

Express Change Broker Request (ECBR) – Frequently Asked Questions (FAQ)

1. I can't log into my MyPVL account. What should I do?

Please contact **Tyler Technologies** at **(808) 695-4620** for login assistance with your MyPVL account.

2. I clicked on my license number on MyPVL account, but don't see the "Change Broker Request" button. What should I do?

If you do not see the **Express Change Broker Request (ECBR)** button:

- Make sure you're logged into the correct **MyPVL account** and that your license is properly linked.
- Click on your **license number** to view your license details. The button should appear if you're eligible.

To see the ECBR button, your license must meet these conditions:

- ✓ License status is **C-Current Valid in Good Standing** or **R- Valid Through Expiration Date, Subject to Renewal (R)**
- ✓ License type is one of the following:
 - **RS** – Real Estate Salesperson
 - **RB** – Real Estate Broker
 - **RB** – Sole Proprietor

If you meet these conditions and still don't see the button, please contact the Real Estate Branch at **(808) 586-2643** for assistance.

3. I'm on the ECBR landing page, but it's saying "Sorry, but you do not have the necessary information to complete this request online." What does this mean?

This message appears when the system detects something in your record that doesn't meet the minimum requirements to start the **(ECBR)** online. Here are few common reasons this may happen:

- Your license is not **Current and Active**. At this time, the ECBR cannot be used to reactivate your license. Please use the "Download Change Form" link to submit a hard copy form.
- Your Releasing Principal Broker does not have an email address on file.
- Your license is not linked to an active employer.

If everything appears correct and you're still receiving this message, please contact us for further support.

4. The brokerage/employer information in Step 1 is incorrect. How do I fix this?

This may happen if a previous paper Change Form (CF) was submitted but not yet processed.
Please:

- Double-check the information shown in Step 1.
 - Email a copy of your CF (if available) to hirec@dcca.hawaii.gov. Include your **full name, phone number and license number** so we can investigate further.
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5. I'm getting an error when verifying my email in Step 2. It says I must be logged in.

This usually means you're trying to verify your email in a different browser or device than the one you used to log into MyPVL.

Make sure you:

- Open the email link in the **same browser** you used to log in (e.g., Chrome or Safari).
 - If using your phone for email, be sure you're also logged into your MyPVL account on that same device.
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6. I can't locate the email. What email address are the notifications sent from.

All email notifications for the ECBR come from a noreply@dcca.hawaii.gov email address. Please double check your Spam / Junk Folder if you do not see it in your inbox.

7. I can't find my new broker's name in Step 3. What should I do?

If the name of your new **Principal Broker (PB)** or **Broker-in-Charge (BIC)** isn't showing up:

- Double-check the correct spelling.
- Start typing **at least 3 letters** of the name to trigger the search.
- If their name still doesn't appear, they may not have an email address on file.

If you've confirmed that their email is current and you're still having trouble, please contact our office directly—we may need to investigate further.

8. My broker says they didn't receive the ECBR email. What now?

First, confirm your broker is checking the correct inbox.

If needed, our staff can verify where the email was sent. If it went to an outdated address, we can **resend it** to the correct one per your PB/BIC's request (but cannot update their email for them).

Please note:

- The system sends ECBR emails to the **email address on file in MyPVL**.
- If your broker needs to update their email, **they must update it directly in MyPVL**. We cannot update it for them.

9. What happens if one of the brokers doesn't respond to the request?

- If the **Releasing PB** doesn't respond within **10 days**, the system will automatically release the licensee and an email gets sent to the hiring broker for response.
- If the **Hiring PB** doesn't respond within **10 days**, the licensee will be placed on **inactive status**.

10. Can I cancel my request once it's submitted?

- You may cancel the request during **Steps 1 through 3**.
- Once the request has been fully submitted (after Step 3), it **cannot be canceled** by the licensee.

However, if it was submitted in error and the Releasing PB hasn't responded yet:

- Send an email to **hirec@dcca.hawaii.gov** with a signed letter requesting cancellation.
- Our staff can review and cancel the request on your behalf if needed.

11. Why did my request get canceled automatically?

This can happen if:

- The PB or BIC doesn't have a valid email address on file and the ECBR email **bounces**.
In this case, your PB will need to **update their email** and you can **resubmit the request**.