

**PROFESSIONAL AND VOCATIONAL LICENSING DIVISION**  
**Frequently Asked Questions**  
**11/17/2019**

**1) Where can I get an application for licensure?**

Application forms can be download from this website (<https://cca.hawaii.gov/dcca/pvl>) under the “Applicant & Licensees” section of the specific licensing areas board or program webpage.

**2) How much are the licensing fees?**

Licensing fees are located on the application forms instruction sheet.

**3) How long does it take to process an application?**

Application processing time is generally 15 to 20 business days from receipt of a **completed** application.

Processing time may be longer or delayed for reasons below:

- Application incomplete (missing information, fees. Documents)
- Pending receipt of 3<sup>rd</sup> party documents (education, experience, employment)
- Pending exam or Board/Program approval.

**4) What do you mean by a completed application?**

An application is considered complete when ALL the requested information and required fees are provided.

**5) What is the status of my application?**

Check the status of your application at: <https://pvl.ehawaii.gov/pvlsearch> and select the “Pending Application” tab. Please allow up to 7 business days for receipt and record of your status to appear on the web site.

**6) How can I request a change of address?**

Address changes are accepted online at <https://pvl.ehawaii.gov/mypvl>  
[List of license types that may submit online address changes](#)  
**License status MUST be “Current, Valid & In Good Standing”**

Submit hardcopy address/name change request form only if you cannot submit address changes online.

Select form applicable for your license type and follow instructions contained in form at: <http://cca.hawaii.gov/pvl/how-to-request-for-an-addressname-changeduplicate-license-request/>

For **“Barber Shops, Beauty Shops, Beauty Schools, Massage Therapy Establishments, Motor Vehicle Dealers/Auctions, Pharmacies, and Repair Dealerships, business address changes** submit a “Relocation Application”. Download forms under the “Applicants & Licensees” section application forms link of the specific licensing areas board webpage

For Real Estate licenses submit “Change Form-Real Estate”.

Download form at: [https://cca.hawaii.gov/pvl/files/2019/04/CF\\_19.pdf](https://cca.hawaii.gov/pvl/files/2019/04/CF_19.pdf)

For Pest Control licenses submit “Zoning Certification Form”.

Download form at: [http://cca.hawaii.gov/pvl/files/2013/06/PC-12\\_09.15R.pdf](http://cca.hawaii.gov/pvl/files/2013/06/PC-12_09.15R.pdf).

**Incomplete requests will not be processed. You will not receive confirmation of the address change.** Please allow twenty (20) business days from receipt of your request for your change of address to be posted in our database.

(Please note that your records will be updated **only if your license is current.**)

#### 7) **What must I do to inform you of a name change?**

For **name changes** submit the appropriate address/name change request form for your license type.

Download form at: <http://cca.hawaii.gov/pvl/how-to-request-for-an-addressname-changeduplicate-license-request/>

For Real Estate licenses submit “Change Form-Real Estate.

Download form at: [https://cca.hawaii.gov/pvl/files/2019/04/CF\\_19.pdf](https://cca.hawaii.gov/pvl/files/2019/04/CF_19.pdf)

**Incomplete requests will not be processed. You will not receive confirmation of the name change.** Please allow twenty (20) business days from receipt of your request for your change of address to be posted in our database.

(Please note that your records will be updated **only if your license is current.**)

#### 8) **What must I do to request for a license verification?**

Verification of licenses can be done on-line at no cost using our license search site at <https://pvl.ehawaii.gov/pvlsearch>. You or the requesting agency will be able to obtain information such as original license date, license expiration date, license status, disciplinary action, etc. The information downloaded from this site is official license information which state boards or other individuals can download for themselves.

If the above is not acceptable, please submit a written request that includes:

- The license name and license number
- The complete name and mailing address that the verification is to be mailed to along with a \$15 fee (check payable to *Commerce and Consumer Affairs*):

Mail Request To: Licensing Branch – License Verification  
P. O. Box 3469  
Honolulu, Hawaii 96801

Office location:  
335 Merchant Street,  
Room 301  
Honolulu, Hawaii 96813

Please allow twenty (20) business days from receipt of your request for PVL standard verification reports to be mailed out.

**9) How do I get my license pocket ID card?**

Pocket IDs must be retrieved and printed online via your MyPVL account at: <https://pvl.ehawaii.gov/mypvl>. Login into your existing MyPVL account or sign up for a new MyPVL account.

**10) What must I do to request for a duplicate wall certificate?**

Wall Certificates must be retrieved and printed online via your MyPVL account at: <https://pvl.ehawaii.gov/mypvl>. Login into your existing MyPVL account or sign up for a new MyPVL account.

**11) What must I do to renew my license?**

For renewal information refer to the “Renewal & Restoration” section of your specific licensing areas board or program webpage.

The renewal period begins approximately 8 weeks prior to the license expiration date. You will be mailed a postcard reminder or a hardcopy application form regarding the renewal of your license. Many license types are eligible for **Online Renewal** at: <https://pvl.ehawaii.gov/pvl/mypvl>. refer to your licensing areas board or program webpage for more information.

**12) What is the status of my renewal?**

Check the status of your renewal at: <https://pvl.ehawaii.gov/pvlsearch> and select the “Pending Application” tab. Please allow up to 7 business days for receipt and record of your status to appear on the web site.

**13) What must I do to file a complaint against a licensee?**

The Regulated Industries Complaints Office (RICO) investigates allegations of professional misconduct by licensees and unlicensed activity.

For information and forms for filing a complaint against a licensee go to: <http://cca.hawaii.gov/rico/file-a-complaint/>

**14) Where can I find a Board meeting schedule?**

To find a **Board meeting schedule**, please visit the particular Board's website and click on Board Meeting Schedule to view its calendar of meetings.

You may also confirm a meeting date, time, and location by referring to the State of Hawaii's Online Calendar that is located on the PVL homepage at <http://cca.hawaii.gov/pvl/calendar/> six (6) days prior to the meeting.

**15) Where can I find the law and administrative rules for a specific licensing area?**

To find the **law and administrative rules** for a specific licensing area, please visit the Board's website and click on HRS (for statutes) or HAR (for administrative rules).

**16) How can I obtain a list/roster of licensees for a particular profession?**

The Professional and Vocational Licensing Division does not have **mailing lists** of licensees. The Division maintains a **public roster** of licensees that includes only public information (e.g., licensee name, license number, license status, and license effective/expiration dates).

The roster is available for purchase via the Internet through the PVL List Builder online system at <https://pvl.ehawaii.gov/pvllistbuilder/>. The PVL List Builder allows you to build and download a customized list of licensees under the jurisdiction of the Professional and Vocational Licensing Division of the Department of Commerce and Consumer Affairs. The cost will depend on the number of licensee records in your list. There is a minimum cost of \$5.00 for list of 100 or less licensees. The cost for additional records over 100 is .05 cents per record.

Lists purchased and information on downloading your list will be sent to you via email within 24 hours. The list will be in an electronic comma delimited text file. This file can be easily loaded into most database or spreadsheet programs such as Access or Excel.

**17) Can I place my license on inactive status?**

Currently, only the following licensing areas allow for licenses to go on inactive status:

Activity Desk, Athletic Trainer, Barbering and Cosmetology, Behavior Analysts, Chiropractor, Collection Agency, Contractor, Dental Hygienist, Dentist, Dispensing Optician, Electrologist, Employment Agency, Hearing Aid Dealer & Fitter, Electricians & Plumber, Marriage & Family Therapist, Massage, Mental Health Counselor, Naturopath, Nursing, Nursing Home Administrator, Occupational Therapy, Pest Control, Pharmacy, Physician Assistant, Physical Therapy, Private Detective and Guard, Psychologist, Real Estate\*, Real Estate Appraiser, Respiratory Therapist, Social Worker, Travel Agency, Veterinary and Veterinary Technician.

\*Real Estate licensees must inactivate their license by submitting a completed Change Form-Real Estate. Download form at: [https://cca.hawaii.gov/pvl/files/2019/04/CF\\_19.pdf](https://cca.hawaii.gov/pvl/files/2019/04/CF_19.pdf)

For all other licenses allowed to go inactive, submit inactive form available for download from your specific licensing areas board or program webpage.

**18) How do I reactivate my inactive license?**

To reactivate your license submit reactivation form available for download from your specific licensing areas board or program webpage.

(Real Estate licensees must reactivate their license by submitting a completed Change Form-Real Estate. Download form at: [https://cca.hawaii.gov/pvl/files/2019/04/CF\\_19.pdf](https://cca.hawaii.gov/pvl/files/2019/04/CF_19.pdf)

**19) How do I restore or reinstate my license?**

For restoration information refer to the “Renewal & Restoration” section of your specific licensing areas board or program webpage.

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