

How to Create and Log In to an Employer Account

FCB CertTrack Employer Portal Instructions

This guide explains how to activate an existing employer account, create a new employer account, and use the main features in the FCB CertTrack Employer Portal.

Before you begin:

Use your work email address. Use the work email address associated with your employer organization to create or access the Employer Portal.

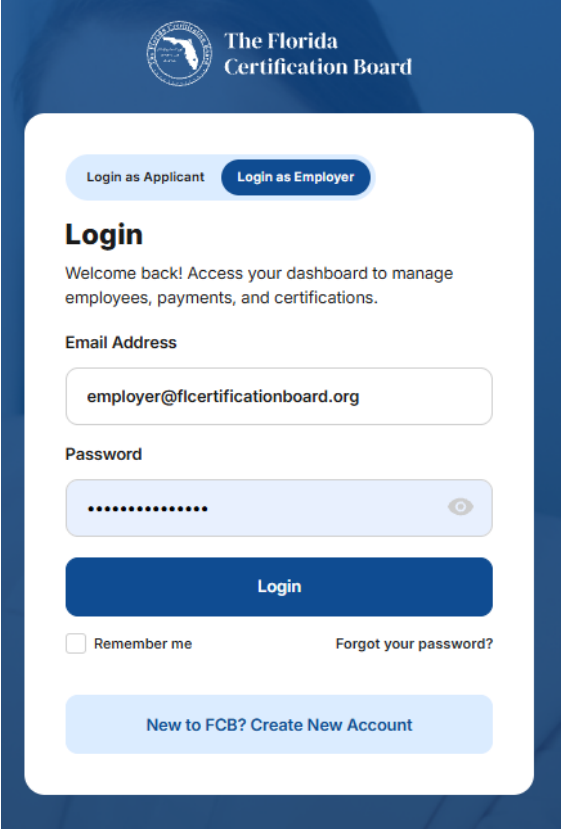
Do not create a new account if your organization had an FCB employer account in the previous system. Use the account activation link provided in the email from FCB.

If you are an existing employer and did not receive the email, contact the Florida Certification Board at **850-222-6314** or admin_assist@flcertificationboard.org before creating a new account.

If You Already Have an FCB Employer Account

Follow these steps if your organization had an employer account in FCB's previous system, even if you have never logged in to CertTrack.

1. Open the **Employer Portal link** provided in the email from FCB.
2. Select **Login as Employer**.
3. On the login screen, select **Forgot your password?**
4. Enter the **work email address that received the FCB email**, then submit the password reset request.
5. Open the password reset email and follow the instructions to create a new password.
6. Return to the Employer Portal and log in with the same work email address and your new password.
7. Complete the **two-factor verification** process by entering the code sent to your email. If needed, select **Resend the code** and check your junk or spam folder.
8. Review the employer information displayed on the screen. Enter, verify, or update all required information, save your changes, and continue to the **Employer Dashboard**.

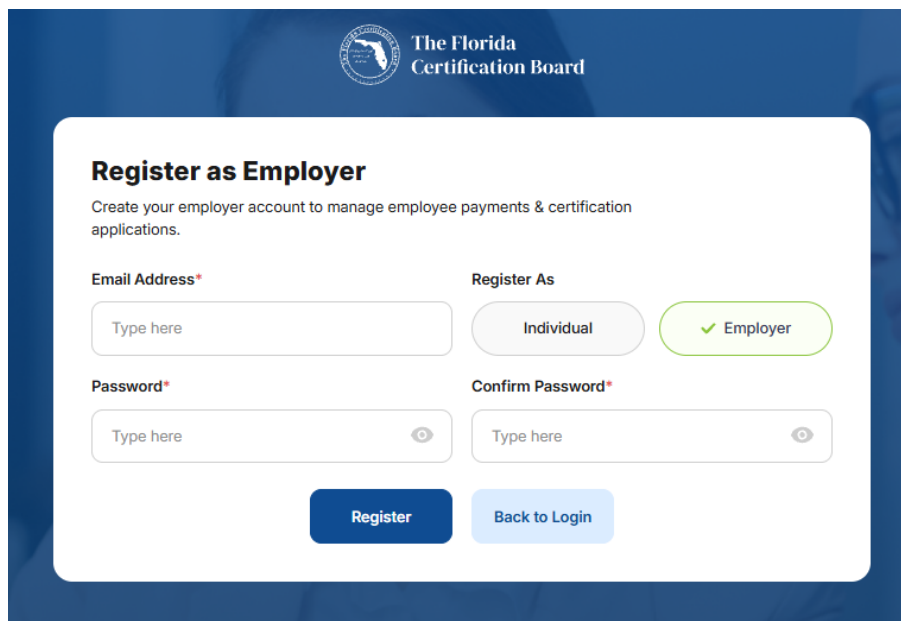


The screenshot shows the login interface for The Florida Certification Board. At the top, there is a logo and the text "The Florida Certification Board". Below this, there are two buttons: "Login as Applicant" and "Login as Employer". The "Login as Employer" button is highlighted. Underneath, the word "Login" is displayed, followed by a welcome message: "Welcome back! Access your dashboard to manage employees, payments, and certifications." There are two input fields: "Email Address" with the value "employer@flcertificationboard.org" and "Password" with masked characters. Below the password field is a "Login" button. At the bottom, there are two links: "Remember me" (with an unchecked checkbox) and "Forgot your password?". A light blue button at the very bottom says "New to FCB? Create New Account".

Create a New Employer Account

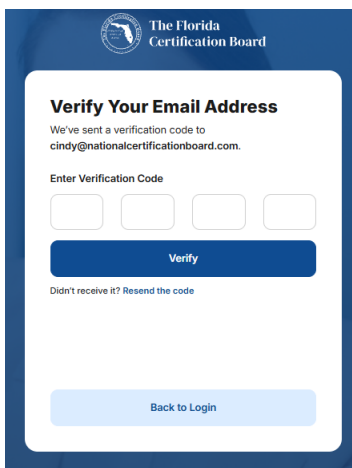
Use these instructions only if your organization did not have an employer account in FCB's previous system.

1. Open the CertTrack Employer Portal and select **Login as Employer**.
2. Select **New to FCB? Create New Account**.
3. On the **Register as Employer** screen, confirm that **Employer** is selected under Register As.
4. Enter the work email address you want associated with the employer account.
5. Enter and confirm your password, then select **Register**.

The screenshot shows the 'Register as Employer' screen of The Florida Certification Board. At the top, there is a logo and the text 'The Florida Certification Board'. Below this, the title 'Register as Employer' is followed by the instruction 'Create your employer account to manage employee payments & certification applications.' The form contains two rows of input fields. The first row has an 'Email Address*' field with a placeholder 'Type here' and a 'Register As' section with two buttons: 'Individual' and 'Employer' (which is highlighted with a green border and a checkmark). The second row has a 'Password*' field with a placeholder 'Type here' and a 'Confirm Password*' field with a placeholder 'Type here'. Both password fields have an eye icon to toggle visibility. At the bottom, there are two buttons: 'Register' (dark blue) and 'Back to Login' (light blue).

Register as Employer screen

6. Enter the verification code sent to your email, then select **Verify**. If needed, select **Resend the code**.

The screenshot shows the 'Verify Your Email Address' screen of The Florida Certification Board. At the top, there is a logo and the text 'The Florida Certification Board'. Below this, the title 'Verify Your Email Address' is followed by the text 'We've sent a verification code to cindy@nationalcertificationboard.com.' The form contains an 'Enter Verification Code' section with four input boxes. Below this is a 'Verify' button (dark blue). Underneath the button, it says 'Didn't receive it? Resend the code'. At the bottom, there is a 'Back to Login' button (light blue).

Email verification screen

Complete Your Employer Profile

- Complete all required employer information, including the employer name, phone number, billing address, primary contact details, and billing contact details. Enter a DBA name only if it applies to your organization.
- Review the information for accuracy, then select **Save Details**.

 The Florida Certification Board CI Logout

Complete Your Profile Information
This information helps us verify your account and streamline employee payments.

Basic Details

Employer Name *

Florida Certification Board

DBA Name (Doing Business As)

Type here

Employer ID

EMP0484

Email Address

Verified 

cindy@nationalcertificationboard

Phone Number *

+1 (850) 222-6314

Billing Address Details

Address Line 1 *

1715 S Gadsden Street

Address Line 2

Type here

City *

Tallahassee

State *

FL

Zip Code *

32301

Primary Contact Details

First Name *

Cindy

Last Name *

Smith

Email *

cindy@nationalcertificationboard

Phone Number *

+1 (850) 222-6314

Billing Contact Details

☒ Same as Primary Contact Details

First Name *

Cindy

Last Name *

Smith

Email *

cindy@nationalcertificationboard

Phone Number *

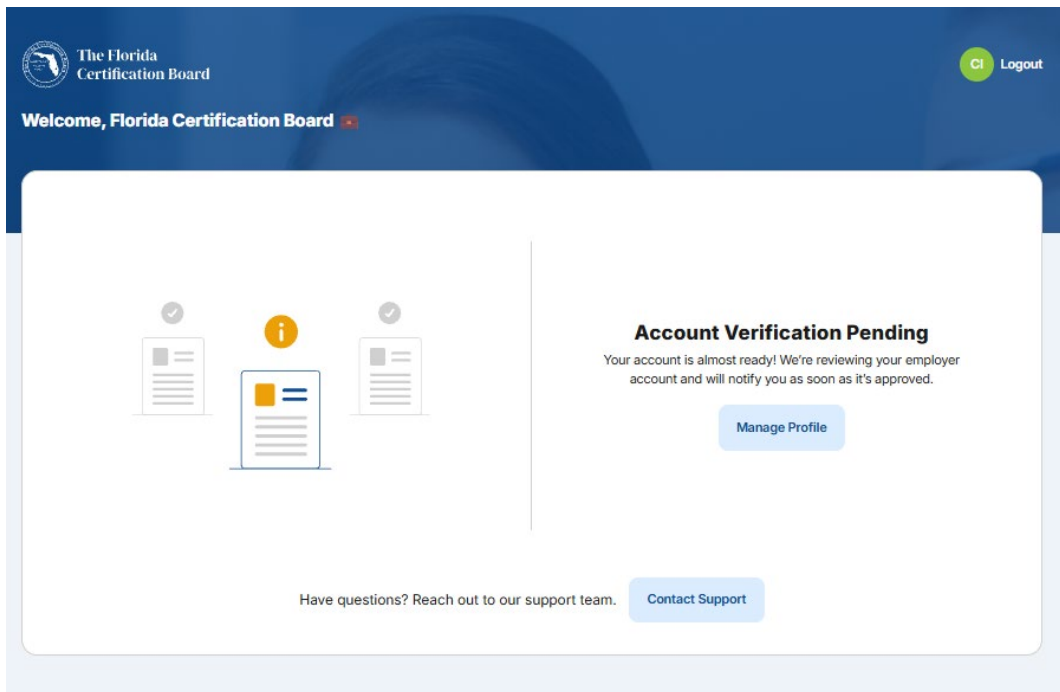
+1 (850) 222-6314

Save Details

Employer profile information screen

Wait for FCB Approval

- After you submit your profile, the system will display **Account Verification Pending**. FCB will review the information and notify you when the employer account is approved.



Account Verification Pending screen

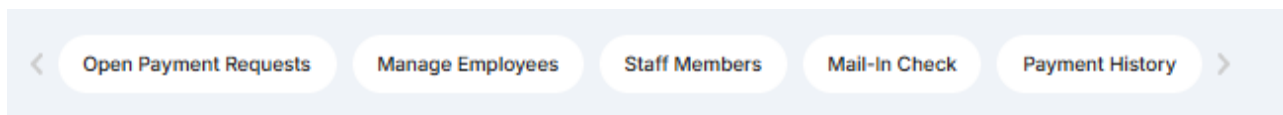
- After approval, log in to the Employer Portal. Select **Manage Profile** to review or update your employer information or use the dashboard menu to access employer functions.

The screenshot shows the 'Manage Profile' dashboard. At the top, there are navigation tabs: 'Open Payment Requests', 'Manage Employees', 'Staff Members', 'Multi-In Check', and 'Payment History'. A user profile icon and 'FL Florida' are in the top right. The left sidebar contains a 'Manage Profile' section with a user icon and contact information, and a 'Basic Details' button. The main content area is divided into two sections: 'Basic Details' and 'Billing Address Details'. The 'Basic Details' section includes fields for 'Employer Name' (Florida Certification Board), 'DBA Name (Doing Business As)' (Type here), 'Employer ID' (EMP0484), 'Email Address' (cindy@nationalcertificationboard.com), and 'Phone Number' (+1 (850) 222-6314). The 'Billing Address Details' section includes fields for 'Address Line 1' (1715 S Gadsden Street), 'Address Line 2' (Type here), 'City' (Tallahassee), 'State' (FL), and 'Zip' (32301). A 'Save Details' button is located at the bottom right.

Approved employer profile and dashboard

Use the Employer Portal

The Employer Portal menu provides access to **Open Payment Requests**, **Manage Employees**, **Staff Members**, **Mail-In Check**, and **Payment History**.



Employer Portal menu

Add Employer Staff

Select **Staff Members**, then select **Add Staff Member**. Enter the staff member's name, email address, contact number, and role, then select **Save Details**. Staff members added to the account can access employer details and manage payment requests and employees.

A screenshot of the 'Staff Members' page in the Employer Portal. The page has a dark grey header with navigation links: 'Open Payment Requests', 'Manage Employees', 'Staff Members' (highlighted), 'Mail-In Check', and 'Payment History'. On the right of the header is a user profile icon labeled 'Florida...'. Below the header, there's a 'Staff Members' section title and an 'Add Staff Member' button. In the center, a modal form titled 'Add New Staff Member' is open. The form has four input fields: 'Name', 'Email Address', 'Contact Number', and 'Role', each with a 'Type Here' placeholder. Below the fields is a note: 'Note: By adding this, the staff member will be able to access all details and manage payment requests and employees.' At the bottom of the form is a 'Save Details' button.

Add New Staff Member form

Add Employees

Select **Manage Employees**, then select **Add New**. Enter the employee's email address and select **Save Details** to add the employee to your organization.

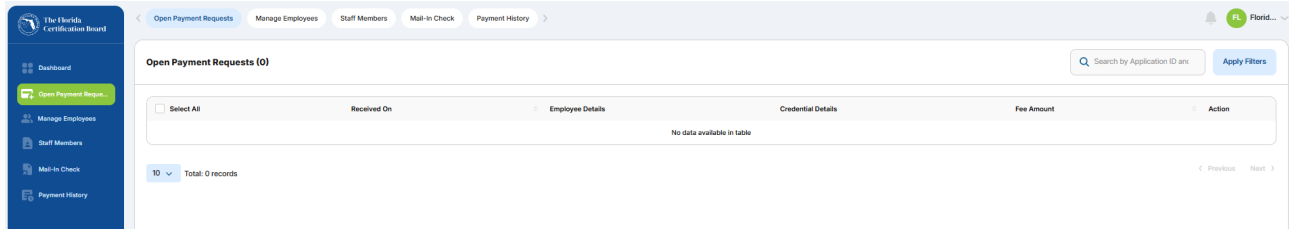
A screenshot of the 'Manage Employees' page in the Employer Portal. The page has a dark grey header with navigation links: 'Open Payment Requests', 'Manage Employees' (highlighted), 'Staff Members', 'Mail-In Check', and 'Payment History'. On the right of the header is a user profile icon labeled 'Florida...'. Below the header, there's an 'Add New' button. In the center, a modal form titled 'Add Employee' is open. The form has a single input field for 'Email Address' with a 'Type Here' placeholder. Below the field is a 'Save Details' button.

Add Employee form

Review Employer Payments

Open Payment Requests

Select **Open Payment Requests** to review employee certification fees awaiting employer action. Use the search and filter options to locate a specific request.



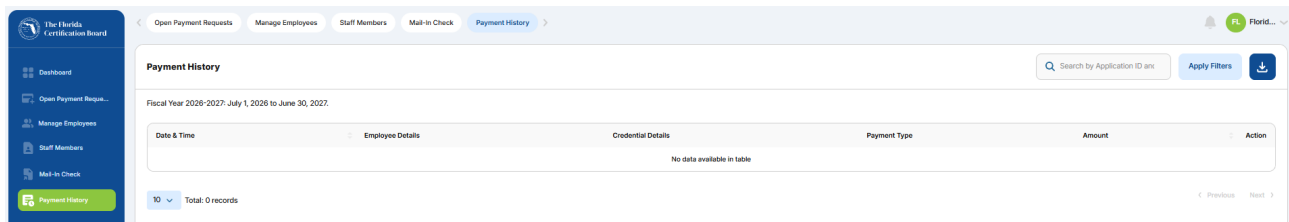
Open Payment Requests screen

Mail-In Check

Select **Mail-In Check** when your organization needs to use the check payment process available in the Employer Portal.

Payment History

Select **Payment History** to review completed employer payments. Use the search and filter options to locate a payment or select the download icon to export the available payment history.



Payment History screen

Need Help

For assistance with an employer account, contact the Florida Certification Board at **850-222-6314** or admin_assist@flcertificationboard.org.