



Instructions

Individual Licensee Renewal/Reinstate Quick Tips

Renew License (You may renew your license(s) up to 60 days prior to the expiration date of your license(s). You may also renew up to 60 days after the expiration date. However, additional late fees will apply.)

1. Choose the “Renew License” button located on the left side of the page.
2. Your individual information will automatically display.
3. You may add a “Doing Business As” (DBA) name in the DBA section if it is registered with the Washington State Department of Licensing.
4. You may also cancel an existing DBA by entering a cancellation date.
5. With signed written permission, a submitter may act on your behalf. However, the “Authorized Submitter” section must be completed.
6. Select the “Next” link at the top or bottom of the page. This takes you to the “Address Details” page where you may make any additions or corrections to the Residence, Mailing, or Business Address sections.
7. Select the “Next” link at the top or bottom of the page. This takes you to the “License Information” page. Or you may select the “Previous” button if you wish to review the *Individual Information* page.
8. If you do not wish to renew a license, select “Cancel” from the dropdown menu to the left of the license type.
9. **If you are an individual non-resident licensee or a resident licensee who is not required to complete continuing education for license renewal**, select the “Next” link at the top or bottom of the page. This takes you the “Background Questions” page.
10. **If you are a resident licensee whose license type requires continuing education**, the “CE Information” section will appear.
 - a. Course completion information will display in this section if the provider submits the course attendance roster electronically.
 - b. For courses completed prior to March 15, 2008, you can self-enter the required course information. You must enter the continuing education (CE) provider number, course number, and completion date. This information is available on your course completion certificate.
 - c. Select the “Add” on the left in the “CE Information” title bar to add row(s) to enter your continuing education course(s).
 - i. Enter the course number. This automatically displays the course name, credit hours, and ethic hours, if applicable.
 - ii. Enter the provider number. This automatically displays the provider name.
 - iii. Enter the completion date of the course using the calendar pop-up or enter the date MMDDYYYYY.
11. Please use following hints to enter CE course information:
 - a. Do **not** enter a leading 0 in either the course number or provider number, i.e. if provider number on certificate is 099999, enter 99999 only.

- b. The provider must be approved to teach the course and the completion date cannot occur prior to the approval date. If any of the information is invalid, the system will give you an error message. Please contact the provider for the correct information
 - c. You may not repeat a course for three years from your previous completion date.
 - d. If the system rejects a course, you must delete the course by selecting the box to the left of the course, and then select "Delete" on the left in the "CE Information" bar.
12. When you have at least 24 hours of continuing education, including three hours of ethics, select the "Next" link at the top or bottom of the page. This takes you to the "Background Questions" page.
 13. Answer all background questions. If you answer "yes" to either question 1 or 3, you will need to answer additional questions.
 14. Select the "Next" link at the top or bottom of the page. This takes you to the "Attestation" page. Please read this page carefully and either "Accept" or "Decline" the attestation.
 - a. If you decline the attestation, the system will not submit the online renewal application.
 - b. If you accept the attestation, the system will take you to the fee payment page.
 - i. If the renewal is prior to or on your license expiration date, you will incur no late fees.
 - ii. If your renewal is 1-30 days past your license expiration, you must pay a 50 percent late fee for each license.
 - iii. If your renewal is 31-60 days past your license expiration, you must pay a 100 percent late fee for each license.
 15. There are two options for the payment of your fees:

Option 1 - You may pay using an electronic check (e-check), which is the OIC's preferred method of payment and is the default option (meaning all users will be directed to the e-check payment screen). On the e-check payment screen, you will find the fee details listed for your licensing transaction. Complete all required fields and click on the "Submit" button at the bottom of the page.

Option 2 - You may also pay with either a Visa or MasterCard. If choosing to pay with a credit card, click on the "Alternate Payment Method" link on the lower left-hand portion of the screen. This will take you to the Credit Card Payment page. Complete all fields and click on the "Submit" button at the bottom of the page.

Clicking on the "Submit" button will take you to either the "e-check Verification" page or the "Credit Card Verification" page, depending upon the option you have chosen. **Please note: the Verification page is for you to verify your information. Your payment will not be debited or charged until you select the "Process" button.**

16. Review the payment information listed. If any information is NOT CORRECT, select the "Back" button to return to the previous page to make any necessary corrections. If choosing the e-check option, you will need to click on the debit authorization box on the verification screen (you will find this in the lower left-hand corner of the screen). If the information is correct, select the "Process" button at the bottom of the page. A message will appear asking you NOT to refresh, go back, or cancel this page while your payment is processing.
17. If you answer "no" to all background questions, the system will process the renewal upon payment confirmation. When processing is complete, the system will take you to the confirmation page giving you your online transaction number, a link to print the receipt for your online payment, a link to print or save the license(s), and the list of any outstanding items. A payment confirmation will be sent the payee's email address.
18. If the renewal application is pended you will go to the confirmation page which will contain your transaction number and a link to print your invoice.

19. If you have outstanding items, you may electronically upload outstanding supplemental documents. If unable to upload, you can mail the documents to the OIC via the postal service.
 - a. To upload a document, select the “browse” button.
 - b. Locate and select the document. Click on “open” in your browser. This places the document in the document field. A textbox exists to add additional comments, if needed, about the attached document.
 - c. Select the “Add to List” link to place the document in the “Attachment List” section.
 - d. After you add all the documents, select the “Upload” button at the bottom of the page. This completes the document(s) upload.
20. When outstanding items are received, the OIC will review the pended renewal application. . If more information is needed, the OIC will notify you via e-mail. When all outstanding documents are acceptable, the OIC will send you an approval e-mail with a link to print your license(s) and your invoice.

You may reinstate a previous license(s) if the license is over 60 days past the renewal date and within one year of the expiration date or cancellation date of the license.

1. Select the “Reinstate License” button located on the left side of the page.
2. Your individual information will automatically display.
3. You may add a “Doing Business As” (DBA) name in the DBA section if it is registered with the Washington State Department of Licensing.
4. You may also cancel an existing DBA by entering a cancellation date.
5. With signed written permission, a submitter may act on your behalf. However, the “Authorized Submitter” section must be completed.
6. Select the “Next” link at the top or bottom of the page. This takes you to the “Address Details” page where you may make any additions or corrections to the Residence, Mailing, or Business Address sections.
7. Select the “Next” link at the top or bottom of the page. This takes you to the “License Information” page. Or you may select the “Previous” button if you wish to review the *Individual Information* page.
8. The license(s) available for reinstatement will be listed. Select the license type, lines of authority (if applicable) and indicate if you will be representing a business entity (such as an insurance agency or lending institution).
9. **If you are an individual non-resident licensee or a resident licensee who is not required to complete continuing education for the license reinstatement and you have at least one active license**, you must complete the “Background Questions.” If you answer “yes” to either question 1 or 3, you will need to answer additional questions.
10. **If you are resident licensee and continuing education required 24 hours including 3 hours of ethics are required** the “CE Information” sections will appear.
 - a. Course completion information will display in this section if the provider submits the course attendance roster electronically.
 - b. For courses completed prior to March 15, 2008, you can self-enter the required course information. You must enter the continuing education (CE) provider number, course number, and completion date. This information is available on your course completion certificate.
 - c. Select the “Add” on the left in the “CE Information” title bar to add row(s) to enter your continuing education course(s).
 - i. Enter the course number. This automatically displays the course name, credit hours, and ethic hours, if applicable.
 - ii. Enter the provider number. This automatically displays the provider name.

- iii. Enter the completion date of the course using the calendar pop-up or enter the date MMDDYYYYY.
 - d. Please use following hints to enter CE course information:
 - i. Do not enter a leading 0 in either the course number or provider number, i.e. if provider number on certificate is 099999, enter 99999 only.
 - ii. The provider must be approved to teach the course and the completion date cannot occur prior to the approval date. If any of the information is invalid, the system will give you an error message. Please contact the provider for the correct information
 - iii. You may not repeat a course for three years from your previous completion date.
 - iv. If the system rejects a course, you must delete the course by selecting the box to the left of the course, and then select “Delete” on the left in the “CE Information” bar.
- 11. When you have at least 24 hours of continuing education, including three hours of ethics, select the “Next” link at the top or bottom of the page. This takes you to the “Background Questions” page if you do not have at least one active license. Answer all background questions. If you answer “yes” to either question 1 or 3, you will need to answer additional questions.
- 12. Select the “Next” link at the top or bottom of the page. This takes you to the “Attestation” page. Please read this page carefully and either “Accept” or “Decline” the attestation.
 - a. If you decline the attestation, the system will not submit the online renewal application.
 - b. If you accept the attestation, the system will take you to the “Fee Details” page.
 - c. If your license has been expired for 61 days up to one year, you must pay a 200% reinstatement penalty for each license.

13. There are two options for the payment of your fees:

Option 1 - You may pay using an electronic check (e-check), which is the OIC’s preferred method of payment and is the default option (meaning all users will be directed to the e-check payment screen). On the e-check payment screen, you will find the fee details listed for your licensing transaction. Complete all required fields and click on the “Submit” button at the bottom of the page.

Option 2 - You may also pay with either a Visa or MasterCard. If choosing to pay with a credit card, click on the “Alternate Payment Method” link on the lower left-hand portion of the screen. This will take you to the Credit Card Payment page. Complete all fields and click on the “Submit” button at the bottom of the page.

Clicking on the “Submit” button will take you to either the “e-check Verification” page or the “Credit Card Verification” page, depending upon the option you have chosen. **Please note: the Verification page is for you to verify your information. Your payment will not be debited or charged until you select the “Process” button.**

- 14. Review the payment information listed. If any information is NOT CORRECT, select the “Back” button to return to the previous page to make any necessary corrections. If choosing the e-check option, you will need to click on the debit authorization box on the verification screen (you will find this in the lower left-hand corner of the screen). If the information is correct, select the “Process” button at the bottom of the page. A message will appear asking you NOT to refresh, go back, or cancel this page while your payment is processing.
- 15. If you answer “no” to all background questions, the system will process the renewal upon payment confirmation and provide you with a link to print or save the license(s) and to print your invoice.
- 16. If the renewal application is pended you will go to the confirmation page which will contain your transaction number and a link to print your invoice.
- 17. If you have outstanding items, you may electronically upload outstanding supplemental documents. If unable to upload, you can mail the documents to the OIC via the postal service.

- a. To upload a document, select the “browse” button. Locate and select the document.
 - b. Click on “open” in your browser. This places the document in the document field. A textbox exists to add additional comments, if needed, about the attached document.
 - c. Select the “Add to List’ link to place the document in the “Attachment List” section.
 - d. After you add all the documents, select the “Upload” button at the bottom of the page. This completes the document(s) upload.
18. When outstanding items are received, the OIC will review the pended renewal application. . If more information is needed, the OIC will notify you via e-mail. When all outstanding documents are acceptable, the OIC will send you an approval e-mail with a link to print your license(s) and your invoice.

