

How to Renew Your Child Welfare Credential

FCB CertTrack Renewal Instructions

Use the link provided in your renewal email to open the FCB CertTrack portal. Follow the instructions below to activate your account, if needed, and complete your renewal application.

Before you begin:

Use the **personal email address** that was associated with your **Florida Certification Board credentials in the previous certification system**.

Do not create a new account if you already hold an FCB credential. Creating a new account may prevent your existing certification records from displaying correctly in CertTrack.

If you are unsure which email address was associated with your previous FCB account, please contact the Florida Certification Board at **850-222-6314** or admin_assist@flcertificationboard.org before attempting to log in or create an account. FCB staff can confirm the email address currently associated with your certification record.

Step 1: Access Your CertTrack Account

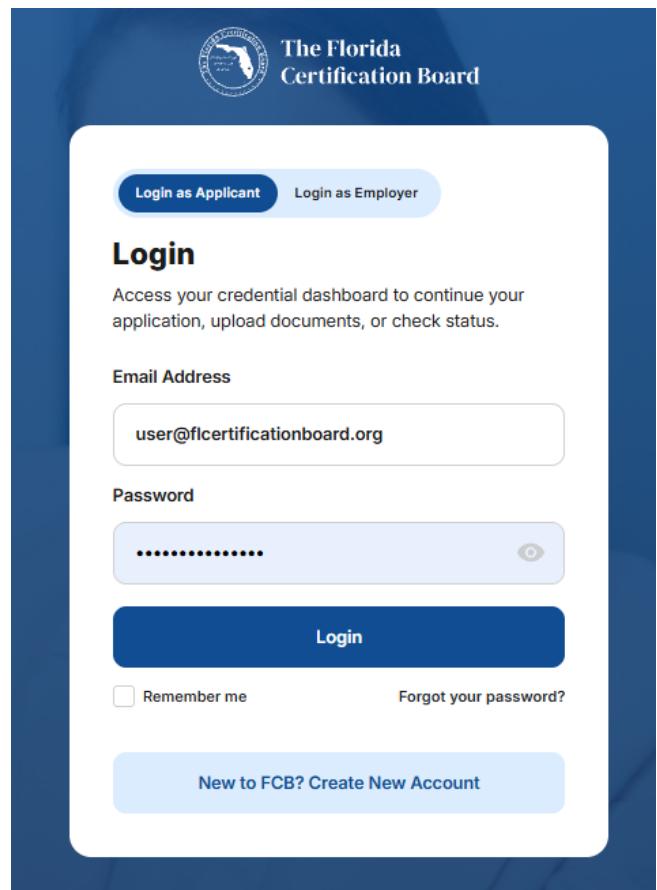
Choose the instructions that apply to you.

If you have never logged in to CertTrack

1. Select **Login as Applicant**.
2. Click **Forgot your password?** on the login screen.
3. Enter the **personal email address** associated with your FCB credentials and follow the emailed instructions to reset your password.
4. Complete the two-factor verification process.
5. Review the information displayed on the screen. Enter or update any required information, then continue to your Dashboard.

If you have already activated your CertTrack account

Select **Login as Applicant**, enter the **personal email address** associated with your FCB credentials and your **password**, and click **Login**.



The screenshot shows the login interface for The Florida Certification Board's CertTrack system. At the top, the FCB logo and name are displayed. Below this, there are two buttons: "Login as Applicant" (highlighted in dark blue) and "Login as Employer" (light blue). The main heading is "Login", followed by a subtext: "Access your credential dashboard to continue your application, upload documents, or check status." The form includes an "Email Address" field with the placeholder "user@flcertificationboard.org" and a "Password" field with masked characters and a toggle icon. A dark blue "Login" button is positioned below the password field. At the bottom of the form, there is a "Remember me" checkbox and a "Forgot your password?" link. A light blue button at the very bottom says "New to FCB? Create New Account".

Step 2: Begin Your Renewal

1. Open your Dashboard.

Locate your Child Welfare credential under **My Credentials**.

2. Click Renew Credential.

Carefully confirm that you are renewing the correct credential.

My Credentials Search by Name

Certified Child Welfare Licensing Counselor (CWLC) Active Expiration Date : 10/31/2026
Standard Application • Category: Child Welfare • Credential ID: CWLC.0104588 52 Days Left

[Renew Credential](#) [View Details](#) [Add to Wallet](#)

3. Click Start Application.

Read the information and renewal reminders on the screen before you begin.

Certified Child Welfare Licensing Counselor (CWLC) Go Back Start Application
Standard Renewal Application • Category: Child Welfare

Hello
You are renewing your **Certified Child Welfare Licensing Counselor (CWLC)**.

Tips:

- Submit your renewal application within **30 days**, or it will be deleted.
- Apply before the expiration date, or you will be subject to late and/or reactivation fees.
- Upload your Continuing Education (CE) documentation.

Click **Start Application** to begin.

Step 3: Complete the Renewal Screens

1. Verify or update your personal information.

Review every field for accuracy, including your mailing address and notification preferences. Complete all required fields, then click **Save & Next**.

Certified Child Welfare Licensing Counselor (CWLC) Application Progress
Standard Renewal Application • Category: Child Welfare

Verify or Update Personal Information

First Name* **Middle Name** **Last Name***

Suffix **Date of Birth*** **Gender***

Race* **Ethnicity***

Mailing Address

Address Line 1* **Address Line 2**

City* **State*** **Zip Code**

County* **Country***

Notification Preferences

Application Progress:

1. Verify or Update Personal Information
2. Verify or Update Current Employment
3. Continuing Education (CE) Hours
4. Fee Payment Method
5. Electronic Signature

2. Verify or update your current employment.

Carefully select your **Employer** from the **Employer list**. Choose the **Employer** that should be connected to your renewal, especially if your employer will be paying the renewal fee. Complete the remaining employment fields and click **Save & Next**.

Important: Selecting the correct employer is required for the **Employer Pay** option to work properly. If your employer will be paying your fees, **do not select “Other (Please Specify).”** Your employer must appear in and be selected from the dropdown list for **Employer Pay** to be available in the system.

The screenshot shows the 'Verify or Update Current Employment Details' form for a 'Certified Child Welfare Licensing Counselor (CWLC)' with a 'Standard Renewal Application' in the 'Child Welfare' category. The form includes a sidebar with five steps: 1. Verify or Update Personal Information, 2. Verify or Update Current Employment (active), 3. Continuing Education (CE) Hours, 4. Fee Payment Method, and 5. Electronic Signature. The main form area has fields for 'Employer*' (a dropdown menu with 'Other (Please Specify)' selected and a list of employers including 'Florida Department of Health', 'Apalachee Center, Inc.', 'Brevard Family Partnership-CR-C18-Brevard-Lead Agency', 'Catholic Charities of the Archdiocese of Miami, Inc.', and 'ChildNet-SE-C15,17-4 Kids of South Florida-Broward & Palm Beach'), 'Employer Name*' (text input), 'Position Type*' (dropdown), 'Work Email*' (text input), and 'Work Phone Number*' (text input). At the bottom right are 'Previous' and 'Save & Next' buttons.

Step 4: Enter Your Continuing Education

1. Review the continuing education requirements shown in CertTrack.
2. Click Add to enter each training activity.

The screenshot shows the 'Continuing Education (CE) Hours' form for a 'Certified Child Welfare Licensing Counselor (CWLC)' with a 'Standard Renewal Application' in the 'Child Welfare' category. The sidebar shows the same five steps as the previous form, with step 3 'Continuing Education (CE) Hours' now active. The main form area has a section for 'Continuing Education (CE) Hours' with instructions: 'You must complete 20 hours of continuing education (CEs) every 12 months. CEs must be from an approved education provider and must relate to one or more of the credential's performance domains. Training content must be related to one or more of the credential's performance domains.' Below this is a 'Training Information' section with a note: 'Select the "Add" button to enter information and upload supporting documentation for each requirement.' and an '+ Add' button. At the bottom are 'Save as Draft', 'Cancel', 'Previous', and 'Save & Next' buttons.

3. Enter the training details.

Complete the Training Name, Domain, Training Provider, Start Date, End Date, and Hours fields.

Important: The **Hours** field accepts only whole numbers and will not accept partial hours such as .5 or .25. If your training includes a partial hour, please **round the total training hours up to the next whole number** when entering the hours in the system.

Example: If your training certificate shows **1.5 hours**, enter **2 hours**.

Add Training Verification Details

Training Name*

Domain*

Training Provider*

Start Date*

End Date*

Hours*

Upload Documents

Drop files here or click to upload
You can upload PDF, DOCX, DOC, PNG, JPEG or JPG files with a maximum size of 50MB.

Save Details

4. Upload supporting documentation.

Upload the **certificate, training transcript, or other acceptable documentation** that supports the training you entered.

Important: Training documentation must be uploaded **one training at a time**. You cannot upload documentation for multiple trainings at once. Each training entry must have its supporting documentation uploaded separately.

After uploading the documentation for that training, click **Save Details**.

Repeat these steps for **each individual training** until all required continuing education hours and supporting documentation have been entered.

Once all trainings have been added, click **Save & Next** to continue.

Step 5: Select the Payment Method

Choose the payment method that applies to your renewal:

- **Employer Pay:** Select this option only if the employer identified in your renewal application will pay the renewal fee.
- **Self Pay:** Select this option if you will pay the renewal fee yourself. You will be prompted to pay by credit card.

Please review your selection carefully: Choosing **Employer Pay** sends the payment responsibility to the employer identified in your application. Choosing **Self Pay** means you are responsible for paying the fee by credit card.

The screenshot shows the 'Fee Payment Method' screen for a 'Standard Renewal Application' in the 'Child Welfare' category. On the left, a progress bar highlights five steps: 1. Verify or Update Personal Information, 2. Verify or Update Current Employment, 3. Continuing Education (CE) Hours, 4. Fee Payment Method (selected), and 5. Electronic Signature. The main content area has a heading 'Fee Payment Method' and a statement: 'I understand that I am responsible for making sure all fees are paid to the FCB, regardless of the payment method I choose.' Below this is a label 'Select your expected fee payment method: *' and a dropdown menu. The dropdown is open, showing 'Self Pay' (selected) and 'Employer Pay'. At the bottom right are buttons for 'Previous' and 'Save & Next'. At the bottom left are buttons for 'Save as Draft' and 'Cancel'.

Step 6: Sign and Submit Your Renewal

1. Provide your electronic signature.
2. Confirm the electronic signature statement and review your printed name and date.
3. Click **Save & Next** and follow the final prompts to submit the renewal application.

The screenshot shows the 'Electronic Signature' screen for a 'Standard Renewal Application' in the 'Child Welfare' category. On the left, the progress bar highlights five steps: 1. Verify or Update Personal Information, 2. Verify or Update Current Employment, 3. Continuing Education (CE) Hours, 4. Fee Payment Method, and 5. Electronic Signature (selected). The main content area has a heading 'Electronic Signature' and a large text input field for the signature. To the right of the field is a 'Clear' button. Below the field is a checkbox with the text: 'I confirm that the electronic signature provided is my own and that I consent to its use for official certification purposes.' Below this are two input fields: 'Printed Full Name*' with the value 'Julia Ann-Bartee Watwood' and 'Date*' with the value '09/08/2026'. At the bottom right are buttons for 'Previous' and 'Save & Next'. At the bottom left are buttons for 'Save as Draft' and 'Cancel'.

Final reminder: Your renewal is not complete until you finish all required screens and submit the application. Review your Dashboard afterward to confirm the renewal status and any remaining payment steps.