

WaTech Washington State Resident Portal Roadmap



Journey Vision Cast: Katherine

October 04, 2024



Introduction to Katherine's Journey

This deliverable explores the journey of **Katherine**, a resident starting a new business in the State of Washington, and highlights how the **Washington State Resident Portal** supports her throughout the process.

Katherine's journey illustrates two key user personas:

- Regulated Business and Professionals
- Professional Supporter



“

Hi, I am Katherine! I am passionate about healthy cooking and creating balanced comfort foods. I am excited to turn this passion into a thriving business!





“

I am not sure how to start my own business, so I Googled "how to start a business in Washington State." The top result was the Resident Portal where I can register my business and apply for licenses directly from the portal.

This is fantastic!



“

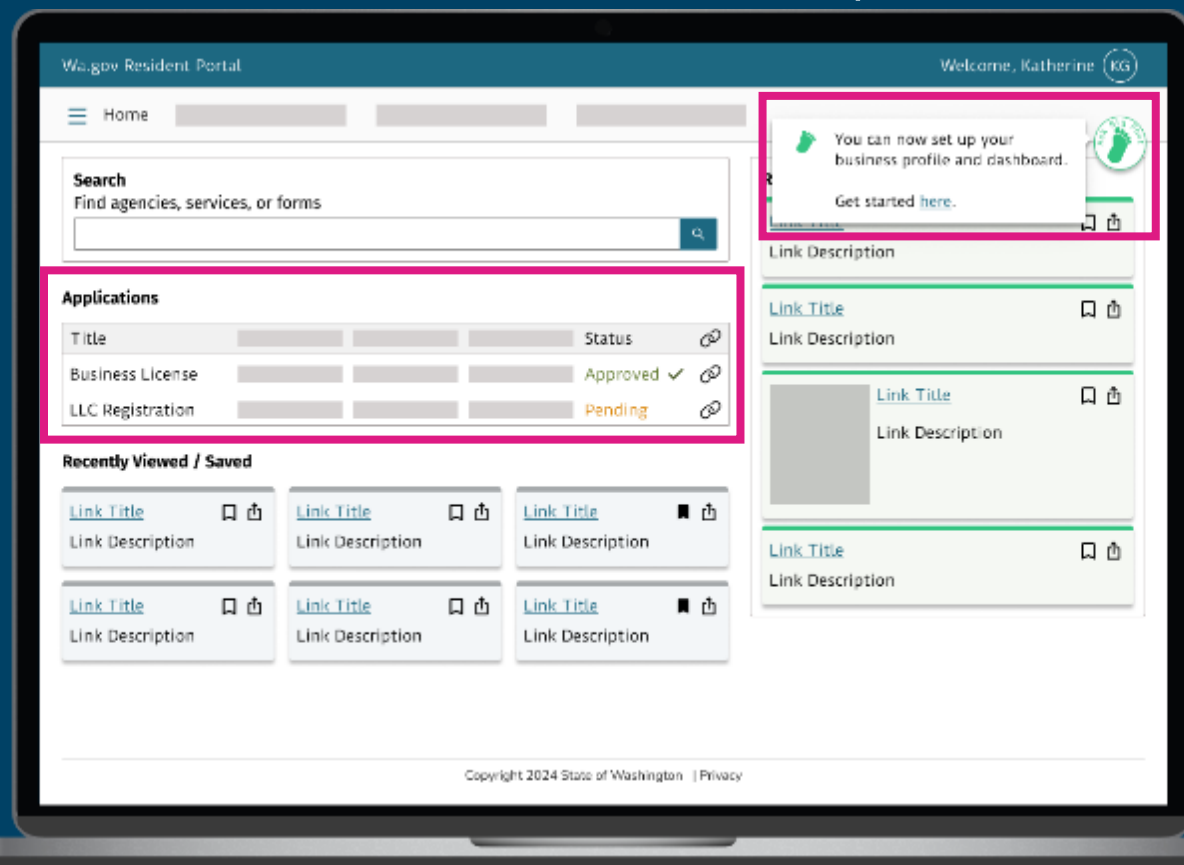
I found a lot of helpful information regarding starting a new business on the WA Resident Portal, including different kinds of business structures.

I applied for a business license and registered “Gourmet Greens” as an LLC.



“

My business license is approved.
I can now create a business profile.





“

It is getting hard and stressful to manage everything on my own. It is about time I hire an accountant and some help to manage the kitchen.



“

I need to update my business license to be an employer.

The screenshot shows a web form titled "Update Your Business License" on the "Wa.gov Resident Portal". The user is "Gourmet Greens" and the progress is "10% Complete". The form has a sidebar with sections: "My Business" (Name, UBI #, Employer, Type), "Applications" (Title, Business, LLC Reg), and "Actions" (File Taxes, Link Des). The main content area has a progress bar and a list of steps: "About (6 pages)" (selected), "Location (12 pages)", "Employees", "State Endorsements", and "Review & Pay". The "About" section contains input fields for business name, UBI number, and address, followed by a question "Will you have employees?" with "Yes" and "No" buttons. "Back" and "Next" buttons are at the bottom right. The footer says "Copyright 2024 State of Washington | Privacy".



“

With the help of resources available on the WA Resident Portal, I was able to

- Identify the roles
- Write Job descriptions
- Post the jobs on job portals

I have hired the help I need! I feel so relaxed. It is time to meet my accountant, Brian.

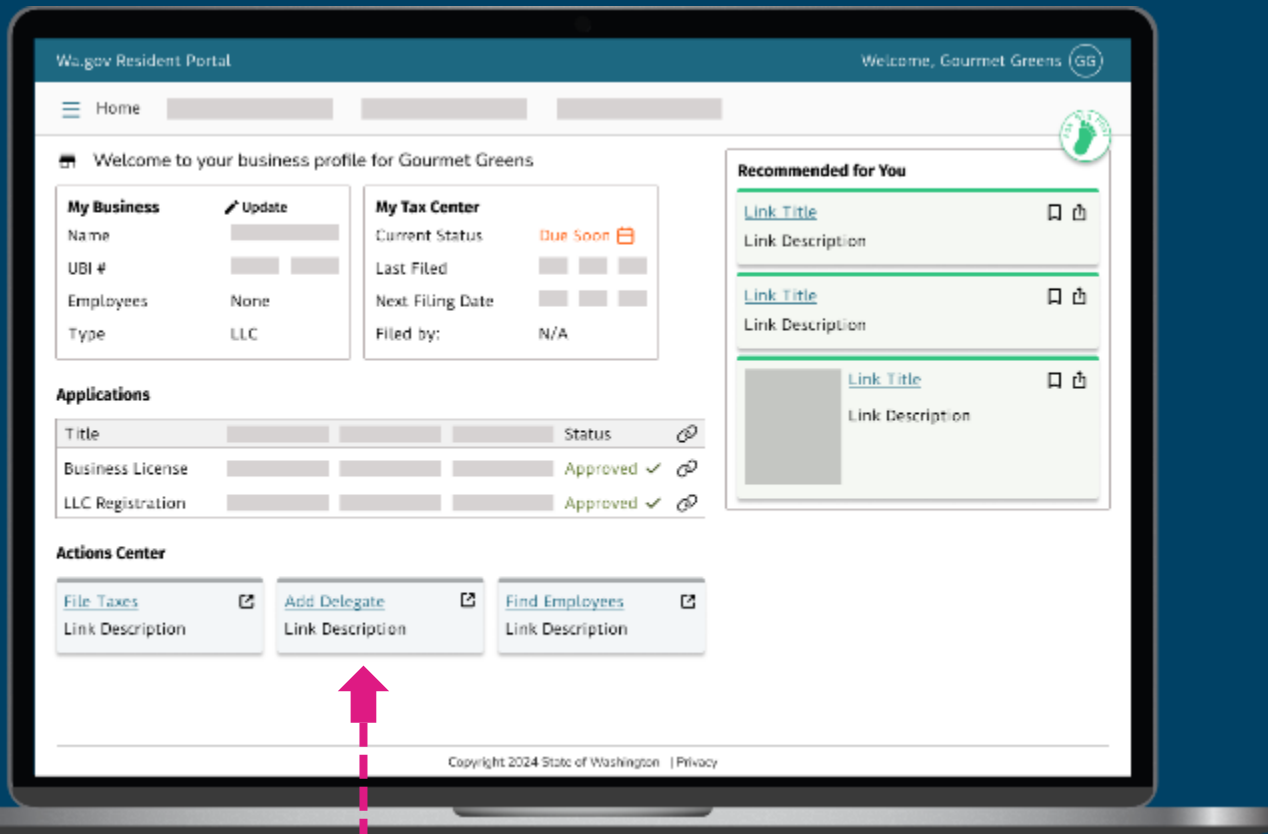


“

Hi, I am Brian. I am an accountant. I am used to working with the WA Resident Portal on behalf of clients and have asked Katherine to add me as a delegate to Gourmet Greens.

“

I am going to add Brian as a delegate to Gourmet Greens and set his access permissions.



Add a Delegate

Form fields for adding a delegate:

- First Name:
- Last Name:
- Address:
- City:
- State:
- Zip:
- Access Rules:

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Back

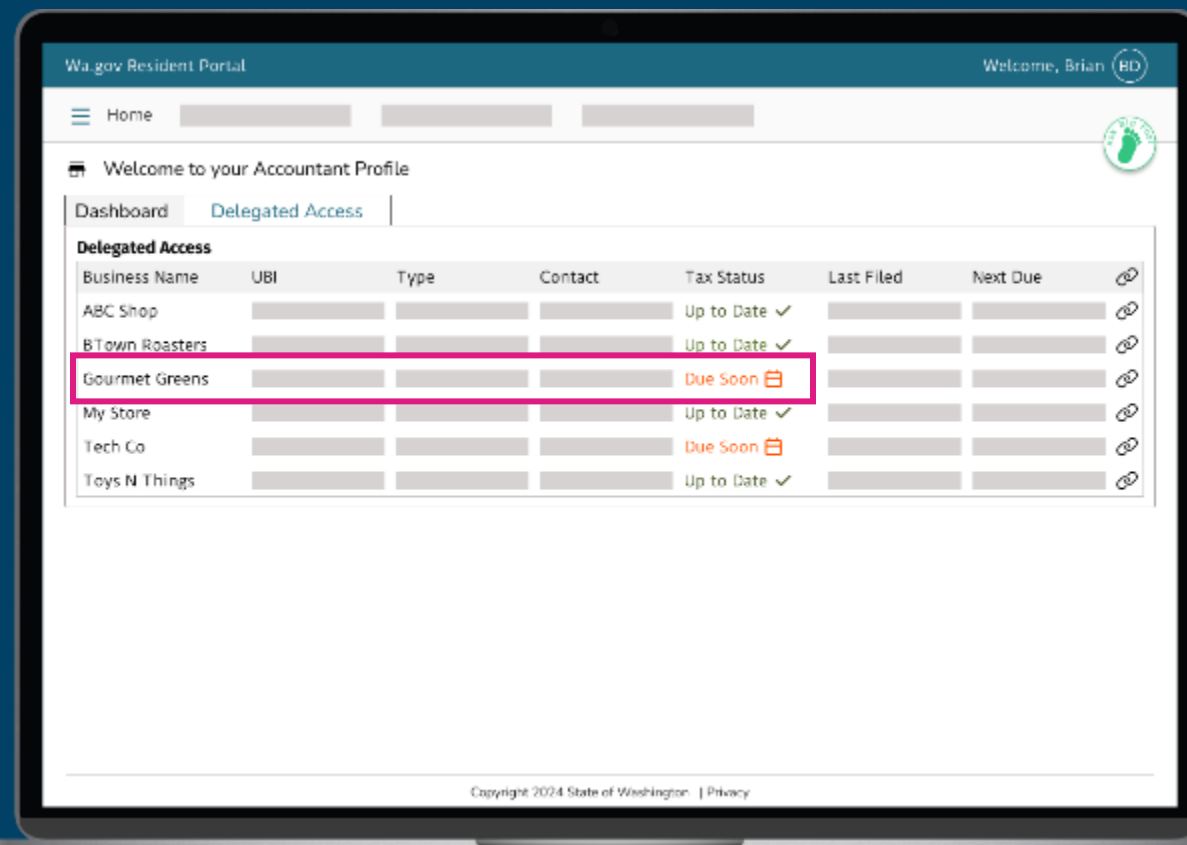
Next





“

The WA Resident Portal dashboard lets me see which business' taxes have already been filed so I know which I have left to pay.



“

I successfully filed taxes for Gourmet Greens through the portal and received confirmation.

Big Foot

A tax filing was submitted on behalf of Gourmet Greens. Visit your Washington Resident Portal for more information.



“

I got a notification that the taxes have been submitted. What a fantastic first year in business!

“

After 18 months, I am a thriving business owner with over 20 employees, running one of the best healthy meal prep services in Spokane, Washington.

With support and resources from the WA Resident portal, I have turned my lifelong dream into a reality!

