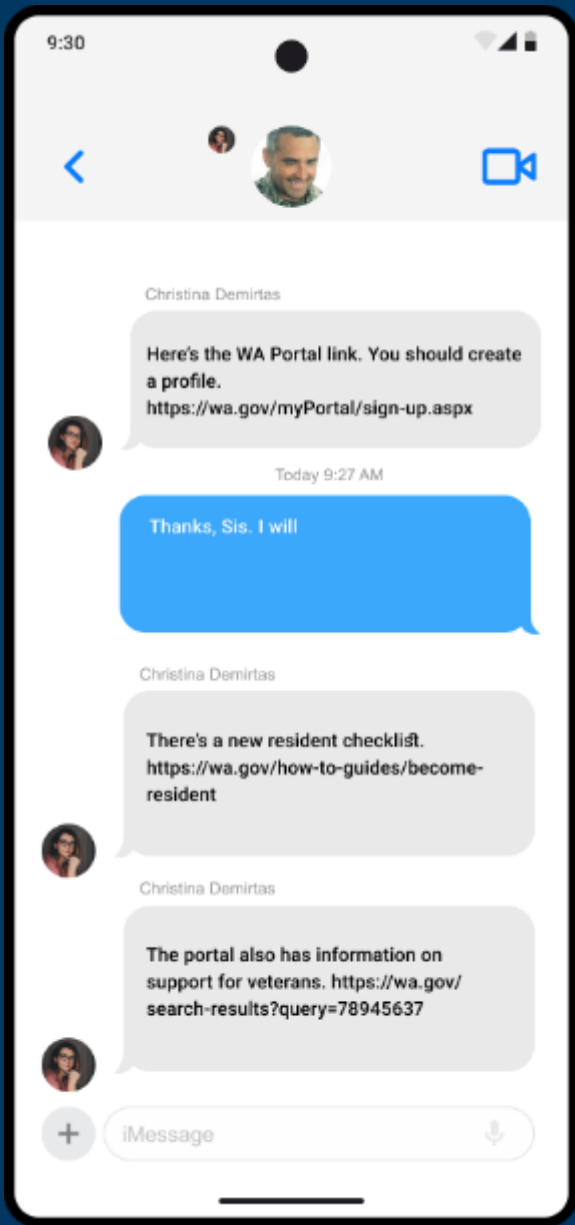
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Hi! My name is Andrew, a military "lifer" who is almost done with his last term and looking to settle in Washington.

This is my wife, Sarah, who has traveled all over the world with me as the military has moved me around.

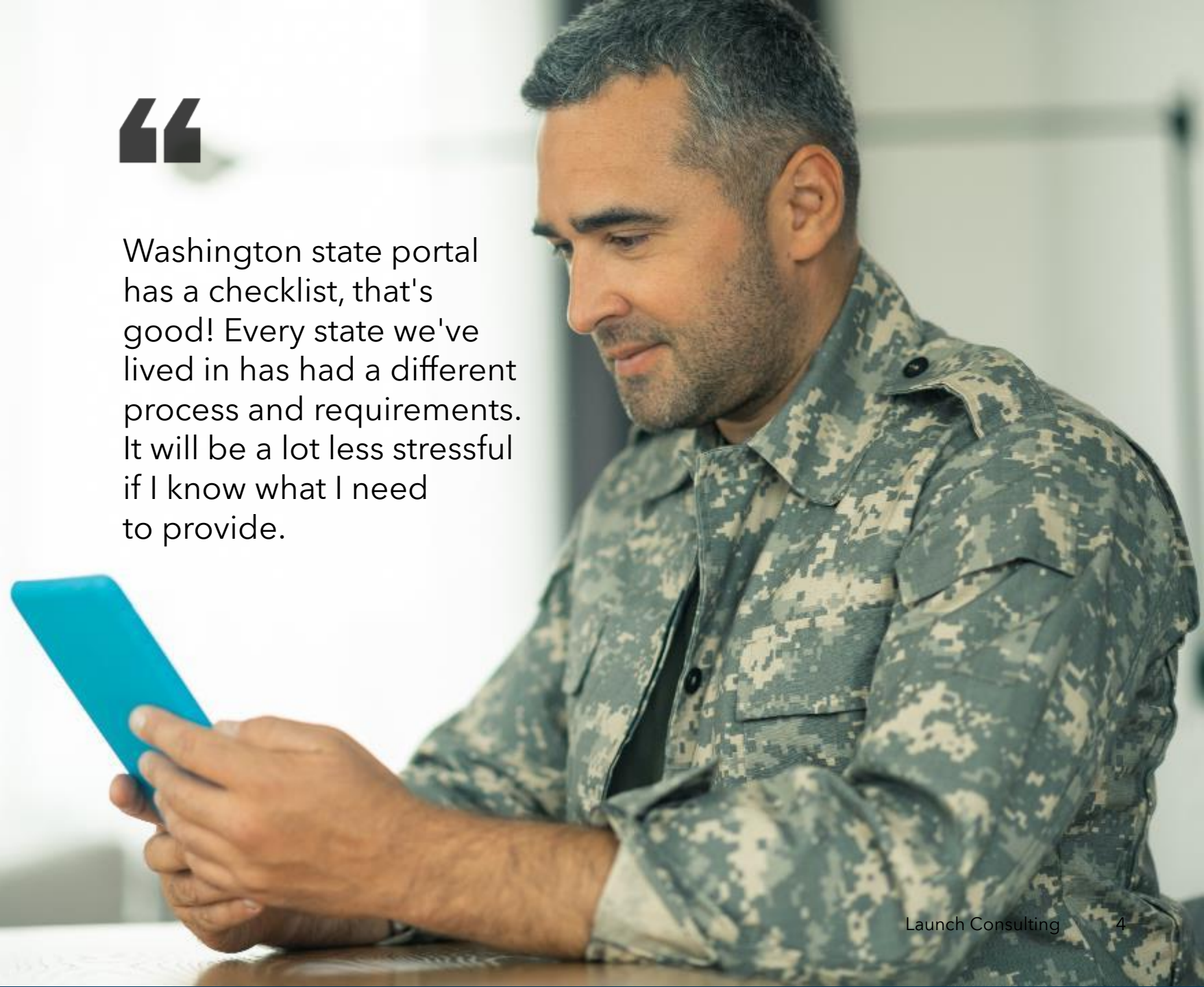
My daughter Olivia is just turning school aged.





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Washington state portal has a checklist, that's good! Every state we've lived in has had a different process and requirements. It will be a lot less stressful if I know what I need to provide.

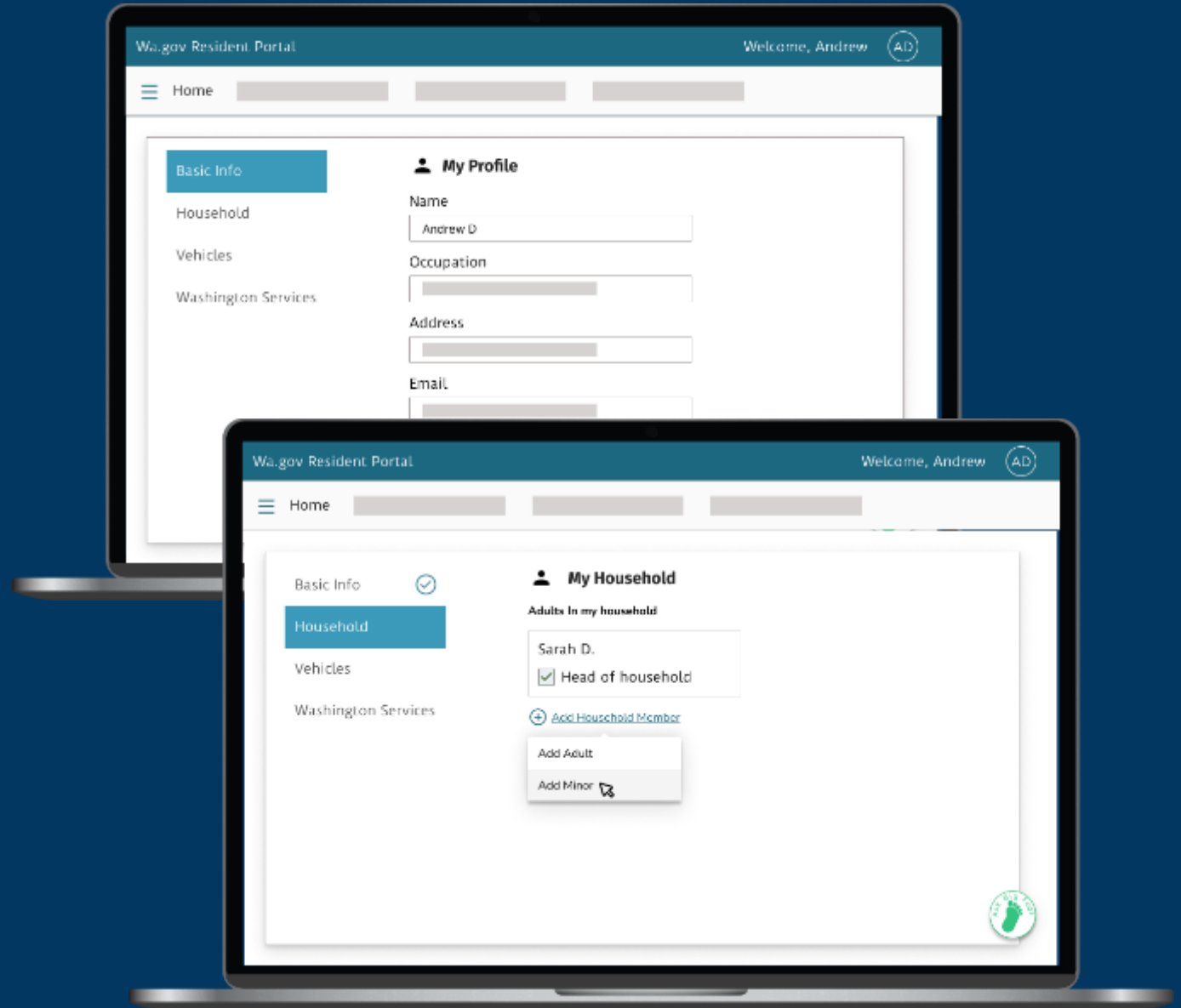


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I've set up my base profile in WA portal.

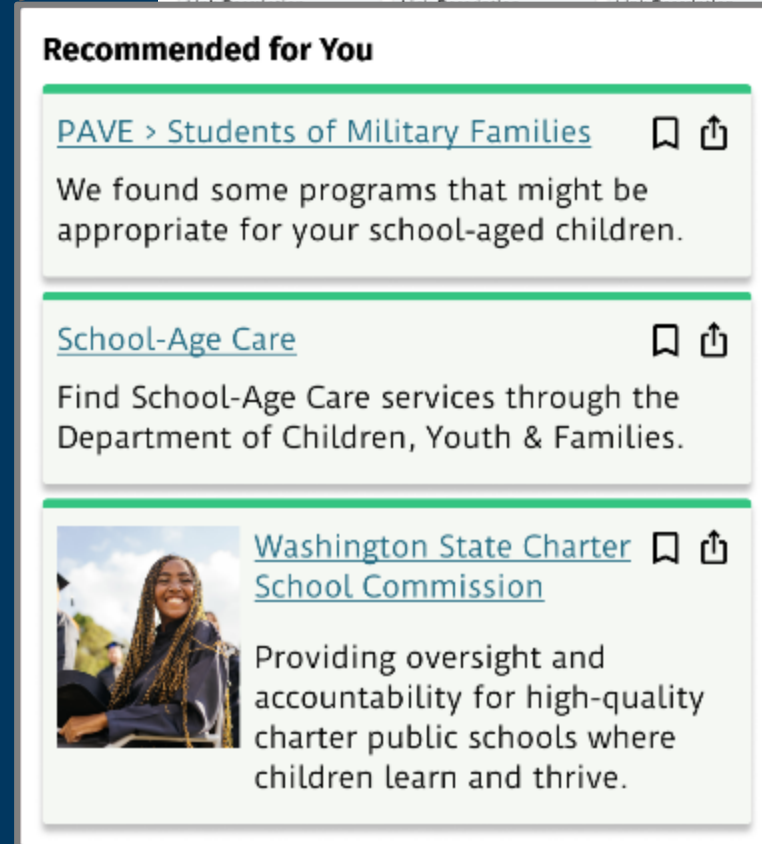
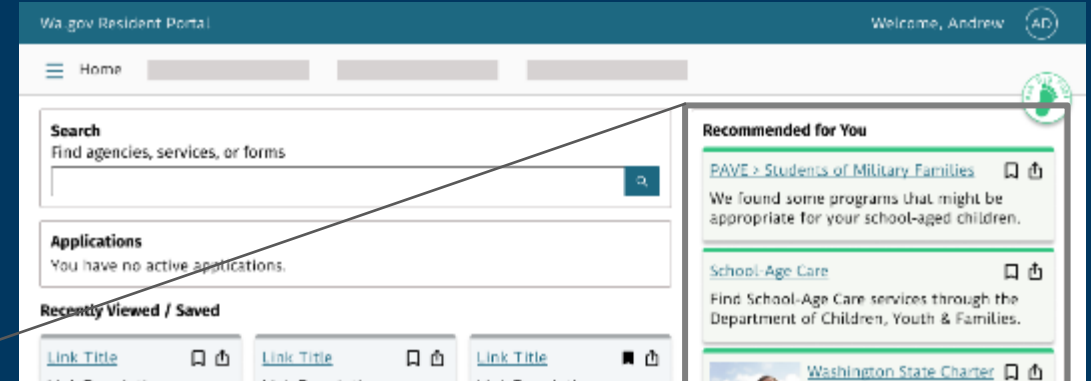
I can set up a household and link other family members. I am going to link Sarah and set her as "head of household".

Let me update it to include our daughter Olivia.



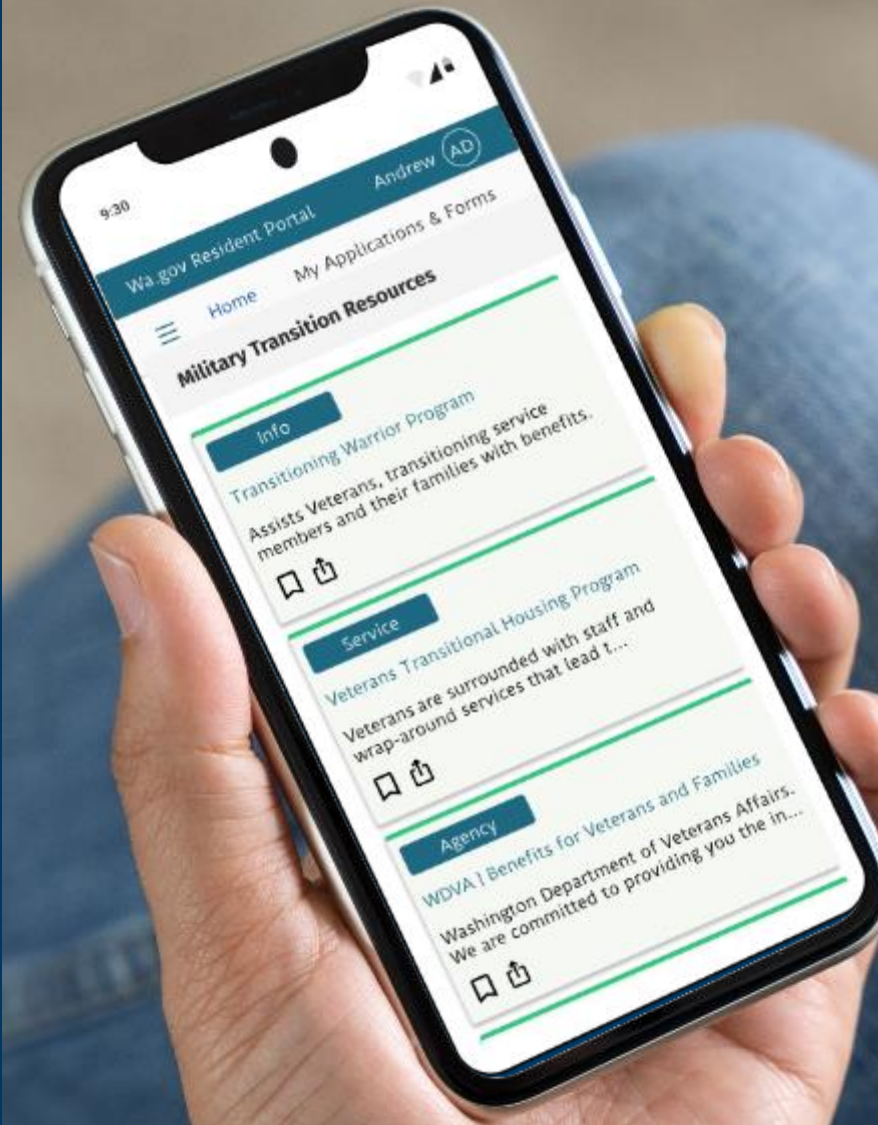
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This is helpful! The portal is now recommending School-Age Care programs and the PAVE organization which has info on Military-Connected Students transferring in.



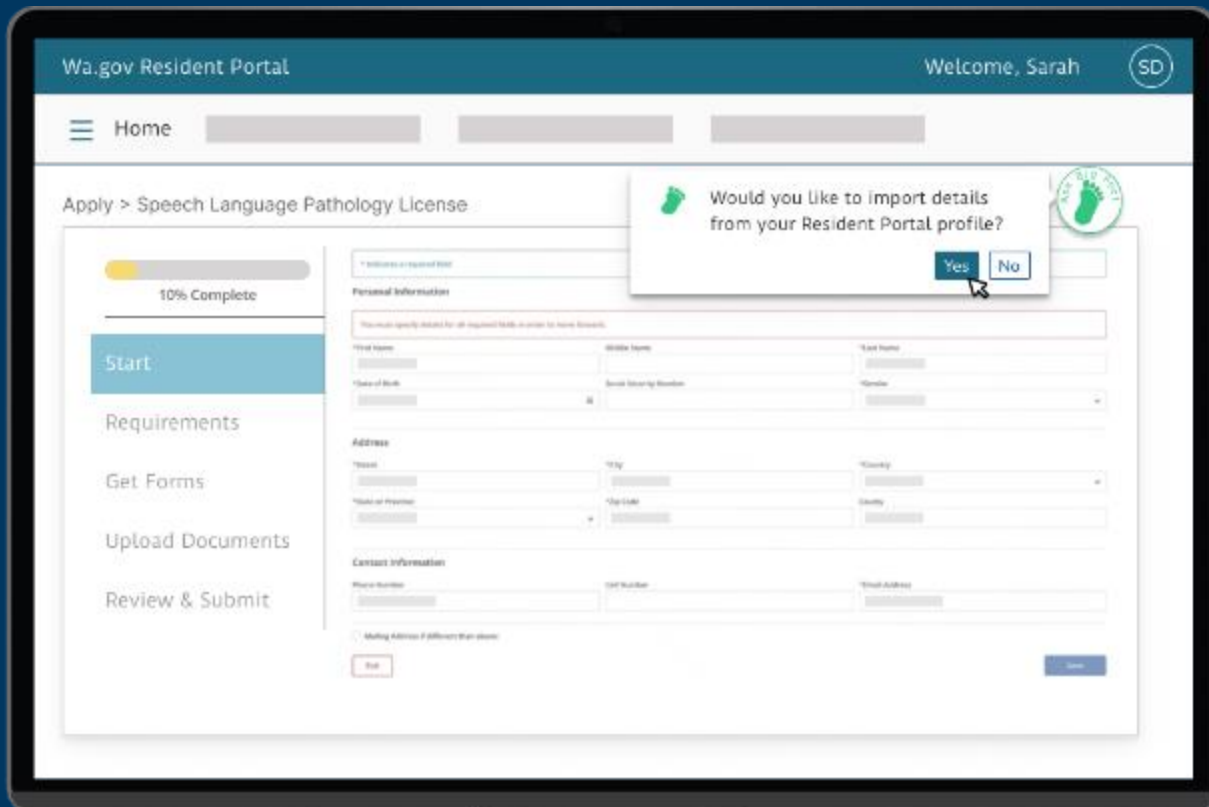
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I am in my military TAP program right now. I wonder what WA offers transitioning service members?



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WA Resident Portal can help me with my Speech Therapist license transfer. The application already has some of the information from my profile. There are a lot of required documents, but I can track the process and upload everything here.





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Perfect! I started the application on the laptop, and I can finish via my phone, including scanning my card for online payment of the licensing fee.

I think I will save this card information for future payments via the portal.



“

I'm delighted to be working with children again so quickly. Washington's process was so clear.

Other states have been such a mess that it's taken me months to figure out all the paperwork.



“

Washington State provides a good quality of life for me and my family. I'm glad we've chosen to settle here.

