Florida Certification Board
Online Certification System

How To CREATE A NEW PROFILE/ACCOUNT

Welcome to FCB

Through this system you can easily and safely submit your FCB application and manage your current FCB credentials. Use this system to:

- Create your FCB certification application
- Register for FCB certification exam
- Pay your renewal fee

If you have already created an account, please continue to use your existing login information. To retrieve your password, click "Forgot Password?"

To create an account, click "New Individual Account" on the left-hand side of the screen.

Login

Password

Login  Forgot Password?

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.
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Directions for persons with an existing FCB online account in the “former” system:

1. Enter the email address you used with the “old” system.
2. Select **Forgot Password** option.
3. The new system will send a temporary password to the email on file with directions to reset the password.

If you do not remember or cannot access the email associated with the account, **Please DO NOT** create new account! **Contact the FCB for assistance.**

**Note:** This system is still in development and testing and will be **LIVE** on June 1, 2016. The “welcome” page language is being modified and will read as follows:

**Welcome to the 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 with a temporary password. 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.

For New Users: Getting Started with the Customer Portal

In order to use this system, you must create a new account. Please click on the “Create New Account” button to begin this process. You will be required to enter contact information and answer a series of questions. After you complete and submit your account registration, the system will send you an email with a temporary password.

You can now access the account using your email address and password. For security purposes, we recommend that you change your password upon login. You are ready to take advantage of the system features as listed above.
Directions for new applicants (persons who DO NOT have an existing FCB online account in the “former” system):

Select **Create New Account** button OR **New Individual Account** link, which will open the following screen.
Enter all requested information.

Notes:

1. The “name” in the system MUST match the applicant’s name on their government-issued photo ID.

2. The “email” in the system MUST be the applicant’s primary, personal email as all information is sent from the FCB to this email address. Applicants who use a work email address and then change employers at a future date will not be able to access the system or important FCB communication.

Select the **NEXT** button, which will open the following screen.
Directions for persons attempting to create a new account; the system thinks an account may already exist; the applicant AGREES with the system.

After completing/submitting information on the former screen, the system will identify any possible existing/duplicate profile records.

- If the applicant says “yes, this is my record” the select the Action button.
- If the applicant says “no, this is not my record” then select the click here link.

Selecting the Action button will open the following screens.
Selecting the click here link will open the screens starting on page 8 of this document.
Directions for persons attempting to create a new account; the system thinks an account may already exist; the applicant AGREES with the system.

In this example, the system has two email address options and the applicant must select the email link where the system should send the reset password link.

When the applicant selects one of the options, the following screen will appear:

Simultaneously, the following email will be sent to the email link selected by the applicant:
At this point, the applicant will be able to return to the “home screen” and enter his or her email address and the temporary password sent by the system.

Once the individual successfully accessing his or her account in the system, the system will require the individual to update any missing information in his or her profile record. **Note: this should only occur on the first log-in to the new system. Any other updates to profile information can and should be made by the individual when changes occur.**
Directions for persons attempting to create a new account; the system thinks an account may already exist; the applicant DISAGREES with the system.

When the individual selects the click here link (see page 5 of this document) the following screen will open:

The Personal Information Tab has four sections: Name, Primary Contact, Primary Address, and Demographics (see next page for a preview of all sections under the Personal Information Tab.)
Personal Information Tab:

1. The “first name” and “last name” fields will pre-populate with the information entered in the first screen.
2. All * are fields of required information.
3. PLEASE enter personal (not work/employer) contact information in the Primary Contact and the Primary Address sections. The FCB will communicate directly with the applicant/certified individual using the contact information entered in this section. If the individual enters employer information in this section and changes employers in the future, the person WILL NOT have access to email notifications.

Selecting the NEXT button will open the Work Information Tab as shown on the following screen:
Selecting the NO option will open the Background Information screen.

Selecting the YES option will open additional fields under the **Work Information Tab** as shown on the following screen.

**For Child Welfare Applicants:** ALL child welfare certification applicants must be employed with an FCB recognized child welfare employer. Title IV-E Stipend applicants, if not formally employed, must enter information the employer who has arranged for their certification programming.
Work Information Tab:

1. The information entered into the “current employer” field will auto-populate the “company” field in the Work Address section.
2. All * are fields of required information.
3. This is where you enter WORK contact information.
   **Note for Child Welfare Training Entities:** PLEASE provide applicants with the specific spelling of the “current employer.” Consistent data entry will allow the FCB to run data reports by employer.

Selecting the NEXT button will open the Background Information Tab as shown on the following screen:

**Note:** In this new system, the FCB has moved all of the criminal history, other licensure/certification history, and Code of Ethics information into the profile. Formerly, applicants had to answer these questions during the application process. **All individuals who had an approved account in the FCB’s former system will be required to complete this tab of information the first time he or she logs into the new system.**
**Background Information Tab:**

The **Background Information Tab** has three sections: Background History, Ethical Responsibilities and Other Certification/Licensure. See the following screen shots for information related to each section.
1. There are three questions in the Background History section. Applicants are required to answer “yes” to the first question. Selecting “no” will disqualify an applicant for certification.

2. Applicants who answer “no” to the second question will proceed to the third question. Selecting “yes” will open an additional two questions (see screenshot below). The FCB will individually follow-up with applicants based on the answers to the additional questions.

3. Applicants answering “yes” to the final question will be contacted by the FCB for additional information.
Ethical Responsibilities and Other Certification/Licensure sections.

Ethical Responsibilities section

There are two questions in the Ethical Responsibilities section. Applicants are required to answer “yes” to both questions. Selecting “no” for either question will disqualify an applicant for certification.

Other Certification/Licensure section

There is one question in the Other Certification/Licensure section. Applicants who answer “no” to the second question will select the SAVE button.

Answering “yes” will open an additional question (see screen shot below). The FCB will individually follow-up with applicants based on the answer to this question. After answering this question, the applicant will select the SAVE button.

Selecting the SAVE button, will open one of two possible screens.

Option 1: System identified errors in Profile Data (see next page).
Option 2: System DID NOT identify any errors in Profile Data (see page 15 of this document).
Screen shot IF system identified errors in Profile Data:

1. If there are any required fields that were left blank OR if there is any invalid data, the system will require the individual to correct issues before moving to the next screen.
2. Each “error” has a hyperlink that will direct the applicant to the exact part of the Profile that must be corrected.
3. Once corrected, the system will move to the following screen.
Screen shot IF system did not identify errors in Profile Data:

The new system will immediately approve the system account and the applicant will see this screen. Applicants are STRONGLY encouraged to exit the system, login with the newly created/provided credentials and update the password IMMEDIATELY.

Applicants need to record the email address they used for system registration and their password for future reference.

The FCB has conducted many quality checks of the data imported from the former system; however, any type of data migration with the 28,000 certification records that exist can have some missing or incorrect data. If you see something in your certification records that does not look correct (outside of the Profile data that you can edit), please contact FCB so we can investigate and ensure your records are accurate.

The APPLY FOR CERTIFICATION button is not yet activated.

- Addiction, Mental Health, Health and New York credentials are expected to be open for online applications by mid-June 2016.
- Child Welfare will not have online application capabilities until August 2016.

Effective June 1, 2016, individuals will be able to use the system to:
  1. update profile data
  2. renew credentials in the June cycle
  3. view current credential records, along with certification e-cards
  4. pay invoices online