

License Renewal Instructions

Before a License Can Be Renewed or Changed:

1. You must register for an account.
2. You must link your license to your account in order to renew it or make any changes such as address, change of company representation, name changes or phone number changes.
3. After the license is linked to your account, it can then be renewed. **NOTE:** Licenses can only be linked to one account.

Phone # error/invalid message: If you receive this message when entering your phone number, you can ignore the message and continue on. Please tab through fields, do not hit enter.

Renewals: Your license must be linked to your account in order to renew. When linking, be sure to click the “connect” button in order to complete the linking step. For further assistance, refer to instructions listed under the Accela Citizen Access (ACA) How To...: (1) Register for an Account and (2) Link Your License To Your ACA Account / Renew License.

If you are having difficulty connecting your license to your account, try removing your license from your account.

1. Go to “Account Management” tab in upper right of screen.
2. Under License Information, scroll to and then click on “Actions” at the end of the license number you are trying to renew.
3. Click “Remove” and then click “OK.”
4. Click the orange “Add a License” tab. Select the type of license and enter the license number. Click “Connect” once license is found. It will confirm that the license was successfully added.
5. Upon re-linking your license to your account, go back into “BCC Licenses” and under Records you should see your license number and the “renew application” indicator under actions. Click on “renew application” and follow the prompts.

A license can only be linked to one account. Therefore, if an employer links its employees’ licenses to their account to renew the licenses for the them, those licensees will not be able to access their licenses online for renewals or amendments.

To see if your renewal was successful, in the upper right-hand corner of the page there is a global search bar, enter your license number into this field. Once the license information page loads, look for the expiration date. You can also log out of your account then log back in to verify if the expiration date has changed.

Address Changes on Licenses: Address changes can only be made under the BCC Licenses Tab. Select “Apply for a license-amendment”. Acknowledge the disclaimer, select the license number from the licenses listed that you wish to change. Select “License Amendment”, then select the type of amendment you are trying to make (Change of Address Amendment). Please be advised that if you select an amendment other than address change, you may be required to upload documentation.