

## Licensure and Regulatory System (LARS) Frequently Asked Questions

### Forgot Password/User ID?

If have previously created an account in this licensure system, but cannot recall your user name or password, please click the appropriate [Forgot Password](#) or [Forgot user ID](#) link to recover your account credentials.

### No account?

If you have never created an account in this licensure system, please click on the [Begin Here For Sign-up](#) link to register and link your professional license(s).

### Renewing your license?

The first time you access the Licensure and Regulatory System (LARS) site, you need to click on the [Begin Here For Sign-up](#) link to create your account. Even if you renewed online in the past, if you have not accessed the new system since it begin March 23, 2018, then you will need to create an account.

- Make your User ID something that you will remember, such as your email address.
- If you applied for initial licensure online, you can use the same account you created to apply online to continue maintaining your license, including renewing.

When you create your account, you must add your current license(s) to the account if you are already a licensee. If you do not add your current license(s) to the account, you will not be given any option except to apply for a new license.

After you create an account, please remember what User ID and Password that you used so you can access the system in the future.

- There is a Forgot password and Forgot user ID function if needed.
- Other features of the online system are:
  - Change your addresses; include email addresses with the Change of Address application.
  - Change your name with the Change of Name application. You must attach your marriage certificate or divorce decree.
  - You can request a duplicate wall license or renewal certificate.

### Multiple professional licenses?

If you are licensed in more than one profession, you must link licenses to one account instead of creating multiple accounts.

### **Can a third party manage my professional license?**

For this online system, only one account can be created for a professional license. Once an account is created that links a professional license, the person creating the account will have access based upon the user id and password used to establish the account. If done by a third party, the licensee, without knowledge of the user id and password, will not be able to manage their professional license using this online system. During business hours, you can contact your board to disassociate your license from an online account established by a third party. However, weekends and holidays may be particularly problematic if you do not know the account details to manage your license through this online system. We do not advise management of your professional license by a third party. The law requires a licensee to maintain current information with their licensure board. Failure to do so could result in a disciplinary action by the board.

Credentialers can continue to operate as they have, but the licensee should be aware of these consequences.

### **Credit card does not appear to process**

If your credit card payment is not successful, please consider the eCheck option.

### **Important: Professional Privilege Tax**

If you have not paid your professional privilege tax, you will see the following message when you pay your renewal fees: According to the TN Dept. of Revenue, you have failed to pay the state professional privilege tax. This transaction will result in your license being placed on hold until a Tax Clearance letter is received by your licensing board. Please contact the Dept. of Revenue at 615-741-7071.