

Frequently Asked Questions - Renewal

1. My log in information is not working. What do I do?

If you are unable to log-in to the online system using your last name, date of birth and last four numbers of your social security number, please check to make sure the last name you are using is the last name on your current license. If you have changed your name and need to update it with the Board, please send a copy of the documents reflecting the change to the Board. Documents include marriage/divorce certificates.

2. If I hold both an LPC and an LPC-MH, do I have to renew each license?

You are not required to hold an LPC to maintain your LPC-MH. You may choose to inactivate your LPC or allow it to expire when you renew your LPC-MH. If you wish to inactivate a license, please complete the Inactive application found on the Board's website under "Applications" and send to the Board along with the appropriate fee. If you allow your LPC to expire and renew your LPC-MH, you will be licensed to practice counseling.

3. How do I inactivate a license and how long is an inactive license valid?

You may choose to inactivate your license by submitting an application and the required fee (\$25) to the Board before November 30th. You cannot inactivate an expired license. An inactive license is valid for up to four years and may be reactivated by paying the required renewal fees and providing proof of the required continuing education for the inactive period. The Inactive application can be found on the Board's website under "Applications".

4. If I forget to renew my license by November 30th can I still practice?

If your license is not renewed by November 30th, your license automatically expires. You may renew your license in the 30-day period between December 1st and December 31st ("reinstatement period") but you cannot practice during this period if you have not renewed your license. If you do not renew or inactivate your license during the reinstatement period, your license will expire.

5. Can an expired license be reinstated after December 31st?

If you fail to renew or inactivate your license by December 31st of an even-numbered year, your license is expired. You can reinstate your license during the 4-year period following expiration by providing proof of passage of the applicable national examination on a date that is after the date your license expired. If you fail to reinstate an expired license during this 4-year period, your license will be permanently expired and you will be required to complete all of the requirements of a new application, including supervised experience.

6. Is there a paper renewal application available?

There is no paper application to renew your active license. The renewal must take place online.

7. How many CEUs are required to be submitted during the online renewal of my license?

Licensees will be required to report 40* hours of continuing education through the online renewal system. The 40 hours of continuing education may be acquired between December 1, 2022 - November 30, 2024. Four hours must be on the subject of Ethics as it relates to counseling.

*The number of continuing education hours is prorated based on the initial date of your licensure. If you were licensed prior to May 31, 2023, you will be required to report 40 hours of continuing education. Please refer to the Continuing Education Page on the Board's website for more information.

8. I'm currently a Board Approved Supervisor and my approved supervisor status is valid through November 30, 2024. How do I renew by status with the Board?

If you are a Board Approved Supervisor, you are able to renew your supervisor status online – there are no paper renewals. Go to the Board’s website as listed above and click on “Renew Board Approved Supervisor Status”. Enter your last name, your date of birth, and the last four of your SSN. Complete the renewal form and update any information necessary.

9. Do I need to submit copies of my CEU certificates during the online renewal process?

You will not be instructed to upload copies of your CEU certificates during the online renewal process. However, the Board will conduct a continuing education audit of selected licensees in January. You will receive an email and letter if you’ve been selected for an audit. A licensee shall maintain verification records in the form of a completion certificate or other documents supporting evidence of completion. These records must be maintained for four years after the date of renewal of the license.

10. I recently retired. What are my options for my license?

The Board does not have a retirement status. You may choose to renew your license online or you may submit an Inactive application and appropriate fee to the Board prior to November 30.

11. My credit/debit card isn’t working. Is there something wrong with the system?

Double check that the card information you are entering is correct and current. You should also check that the zip code you are entering is only 5 numbers – you do not need any more than that.

12. When will I receive my renewal certificate?

Your renewal certificate will be mailed to you approximately 7-10 business days after your renewal is submitted.