



## WI: DSPS License External User FAQs

Questions	Answers
<b>Getting Started</b>	
How do I access the License system?	Visit <a href="https://license.wi.gov">License.wi.gov</a> .
What are the browsers that are compatible with Salesforce?	Google Chrome is the preferred browser. Alternatively, users can also use Safari, Firefox, or the most recent version of Microsoft Edge. It is also recommended that you turn off popup blockers during your renewal process, as they may prevent you from making a payment.
Can I use my smart phone or tablet to log into License?	Yes, you can access your account on your mobile phone or tablet, but you may not be able to access all the features on the smaller screen. We recommend accessing your account or renewing your license on a computer with a larger screen so you can view the entire webpage more clearly.
How can I determine if I already have an account in License?	<p>If you currently hold an active, non-business health license with DSPS, you already have an account.</p> <p>If you have an account and did not previously receive an email with a username, please use your email address with .dps at the end as your username. For example, <a href="mailto:Jane.Doe@gmail.com.dps">Jane.Doe@gmail.com.dps</a></p> <p>If you do not know your username, please email <a href="mailto:DSPSRenewal@wisconsin.gov">DSPSRenewal@wisconsin.gov</a>.</p> <p>If you do not currently hold an active, non-business health license with DSPS, you will need to register, login, and create an account.</p>
How do I register, login, and access License?	Visit <a href="https://license.wi.gov">License.wi.gov</a> and click 'Register for an



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	<p>Account’.</p> <p>You will be required to enter your personal information in the fields provided. Note, the fields marked with a red asterisk, such as address and phone number, are required.</p> <p>After inputting your personal information, click the ‘Register’ button. You will be logged into the system automatically, and you can now apply for a new license, check your application status, and view current licenses.</p>
<p>What are the password requirements?</p>	<p>Your password should adhere to the following conditions:</p> <ul style="list-style-type: none"> <li>- Minimum of 8 characters in length</li> <li>- Must include at least one number</li> <li>- Must include at least one letter</li> <li>- Must include at least one special character</li> <li>- No requirements for uppercase or lowercase</li> </ul>
<p>What if I do not remember my password?</p>	<p>Visit <a href="https://licensE.wi.gov">licensE.wi.gov</a> and click on ‘Forgot Password’.</p> <p>Enter your Username and click on ‘Reset Password’. You will receive an email. Click on the link contained in the email to reset your password.</p> <p>If you have an account and did not previously receive an email with a username, please use your email address with .dps at the end as your username. For example, <a href="mailto:Jane.Doe@gmail.com.dps">Jane.Doe@gmail.com.dps</a></p>
<p>I have been locked out of my account. How can I login?</p>	<p>To unlock and access your account, you will need to wait 30 minutes for the system to unlock your account.</p>
<p>If I already have a license with DSPS, do I have a</p>	<p>Yes. If you have an active, non-business health</p>



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<p>License account already?</p>	<p>license with DSPS, you have a License account. Eventually all active licenses, including business licenses, will be moved into License.</p>
<p>There are multiple accounts using my Social Security Number. Can this be resolved?</p>	<p>You will need to contact the Wisconsin Department of Safety and Professional Services at:          Email address: <a href="mailto:DSPS@wi.gov">DSPS@wi.gov</a>          Phone: 608-266-2112</p>
<p>I don't have an SSN and the form that's needed cannot be submitted electronically. How can I send it to you? What information should I include to make sure it is attached to my application in License?</p>	<p>You will need to contact the Wisconsin Department of Safety and Professional Services at:          Email address: <a href="mailto:DSPS@wi.gov">DSPS@wi.gov</a>          Phone: 608-266-2112</p>
<p>An account already exists with my email. How can I login?</p>	<p>Visit <a href="http://License.wi.gov">License.wi.gov</a> and click on 'Forgot Password'.           Enter your Username and click on 'Reset Password'. You will receive an email. Click on the link contained in the email to reset your password.           If you have an account and did not previously receive an email with a username, please use your email address with .dps at the end as your username.          For example, <a href="mailto:Jane.Doe@gmail.com.dps">Jane.Doe@gmail.com.dps</a></p>
<p>How can I update my email address in License?</p>	<p>To update your email address, you will need to contact License support at:          Email Address: <a href="mailto:DSPS@wi.gov">DSPS@wi.gov</a>          Phone: 608-266-2112.</p>
<p>My email account has been compromised and I don't remember my password for License. How can I log in?</p>	<p>To access your account, you will need to contact License support at:          Email Address: <a href="mailto:DSPS@wi.gov">DSPS@wi.gov</a>          Phone: 608-266-2112</p>
<p>I made a mistake setting up my account. How can I reset it/erase it and start over?</p>	<p>Currently, name changes or mailing address changes can be made by requesting an</p>



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	<p>amendment from the main menu after logging into the <a href="#">LicenseE portal</a>.</p> <p>All other changes can be made by contacting the Wisconsin Department of Safety and Professional Services at:</p> <p>Email Address: <a href="mailto:DPCS@wi.gov">DPCS@wi.gov</a></p> <p>Phone: 608-266-2112</p>
How can I change my LicenseE account information?	<p>Currently, only name changes or mailing address changes can be made by requesting an amendment from the main menu after logging into the <a href="#">LicenseE portal</a>.</p> <p>All other changes can be made by contacting the Wisconsin Department of Safety and Professional Services at:</p> <p>Email Address: <a href="mailto:DPCS@wi.gov">DPCS@wi.gov</a></p> <p>Phone: 608-266-2112</p>
I can't remember the email I used to register for LicenseE. How do I locate this information?	<p>You will need to contact the Wisconsin Department of Safety and Professional Services at:</p> <p>Email Address: <a href="mailto:DPCS@wi.gov">DPCS@wi.gov</a></p> <p>Phone: 608-266-2112</p>
I want to create a new account in LicenseE. Can I migrate my data to the new account?	No.
Should I share my login information with my school/employer/credentialing department or other third party?	No.
English is not my first language. How can I use LicenseE in Spanish/French/Hmong? Is there a translation service?	Translation services are not available.



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Submitting an Application	
How much is my application fee?	Application fee amount depends on the type of license for which one is applying. The total fee amount will be automatically calculated at the end of the application.
What does the "PAR" prefix on my application mean?	The "PAR" acronym stands for "Preliminary Application Reference". This indicates that your application inputs have been stored by the system.
Will I be notified when my application is complete?	The status of your application will be updated, and you will receive a confirmation email.
Can my application be printed?	You may download and/or print your application from your confirmation email.
Can I submit a paper application?	No.
Can I request accommodation for an exam through LicenseE?	This may vary based on exam type. If LicenseE does not provide specific instructions, you will need to contact the Wisconsin Department of Safety and Professional Services at: Email Address: <a href="mailto:DSPS@wi.gov">DSPS@wi.gov</a> Phone: 608-266-2112
Can I see my exam score in LicenseE?	No.
Can I determine if the Wisconsin Department of Safety and Professional Services has received my exam results?	No. However once the Wisconsin Department of Safety and Professional Services has processed and updated your scores, your due diligence checklist will be updated.
How do I upload supporting documents for an application?	You will be prompted to upload any required documents within the Supporting Documents section of the application.



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What file type should reporting documents be formatted in?	The appropriate file type is indicated within the Supporting Documents section of the application.
Can the supporting documents for the 2253 and 2254 forms be uploaded once an application has been entered?	Prior to the approval of an application, any required documents can be uploaded.
The first attempt of my document upload failed. Can I still upload my document?	Be sure the document is in the required format (file type). Prior to the approval of an application, any required documents can be uploaded.
Can a third-party upload documents to my application?	Yes, there is a third-party upload section. The party will need your application number.
I have submitted all required documents, but LicenseE indicates they have not been uploaded.	You will need to submit a <a href="#">Technical Support</a> ticket.
How do I know if all document requirements have been met?	Locate the application for which you've applied in LicenseE by clicking on 'My Applications'. Locate the application, click the three 'dots' next to the application, and review the Due Diligence summary to determine if all requirements have been met.
Once all requirements have been met, how long does it take to process and approve my license?	The processing and approval timeline will vary based on the application type and peak application submission timeframes. Your status will be continuously updated with changes, refer to your status.
I have submitted a license application and all required documents to the Wisconsin Department of Safety and Professional Services prior to LicenseE. Do I need to reapply and resubmit?	Not unless the Wisconsin Department of Safety and Professional Services reaches out to you directly. However, you will need to register and create an account in LicenseE for future applications and renewals.



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Miscellaneous	
<p>I am not comfortable using technology or computers and/or I do not want to use LicenseE to apply for a license. Can someone help me or is there another way to apply?</p>	<p>LicenseE is the only option to apply for a license. If you require assistance, please refer to the supporting resources provided on LicenseE or contact the Wisconsin Department of Safety and Professional Services at: Email Address: <a href="mailto:DSPS@wi.gov">DSPS@wi.gov</a> Phone: 608-266-2112</p>
<p>I'm blind/deaf/have another disability which makes using computers difficult. What other options do I have?</p>	<p>LicenseE meets all American with Disabilities Act (ADA) requirements.</p>
<p>I have a question about continuing education that is taken prior to 2020. What do I enter?</p>	<p>You do not need to enter the courses you completed for 2019-20. There should be somewhere to attest to completing the hours for those years. However, we believe there currently is not a place to attest to the completion of your hours. Our tech team is working to correct that.</p> <p>You can enter your 40 hours (or more) for 2022 and continue to renew your license. There will not be any penalty for skipping the 2020 CE courses on the application as this is an internal problem. Note: you do not need to enter the CE codes, but your CE hours MUST BE completed to renew. Please keep records of your 2020 CE hours in case of future review.</p> <p>If you have further questions about CE or your license, please contact the credentialing team directly at <a href="mailto:DSPSRenewal@wisconsin.gov">DSPSRenewal@wisconsin.gov</a>.</p>