



**Rhode Island Department of Health
Office of Health Professionals Regulation
Frequently-Asked Questions about Online License Renewals and
Online License Verification**

Q: Who can renew online?

A: The Department is implementing the online renewal process in stages as each profession comes up for renewal. The notification you receive in the mail during your renewal cycle will inform you whether or not you will be renewing online.

Q: What payment methods can I use online?

A: You may use any of the following credit or debit cards including ATM and gift cards: MasterCard, Visa, Discover and American Express. You may also use ACH/E-Check by providing your bank routing number and checking account number.

Q: My notification states I can renew online but I do not see any licenses to renew. Can I renew online?

A: It is possible that your license was not active at the time the renewal applications were produced for your license type. If this is the case please contact the Licensing Data Entry Unit for assistance at doh.elicense@health.ri.gov or by telephone at 401-222-1800 Monday through Friday, 8:30am – 3:30pm.

Q: I've misplaced the online renewal notification I received that had the website and renewal ID on it. How can I get this information?

A: The web address is <https://healthri.mylicense.com>. You can contact the Licensing Data Entry Unit at 401-222-1800 or at doh.elicense@health.ri.gov Monday through Friday, 8:30am – 3:30pm. The staff will be happy to look up your renewal ID and provide the web address to you.

Q: How long does it take to see my license renewed on the License Verification Site?

A: Please allow five (5) business days for the Department to review your license renewal provided that the Department does not require additional information to process your renewal. Although the online process automates many aspects of license renewal, a manual review is still necessary before the renewal process is finalized. If no further information is required your license will be renewed. The Department will contact you if additional information is required.

Q: Can I renew online any time?

A: You can renew online 24 hours a day, 7 days a week, except for the downtimes noted for system maintenance. These times are clearly noted on the e-Licensing website. Also, if you renew after your expiration date, any applicable late penalty fees will be applied.

Q: Do I need any special type of software or computer to renew online?

A: No special operating system or browser is required. It is recommended that you have access to a printer so that you can print the final payment receipt. You may also use one of the workstations at the Department in Room 105A. These are available Monday – Friday, 8:30am – 3:30pm.

Q: What happens if I start the renewal process and have to leave the computer before I finish?

A: You may log out of the system at any point and return by logging in again with your user ID and password. Please be aware that the Department will not receive any of your updated information until you have completed the process and received a payment receipt.

Q: What if I forget a step and need to go back to a previous page during the process?

A: You may return to any step in the renewal process by using the Renewal Checklist links that appear in the left margin on every page. Do not use the browser's "Back" button; doing so may cause you to lose your connection to the application.

Q: What if I do not have my own a computer?

A: The Department's online renewal website can be accessed through any browser such as at your place of employment or at a library. The Department also has two computers available for licensees who walk in to the department and wish to renew. The computers are available Monday through Friday, 8:30am – 3:30pm in the Licensing Unit in Room 105A.

Q: What about my controlled substance registration (CSR)?

A: If you currently have a CSR, you will be able to renew it online as well. It will appear as "Group Renewal" on the Renewal Fees webpage during the renewal process. If you do not have a CSR and would like to apply for one, you must do so by contacting the appropriate licensing board at the Department.

You should only renew the CSR registration for your license if you have a RI practice address and a DEA number that is specific to this RI address. If you are no longer working in RI, you are not eligible to hold a CSR registration. If you need to drop CSR registration, you need to contact the appropriate licensing Board at the Department.

Q: How is security for online license renewal handled?

A: The Department's online license renewal process is secured by two Secure Socket Layer (SSL) certificates that use 128-bit encryption. Credit card numbers and expiration dates are not stored within the licensing system.

Q: Why am I being charged an online processing fee?

A: The Department of Administration has authorized the Department of Health to charge a nominal online processing fee in order to recover processing costs related to online credit card transactions. The Department has made every effort to keep online processing fees as low as possible while offering expanded online services and payment options to our customers.

Q: My employer pays my license renewal fee. Will they be able to pay online?

A: Since the system requires the licensee to log in and create a unique password, your employer cannot log in for you. However, your employer may choose to pay by providing you with its credit card number or bank routing number with checking account number. Or you may ask your employer if you can be reimbursed by presenting your printed receipt page.

Q: How do I know when my license has been renewed?

A: You may check the status and expiration date of your license any time at <https://healthri.mylicense.com/verification> . You will also receive a license card or certificate in the mail. Please allow 4-8 weeks for delivery of the card or certificate.

Nursing Licenses Only

Q: Why don't I see my Registered Nurse (RN) license for renewal although I can see my Advanced Practice nursing license for renewal?

A: Please check the expiration date of your Registered Nurse license. Only licenses that expire in this renewal period will be presented for renewal. If your Registered Nurse license expires the following renewal period, you do not need to renew it until next year.

Q: I applied for my Registered Nurse (or Practical Nurse) license online. How do I know the status of my pending license?

A: You can now view your updated license requirement checklist by logging into <https://healthri.mylicense.com> using the user ID and password you created to originally apply for the license. Click "View Checklist" to see which items are still outstanding.

Q: Will I be receiving a Registered Nurse (or Practical Nurse) license card and/or certificate?

A: As a result of our LEAN initiative for online RN/LPN license applications, it was decided that all RN's and LPN's who apply online will receive an electronic copy of their license card and/or wall certificate. Both are formatted for printing to 8 ½ x 11 paper and the licensee may choose the quality and color of the paper used.