

Ken Lawson, Secretary

Rick Scott, Governor

Continuing Education Frequently Asked Questions for Portal Users

- 1. Q** How do I find the renewal requirements for a previous period?

A. Use the drop down menu to find the desired period and select “Search”.
- 2. Q.** How do I find the courses completed during a previous period?

A. Use the drop down menu to find the desired period and select “Search”. The courses completed during the cycle will be listed under the Courses column.
- 3. Q.** I have completed all of the required hours for the period; why do I still have a shortfall?

A. If you have deficiencies in a previous period, the hours completed in the current cycle will be used to satisfy previous requirements first.
- 4. Q.** When I select the previous period it does not indicate I have a shortfall, but my current period shows a shortfall even though I completed the required courses. Why is this?

A. The courses on the website will be listed in the period completed. If you have deficiencies from a previous period, the hours completed in the current cycle will be used to satisfy previous requirements first.
- 5. Q.** When I select the previous period, it indicates that no courses were found for the selected period, but requirements show that all of the courses have been completed. Why is this?

A. If you completed the hours in a subsequent period, those hours have been used to credit this period. If you have not completed enough courses to satisfy both periods, you should see a shortfall in the latter period.
- 6. Q.** I received a letter (shortfall letter) indicating all continuing education has not been completed. What should I do?

A. If you have not completed all your continuing education course(s) for the current renewal cycle, you should contact an approved continuing education provider and complete your required courses(s).

Once your course(s) are completed, the course provider should electronically submit proof of your course(s) completion information within 30 days (ten days or less during the last month of the renewal cycle) or you may send a copy of your course completion certificate(s) to the department's Bureau of Education and Testing at 1940 North Monroe Street, Tallahassee, Florida, 32399-1046 or fax to 850.922.2316.

7. **Q.** On your website, I only see some of the courses that I have completed for the current renewal cycle. I am unable to renew my license because of this erroneous information. What should I do?
- A.** You should contact the course(s) provider to verify the proper reporting of your course(s). If the provider indicates they have properly reported your continuing education credit(s) and our records are still deficient, you or the provider may mail a copy of the course completion certificate(s) to the department's Bureau of Education and Testing at 1940 North Monroe Street, Tallahassee, Florida, 32399-1046 or fax to 850.922.2316.

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