PULSE Portal provides users with a paper free way to maintain licensing and education information. This guide will show you how to request a letter of certification.

From the PULSE Portal Home Page (www.pulseportal.com), select **District of Columbia** from the drop-down list. You can access services from all 17 Boards of the Occupational and Professional Licensing Division:

To use these services, first select your Board. Services available vary depending on the Board chosen. You will need the following personal or business information to use these services:

**Individuals**
- State
- License Number
- First and Last Name
- Full Address

**Businesses**
- State
- License Number
- Business Name
- Full Address

**PULSE Portal Navigation Guidelines**
- PULSE Portal is compatible ONLY with Internet Explorer 6.0 or better. Earlier versions of Internet Explorer, Mozilla Firefox, or other browsers will NOT work.
- If a link/screen is not loading, make sure that you do not have a pop-up blocker activated on your computer or your web browser.
- DO NOT use your browser’s back button; you will lose your information and will have to reenter the Portal.
- When the Portal asks for a license or social security number, do not include dashes, spaces, or special characters.

**Error Messages**

**Inquiry Services**
If you do not enter all the required fields or enter information incorrectly, a message in red will appear at the top of the page indicating the criteria you still need to enter.

**Address Forms**
If the address you are entering is within the United States then select ONLY a state with the street address. If the address is within Canada then select ONLY a province with the street address. For all other addresses, you will need to add the country.

**Application and Credit Information Forms**
If you do not enter all the required fields or enter information incorrectly, a message in red will appear at the top of the page indicating the fields you still need to enter. For example, you must enter a state or province if you have an American or Canadian address.
1. From the PULSE Portal Services menu, select **Request a Letter of Certification** under the Request Documents subhead.

2. On the Request Letter of Certification screen, select **Business** or **Individual** by clicking the appropriate link highlighted in blue.
3. From the Request a Letter of Certification menu, select your state or jurisdiction and complete the requested information below. Fields highlighted in blue are REQUIRED. When finished, click Continue.

4. Verify your information is correct and then click Continue.
3. Enter your credit card and billing information. Blue fields are REQUIRED. Click **Continue** when finished.

4. Verify your credit card information and click **Submit Credit Card Info**.

**Important**: Upon clicking the submit credit card info button, you will be charged the transaction amount shown.

5. When finished, the next screen will show the status of your request as Processed. You may either go back to the Main Menu or process another letter.