DSHS Language Testing and Certification (LTC)

LTC Gateway User Manual

Accessible Version

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Contents

This manual provides instructions on how to manage your testing and credential profile as a test candidate, a DSHS certified interpreter or translator, or a DSHS bilingual employee on the LTC Gateway platform. It explains user functions step-by-step.

If you are an employee of DSHS or other agencies who needs to take a Cluster test or who holds a Cluster credential, some sections will not apply to you. These include scheduling a test (Section 4.4.1), orientation (Section 4.5), and renewals (Section 4.7). Please contact LTC or the office in charge of employee testing in your agency if you have any questions.

Please note that there may be occasions when it takes some time for a page to load properly in Gateway. If this happens, please be patient and wait for a few seconds. If the problem persists, you can change to a different browser and try again. Google Chrome and Microsoft Edge sometimes work better than Internet Explorer for Gateway although in general you should be able to navigate the website with any of these browsers.

1. Set up your SAW account

In order to access LTC Gateway service, the first thing you need to do is to set up your SAW account. If you haven't created one before, you can sign up by following the instructions below.

(1) Open the LTC Gateway homepage and click the hyperlink "Secure Access Washington (SAW)". This will lead you to the SAW website. Alternatively, you can access SAW directly.

(2) Tap on the "SIGN UP" button on the right.

(3) On the "Sign Up!" form that pops up, you can press "Check Now" in the upper right corner if you are not sure whether you have already created a SAW account before. Otherwise, fill in your information, check the "I'm not a robot" box, and then click "SUBMIT" at the bottom.

IMPORTANT: Write down your **registration Email, user name and password** so you can easily find them when needed.

(4) You will receive a confirmation Email, which contains a link to activate your account. Click the link to finish the registration process.

Note: If you have a SAW account already, you can skip the signup process and log into SAW directly, but you will still need to add LTC Gateway service to your account (see Section 2).

2. Adding LTC Gateway to your SAW account

(1) Once you have logged into SAW, tap on “Add A New Service” in the upper left.

(2) Click on “I would like to browse a list of services by agency”.

(3) You will find a list of state services accessible through SAW in alphabetical order. Scroll down to find “Department of Social and Health Services”.

(4) You are now on the “SERVICES FROM DSHS” page. Scroll down to find “LTC GATEWAY,” and then tap on the “Apply” button on the right.

(5) On the “IDENTITY VERIFICATION” page, verify your name, and fill in your address. Click “Continue” at the bottom.

(6) You may need to answer several questions to confirm your identity, for instance, questions that ask you to choose a certain address of yours in the past.

(7) After identify verification, you will be prompted to complete information for Multi-Factor Authorization (MFA) by providing your Email or phone. Fill in the required information, and proceed.

(8) A “REGISTRATION COMPLETE” confirmation message will show up. It says, “This service has been added to your list and is ready for you to start accessing.” Click “OK”.

(9) You will receive an Email notification saying that your access to DSHS LTC Gateway service has been approved.

(10) Back in SAW, you will find LTC Gateway has been added to your account. Tap on the “Access Now” button.

(11) You may be prompted to go through Multi-Factor Authentication. Depending on the MFA information you set up earlier, you will receive a code by call, through Email or text. Enter the verification code and proceed. This may take several steps (also see Section 3).

(12) On the “Now Accessing” page, click “Continue”.

(13) This will take you to the “Request Candidate Access” page. Fill in the required information, and click the “Save” button.

(14) You will get to a confirmation page saying that your request for access has been submitted and is pending for LTC approval.

(15) Once your access request is approved by LTC, you will receive a notification Email.

3. Accessing LTC Gateway as a return user

Once your SAW account has been set up and your request for candidate access to LTC Gateway has been approved (see Sections 1 and 2), the next time when you visit Gateway, you can access the website directly through SAW.

(1) Open the LTC Gateway homepage and click the hyperlink "Secure Access Washington (SAW)". This will lead you to the SAW website. Alternatively, you can go to SAW directly.

(2) Enter your User Name and Password, and click "SUBMIT".

(3) Once logged into SAW, you will find LTC Gateway listed on the left. Tap on the "Access Now" button.

(4) You will be prompted to choose a Multi-Factor Authentication (MFA) method. Depending on the MFA information you set up during registration, you can choose to receive a code by call, through Email or text. Select a method, and then click "Continue".

(5) Then you will need to confirm the Email or phone number for MFA. For instance, if you have chosen "Email Me" at the previous step, you will need to confirm your Email address. If you have chosen "Text Me" above, you will need to confirm your mobile number. If your Email or phone shown on the page is correct, press "Continue".

(6) A code will be sent to your Email or phone.

(7) Enter the code you received via Email or phone, and select whether you would like to add the computer you are using to the list of known devices. Click "Continue".

(8) You can update your MFA contact information by clicking "Update". Otherwise, click "Skip" to proceed.

(9) On the "Now Accessing" page. Tap on "Continue" to access LTC Gateway.

(10) You will be taken to your profile page in Gateway. Your LTC candidate ID and your name appear in the upper left corner. On the line below are the names of different tabs for your profile, including Candidate Details, Addresses, Emails, Tests, Orientation, Credentials, Renewals, and Events, from left to right. You will land on the Candidate Details tab by default after entering Gateway.

Note: The Renewals and Events tabs are optional. The Renewals tab is only visible if you have a credential; the Events tab is only shown if LTC has posted a certain event or action on your credential(s).

4. Accessing LTC services in Gateway

After you enter LTC Gateway, you will see the relevant information on your profile. In the top left are your Candidate ID and Candidate Name. On the line below are listed eight tabs: Candidate Details, Addresses, Emails, Tests, Orientation, Credentials, Renewals, and Events, from left to right. The first three tabs contain your personal information. You can manage and update them on you own. The other four tabs concern your tests and credentials. You can view information, download documents (e.g. score reports and certificates), and access certain functions related to certification and renewal requirements. (Note: The download option is not available for documents such as score reports and certificates issued prior to November 2020.)

- Personal information: Candidate Details, Addresses, Emails
- Tests & credential information: Tests, Orientation, Credentials, Renewals (optional), Events (optional)

Notes: (1) The Renewals and Events tabs are optional. The Renewals tab is only visible if you have a credential; the Events tab is only shown if LTC has posted a certain event or action on your credential(s).

(2) For employees of DSHS or other agencies who have passed a Cluster test or who hold a Cluster credential, the Orientation and Renewals tabs do not apply.

4.1 Candidate Details

(1) When you land on LTC Gateway for the first time, you need to complete your "Candidate Details". Items indicated by an asterisk are required. Fill in the information, and click "Save" in the top right corner.

Note: You can choose to have some information as publishable or not publishable by checking or unchecking the "Publishable" box. Publishable information will show up in the research results on the "Find an Interpreter" platform.

(2) A lower case "i" indicates that a hint or tool tip is available. To read the full hint message, move your mouse to the relevant place and pause until you finish reading.

(3) Once you have filled in and saved your information, you will receive an Email saying that you have completed your profile for DSHS LTC Gateway.

4.2 Addresses

It is important that you have an active valid address on your profile. Some functions, for instance, scheduling a test, require you to have an address in order to process. You can add a new address or update current addresses on the "Addresses" tab.

The functions available on this tab include adding a new address, editing a current address listed on your profile, deactivating or activing an address, and setting an address as the primary address.

4.2.1 Adding an address

(1) Press the "Addresses" tab, and then click "Add" in the upper right.

(2) Fill in the form, press "Save" at the bottom. A message saying "Are you sure you want to save these changes?" will pop up. Click "OK" to confirm.

(3) The added address will appear on your "Addresses" tab. It contains such information as the address type, street address, city, state, and zip code. It also shows its status, for example, whether it is active, or whether it is primary.

4.2.2 Editing an address

(1) To edit a current address, click the "Edit Candidate Address" button at the right end of the line where that address is listed.

(2) Make changes to the address, press "Save" at the bottom. A message saying "Are you sure you want to save these changes?" will pop up. Click "OK" to confirm.

4.2.3 Changing the status of an address

(1) Click the "Deactivate/Activate Record" button near the right end of the line of an address to switch it from being Active to Inactive, or vice versa. A message saying "Are you sure you want to change this Address' Active status?" will pop up. Click "OK" to confirm.

(2) Once the address becomes inactive, the check symbol will turn to a cross.

Note: You cannot deactivate a Primary address unless you set another address as Primary and change the one you want to deactivate as non-primary.

4.2.4 Setting an address as the Primary address

(1) If you want to use a different address as your Primary address, click the “Set Candidate Address as Primary” button near the right end of the line on which the non-primary address is listed.

(2) A message saying “Are you sure you want to set this Address as the Primary?” will pop up. Click “OK” to confirm.

(3) **The Primary Address always stays at the top of the list.** If an address was not originally Primary and now has been changed to be Primary, it will move to the top from a previously lower position.

Notes: (1) If you have only one address on file, it will be automatically set as Primary.
(2) If inactive, an address cannot be set as Primary. It needs to be changed to be active first.

4.3 Emails

It is extremely important to **keep your Primary active Email up to date and make sure it is accurate.** This is the Email address to which all LTC and Gateway Emails (with or without attachments) are sent.

You can manage your Emails by using the "Emails" tab. The Email you used to create candidate access request is listed by default. You can add a new Email address or update current Email on this tab.

The functions available on this tab include adding a new Email, editing a current Email listed on your profile, deactivating or activing an Email, and setting an Email as the primary Email.

4.3.1 Adding an Email

(1) Press the "Emails" tab, and then click "Add" in the upper right.

(2) Select the Email type (Business or Personal), and enter the new Email address. Press "Save" at the bottom. A message saying "Are you sure you want to save these changes?" will pop up. Click "OK" to confirm.

(3) The added Email will appear on your "Emails" tab. It contains such information as the Email type and Email address. It also shows whether it is publishable, whether it is active, or whether it is primary.

4.3.2 Editing an Email

(1) To edit a current Email address, click the "Edit Candidate Email" button at the right end of the line where that Email is listed.

(2) Make changes to the Email, press "Save" at the bottom. A message saying "Are you sure you want to save these changes?" will pop up. Click "OK" to confirm.

4.3.3 Changing the status of an Email

(1) Click the "Deactivate/Activate Record" button near the right end of the line of an Email to switch it from being Active to Inactive, or vice versa. A message saying "Are you sure you want to change this Email's Active status?" will pop up. Click "OK" to confirm.

(2) Once the Email becomes inactive, the check symbol will turn to a cross.

Note: You cannot deactivate a Primary Email unless you set another Email as Primary and change the one you want to deactivate as non-primary.

4.3.4 Setting an Email as the Primary Email

(1) If you want to use a different Email address as your Primary Email, click the "Set Candidate Email as Primary" button near the right end of the line on which the non-primary Email is listed.

(2) A message saying "Are you sure you want to set this Email as the Primary?" will pop up. Click "OK" to confirm.

(3) **The Primary Email always stays at the top of the list.** If an Email was not originally Primary and now has been changed to be Primary, it will move to the top from a previously lower position.

Notes: (1) If you have only one Email on file, it will be automatically set as Primary.
(2) If inactive, an Email cannot be set as Primary. It needs to be changed to be active first.

4.4 Tests

4.4.1 Scheduling a test

You can access the test scheduling service from any tab (page) in Gateway. You will need the Appointment Plus GUID on your "Candidate Details" tab for test registration. (Note: The instructions below do not apply to employees of DSHS or other agencies who need to take a Cluster test.)

(1) To schedule a test, click on "Schedule Test" in the upper right corner on your Gateway profile page.

(2) You will be taken to the LTC test appointment site (AppointmentPlus), where you can register for tests. Read the instructions on the page carefully. Select location, test type, language, and test date on the left.

(3) Once you get to the test registration form, fill in the required information. (Your **Appointment Plus GUID** can be copied from your Gateway "Candidate Details" tab.)

If for some reason you are unable to schedule a test, you will see a message saying "Scheduling a test is not allowed" on your profile, and the "Schedule Test" button will not be available. If you believe you do qualify for test scheduling, please contact LTC: <dshsct@dshs.wa.gov>.

4.4.2 Viewing test results

Once the result of your test is posted to your profile, you will receive a notification in Email, with a copy of the score report in attachment.

You can also view the test results in Gateway directly.

(1) Open the "Tests" tab, there is a list of all the tests you have scheduled and/or taken. Status of the tests are marked as "Scheduled" or "Completed". Completion Date is the date on which test results are posted by LTC. The test result is either "Pass" or "Fail".

- Scheduled: You have not taken the test yet, or you have taken it but the score is not available yet.
- Completed: The test result has been posted.

(2) To see the details of a test, tap on the "View Candidate Test Details" button near the right end of the line where the test is listed.

(3) Information on the test such as the credential category, type, language, test date, test location and total test score will be displayed.

4.4.3 Downloading a score report

If you have a test taken after November 2020, when Gateway came into use, you can download the test score report. This option is not available for tests completed prior to November 2020.

(1) On the “Tests” page, tap on the “View/Print Candidate Test Score Report” button at the right end of the line on which the test is listed.

(2) You can choose to open the score report directly or save it to your computer.

4.5 Orientation

If you pass the required test(s) for a certain credential, you need to complete the corresponding orientation trainings in order to be fully certified. You can access the links to the orientation videos and quizzes on the “Orientation” tab. (Note: This section does not apply to employees of DSHS or other agencies who have passed a Cluster test and will receive a Cluster credential.)

If an orientation is available to you, or you are eligible to take it, the “Take Quiz” button for it will be active. If you are not qualified to take an orientation, that button will be inactive.

(1) Click the button of the orientation video related to your credential to access the website of the video. “SS Orientation Video” is required for translators and social service interpreters, “Medical Orientation Video” for medical interpreters, and “Initial Ethics Video” for all interpreters and translators.

(2) After you finish watching the video, close the page. Go back to your “Orientation” tab. Click the “Take Quiz” button to open the quiz link.

(3) Once you complete the quiz, tap on “Submit” at the bottom.

Note: You will need to have answered all questions correctly before you can successfully submit. If there is any wrong answer, you will be prompted to do that question again.

(4) After you click “Submit”, two messages will pop up one after the other. The first one says, “All questions are completed successfully. Are you sure you want to submit the results? This window will close and you profile will refresh.” Click “OK” to confirm. Then the second message will pop up. It says, “The webpage you are viewing is trying to close the tab. Do you want to close this tab?” Click “Yes”.

(5) Back on your “Orientation” tab in Gateway, the completion date for this quiz will change from “Not completed” to the date when you take and submit the quiz. This date will appear below the “Take Quiz” button of the completed orientation.

(6) Repeat Steps (1)-(5) until you complete all required orientations and quizzes.

4.6 Credentials

Once you are eligible for a credential - you have passed all required tests and completed all required orientations and quizzes (if applicable), you can request and view your certificate on the "Credentials" tab.

4.6.1 Requesting a credential

(1) Go to the "Credentials" tab, and click "Request Credential" on the right.

(2) Fill in the request form and click "Submit" at the bottom. Available options for the "Credential" and "Language" columns vary depending on what credential you are eligible for.

(3) Two messages will pop up one after the other. The first one says, "Are you sure you want to request this Credential?" Click "OK" to confirm. Then the second message will pop up. It says, "The Candidate Credential has been successfully requested!" Click "OK" again.

(4) The request is now pending for LTC approval. Once it is approved, you will get an Email notification, with a PDF copy of your certificate in attachment. The Email states what type of credential you have, what language it is for, when it expires, and what renewal requirements you need to complete in order to maintain the credential.

4.6.2 Viewing and downloading a certificate

If you have a credential that is issued or renewed after November 2020, you can view and download it in Gateway anytime. This option is not available for credentials (certificates and authorization letters) issued or renewed prior to November 2020. However, if you have lost or misplaced your credential document, you may request a new one by emailing LTC: <dshsct@dshs.wa.gov>. Be sure to include in your message the **Candidate ID number** on your LTC Gateway profile.

(1) Go to the "Credentials" tab of your candidate profile, where you can find all the certificates you have been issued.

(2) To download, tap on the "View/Print Candidate Credential Document Report" button at the right end of the line on which the credential is listed.

(3) You can choose to open the certificate directly or save it to your computer.

4.7 Renewals

Your credential is valid for four years. By the end of the term, you will need to have fulfilled all renewal requirements. If you fail to do so, your credential will expire, and you will have to retest if you wish to continue to work as a DSHS certified interpreter or translator. (Note: This section does not apply to employees of DSHS or other agencies who hold a Cluster credential.)

All the required documents and credits must be submitted online in Gateway. The renewal requirements are summarized below:

(1) Code of Conduct Acknowledgement: This needs to be submitted once per cycle (i.e. every four years).
(2) Background Check Attestation Form: This also needs to submitted once per cycle (i.e. every four years).
(3) CE Ethics Credits (Annual Ethics Credits): You need to have four annual Ethics Credits per cycle (1 per calendar year). You can access links to the training video and quiz in Gateway. If you take a course offered by an outside provider, you need to upload a Certificate of Completion issued by the provider.
(4) CE General Credits: You need to have 16 General Credits per cycle (i.e. every four years). You need to add the CE activities you have taken to your profile and upload the Certificates of Completion.

You can view your renewal status on the “Renewals” tab in Gateway. The page shows whether you have completed acknowledgement of Code of Conduct and Background Check, whether you have completed the CE (Continuing Education) ethics training, and how many CE credits you have earned. You can also export a list of DSHS approved CE activities and submit CE credits here.

4.7.1 Code of conduct

You need to submit an acknowledgement of Code of Conduct once in every cycle of your credential term (4 years).

(1) Check the status of this requirement below the button “Code of Conduct”. If you haven’t submitted the acknowledge, the Acknowledge Date will be shown as “Not Completed”, and the Status column will be blank.

(2) Tap on “Code of Conduct”.

(3) On the “Code of Conduct Acknowledge” page, read the document, check the acknowledge box, and then press “Save” at the bottom. A confirmation message will pop up. It says, “Are you sure you want to save this acknowledgement? This window will close and your profile will refresh.” Click “OK” to confirm.

(4) On your Gateway profile, the Acknowledgement Date will be listed, and the Status will change to “Completed”.

4.7.2 Background check

Same as Code of Conduct, the Background Check Attestation Form needs to be submitted once in every cycle of your credential term (4 years).

(1) Check the status of this requirement below the button “Background Check”. If you haven’t submitted the form, the Acknowledgement Date will be shown as “Not Completed”, and the Status column will be blank.

(2) Tap on “Background Check”.

(3) On the “LTC Background Check Attestation Form” page, read the document, check the boxes that apply to you, and then press “Save” at the bottom. A confirmation message will pop up. It says, “Are you sure you want to save this acknowledgement? This window will close and your profile will refresh.” Click “OK” to confirm.

Please note that you will need to check whichever of the first two boxes that applies to you AND the third one in order to save the form. Otherwise, two error messages will display. One appears near the top left. It says, “Please correct the errors below and save again.” The other is below the three check items. It says, “At least one of the first two checkboxes AND the third checkbox must be selected in order to save form.” Follow the instructions, correct the errors, and click “Save” again.

(4) On your Gateway profile, the Acknowledgement Date will be listed, and the Status will change to “Completed”.

4.7.3 CE Ethics

You are required to complete four (4) CE Ethics Credits, **one per calendar year**, during your certification cycle (4 years).

(1) Check the status of this requirement below the button “CE Ethics Video”. If you haven’t completed the video and quiz yet in the current year, the Complete Date will be shown as “Not Completed”.

(2) Tap on “CE Ethics Video” to access the website of the CE Ethics training video.

(3) After you finish watching the video, close the page. Go back to your “Renewals” tab in Gateway. Click the “Take Quiz” button to open the quiz link.

(4) Once you complete the quiz, click "Submit" at the bottom.

Note: You will need to have answered all questions correctly before you can successfully submit. If there is any wrong answer, you will be prompted to do that question again.

(5) After you click "Submit", two messages will pop up one after the other. The first one says, "All questions are completed successfully. Are you sure you want to submit the results? This window will close and you profile will refresh." Click "OK" to confirm. Then the second message will pop up. It says, "The webpage you are viewing is trying to close the tab. Do you want to close this tab?" Click "Yes".

(6) The Completion Date will change from "Not completed" to the date when you take and submit the quiz.

(7) The one Ethics Credit you have earned by doing the CE Ethics training of the year will be listed on the "Renewals" tab of your profile.

4.7.4 CE activities

You are required to complete **16 CE General Credits** in order to renewal your credential. Only credits earned by taking DSHS approved activities are honored. After taking an activity, you will need to submit a Certificate of Completion in Gateway. Once credits are approved by LTC, they will be posted to your "Renewals" page.

A. Searching for CE activities

(1) You can access the search link of DSHS approved CE activities either on the LTC Gateway homepage if you are not logged into SAW and Gateway, or anywhere on your candidate profile page while you are in Gateway.

(i) Searching for CE activities on LTC Gateway homepage
Click the hyperlink "Continuing Education (CE) Activities" on the left of the page. If you use this method, you can search for activities, but you will be unable to add an activity directly to your profile since you are not logged in SAW and Gateway.

(ii) Searching for CE activities in Gateway
Alternatively, you can look for CE activities while you are in Gateway. In this way, you can add a selected activity to your profile directly. Click the drop-down arrow next to "CE Activities" near the top left, and then tap on "CE Activity Search". You can access this menu no matter which tab of your profile you are on.

(2) On the search page, enter your criteria, and then press "Search" in the upper right corner. The search results will be displayed below the search column. If you do not

put in any search criteria and click “Search”, you will get a list of all activities approved in the previous year.

Note: You can adjust the order of the search results by clicking on the items in the header row. For example, if you click “Start Date”, the order will change from the earliest to the latest, or vice versa.

(3) You can export the search results into a PDF, Word or Excel file. Click on the respective format tab, and the results will be exported. You can save a copy to your computer if you like.

(4) To view details of an activity, click on the “View CE Activity” button near the right end of the line on which it is listed.

(5) Then you will find the details of the activity, for example, Approval Number, Status, Title, Applicant (Provider) and their contact information. The page also gives information on Activity Type (e.g. in-person or online), Start Date, End Date, and Venue Address (for an in-person activity) or URL (for an online activity).

B. Registering for a CE activity

To register for an activity or to get information on activity fees, please contact the provider directly. LTC is not involved in the administration (including cost rates and fee collection) of CE activities.

C. Submitting CE credits

(1) Go to the “Renewals” tab, and click “Add CE Activity” on the right.

(2) On the “CE Activity List” page (also the CE activity search page), enter the information (e.g. Approval number) of the activity for which you would like to submit credits. Click “Search” in the upper right corner, or hit Enter.

(3) On the search result that displays below the search column, click the “Request CE Activity for Renewal” button on the right end of the line where the activity is listed.

(4) Fill in the “Request Candidate CE Activity” form that pops up, and tap on “Save” at the bottom. Most of the time, you just need to fill in the Completion Date if it is not there yet. All other columns are automatically completed.

(5) Two messages will pop up one after the other. The first one says, “Are you sure you want to save these changes?” Click “OK” to confirm. Then the second message will pop up. It says, “The Candidate Activity has been successfully requested!” Click “OK” again.

(6) Back on the "Renewals" tab, you will find the activity has been added.

(7) Tap on the "Upload Candidate CE Activity Attachment" button on the right end of the line where the activity is listed to attach your Certificate of Completion.

(8) On the "Add Attachment" window, fill in "File Description", browse the Certificate from your computer, and click "Save".

(9) Now on your "Renewals" tab, you will find the "Upload Candidate CE Activity Attachment" button changed to a "Download Candidate CE Activity Attachment" button, with a "Delete Candidate CE Activity Attachment" button on its right. This means you have successfully uploaded your Certificate of Completion for the added activity, and now it is pending for LTC approval. If you want to change a document, just hit the deletion button and repeat Steps (7)-(8) above.

Note: If you want to delete the CE activity from your "Renewals" tab, click the "Delete Candidate Activity" button below "Actions".

(10) Once LTC reviews and approves the submitted credits, the status of the activity will be shown as "Approved", and the number of your total credits will be updated in the credit summary line.

(11) Upon approval of your CE credits, you will also receive an Email notification. The Email contains general information on the activity, including the approval number, activity date, title, and number of General and/or Ethics Credits.

D. View CE credits for individual certificates

If you have two or more credentials, the number of credits you have earned for each of them may be different if these credentials have different expiration dates. **It is important that you keep track of the status of each credential and make sure that you fulfill renewal requirements for them in time.**

(1) Go to the "Credentials" tab, and click the "View Applicable Approved CE Activities" button at the end of the line where a credential is listed.

(2) You will see the details of credits applicable to this credential. The name of the credential and the duration of its valid term are listed at the top. Below that are listed the details of the CE activities and the credits you have earned, including the activity dates, approval numbers, activity titles, and numbers of General and Ethics Credits.

4.8 Events

You will have an "Events" tab in Gateway if LTC has posted any actions on your credential(s) and made them viewable to you. If there are no events on your profile, this tab will not be available. The types of events include Appeal, Complaint, Note, Revoke, and Suspend. Information on an event includes the event type, start date, and end date. It also shows whether it is candidate viewable or not.

5. LTC customer support

For questions and assistance, please contact DSHS LTC: <dshsct@dshs.wa.gov>.

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