

# How to Update Your Online Account Profile and Pay Renewal Fees

All certified professionals have an existing account in the FCB online certification management system, opened in June 2016. These accounts were created when the data was migrated from the FCB's old system to our new system. The first time you use the new system for any purpose, you will be required to:

1. Create a new password
2. Update your individual profile

This document will walk you through the steps to access the new system, create a new password, update your individual profile, pay your renewal fee(s) and access your payment receipt.

## Important Notes

### Login and Passwords

Your login for the new system is the email address you entered when you created your online account in the old system.

If you are not sure which email address you used in the old system, FIRST try all email addresses you have access to. The system will tell you immediately if it recognizes the email address you enter.

If you no longer have access to the email address you used in the old system, you must call the FCB for assistance. DO NOT create a new account. This will cause significant data integrity issues with the new system.

The new system DID NOT carry over your password. You MUST create a new password in order to access your account.

### Personal Profile

The new system has three tabs of information that applicants and certified professionals are required to answer. As this data was NOT collected in the old system, you are asked to review and update your profile information before being able to use the system to apply for certification, verify your credentials, print verification cards or pay invoices.

**Tab 1: Personal Information.** In this section, please enter your personal information, NOT your work information. This information entered in this section will be used to contact you for any certification related business.

**Tab 2: Work Information.** In this section, please enter your current work information. The information entered in this section will enable us to run reports by employer of certified personnel.

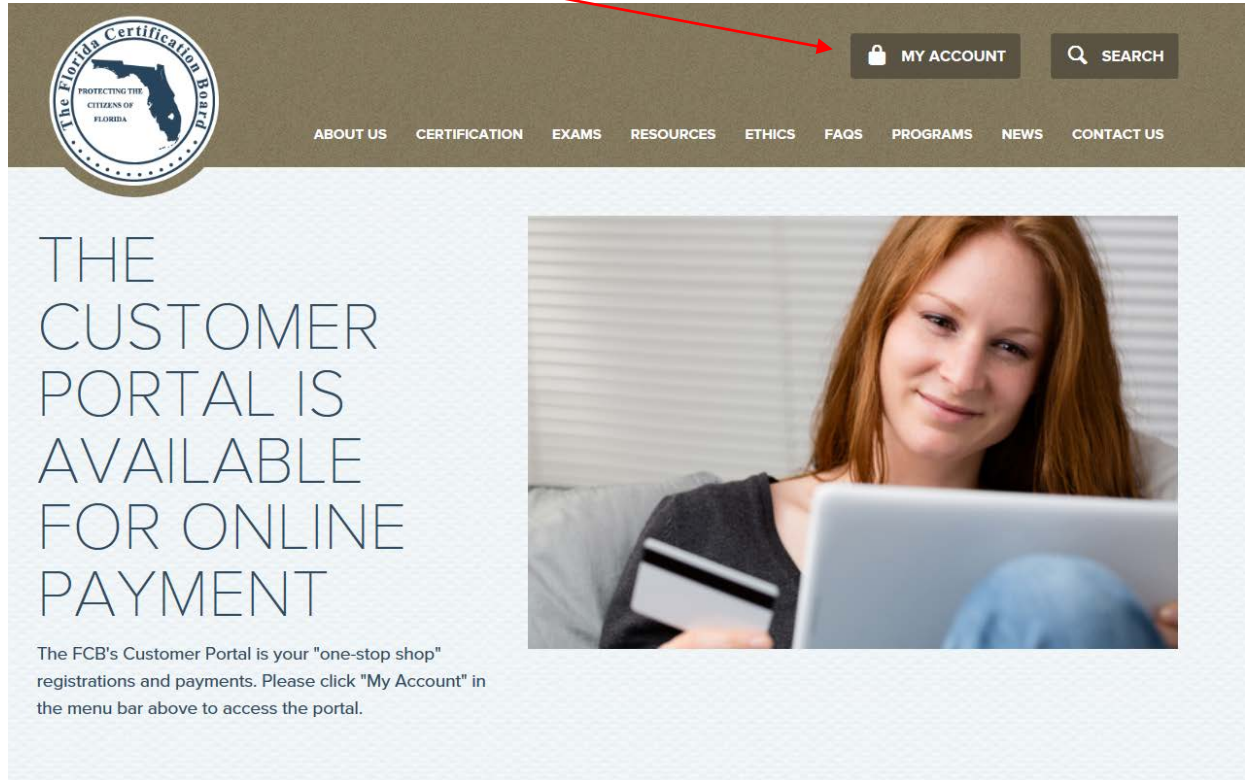
**Tab 3: Background Information.** The new system allows us to automate information previously provided the FCB in hard copy regarding criminal history; the FCB Code of Ethics and other certifications or licenses you may hold. You have answered this information in hard copy, you are simply now updating your electronic record by answering yes or no to each question.

Remember, it is your responsibility to ensure the FCB has your current contact information. You may update your profile at any time your information changes.

## Step 1: Logon to the FCB homepage

Login to the FCB homepage at [www.flcertificationboard.org](http://www.flcertificationboard.org)

Click on the My Account button.

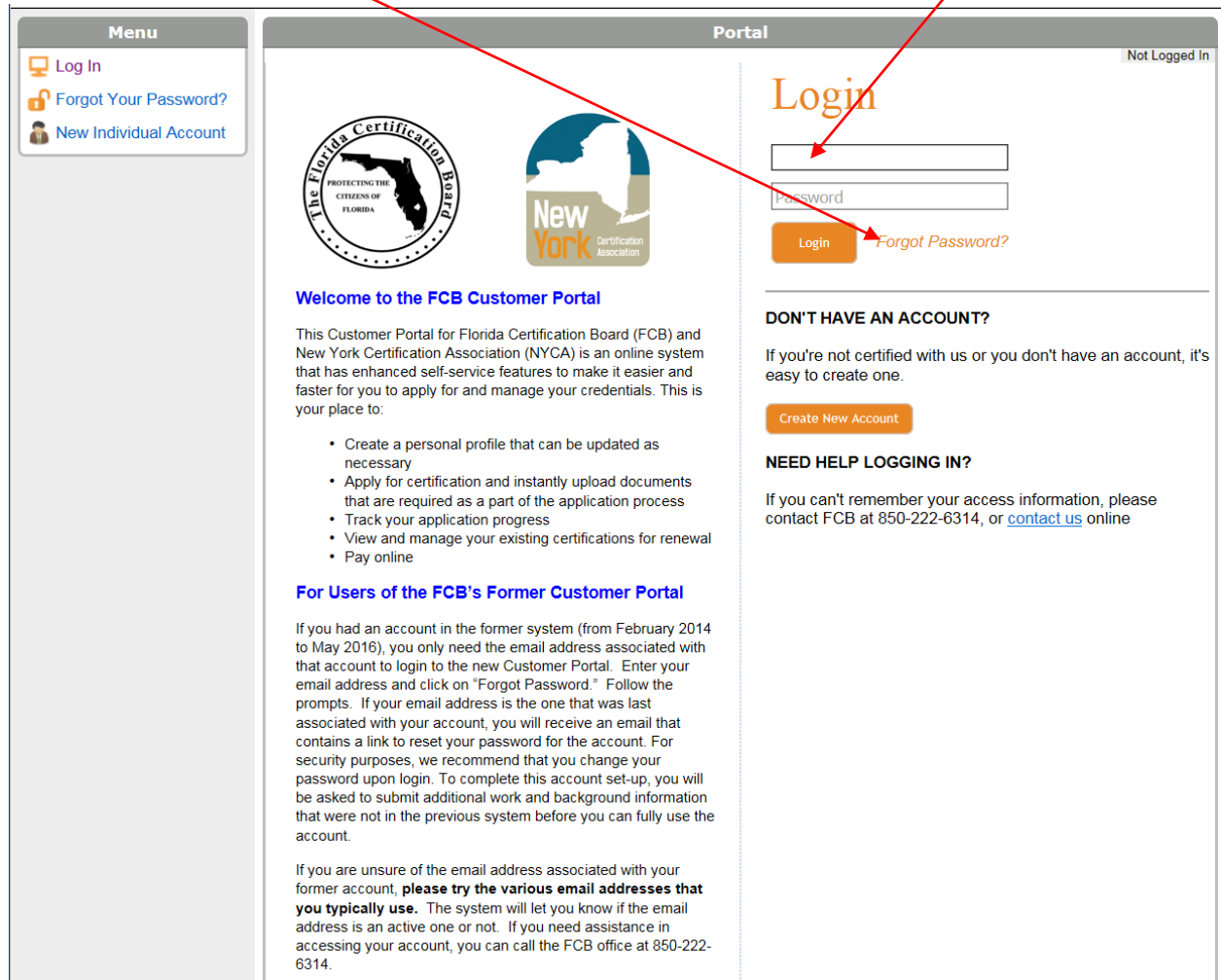


The screen on the next page will then open.

## Step 2: Verify your login email address & request a new password

Enter the email address you believe you used when creating your account in the prior system.

Click on the **Forgot Password?** link.



The screenshot shows the FCB Customer Portal login page. On the left is a 'Menu' sidebar with links for 'Log In', 'Forgot Your Password?', and 'New Individual Account'. The main content area is titled 'Portal' and includes logos for 'The Florida Certification Board' and 'New York Certification Association'. A 'Welcome to the FCB Customer Portal' message explains the system's purpose and lists user actions. Below this, a section for 'Users of the FCB's Former Customer Portal' provides instructions for legacy accounts. On the right, the 'Login' section has input fields for email and password, a 'Login' button, and a 'Forgot Password?' link. Further down are sections for 'DON'T HAVE AN ACCOUNT?' with a 'Create New Account' button, and 'NEED HELP LOGGING IN?' with contact information. Two red arrows originate from the text above: one points to the email input field, and the other points to the 'Forgot Password?' link.

**Menu**

- Log In
- Forgot Your Password?
- New Individual Account

**Portal** Not Logged In

**Login**

Login [Forgot Password?](#)

**Welcome to the FCB Customer Portal**

This Customer Portal for Florida Certification Board (FCB) and New York Certification Association (NYCA) is an online system that has enhanced self-service features to make it easier and faster for you to apply for and manage your credentials. This is your place to:

- Create a personal profile that can be updated as necessary
- Apply for certification and instantly upload documents that are required as a part of the application process
- Track your application progress
- View and manage your existing certifications for renewal
- Pay online

**For Users of the FCB's Former Customer Portal**

If you had an account in the former system (from February 2014 to May 2016), you only need the email address associated with that account to login to the new Customer Portal. Enter your email address and click on "Forgot Password." Follow the prompts. If your email address is the one that was last associated with your account, you will receive an email that contains a link to reset your password for the account. For security purposes, we recommend that you change your password upon login. To complete this account set-up, you will be asked to submit additional work and background information that were not in the previous system before you can fully use the account.

If you are unsure of the email address associated with your former account, **please try the various email addresses that you typically use.** The system will let you know if the email address is an active one or not. If you need assistance in accessing your account, you can call the FCB office at 850-222-6314.

**DON'T HAVE AN ACCOUNT?**

If you're not certified with us or you don't have an account, it's easy to create one.

Create New Account

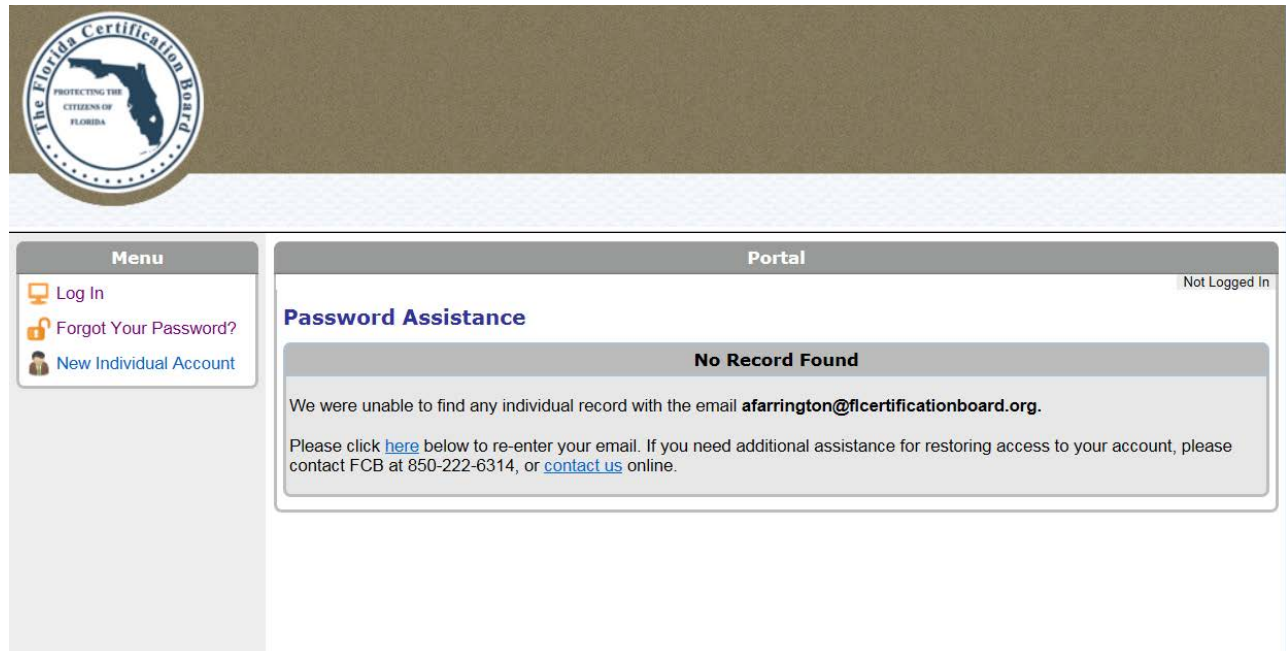
**NEED HELP LOGGING IN?**

If you can't remember your access information, please contact FCB at 850-222-6314, or [contact us](#) online

If you entered an incorrect email address, the screen on the next page will open:

The following screen will open if the email address you tried is not in the database. If this happens, the FIRST thing to try is any other email addresses that you may have used when you created your online account.

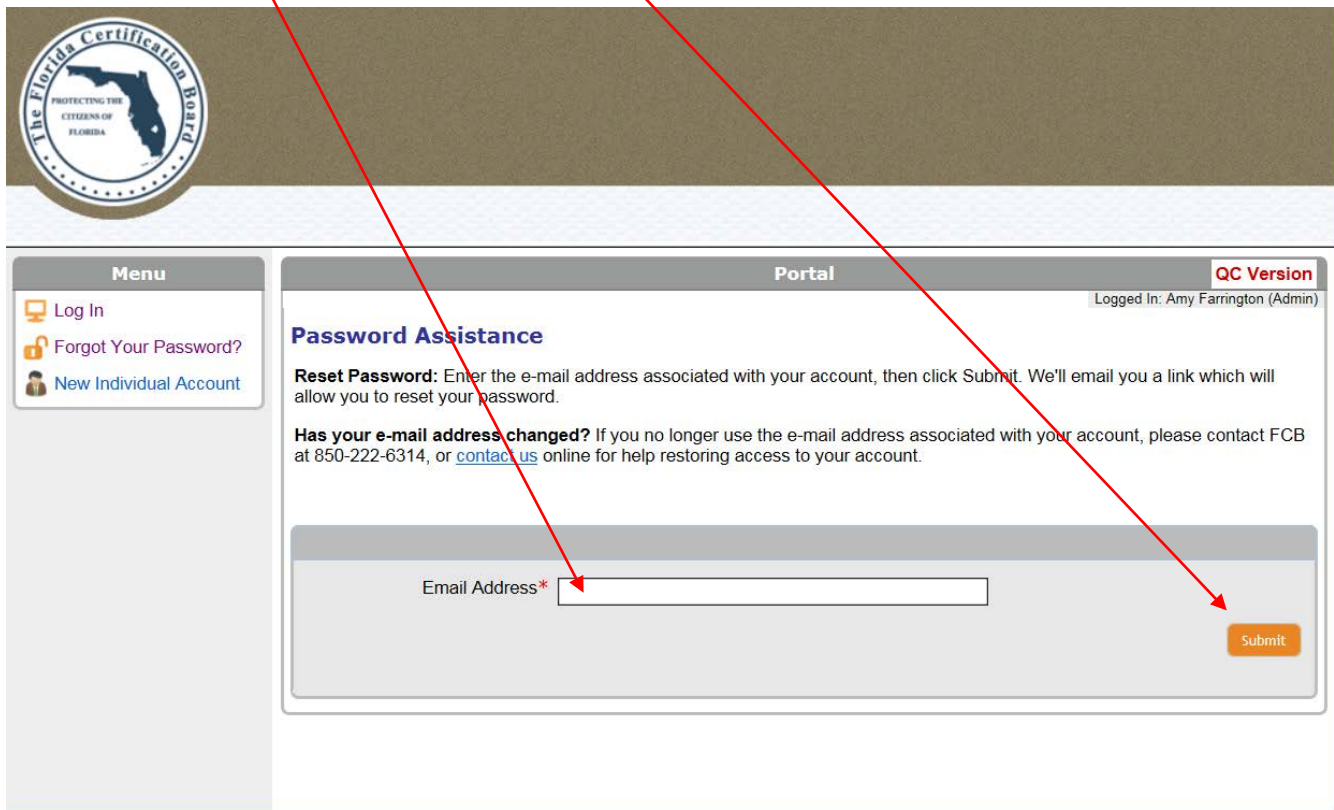
If you continue to return to this screen, **DO NOT CREATE A NEW ACCOUNT. STOP** and call the FCB offices. We will assist you. Creating a new account will cause significant data integrity issues.



If you entered the correct email address, the screen on the next page will open:

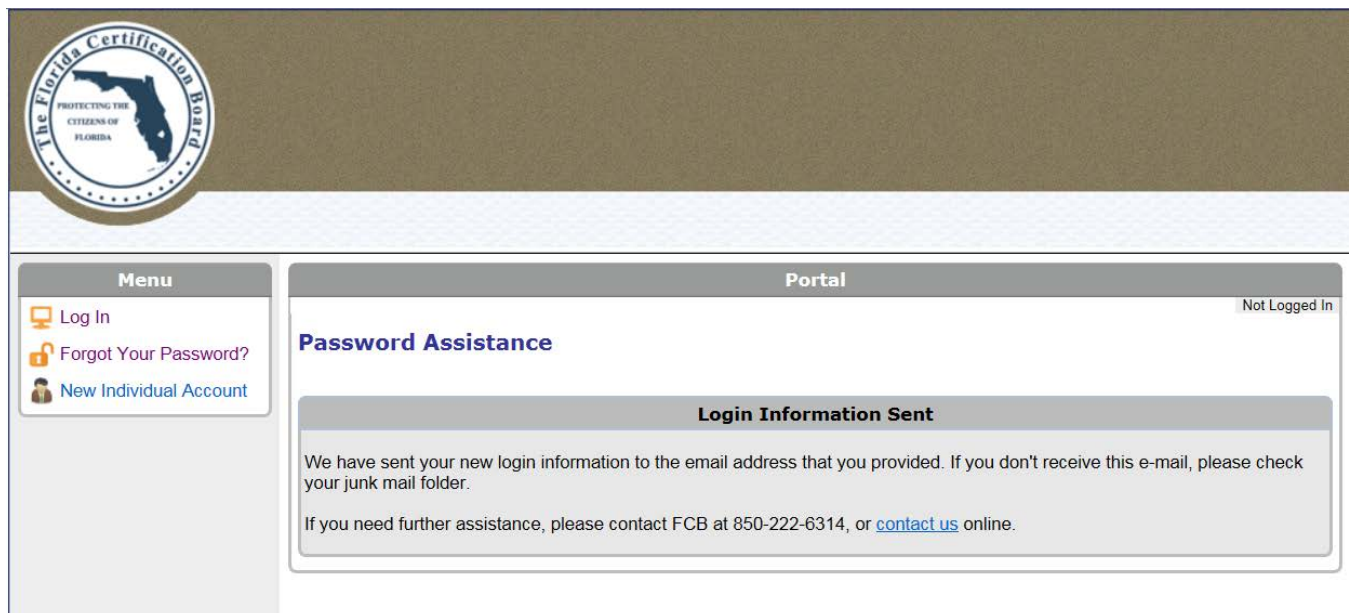
Note: if you skip the login step and click on the **Forgot Password?** link directly, the system will open to this screen. If you enter an email address that does not exist in the system, the system will open the screen on the previous page.

Reenter your email address and click on the **Submit** button.



The screenshot shows the 'Password Assistance' page. On the left is a 'Menu' with links: 'Log In', 'Forgot Your Password?', and 'New Individual Account'. The main area is titled 'Portal' and 'QC Version'. It shows 'Logged In: Amy Farrington (Admin)'. Below the title, there is a 'Reset Password' instruction: 'Enter the e-mail address associated with your account, then click Submit. We'll email you a link which will allow you to reset your password.' Below this is a question: 'Has your e-mail address changed? If you no longer use the e-mail address associated with your account, please contact FCB at 850-222-6314, or [contact us](#) online for help restoring access to your account.' At the bottom, there is a form with a label 'Email Address\*' and an input field. A red arrow points from the 'Forgot Your Password?' link in the menu to the input field. Another red arrow points from the 'Submit' button to the 'Submit' text on the button.

Clicking on the **Submit** button will open the following screen. At this point, access your email for next steps.

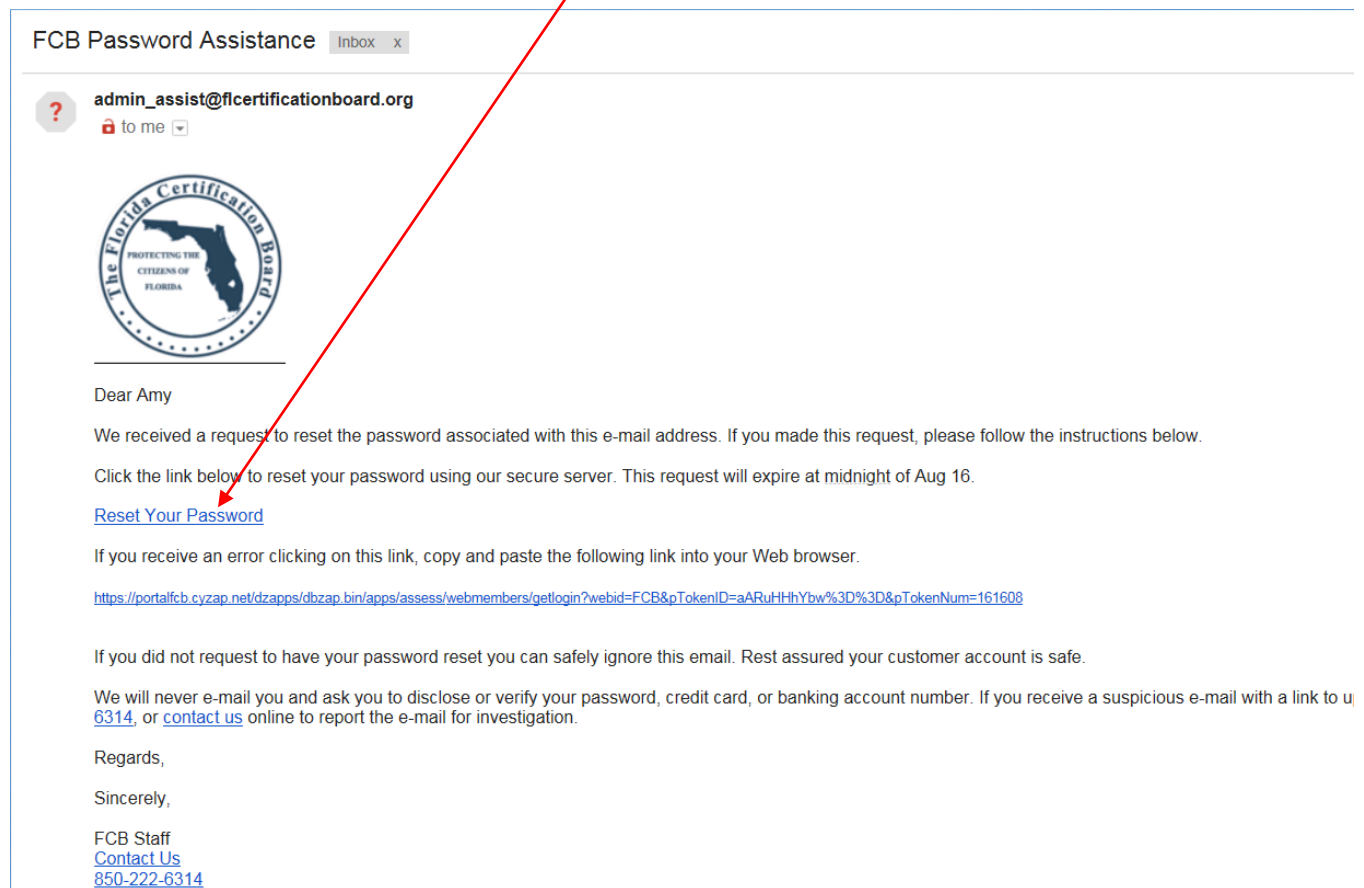


The screenshot shows the 'Password Assistance' page after clicking 'Submit'. The 'Menu' and 'Portal' headers are the same. However, the 'Logged In' status is now 'Not Logged In'. The main content area is titled 'Login Information Sent' and contains the message: 'We have sent your new login information to the email address that you provided. If you don't receive this e-mail, please check your junk mail folder. If you need further assistance, please contact FCB at 850-222-6314, or [contact us](#) online.'

You will receive an email from [admin\\_assist@flcertificationboard.org](mailto:admin_assist@flcertificationboard.org) with the subject line: Your FCB Login Information. A sample of this email is on the next page.

## Sample Email: Password Assistance

When you open your email, click on the [Reset Your Password](#) link.

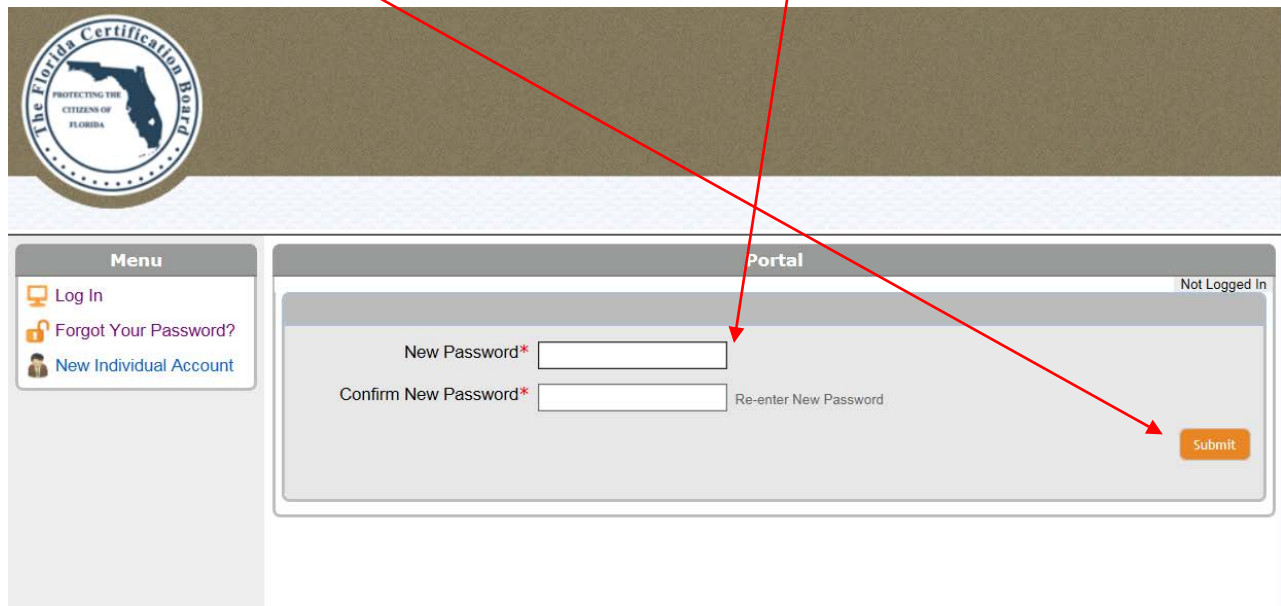


Clicking on the [Reset Your Password](#) link will send you back into the FCB online certification system and will open the screen on the next page.



Choose a password that you will remember and enter it two times. Note: There are no “rule” for your password. Please make it unique and something that you will remember.

Click on the **Submit** button.



The screenshot shows the FCB portal interface. On the left is a 'Menu' with links: 'Log In', 'Forgot Your Password?', and 'New Individual Account'. The main area is titled 'Portal' and includes a 'Not Logged In' status. The password reset form contains two input fields: 'New Password\*' and 'Confirm New Password\*', with a 'Re-enter New Password' label next to the second field. An orange 'Submit' button is located at the bottom right of the form. Red arrows from the text above point to the password fields and the 'Submit' button.

## Sample Email: Your FCB Login Information

After clicking on the **Submit** button, your password will be reset. You will also receive the following email with your Username and Password. You do not need to change your password at this point, even though it is suggested in the email note.

You do not need to open this email in order to use your new password, either. It is simply provided to you for your records.

Your FCB Login Information Inbox x

? admin\_assist@fc certificationboard.org  
to me ▾



Dear Amy

We have reset your account password and your login information is as follows:

Username: [afarrington@fc certificationboard.org](mailto:afarrington@fc certificationboard.org)  
Password: amyreneee

Please [Click here](#) to access your account. It is recommended that you change your password once you login. In order to do so, please click the "Change Password" link on the Main Menu.

If you need any other assistance with accessing your account, please contact FCB at [850-222-6314](tel:850-222-6314), or [contact us](#) online.

Regards,

Sincerely,

FCB Staff  
[Contact Us](#)  
[850-222-6314](tel:850-222-6314)

### Step 3: Update your profile information

**Tab 1: Personal Information.** You can either return to the FCB homepage, select the My Account button and enter your username and password; OR you can access the login screen by selecting the [Click Here](#) option from the email that provides your username and password (see prior screen). The first time you access the system, you will be required to update your profile. The following screen will appear:

The screenshot shows a web portal for Amy Farrington. On the left is a sidebar menu with sections: Menu (Amy Farrington, Portal Home, Account Details), Account (Update Profile, Change Username, Change Password, Log Out), and Resources (Visit website). The main content area is titled 'Update Profile Information' and includes instructions: 'Please review the demographic information and make any changes necessary to ensure your information is correct. Some of the information that was provided earlier is being shown in grey. If you need to change that information, or if you need assistance, please contact FCB at 850-222-6314, or [contact us](#) online.' Below this is the 'Update Individual Profile' form for Amy Farrington (#IND-840178). The form has three tabs: 'Personal Information' (selected), 'Work Information', and 'Background Information'. The 'Personal Information' section includes fields for Name (Title, First Name 'Amy', Middle/Maiden Name, Last Name 'Farrington', Suffix, Other Name (AKA)), Primary Contact (Email Address 'amy@gmail.com', Cell Phone, Primary Phone '850-123-4567'), Primary Address (Country 'USA', Company 'Florida Certification Board', Address Line 1 '123 Main Street', Address Line 2, City/Town 'Tallahassee', State/Province, Zip/Postal Code '32301', County 'Citrus'), and Demographics (SSN '234-56-7898', Date of Birth '08/09/1988', Gender 'Female', Race/Ethnicity). 'Next' and 'Save' buttons are at the bottom right.

The information that was automatically transferred from the FCB's old system to this system will show up in the appropriate fields. All fields marked with a \* are required fields. In this section, **please enter your personal information, NOT your work information.** This information entered in this section will be used to contact you for any certification related business.



## Important Notes: Personal Information Tab

### Section 1: Name

Under the *First Name* and *Last Name* fields, enter your name as it is state on official government documents, such as your driver's license.

Under the *Other Name (AKA)* field, enter your name as you are know IF IT IS DIFFERENT than your official name. For example, if Suzanne Smith is your official name, but everyone calls you Susie Smith, enter Susie Smith in this field. This will allow FCB staff, employers and others to locate you in our database by your official name and your common name.

### Section 2: Primary Contact

Enter the email address you use for all non-work purposes. Remember, if you register under your work email address and then later switch employers, you will not receive important communications from the FCB nor will you be able to access your account if you forget your password.

If your primary phone is also a cell phone, you may enter the number twice OR only enter your cell phone number as your primary phone number. Again, in this section, please do not use your work phone number or work cell phone number.

### Section 3: Primary Address

Enter your PERSONAL mailing address, not your work address. You can leave the "company" name blank, unless you are self-employed and work out of your home address.

### Section 4: Demographics

You are required to provide your social security number and your birthdate, as they are unique identifiers. The FCB will not release this information to any one for any reason and your data is secure. The gender and race/ethnicity questions are optional, but provide helpful information when viewing the certified population's characteristics as a whole.

One you have updated your Personal Information, please select the **Next** button, which will open the Work Information Tab (see next page.)

## Tab 2: Work Information.

If you are not employed, select the **Next** button, which will open the Background Information tab.

If you are currently employed, click on the drop down arrow and select the YES option.

The screenshot shows the Florida Certification Board portal. On the left is a sidebar with a menu for Travis A Amos, account options, and resources. The main content area is titled 'Update Profile Information' and includes instructions to review demographic information. Below this is the 'Update Individual Profile' form for Travis A Amos (#IND-853534). The 'Work Information' tab is selected, showing a 'Currently Employed\*' dropdown menu set to 'No'. A red arrow points from the 'Next' button in the bottom right to the text 'select the Next button'. Another red arrow points from the text 'click on the drop down arrow' to the dropdown arrow of the 'Currently Employed' field.

Selecting the “YES” option will open the screen on the following page.

## Tab 2: Work Information, continued.

In this section, please enter your current work information. The information entered in this section will enable us to run reports by employer of certified personnel.

IF your employer has a specific official name, PLEASE enter your employers name EXACTLY as it is used. The FCB will run employer reports by searching the employer named in the “current employer” field (as opposed to the Company Name field in the Personal Information tab.)

One you have updated your Personal Information, please select the **Next** button, which will open the Background Information Tab (see next page.)

Portal

Logged In: Amy Farrington

### Update Profile Information

The required fields are marked with\*

Please review the demographic information and make any changes necessary to ensure your information is correct.

Some of the information that was provided earlier is being shown in grey. If you need to change that information, or if you need assistance, please contact FCB at 850-222-6314, or [contact us](#) online.

**Amy Farrington**

**Update Individual Profile**

**#IND-840178**

Personal Information

Work Information

Background Information

Work Info

Currently Employed\*

Yes

Are you currently employed?

Current Employer\*

Position Type\*

Position Title\*

Web AddressMust start with http://

Work Email\*

amyp610@gmail.com

Phone Number\*

850-222-6314

Work Address

Country

USA

Company\*

Florida Certification Board

Address Line 1\*

Address Line 2

City/Town\*

State/Province\*

Zip/Postal Code\*

Prev

Next

Save

**Tab 3: Background Information.** The new system allows us to automate information previously provided the FCB in hard copy regarding criminal history; the FCB Code of Ethics and other certifications or licenses you may hold. EVERYONE will be required to answer Yes or No to each question. If you answer NO to either question under the Ethical Responsibilities section, you will not be eligible to maintain certification.

Portal

Logged In: Amy Farrington

Update Profile Information

The required fields are marked with\*

Please review the demographic information and make any changes necessary to ensure your information is correct.

Some of the information that was provided earlier is being shown in grey. If you need to change that information, or if you need assistance, please contact FCB at 850-222-6314, or [contact us](#) online.

Amy Farrington

Update Individual Profile

#IND-840178

Personal Information

Work Information

Background Information

Background History

You must meet FCB background policy requirements related to criminal and/or professional misconduct. Failure to agree to follow FCB policy or answer any of the following questions will result in disqualification for certification. The FCB will contact you for additional information, if necessary.

I authorize the FCB and its selected vendor to access information necessary to conduct a criminal background report on me as necessary to ensure compliance with the FCB policy related to criminal history, and I release from liability and indemnify the FCB and its vendor(s) from any liability which may result from such requests.

☐ No

☒ Yes

Have you ever been convicted, pled no to contendere, or had an adjudication of guilt withheld for any crime which is a felony or 1st degree misdemeanor?

☐ No

☐ Yes

Have you ever been the subject of supported findings by an Inspector General, Internal Affairs Office or other employment related investigative body?

☐ No

☐ Yes

Ethical Responsibilities

I agree to follow the FCB Code of Ethical and Professional Conduct and understand the Code applies during my applicant and certified periods.

☐ No

☐ Yes

I agree to participate in the FCB investigation process if I am the subject of or a party to an allegation of ethical misconduct.

☐ No

☐ Yes

Other Certification/Licensure

Do you or have you ever held a certification or license issued by another regulatory agency?

☐ No

☐ Yes

Prev

Next

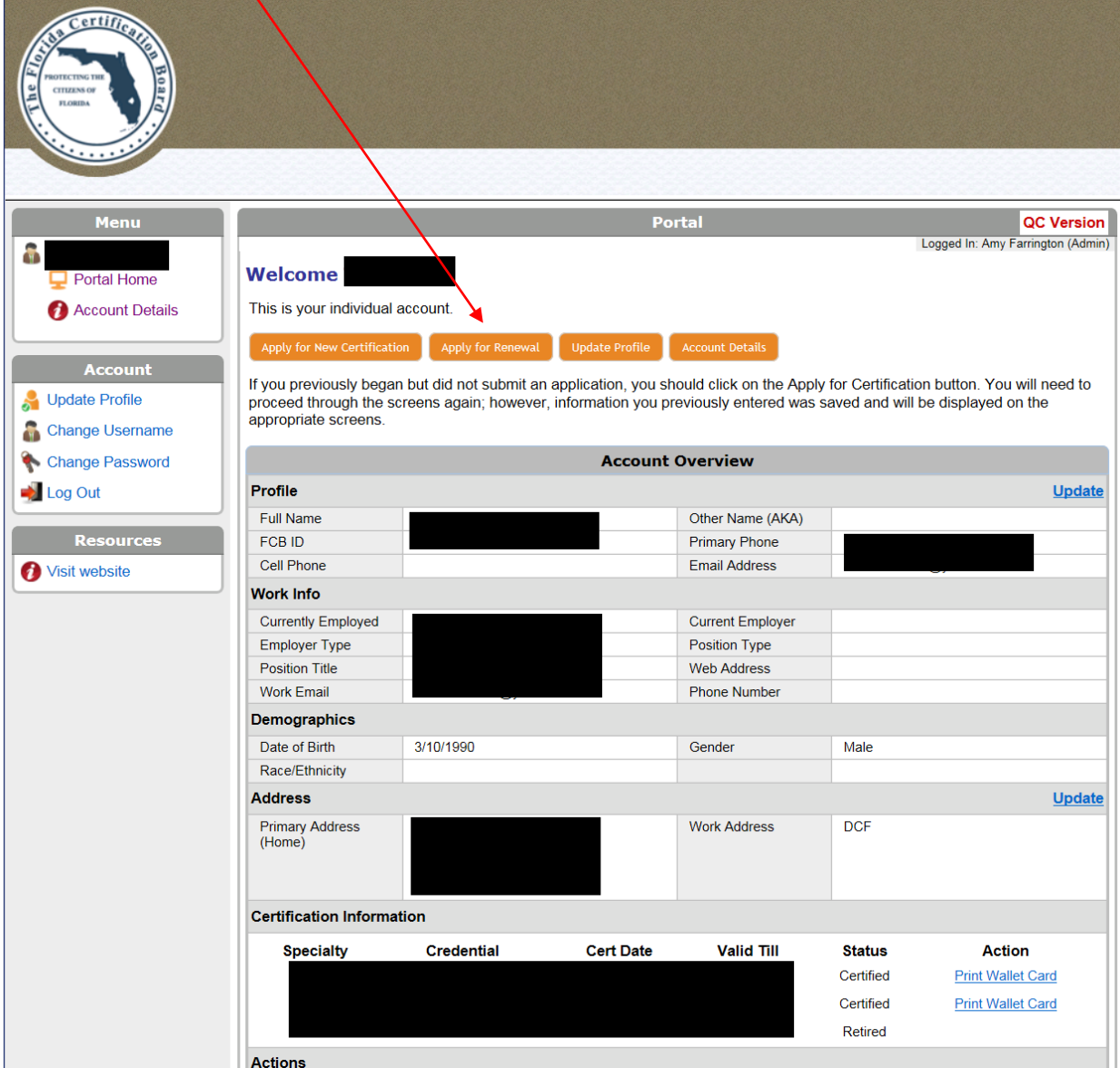
Save

Once you have updated your Background Information, please select the **Save** button, which will open the following page OR provide you with a direct link to any questions/required data fields you missed when providing your update.

## Step 4: Renew your credential(s)

When you have updated your profile, you should be taken to this screen.

Click on the **Apply for Renewal** button, which will open the screen on the next page.



The screenshot shows the Florida Certification Board portal. A red arrow points to the "Apply for Renewal" button. The page includes a sidebar with navigation links and a main content area with account overview and certification information.

**Menu**

- Portal Home
- Account Details

**Account**

- Update Profile
- Change Username
- Change Password
- Log Out

**Resources**

- Visit website

**Portal** QC Version  
Logged In: Amy Farrington (Admin)

**Welcome** [Redacted]

This is your individual account.

[Apply for New Certification](#) [Apply for Renewal](#) [Update Profile](#) [Account Details](#)

If you previously began but did not submit an application, you should click on the Apply for Certification button. You will need to proceed through the screens again; however, information you previously entered was saved and will be displayed on the appropriate screens.

**Account Overview**

**Profile** [Update](#)

Full Name	[Redacted]	Other Name (AKA)	
FCB ID	[Redacted]	Primary Phone	[Redacted]
Cell Phone		Email Address	[Redacted]

**Work Info**

Currently Employed	[Redacted]	Current Employer	
Employer Type	[Redacted]	Position Type	
Position Title	[Redacted]	Web Address	
Work Email	[Redacted]	Phone Number	

**Demographics**

Date of Birth	3/10/1990	Gender	Male
Race/Ethnicity			

**Address** [Update](#)

Primary Address (Home)	[Redacted]	Work Address	DCF
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**Certification Information**

Specialty	Credential	Cert Date	Valid Till	Status	Action
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Certified	<a href="#">Print Wallet Card</a>
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Certified	<a href="#">Print Wallet Card</a>
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Retired	

**Actions**

Note: this screen shot was taken from a "live" record. In the sections that are redacted, you will see your personal information.

## Verify Renewal Fees

On this screen you will see the renewal type (October or June), the renewal year (your expiration year) and the credentials that have an expiration date of October 31<sup>st</sup> for the renewal year. You will also see the associated renewal fee.

If you hold multiple credentials, one credential will be charged at the full rate and all other credentials will be charged at the reduced rate for multiple credential holders. If you choose to NOT renew any credential, click on the appropriate ☒. The renewal rate will recalculate to remove any discounts for multiple credentials.

If you choose to contribute to the FCB's voluntary Political Action Committee, please click on the empty ☐. The system will automatically add a \$20 contribution. You may increase or decrease this amount by clicking in the fee box. If you do not wish to contribute, DO NOT click on the empty ☐.

When you have verified the correct total renewal fee, click on the **Submit** button, which will open the screen on the following page.

The screenshot shows the 'Renewal App' interface. On the left is a sidebar with three sections: 'Menu' (Portal Home, Account Details), 'Account' (Update Profile, Change Username, Change Password, Log Out), and 'Resources' (Visit website). The main area is titled 'Renewal App' and includes a 'New Record' button. It features a 'Select Certification(s) to Renew' section with the following details:

Renewal Type*	October
Renewal Year*	2016
Certification(s)*	
<input checked="" type="checkbox"/> CWPI	\$200
<input checked="" type="checkbox"/> CWCW	\$100
Voluntary Contribution(s)	
<input type="checkbox"/> FCW PAC	
<b>Total</b>	<b>\$300</b>

At the bottom are 'Cancel', 'Prev', 'Next', and 'Submit' buttons. Red arrows point from the text above to the 'Renewal Type' field and the 'Submit' button.

## Final review of renewal fees and make payment.

On this screen you will see a summary of the fees you selected on the previous screen. If you change your mind about the fees you wish to pay/the credentials you wish to renew, click on the **Cancel** button, which will end this payment attempt. You will be required to start the renewal payment process from the beginning by selecting the **Apply for Renewal** button from your individual account's homepage.

If you are in agreement with the listed fees, select your payment method by clicking on **Select Payment Method\*** drop down list. The FCB accepts VISA, Mastercard, Discover and American Express.

**Portal** QC Version  
Logged In: Amy Farrington (Admin)

### PAYMENT INSTRUCTIONS

Please review your total amount due below, then select the appropriate payment method.

The FCB does not refund certification application or testing fees. Please do not submit this application and make payment until you are sure you are ready to proceed. NOTE: This application, including all data and attachments, will delete if it is not submitted within 45 calendar days.

**Add Payment** **New Record**

Items to Pay

Select the due amounts which are to be paid, then select the payment method below.

Item	Description	Level	Due
Previous Balance			
1	Renewal Fees:Child Welfare Renewal:CWPI FCB-RENAPP-4544: Renewal for October 2016	Pending	200.00
2	Renewal Fees:Child Welfare Renewal:CWCM-Discout FCB-RENAPP-4544: Renewal for October 2016	Pending	100.00
<b>Total Due:</b>			<b>300.00</b>

Select Payment Method

Please select the payment method from the drop down list below.

Once you have selected your payment method, please enter the appropriate information in all the required fields, and then click the **Submit** button to complete this payment.

Please note: For security reasons, this system will not store your method of payment information.

Select Payment Method\*

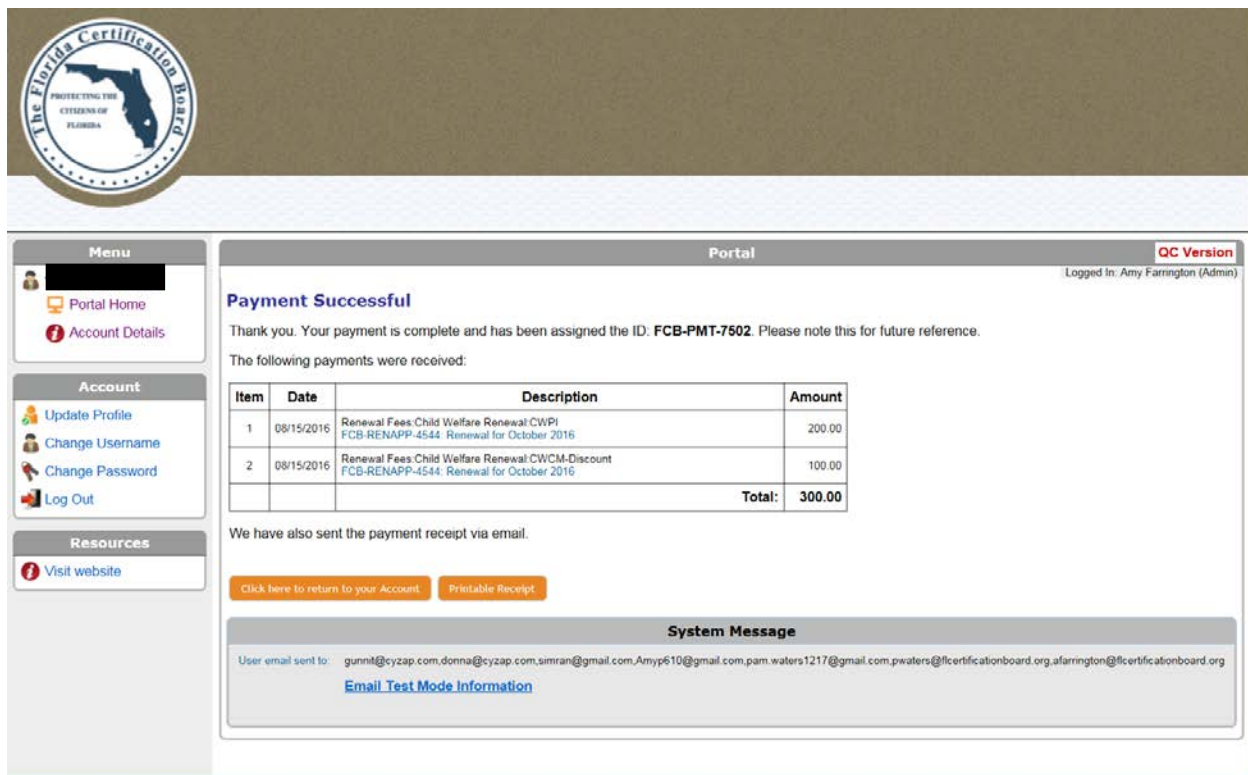
**Cancel** **Submit**

When you select your payment method, a series of text entry boxes will open. Enter your credit card and billing information then select the **Submit** button. The system will process your payment and the following screen will appear.



## Payment verification and receipt

When you payment has processed successfully, this screen will open.



The screenshot shows the Florida Certification Board's payment confirmation page. At the top left is the FCB logo. The page is divided into a left sidebar with 'Menu', 'Account', and 'Resources' sections, and a main content area. The main area displays a 'Payment Successful' message with a thank you note and a payment ID: FCB-PMT-7502. Below this is a table of payments received. Two buttons are present: 'Click here to return to your Account' and 'Printable Receipt'. A 'System Message' box at the bottom lists email addresses that received the receipt and provides a link to 'Email Test Mode Information'.

**Payment Successful**

Thank you. Your payment is complete and has been assigned the ID: **FCB-PMT-7502**. Please note this for future reference.

The following payments were received:

Item	Date	Description	Amount
1	08/15/2016	Renewal Fees Child Welfare Renewal CWPI FCB-RENAPP-4544: Renewal for October 2016	200.00
2	08/15/2016	Renewal Fees Child Welfare Renewal CWCM Discount FCB-RENAPP-4544: Renewal for October 2016	100.00
<b>Total:</b>			<b>300.00</b>

We have also sent the payment receipt via email.

[Click here to return to your Account](#) [Printable Receipt](#)

**System Message**

User email sent to: gunnit@cyzap.com,donna@cyzap.com,simran@gmail.com,Amyp610@gmail.com,pam.waters1217@gmail.com,pwaters@flcertificationboard.org,afarrington@flcertificationboard.org


[Email Test Mode Information](#)

Payment is verified to the individual's account. If you used a company credit card or a credit card belonging to another person, you are responsible for providing proof of payment to the payer. The system will not provide a receipt to the individual who "holds" the credit card.



Receipt options: You may print this screen, you may select the **Printable Receipt** button, or you may print the email receipt that is automatically sent to the email address that is your system username.


Your credential has now been renewed. Click on the **Click here to return to your Account** button to verify that your payment has been applied, your expiration date has been updated and your credential is in certified status. You will also be able to select the Print Wallet Card link to print a PDF verification of your certification.


Note: If your information has not updated immediately, please wait approximately an hour for the system to recycle and update the specific information in your individual account. If your information is not updated within an hour of making payment, please call the FCB offices for assistance.




Menu





 Portal Home


 Account Details

Account


 Update Profile

 Change Username

 Change Password

 Log Out


Resources

 Visit website

Portal

QC Version

Logged In: Amy Farrington (Admin)

Welcome 

This is your individual account.

Apply for New Certification

Apply for Renewal

Update Profile


Account Details

If you previously began but did not submit an application, you should click on the Apply for Certification button. You will need to proceed through the screens again; however, information you previously entered was saved and will be displayed on the appropriate screens.

Account Overview


Profile

Full Name

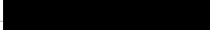


Other Name (AKA)

FCB ID




Primary Phone




Cell Phone

Email Address



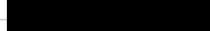
Work Info

Currently Employed



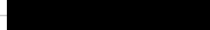
Current Employer

Employer Type




Position Type

Position Title



Web Address

Work Email



Phone Number

Demographics

Date of Birth

3/10/1990


Gender

Male

Race/Ethnicity

Address


Primary Address (Home)



Work Address

DCF

Certification Information

Specialty	Credential	Cert Date	Valid Till	Status	Action
				Certified	<a href="#">Print Wallet Card</a>
				Certified	<a href="#">Print Wallet Card</a>
				Retired	

Actions