



Online Application Submission Frequently Asked Questions

Do I have to register to submit an application? Yes, you must click the registration link and enter the following information: Email, First Name, Last Name, and Password.

What if I forget my login information? Return to the login page and click the “Forgot your password?” link. Your “**Login**” is the email you registered with in the registration section.

What if I do not remember which email I used? If you have tried to log in and cannot remember the correct email, you can register again or contact our Public Information Center at (800) 321-CSLB (2752) for assistance.

How do I start the application? Click the “New Workflow” button then select “Sole Owner Application”.

How do I continue an application I saved previously? Log into the user dashboard. Select the three dots within the “Actions” column next to the application you would like to access. Select “Edit Request” next to the application you would like to modify. The application will load on the screen allowing you to continue.

Who do I contact if I have questions about the online application process? Contact our Public Information Center at (800) 321-CSLB (2752) for assistance completing the online application.

What if I do not have the information or documentation I am being asked to provide? You can press the “Save” button and return to the application once you have obtained the required information or documentation. To access a previously saved application, see above “How do I continue an application I saved previously?”.

How do I sign the application? All applicants will receive an email to electronically sign the application. The emails will be sent in succession - once the first applicant has signed, the next will receive an email to sign, and so forth.

How do I pay for my application? You will receive an email when your application fees are due. The email will be sent to the email you used to log into the dashboard and will provide a link for you to pay online.

Who do I contact if my payment was not successful/complete? Contact your credit card company. Please remember there will also be a 2.3% credit card fee assessed to the total cost of the application. You may try payment again if you feel there was a system error. CSLB does not accept American Express (AMEX).

Will I receive a payment confirmation/receipt? Yes, you will have an opportunity to enter an email when you enter your payment information. The payment receipt will be emailed to that email address.

What do I do if I did not get an email confirmation? If an email has not been received 60 minutes after successful submission of the online application, contact our Public Information Center at (800) 321-CSLB (2752) for assistance.

I submitted my application, now what happens? The CSLB will send an acknowledgement letter that includes an application fee number and personal identification number (PIN) and explains how to check the status of the application. In some instances, CSLB will request corrections to the application and/or additional information about something listed in the application. If you received a letter requesting questions or additional information, please provide any missing information/make corrections and submit the response within 90 days. Please see our website for information about the process once the application is accepted: [Original Exam Application Accepted](#).

Will I receive a copy of my application? Yes, you will receive an emailed PDF copy of the application once the application has been submitted.

How do I access a copy of my application from my dashboard? Log into the user dashboard. Select the three dots within the "Actions" column next to the application you would like to access. Select "Documents" from the drop-down list. The "View Attachments" screen will appear allowing you to select the PDF by double clicking or pressing the download icon.

How do I confirm my application was submitted? You can log onto the user dashboard to see status of the application. Submitted applications will show "Submitted". You will also receive a letter confirmation in the mail.