

SOUTH DAKOTA BOARD OF PHARMACY

Technician

User Guide and New Application Instructions



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Rev 08.2023

Technician New Application Table of Contents

General Information	2
General Notes.....	4
Application Process Start Here	4
Technician Information page	5
Type of technician page	6
Education page	8
Employment page	10
Work history page.....	12
Record of discipline charges and convictions page	14
Application input preview page	15
Affirm and submit page	15
Print Application page.....	16
After license/registration has been issued	17
Account setup	17
My Profile page	19
Personal Information section.....	19
Registration Information section	19
Home Address section	19
Personal Phone, Email and Fax section	19
Document Details section	20
Payment History section	20
Renewal Details section	20
Quick Reference – How to Information	
To check license/registration status – Item #6g	20
To print your license/registration – Item #6b.....	19
To print a receipt – Item #6f	20
To set up initial online account – Item #1.....	17
Troubleshooting and Tips	21
I’m having trouble getting through the licensing process	21
Tips	21
Reset Password	21

Note: This application is only for those who have not been registered as a technician in South Dakota

1. Technician Registration needs to be completed within 30 days of start of employment at a South Dakota Pharmacy.
2. If you have been previously employed/registered as a technician in SD, you have an assigned technician number and must complete a technician **renewal** application.

To obtain a technician registration in South Dakota, you must:

1. Be a high school graduate or have attained a GED.
2. Be hired/employed in South Dakota as a pharmacy technician before you can apply for a technician registration.

General Information

1. Registration fee is \$25.
2. Payment method – **Mastercard, Visa, or American Express ONLY.**
 - a. If you do not have a Mastercard, Visa, or American Express, purchase a Mastercard, Visa, or American Express gift card to complete the payment for the application.
3. Current/Active technicians can renew between September 1- October 31 each year.
4. **All registrations will expire October 31. There is no grace period.**
 - a. **You may not work without a current/active registration.**
5. For current South Dakota Statutes and Rules pertaining to technicians, go to <https://doh.sd.gov/news-statutes/statutes-rules/licensing-boards-statutes-rules/> , scroll down to SD Board of Pharmacy, then select the statute or administrative rule section needed.
6. Administrative Rule (ARSD 20:51:29:06) requires a technician-in-training (TT) be certified within 2 years of original registration issue date.
7. A sampling of applications will be audited and reviewed for accuracy.

You must complete the entire application process from start to finish in one sitting

1. Online system does not retain any information entered until the application has been submitted and payment process is completed.
2. Information to have available prior to beginning online application process:
 - a. Have all your personal information (DOB, SSN, education, work history).
 - b. Current employer's pharmacy license number.
 - c. NABP e-profile number, if applicable.
 - d. Any document(s) for upload, if applicable. See next section for document information.
 - e. Certified technicians need to have a PDF of your PTCB or ExCPT certificate.
3. Previous employment information including employer name, employer address, employer city, employer zip code, employer state, job title, and dates employed in MM/YY format.

Required Documents to be Uploaded

1. If a certified technician, a PDF copy of your current PTCB or ExCPT certificate.
2. Explanation of felony/misdemeanor, if applicable. Needed:
 - a. Date, city, county, and state of charge(s).
 - b. An uploaded document with an explanation(s) is required.
 - i. Explanation information needed on separate sheet of paper or word document that is signed and dated by applicant with explanation of felony/misdemeanor charges.
 - ii. Copies of court records of the charges, convictions, charges found guilty of, or entered a plea of guilty or no contest to.

After Application Submission Information

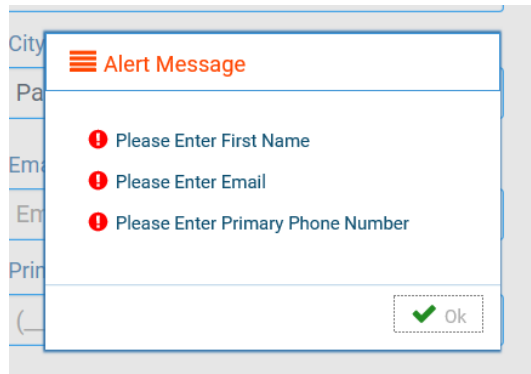
1. After your application has been submitted, the Board will:
 - a. Review the application.
 - b. Email registrant if additional information is needed.
 - c. Approve or deny the application.

2. To check if your registration has been issued, go the verification page at the link below:
 - a. Verification page: https://sdbop.igovsolution.net/online/Lookups/Lookup_Individual.aspx.
 - b. License/Registration Type: Select technician.
 - c. Verification Code: Enter verification code to right of box.
 - d. Last Name: Enter your last name.
 - e. Click on Search.
 - f. If your registration has been issued, information will be produced at the bottom of the page.
 - g. If the registration has not been issued, an alert message will appear that says, “no records found”.

3. If your registration has been issued,
 - a. Please follow the directions beginning on page 17 of the user/instruction manual to set up an account.
 - b. To print your license/registration, follow the instructions on page 19, Item #6b.
 - c. To print a receipt, follow the instructions on page 20, Item #6f.
 - d. In your account on the My Profile page, you also can update your personal information at any time.
 - i. Please use this platform to update your personal address, phone number, and email as changes occur.

General Notes

1. Mandatory fields are marked with a red * in all screens and all those have to be entered before clicking on Next.
2. If mandatory fields are not entered, you will get an alert message that alerts to enter missing information.



3. Click on Next button to go to the next screen or click on Previous button to go back to the previous screen.

Start Application Process Here

1. Click on the link below for initiating a new Technician Registration. **Please Bookmark this page.**
<https://sdbop.igovsolution.net/initial/initial/initial.aspx?id=63>.
 - a. The below page will open with a link to the instructions, if needed.
 - b. Click Next to continue.

TECHNICIAN INSTRUCTIONS

You must:

1. Be currently employed as a pharmacy technician in South Dakota pharmacy at the time of application and
2. Have a high school diploma or GED before you can submit a technician application
 - a. Shadow programs may be considered for exemption of a high school diploma or GED

A "certified" technician must provide a copy of their current certification certificate.

Complete a **renewal** application if you have ever been issued a South Dakota technician registration and do not use the initial application.

For application information, instructions, and forms to upload, please go to this link: <https://doh.sd.gov/licensing-and-records/boards/pharmacy/licensing-requirements/pharmacy-technicians/>
All application fees are nonrefundable and nontransferable.

Next

1. TECHNICIAN INFORMATION page.

- a. Complete information that has a red asterisk (*):
 - i. First name: Enter your first name.
 - ii. Middle name: Enter your middle name.
 - iii. Last name: Enter your last name.
 - iv. Address1: Enter your address.
 - v. Zip Code: Enter your zip code.
 - 1. If in South Dakota, this should auto-fill the City, State, and County.
 - 2. If information does not auto fill, please manually enter this information.
 - vi. Email: Enter your email.
 - vii. Date of Birth: Enter your date of birth in MM/DD/YYYY format.
 - viii. Social Security Number: Enter your social security number.
 - ix. Primary Phone Number: Enter best contact phone number for you.
- b. Gender: Select one of the options.
- c. NABP e-profile ID: Enter your NABP e-profile ID number if you have one.
- d. When completed, click Next.

TECHNICIAN INFORMATION

* First Name * Middle Name * Last Name

Maiden Name

Mailing Address

* Address1 Address2 Address3

* Zip * City * State

* County * Email * Date of Birth

* Social Security Number * Primary Phone Number

* Gender Male Female

NABP e-profile ID

2. TYPE OF TECHNICIAN page.

TYPE OF TECHNICIAN

Have you ever been registered as a pharmacy technician in any state beside South Dakota Yes No

* Are you employed as a

Technician-in-Training (TT) Certified Technician (CPHT) Enrolled in pharmacy technician degree/diploma granting secondary education program (TT)

Previous Next

- a. "Have you ever been registered as a pharmacy technician in any state besides South Dakota?": Answer by clicking yes or no box.
- If yes, click on Click Here to Add More. You will get a pop-up box.
 - From the drop-down menu, select the state your were registered in.
 - Click save.
 - If you were registered in more than one state, continue to click on Click Here To Add More until all states are listed where licensed/registered as a technician.

TYPE OF TECHNICIAN

Have you ever been registered as a pharmacy technician in any state beside South Dakota Yes No

State [Click Here To Add More](#)

* Are you employed as a

Technician-in-Training (TT) Certified Technician (CPHT) Enrolled in pharmacy technician degree/diploma granting secondary education program (TT)

Previous Next

State

* State

Select State

Save Cancel

- b. "Are you employed as a": Select either Technician-in-Training (TT), Certified Technician (CPHT), or Enrolled in pharmacy technician degree/diploma secondary education program (TT).
- If **Technician-in-Training** is selected:
 - "Are you currently enrolled in a tech-in-training program (may be online or on the job training, etc.)": Answer by clicking yes or no box.
 - If answered yes,
 - Click on Click Here to Add More. You will get a pop-up box.
 - Enter Name of Program or Job Training Entity.
 - Click Save when information has been entered.
 - If answered no, click Next to continue.

TYPE OF TECHNICIAN

Have you ever been registered as a pharmacy technician in any state beside South Dakota Yes No

Are you employed as a

Technician-in-Training (TT) Certified Technician (CPhT) Enrolled in pharmacy technician degree/diploma granting secondary education program (TT)

Are you currently enrolled in a tech-in-training program (may be academic institution, online, on the job training, etc.) Yes No

Name Of Program Or Job Training Entity [Click Here To Add More](#)

[Previous](#) [Next](#)

Name Of Program Or Job Training Entity

* Name Of Program Or Job Training Entity

[Save](#) [Cancel](#)

c. If **Certified Technician (CPhT)** is selected:

- i. Name of technician training program: Enter name of the technician training program.
- ii. Program Zip: Enter zip code where training program was done.
- iii. Program City: Enter city where training program was done.
- iv. Program State: Enter state where training program was done.
- v. Program County: Enter county where training program was done.
- vi. Training Completion Date: Enter date training program was completed in MM/DD/YYYY format.
- vii. Certification Exam Date: Enter date certificate exam was taken in MM/DD/YYYY format.
- viii. Certification Information section:
 1. Select the certifying agency by clicking PTCB or ExCPT box.
 2. Certificate Original Issue Date: Fill in the certification original issue date.
 3. Certificate Number: Enter certification number.
 4. Certificate current expiration date: Enter date in MM/DD/YYYY format.
 5. PTCB or ExCPT Certificate Certificate: Click on Attach Document to upload a copy of your current PTCB or ExCPT certificate.
- ix. Click Next to continue.

TYPE OF TECHNICIAN

Have you ever been registered as a pharmacy technician in any state beside South Dakota Yes No

Are you employed as a

Technician-in-Training (TT) Certified Technician (CPhT) Enrolled in pharmacy technician degree/diploma granting secondary education program (TT)

* Name of technician training program

* Program Zip

Program City

Program State

* Program County

Training Completion Date

Certification Exam Date

CERTIFICATION INFORMATION

* Certifying Agency Name

PTCB ExCPT

* Certificate Original Issue Date

* Certificate Number

* Certificate Current Expiration Date

PTCB or ExCPT Certification Certificate [Attach Document](#)

[Previous](#) [Next](#)

- c. If **Enrolled in pharmacy technician degree/diploma granting secondary education program (TT)** is selected:

- i. Name of Program: Click on Click Here To Add More. You will get a pop-up box.
 1. Name of Program or Job Training Entity: Enter secondary education program enrolled in.
 - a. Click Save.

2. Certification of Eligibility signed by Curriculum Training Program Coordinator: Click on Attach Document.
 - a. Upload a copy of your **completed** Certification of Eligibility form signed by curriculum training program coordinator.
- ii. Click Next.

3. **EDUCATION** page.

- a. “Are you a high school graduate, have the equivalent (GED), or have a previous Board of Pharmacy waiver”: Answer the question by clicking yes, no, or other box.

- b. If answered “yes”:
- i. “Have you attended schools or training beyond high school”: Answer question by clicking yes or no box.
 1. If answered yes, click on Click Here to Add More. You will get a pop-up box.
 2. Name of school or training facility **BEYOND** high school: Enter school/training facility attended.
 3. Address: Enter address of school/training facility attended.
 4. Zip code: Enter zip code of school/training facility attended.
 5. City: Enter city of school/training facility attended.
 6. State: Enter state of school/training facility attended.
 7. Dates attended: Enter dates attended in MM/YY format.
 8. Field of study: Enter field of study at school/training facility attended.
 9. Degree or certificate was obtained: Click the yes box if you obtained a degree or certificate. Click the no box if you did not obtain a degree or certificate.
 10. If there is more than one school or training beyond high school, continue to click on Click Here to Add More until all schools/training facilities have been entered.
- c. When complete, click Next to continue.

- d. When you save the information, it will appear on the main screen. You can delete the entry by clicking on the red trash can if it is incorrect or not needed as shown below:

- e. If answered no or other, provide an explanation in the explanation box.
- i. Click next to continue.

EDUCATION

* Are you a high school graduate, have the equivalent (GED), or have a previous Board of Pharmacy waiver

Yes No

Other

* Explanation

Explanation

Previous Next

EDUCATION

* Are you a high school graduate, have the equivalent (GED), or have a previous Board of Pharmacy waiver

Yes No

Other

* Explanation

Explanation

Previous Next

4. EMPLOYMENT page.

- a. "Is your employer a South Dakota licensed pharmacy?": Answer by clicking the yes or no box.
1. If answered yes:
 - i. License # of Pharmacy: Enter the South Dakota pharmacy license number (Examples: 100-0000 or 200-0000). Pharmacy information should prepopulate. If pharmacy information does not populate, Enter Employer Street Address 1, Employer Zip Code, Employer City, Employer State, Employer Work Phone.
 - ii. Technician's Work Email: Enter your work email, if available.
 - iii. Technician's Job Title: Enter your job title.
 - iv. Average Hours Worked Per Week: Enter average hours worked per week.
 - v. Employment status (check one): Check box in front of either full time, part time, temporary, or PRN.

EMPLOYMENT

Primary Pharmacy Employer Information

Is your employer a South Dakota licensed pharmacy? Yes No

* License # of Pharmacy

Employer Name

Address 1

Address 2

Address 3

Employer Zip code

Employer City

Employer State

Work Phone #

Work Fax #

Pharmacist-in-Charge South Dakota License#

Pharmacist-in-Charge Name

Pharmacist-in-Charge email

Technician's Work Email

Technician's Job title

Average Hours Worked Per Week

* Employment status

Full time Part Time Temporary PRN

Do you have a second employer Yes No

Previous Next

- b. If answered no:
 - i. Employer name: Enter employer name.
 - ii. Employer Street Address 1: Enter employer street address.
 - iii. Employer Zip Code: Enter employer zip code.
 - iv. Employer City: Enter employer city.
 - v. Employer State: Enter employer state.
 - vi. Work phone: Enter employer phone number.
 - vii. Technicians Work Email: Enter your work email.
 - viii. Technician’s job title: Enter in your job title.
 - ix. Average Hours Worked Per Week: Enter number of hours worked on average per week.
 - x. Employment status (check one): Check either full time, part time, temporary, or PRN box.

EMPLOYMENT

Primary Pharmacy Employer Information

Is your employer a South Dakota licensed pharmacy? Yes No

* Employer Name

* Address 1 Address 2 Address 3

* Employer Zip code * Employer City * Employer State

* Work Phone # Work Fax #

Technician's Work Email * Technician's Job title * Average Hours Worked Per Week

* Employment status
 Full time Part Time Temporary PRN

Do you have a second employer Yes No

- c. “Do you have a second employer?”: Answer by clicking box in front of yes or no.
 - i. If the answer is yes:
 - 1. Provide the same information as in item #5a or #5b.
 - 2. Once required information has been completed, click Next to continue.
 - ii. If the answer is no:
 - 1. Click Next to continue.

Do you have a second employer Yes No

Is your second employer a South Dakota licensed pharmacy? Yes No

Secondary Pharmacy or Non-Pharmacy Employer

* License # of Pharmacy * Employer Name

* Address 1 Address 2 Address 3

* Employer Zip code * Employer City * Employer State

* Work Phone # Work Fax #

* Pharmacist-in-Charge South Dakota License# * Pharmacist-in-Charge Name * Pharmacist-in-Charge email

Technician's Work Email * Technician's Job title * Average Hours Worked Per Week

* Employment status
 Full time Part Time Temporary PRN

5. **WORK HISTORY** page.

- a. Select one of the choices by clicking one of the boxes. Choices are:
 - i. Employed at current employer(s) for last five years.
 - ii. Has not worked in past 5 years.
 - iii. List work experience with other employers for last five years.



The screenshot shows a blue header bar with the text "WORK HISTORY". Below the header, there are three radio button options:

- Employed at current employer(s) for last five years
- Has not worked in past 5 years
- List work experience with other employers for the last five years

At the bottom left, there is a "Previous" button, and at the bottom right, there is a "Next" button.

- b. If **“Employed at current employer(s) for last five years”** is selected, click Next to continue.



The screenshot shows the "WORK HISTORY" page with the first option selected. The radio button for "Employed at current employer(s) for last five years" is checked. The other two options are unselected. The "Previous" and "Next" buttons are visible at the bottom.

- c. If **“Has not worked in past 5 years”** is selected, click Next to continue.



The screenshot shows the "WORK HISTORY" page with the second option selected. The radio button for "Has not worked in past 5 years" is checked. The other two options are unselected. The "Previous" and "Next" buttons are visible at the bottom.

- d. If “List work experience with other employers for the last five years” is selected:
 - i. Click on Click Here to Add More. You will get a pop-up box.
 - ii. Enter all information with a red asterisk (*):
 1. Business/company name: Enter the employer business/company name.
 2. Address1: Enter address of employer.
 3. Zip code: Enter zip code of employer.
 4. City: Enter city of employer.
 5. State: Enter state of employer.
 6. Job title: Enter the title of your position at that employer.
 7. Dates employed: Enter dates employed in MM/YY format.
 8. Click Save.
 - iii. If there are more than one employer to list, continue to click on Click Here to Add More until all employers from last five years have been entered, clicking on Save each time.

- iv. When you save the information, it will appear on the main screen. You can delete the entry by clicking on the red trash can if it is incorrect.

- v. Click Next to continue.

6. RECORD OF DISCIPLINE, CHARGES, AND CONVICTIONS page.

RECORD OF DISCIPLINE, CHARGES, AND CONVICTIONS

***Declaration of current impairment or limitations (ARSD 20:51:29:08)**

1. In the past 5 years, have you ever been counseled, reprimanded, or terminated from a job because of the use of any drugs, alcohol, or other chemical substances? Yes No

2. Do you have any physical dependency or mental condition which in any way impairs or limits your ability to perform the duties of a pharmacy technician with reasonable skill and safety? Yes No

***Felony or misdemeanor crimes (ARSD 20:51:29:09)**

3. Within the past 5 years, have you ever been charged, convicted, found guilty of, or entered a plea of guilty or no contest to a felony or misdemeanor crime (other than minor traffic violations with fines under \$100)? Yes No

Note: Provide on separate sheet of paper, a signed and dated explanation and attach court records of the charges, convictions, charges found guilty of, or entered a plea of guilty or no contest to.

***Disciplinary Action**

4. Have you ever been disciplined or are there pending disciplinary actions against you or a registration or license by any licensing board? Yes No

[Previous](#) [Next](#)

- a. Answer questions #1 and #2 under Declaration of current impairment or limitations section by checking the yes or no box.
- If yes is answered to either question,
 - Click on Attach Document: Upload a document with an explanation(s). Explanation information needed on separate sheet of paper is a signed and dated explanation related to the question.
 - Explanation box: Enter a brief description.
 - If no is answered to both questions, continue to the felony or misdemeanor crimes section.

***Declaration of current impairment or limitations (ARSD 20:51:29:08)**

1. In the past 5 years, have you ever been counseled, reprimanded, or terminated from a job because of the use of any drugs, alcohol, or other chemical substances? Yes No

Drugs, alcohol, or other chemical substances proof

[Attach Document](#)

Explanation

2. Do you have any physical dependency or mental condition which in any way impairs or limits your ability to perform the duties of a pharmacy technician with reasonable skill and safety? Yes No

Physical or Mental dependency proof

[Attach Document](#)

Explanation

- b. Answer questions #3 and #4 under Felony or misdemeanor crimes section by checking the yes or no box.
- If yes is answered to either question,
 - Click on Attach Document: Upload document with an explanation(s) is required. Explanation information needed on separate sheet of paper is a signed and dated explanation and copies of court records of the charges, convictions, charges found guilty of, or entered a plea of guilty or no contest to.
 - Explanation box: Provide a brief description related to question answered.
 - If no is answered, click Next to continue.

***Felony or misdemeanor crimes (ARSD 20:51:29:09)**

3. Within the past 5 years, have you ever been charged, convicted, found guilty of, or entered a plea of guilty or no contest to a felony or misdemeanor crime (other than minor traffic violations with fines under \$100)? Yes No

List from the past 5 years all charges, convictions, charges found guilty of, or entered a plea of guilty or no contest to a felony or misdemeanor crime.

[Attach Document](#)

Explanation

Note: Provide on separate sheet of paper, a signed and dated explanation and attach court records of the charges, convictions, charges found guilty of, or entered a plea of guilty or no contest to.

***Disciplinary Action**

4. Have you ever been disciplined or are there pending disciplinary actions against you or a registration or license by any licensing board? Yes No

Disciplinary Actions

[Attach Document](#)

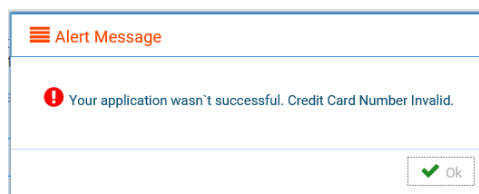
Explanation

7. **APPLICATION INPUT PREVIEW** page.

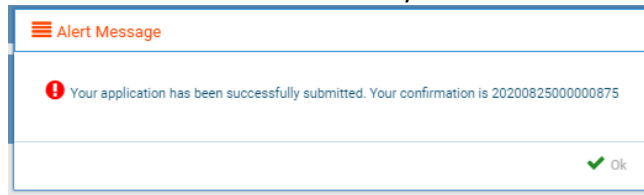
- a. After completing the application, you will be able to view the application by using the scroll bar to review for any errors.
- b. Correcting the information can be done by clicking on Previous buttons and correct in the appropriate screens.
- c. If everything is correct, click on Next button.

8. **AFFIRM AND SUBMIT** page.

- a. Read and check the affirmation check box after reading and understanding the statement.
- b. E-Signature: Enter your name.
- c. Date and Fee amount will be auto populated.
- d. Select Debit or Credit: From drop-down menu, select debit or credit.
- e. Card Type: From drop-down menu, select type of card you are using.
 - i. **Mastercard, VISA, or American Express only accepted.**
- f. Person's Name on Card: Enter name of person that appears on the credit card.
- g. Card #: Enter Mastercard, Visa, or American Express credit card number.
- h. Expiration date: Enter card expiration date in MM/YY format.
- i. Security Code: Enter 3-digit number for Mastercard/Visa or 4-digit number for American Express/AMEX that is on the back of the credit card.
- j. Once confident that the application is complete, click on submit.
- k. **Submit application one time. Do not click the submit button more than one time. If submission issue occurs (spinning wheel, transmission interruption, etc.), contact the board. DO NOT complete/submit another application.**
- l. You will get confirmation number if successful.
- m. You **must** click on the affirmation box to the attestation information, enter your credit card information and click on Submit button to complete the application.
- n. If you entered any *invalid* information, you will see a message indicating that your card was invalid.

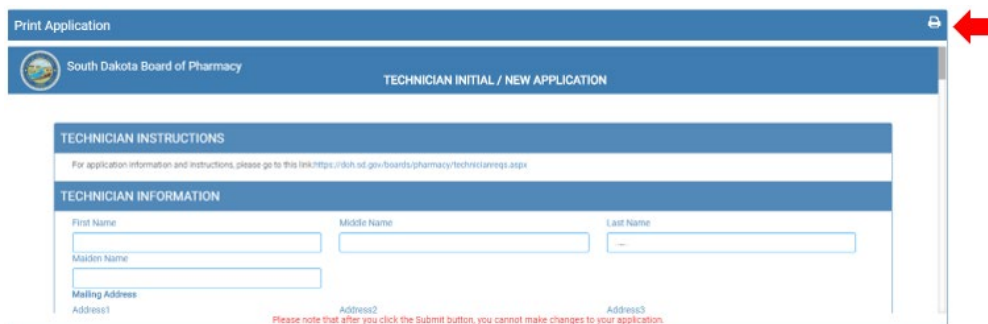


- o. Click on Ok and re-enter the correct information and click on submit to complete the application.
- p. Once successfully submitted, you will get a system generated auto reference number, if needed, you can note down that system generated auto reference number for your future reference.



9. **PRINT APPLICATION** page.

- a. When application has been submitted, the application can be printed by clicking on the printer button on the Print Application line.



AFTER REGISTRATION/LICENSE HAS BEEN ISSUED HOW TO SETUP YOUR ONLINE PROFILE, PRINT YOUR LICENSE, PRINT A RECEIPT, OR UPDATE PERSONAL INFORMATION

Account Set Up

To set up an account and be able to print your registration/license, follow these instructions:

1. Verify your license/registration number at this link:
https://sdbop.igovsolution.net/online/Lookups/Lookup_Individual.aspx
 - a. License/Registration Type: Select technician.
 - b. Verification code: Enter the code to the right of this box.
 - c. Last Name: Enter your last name.
 - d. Click search.
 - e. License/Registration Search: If the license/registration has been issued, results will appear at the bottom of the page in this section.
 - i. Under the print column, click on the print icon to print a copy of the verification.
 - f. **Retain license/registration number to set up online Profile.**

Name	License/Registration #	License/Registration Type	Status	Original Issue Date	Expiration Date	Last Renewal Date	City	State	Discipline	Print
Filters	Filters	Filters	Filters	Filters	Filters	Filters	Filters	Filters	Filters	
	7D3830	Technician	Current/Active							

2. **User Login** page.
 - a. After confirming your license/registration number, begin setting up your account by clicking on this link:
https://sdbop.igovsolution.net/online/User_login.aspx
 - b. Click on Sign up as shown below:

ONLINE BUSINESS PROFILE LOGIN

User Login

Individual Business

User Name
User Name

Password
Password

Login

Sign up [Forgot password](#)

3. **Registration** page.

- a. Click the box by Individual at the top.
- b. License Type: Select technician from drop-down menu.
- c. License number: Put in your license/registration number from the verification done in item #1.
 - i. ONLY enter the registration numbers, **no prefix** such as TT, CPhT, or GF.
- d. Date of Birth: Enter your date of birth in the format of MM/DD/YYYY.
- e. Click Next.

ONLINE PROFILE REGISTRATION

Registration Step 1 / 2

Individual Business

Please provide the information below.
Click here to verify your license #.

* License Type
Technician

* License Number
License Number

* Date of Birth
MM/DD/YYYY

Next

? Forgot Password

4. **Credentials** page. Complete this information.

- a. **Retain this information for future reference and use – this information will be used to renew your license.**
- b. Email: Enter a valid email.
- c. Confirm Email: Enter the same email as entered in item #4b.
- d. User Name: Enter your user name.
- e. Password: Enter a password. There is not a specified format for the password.
- f. Confirm Password: Enter same password as used in item #4e.
- g. Click Submit.

Credentials Step 2 / 2

* Email
Email

* Confirm Email
Confirm Email

* User Name
User Name

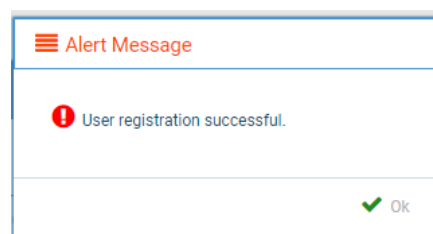
* Password
Password

* Confirm Password
Confirm Password

Previous Submit

5. User registration of online account is successful when this alert message appears.

- a. Click OK.
- b. You will be returned to the log in page.
- c. Use your user name and password to log in.



My Profile Page

Once logged into your online account, The My Profile page is available.

6. MY PROFILE page.

a. Personal Information section.

- i. This is not an editable section.
- ii. Your first name, middle name, and last name appears here.

Personal Information

First Name	Middle Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

b. Registration Information section.

- i. This is not an editable section.
- ii. License/registration information appears in this section including type of license/registration, license number, issue date, expiration date, status of license/registration, and last renewal date.
- iii. Renewal column.
 1. When renewal period is open, click on the blue renew to begin renewal of license/registration.
 2. Please refer to the renewal manual for complete instructions and all information needed.
- iv. Certificate column. **Print license/registration from this column.**
 1. Click on the blue print in the column to print a pdf of your license/registration.

Registration Information

Type	License #	Issue Date	Exp Date	Status	Last Renewal Date	Renewal	Certificate
Filters	Filters	Filters	Filters	Filters	Filters	Renew	Print
				Current/Active	*****		

c. Home Address section.

- i. This is an editable section.
- ii. Your home address, zip code, city, state, and county appear here.

Home Address

<input type="text"/>			<input type="text"/>	<input type="text"/>
Country	* Zip	* City		
Select Country	<input type="text"/>	!		
* State	County			
<input type="text"/>	<input type="text"/>			

Edit

- iii. To update this section, click on the edit button.
 1. Update the necessary information.
 2. Once complete, click save.

d. Personal Phone, Email and Fax section.

- i. This is an editable section.
- ii. Your phone number, alternate phone number, email, and fax number appear here.

Personal Phone, Email and Fax

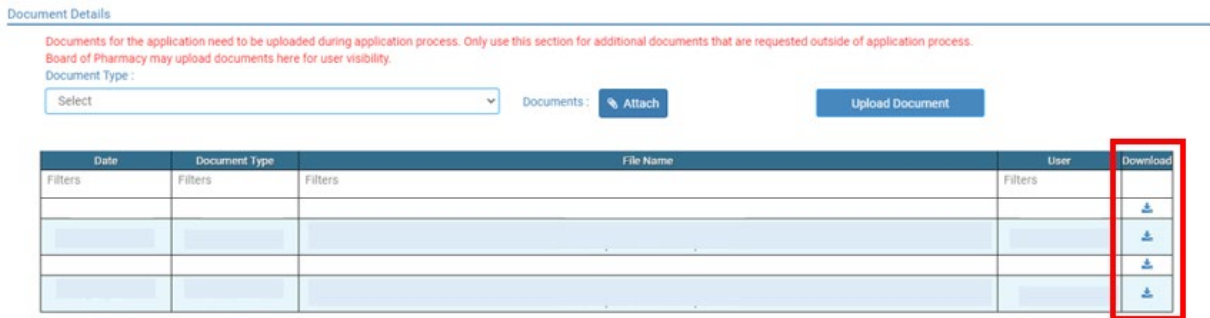
* Phone #	Alternate Phone	* Email
<input type="text"/>	() - - - - -	<input type="text"/>
Fax		
() - - - - -		

Edit

- iii. To update this section, click on the edit button.
 1. Update the necessary information.
 2. Once complete, click save.

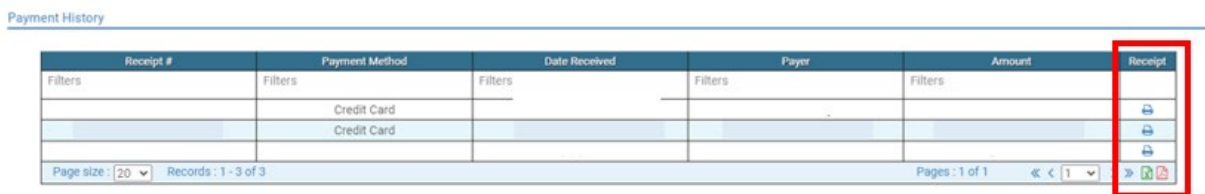
e. **Document Details** section.

- i. This section contains all the documents uploaded as part of the initial or renewal application.
- ii. This section can be used if the licensee would like to upload any additional documents outside of the renewal time period.
- iii. To upload a document:
 1. Document type: Select type of document from the drop-down list.
 2. Use the Attach to select/browse the file from the local folder.
 3. Then click on the Upload document.
- iv. Any documents that are uploaded/showing in this Documents Details section can also be downloaded.



f. **Payment History** section.

- i. This section contains payments made for licensure.
 1. Fields include receipt #, payment method, date received, payer, amount, and print receipt.
- ii. To print a receipt, click on the printer in the receipt column for the receipt needed.



g. **Renewal Details** section.

- i. This section contains status information of your renewal application.
 1. If licensure is Pending (not yet renewed) or if it has been Cleared (renewed).
 2. If it's Cleared, then in the Registration information section the updated license expiration date and last renewal date will show.
- ii. Print your online submitted Renewal form, if needed, by clicking on the printer in the print column.



TROUBLE SHOOTING AND OTHER TIPS

I'm having trouble getting through the licensing process.

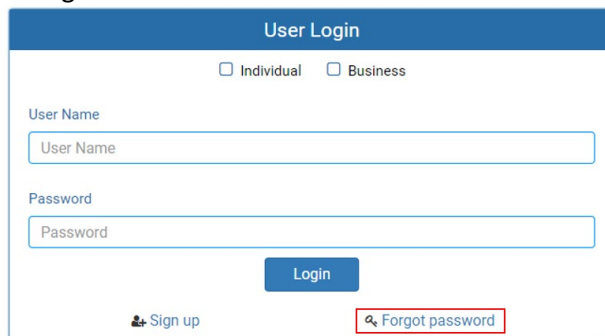
1. Try a different browser. Example: If you've tried Internet Explorer, switch to Google Chrome.
2. This platform does not support the use of a mobile phone.
3. If a tablet is being used, it must be Microsoft based. (Not an Apple product.)
4. Be sure your pop-up blocker is turned off.
5. Firewalls or anti-malware protections on your system may be preventing the ability to get through the licensing process.

Tips

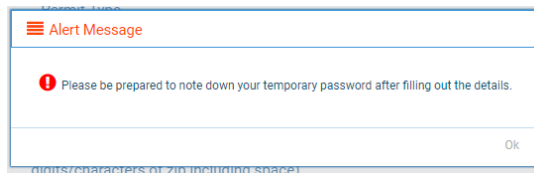
1. PDF documents are the preferred type of documents for required uploads.
2. Only upload documents during the licensing process. DO NOT UPLOAD documents on the My Profile page for a new or renewal application.
3. **Submit application one time. Do not click the submit button more than one time. If submission issue occurs (spinning wheel, transmission interruption, etc.), contact the board. DO NOT complete/submit another application.**
4. At the top of your licensure documentation, if it includes "This is a Primary Source Verification" – **NOTE: THIS IS NOT YOUR LICENSE.** Refer to item #7b on page 11 to see how to print your license/registration.

Reset Password

1. At the **User Login** page, click on Forgot Password.

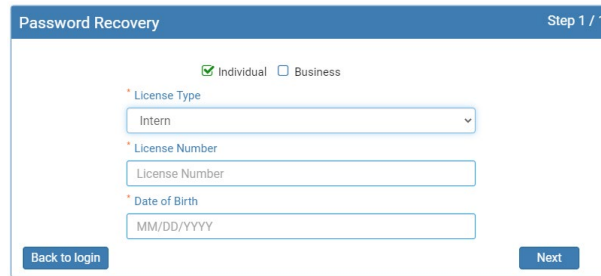


2. You will get a pop-up alert message.
 - a. **PLEASE NOTE THIS:** Please be prepared to write down your temporary password after filling out the details.
 - b. Click OK.



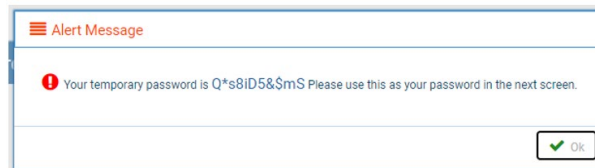
3. Password Recovery Page

- a. Select Individual box at the top.
- b. License type: Select Intern from the drop-down menu.
- c. License number: Enter your license number.
 - i. ONLY enter the registration numbers, **no prefix** such as TT, CPhT, or GF.
- d. Date of Birth: Enter your date of birth in MM/DD/YYYY format.
- e. Click Next.



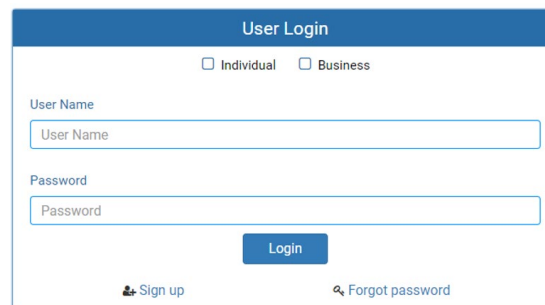
4. An Alert message will appear with your temporary password. **BE SURE TO RETAIN THIS PASSWORD.**

- a. *Helpful hint:* open a word document, then copy/paste the temporary password into the word document.
- b. Once the temporary password has been written down, Click OK.



5. Return to the **User Login** page.

- a. Select Individual at the top.
- b. User Name: Enter your User Name.
- c. Password: Input the temporary password from the Alert Message.
- d. Click Log In.



6. Credentials Page

- a. Old Password: Enter your temporary password from the Alert Message as the Old Password.
- b. New Password: Enter a new password.
- c. Confirm the New Password: Enter your new password.
- d. Click Submit.
- e. You will return to the log in page.
- f. Enter the User name and new password to continue.