

# Wisconsin Department of Safety and Professional Services

## Division of Professional Credential Processing

### Trades LicensE Information

- **Questions or Issues – Submit a Support Ticket**

- **Why submit a support ticket?**
  - They are the best way to reach our team and to help you get your issue resolved.
  - They help us to identify potential trends in issues applicants are seeing so we can work to resolve and make the process better for all users.
- **How to submit a support ticket**
  - Visit [LicensE](#) > log into your account > click on “Request Support.”
    - Logging into your account prior to submitting the ticket ties the support ticket case to your LicensE account.
  - Support tickets can still be submitted without an account, however, the best course is to log into an account prior to submitting, if able.
- **What to put in the support ticket**
  - Ensure you are using the “category” and “I need assistance with” drop-downs and pick the categories that best meet your situation.
  - License Type (Profession)
    - Your profession
  - Subject
    - Please be concise, helpful, and summarize your issue appropriately for a subject line.
    - Example – “Initial application – Can’t upload documents.”
  - Description
    - This is where you can provide a detailed summary of the issue that you are having.
    - Include any license or application numbers. Include specific details. For example, if you are running into an issue with your application, please include where in the application process you are having the issue, what you are trying to do when the issue comes up, and what happens.
    - Please see the “Specific Support Ticket Scenarios” section directly below to determine if your ticket requires additional information.
- **Specific Support Ticket Scenarios** – Only fields requiring specific information will be identified for the scenarios below. Not providing the specific information may result in a delay in processing.
  - **Updating the email on your account**
    - Subject = Trades Email Update
      - Failure to put this in the subject line may result in a delay.
    - Email = The email you want associated with your account.
      - Please ensure you are choosing an email that you will have access to indefinitely.
    - Description = Please put the below information.
      - Customer ID or current license number
      - Date of Birth
      - Last 4 digits of SSN
  - **License Lookup related issue**
    - This is for any issues regarding the LicensE “[License Lookup](#)” tool.
    - Subject = License Lookup Concern
      - Failure to put this in the subject line may result in a delay.
    - Customer Name = Name as it appears on license.
    - Description = Please put the below information.
      - Customer ID or current license number
      - Description of issue you are having.

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- **What is in LicensE?**
  - New, Renewal, and Reinstatement applications
    - All new, renewal and reinstatement applications should be submitted through [LicensE](#).
  - Credentials issued from applications submitted in LicensE.
  - Migrated Credentials
    - Credentials that were in active, or late renewal status were migrated.
  - If you do not see your credential in LicensE, but expected to, please submit a support ticket.
- **New Credential Format**
  - As part of the transition to LicensE, we had to standardize credential number formats. That means that many credential holders now have letters added to the end of the credential numbers.
  - Please view [LicensE Number for Trades Credentials](#) for more information
  - Please note, especially for those coming from eSLA, customer IDs are no longer numbers that will be utilized for items in LicensE. Your credential number will be required for most things, including continuing education.
- **Data Migration**
  - The main data migration of credentials from the legacy systems, including eSLA, occurred at the end of February and early March.
  - Incremental migrations occurred in April for credentials finalized in our legacy systems since the original migration.
  - At the time of data migration, a [LicensE](#) account should be created. Accounts are typically set up using the email address currently on file. If you need to change the email associated with your account, please follow the support ticket instructions for updating the email on your account noted above.
  - Incremental migrations will be occurring for individuals that have a pending application in a legacy system. If your application is finalized in a legacy system, your credential will not appear in LicensE until the incremental migration has occurred.
- **Submitting an Initial and Reinstatement Application**
  - An account will need to be created to submit an application.
    - When creating an account, it is best to use a personal email address, or an email address that you will have access to indefinitely.
  - Registering as an individual is required for credentials granted to individuals.
  - Registering as an organization is required for business credentials.
  - A separate email will typically be required to create an individual and organization account.
  - If you are logged in, and attempting to apply for a license, and it is not in the drop down, it may mean you are logged into the wrong account.
  - Example – Dwelling Contractor would require organization account. Dwelling Contractor Qualifer would require individual account.
- **Renewals**
  - Renewals are now live in [LicensE](#)
  - If you have a credential that would have been migrated, and you have not logged into LicensE, please click “[Forgot/Change Password?](#)” on the LicensE home page.
  - Log into your LicensE account.
    - Please note – at this time organizations and individuals have separate accounts. You will need to log into each account separately to renew. For example, DC and DCQ would have separate LicensE accounts.
  - Navigate to “Renew My License”
  - Click on “Renew” in the action column.
  - Complete the application for renewal.
  - **For credentials that require continuing education (CE), you will not be able to proceed with a renewal application until the CE has been entered by the course provider into LicensE. If your CE is not accurate, please contact your course provider.**

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- **Reinstatement**
  - All reinstatements should be submitted through the LicensE portal.
- **Exams**
  - Once an application has been submitted, and the team has deemed you eligible to test, you will receive an update to your due diligence that includes instructions for scheduling an exam.
  - All scheduling for LicensE applications will occur through the system.
  - The system will show all available exams.
  - *Coming Soon*
    - We will be adding an additional option for testing through Pearson Vue
    - Plumbing and electrical examinations will be first.
    - These exams will only be available at Pearson Vue-owned testing centers at this time.
      - Eau Claire, Madison, Brookfield, Kenosha, Ashwaubenon, Milwaukee
- **Brief Overview of the Application Process**
  - Once you have submitted an application, it will enter a queue monitored by the DPCP staff. Your application will be reassigned to a staff member. Once the application is reassigned the status will update from "Submitted" to "Credentialing Team Review". After the application has been reviewed, the status will be updated. It may be updated to "permanent license issued", "pending applicant input", or "pending exam" to name a few examples. The status of your application can be seen by logging into your LicensE account and clicking on "check application status". Please note, if you are requested to upload additional documentation, your application status should automatically change back to "credentialing team review" once you have submitted the additional documentation via the LicensE portal.
- **Uploading Documents**
  - All documentation needs to be submitted through the LicensE portal. During the application process, there will be a spot for supporting documentation. Please note, there may be instances in which a document listed on the supporting documents page is not required for your application. You can simply skip that document upload.
  - To upload additional documentation requested
    - Log into your [LicensE](#) account > click on check application status > click on the three 'dots' for the applicable application > click upload documents.
  - Uploading additional documentation should update your application status back to "credentialing team review".
- **Communications Regarding Missing Items**
  - All applications will have "Due Diligence". This is where the credentialing team will make notes if items are missing. The application status will be updated to "Pending Applicant Input", and you will receive an email notification notifying you to review the due diligence. You would need to log into your LicensE account, click on check application status, click on the three 'dots' next to the application, and click due diligence.
  - Please note that if additional information is requested, and it is not received within 90 days, your application will be marked abandoned, and you will need to submit a new application and repay all fees if you still want to obtain the credential.
- **Continuing Education**
  - Course providers are to add continuing education through the [provider login](#) portal at LicensE.
  - All continuing education must be entered using the credential number at this time. Customer ID will no longer work.

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- **Public and Continuing Education Look Up**

- [License lookup](#) is now available for LicensE.
- The license lookup is for credentials and continuing education in our LicensE system.
- To find a license and/or CE
  - Click the appropriate search (individual or organization).
  - Fill out the required information.
    - Ensure the format of the credential is entered correctly if searching.
- From the search results, click the name for the applicable credential.
- Click “CE Information” to find applicable CE hours entered into LicensE.
  - Please note – the lookup does not include specific course titles, only names. Course titles will be seen on the renewal application when an applicant gets to the CE portion.

- **Helpful Resources**

- [LicensE Applicant User Guide](#) – Please note that this is a general guide and is not specific to trades. There may be some items that aren’t applicable.
- [LicensE Application Status Lookup](#) - Provides an easier way to view the current application status. To access the Application Status Lookup tool, you will need the applicant's 10-digit PAR number. An applicant may provide the number to anyone who could support their application.
- LicensE [License Lookup](#) – Search credential holders and see continuing education completed.

\*This form will be updated on an as-needed basis. Please continue to monitor this form for updates related to the launch of LicensE, Trades LicensE Information ([Form 3198](#)),  
<https://dsps.wi.gov/Credentialing/Trades/fm3198.pdf>.