

# **2017 ANNUAL CHIROPRACTIC PHYSICIAN LICENSE RENEWAL**

**PLEASE READ CAREFULLY AS THE PROCESS HAS CHANGED**

This is the annual reminder regarding your 2017 License Renewal. We have outlined the **“what, when and how”** to successfully complete the renewal process.

Your license grants you the privilege to practice chiropractic in the State of North Carolina. A failure to complete your renewal within the required timeframe may cause you to lose that privilege. Each licensee is responsible for completing the annual renewal requirements as outlined in N.C.G.S. 90-155 and Rule 10.0205.

Not completing the annual renewal process in the required timeframe causes complications for licensees. This is why you are receiving this reminder well in advance of the required completion date.

To renew your license for 2017, you must do the following:

- Pay your renewal fee of \$300,
- Complete 18-hours of approved Continuing Education, and
- Complete your Annual Renewal Form and send it to the Board office.

All of these requirements must be completed and received in the Board Office by January 3, 2017.

Your license will automatically be cancelled if you have not completed your renewal requirements by February 3, 2017 and you will not be authorized to practice chiropractic in North Carolina until you are reinstated. Review the \*Reinstatement Process at the end of this note.

***Step-by-step instructions and renewal tips follow on pages 2-5.***

## HOW to Complete the License Renewal Process

### **Step 1 – Pay your renewal fee online through the new Doctor Portal.**

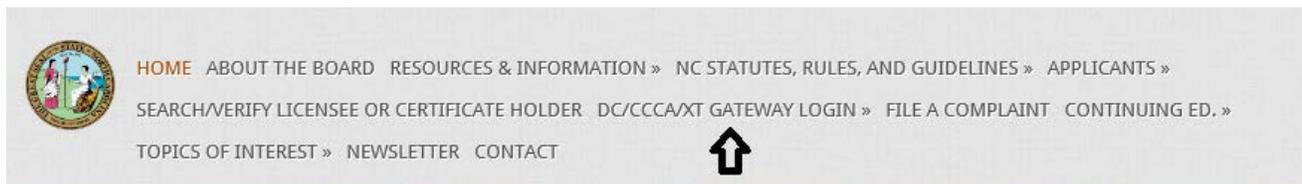
We discourage payment by any form of check as they can be lost or not credited properly. Credit card payments create a permanent record, enables the application of funds to be more accurate and allows the Board office to research any issues without first contacting you (see directions below).

### **Step 2 – Use the portal to monitor your progress towards meeting your Annual 18-Hour CE credit requirement AND review/update your contact information, if appropriate.**

Over the last 3 months, the Board office has worked with all licensees to train them on how to use the new Doctor Portal. This is the first place you should go to check your progress towards meeting your 18-Hour CE requirement. Next, review your user record to make sure all of your contact information is correct. *You will not do this on the License Renewal Form as in the past.* This is not just a once a year event as all licensees are required to update their contact information within 30 days of any changes (Rule 10.0204). You can now meet this requirement quickly and easily with this online tool.

#### **LOGGING INTO THE DOCTOR PORTAL**

- Navigate to our website [www.ncchiroboard.com](http://www.ncchiroboard.com) and hover over the DC/CCCA/XT GATEWAY LOGIN menu item shown below. When the dropdown menu appears, click on DC Login.



You will be redirected to the portal login screen pictured below.

- If you **HAVE** logged into the portal before, enter the account name *ncboce*, your email address and password. Proceed to the *PAY YOUR RENEWAL FEE* instructions below.
- If you **HAVE NOT** logged into the portal before, enter the account name *ncboce*, your email address and the password *ncboce* and proceed to the *CHANGE PASSWORD* instructions below.

Please Login

Account Name:

Email Address:

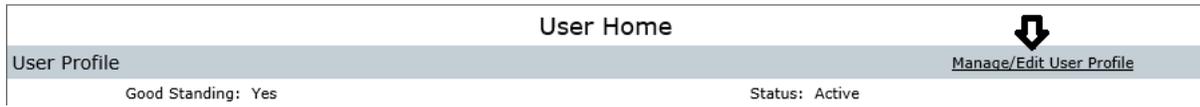
Password:  

[Forgot Password](#)

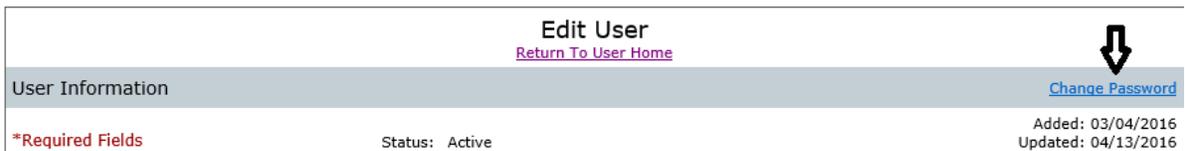
If you do not know what email you provided the board office, or are unable to login, please contact the board office at [ncboce@ncchiroboard.com](mailto:ncboce@ncchiroboard.com) or (704) 793-1342 for technical support.

### **CHANGE PASSWORD AND/OR UPDATE YOUR USER PROFILE INFORMATION**

- For security reasons, please update your password from the default password of ncboce when logging on for the first time by selecting the Manage/Edit User Profile as pictured in the screenshot below.



- This will take you to the Edit User Screen where you will select Change Password and follow the instructions. Click Submit at the bottom of the page to save your password. Once this is completed, proceed to the **PAY YOUR RENEWAL FEE** section below.



- To edit your User Profile information**, click the Manage/Edit User Profile link on the User Home screen pictured above and make your changes. Click Submit at the bottom of the screen to save your changes.

### **PAY YOUR RENEWAL FEE**

- From the **USER HOME** screen, select Licenses and Renewals as pictured in screenshot below.



- This will take you to the Active License page, click the Pay Renewal Fee icon as pictured in the screenshot below and follow the instructions to make your payment.

Active Licenses		<a href="#">View Completed/Inactive Licenses</a>	<a href="#">View Renewed Licenses</a>			
License No	License	Requirements Met	Expiration	Certificate	Details	Pay Renewal Fee
	Chiropractic Physicians - Annual - NC	Yes	12/31/2016			
	Chiropractic Physicians - Annual - NC	Yes	12/31/2015			

### **Step 3 - Complete the New Renewal Form**

The new renewal form is available on the website from our Download Center. You can also access the document by clicking this direct [link](#). Please send the Renewal Form to the Board office by scan/email to [ncboce@ncchiroboard.com](mailto:ncboce@ncchiroboard.com) or fax the Form to (704) 793-1385. You can mail the form (if you must) but it may take longer to process your renewal.

Mailing Address: [NC Board of Chiropractic Examiners](#)  
[363 Church St. N Ste. 250-R](#)  
[Concord, NC 28025](#)

### **Step 4 – Print your License for 2017**

Once you have successfully completed the steps above and the Board Office has received all of your information, you will be able to directly print your renewal license through the DC Portal.

#### **Printing your Renewal License**

- *To print your Renewal License, navigate to your USER HOME screen. Click on Licenses and Renewals as pictured in screenshot below*



- *From the Active Licenses page, click on the CERTIFICATE icon for licenses expiring 12/31/2016. A pdf file copy of your license will be generated for printing or downloading.*

License No	License	Requirements Met	Expiration	Certificate	Details	Pay Renewal Fee
	Chiropractic Physicians - Annual - NC	Yes	12/31/2016			
	Chiropractic Physicians - Annual - NC	Yes	12/31/2015			

***FIND RENEWAL TIPS ON THE NEXT PAGE!***

## Renewal Tips

- **Pay your renewal fee early and online through the website.** You **DO NOT** have to wait until the end of the year to make your payment along with submitting any CE certificates and your Renewal Form as in the past.
- **Regularly monitor your progress towards meeting you CE requirement using the Doctor Portal.** Submit CE certificates to the Board office via email or fax as you complete the courses so your record stays current. **DO NOT** wait until the end of the year to submit your CE certificates as a group. Doing this will not allow you to use the tracking feature of the Doctor Portal.
- **Always retain a copy of your CE completion certificates.** While many CE providers state they will submit the certificates to the Board office on your behalf, make sure you have a copy in case the provider doesn't complete this process. You are ultimately responsible for providing proof of completion certificates if the Board office doesn't receive a certificate. We enter CE Certificates within 24 hours of receipt, if you do not see the CE course credits through the Doctor Portal please send them to us for recording via email or fax.
- **Make sure your email address is current.** This is our main method of communicating with you so make sure you update this as soon as possible when there is a change. Also, designate the Board email address [ncboce@ncchiroboard.com](mailto:ncboce@ncchiroboard.com) as a trusted sender so that Board emails don't get sent to junk or spam. If you have not received your Portal login information, please contact the board office to confirm your email address and login instructions will be sent to you
- **It is important to keep in mind when you need proof of your renewed license to meet recertification filings or deadlines for 2017.** The earlier you need your renewed license in 2017, the earlier you should complete all requirements of the renewal process to enable you to print your 2017 license renewal document.
- **We expect over 2,100 DC renewals for 2017. The Board office has temporarily changed its day-to-day operations to focus on assisting licensees with renewal related questions.** We have modified our phone answering procedures to increase the likelihood of speaking with someone directly. We will have as many as five people available to answer calls beginning in late November and the month of December. We also encourage licensees to contact us by email at [ncboce@ncchiroboard.com](mailto:ncboce@ncchiroboard.com) with questions. Our goal is to respond to emails, as well as voicemails, within 24 hours

### **\*Reinstatement Process**

If your license is cancelled, you must complete the following Reinstatement Process:

- Request reinstatement with a notification to the Board Office via email.
- Pay a reinstatement Fee of \$25 along with your annual renewal fee (if still outstanding),
- Complete and report to the Board office any CE hours you are short, and
- Sign-up and pay the application fee of \$300 to take and pass the NC Jurisprudence Exam.