



Illinois Department of Financial and Professional Regulation

Division of Professional Regulation

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Paperless FAQ

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Effective immediately, the Illinois Department of Financial and Professional Regulation (IDFPR) will no longer issue paper renewal notices and licenses. Although this is a Department-wide initiative, the Divisions impacted at this time are Professional Regulation and Real Estate. Please see below for further information.

1. Why go paperless?

There are many advantages to going paperless:

- Licensure status can be verified via the Internet anytime, anywhere.
- There is no loss of the renewal notice and license through theft, misplacement, or destruction.
- Online licensure information is updated daily versus a hard copy license which is updated every designated licensing cycle.
- The Department expects to save an estimated \$3 million in postage, paper, and printing costs over the next five years.
- It is good for the environment.

2. Is it true that the Illinois Department of Financial and Professional Regulation will no longer issue the traditional paper license?

Yes. The traditional paper license will no longer be produced by IDFPR. Licensees may obtain their license(s) by going to <https://www.idfpr.com/getmylicense>

3. How can I renew online without a PIN?

A PIN is not needed for an individual licensee to renew online. You may log into the renewal system by using your license number and one of the following: social security number, PIN, or date of birth.

4. How will I provide evidence that I am licensed?

Primary source verification and evidence that you are licensed can be obtained free of charge by visiting our online Licensee Lookup database at: <https://ilesonline.idfpr.illinois.gov/DPR/Lookup/LicenseLookup.aspx>

5. What if my profession's application renewal and contact information update process is still paper only and the Department's website will not allow me to renew or update my contact information online?

Most profession renewals and contact information updates are now online only, but there are still a few that the Department is converting from paper based to online. If your profession is in the open renewal period and online renewal is not an option on the Department's website, then you may renew via paper as you have in the past. If submission of contact information updates is not an option for your profession on the Department's website, then you may submit them to the Department via paper as you have done in the past.

6. What do I do if I submitted an initial application and have not received anything?

You must submit an email address on your initial application in order to receive an electronic copy of your license. Should you realize you have submitted an initial application without a valid e-mail address, you will need to contact the Department to provide this information.

7. My employer is requesting a photocopy of my license, now that paper licenses will no longer be produced, what should I do?

Your employer may check the status of your license free of charge by accessing the online License Lookup database at: <https://ilesonline.idfpr.illinois.gov/DPR/Lookup/LicenseLookup.aspx>

You may also obtain your license by going to <https://www.idfpr.com/getmylicense> and send them either a printed or electronic copy.

8. What do I do if my Practice Act requires that I display my license?

If your Practice Act requires that you display your license in your place of business or requires you to carry a pocket license, you will need to print off your license at: <https://www.idfpr.com/getmylicense>

9. What kind of information will the online license verification provide?

The information below can be retrieved free of charge from the online Licensee Lookup database at <https://ilesonline.idfpr.illinois.gov/DPR/Lookup/LicenseLookup.aspx>

- Credential Details
- Contact Information (First and last name, City, State, and Zip Code)
- License Information (License number, type of license, status of license, current and first effective dates, expiration date, and disciplinary actions)
- Other licenses
- Primary Source statement

10. I renewed my license online and checked the online Licensee Lookup database and it still does not show that I renewed, is something wrong?

The online Licensee Lookup database at <https://ilesonline.idfpr.illinois.gov/DPR/Lookup/LicenseLookup.aspx> is updated daily. Any changes should appear the day after your renewal application has been processed. If you renew online and then immediately check the status, it will not appear updated until the application is processed—typically within one to two business days. This may vary depending on volume, scheduled holidays, or system down time.

11. Will the renewal period remain the same for all licensees?

Yes. License renewal periods will remain the same. You will receive email reminder notifications when the renewal period opens. If you need to submit or modify your primary email address, please do so by going to <http://www.idfpr.com/addressUpdate.asp> and click the link at the top of the page that says 'Change your Address, Email Address or Telephone Number.' Licensees will receive multiple reminder emails to renew as the deadline gets closer.

12. What do I do if someone wants a copy of my license?

You may go to <https://www.idfpr.com/getmylicense> and send them either a printed or electronic copy of your license.

13. How can I verify someone's license?

You will need to access the online Licensee Lookup database to obtain that information. The online Licensee Lookup database website is: <https://ilesonline.idfpr.illinois.gov/DPR/Lookup/LicenseLookup.aspx>

14. What if I am unable to find someone on the license lookup?

- If your search returns no results, try entering less information in the blanks. Sometimes, a licensee isn't registered under the name you expect ("Robert" vs. "Bob" or a first name rather than the middle name they go by).
- If someone has the last name "McDaniel" and no results come up, try entering it as "Mc Daniel" and see if any results come up.
- When searching for a business, be sure to enter the formal name registered with IDFPR in the "Legal Business Name" blank rather than First or Last Name.
- When searching by license number, be sure the state dropdown box is empty OR corresponds to the licensee's actual location. Some licensees do have an Illinois license but reside out-of-state. If they live in another state and you have "Illinois" selected, you won't be able to find their license in the search.

15. Since the Department is going paperless, will I still need to keep my contact information updated and notify IDFPR of name changes?

Yes, it is important that you keep your contact information updated with IDFPR. The name change form can be found at: <http://www.idfpr.com/Forms/DPR/DPRCOAnamechange.pdf>

You must update non-name change contact information by going to <http://www.idfpr.com/addressUpdate.asp> and clicking the link at the top of the page that says "Change your Address, Email Address or Telephone Number."

16. Can anyone look up my license info? What about my personal info?

The Department's website does not disclose personal licensee information such as home address, email, and phone number. The licensee information below is available to the public, as it always has been in the past:

- Credential Details
- Contact Information (First and last name, City, State, and Zip Code)
- License Information (License number, type of license, status of license, current and first effective dates, expiration date, and disciplinary actions)
- Other licenses
- Primary Source statement

17. How do I obtain my PIN so that my employer can submit my application as part of an E-Batch license renewal?

If an individual is requested by his or her employer to provide a PIN for E-Batch purposes, the licensee may retrieve the PIN for the employer by going to the individual license renewal page for his or her particular profession located on the Department's webpage at: <https://www.idfpr.com/Renewals/defaultSSL.asp>

The individual will need to log into the renewal system by using two of the following: license number, social security number, or date of birth. After logging in, the resulting page will provide the PIN number to the licensee. The licensee may then share the PIN with their employer.

18. How can my employer submit an E-Batch license renewal?

Instructions on this process may be found at the Department's website at:

<https://www.idfpr.com/Renewals/defaultSSL.asp>

E-Batch renewals are only to be used by businesses to renew licenses for their employees. E-Batch renewals are transacted through pre-setup ACH accounts that employers use to renew a group of their employees' licenses. Only professions eligible to renew online may take advantage of this renewal method.

19. How do I obtain a reprint of my license?

You may access a copy of your license at any time for free by going to <https://www.idfpr.com/getmylicense>

20. What do I do if my electronic license and pocket card documents are blank and do not contain any of my license information?

Adobe Acrobat Reader[®] is required to properly view or print your license. You can download Adobe Acrobat Reader[®] here: <https://get.adobe.com/reader/>