



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

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: 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 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 by E-mail at elicense@health.ri.gov or by telephone at 401-222-1800 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: What are the advantages to renewing online?

A: Renewing online is fast, easy, and secure. It prevents common renewal errors such as incorrect amount on check or money order, incorrect payee on check or money order, or

incomplete information on renewal form. Errors of this type cause delays in renewing licenses. Renewing online is much faster than requesting a paper renewal.

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: The online renewal process requires using Microsoft Internet Explorer. There are known technical issues with browsers other than Microsoft Internet Explorer. If you do not have Microsoft Internet Explorer available to you, you may 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 own a computer?

A: The Department's online renewal website can be accessed through any Microsoft Internet Explorer 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.

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: Unfortunately your employer will not be able to pay for your renewal online since it requires the licensee to log in and create a unique password. Please ask your employer if you can be reimbursed by presenting your printed receipt page.

Q: Can I still renew the old-fashioned way by check or money order?

A: Yes. While the Department encourages you to try the online renewal process, you may receive a paper renewal form by contacting the Licensing Unit by E-mail at elicense@health.ri.gov or by phone at 401-222-1800. Please allow fifteen (15) business days from the date you mail your paper form and payment for the Department to process your renewal. The Department will notify you if additional information is. When requesting a renewal by E-mail, please include your name, license number, and current mailing address.

Q: Why can't I use the "one-time use" credit card number that my credit card company issued to me to renew online?

A: Unfortunately you cannot use the "one-time use" credit card number because the online renewal payment process actually consists of two charges: the renewal fee and the online processing fee. Because there are two distinct transactions involved, the "one-time use" card number will be rejected by your credit card company because you are submitting two transactions.

Q: Why did my license fee increase? Why wasn't I notified?

A: The Department of Health increased its license application and renewal fees by 30% on July 1st, 2007 in accordance with Budget Article 39 (PL 2007-073). As is customary, all of the increases were made available for public comment through the HEALTH website and the Secretary of State's website. You may review fee increases for individual professions by accessing the current statute or regulations for that particular profession.

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.