

## **RN, COA and CTP RENEWAL FAQ**

### **NAME AND/OR ADDRESS CHANGES**

#### ***Do I have to change my name before renewing my license?***

Since the Board is no longer issuing wallet cards, it does not matter whether your name change or your renewal is processed first. Once the changes are made, they will be updated and verifiable on the website.

#### ***How do I change my name with the Board?***

Mail a Name/Address Change Form with a certified court document. This Form is available under the “Name/Address Changes” link on the Board’s home page. Acceptable certified court documents include: marriage certificate/abstract, divorce decree, court record indicating a change of name consistent with the laws of that jurisdiction. Your court document will be returned after the request for your name change has been processed.

#### ***How do I change my address with the Board online?***

Log in with your UserID and Password. Click on the link to Change Address. You will need to change both the main address and credential address. You may retain your login information to change your address online at anytime.

#### ***What if I am unable to change my address online?***

If you experience difficulties changing your address online, send the change by U.S. mail to the Board’s mailing address, by email to [renewal@nursing.ohio.gov](mailto:renewal@nursing.ohio.gov) or by fax to (614) 466-0388. Always include your Ohio nursing license/certificate number when corresponding with the Board.

### **ONLINE RENEWAL**

#### ***How do I set up my UserID and Password?***

The Board assigns your UserID and Password. This information is located in the upper right hand corner of the renewal notice. If you do not have your renewal notice, contact the Renewal Unit at (614) 995-5420.

For Advance Practice nurses, you will need to renew each certificate you hold separately. You will need to log back into the online system to renew each license and certificate you hold.

#### ***My UserID and Password are invalid? How do I reset or change them?***

You cannot reset or change your log-in information. You must enter the UserID and Password assigned by the Board. For further assistance, contact the Renewal Unit at (614) 995-5420.

#### ***The website “timed out.” What do I do?***

The site may be overloaded. Try again later.

#### ***I cannot access the website. It just says, “Page not found.” What do I do?***

The site may be overloaded. Try again later using an approved browser (Windows: Internet Explorer or Mac OS/X: Safari).

#### ***The online renewal site says I “cannot complete renewal at this time.” What do I do?***

Check your answers. If you answer “yes” to any of the compliance questions, you must request a paper application in writing. You must be **either** a U.S. citizen **or** lawfully admitted into the U.S. **or** a foreign national not living in the U.S., to renew your license/certificate. At the end of the online renewal, you must agree that your information may be accessed to process the application, act upon renewal requests and respond to public requests. For any questions, you may contact the Renewal Unit at: (614) 995-5420.

***Why is my telephone number listed as 555-555-5555 on my confirmation?***

Your telephone number was replaced with that number by the bank for security reasons.

***How do I know my online payment was approved?***

You will need to have a valid email address. You will receive an email from [fiscal@nursing.ohio.gov](mailto:fiscal@nursing.ohio.gov) after your payment is approved. If you have filters on your inbox, the email may be diverted to your junk folder.

**CONTINUING EDUCATION (CE)**

***How many contact hours do I need to renew my RN license?***

- RN's licensed in the state of Ohio are required to meet the CE requirement of obtaining (24) contact hours of CE which include (1) contact hour "Category A". "Category A" means the portion of CE that meets the one hour requirement directly related to the law and rules governing the practice of nursing in Ohio. "Category A" must be approved by an OBN approver, or offered by an OBN approved provider unit headquartered in the State of Ohio.
- If this is your first renewal after taking the NCLEX for Ohio, you are not required to have CE. You must have been licensed in Ohio on or after April 1, 2009 in order for this to be your first renewal.
- If you were licensed in Ohio by endorsement (from another state) on or after September 1, 2010, you need 12 contact hours, one of which must be related to Ohio law and rules (Category A).
- If you were licensed in Ohio by endorsement (from another state) before September 1, 2010, you need 24 contact hours, one of which must be related to Ohio law and rules (Category A).

***What is the time frame for obtaining CE for this renewal?***

Your CE must be dated from September 1, 2009 through August 31, 2011 to count for this renewal. If you reactivated/reinstated your license during this time period, your CE's must be dated after your reactivation/reinstatement date through August 31, 2011.

***Do I have to complete the continuing education requirements before renewing my license?***

No. You may renew early and still have through August 31, 2011 to complete your required CE.

***How do I prove to the Board that I have completed the CE requirements?***

During the renewal process, you will be required to answer that you have completed or will complete the CE requirements for this renewal by August 31, 2011. You are responsible for maintaining records to prove completion of the CE requirements. Records should be maintained for 6 years in case of audit. DO NOT send documentation to the Board at this time.

***Is the waiver for CE still an option?***

If you have never taken your one-time CE waiver, you may do so this renewal. If you take your one-time waiver, you are not required to complete any continuing education for this renewal period only (including Category A). Contact the Renewal Unit at (614) 995-5420 to verify that the waiver is still an option for you.

***Note: Please see the CE FAQ's on the Board's website for further information. Click on the link for Education Programs, and then scroll down to the Continuing Education heading.***

**LICENSE VERIFICATION**

***When will I receive my wallet card?***

The Board stopped issuing wallet cards in February 2009. You can verify your license/certificate status on the Board's website.

### ***How do I verify my license?***

Click on the “License/Certificate Verification” link on the Board’s website. Approved Browsers:

- Windows Users: Firefox, Internet Explorer
- Apple OS X: Firefox

Click on the link to enter the License/Certificate Verification site. Enter your nursing license/certificate number **or** your name. The city, state, county, and zip code are not required. Click on the “Search” button. Click on your name to reveal the details of your license/certificate. The verification may be printed for your personal files and/or your employer. For further assistance, contact the Renewal Unit at (614) 995-5420.

## **INACTIVE**

### ***What is “inactive” status?***

“Inactive” means the status of an individual who has made a request in writing for the Board to place their license/certificate on inactive status. An individual with an inactive license/certificate does not hold a current, valid license/certificate.

### ***How do I place my license on inactive status?***

You cannot place your license/certificate on inactive status online. You may request that the Board place your license/certificate on inactive status by submitting a written notice postmarked no later than August 31, 2011, which includes your Ohio nursing license/certificate number, name and request for inactive status.

### ***Can I request inactive status after August 31, 2011?***

No, if you have not renewed your license/certificate by August 31, 2011, it will lapse. Only an active license/certificate can be placed on inactive status.

### ***How long will my license/certificate stay on inactive status?***

A license/certificate will remain inactive until you complete the reactivation process. It is not necessary to request inactive status every renewal in order to keep your license/certificate on inactive status.

### ***Is there a fee to place my license/certificate on inactive status and/or to keep it on inactive status?***

No, there is no fee to place and/or to keep your license/certificate on inactive status.

### ***How do I reactivate an inactive license/certificate?***

An inactive license/certificate may be reactivated at anytime by completing the reactivation process, which includes completing the required paperwork, paying a fee, and providing proof of CE that meet the requirements at the time of reactivation. Contact the Renewal Unit at (614) 995-5420 to request a reactivation packet.