



WI: DSPS License External User FAQs

| Questions | Answers |
|--|---|
| Getting Started | |
| How do I access the License system? | Visit 'License.WI.gov '. |
| 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. |
| How do I register, login, and access License? | <p>Visit 'License.WI.gov ' and click 'Register for an 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. will be logged into the system automatically, and can now apply for a new license, check your application status, and view current licenses.</p> |
| How can I determine if I already have an account in License? | <p>Visit 'License.WI.gov '.</p> <p>Try creating an account with your email address. If you see an error: "The email address already exists in our system. Please use your existing credentials to access your account", this means that you already have an account in License.</p> |
| What are the password requirements? | Your password should adhere to the following conditions: |



WI: DSPS License External User FAQs

| | |
|---|---|
| | <p>Minimum of 8 character length</p> <p>Must include at least one number</p> <p>Must include at least one letter</p> <p>Special characters</p> <p>No requirements for uppercase or lowercase</p> |
| What if I do not remember my password? | <p>Visit 'LicenseE.WI.gov ' 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> |
| I have been locked out of my account. How can I login? | <p>To unlock and access your account, you will need to contact LicenseE support at:</p> <p>Email Address: DSPS@wi.gov</p> <p>Phone: 608-266-2112</p> |
| If I already have a license with DSPS, do I have a LicenseE account already? | <p>No. You will need to register.</p> |
| There are multiple accounts using my Social Security Number. Can this be resolved? | <p>You will need to contact MTX Support services at:</p> <p>Email Address: wi-licensEsupport@mtxb2b.com</p> <p>Phone: 833 -760-0266</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 LicenseE? | <p>You will need to contact the Wisconsin Department of Safety and Professional Services at:</p> <p>Email Address: DSPS@wi.gov</p> <p>Phone: 608-266-2112</p> |
| An account already exists with my email. How can I login? | <p>Visit 'LicenseE.WI.gov ' 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> |
| How can I update my email address in LicenseE? | <p>To update your email address, you will need to</p> |



WI: DSPS License External User FAQs

| | |
|--|---|
| | update your user profile in the License portal |
| My email account has been compromised or locked and I don't remember my password for License. How can I log in? | To unlock and access your account, you will need to contact License support at: Email Address: DSPS@wi.gov Phone: 608-266-2112 |
| I made a mistake setting up my account. How can I reset it/erase it and start over? | Corrections can be made by contacting the Wisconsin Department of Safety and Professional Services. |
| I can't remember the email I used to register for License. How do I locate this information? | You will need to contact the Wisconsin Department of Safety and Professional Services at: Email Address: DSPS@wi.gov Phone: 608-266-2112 |
| I want to create a new account in License. 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. |
| How can I change my License account information? | To update your account information, you will need to contact the Wisconsin Department of Safety and Professional Services. |
| English is not my first language. How can I use License in Spanish/French/Hmong? Is there a translation service? | Translation services are not available. |

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. |
|---------------------------------|---|



WI: DSPS License External User FAQs

| | |
|---|---|
| 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: DSPS@wi.gov 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. |
| 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. |
| 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. |



WI: DSPS License External User FAQs

| | |
|---|--|
| 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 Service Desk 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. |

Miscellaneous

| | |
|---|--|
| When renewing a license within LicenseE, will my old license number be valid or will I be issued a new license number? | Your license number will remain the same |
| 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? | 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: DSPS@wi.gov Phone: 608-266-2112 |
| I'm blind/deaf/have another disability which | LicenseE meets all American with Disabilities Act |



WI: DSPS License External User FAQs

| | |
|---|----------------------------|
| <p>makes using computers difficult. What other options do I have?</p> | <p>(ADA) requirements.</p> |
|---|----------------------------|