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### General

QUESTION	ANSWER
<b>What services are available online?</b>	Choose your license type from the list of <a href="#">Professions &amp; Occupations</a> , and then select the <i>Online Services</i> tab for a list of services specific to that Board.
<b>Can I request a duplicate license online?</b>	No. Duplicate license requests must be submitted to the Board by mail, fax, or email.
<b>Can I change my name online?</b>	No. Name change requests must be accompanied by a copy of a marriage certificate, divorce decree, court order, or other official documentation that verifies the name change.
<b>What is the advantage of online services?</b>	All online services are available 24-hours, 7 days a week, 365 days a year. (Occasionally, they may be unavailable during maintenance or system outages.)  There is no additional fee for online services.  DPOR has recently added and continues to add new online services, including applying for a new license, address changes, upgrading a license, etc.
<b>Who do I contact for additional assistance?</b>	Refer to this <a href="#">contact page</a> to find help for your technical, Board-related, or other DPOR issue.

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### Login & Profile Setup (User ID/Password)

QUESTION	ANSWER
<b>What do I need to log in?</b>	You will need to establish a profile (see below) and create a secure User ID and password. The secure User ID and password will enable you to log in at any time to view and maintain changes to your license(s).  If you already have a temporary User ID and/or password, you do not need to establish profile, but you still must create the secure User ID and password.
<b>How do I establish a profile?</b>	A user establishes a profile by clicking the <a href="#">Create My Profile</a> link on the Main Menu. The initial registration process attempts to match information entered to DPOR records for applications submitted and/or licenses held.  Once the initial registration process is complete, you may be directed to contact the Board, or a temporary User ID and/or password may be emailed or sent by regular mail.  If you already have a temporary User ID and/or password, you do not need to establish profile, but you must create the secure User ID and password.

For more detailed instructions, refer to the step-by-step [New User Registration Guide](#).

<p><b>How do I create a secure User ID and password?</b></p>	<p>Enter your User ID (either the email used when establishing a profile or the temporary User ID provided on a renewal notice or in a letter) and temporary password (provided by email, in a letter sent by regular mail, or on the renewal notice). Then click the Log On button.</p> <p>Enter the FEIN, SSN, or Virginia driver's license number as requested. Once the information is validated, you will be able to enter a new, secure User ID and/or password and complete the registration process.</p>
<p><b>Why doesn't my temporary User ID and/or password work?</b></p>	<p>Your temporary User ID and password will contain a combination of alphabetic and numeric characters. Alphabetic characters are case-sensitive, meaning you must enter capital and lower-case letters exactly as they appear.</p>
<p><b>I forgot my password. How do I retrieve it?</b></p>	<p>Click on the link after "Forgot your password?" below the Log On button on the Main Menu. You must know your User ID (email). After answering the secret question, a new temporary password will be emailed to the address on file.</p>
<p><b>Do I need to change my User ID if my email changes?</b></p>	<p>Yes. If you discontinue using an email address, please update your User ID.</p>
<p><b>How do I change my email for my User ID and/or password?</b></p>	<p>Log on and select "View User Profile" on the Main Menu. To change personal information—such as your User ID, password, or secret question and answer—click 'Edit' for the section to change. When changing the password, you will be asked for the current password.</p>
<p><b>Can I have one User ID and password for all my licenses?</b></p>	<p>One User ID and password can be used for all individual licenses <u>or</u> all organization/business licenses.</p> <p>However, individuals and organizations/businesses must <i>register separately</i>, which requires different email addresses for the User IDs.</p> <ul style="list-style-type: none"> <li>For example, if you are registered as an individual but would like to apply for or maintain a license that is issued to a business (such as a salon, spa, shop, firm, etc.) you must register the entity separately by using a different email as the User ID for the organization.</li> </ul> <p><u>NOTE:</u> Organizations include sole proprietors, partnerships, professional limited liability companies, professional corporations, limited partnerships, limited liability partnerships, limited liability companies, and corporations.</p>
<p><b>What if all my licenses are not linked to my User ID and password?</b></p>	<p>For licensees with more than one license, all current and expired licenses should be listed. If all your licenses are not listed, please <a href="#">contact</a> the board for assistance.</p>

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## Applications

QUESTION	ANSWER
<p><b>What is the advantage of online services?</b></p>	<p>All online services are available 24-hours, 7 days a week, 365 days a year. (Occasionally, they may be unavailable during maintenance or system outages.)</p> <p>There is no additional fee for online services.</p> <p>DPOR has recently added and continues to add new online services, including applying for a new license, address changes, upgrading a license, etc.</p> <ul style="list-style-type: none"> <li>• <b>For Initial Applications:</b> When an initial application is submitted online, you will receive immediate confirmation the application was received. In addition, if all entry requirements are met upon submission of the application and payment, a license will be automatically issued.</li> <li>• <b>For Renewals:</b> When renewing online, you will receive immediate confirmation the renewal was received. In addition, if all the renewal requirements are met upon submission of payment, the license will be automatically renewed.</li> </ul>
<p><b>What do I do if my Federal Employer Identification Number (FEIN), social security number (SSN), or Virginia driver's license number are incorrect?</b></p>	<p>Notify the Board <b>in writing</b>. Include the license number, signature, and date. Provide an explanation for the change and/or documentation verifying the correct number.</p>
<p><b>How do I submit documents required for my application?</b></p>	<p>The Application Summary document emailed after your submit the online application explains acceptable types and methods for providing additional forms and documentation. Follow these instructions and submit the required information by mail to:</p> <p>Department of Professional and Occupational Regulation            Perimeter Center            9960 Mayland Drive, Suite 400            Richmond, Virginia 23233</p> <p>All forms and documentation required to complete the application package must be legible and identified with the File Number found in the first section of the Application Summary.</p> <p>It is the applicant's responsibility to ensure the Board receives the <i>completed</i> application package prior to any established deadlines.</p>
<p><b>Should I still mail in the paper application if I submit it online?</b></p>	<p>No. Submission of the paper application is not necessary if an application is submitted online.</p>

<b>How do I start an application for an initial license?</b>	Applications for initial licensure may be created by clicking on "Apply for a New License."
<b>May I leave and come back to an application later?</b>	Yes, if you must leave an application for initial licensure, information is saved. When you return, click on "Incomplete Application" to complete the application.
<b>May I add or change information on an application once it has been submitted?</b>	No. Once an application is submitted no changes may be made online.

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## Renewals

QUESTION	ANSWER
<b>Can I renew online even though my license has not expired yet?</b>	<p>Renewal notices are mailed 60 days prior to the expiration date. Online renewal is available only after the renewal notice is mailed (sent to the address on file). For some licenses, the renewal notice is required in order to log in.</p> <p>If a license has not expired and online renewal services are not available, renewal payments may be sent to DPOR by regular mail. However, DPOR does not accept renewal payments submitted more than 90 days prior to the expiration date.</p>
<b>Can I renew online if my address is different from what is on the renewal notice or on record with the Board?</b>	Yes, but you will need to update the address (either by mail or online) <b>before you renew</b> so the license is mailed to the correct address.
<b>Can I renew online if my license has expired?</b>	Board regulations establish renewal periods and reinstatement periods (and associated fees), which vary depending on the type of license. Online services for renewal and reinstatement applications are offered in accordance with those regulations, so it depends on the type of license and how long it has been expired.
<b>Can I renew more than one license online?</b>	Yes.

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## Payments

QUESTION	ANSWER
<b>Must I pay my fee online?</b>	All online services/submissions require payment of fees online. You cannot renew online and submit payment by mail.
<b>What payment methods do you allow online?</b>	Online payments may be submitted using Visa, MasterCard, or Discover. Debit cards with the Visa and MasterCard logo are also accepted.  DPOR <u>does not accept</u> American Express.
<b>Can my credit card information be saved with my User ID/password for the next time that I use online services?</b>	No. For security reasons, credit card information is not retained after the transaction is processed.
<b>Can I get a receipt of my online transaction?</b>	After submitting payment, you have the capability of printing a confirmation at the time of the transaction. A receipt will also be emailed.

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