

Instructions for Registering Account with the Online Renewal System

When renewing a license online, you must first register an account with the online renewal system, if you have not already done so. The registration is a one-time only process. You do not need to set up an account for each board you are licensed with, nor do you need to set up a new account if you previously had an account through HHSC or TSBEP.

To register for the online renewal process:

- (a) You will need an email address to register, and this email address will become your User ID. Please note, when creating an online account, it is important to use an email address you will always have access to. For that reason, it is recommended that you NOT use an email address issued by an employer.
- (b) A temporary password will be sent to this email address, and you will be asked to select a new password when you first attempt to login.
- (c) Once you have registered an account, and logged into the system, you may add your license(s) to your registered account. If you have more than one license, you can add all of your licenses by selecting the licenses held.
- (d) Information needed in order to register online:

For psychologists, psychological associates, and specialists in school psychology:

- a. Social Security Number (no dashes);
- b. Birthdate (mm/dd/yyyy); and
- c. Zip code (from address of record).

For marriage and family therapists, professional counselors, and social workers:

- a. License Number;
- b. Last Name; and
- c. Birthdate (mm/dd/yyyy).

If any of the information you enter does not match the data currently in the system, you will not be able to establish an account and will need to contact the Council's office during normal business hours. The zip code you enter must match exactly the one the agency has on file as your address of record. If it includes a 4-digit extension, then it must be entered as such. If it does not include a 4-digit extension, then it cannot be entered with one. You can find your current address of record with the Council on your renewal permit/card.

If your current address of record does not have a zip code, e.g. foreign address, you will need to contact the Council and request that agency staff manually register you for an online user account.

- (e) Once you have registered an account and added your license(s) to this registration, you may begin the renewal process.

