

OSBELTCA License Renewal FAQs (Frequently Asked Questions)

License renewals for 2023 (done in late 2022...) actually went relatively smoothly as it was our 2nd time to renew in this new "Thentia" system. Yet, we learned a few things along the way.

What's this "Network error" message and how do I get around it?

Let's start with what was probably the most common issue that came up this year... people were telling us they were getting a "**Network Error**" message and couldn't advance in the system to renew once they got that error. This one is probably worth spending time on because it's not going to go away...and it's not an error in the system on our side... someone asked if we were going to fix this (we being Thentia I suppose...we're not that technical ourselves...), so we did ask Thentia about it. The "fix" that worked for almost everyone this year was to change browsers... though it really wasn't a "fix" but a "work-around." If using Chrome, they went to Firefox (or vice versa). It worked but **we suspect it won't work next year**... and here's why. Because the reason it wasn't working in the first place is that the browser itself (your browser on your computer) had not been updated. That's on your side. *We cannot update your browsers for you*. People who were comfortable in Chrome went to Firefox and frequently had to download it (and got the latest updates) and so it worked. Vice versa, too, those who went from Firefox to Chrome also got the most current version. If you or your IT folks are not updating those browsers, it apparently causes some issues with the software and it "belches" (for lack of a technical term). So, in the future, if you used one and went to the other, the other one probably won't have been updated either and you might likely be even more upset that you cannot renew... **the REAL solution is to always keep your browsers current!**

Some people did NOT get the Network Error message but the system came to a point and locked them down as well... it WAS actually the same error but didn't give the message and the fix was ALSO to switch browsers (and for the same reasons). When you're dealing with software like this, the REAL FIX is on you though and that it is to **KEEP YOUR BROWSER(S) CURRENT**. Blame the system if you like but it's actually your browser that needs to be updated when these problems arise.

Forgot my password...what do I do?

Next, and relatively common, is the issue of forgetting your password... well, there is the "**Forgot Password**" function available to you right there on the login screen. Click that button, enter your login email and the system should send you a new TEMPORARY password. *Please note that this temporary password is in fact VERY temporary* and you should do this pretty soon because it will expire and you may try to come back later and find that this password it issued you doesn't work and you'll be scratching your head about why it didn't work... it expired. So, if you're doing this, do it when you're ready to finish it which includes **resetting your password**

because we can guarantee you very likely will not remember the gobbledygook password they issue you (and it expires)... it will also ask you to reset your Security Questions and it's important that you remember those verbatim, spelled correctly (or at least consistently) and keep in mind that the answers are *case sensitive, too*. Be very deliberate when you answer these questions and remember your answers!

If you used this "Forgot Password" function and **did not get an email**... chances are pretty good that you are using the wrong email OR you're already locked out of the system because you tried to login too many times and the system said "enough already," and is actually protecting your account from being hacked. If you think you may be locked out, give us a call during business hours and we'll look and reset you AND we can also look and verify your login email address. There is a [video on our website](#), too, that talks you through changing your email address and your login email... **those ARE (or can be) two different things** and if you changed one, it did not change the other. You have to change them both. One is accessed through the "Personal Information" when you login and the other is through the "Account Information." Your "email" address in personal information is where we send correspondence and its where the system sends things like receipts and notices generated by the system....it's personal, like your address and your phone number. Your "login email" address is associated with your account information and *could be* different from your personal email address but most people probably want them to be the same... but if/when it changes, you must change it in both places.

I cannot remember where to input my CEUs?

People ask us about **inputting their CEUs**...it simply is not required. Most CEUs are NAB (NCERS) approved and therefore they will be in the NAB CE Registry already. The only CEUs that won't be there would be something that OSBELTCA approved (such as a Health Department program perhaps...) in which case you CAN manually upload them into the NAB CE Registry, but if you don't and you're selected for the random audit, then we would ask you for what's missing at that time and you could send us a copy of your certificate(s) at that time – but we can access the NAB CE Registry and see what you have done there.

While renewing, there IS a question about your CEUs... it basically asks you if you have (or will have) completed your CEUs by the end of the year. If you answer NO (*wrong answer*) your renewal will not be approved. If you haven't done them, you can still do them before the end of the year... you can renew as early as November 1 usually and the window closes (tight as a jug) at midnight on December 31st each year.

How about a 30-day grace period for renewals?

Basically, there's no such thing in our rules/statutes that allows this. It's pretty prescriptive what the Board does to "vacate" licenses and what YOU should do to renew... AND, it is VERY CLEAR in the rules that renewing your license is your responsibility. All these reminders we send you... that's out of courtesy on our part... trying to help you! We cannot renew for you. So, if you want a 30-day grace period... create it for yourself by telling yourself that your license

expires on December 1st (renew by then – you can renew the entire month of NOVEMBER). But don't expect the Board won't be following the laws prescribed. They will comply with the law.

When is the license renewal window?

We just answered that above but we typically open the system for renewals on November 1st and they must be completed by December 31st at midnight or your license is "lapsed" and that triggers several different processes.

What if I don't renew? Can I get my license back later?

Each case is viewed individually (case-by-case basis) against the rules established. We do counsel people sitting on the fence to keep the license (renew it) because we've seen a LOT of people who THOUGHT they were going to retire or do something else and the next thing you know, they're right back in long term care... and at a minimum, you'll have to apply and pass the State Standards Exam to get the license back (depending on how long you were out of long term care, there could be more requirements as well). It's a lot easier (and less expensive and less painful) to renew it (and keep up the CE requirement). If you don't intend to renew, that's one thing; but if you screwed up and forgot, you can go renew (with the Board's approval) if you do it **before the first Board meeting of the year** (usually the last Wednesday of January). But, if you don't discover your mistake by then (and we will have attempted to have notified you via email...we cannot make people read their emails...), the Board will have "vacated" your license and you're likely in a boat to be retrained and to also probably take/pass the state standards exam to get a "new" license. **Best advice known:** *Renew on time and don't let any of this happen to you!* And THAT is why we try so hard to remind you as much as we can... If you don't have some sort of "reminder" set in your online calendar, YOU SHOULD!