

2024 GUARD EMPLOYEE REGISTRATION RENEWAL REQUIREMENTS AND FAQs

Renew your license online at: <https://mypvl.dcca.hawaii.gov/>
(If you have not already done so, you can create a MyPVL account)

ALL GUARD REGISTRANTS, REGARDLESS OF ISSUANCE DATE ARE SUBJECT TO RENEWAL ON OR BEFORE JUNE 30, 2024

Continuing Education Requirement

Requirement: Prior to the June 30, 2021 renewal and every renewal thereafter, (2024, 2027, 2030, etc.) guard employees shall be required to take a 4-hour Board approved course during the triennial period given by an instructor approved by the Board to renew the guard registration.

The board may conduct a random audit to determine whether the continuing education requirements have been met.

CE Exemption: A guard employee issued a new registration within one-year prior to the applicable renewal date (July 1, 2023 – June 30, 2024) shall not be required to complete the 4-hour CE training for their first renewal. This guard employee shall, however, meet the continuing education requirements for all subsequent renewals.

Note: Guard employee registrations **NOT** renewed by June 30, 2024, are forfeited and the holders of a forfeited registration are considered unregistered and may not engage in the trade or profession.

Registrants who do not restore their registrations within the one (1) year period (by June 30, 2025) are required to file as new applicants.

You may call our Licensing Branch at (808) 586-3000 or email the Board's office at: detective@dcca.hawaii.gov for the restoration application. Be sure to include your name as printed on your license, address, license number and phone number.

Forfeited registrations may be restored upon written application within one (1) year and upon submittal of all required documents, continuing education requirements, fees, delinquent fees, and a penalty fee.

Guard Employee Registration Renewal FAQs

1. When does the renewal period begin?

The time period in which renewal application will be received will be from May 6, 2024, through June 30, 2024. The online renewal process is faster! To expedite the renewal process, RENEW ONLINE! The online system will post license information the next business day. Submitting hard copy renewals will require manual processing and similar to the initial registration, you must anticipate backlogs and delays as there are approximately 17,000 guard employees alone.

2. How much is the on-time renewal fee?

The fee for active status is \$105.00.
The fee for inactive status is \$12.00.

3. Who is exempt from completing the continuing education requirements?

A guard employee issued a new registration from July 1, 2023 to June 30, 2024.

4. Do I need to submit my continuing education certificate with my renewal?

No. Do ***NOT*** submit your continuing education certificate unless you are requested to do so. After the renewal period, the Board shall conduct a random audit, and if selected, you will receive a written notice from the Board and will have 60 days to submit proof of having complied with the continuing education requirement. Failure to do so will result in disciplinary action being taken against your guard employee registration.

5. Where can I find an example of what the 4-Hour Continuing Education Guard Training Certificate looks like?

Click on the “Guard Instructor Information” tab on the Board’s website at: <https://cca.hawaii.gov/pvl/boards/private/>.

Under the “Training Course Curricula Requirements” header, click on [“4-Hour Continued Competency Guard Training Certificate”](#).

6. Does the Board provide continuing education classes?

No. The Board only reviews and approves submitted curriculum.

7. **I completed the 4-Hour Continuing Education Course during the 2018-2021 licensing triennium. Am I still required to complete the 4-Hour Continuing Education Course requirement for the 2024 renewal?**

Yes. Pursuant to HRS §463-10.5(g), prior to the June 30, 2021, renewal ***and every renewal thereafter***, (2024, 2027, 2030, etc.) guard employees shall be required to take a 4-hour Board approved course during the triennial period given by an instructor approved by the Board to renew the guard registration.

8. **May I use the 4-Hour Continuing Education Course completion certificate that I used for the 2021 renewal?**

No, you are required to complete a 4-Hour Board approved course for every triennial licensing period. Any certificates dated prior to June 30, 2021, will ***NOT*** be accepted.

9. **Where can I find a list of Board approved continuing education course providers?**

Click on the “Guard Employee Training and Education Information” tab on the Board’s website at: <https://cca.hawaii.gov/pvl/boards/private/>.

Under the “Guard Employee Renewal 4-Hour Continuing Education” header, click on “[Board Approved Security Guard Continuing Education Training Curricula](#)”.

10. **Where can I find a list of Board approved instructors who provide online classes?**

Click on the “Guard Employee Training and Education Information” tab on the Board’s website at: <https://cca.hawaii.gov/pvl/boards/private/>.

Under the “Guard Employee Online Training Resources” header, click on “[Board Approved Security Guard Training Instructors and Curriculum Providers permitted to Use Remote Technologies](#)”.

11. Will I receive a reminder to renew my registration?

Renewal Postcard Reminders are being sent out on May 3, 2024, to the address that the Board has on file for guard employee registrants.

Please note that the reminder postcard is a courtesy. Pursuant to HRS §463-10.5, it is each registrant's responsibility to ensure timely renewal, completion of CE requirements, and the satisfaction of renewal requirements provided by law.

12. How do I update my address or change my name on my license?

Please submit an Address/Name Change Request Form, which can be found at: <https://cca.hawaii.gov/pvl/how-to-request-for-an-addressname-changeduplicate-license-request/>.

Click on the link: [ALL OTHER LICENSE TYPES – Address/Name Change Request Form](#) for a PDF copy of the Address/Name Change Request Form:

You may email the completed form to: detective@dcca.hawaii.gov

OR

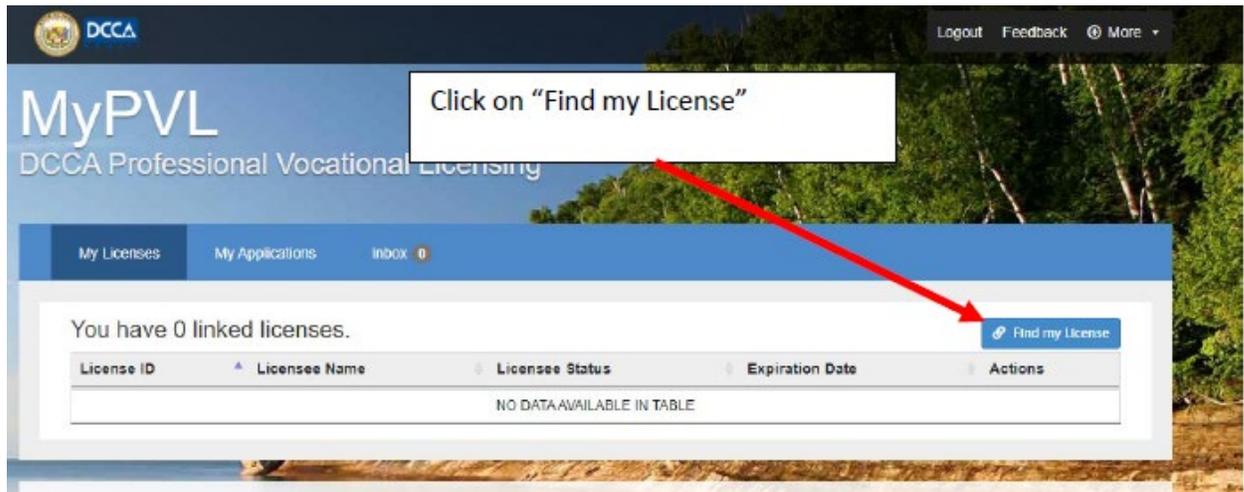
Mail to: Professional and Vocational Licensing Division
P.O. Box 3469
Honolulu, HI 96801

OR

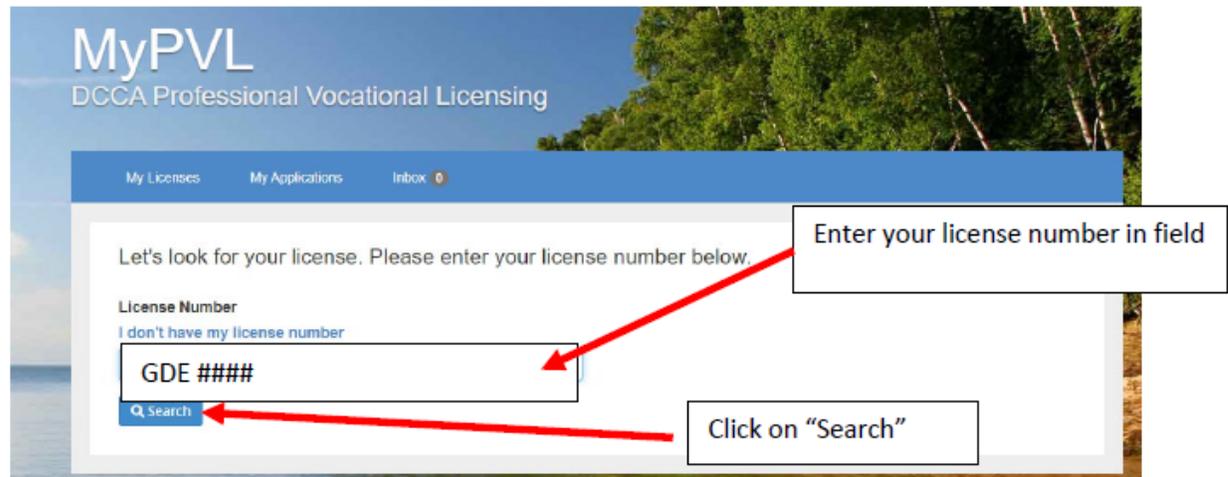
Deliver to: 335 Merchant St. Suite 301
Honolulu, HI 96183

13. How do I link a license to my MyPVL account?

- A) Log-in to your MyPVL account.
- B) Click on “Find my License”



- C) Enter your license number (GDE ####) and click on “Search”



D) Verify your license number

The screenshot shows the MyPVL (DCCA Professional Vocational Licensing) website interface. At the top, there is a navigation bar with 'My Licenses', 'My Applications', and 'Inbox 0'. The main content area is titled 'Is this your license?' and contains a table with columns 'License' and 'Name'. Below the table, there are two radio buttons labeled 'Yes' and 'No'. A red arrow points from a box labeled 'Click on button next to "Yes"' to the 'Yes' radio button. At the bottom of the form, there are two buttons: 'Previous' and 'Continue'. A red arrow points from a box labeled 'Click on "Continue"' to the 'Continue' button.

E) Follow the prompts to link the license to your account. The prompts may require your Social Security Number or Date of Birth information to verify your identity.

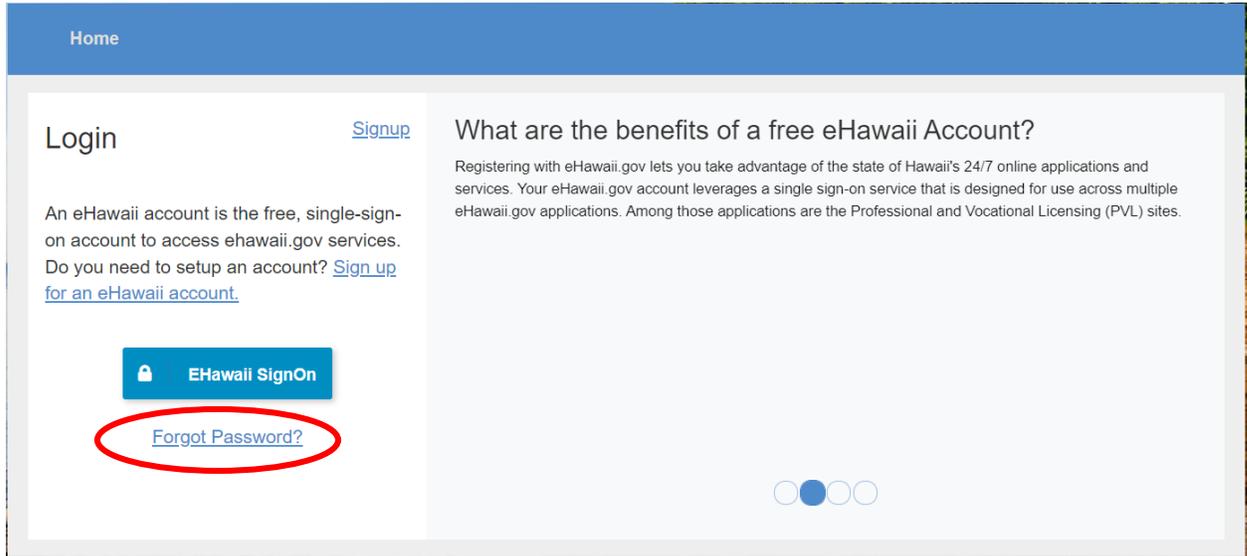
14. How do I link multiple licenses to my MyPVL account?

Refer to Question #10's instructions. Repeat steps, A-E until you have linked the desired number of licenses to your account.

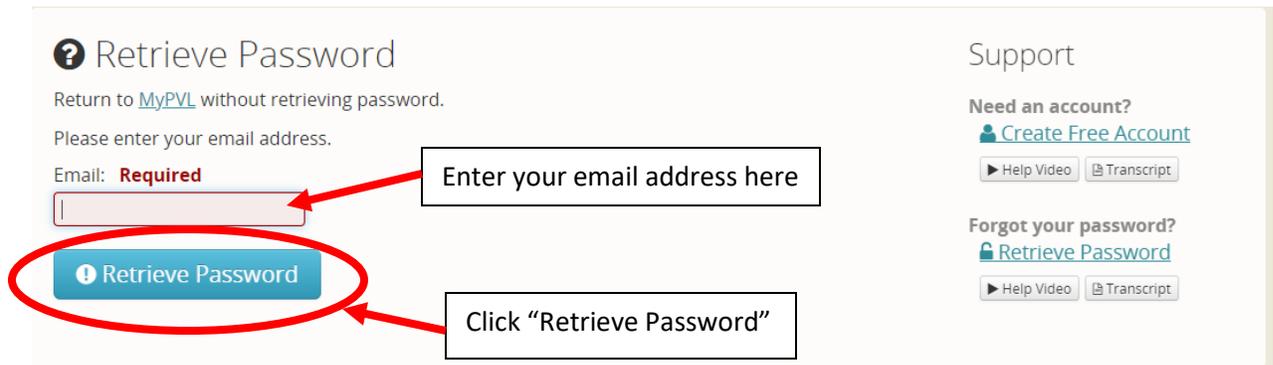
15. I forgot my password and am not able to access my MyPVL account.

A) Go to: <https://mypvl.dcca.hawaii.gov/>.

B) Click on “Forgot Password?”



C) Enter your email address and click on “Retrieve Password”.



D) Follow prompts and answer security questions.

If you are unable to proceed, please call: (808) 695-4620.

16. How do I unlink my license?

- A) Log-in to your MyPVL account.
- B) Click on “Unlink”

MyPVL Dashboard Help

My Linked Licenses 2 My Applications 0 Inbox 0

You have 2 linked licenses. Find my License

License ID	Licensee Name	License Status	Expiration Date	Actions
RB-88888	ABC, Inc	CURRENT, VALID & IN GOOD STANDING	12/31/2016	Unlink Renew
RB-99999	Two Test	CURRENT, VALID & IN GOOD STANDING	12/31/2016	Unlink Renew

PVL, Department of Commerce & Consumer Affairs
King Kalakaua Building (aka United States Post Office Custom House and Court House)
335 Merchant Street, Honolulu, Hawaii 96813
[Accessibility](#) [Feedback](#) [Privacy](#) [Terms](#)

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- C) Select “Proceed” to confirm.

Confirm Unlink

You are about to unlink the license RB-5862 from your account, are you sure you wish to continue?

Proceed Cancel

MyPVL Dashboard Help Chat FAQs My Account Help

You are currently in the MyPVL TEST site. This page is for testing purposes only. www.hawaii.gov/mypvl

My Linked Licenses 2 My Applications 0

You have 2 linked licenses. Link a License

License ID	Licensee Name	License Status	Expiration Date	Actions
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If your license is linked to another MyPVL account, for example, the MyPVL account of a previous employer, please contact your previous employer to unlink your license.

17. I am unable to contact my previous employer to unlink my license.

If you are unable to contact your previous employer, please email our office at: detective@dcca.hawaii.gov. When emailing to unlink your license, please include the following:

- a. Your full-name, as printed on your license
- b. Your license number
- c. The last four (4) digits of your social security number and/or date of birth to confirm your identity

The Board's staff will notify the email sender if/when the license has been unlinked.

18. When I login to my MyPVL account, it says that I have "0 linked licenses". I am unable to locate my license when I click on "Find my License" and try to search either by my name or GDE license number.

Please ensure that your email matches the email on your MyPVL account. If you are still experiencing difficulty, it may be the browser you are using. It is recommended that you use the most current version of Google Chrome. It is recommended that you renew your license on a PC and **NOT** your phone.

19. How do I submit payment for my renewal application online?

There are two (2) ways to pay online:

- 1) Pay by credit card (Visa, MasterCard, American Express or Discover)
- 2) Pay by eCheck (financial institution checking or savings account)

20. When I try to submit payment, a message appears, "*Error: Error processing payment. AuthNet says: The transaction has been declined because of an AVS mismatch. The address provided does not match billing address of cardholder.*" My account now reflects multiple payments processed. How do I proceed?

Please ensure that the payment address entered on MyPVL matches the billing address of the card you are using to make payment.

Once the payment goes through, the duplicate charges should be removed from your account within a couple of days. If they are not removed, please notify the Board's office and we will initiate the refund process.

21. Will I be able to pay for multiple license renewals with one payment?

Yes. Payment for multiple license renewals can be done directly on the MyPVL site using the “Make Group Payment” option, **as long as the licenses are linked to the same MyPVL account.**

Please refer to the tutorial link below:

<https://www.youtube.com/watch?v=X0b4aAACR1o>

Please note that we are no longer using the Subscriber Account feature.

22. When I click on the “Check Renewal Status” button, a message appears, “*We have received your renewal application. Your renewal fees of \$105 are owed to PVL. Please click Renew to continue your application and make payment.*” However, when I click on the “Renew” button, I am unable to proceed.

Click on the “Make Group Payment” button to complete the transaction.

23. I made a payment using the “Make Group Payment” option and the expiration dates on the licenses I paid for have not been updated.

Please allow up to twenty-four (24) hours for your license status to reflect that it has been renewed.

24. I renewed my license online through my MyPVL account but did not see a receipt button when I paid for my renewal online.

Please contact the Board of Private Detectives and Guards at: detective@dcca.hawaii.gov to request for a copy of your receipt.

Please include your:

- a. Name
- b. License Number
- c. The date you renewed online

25. I answered, “Yes” to one or more of the questions on the renewal application and now the system will not process my application. What do I do now?

If you answered, “Yes” to one or more of the following questions:

- 1) *In the past 3 years, has your license in this state or in any jurisdiction been formally disciplined by way of fine, suspension, restriction, or revocation?*
- 2) *Are there any disciplinary actions pending against you in this state or any other jurisdiction?*
- 3) *In the past 3 years have you been convicted of a crime in which the conviction has not been annulled or expunged?*

You will **NOT** be able to renew online and must submit a hardcopy renewal application. You are also required to submit a detailed statement explaining the circumstances and attach any supporting documents¹ with your renewal application.

Note: Misrepresentation on your application is grounds for Board refusal to renew or subsequent suspension or revocation of licenses.

26. I answered “Yes” to one of the questions above. What documents do I submit?

If you are presently suffering from a psychiatric or psychological disorder, please submit the following:

- An explanation of the underlying facts and circumstances surrounding your psychiatric/psychological disorder and treatment.
- Letters from your treating licensed health care practitioner (e.g., psychologist, psychiatrist, psychiatric mental health nurse practitioner, adult psychiatric and mental health clinical nurse specialist) regarding the diagnosis, status of your psychiatric or psychological disorder, and assessment of your ability to work in the registered/licensed profession (guard employee)
- Letters of recommendation from your current employer regarding your reliability, trustworthiness, and ability to work as a guard employee.

¹ Refer to Question #26 for more information on the required documents.

If you answered "Yes" to the questions referring to complaints, charges of unlicensed activity, or pending disciplinary actions for any profession, occupation, or license, **you must submit** the following:

- A detailed statement signed by you explaining the underlying circumstances; and
- Copies of any documents from the agency, including final orders, petitions, complaints, findings of fact and conclusions of law, and any other relevant documents.

If you answered "Yes" to the question regarding a criminal conviction, **you must submit** the following:

- A detailed statement signed by you explaining the underlying circumstances leading to the conviction.
- A copy of all related court documents (i.e., indictments, judgments, guilty pleas, verdict, and terms of sentence) if applicable, proof of payment of fines.

If applicable, a copy of the terms of probation and/or parole and a statement from your probation or parole officer as to your compliance with the court offers (terms and conditions imposed including any court documentation evidencing completion or discharge).

27. How do I request for a hard-copy renewal form?

The hard-copy renewal form may be requested eight (8) weeks before license expiration. Please contact the Professional and Vocational Licensing Branch at (808) 586-3000

OR

Pick-up at office location: King Kalakaua Building
335 Merchant St., Rm. 301
Honolulu, Hawaii 96813

Hours of Operation: **7:45 AM – 4:30 PM**
(Hawaii Standard Time)

Monday to Friday
(Except State Holidays)

28. How do I submit the application, supplemental documents, and payment for hard-copy renewals?

Mail the application, all required documents, and payment to:

BOARD OF PRIVATE DETECTIVES & GUARDS
DCCA, PVL Licensing Branch
P.O. Box 3469
Honolulu, HI 96801

OR

Deliver to office location at:

335 Merchant Street, Room 301
Honolulu, HI 96813

Phone: (808) 586-3000

Make checks or money orders payable to: "COMMERCE & CONSUMER AFFAIRS"

29. What does it mean to renew on inactive status?

Act 94, SLH 2004 established an inactive status which allows registrants upon written request, to hold their registrations in abeyance if not currently being used in an effort to reduce a regulatory burden. This will result in lower renewal fees, the preservation of the previously met registration requirements (i.e., training) and reduce costs.

An active registration may be placed on inactive status by filing an "Inactivation Application" and paying the appropriate fee. While on inactive status, a registrant shall not act in a guard capacity.

30. How do I reactivate my license if it has been placed on inactive status?

The registration may be reactivated at any time by filing an "**Application for Reactivation**" and meeting all requirements established by the Board, including the payment of the appropriate fees, submittal of fingerprints to Fieldprint Inc., to obtain the FBI National and State Criminal History Record Check through the HCJDC, providing any information regarding any conviction of any crime that reflects unfavorably on the fitness of the registrant to engage in the profession, and information that the registrant, while on inactive status, has suffered a psychiatric or psychological disorder that is directly related and detrimental to the registrant's performance in the profession.

31. I recently applied online and received a Notice of Deficiency requesting that I select between three (3) fee options. I turned in all required documents and paid all applicable fees, why is my application deficient?

The current license period ends on June 30, 2024, and the new license period begins on July 1, 2024. Additional fees are required to continue licensure for the next license period of July 1, 2024, to June 30, 2027.

In order to offer applicants the ability to receive their Fee Option Notifications through email, the Board's staff created a workaround using "Notices of Deficiency" letters. We are unable to change the "Notice of Deficiency" at the top of the letter at this time.

During the renewal period of May 6, 2024, to June 30, 2024, online applicants who are eligible to have their guard registration issued will automatically receive a Notice of Deficiency – Fee Option Form. This form must be completed, signed, and sent back to the Board. Applicants will be required to indicate whether they would like to:

- 1) Work immediately and prior to June 30, 2024 and pay the renewal fee of \$105.00 and current license fee of \$81.00.
- 2) Work immediately and prior to June 30, 2024 and renew their license online on their own and pay the current license fee of \$81.00.
- 3) Work ON or AFTER July 1, 2024, with the understanding that the license will not be issued until after July 1, 2024, and pay the license fee of \$151.00.

32. I signed and completed the Notice of Deficiency – Fee Option Form. What do I do now?

Please upload the signed and completed Notice of Deficiency – Fee Option Form to your MyPVL account.

You may also email the signed and completed Notice of Deficiency – Fee Option Form to the Board of Private Detectives and Guards at: detective@dcca.hawaii.gov.

33. How do I submit a Fee Option Form with my application online to expedite the processing of my application?

You may upload a signed and completed Fee Option Form along with your 8-Hour Initial Training Certificate and any other documents when you apply online through MyPVL.

A copy of the Fee Option form can be found on the Board's website at: <https://cca.hawaii.gov/pvl/boards/private/>.

Click on the link: 2024 Fee Option Notice and Form.

You may also email the signed completed Fee Option Form to the Board of Private Detectives and Guards at: detective@dcca.hawaii.gov.

34. Why is the license fee different if I choose to have my license issued on or after July 1, 2024?

The license fees are prorated by year:

1st Year of the Triennium = \$151.00

2nd Year of the Triennium = \$116.00

3rd Year of the Triennium = \$81.00

Because the new licensing triennium begins on July 1, 2024, all new guard registrations issued from July 1, 2024 – June 30, 2025, will be assessed a licensing fee of \$151.00.