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Online RN/LPN Renewal Frequently Asked Questions

Q: What are the advantages to renewing online as opposed to sending in a paper application?

A: The main advantage is convenience. The process takes just a few minutes of your time over the Internet as opposed to the time filling out the application, getting an envelope and stamp, then mailing the application to us.

Q: I don't have a computer or an Internet connection, how can I renew online?

A: Ask your employer if they will allow you to renew your license online. You will find that a majority of facilities will allow their staff to use the facility Internet connection for this purpose. An advantage to this is that someone in the facility familiar with the process could assist you if you had any questions. Another great resource is your local library. Most libraries have an internet connection available for public use free of charge.

Q: I don't feel comfortable giving out my credit card information over the Internet. Is it safe?

A: Our website uses state of the art security technology so that the information isn't readable to anyone but the intended recipient. This same technology is used by the majority of online retailers and is very safe as is proven by the increases of online sales this last couple of years. Most problems with online transactions occur when someone submits their information to a site made to appear as another company. The way to avoid this is not to follow any links to our site. Instead type the web address www.azbn.gov directly into the address bar and press enter. This will ensure that you are at the proper site.

Q: I am at your website and can't find where to renew online. Where do I go?

A: Once you are at the website www.azbn.gov, click on "My Services".

Q: I tried to login to My Services but it's not accepting my information. What do I do?

A: You can retrieve your Username and PIN Code by using the Login Retrieval form. You can access this form on the My Services login page. In order to retrieve your Username and PIN Code you will need to provide your last name, SSN and date of birth. Your Username and PIN Code will then be emailed to the email address on file with us. If you are not able to retrieve your Username and PIN Code because you have an outdated email address or do not have an email address on file with us, please contact the Arizona State Board of Nursing reception desk at (602) 771-7800.

Q: I logged into My Services and got the message "You cannot renew online. You must submit a paper application." What does it mean?

A: Currently the website will not let anyone who has a lapsed/expired license or disciplinary action against them to renew online.

Q: I entered my information in the first information screen and when I click “Continue with Renewal” I get a screen with error messages in red letters.

A: This occurs when required information wasn't filled out correctly or was missed. Click the “Go Back” button and complete or correct the sections that were improperly filled out or missed.

Q: The system would not accept my credit card information. Why?

A: When entering the credit card information, check for the following:

1. Check to make sure you have entered your credit card number correctly and that there are no dashes in-between the numbers.
2. Make sure the name on card information is entered exactly as it is written on the card.
3. Make sure the card expiration date is entered correctly.
4. You must pay with a credit card with a valid U.S. billing address.

Q: Ok, I checked all the above, they are correct, but it still isn't working, what's wrong?

A: Sometimes there are other issues not under our control that cause this problem. The credit card company's computers may be down, loss of communications, high traffic volume at the card verification company, problems with the phone system, etc. If you feel you were declined in error you need to contact the credit card company to make sure everything is ok with the card.

Q: I finished renewing online and the screen came up with a confirmation number, should I save this?

A: Definitely, always print and save the confirmation page until you receive your new license or certificate. This serves as your receipt or proof that you made the transaction online and what date and time it occurred in case of a problem. It is very rare, however in the case something goes wrong with processing the transactions and the data is not received or lost this will keep you from having to pay a late fee and face possible disciplinary action. If a transaction does not show up on the computer systems and you do not have the confirmation number it will be treated as if the transaction was never made.

Q: I tried to print the confirmation page and my computer crashed, what do I do now?

A: A confirmation e-mail is sent with every transaction made with the Arizona State Board of Nursing. The confirmation e-mail contains the same information as the confirmation page and can be used in place of the confirmation page should it be needed. If for some reason you did not receive a confirmation e-mail, please contact our reception desk at the Arizona State Board of Nursing at (602) 771-7800.

Q: I went through the renewal process and my computer crashed before I got to the confirmation page, what do I do now?

A: If you completed the entire renewal process and never received the confirmation number or confirmation e-mail due to computer lockup or other error. Chances are your transaction was not processed. To confirm the transaction was processed, please contact our reception desk at the Arizona State Board of Nursing at (602) 771-7800.

Q: I renewed online and haven't received my license yet. What's going on?

A: In FY 2007, online transactions were processed the next day. Beginning in January 2008 we implemented the Federal and State laws that now require the Board to receive documentation of citizenship or lawful presence before a license can be issued. This has significantly increased our cycle time to process renewals. Other reasons that may impact why your license/certificate may be delayed include:

1. You have moved and have failed to update your mailing address information with us. The Post Office returns the mailed license to us and the process is delayed. It is imperative that any time you move we get a change of address request from you or you

change it online. All communications from our office (renewal notices, licenses, etc.) are sent to the mailing address we have on file for you.

2. A person has changed their name online and has failed to submit a name change request form. A license or certificate will not be renewed and mailed out until the Arizona State Board of Nursing has received and processed the name change request form.

Please allow 3 weeks for delivery of your license before contacting us. Every effort is being made to get your license to you as soon as possible. Thank you for your patience as we implement the most recent citizenship and lawful presence statutory requirement for licensure.