

State Board of Examiners of Plumbing, Heating and Fuel Piping Contractors

Welcome to the step-by-step tutorial for our online services.

Visit our website at www.nclicensing.org and click on the Log-In link at the top of the home page to begin using our online services.

Home Site Map



North Carolina
State Board of Examiners
of Plumbing, Heating and
Fire Sprinkler Contractors

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For comments or questions:
Contact Us

State Board of Examiners

[Click here for the January 2013 Newsletter](#)

IMPORTANT NOTICES:

[Click here](#)

Online License Renewal and Payment is now available!
[Click Here to log-in](#)

Renewal of Expired License
All licenses issued by the Board expire on December 31st. There is no "grace period"...no activities requiring a license may be performed until the license is renewed. If not renewed by January 31st, a \$25.00 late processing fee will apply.

Renewals are processed in the order that they are received. Due to the volume of late renewals currently being received, it may take up to 3 days after the form and payment is received in our office.

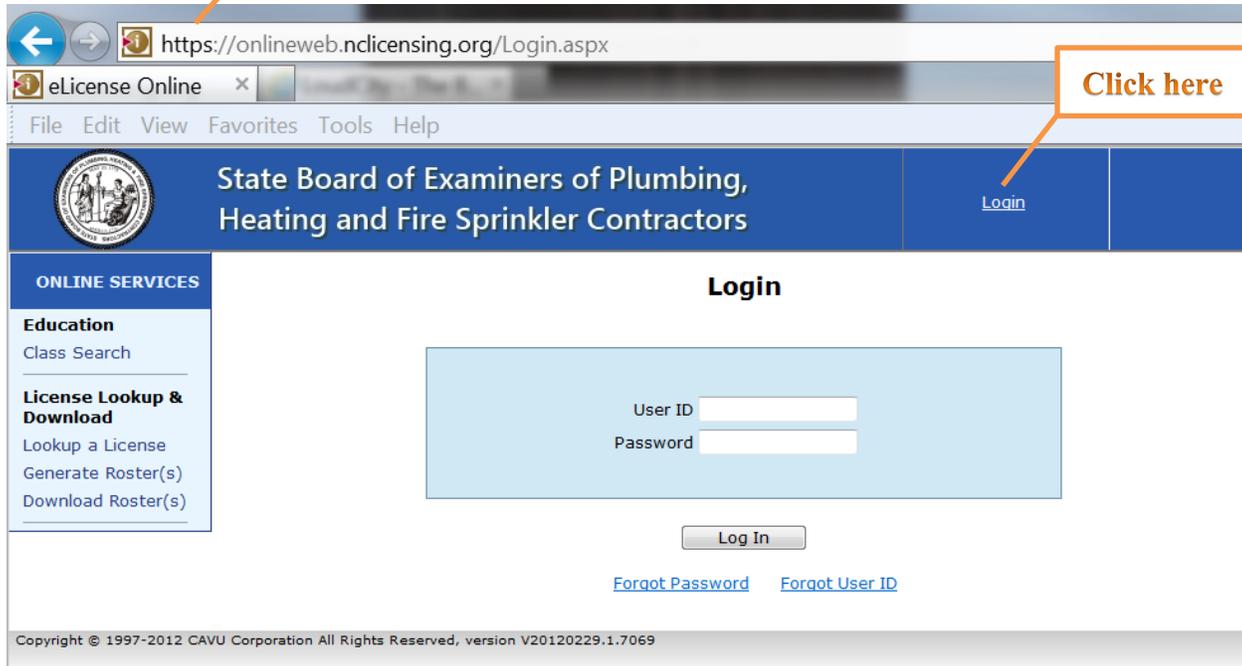
Continuing Education Not Required for Annual License Renewal

From this point forward, licensees will not be required to attend continuing education courses that have been approved by the Board as a condition of annual renewal. The Board strongly encourages all licensees to periodically attend continuing education classes in order maintain and increase your knowledge within your respective trades. In order to assist our licensees in locating continuing education classes, our website will soon list the names, types of classes, and contact information of the providers who notify the Board staff that they will be offering continuing education classes.

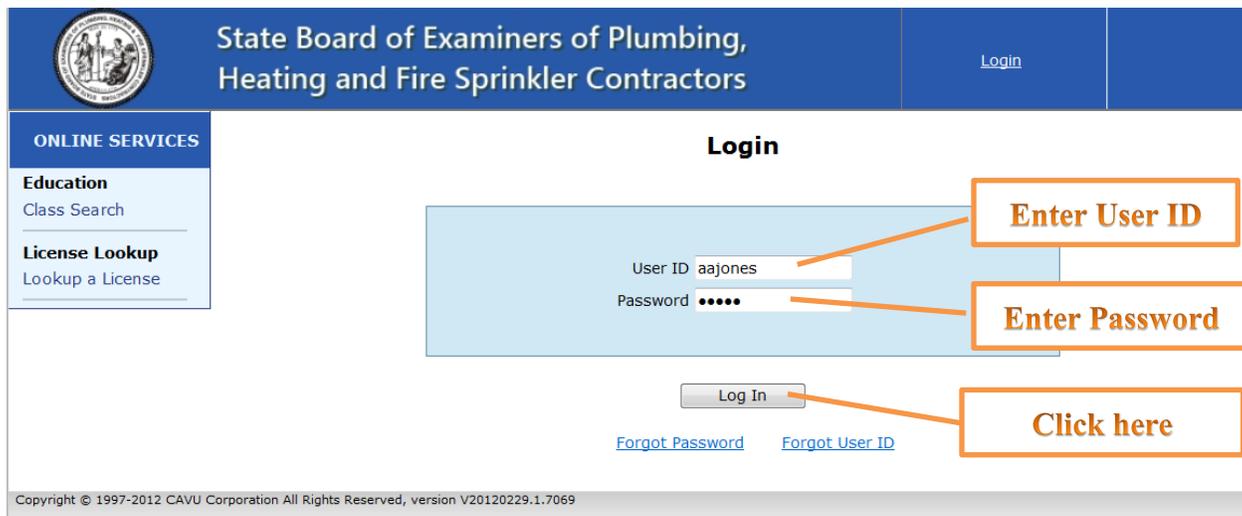
The Board has created an education program for use as a disciplinary tool for any licensee whom a valid complaint is filed against. This is not a new practice, as a number of special classes have been used on a limited basis for many years. It is the position of the Board that the individual licensee should be responsible for keeping himself/herself educated and in touch with the latest business and trade practices. Licensees who fail to take this responsibility seriously are more likely to be the subject of complaints. The Board will ensure that those who are in need of additional education as evidenced by the findings of the complaint investigation will be required to satisfactorily complete the educational courses deemed appropriate in order to keep their license in good standing.

You will then see the log-in screen. Click on the Login link. You will then automatically leave the Board's public website and be taken to the Board's secure online services website.

https indicates secure websites



Enter your User ID and password. This information was included on the 2013 renewal forms that were mailed to all licensees. If you did not receive the information, or have misplaced it, please use the Forgot Password and/or Forgot User ID links. If we have a valid e-mail address in our database, your information will be e-mailed to you. If we do not have a valid e-mail address, this option will not work. You will need to contact our Licensing Coordinator at 919-875-3612, ext. 203 in order to obtain your information.



If you are using the site for the first time, you will be required to set up a user profile. The first step in this process is to select three questions and enter your answers. The questions will default to the ones shown below. If you wish to use a different question, click on the small black arrow to the right side of the question, which will provide you with a list of alternative questions. Select one, then enter the answer in the Answer box. Repeat this for Question 2 and 3. After you have answered all three questions, click the Save button. In the future this information will be used to verify your identity if you use the forgotten ID or password features.

State Board of Examiners of Plumbing, Heating and Fire Sprinkler Contractors

Aloysius Awesome Jones
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ONLINE SERVICES

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[Change Address](#)

[My Account](#) -> Change Security Questions

Change Security Questions

There are currently 2 issues with your account. Please, resolve them before going further.
No Secret Answers
First time users must change their password.

You must answer 3 different security questions below.

Question 1 What is the middle name of your oldest grandchild?

* Answer 1

Question 2 What is the middle name of your youngest brother or sister?

* Answer 2

Question 3 What was the destination of your first airplane trip?

* Answer 3

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The next screen should indicate that your security questions have been changed successfully. First time users will also be required to change your password.

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User Account

Your security questions have been changed successfully.

There is currently 1 issue with your account. Please, resolve it before going further.
First time users must change their password.

Account

User ID: aajones [change](#)

E-mail: [change](#)

[change password](#)

[change security questions](#)

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This tutorial will provide instructions for the license renewal process only. If you need assistance with any of the other online services, please contact our office.

Click on Create/Continue a Renewal to display your license information, then click on the Start button.

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Renew a License

Please select which license you wish to renew from the following list.

Completed	License	Note
Start		L.00002

Click here first...

...then click here

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Please read the questions carefully.

Question 1 gives you the option to enter a different address or select one that is already on file. If your mailing address is not correct, you will not receive any mailings that the Board may send from time to time. If it is correct, move to Question 2.

Question 2 also gives you the option to enter a different address or select one that is already on file. If your physical address is not correct, you may not be shown in a list of licensees if customers are using the License Search feature of our website to locate licensed contractors in their area. If it is correct, move to Item 3.

Enter a valid e-mail address, then click the Next button.

Renew a License... x

File Edit View Favorites Tools Help

Address

- Business Name
- Qualifications
- Sublicensees
- Sublicensee
- Qualifications
- Attestation
- Review

1. Is this your mailing address? If not please correct it.

Mailing Address **329 Smith Rd**

Ste/Apt

City **Nowhere** State **NC** Zip **27278**

County **Orange**

Cell Number

Phone Number **(919) 875-3612** Fax Number

Edit Address Above

-- OR --

Change to an address already on file:

329 Smith Rd Nowhere, NC 27278 (United States) Update

2. Is the physical address shown below correct

Street Address **329 Smith Rd**

Ste/Apt

City **Nowhere** State **NC** Zip **27278**

County **Orange**

Cell Number

Phone Number **(919) 875-3612** Fax Number

Edit Address Above

-- OR --

Change to an address already on file:

329 Smith Rd Nowhere, NC 27278 (United States) Update

3. Enter your email address.

*

Previous Next Close and Save

Verify or correct mailing address

Verify or correct physical address

Enter valid e-mail address

A series of screens will open with questions concerning the business name, the licensee's qualifications, and information about sub-licensees (which you may or may not have). Answer the questions and provide comments or call the office if necessary.

License for L.00002

Section Title

- Address
- ▶ Business Name
- Qualifications
- Sublicensees
- Sublicensee Qualifications
- Attestation
- Review

The Business Name on file is: [?](#)
Aloysius Awesome Jones

4. Is this the correct business name? If no, please enter the correct name in the comments box. Entering the name in the box does not change your business name in our records. You must still complete a Trade Name Change form after finishing your renewal.

* Yes No

Comments:

Previous Next Close and Save

License for L.00002

Section Title

- Address
- Business Name
- ▶ Qualifications
- Sublicensees
- Sublicensee Qualifications
- Attestation
- Review

5. Master Licensee Qualifications

Qualification
Plumbing Class I

6. Are the qualifications listed correct? If no, please enter a comment AND call the office immediately at 919-875-3612 extension 203. [?](#)

* Yes No

Comments:

Previous Next Close and Save



Section Title

- Address
- Business Name
- Qualifications
- ▶ Sublicensees
- Sublicensee Qualifications
- Attestation
- Review

7. Sublicensees (If you do not have sublicensees-choose yes and proceed to next question.) You may click action next to the sublicensee and change their status to inactive if they are no longer with the firm.

Action	Supervisee	Status
No Records Found		

8. Are the above listed sublicensees correct?

*

Yes No

Comments:

Previous

Next

Close and Save



Section Title

- Address
- Business Name
- Qualifications
- Sublicensees
- ▶ Sublicensee Qualifications
- Attestation
- Review

9. Sublicensee Qualifications (If you do not have sublicensees-choose yes and proceed to next question.)

CredentialIdnt	Classification
No Records Found	

10. Are the sublicensee qualifications listed correct? (If you do not have sublicensees-choose yes and proceed to next question.)

*

Yes No

Comments:

Previous

Next

Close and Save

License for L.00002

Section Title

By clicking next below you are agreeing to the following.

By submitting this renewal I certify that all of the information contained is accurate and factual. I understand that falsifying any information may result in disciplinary action against my license up to and including revocation.

This is the electronic signature page. Clicking Next holds the same legal status as reading and signing your name to a paper document.

You will then see a confirmation page, showing all of the information that you have confirmed and/or entered. Review the information and correct it if necessary by clicking on the link(s) in the left margin to return to the page in question.

License for L.00002

Section Title

Click here to correct information

Business Name

The Business Name on file is: [?](#)
Aloysius Awesome Jones

4. Is this the correct business name? If no, please enter the correct name in the comments box. Entering the name in the box does not change your business name in our records. You must still complete a Trade Name Change form after finishing your renewal.

Yes

Comments:

Qualifications

5. Master Licensee Qualifications

[Qualification](#)
Plumbing Class I

6. Are the qualifications listed correct? If no, please enter a comment AND call the office immediately at 919-875-3612 extension 203. [?](#)

Yes

Comments:

Sublicensees

7. Sublicensees (If you do not have sublicensees-choose yes and proceed to next question.) You may click action next to the sublicensee and change their status to inactive if they are no longer with the firm.

[Supervisee](#) [Status](#)
No Records Found

8. Are the above listed sublicensees correct?

Yes

Comments:

Sublicensee Qualifications

9. Sublicensee Qualifications (If you do not have sublicensees-choose yes and proceed to next question.)

[Credential Idnt](#) [Classification](#)
No Records Found

The final item on the screen is the attestation statement, which you agree to by submitting the renewal when you click on the Create Invoice button.

Click here to submit and create invoice.

Attestation

By submitting this renewal I certify that all of the information contained is accurate and factual. I understand that falsifying any information may result in disciplinary action against my license up to and including revocation.

Previous Create Invoice Close and Save

You will then see this screen, which gives you the options of printing the invoice and paying the invoice. All users should click on this button to activate the license, as it will not show as being active until the button is clicked. You may also print the invoice at a later date.

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Change Address

Print Invoice

The renewal was successfully added to the invoice

Click here to activate license and print invoice.

Invoice



State Board of Examiners of Plumbing Heating and Fire Sprinkler Contractors

Date: 2/26/2013 Invoice #: 31

Aloysius Awesome Jones
329 Smith Rd
Nowhere, NC 27278

Description	Amount
Renewal - L.00002	
Advanced Plumbing Heating or Fuel Piping Fee	\$130.00
	\$25.00
Subtotal:	\$155.00
Total:	\$155.00

Pay Invoice

Click here to pay invoice

You will then automatically leave the Board's online services website and be taken to the secure site of FirstData, the payment processing service used by the Board. Your credit card payment information will be encrypted and will sent directly to FirstData. No credit card information is transmitted to, or retained by, the Board. We accept only MasterCard and VISA.

**https indicates
secure websites**

https://demo.plb...firstdata.com/collect_payment_data?ant=b2bbe7addc4a3863a7ebb93c First Data Corporation [US]

State Board of E...
Edit View Favorites Tools Help

 **State Board of Examiners of Plumbing, Heating and Fire**

Sprinkler Contractors

Review Your Order

Quantity	Item	Unit	Price
1	Advanced Plumbing Heating or Fuel Piping Fee	\$130.00 USD	130.00
1		\$25.00 USD	25.00
Total		USD	155.00

Pay With Your Credit Card

Cardholder Name

Credit Card Number
 

Expiry Date(MMY)

Enter name as it appears on credit card, credit card number, and expiration date

Your private information is secured using SSL (Secure Sockets Layer), the leading security protocol on the Internet. Information is encrypted and exchanged with an https server.

We respect your privacy. We will pass your name, address or e-mail address on only to the merchant.

Secure Payment provided by [First Data Corp.](#)

After completing the credit card transaction, you will be returned to the Board's website.