# Frequently Asked Questions
# For Renewing A License Thru Texas Online

The State of Texas defines an "Occupational license" to mean "a license, certificate, registration, permit, or other form of authorization, including a renewal of the authorization, that a person must obtain to practice or engage in a particular business, occupation, or profession; or a facility must obtain before a particular business, occupation, or profession is practiced or engaged in within the facility". The use of the term "license" within this application is used as a blanket substitute for the terms certificate, registration, permit, or other form of authorization. Its use does not modify any rights, authorities, or responsibilities as provided for under the original document type.

**Who is eligible to renew online?**
Any license holder whose license is current or expired less than 365 days is eligible to renew online. The agency sends out renewal notices to each licensee approximately 45 days prior to the expiration date of the license.   The licensee will use their license number and their document control number as listed on the previous years license to login to the renewal application process.

If you have had a change of business name (DBA), physical location, or ownership change (including change of legal entity), since your last license was issued, you will not be eligible to renew on line.   To review the laws and rules applicable to the particular license you are attempting to renew, please refer to our website at www.dshs.state.tx.us/fdlicense.

**How long will my renewal period be?**
Licenses are renewed annually.  Effective January 1, 2005 some licenses will be renewed bi-annually.  Upon renewal, you will be notified if your business will be required to renew for a two-year period.

**How does the online renewal process work?**
The online renewal process is simple. The first step is to login by entering the license number and document control number. This step allows the system to verify eligibility. If you are eligible to renew, you will be given the option to renew at this time. The next steps are to answer required questions, review information entered, and then proceed to the payment page.  You will have the option of paying by MasterCard, Visa, Discover, American Express, or by electronic check.  After providing payment information, the final step is to view and print the transaction receipt.  A license is not renewed until actually issued by the agency.  The renewed license will be issued to the licensee by the agency once all requirements for licensure are met.  The license will be issued within 14 business days after review and approval of the renewal application.

**If I renew online, will I get my license faster than if I renew by mail or in person?**
The agency is currently processing all renewals within 14 days from the time all renewal requirements are met and payment is processed.  Total processing time is approximately 4-6 weeks from date of submittal.  Online renewals are submitted daily to the agency, therefore, the mailing time to the agency is eliminated.

**Can I change my name or physical address as part of the online renewal?**
No, name changes and change of physical address must be done in writing to the agency's office, providing documentation required by the agency.

**Can I change my billing or mailing address at the time of renewal?**
Yes, you can change your billing or mailing address at the time of renewal. The billing address you enter is the location where your license and renewal forms will be mailed. The mailing address you enter is where correspondence regarding the facility will be mailed.

**Are there any continuing professional education requirements for renewing my license?**
At this time, there is no continuing professional education required in order to renew a license.

**Can I print a copy of my entire license renewal information?**
Yes, there is a printer friendly version of the renewal information available.

**What are the online available payment options?**
Payments can be made using credit cards (VISA, MasterCard, Discover, AMEX) or electronic check payment methods (ACH).

**What information do I need to make a payment online?**
License renewals require a valid credit card number, expiration date, billing name of the card holder, and billing address of the card holder. For electronic check payments, a valid bank routing number and Savings/Checking account number is required.

**Can I print the payment receipt after completing the online process?**
Yes.

**Are there any penalties associated with late payments?**
Late charges are assessed if the renewal is not paid by the license expiration date.

**Can I use my printed payment receipt as a temporary license?**
No, the printed payment receipt only verifies payment of your renewal. A license is not renewed until actually issued by the agency. The renewed license will be issued to the licensee by the agency once all requirements for licensure are met. The license will be issued within 14 business days after review and approval of the renewal application.

**Can I renew online any time?**
Yes, the system is available 7 days per week, 24 hours per day except for routine maintenance down time.

**Whom do I contact with technical difficulties in operating the site?**
24/7 Online Support is available through the TexasOnline Helpdesk at 1-877-452-9060, or by email at webhelp@texasonlinehelp.com.

**If I am unable to login to the site, whom do I contact?**
The online renewal process allows eligible licensees/registrants to renew online. Eligibility is determined by the agency. In the event you are unable to login to the site, please refer to the eligibility requirements page for renewal criteria, and/or contact the agency to confirm eligibility.

**How do I contact the agency?**
You may contact the Agency by phone at (512) 834-6626 for licensure eligibility requirements. You may visit the Agency's website at www.dshs.state.tx.us/bfds for applicable laws and rules and additional licensing information.

**What browser versions does the application support?**
The application will support IE version 4.0 and above and Netscape version 4.0 and above.