

Wisconsin Department of Safety and Professional Services

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DIVISION OF PROFESSIONAL CREDENTIAL PROCESSING

FREQUENTLY ASKED QUESTIONS FOR RN AND LPN APPLICANTS

Important Information for graduation crunch time, please read

If we did not receive your application at least 6 weeks prior to your graduation date as requested, there could be additional time required to process your application. However, every effort will be made to process your application within the standard processing time. To view the standard processing time go to our website at <http://dsps.wi.gov>, choose your profession, and view the "Application Process" link.

If you have already registered and paid to take the NCLEX exam, you will also be made eligible at the same time your temporary permit is issued. The testing company will then send you scheduling information within a few days after we post to your application checklist that you have been made eligible. If you have not registered for NCLEX exam, please do so at this time. You can register online at <http://www.vue.com/nclex> or you can contact the testing company at 1-866-496-2539.

Q: I am a new RN graduate and/or an applicant needing to take NCLEX. How do I apply?

A: Please go to the Department website at <http://dsps.wi.gov>. Choose your profession, go to Application Forms. Under the section entitled "**Application Packet (Examination)**", print off **all** of the forms in this section. Some are informational and some will need to be filled out and sent to various places. **After** reviewing these forms if you have additional questions, please contact our office at <http://dsps.wi.gov>.

Q: I am a new LPN graduate and/or an applicant needing to take NCLEX. How do I apply?

A: Please go to the Department website at <http://dsps.wi.gov>. Choose your profession, go to Application Forms. Under the section entitled "**Application Packet (Examination)**", print off **all** of the forms in this section. Some are informational and some will need to be filled out and sent to various places. **After** reviewing these forms if you have additional questions, please contact our office at <http://dsps.wi.gov>.

Q: I have a LPN license in another state. How do I apply for licensure in WI?

A: Please go to the Department website at <http://dsps.wi.gov>. Choose your profession, go to Application Forms. Under the section entitled "**Application Packet (Endorsement)**", print off **all** of the forms in this section. Some are informational and some will need to be filled out and sent to various places. **After** reviewing these forms if you have additional questions, please contact our office at <http://dsps.wi.gov>.

Q: I have a RN license in another state. How do I apply for licensure in WI?

A: Please go to the Department website at <http://dsps.wi.gov>. Choose your profession, go to Application Forms. Under the section entitled "**Application Packet (Endorsement)**", print off **all** of the forms in this section. Some are informational and some will need to be filled out and sent to various places. **After** reviewing these forms if you have additional questions, please contact our office at <http://dsps.wi.gov>.

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Q: Why haven't I received my temporary license and/or made eligible to test?

A: Please view the following to determine why there may be a delay in processing.

1. We are waiting for your statement of graduation to be received from your school.

If we receive your application at least 6 weeks prior to your graduation date as requested, your temporary permit should be issued **at least 15-20 business days after** our department receives your statement of graduation from your school.

If you have already registered and paid to take the NCLEX exam, you will also be made eligible at the same time your temporary permit is issued. The testing company will then send you scheduling information within a few days after we post to your application checklist that you have been made eligible. If you have not registered for NCLEX exam, please do so at this time. You can register online at <http://www.vue.com/nclex> or you can contact the testing company at 1-866-496-2539. *Please note, if it has been longer than 15 business days and you are still waiting for your temporary license, you may want to contact us at <http://dsps.wi.gov>.*

2. We are waiting for your statement of graduation and form #2433 to be filled out and signed by your supervising RN.

If we receive your application at least 6 weeks prior to your graduation date as requested, your temporary permit should be issued **at least 15-20 business days after** our department receives your statement of graduation from your school.

If you have already registered and paid to take the NCLEX exam, you will also be made eligible at the same time your temporary permit is issued. The testing company will then send you scheduling information within a few days after we post to your application checklist that you have been made eligible. If you have not registered for NCLEX exam, please do so at this time. You can register online at <http://www.vue.com/nclex> or you can contact the testing company at 1-866-496-2539. *Please note, if it has been longer than 15 business days and you are still waiting for your temporary license, you may want to contact us at <http://dsps.wi.gov>.*

3. We are waiting for statement of graduation from your school and your \$10.00 temp permit fee.

If we receive your application at least 6 weeks prior to your graduation date as requested, your temporary permit should be issued **at least 15-20 business days after** our department receives your statement of graduation from your school.

If you have already registered and paid to take the NCLEX exam, you will also be made eligible at the same time your temporary permit is issued. The testing company will then send you scheduling information within a few days after we post to your application checklist that you have been made eligible. If you have not registered for NCLEX exam, please do so at this time. You can register online at <http://www.vue.com/nclex> or you can contact the testing company at 1-866-496-2539. *Please note, if it has been longer than 15 business days and you are still waiting for your temporary license, you may want to contact us at <http://dsps.wi.gov>.*

Q: When will my temporary permit come in the mail?

A: Your paper permit will be mailed within 10-15 business days.

Q: Can I start working before my temporary permit comes in the mail?

A: Yes. As soon as your temporary permit number is issued, you may begin working. (You do not need your paper permit in hand in order to work.) Your temporary permit number should be on our website within one hour of issuance. Your employer may verify your temporary permit on our website, <http://dsps.wi.gov>.

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Q: Did you receive my statement of graduation from my school?

A: Please allow 15-20 business days for your application status to be updated. If it is not updated in that time frame, first contact your school to verify they sent your statement of graduation to WI DSPS.

Q: What do you mean when you ask what my primary state of residence is?

A: “Primary state of residence” is defined as the state of a person’s declared fixed permanent and principal home for legal purposes; domicile. Please email your answer to diane.smith@wisconsin.gov. Within 15-20 business days after you contacted us via email; our agency will either update your application or respond to you by email.

Q: Why can’t I schedule my NCLEX? Why haven’t I received info on when I can take my exam?

A: At the time we had recently reviewed your application, your name had not shown up on the Pearson Vue website as having yet registered or paid for NCLEX as we had requested you to do previously. So at this time, please register directly with Pearson Vue and pay \$200.00 fee to NCLEX. You can register online at <http://www.vue.com/nclex> or you can contact the testing company at 1-866-496-2539. **Approximately 2-3 days after you have registered and paid the \$200.00 fee, you must let the board of nursing know that you have paid by sending an email to diane.smith@wisconsin.gov. Within 15-20 business days after you have contacted us via email, our agency should make you eligible to test.**

Q: How do I schedule my NCLEX exam?

A: Before you can schedule your NCLEX, You must be made eligible to test by WI DSPS. (This means you must fill out an application for licensure with WI DSPS in addition to registering with PearsonVue.) After WI DSPS makes you eligible to test, the testing company should be sending you scheduling information within a few days (either through your email if you provided an email address to the testing company or through regular mail if you did not provide an email address). **Please make sure your ATT name and address matches your ID (i.e. name and address on your driver’s license). If it does not, please contact the board of nursing so we can make the corrections.** Please **email** the correction(s) to diane.smith@wisconsin.gov.

Q: When will I get the results of my NCLEX exam?

A: Once you have taken the NCLEX exam (and even if you receive “unofficial/express” results from the testing company), it could take up to **15-20 business days after** the date of your exam before your results are posted on our website.

Please do not contact our office for exam results or retake information prior to the 15-20 business days after you took exam as this will cause additional processing delays. Continue to check our website for a status update.

Q: Where do I send more money?

A: Please mail your check to, “DSPS, PO Box 8935, Madison, WI 53708.” You may make your check out to, “DSPS.”

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Q: Can I pay over the phone?

A: We cannot accept payment over the phone, however, you can fax in a credit card payment to 608-251-3036. Please include the following:

- Credit card type (i.e. visa, master, etc)
- Credit card number
- Expiration date
- Three digit security code on back of credit card
- Amount and what it's for
- Daytime phone number
- Signature of card holder

Q: My Wisconsin RN license has been expired for more than 5 years. How do I reinstate it?

A: Please go to the Department website at <http://dsps.wi.gov>. Choose your profession, go to Application Forms. Under the section entitled **“Application Packet (Re-Registration)”**, print off **all** of the forms in this section. Some are informational and some need to be filled out and sent to various places. **After** reviewing these forms if you have additional questions, please contact our office at <http://dsps.wi.gov>.

If you have not had hands on nursing experience within 2 of the last 5 years, you will be required to take refresher courses to reinstate your WI license. After your application is received and approved we will issue a limited license so you are able to complete the refresher courses

Q: My Wisconsin LPN license has been expired for more than 5 years. How do I reinstate it?

A: Please go to the Department website at <http://dsps.wi.gov>. Choose your profession, go to Application Forms. Under the section entitled **“Application Packet (Re-Registration)”**, print off **all** of the forms in this section. Some are informational and some will need to be filled out and sent to various places. **After** reviewing these forms if you have additional questions, please contact our office at <http://dsps.wi.gov>.

If you have not had hands on nursing experience within 2 of the last 5 years, you will be required to take refresher courses to reinstate your WI license. After your application is received and approved we will issue a limited license so you are able to complete the refresher courses

Q: Page 2 of the Application does not apply to me. I'm a new graduate. I don't have any professional or nonprofessional activities. Do I need to mail it in anyway?

A: **Yes**, Page 2 of the Wisconsin licensure application (available on <http://dsps.wi.gov>) needs to be completed and submitted even if it does not apply to your situation. You need to indicate “n/a” on this page and return it to DSPPS.

Q: Do I need to have my school send you my transcripts?

A: No. We do not accept transcripts. Please send form 259 (available at <http://dsps.wi.gov>) to your school. The school must complete form 259 and mail it directly to us. The school must check the box on form 259 to indicate if the school was **state board approved/accredited at the time you graduated.** We do not accept any online degree verifications.

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ENDORSEMENT APPLICANTS:

Q: How do I verify my licensure in another state(s) to Wisconsin?

A: For states that participate in the NURSYS verification system (see NURSYS.org), you need to register with NURSYS.com, (pay their fee, and designate the state of Wisconsin to obtain verifications) so we can verify the license(s) online thru that agency.

For the states that do not participate in NURSYS, you need to send our form 741 to each of those states.

Q: Have you received my license verifications from the other state(s) I'm licensed in?

A: Within 15-20 business days after receiving the verification, your application status should be updated. It will indicate if we have received the verification(s). If it is not updated, please check with that state to see where they are in sending WI the verification

Q: When will my permanent license come in the mail?

A: Your permanent license will be mailed within 10-15 business days.

Q: Do you need a copy of my license from my current state?

A: Only if you are seeking a temporary permit, do you need to provide a photocopy of a current nursing license. This may be faxed to 608-261-7083.

Q: Can I start working before my permanent license comes in the mail?

A: Yes. As soon as your permanent license number is issued, you may begin working. (You do not need your paper license in hand in order to work.) Your license number should be on our website within one hour of issuance. Your employer may verify your license number on our website, <http://dsps.wi.gov>.

Q: I am an LPN. How long is my license good for? I thought it was good for two years? When does it expire?

A: All LPNs expire on April 30th of odd numbered years. As long as we have your current address on file, you will receive a renewal notice. Wisconsin does not require CE's for LPN renewal.

Q: I am an RN. How long is my license good for? I thought it was good for two years? When does it expire?

A: All RNs expire on the last day of February in even numbered years. As long as we have your current address on file, you will receive a renewal notice. Wisconsin does not require CE's for RNN renewal

Q: I am an APNP. How long is my license good for? I thought it was good for two years? When does it expire?

A: All APNPs expire on September 30th of even numbered years. As long as we have your current address on file, you will receive a renewal notice.

Q: Have you received my application yet?

A: If we cashed your check, then yes, we have received your application. Standard application review may take **at least 15-20 business days (3 to 4 weeks)** from the date we received it (this is the date your check was cashed in our agency). Please continue to monitor your status on our website at <http://dsps.wi.gov> under "application status".

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Q: I am an LPN trained in a foreign school. What extra information do I need to supply?

A: In addition to the initial licensure application, we require your English proficiency--TOEFL (Test of English as a Foreign Language) scores in order to complete the application process and/or be made eligible for NCLEX. Please, contact the Commission on Graduates of Foreign Nursing Schools (CGFNS) at 3600 Market St., Suite 400, Philadelphia, PA 19104-2651 to acquire the Credential Evaluation Service (CES) report. You must choose the CES report for the HealthCare Profession and Science Course-by-Course. When obtaining the CES report, you should designate the Wisconsin Board of Nursing as a recipient of the report. **Once this report is complete, please NOTIFY the board of nursing via email to diane.smith@wisconsin.gov.** Within 15-20 business days after receiving your email answer, your application status will be updated.

Q: I am an RN trained in a foreign school. What extra information do I need to supply?

A: In addition to the initial licensure application, you must complete the CGFNS Certification program and request to have your CGFNS Certificate directly sent to our Department.

Q: I have current compact state nursing license. Can I work in WI with that compact state license?

A: If the nurse's primary/legal state of residence is Iowa and the nursing license is a "multi-state" or "compact state" license, yes he/she can work in any other compact state (including Wisconsin) indefinitely. In this case, the nurse's information will not be on Wisconsin's website, but should be on the website of his/her primary/legal compact state of residence.

However, if the nurse changes his/her primary/legal state of residence, then that Iowa license will only be good for up to 30 days after he/she changes his/her primary/legal state of residence. Then he/she will need apply for and obtain licensure in Wisconsin.

Q: I renewed my license online. Where is my license? When will it come in the mail?

A: We no longer mail paper copies of your license when you renew. Instead, you may print your credential at <http://dsps.wi.gov>, choose "print e-credential." Enter your credential/license number and PIN. Please allow at least an hour after you renew for your license to update and reflect the new expiration date.