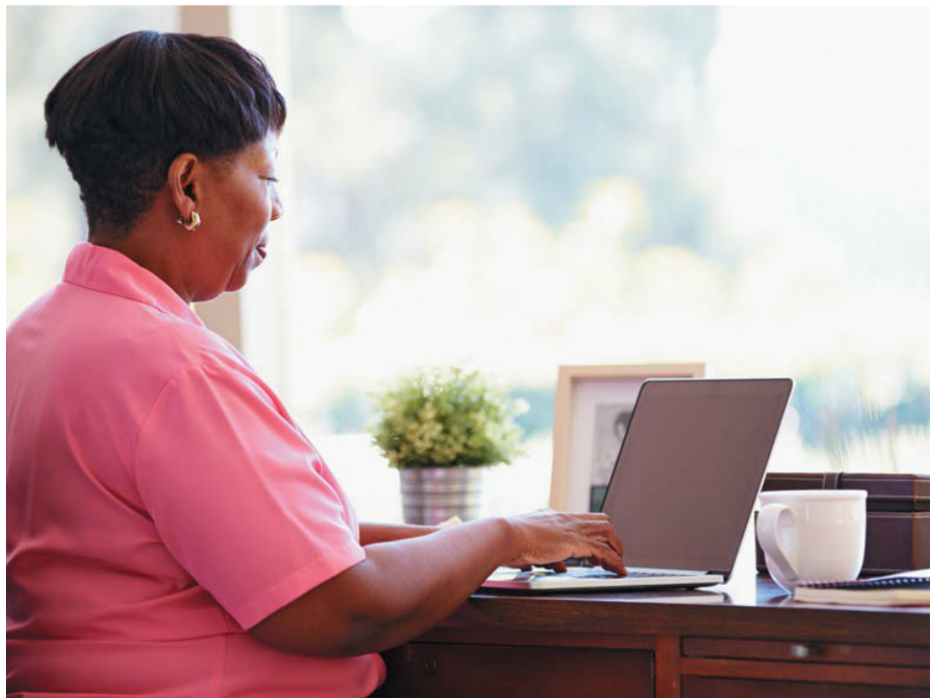


Managing your license through eAccessNY is easy... If you keep your information up-to-date



By Priscilla Toth
NYSAR Director of Education

NYSAR staff continues to field calls from members having difficulty renewing their licenses online through the New York State Department of State's (DOS) license management system eAccessNY. We have pulled together some tips that should help you navigate the system.

eAccessNY is a secure, password-protected website at www.dos.ny.gov/licensing/eaccessny.html that allows you to register, sign up for a real estate license exam, apply for a license, renew your license and change your contact information. It also allows the public to verify that you are licensed through

a search function using your name or license number.

As a licensee, you had to establish an account on eAccessNY. Your email address is your User ID to log into your account and you were initially assigned a password. You were asked to personalize your password to one that you could easily remember going forward.

One of the biggest problems licensees face when trying to renew their license is that their User ID and password won't allow them access to their account to renew. The primary reason for this is that when a salesperson or associate broker changes companies or email addresses, the licensee neglects to update his or her eAccessNY account with the new email address. If you forget your password when logging in, you

can use the "Forgot Password" link to be assigned a new temporary password, which is emailed to you. If your account has been updated with your current email address, you'll receive a temporary password from eAccessNY that will allow you to log into your account, personalize a new password and proceed to your license renewal. If your email address is not up to date, you won't receive the email.

Another common issue arises when a licensee does not appropriately answer the continuing education (CE) completion question on the renewal application. The question asks if the licensee has completed the CE required for license renewal. Often, grandfathered brokers who are exempt from CE requirements will answer this question with a negative response because they do not need CE and have not taken CE.

No matter what form of license is being renewed, if the response to the CE question is "no," then the license will not be renewed and an audit will be triggered. The licensee must then provide a signed proof of CE course completion. That means going back to each school where classes were taken in that license period to request signed CE certificates. Please be careful when responding to this question. The question reads like this and asks for a yes or no answer:

I have met one of the continuing education requirements listed below: (Please read carefully before answering.)

___ Yes ___ No

- I have been licensed through the Military Spouse Act and have met the CE requirements; OR

continued on page 29



**Andi
Turco-Levin**
Ulster



Steve Vaisey
Greater Rochester



**Charlotte
Vanderwaag**
Long Island



Allen Van Hoff
Warren



John Vernazza
Staten Island



Jennifer Vucetic
Greater Capital



Eric Wedemeyer
Otsego Delaware



Merle Whitehead
Greater Capital



George S. Wonica
Brooklyn



Valerie Wonica
Staten Island



James Yockel
Greater Rochester



Charlene Zoratti
Buffalo Niagara

**Dutchess County
Association**

**Mid-Hudson MLS,
Dutchess**

MLS of Ulster

**Northern
Adirondack Board**

**Women's Council
of REALTORS®,
Dutchess Chapter**

**Women's Council
of REALTORS®,
Greater Capital
Association of
REALTORS®**

**Women's Council
of REALTORS®,
Empire Chapter**

eAccessNY continued from page 25

“When a licensee does not renew their license before the expiration date of the license, the licensee still has access to their account for a period of two years.”

- I have completed at least 22.5 hours of approved CE for this period including 3 hours on fair housing; OR
- I am exempt because I am a currently licensed real estate broker who is engaged full time in the real estate business and have been licensed prior to July 1, 2008 for at least 15 consecutive years immediately preceding this renewal; OR
- I am an admitted NYS Attorney.

When you submit your license renewal application, you are attesting to the accuracy of your answers. Therefore, if you are required to complete 22.5 hours of continuing education including at least three hours of approved fair housing training, you should have completed all such training before answering the CE question affirmatively.

When a licensee does not renew their license before the expiration date of the license, the licensee still has access to their account for a period of two years. During that time, the licensee may renew their license, provided they have completed the necessary CE requirements. Again, it is imperative to update your account with your active email address during this time so that you may log in to renew.

If that two-year period after license expiration has elapsed, the former licensee must retake the state qualifying exam and then reapply for licensure. In that instance, the 22.5 hours of CE, including three hours on fair housing, is not required of the former licensee.

In the case of a salesperson wanting to renew within the two-year period after license expiration, or re-applying after a longer lapse (up to eight years), the salesperson does not need to complete the 30-hour gap course. That course is only required for a salesperson wishing to apply for a broker's license. The salesperson must, of course, also complete the broker qualifying course.

If a grandfathered broker allows his or her license to lapse, the broker will lose their exemption from CE credit and be subject to all CE requirements including three hours on fair housing.

For those licensees with questions about the eAccessNY system or their own particular license situation, DOS provides an extensive list of Frequently Asked Questions on the home page of eAccessNY. This comprehensive list also contains step-by-step instructions on navigating the site.

If you don't find an answer to your question there, you may email DOS at eAccessNY@dos.ny.gov or call (518) 474-4429. ●