

## **Frequently Asked Questions about Individual License Renewals**

Can I send a check back with the post card I received? No. If you do, it will be rejected and returned to you. Please renew on line or use the 2010-2011 form as found in the forms section.

I don't know my PIN, how can I get a new one?

After three failed log in attempts you will have the opportunity to have your PIN sent to the email on file. Or, you may request a PIN by sending an email to [ncba@ncbarch.org](mailto:ncba@ncbarch.org) - include your full name and license number.

How long does it take to get a new PIN?

24-48 hours.

My license was just recently issued, why do I have to renew already?

All licenses expire on June 30<sup>th</sup> regardless of when issued.

My license was issued in 2010, how do I answer the CE questions?

On the paper renewal form you should indicate that you are exempt with CE rules. When renewing on line you may indicate that you have complied.

My license was issued in 2009, how do I answer the CE questions?

On the paper renewal form you should indicate that you are exempt with CE rules. When renewing on line you may indicate that you have complied.

Why won't my credit card be accepted?

Only MasterCard and Visa are accepted for renewal. Be sure to input the correct number and expiration date.

How do I get a receipt for renewal?

You will be given the opportunity to print a receipt upon successful completion of the renewal process. Additionally, a receipt will be automatically sent to the email on file upon successful completion of the renewal process.

I've had disciplinary action since my last renewal – can I renew on line?

No, you may not renew on line. Download a form from the forms section and include a copy of your disciplinary action.

The information on the postcard is incorrect, what should I do?

When you renew on line, you will have the opportunity to update your contact information.

My co-worker received an email notice, but I didn't, why not?

Be sure the correct email address is on file with the Board, check your spam, allow email from [ncba@ncbarch.org](mailto:ncba@ncbarch.org) to arrive in your inbox.

My co-worker received a postcard notice, but I didn't, why not?

Be sure that you have the correct address on file with the Board.

I just recently renewed my license, why am I getting another renewal notice?

All licenses expire on June 30<sup>th</sup> each year, regardless of when issued or renewed.

Note – firm licensure and individual licensure are completely different, be sure each is properly renewed in a timely manner.

I renewed my license but did not receive a wallet card, why?

The Board phased out wallet cards in 2000. To print the equivalent of a wallet card, go the directory section [www.ncbarch.org](http://www.ncbarch.org), click on 'licensees', enter your license number, your record will come up. If your license is current you will be able to print a certificate, which is the new equivalent of a license card.

I didn't get my renewal form, why?

Renewal forms are no longer sent. For 2010-2011 a post card has been mailed and an email has been sent to all architects. Architects are encouraged to renew on line. If you don't want to renew on line a 2010-2011 form can be down loaded from the forms section. In the future, ONLY emails will be sent as notice of renewal.

Who can sign an individual renewal form?

The individual renewal form is a legal document and can only be signed by the licensed architect assigned to that specific registration number. No exceptions will apply. If you do not sign your renewal form it will be considered incomplete and returned to you.

Can I give my spouse, assistant, secretary, etc. my PIN and have them renew on line for me? No. The renewal process shall not be delegated to anyone. The architect will be asked to certify that he is the individual completing the renewal and that no one is acting as an agent of the architect.

I tried to renew online but was unable to, why?

An architect cannot use the online renewal feature if his or her license is on probation for lack of continuing education or has been revoked (expired for more than a year). An architect is unable to renew online if he or she has answered "yes" to any questions in the "Moral Character" section of the renewal form or "no" to any of the questions in the "Continuing Education" section. Additionally, architects cannot renew online if his or her credit card is denied. The Board only accepts Visa and MasterCard. The online renewal will not recognize American Express cards.