Wisconsin Department of Safety and Professional Services

Division of Professional Credential Processing

Trades LicensE Information

- **What is in LicensE, (https://license.wi.gov/)?**
    - New and Reinstatement applications
        - All new and reinstatement applications should be submitted through LicensE portal.
    - Credentials issued from applications submitted in LicensE.

- **Submitting an Application**
    - An account will need to be created to submit an application.
        - When creating an account, it is best to use a personal email address or an email address that you will have access to indefinitely.
    - Registering as an individual is required for credentials granted to individuals.
    - Registering as an organization is required for business credentials.
    - A separate email will typically be required to create an individual and organization account.
    - If you are logged in, and attempting to apply for a license, and it is not in the drop-down, it may mean
    - you are logged into the wrong account.
    - Example – Dwelling Contractor would require organization account. Dwelling Contractor Qualifier would require individual account.

- **Current Credential Holders**
    - Current, non-expired, credentials should be migrated from the legacy system by the end of February.
    - Your current credential(s) will not show up in LicensE until the data migration occurs. Only credentials issued from applications submitted in LicensE will show up until the data migration.
    - At the time of data migration, a LicensE account should be created. Accounts are typically set up using the email address currently on file. If you need to change the email associated with your account, please visit License.wi.gov and submit a support ticket by clicking request support. Please ensure you include your credential number and/or customer ID and your new email in the support ticket.

- **Renewals**
    - If your license is set to expire prior to the data migration, you will need to renew your license via the current method.
        - eSLA
        - Non-eSLA
        - All others – Renewal card can be mailed to Madison Office Location. For faster turnaround, you can submit a new application via LicensE, upload your renewal reminder or another document that lists your current credential number, and pay the fees.
        - Trades Payment form – if necessary
        - For continuing education, including course provider list, please visit the Trades Continuing Education Page, https://dsps.wi.gov/Pages/Professions/TradesContinuingEducation.aspx

- **Reinstatement**
    - All reinstatements should be submitted through LicensE portal.

- **Exam**
    - Once an application has been submitted and the team has deemed you eligible to test, you will receive an update to your due diligence that includes instructions for scheduling an exam.
    - All scheduling for LicensE applications will occur through the system.
    - The system will show all available exams.

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- **Communications Regarding Missing Items**
  - All applications will have "Due Diligence." This is where the credentialing team will make notes if items are missing. The application status will be updated to "Pending Applicant Input" and you will receive an email notification notifying you to review the due diligence. You would need to log into your LicensE account, click on check application status, click on the three 'dots' next to the application, and click due diligence.
  - Please note that if additional information is requested, and it is not received within 90 days, your application will be marked abandoned and you will need to submit a new application and repay all fees if you still want to obtain the credential.

- **Brief Overview of the Process**
  - Once you have submitted an application, it will enter a queue monitored by DPCP staff. Your application will be reassigned to a staff member. Once the application is reassigned the status will update from "Submitted" to "Credentialing Team Review". After the application has been reviewed, the status will be updated. It may be updated to permanent license issued, pending applicant input, or pending exam to name a few examples. The status of your application can be seen by logging into your LicensE account and clicking on check application status. Please note, if you are requested to upload additional documentation, your application status should automatically change back to credentialing team review once you have submitted the additional documentation via the LicensE portal.

- **Uploading Documents**
  - All documentation needs to be submitted through the LicensE portal. During the application process, there will be a spot for supporting documentation. Please note, there may be instances in which a document listed on the supporting documents page is not required. You can simply skip that document upload.
  - To upload additional documentation requested
    - Log into your LicensE account > click on check application status > click on the three 'dots' for the applicable application > click upload documents.
  - Uploading additional documentation should update your application status back to credentialing team review.

- **Continuing Education**
  - Course providers will be able to add continuing education to licenses granted in LicensE at a later date.

- **Public and Continuing Education Look Up**
  - At this time, there will not be continuing education and public lookup related to licensure.
  - The only lookup related to LicensE is the application status lookup linked in "Helpful Resources".

- **If you have questions or issues**
  - Please log into your LicensE account and submit a support ticket by clicking request support. If you are unable to log into your account, you can still submit a support ticket by visiting license.wi.gov.
  - Please ensure the support ticket includes adequate details so that we can best assist you.

- **Helpful Resources**
  - LicensE Applicant User Guide – Please note that this is a general guide and is not specific to trades. There may be some items that aren't applicable.
  - LicensE Application Status Lookup - Makes it easier to view the current application status. To access the Application Status Lookup tool, you will need the applicant's 10-digit PAR number. An applicant may provide the number to anyone who could support their application.

  *This form will be updated on an as-needed basis. Please continue to monitor this form for updates related to the launch of LicensE.