

3.0 PULSE Portal Frequently Asked Questions

General Questions:

1. [What is PULSE?](#)
2. [Which licenses does the PULSE Portal system offer services to?](#)
3. [What information will I need once I have accessed PULSE?](#)
4. [Why won't the portal accept my license number?](#)
5. [I entered an address and the country selection is unavailable. Why?](#)
6. [Why is my browser not functioning properly?](#)
7. [I clicked on my browser's "Back" button and can't retrieve my last page. What should I do?](#)
8. [I clicked on a link and the screen is not loading. What should I do?](#)
9. [How do I contact PULSE support staff if I have difficulties?](#)
10. [How do I find out more information on PULSE and its services?](#)
11. [How do I contact DC Department of Consumer and Regulatory Affairs Licensing Division?](#)

Service Related Questions:

1. [My license expires soon; what should I do?](#)
2. [I moved recently, how do I change my address?](#)
3. [I submitted a license application. How do I check to see if it has been approved or denied?](#)
4. [I submitted a license renewal. How do I check to see if it has been approved or denied?](#)
5. [How do I obtain a copy of my license?](#)
6. [My license has lapsed. How do I reactivate my license?](#)
7. [How do I submit my documentation in the system?](#)
8. [How do I obtain the instructions to become licensed as a CPA?](#)

'How to' Questions:

1. [Submit a License Application](#)
2. [Reinstate/Reactivate License](#)
3. [Change Your Address](#)
4. [Renew an Existing License](#)
5. [Request a Letter of Certification](#)
6. [Request a Duplicate License](#)
7. [Search Licensees \(to find and verify a person or entity is licensed\)](#)
8. [Application/Renewal Status Inquiry](#)
9. [License Information Inquiry](#)

[Back to the top of the page](#)

DC OPLA Boards and license types in PULSE

Accountancy

Individual Licenses:

CPA – Certified Public Accountant

CPN – Permit Not to Practice

Business Licenses:

CPC – CPA Corporation/Partnership

Frequently Asked Questions

General Questions:

1. What is PULSE?

PULSE is the premier multi-board licensing management system that grants regulatory agencies a variety of functions: testing, application, licensing, renewal, and enforcement. PULSE Portal is browser-based and offers licensees (Individuals and Businesses) the ability to execute most licensing transactions online processing requests quicker and improving overall customer satisfaction.

[Return to the General Questions menu](#)

[View entire Menu page](#)

2. Which licenses does the PULSE Portal system offer services to?

Individual Licenses:

CPA – Certified Public Accountant

CPN – Permit Not to Practice

Business Licenses:

CPC – CPA Corporation/Partnership

[Return to the General Questions menu](#)

[View entire Menu page](#)

3. What information will I need once I have accessed PULSE?

You will be required to enter several different types of personal identification. If you are an Individual or a Business you may be required to submit your SSN/EIN, License Number, Username/Password/State ID/PIN to use many of PULSE Portal's provided services. If you are submitting a license application or renewal then you may need more detailed information such as credit card information.

[Return to the General Questions menu](#)

[View entire Menu page](#)

4. Why won't the portal accept my license number?

When Portal asks for a license number, include the license prefix with the number.

[Return to the General Questions menu](#)

[View entire Menu page](#)

5. I entered an address and the country selection is unavailable. Why?

When filling out forms with address fields, you must enter either a state/province OR a country. Only one selection is allowed. If you have an American or Canadian address, you must enter your state or province; the country selection (United States/ Canada) will be unavailable in the drop-down list. For example, if you live in the District of Columbia, enter District of Columbia in the state field.

[Return to the General Questions menu](#)

[View entire Menu page](#)

6. Why is my browser not functioning properly?

You may be using a browser that is incompatible with PULSE Portal. For best results, please use Internet Explorer Version 6 or higher.

[Return to the General Questions menu](#)

[View entire Menu page](#)

7. I clicked on my browser's "Back" button and cannot retrieve my last page, what should I do?

By hitting the browser's "Back" button you have exited the service you are trying to perform and you will have to start from the beginning. In order to re-enter the service you are trying to perform you will have to go back to the main page at:

<https://www.pulseportal.com/>

[Return to the General Questions menu](#)

[View entire Menu page](#)

8. I clicked on a link and the screen is not loading. What should I do?

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.

[Return to the General Questions menu](#)

[View entire Menu page](#)

9. How do I contact PULSE support staff if I have difficulties?

If you have any questions, call the **Pearson VUE Customer Service** toll-free at **1-877-672-2173** between 8:00 a.m. and 5:00 p.m. EST Monday through Friday.

[Return to the General Questions menu](#)

[View entire Menu page](#)

10. How do I find out more information on PULSE and its services?

Visit the Pearson VUE main website and learn more about PULSE at:

<http://www.pearsonvue.com/sponsors/data/pulse/>

[Return to the General Questions menu](#)

[View entire Menu page](#)

11. How do I contact the DC Department of Consumer and Regulatory Affairs Licensing Division?

Phone: 1-877-672-2173 Fax: 1-301-459-7359

[Return to the General Questions menu](#)

[View entire Menu page](#)

Service Related Questions:

1. My License expires soon. What should I do?

Pearson VUE will mail you your Renewal ID. Once you receive your Renewal ID you can use PULSE Portal to renew your license. From the Portal Services Menu select *Renew an Existing License*. The form will guide you through the Renewal Process. If you have additional questions click "For System related questions, Click Here."

[Return to the Service Related Questions menu](#)

[View entire Menu page](#)

2. I moved recently, how do I change my address?

Depending on which board you work for, you may need to have your company perform the address change for you. To change the address, from the PULSE Portal Services Menu, select *Change your Address*. The form will guide you through the address change process. If you have additional questions click "For System related questions, Click Here."

[Return to the Service Related Questions menu](#)

[View entire Menu page](#)

3. I submitted a license application, how do I check to see if it has been approved or denied?

From the PULSE Portal services menu, select *Application/Renewal Status Inquiry*. You will need the confirmation ID that was given to you on completion of the application to check the status. The form will guide you through the Inquiry. If you have additional questions click "For System related questions, Click Here."

[Return to the Service Related Questions menu](#)

[View entire Menu page](#)

4. I submitted a license renewal. How do I check to see if it has been approved or denied?

From the PULSE Portal services menu, select *Application/Renewal Status Inquiry*. You will need the confirmation ID that was given to you on completion of the renewal to check the status. The form will guide you through the Inquiry. If you have additional questions click "For System related questions, Click Here".

[Return to the Service Related Questions menu](#)

[View entire Menu page](#)

5. How do I obtain a copy of my license?

From the PULSE Portal services menu, select *Request a Duplicate License*. The form will guide you through the License Request Service. If you have specific questions about this service click "For System related questions, Click Here".

[Return to the Service Related Questions menu](#)

[View entire Menu page](#)

6. My license has lapsed. How do I reactivate my license?

Complete the *Reinstate/Reactivate License* form. PULSE Portal will identify your record and list your license as reactivated. However, if the inactive license has expired, you will have to submit a new application and pay the full fee.

[Return to the Service Related Questions menu](#)

[View entire Menu page](#)

7. How do I submit my documentation in the system?

The functionality to upload documents is not available at this time.

Please mail all supporting documents to:

Pearson VUE DC-AC
Metro-Plex I, Suite 250
8401 Corporate Drive
Landover, MD 20785

If you have any questions, call Pearson VUE Customer Service toll-free at 1-877-672-2173 between 8:00 a.m. and 5:00 p.m. EST Monday through Friday.

[Return to the Service Related Questions menu](#)

[View entire Menu page](#)

8. How do I obtain the instructions to become licensed as a CPA?

For detailed instructions please contact Pearson VUE Customer Service toll-free at 1-877-672-2173 between 8:00 a.m. and 5:00 p.m. EST Monday through Friday.

[Return to the Service Related Questions menu](#)

[View entire Menu page](#)

'How to' Questions

Note: Not all Board types support each service, if the Board type you are using does not have some of the services listed below than it is not supported by your Board. If you have any questions regarding this, please contact PULSE support staff.

1. Submit a License Application

a. I filled out all the answers to the application questions, but it keeps asking me for a comment.

All questions require a comment. If you don't have a comment, type in N/A in the field.

b. What are the "additional state requirements" for my license?

If your license requires additional state requirements, a pop-up screen will appear which gives you the additional state requirements for your license type. You must submit these requirements (by fax and/or mail) before the state will issue you a license.

c. I entered my license number, but the system didn't accept it. What's the problem?

Does your license number have a lettered prefix? Some older licenses have a prefix, e.g., DC2114; however, the state no longer uses prefixes, only numerical characters. Try entering your license with only the numerical characters.

[Return to the 'How to' Questions menu](#)

[View entire Menu page](#)

2. Reinstate/Reactivate License

a. How do I check the status of my Reactivation Application?

Once your application has been submitted, using your confirmation ID number from your payment confirmation page, name, and SSN you can view the status of your application directly on PULSE Portal using the *Application/ Renewal Status Inquiry* service.

[Return to the 'How to' Questions menu](#)

[View entire Menu page](#)

3. Change Your Address

a. How do I change my address?

You will need the licensee's information (License Number, SSN/EIN, etc) in order to use this service. Once you have accessed this service you may change all of your corresponding addresses (Mailing, Residential, and Business Addresses).

b. I want to change the state I reside in. Can I use this service?

No, if you would like to change the state you reside in, you will need to contact a system administrator to do so.

[Return to the 'How to' Questions menu](#)

[View entire Menu page](#)

4. Renew an Existing License

a. What is my Renewal ID?

You will need your Renewal ID number in order to access the *Renew an Existing License* service in PULSE. You will not be able to renew you existing license with your Renewal ID number. Pearson VUE will mail your Renewal ID. If you do not have your Renewal ID number then you will have to contact Pulse support staff in order to retrieve it.

[Return to the 'How to' Questions menu](#)

[View entire Menu page](#)

5. Request a Letter of Certification

a. How do I obtain a letter of certification from different states?

By using this service you will be able to choose as many states as needed to send Letters of Certification to acknowledge your active license status.

[Return to the 'How to' Questions menu](#)

[View entire Menu page](#)

6. Request a Duplicate License

a. None of the addresses Portal gives me to select from are the addresses that I want my License sent to. How do I send the new license from a different address?

You will first need to change your address using the Change your address service. After completed the address change re-enter the Print Your License service and your new address will be present.

[Return to the 'How to' Questions menu](#)

[View entire Menu page](#)

7. Search Licensees (to find and verify a person or entity is licensed)

a. What information will I need in order to use this search feature?

You need to fill in a minimum of one criteria field in order to use this search feature in PULSE Portal. Since the system requires that you enter data exactly as it appears in the database, it is best to enter only one search criteria or just the first three characters of the last name and the first initial of the first name. Once you have entered this data, hit the next button.

If you can't find a licensee, try a wildcard search by placing a percentage sign (%) in the front and/or back of a particular section of the name. For example, if you enter %Smi%, it will retrieve all names beginning with Smi and those names that have Smi within the name.

[Return to the 'How to' Questions menu](#)

[View entire Menu page](#)

8. Application/Renewal Status Inquiry

a. How do I check the status of my application once it has been submitted?

Once your application has been submitted, use your confirmation ID number from your payment confirmation page, name, and SSN to view the status of your application directly on PULSE Portal using the *Application/ Renewal Status Inquiry* service.

[Return to the 'How to' Questions menu](#)

[View entire Menu page](#)

9. License Information Inquiry

a. How do I access information about licensees?

Using this service you can enter a licensee's license number and SSN in order to access the licensee's demographic history and license information.

b. How do I obtain a complete list of the licensee within my organization?

Select Licensee Information Inquiry to do a search of your business license. On the report generated, scroll down to the bottom of the first page to view the list of all the licensees associated with your organization.

[Return to the 'How to' Questions menu](#)

[View entire Menu page](#)