

# **PULSE Portal Frequently Asked Questions: Real Estate Commission Mass Renewal Process**

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## **Mass License Renewal Service**

### **1. How do I create an account?**

You will need your State ID and PIN to create an account. Please reference your renewal instructions to be mailed mid-June for this information. Use the "Register for an Account" Portal service, described in your renewal notice. If you have not received your renewal instructions by the end of June, please contact Pearson VUE at 1 (888) 204-6192

### **2. I am unable to locate my State ID and PIN; how do I get it?**

The State ID and renewal ID can be found on your renewal instructions to be mailed mid-June. If you have not received your renewal instructions by the end of June, please contact Pearson VUE at 1 (888) 204-6192.

### **3. If I have salespersons that I do not wish to renew, what steps do I need to take to terminate them?**

If you do not wish to renew a salesperson, do not select them for renewal. You should complete the salesperson broker change form, which can be found online at [vue.com/dc/realestate/](http://vue.com/dc/realestate/) or return the salesperson's 5X7 license with a notarized letter to cancel the Salesperson from the Company. Please send to

Pearson VUE, DC Real Estate Commission  
8201 Corporate Dr, Ste 400  
Landover, MD 20785

### **4. I have added new salespersons since the renewal cycle began. Will they automatically appear in my salespersons eligible to renew list?**

Yes. They will appear in your eligible to renew list. However, they will need to complete their part of the renewal process before you can submit them for renewal.

### **5. What is the cost to renew, and what is the \$50 assessment fee?**

The cost is a \$130 license fee and a \$50 assessment fee per salesperson license for a total of \$180.. The DC Real Estate Commission is authorized to collect the Assessment Fee of \$50, to be deposited into the Real Estate Guaranty and Education Fund (Pursuant to the DC Code Section 42-1707(I) of the Real Estate Licensure Act of 1982).

**6. What is the total number of licenses that I can renew at one time?**

Banking Industry standards require a maximum limit to the amount of an online credit card transaction. This limitation has been established as a protection to the card holder. On that basis, there is a \$25,000 limit per transaction and the system will allow a maximum of 130 salesperson licenses to be renewed per transaction. Please note that the card holder may have additional limitations to the amount available for these transactions, and this amount may vary at any point in time. Examples of these additional limitations are a lower credit limit and/or the amount available due to other current purchases.

**7. If I decide to renew some salespersons now and others later, can I log in and continue the process?**

Yes. You can log in using your email address and password to complete transactions by 8/31/2009 without a late fee. A \$50 late fee will be assessed per licensee from 9/1/2009 to 10/31/2009.

**8. If I have more than one office location, can I share the account login with multiple branch offices so they can process the salespersons at their locations?**

Yes, you may share the company login with multiple branch offices. The system allows multiple users to log in to the PULSE Portal at the same time.

**9. Is there a credit card limit per transaction?**

Yes. Banking Industry standards require a maximum limit to the amount of an online credit card transaction. This limitation has been established as a protection to the card holder. On that basis, there is a \$25,000 limit per transaction and, and the system will allow a maximum of 130 licenses to be renewed per transaction. Please note that the card holder may have additional limitations to the amount available for these transactions, and this amount may vary at any point in time. Examples of these additional limitations are a lower credit limit and/or the amount available due to other current purchases.

**10. I have salespersons that did not answer the screening questions but have completed their CE. Can I submit payment and renew them?**

No. The system will not allow you to select the licensee for renewal if they have not answered the screening questions. The renewal radio button will be grayed out, indicating that the salesperson has not yet answered the questions.

**11. I have salespersons that have answered their screening questions but have not completed their CE. Can I submit payment and renew them?**

Yes. Salespersons have until 8/31/09 to complete CE credits. You can pay the fee and submit the renewal request. The license will automatically renew when sufficient qualifying credits have been banked by 8/31/09.

## **Salesperson (SP) or Associate Broker (AB) License Renewal**

### **1. I am unable to locate my renewal ID. Whom should I contact?**

The renewal ID can be found on your renewal notice (to be mailed mid-June) If you have not received your renewal notice by the end of June, please contact Pearson VUE at 1-888-204-6192.

### **2. How do I become Paid Inactive?**

Paid Inactive will be an option after logging in to initiate the renewal process. Please follow the prompts. To become Paid Inactive, the salesperson will be asked to pay directly for this license status change.

### **3. I have supporting documentation for the screening questions. Can I upload it to the system? Can I also mail it?**

Yes. You will have the option to upload documentation during the renewal process. Acceptable file types are doc, pdf, gif, and jpg. Supporting documentation can also be mailed to

Pearson VUE, DC Real Estate Commission  
8201 Corporate Drive, Ste 400  
Landover, MD 20785.

If mailing a copy of your documentation, please be sure to print and include a copy of your Confirmation Page, to assure that your documentation is processed on a timely basis.

### **4. I am not CE compliant. Can I still answer the screening questions and submit my renewal for my Broker to complete the process?**

Yes. When your provider banks your credits, they will automatically be applied to your license, and your license will renew when you become CE compliant. You may check the status of your renewal by visiting [www.pulseportal.com](http://www.pulseportal.com). After selecting your state and program, select "Transaction Status Inquiry" and enter the requested information. You will need to have your Confirmation ID (which appears on your Confirmation Page) to use this service.

### **5. I answered the screening questions and I am CE compliant; however, my license isn't renewed. Whom should I contact for a status?**

Please contact your Broker for a status on submission of your renewal.

### **6. Can I have my license mailed to an address other than my company address?**

No. All licenses must be mailed to the company address that is associated with your license, as required by the District of Columbia, Occupational and Professional Licensing Administration.

### **7. I would like to pay for my renewal as I have done in the past. How do I pay for my renewal?**

Your broker is now responsible for your license renewal payment. You will need to make payment arrangements directly with your Broker.

**8. How will I know if my Principal Broker has submitted my renewal online?**

You may check the status of your renewal by visiting [www.pulseportal.com](http://www.pulseportal.com). After selecting your state and program, select "Transaction Status Inquiry" and enter the requested information. You will need to have your Confirmation ID (which appears on your Confirmation Page) to use this service.

**9. How can I check to see if I am in CE compliant?**

You may check the status of your continuing education by visiting [www.pulseportal.com](http://www.pulseportal.com). After selecting your state and program, select "Review your CE Transcript" and enter requested information.

**10. Whom do I contact if my CEs are not banked online?**

Please contact your CE provider for a status on the submission of your CE credits. Providers must report your credits within 10 business days of the course completion date.

**11. What if I don't have an e-mail address?**

E-mail addresses are mandatory. You must create an e-mail account with an application service provider and return to complete the renewal process.

**12. Can I go back to the renewal questions if I need to upload a document at a later time?**

No. Once the renewal is submitted you cannot go back online to access the renewal. Please mail supporting documents, along with a copy of your Confirmation Page, to:

Pearson VUE, DC Real Estate Commission  
8201 Corporate Drive, Ste 400  
Landover, MD 20785

**13. What is the time frame for my courses to be banked?**

Your course provider must bank the courses within 10 business days of the course completion date on or before 8/31/09 for this renewal cycle.

**14. What if my license expires on 8/31/09 but I have classes scheduled after that date?**

You must complete your CE prior to 8/31/09 for the current renewal cycle. Classes taken after 8/31/09 will not count towards this renewal cycle. Please visit our website for a list of approved providers.

**15. Can I come into Pearson VUE to renew my license?**

Yes, Pearson VUE will have a kiosk available at

Pearson VUE  
8201 Corporate Drive  
Ste 400  
Landover, MD 20785

The kiosk will be available Mon-Fri 8am-4:30pm

**16. My Broker is not going to pay for my renewal. How can I renew my license?**

Your Broker should complete the salesperson broker change form, which can be found online at [vue.com/dc/realestate/](http://vue.com/dc/realestate/) or return your salesperson's 5X7 license with a notarized letter to cancel you from the Company. The mailing address is

Pearson VUE, DC Real Estate Commission  
8201 Corporate Dr, Ste 400  
Landover, MD 20785

You must then affiliate with another company. Your new company will be responsible for renewing your license.