**2023 VI PT AND PTA LICENSE RENEWAL INSTRUCTIONS**

THE CREDIT CARD PROCESSOR IS STILL DOWN, I HAVE A MEETING TODAY AND WILL PROVIDE AN UPDATE AFTER.

**Timing***:* Day of Go Live  
**Purpose***:* Provides instructions on how to log in to Certemy.

**NEXT STEPS - PLEASE DO THIS NOW - IT WILL TAKE 2-3 MINUTES**

1. **Navigate to the new system login page using any web browser on your phone or computer**  
   Click: [https://app.certemy.com/entry/login](about:blank). Bookmark this page.
2. **Create Password** click on Forgot Password then provide the email that is on file with VI-DOH. An email will be sent to you (make sure to check your inbox and spam folders) where you can create a password. After changing your password, navigate back to the login page and proceed to sign in.
3. **Complete your Licensing Requirements**  
   Once logged in, completing the steps (requirements) for each license is easy. First, select the license on the left side of your screen. Then click on any of the steps on the right side of your screen to view or complete the corresponding requirement.

**Tip**: Notice the small circles below the license name. They represent the steps (requirements) for those licenses and are color-coded. Green means complete and white means incomplete.  
  
**Tip**: You’ll see the status (complete, partially completed, or incomplete) for each step together with the due date. The system will automatically send you email alerts as you approach the due date for an incomplete step.

You can then log in each time you want to work on your license(s).

Make sure you have a copy of your liability insurance uploaded.

**Important notes**

* Log into the new system any time to continue updating and maintaining your licenses(s).
* Each time you log in, you will see how many steps (requirements) you must still complete and when those steps (requirements) are due.
* The due dates assigned to each step will help you complete your renewal on time. You must complete all requirements by your license expiration date to ensure timely renewal.

**REMINDER: What will the new system let you do?**

* Start your renewal from our website
* Complete your renewal online, using any phone or computer, 24x7
* Upload and manage your license files and documents online in a “Digital Wallet”
* Pay your renewal fee online - or upload proof of physical payment
* Receive email reminders that keep you on time and on task, so you never forget something
* Receive email alerts when we have reviewed and approved your submissions
* Receive a digital copy of your certificate/licensure card upon completion in your Digital Wallet

**CHEAT SHEET FROM OFFICE OF PROFESSIONAL LICENSURE**

Here are some guidelines to help navigate you through the process faster:

1. **LOG ON:** When logging on to Certemy, please use your email address on record; you can update your email address once you are on the system. **If you are still having LOG IN issues, please email**[**support@certemy.com**](mailto:support@certemy.com)**.**
2. **PASSWORD:** Ifyou are having issues with the initial login password; please click on the "forgot password" to reset. If you are still having issues, please email [support@certemy.com](mailto:support@certemy.com).
3. **MALPRACTICE**: If you are **Actively Practicing** in the territory**,** YOU **MUST UPLOAD A COPY OF YOUR MALPRACTICE INSURANCE** ; you can upload in malpractice section or in your Digital Wallet, General Folder. Your malpractice insurance must be effective beyond January 1, 2023.
4. **DEA**: If you are actively practicing in the territory and you have a DEA number, you must upload a copy of your DEA registration where indicated.
5. **FEES**: Please make sure if you are paying by check or money order that your fees are received before December 31, 2022 to avoid late fees. Checks must be payable to GOVERNMENT OF THE VI.
6. **Fees Mailing Address**: Office of Professional Licensure- PO Box 222995- Christiansted, VI 00822-222995
7. **INACTIVE STATUS**: If you wish to place your license on Inactive Status, you must do so by completing and submitting the Inactive Status application. Please email it to; renise.james@ [doh.vi.gov](http://doh.vi.gov/); [deborah.richardson-peter@doh.vi.gov](mailto:deborah.richardson-peter@doh.vi.gov); or  [ramona.liger@doh.vi.gov](mailto:ramona.liger@doh.vi.gov) before December 31, 2022.
8. **CMEs:** CE Broker will be used to track your education credits. Until the process is fully implemented; you can also opt to upload your CME/CE credits into your Digital Wallet, Education folder. You can upload your summary credits; the following information must be noted: 1. course date, 2. course title, 3. credit category (type);  4. # credits issued and #5 course provider. Audits will be conducted for all boards; failed audits will result in penalties, fines, suspension and/or license revocation.
9. **Workforce Survey:** **ALL** **PHYSICAL THERAPISTS and PHYSICAL THERAPIST ASSISTANTS:** MUST complete the Workforce Development Survey on the following link:

[https://survey.fsbpt.org/TakeSurvey.aspx?SurveyID=82KIm85K](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsurvey.fsbpt.org%2FTakeSurvey.aspx%3FSurveyID%3D82KIm85K&data=05%7C01%7Cdeborah.richardson-peter%40doh.vi.gov%7C282f3c9af83447b97bda08dac28cf388%7Cc6c12b2587cc4f048d48314ff405b090%7C0%7C0%7C638036207883967813%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=JnXVraqlYNLggB3zfvmRKuUJTTFIQgF3sk7DzSe%2BjC4%3D&reserved=0)

2. **ILLEGAL PRACTICE**: It is illegal to practice in the territory without a valid license; all licensees who failed to renew or update their license status will be reported to the VI Office of the Attorney General.
3. **DOCUMENTS UPLOAD:**To sprint through the process, please have the following documents (if applicable) uploaded so you can get through the renewal process in minutes; (check copy, malpractice copy, DEA registration, CE copy and explanation to any "Yes" answers (MDs).
4. **PHYSICAL THERAPISTS and PHYSICAL THERAPIST ASSISTANTS:** MUST complete the Workforce Development Survey on the following link:

[https://survey.fsbpt.org/TakeSurvey.aspx?SurveyID=82KIm85K](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsurvey.fsbpt.org%2FTakeSurvey.aspx%3FSurveyID%3D82KIm85K&data=05%7C01%7Cdeborah.richardson-peter%40doh.vi.gov%7C282f3c9af83447b97bda08dac28cf388%7Cc6c12b2587cc4f048d48314ff405b090%7C0%7C0%7C638036207883967813%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=JnXVraqlYNLggB3zfvmRKuUJTTFIQgF3sk7DzSe%2BjC4%3D&reserved=0)

1. **LICENSE**: Once all documentation is reviewed and approved, a copy of your license renewal certificate will automatically generate in your Digital Wallet.

Thanks for all you do!