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General Questions

1. What is PULSE?

PULSE is the premier multi-board licensing management system that grants regulatory agencies a variety of functions: testing, application, licensing, renewal, and enforcement. PULSE Portal is browser-based and offers licensees (Individuals and Businesses) the ability to execute most licensing transactions online, processing requests quicker and improving overall customer satisfaction.

2. What information will I need once I've accessed PULSE?

You will be required to enter several different types of personal identification. An Individual or a Business may be required to submit their SSN/EIN and License Number to use many of the PULSE Portal's provided services. If you are submitting a license application or renewal, you may need more detailed information such as previous license history, contact information including email address and postal code, and credit card information. If checking your application status, you will need a Confirmation ID. If submitting a renewal application, you will need your Renewal ID, which Pearson VUE mailed to your address.

3. For which licenses does the PULSE Portal system offer services?

Individual Licenses

Associate Broker
Salesperson
Independent Broker
Principal Broker
Property Manager

Business Licenses

Corporation
Limited Liability Corporation
Partnership

4. How do I contact the District of Columbia Occupational and Professional Licensing Division (DC OPLA)?

Phone: 888-204-6192

Fax: 301-459-7359

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5. How do I find out more information on PULSE and its services?

Visit the Pearson VUE main website and learn more about PULSE at:
<http://www.pearsonvue.com/sponsors/data/pulse/>

6. How do I contact PULSE support staff if I have difficulties?

If you have any questions, call the toll-free Customer Service line at 1-888-204-6192 between 8:00 a.m. and 5:00 p.m. (EST), Monday through Friday.

7. Why is my browser not functioning properly?

You may be using a browser that is incompatible with PULSE Portal. For best results, please use Internet Explorer Version 6 or higher.

8. I hit my browser's "Back" button and cannot retrieve my last page. What should I do?

By hitting the browser's "Back" button you have exited the service you are trying to perform and you will have to start from the beginning. In order to re-enter the service you are trying to perform you will have to go back to the main page at:
<http://www.pulseportal.com/>

9. Why isn't the United States an option for the "Country" field?

If you are a resident of the United States of America or Canada you will not need to provide a Country when filling out address information. You will need your Street, Address, City, State/Province, and Zip Code. If you are not a citizen of those two countries, you will have to choose your country from the drop down box. Here is how it will appear:

Line One	<input type="text"/>	* Required
Line Two	<input type="text"/>	
City	<input type="text"/>	* Required
State	<input type="text"/>	
Postal Code	<input type="text"/>	* Required
Country	<input type="text"/>	
Province	<input type="text"/>	

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Specific Service-Related Questions

1. I need to submit an application for an unlicensed business. What should I do?

After selecting your state and board click Submit a License Application. Select the business application link. The form will guide you through the application process. If you have additional license application questions, click [here](#).

Note: At present, individuals cannot apply online.

2. My License expires soon. What should I do?

Your Renewal ID will be mailed. Once you receive your Renewal ID you can use the PULSE Portal to renew your license. From the Portal services menu, select Renew an Existing License. The form will guide you through the Renewal Process. If you have other renewal-related questions click [here](#).

3. I moved recently. How do I change my address?

Depending on which board you work for, you may need to have your company perform the address change for you. To change the address, from the PULSE Portal Services Menu, select Change your Address. The form will guide you through the address change process. If you have further questions about this service, click [here](#).

4. I submitted a License Application. How do I check to see if it has been approved or denied?

From the PULSE Portal services menu, select Transaction Status Inquiry. You will need the Confirmation ID that was given to you on completion of the application to check the status. The form will guide you through the Inquiry. If you have further questions about this service, click [here](#).

5. I submitted a license renewal. How do I check to see if it has been approved or denied?

From the PULSE Portal services menu, select Transaction Status Inquiry. You will need the Confirmation ID that was given to you on completion of the renewal to check the status. The form will guide you through the Inquiry. If you have specific questions about this service click [here](#).

6. How do I obtain a copy of my license?

From the PULSE Portal services menu, select Request a Duplicate License. The form will guide you through the License Request Service. If you have specific questions about this service, click [here](#).

7. My license has expired. How do I reinstate my license?

You have a 60-day grace period in which to renew your existing license provided you pay a late fee. If you have further questions, click [here](#).

You may reinstate your license up until five (5) years past the expiration date for a lower fee than if you submitted a new license application. To reinstate your license, select Reinststate/Reactivate License from the PULSE Portal services menu. The form will guide you through the reinstatement procedure.

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8. My license is currently paid inactive. How do I reactivate my license?

If you placed your license on inactive status and would like to reactivate it, select Reinstatement/Reactivate License from the PULSE Portal services menu. The form will guide you through the reactivation procedure.

9. How do I submit my documentation?

Some license-related documentation can be uploaded to the PULSE system. For license applications, follow the instructions on the *Upload Required Items* page of the Submit a License Application service.

Supporting documentation can also be mailed to Pearson VUE:

Pearson VUE DC-AC
Metro-Plex II, Suite 400
8201 Corporate Drive Landover, MD 20785

If you have any questions, call the toll-free Customer Service line at 1-888-204-6192 between 8:00 a.m. and 5:00 p.m. (EST), Monday through Friday.

10. How do I obtain licensing instructions?

General Requirements for Licensure are available online in the Submit a Business License Application service. For detailed instructions, please call the toll-free Customer Service line at 1-888-204-6192 between 8:00 a.m. and 5:00 p.m. EST, Monday through Friday.

You may also consult the District of Columbia Real Estate Board page on the Pearson VUE website: <http://www.pearsonvue.com/dc/realestate>

11. How do I find out how many hours of Continuing Education I have remaining for myself or an individual?

From the PULSE Portal Services Menu, select Review your Continuing Education Transcript. The form will guide you through the process.

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Questions by Service

Search/Inquiry Services

1. Search Licensee

What information will I need in order to find and verify a person or entity is licensed?

You need to fill in a minimum of one criteria field in order to use this search feature in PULSE Portal. Since the system requires that you enter data exactly as it appears in the database, it is best to enter only one search criteria or just the first three characters of the last name and the first initial of the first name. Once you have entered this data, hit the next button.

If you cannot find a licensee, try a wildcard search by placing a percentage sign (%) in the front and/or back of a particular section of the name. For example, if you enter %Smi%, it will retrieve all names beginning with Smit and those names that have Smi within the name.

2. Transaction Status Inquiry

How do I check the status of my application once it has been submitted?

Once your application has been submitted, use your Confirmation ID number from your payment confirmation page, name, and SSN (or for businesses, confirmation number, EIN, and company name) to view the status of your application directly on the PULSE Portal by using the Transaction Status Inquiry service.

3. Review Your CE Transcript

How can I obtain a copy of my Continuing Education Transcript?

By using the Review Your Continuing Education Transcript service, a licensee with Continuing Education (CE) requirements can review their CE transcript. You will need your licensing information (License Number, SSN, etc) in order to access this service.

Why does the report not show that I have completed my continuing education?

The education providers are responsible for submitting these completions. Please contact the provider.

4. Licensee Information Inquiry

How do I access information about licensees?

By using this service you can enter a licensee's license number and SSN (or a business EIN) in order to access the licensee's demographic history and license information.

How do I obtain a complete list of the licensees within my organization?

Select Licensee Information Inquiry to do a search of your business license. On the report generated, scroll down to the bottom of the first page to view the list of all the licensees associated with your organization.

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5. Approved Provider/Course Inquiry

How do I find out which Providers are approved and the courses they offer?

The Approved Providers/Course Inquiry service allows you to search for courses for both Continuing Education and Pre-Licensing Education and the Providers that offer them, over a range of dates specified by you.

6. Course Offerings Inquiry

How do I find out which courses are approved and when they are available?

The Course Offerings Inquiry service allows you to search for courses for both Continuing Education and Pre-Licensing Education over a range of dates specified by you. The term “offering” refers to when the course is held.

Licensing

1. Register for an Account

How do I create a User Name and Password for an account?

For Providers:

You will need your Provider ID (also known as state ID) as well as your PIN number to create an account. There is now a service you can use to register your account directly. From www.pulseportal.com, select your state and board. Select “Register for an account.” Enter your State ID and PIN in the appropriate fields and then select continue. You will enter your personal information as you will be the one using this account. Keep in mind that your email address will be your User Name when you log in the next time. After completing the registration the portal will continue to a confirmation screen. You can use the link to return to the main menu.

Keep in mind:

Your email is your User Name once you register for an account.

- If you did not receive your PIN and State ID by mail contact PULSE support at 1-888-204-6192 between 8:00 a.m. and 5:00 p.m. (EST), Monday through Friday.
- There can only be one user per company; ensure that you are the person who is responsible for managing the account for your company
- Each email address can only be used once: if you are registering more than one company for your use on portal, use a different email address each time.
- The Password you create must be eight characters in length, contain at least one upper case letter, and one number.

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What is my User Name, Password, State ID or PIN?

If you are a licensed individual for a licensed business for one of the PULSE-supported Board types, you will be able to create a User Name (e-mail address used while registering the account) and password by using your company's State ID number and PIN number.

Your State ID is six characters and the PIN is eight characters. The format for the PIN is at least one capital, one lowercase, and one numerical character. If you do not have this information, you will need to contact PULSE support staff.

2. Reinstate/Reactivate License

How do I check the status of my Reactivation Application?

Once your application has been submitted, you can use your Confirmation ID number from your payment confirmation page, name, and SSN to view the status of your application by using the Transaction Status Inquiry.

3. Change your Address

How do I change my address?

You will need the licensee's information (License Number, SSN/EIN, etc) in order to use this service. Once you have accessed this service you may change all of your corresponding addresses (Mailing, Residential, and Business Addresses).

I want to change the state I reside in. Can I use this service?

Yes, you may change your state of residence with the Change your Address service.

4. Submit a License Application

What are the "additional State requirements" for my license?

If your license requires additional State requirements, a pop-up screen will appear that gives you the additional state requirements for your license type. You must submit these requirements (by fax and/or mail) before the state will issue you a license.

License Renewals

1. Renew an Existing License

What is my Renewal ID?

You will need your Renewal ID number in order to access the Renew an Existing License service in PULSE. You will not be able to renew your existing license without your Renewal ID number. Pearson VUE will mail your Renewal ID. If you do not have your Renewal ID number you will have to contact Pulse support staff in order to retrieve it.



Requested Documents

1. Request a Letter of Certification

How do I obtain a Letter of Certification?

You can use the Request a Letter of Certification service to choose any state(s) you may need to send a Letter of Certification to acknowledge your license status.

2. Request a Duplicate License

None of the addresses the PULSE Portal gives me to select from are the addresses that I want my license sent to. How do I send the new license to a different address?

You will first need to change your address by using the Change your Address service. After completing the address change, re-enter the Request a Duplicate License service, and your new address will appear.

Education Provider

1. Renew a Course

Who will have access to the Renew a Course service?

Only Providers with a User Name and password will have access to this PULSE feature. If you are unsure of what your User Name and password are, check under the [Register for an Account](#) question for more information.

How does a Provider renew their courses?

When a course is due to renew, a renewal notice will be mailed, which provides the information required to renew the course.

2. Submit CE Course Completions

How do I submit course completions?

Use the Submit CE Course Completions. This service allows you to upload the course completions online.

3. Maintain Course Offerings

How do I notify licensees of course availability?

Use the Maintain Course Offering Services, which allows you to advertise when and where your courses will be offered.

4. Upload Continuing Education Course Completions

What type of file do I need to upload into the system?

The files need to be a comma-delimited file (.csv). You can set up a spreadsheet with Microsoft Excel and save it as a .csv file.



Do I need to enter information into each category of the spreadsheet? What if I don't know all of this information?

You must enter all of the information that pertains to your courses and the licensees that took the courses. If there is information that you are unsure about, please call 888-204-6192 for clarification. If some information does not pertain to a specific entry, leave that field blank (e.g., course times for internet providers).

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