

Frequently Asked Questions for the Department's eLicensing System

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APPLICATION/RENEWAL QUESTIONS:

- [Should I still mail in a paper application if I renewed online?](#)

NO. If you successfully renewed online there is no reason to also mail in an application.

- [I do not have a scanner to upload documents. Can I still apply online?](#)

YES. You will have the option of mailing in the required documents. However, it is encouraged that you upload the document. Uploading the documents will expedite the application process, where mailing in the documents will delay the processing time.

- [How do I apply online?](#)

If you currently, or have ever, held a license or registration with the Department, you should not register for a new account. If you do not know your User ID and password, you must contact our customer services number at (401) 462-9559. You will be required to provide information to establish your identity and your User ID will be sent to your email address. If you attempt to create a new account, your current accounts will not be able associated with this new account and you will not be able access any of your renewals or any license information.

If you do not now, nor have you ever, held a license or registration with the Department, you must set up a new account. Go to the [eLicensing website](#) and click the hyperlink "Register." Follow the prompts.

Once you are logged in, under "Activities," click on the hyperlink "Create/Continue an Application." Select the application from the list and follow the prompts.

- [How do I renew my license online?](#)

You must logon using your User ID and Password. If you cannot remember your User ID and password, you must contact our customer services number at (401) 462-9559. You will be required to provide information to establish your identity and your User ID will be sent to your email address. If you attempt to create a new account, your current accounts will not be able associated with this new account and you will not be able access your renewals or any license information.

Once you are logged in, under “Activities,” click on the hyperlink “Create/Continue a Renewal.” Select the application from the list and follow the prompts.

If you do not see your renewal, you must contact our customer services number at (401) 462-9559.

- [Can I add documents or make changes to my application after I submit the application online or through the mail?](#)

NO. Once you submit an application, you must submit all supporting documents or changes to the application through the mail. However, you may change your contact information at any time by logging in and clicking on the hyperlink “My Account” or “Change Address”

- [I do not have all the documents I need, can I save the application and upload them at a later date?](#)

YES. You can close and save the application any time before you submit/add it to the invoice. You have 30 days to return to the application and complete it.

- [What types of documents can I upload?](#)

File types that are accepted:

Bitmap picture documents (bmp), JPEG picture documents (jpg), PDF documents (pdf),

MS Word 1993-2010 documents (doc, docx), Rich Text Format documents (rtf),
Text documents (txt), Word Pad documents (wpd),

MS Excel 1993-2010 spreadsheets (xls, xlxs).

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STATUS OF LICENSE/LICENSEE QUESTIONS:

- [How do I check the status of an application?](#)

Go to the [eLicensing website](#) and login. Under “Activities”, click on “License Status”. If the application is deficient or missing information, the description of the missing items will be displayed in the main screen. The information will display regardless of whether you applied online or submitted a paper application.

- [How do I check the status of a licensee?](#)

Go to the [eLicensing website](#). You do not need to logon to access the status of a licensee. Under “License Lookup & Download,” click “Lookup a License.” You can conduct a search using at least one or more of the fields. Click the “Search” Button. Once you locate the licensee in the list, click the hyperlink “Details” to see the status.

- [Can I get a list of licensees and their statuses?](#)

Go to the [eLicensing website](#). You do not need to logon to access a list of licensee. Under “License Lookup & Download,” click “Generate a Roster.” Select the Board or Boards you would like a list of. Click the “Continue” Button. Choose the format you want to download, excel is highly recommended. You might need to expand the columns.

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LOGGING IN AND REGISTERING QUESTIONS:

- [Should I register as an individual or business?](#)

This depends on the type of license you are applying for. See the below for a list of license types.

Business

- All Auto Body
- All Mobile and Manufactured
- Real Estate Appraisers CE Courses

Individual

- All Auctioneers
- Certified General Real Estate Appraisers
- Certified Residential Real Estate Appraisers
- Licensed Residential Real Estate Appraisers
- Real Estate Appraisers Trainee
- Real Estate Appraisers Practice Permit

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USER ID AND PASSWORD QUESTIONS:

- [What should I do if my User ID and password that I received in the mail does not work?](#)

You should try the User ID and password a couple of times to ensure it does not work. If they still do not work, you should contact our customer services number at (401) 462-9559. You will be required to provide information to establish your identity. Upon satisfaction of your identity, your User ID and password will be provided to you.

- [I forgot my User ID or password](#)

Go to the eLicensing website and click the hyperlink "Login"

Forgot User ID: Click the hyperlink "Forgot User ID". You will be prompted to enter your email address.

You will then need to answer two (2) of your security questions correctly. An email with your User ID will be sent to you.

- If you have not set up your security questions, you must contact our customer services number at (401) 462-9559. You will be required to provide information to establish your identity and your User ID will be sent to your email address.
- If you do not have an email address on file, you must contact our customer service number at (401) 462-9559. You will be required to provide information to establish your identity and your User ID will be sent to your email address.

Forgot Password: Click on the hyperlink "Forgot Password". You will be prompted to enter your User ID. You will then need to answer two (2) of your security questions correctly. You must then enter a new password and confirm the password. An email with your new password will be sent to your email on file.

- If you have not set up your security questions, you must contact our customer services number at (401) 462-9559. You will be required to provide information to establish your identity and your password will be sent to your email address.
- If the system was not able to locate your User ID, please make sure the spelling was correct. If the system still cannot locate your User ID, you must contact our customer service number at (401) 462-9559. You will be required to provide information to establish your identity and your User ID will be sent to your email address.

- [If I forget my User ID and password can I go online and establish a new account?](#)

NO. If you cannot remember your User ID and password, you must contact our customer services number at (401) 462-9559. You will be required to provide information to establish your identity and your User ID will be sent to your email address. If you attempt to create a new account, your current accounts will not be able associated with this new account and you will not be able access your renewals or any license information.

PAYMENTS QUESTIONS:

- [What type of payments does the eLicensing system accept?](#)
The system accepts Visa, MasterCard, Discover Card, and American Express. A convenience fee of 2.2% plus \$2.00 applies. The system now accepts electronic checks.
- [Can I send a check to the Department after I complete an Online Application?](#) **NO.** If you do not have a credit card, and you do not wish to pay by electronic check, you must submit a paper application accompanied by the licensing fee in the form of a check or money order.

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TECHNICAL QUESTIONS:

- [Which Internet browsers does this website support?](#)
Our website supports *most* Internet browsers, such as Internet Explorer, Mozilla Firefox and Netscape. It is recommended that you have most recent version of your browser installed, as older versions may not support all features.
- [Why am I sometimes disconnected from the website?](#)
You could be disconnected either because your website session has “timed out” or you have lost your Internet connection. If your session is inactive (i.e. no keystrokes or browsing) for 15 minutes, your session will end. You must login again.
- [Why do I sometimes receive this error message, “Maximum Logon Attempts Reached, Session Aborted. Please e-mail the DBR or call 401-462-9559”](#)

If you use an invalid username or password three times, our website prevents you from attempting any more logons. This is a security feature used to prevent unauthorized access. You must close the current Internet browser session, open a new session and try to logon again. If you have forgotten your password use the Forgot Password feature, which is located underneath the logon text boxes. If you are still having difficulty logging on, you should contact our customer services number at (401) 462-9559. You will be required to provide information to establish your identity. Upon satisfaction of your identity, your User ID and/or password will be provided to you.

- [Why do I receive an error message saying “cannot locate web page?”](#)
You may have “bookmarked” an old web page. Go to the Department’s home page, www.dbr.ri.gov, and navigate to the logon screen.
- [I cannot upload my document?](#)

The document must be in one of the following formats:

Bitmap picture documents (bmp), JPEG picture documents (jpg), PDF documents (pdf), MS Word 1993-2010 documents (doc, docx), Rich Text Format documents (rtf), Text documents (txt), Word Pad documents (wpd), MS Excel 1993-2010 spreadsheets(xls, xlxs).

- [Browser Issues:](#)

Click [here](#).

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CONTACT US:

If you have any other questions, comments or concerns, please [click here](#) or email dbr.licensing@dbr.ri.gov.

If you need immediate assistance please call 1(401) 462-9559

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