

HOW TO ACCESS ONLINE RENEWAL and "MY LICENSE" SERVICES

Hawaii.gov
Official site for the State of Hawaii

Department of Commerce & Consumer Affairs (DCCA)

You are here: Department of Commerce & Consumer Affairs » Professional and Vocational Licensing (PVL) Renewal

MAILING ADDRESS:
P.O. Box 3469
Honolulu, HI 96801

STREET ADDRESS:
335 Merchant St
3rd Floor Room 301
Honolulu, HI 96813

Professional and Vocational Licensing (PVL) Renewal

This application is designed to allow the renewal of professional and vocational licenses issued by the State of Hawaii.

1 [\(NEW\) Access Online Renewal and "My License" Services:](#)

2 **Sign Up** for a Free eHawaii.gov account

Or
Login with your existing eHawaii.gov account

3 [My License Renewal Instructions](#)

My License

Login

PVL Renewal Home Page

My License Renewal Instructions ^{New}

Disclaimer

PVL Home Page

PVL Licensing Search

Live Chat
OFFLINE
Technical Support

Technical Help Desk:
808-695-4620

General Licensing Info:
808-586-3000

Hours of Operation (HST):
7:45 a.m. - 4:30 p.m.

My License Features

- Renew online
- Print a copy of your online renewal
- View online renewal History
- Receive renewal reminders
- 24/7 access

This online license renewal service is made possible by eHawaii.gov and the Department of Commerce and Consumer Affairs (DCCA), Professional and Vocational Licensing Division (PVL D).

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YOU MUST SIGN UP FOR AN ACCOUNT TO LOGIN AND RENEW ONLINE.

Note: You will only need to sign up for one account for ALL your licenses. The account you created will be needed to access all future online license renewals as well as other new DCCA/PVL services.

1. Sign up for a free eHawaii.gov account.
2. Login with your "eHawaii.gov account email and password".
 - If you do not already have an eHawaii.gov account select "Sign Up" to create an account.
3. **If you need help** on creating an account and adding your license to your account view the "MY LICENSE RENEWAL INSTRUCTIONS" or Contact the Technical Help Desk at (808) 695-4620 for assistance.

HOW TO CREATE ACCOUNT

1 eHawaii.gov Account Services

Create an Account

Click [here](#) to return without creating an account.

All fields are **required** unless otherwise noted. [Collapse/Expand All](#)

Name

First Name: Middle: OPTIONAL Last Name: Suffix: OPTIONAL

Email & Password

Email: Password [Strong]: Retype Password:

Secret Question: Secret Answer:

Contact Information

Provide the following information so we may contact you if necessary. This information is used for official State business only, and it will **never be transferred to any 3rd party**.

Address: Address Line 2: OPTIONAL

Country: City: State: Zip:

Work Phone: International format Ext: Home Phone: OPTIONAL International format

Mobile Phone (USA only): OPTIONAL Mobile Phone Provider: OPTIONAL

2 **Subscriber Account**

OPTIONAL: **Link to Subscriber Account** - To link this new account, enter your Subscriber Account credentials:

Username: Password:

3 I agree to the [Terms of Use](#).

Email me about important dates pertaining to services I use.

Email me about new eHawaii.gov services as they become available.

4

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1. Complete eHawaii.gov Account Services form.
2. “Subscriber Account” Is Not Required for the DCCA/PVL online license renewal services.
3. **If you want to continue to receive DCCA/PVL renewal email reminders** you must select “Email me about important dates pertaining to services I use”. After creating your account you may login into your account at anytime to make changes.
4. Select “Create Account”.

HOW TO ADD LICENSE TO ACCOUNT

(LICENSE MUST BE ADDED TO RENEW ONLINE)

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My License
Logout

PVL Licensee
newlogin@pvl.renewal
[Update](#)

My Licenses

[Add License](#) **1**

License	Name	License Status	Expiration Date
You have not added any licenses to your dashboard.			

Technical Help Desk:
808-695-4620

General Licensing Info:
808-586-3000

Hours of Operation (HST):
7:45 a.m. - 4:30 p.m.

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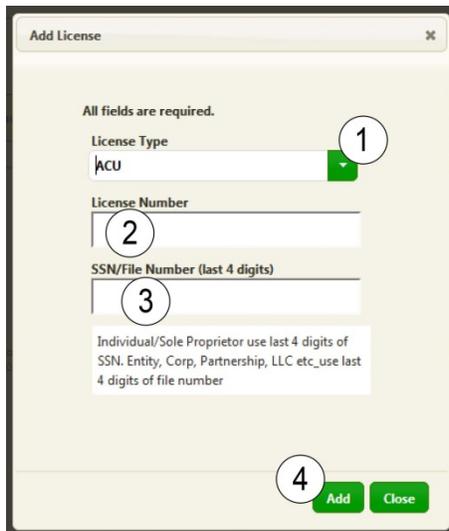
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1. Select "Add License".

- **You Must add license to renew online.**

HOW TO ADD LICENSE TO ACCOUNT (continued)

(LICENSE MUST BE ADDED TO RENEW ONLINE)



The screenshot shows a web form titled "Add License" with a close button in the top right corner. The form contains the following fields and instructions:

- A message: "All fields are required."
- A "License Type" dropdown menu with "ACU" selected. A circled "1" is next to the dropdown arrow.
- A "License Number" text input field with a circled "2" next to it.
- An "SSN/File Number (last 4 digits)" text input field with a circled "3" next to it.
- Below the input fields, a note: "Individual/Sole Proprietor use last 4 digits of SSN. Entity, Corp, Partnership, LLC etc_use last 4 digits of file number".
- At the bottom of the form, there are two buttons: "Add" and "Close". A circled "4" is next to the "Add" button.

1. Select your license type from the drop down list.
2. Type in license number.
3. Type in the last 4 digits of SSN (Individual/Sole Proprietor) or the last 4 digits of file number (Entity, Corp, Partnership, LLC etc).
4. Select "Add".

Select "Add License" and Repeat steps 1 - 4 to add additional licenses to your account.

IF YOU ARE HAVING PROBLEMS ADDING YOUR LICENSE:

1. Log out and close your Internet browser program.
2. Reopen your Internet browser program and try logging in again to add your license.

If you still cannot add your license and need further assistance:

Contact the Technical Help Desk at (808) 695-4620.

HOW TO RENEW LICENSE ONLINE

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ONLINE
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Technical Support

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Hours of Operation (HST):
7:45 a.m. - 4:30 p.m.

Professional and Vocational Licensing (PVL) Renewal- Dashboard

My Profile

PVL Licensee
newlogin@pvl.renewal
[Update](#)

My Licenses

License	Name	License Status	Expiration Date	
		VALID THRU EXPIRATION DATE, SUBJECT TO RENEWAL	12-31-2013	Renew

1

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1. Select “Renew”.

If you do not see a link to “Renew”

- You may have already submitted your DCCA/PVL license renewal.
- Your DCCA/PVL license may already be current and valid
- Your DCCA/PVL license may not be up for a renewal yet (renewal cycles start approximately 8 weeks prior to the license expiration date).
- Your DCCA/PVL license may not be eligible to renew online.
- Your DCCA/PVL license may have expired.

Your “License Status” and “Expiration Date” will be updated after your DCCA/PVL renewal is processed by the DCCA/PVL (*Please allow at least 3 business days).

***If there are any problems with your DCCA/PVL renewal application or if the renewal of your license is dependent on the renewal of another DCCA/PVL license the processing of your DCCA/PVL license renewal could be longer.**

HOW TO RENEW LICENSE ONLINE (continued)

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Professional and Vocational Licensing (PVL) Renewal

This application is designed to allow the renewal of professional and vocational licenses issued by the State of Hawaii.

LICENSE DATA

License Number: [REDACTED]

By clicking on the "I Agree" button, I certify that I have read and understand the [Disclaimer and Terms](#).

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1. View "Disclaimer and Terms".
2. Select "I Agree" to renew your DCCA/PVL license online.

AFTER RENEWING YOUR DCCA/PVL LICENSE ONLINE

You may return to the DCCA/PVL Online Renewal system at (<https://pvl.hawaii.gov/renewals>) to access your DCCA/PVL “My License” Services at anytime. “My License” service is accessible 365 days a year 24 hours a day.

“MY LICENSE” SERVICE ADDITIONAL FEATURES

You can:

- View all your DCCA/PVL licenses within a single account.
- View all your DCCA/PVL licenses Online Renewal History.

Note: License renewals that were not submitted online will not appear in your Online Renewal History.

- Download and print a copy of your DCCA/PVL license online renewal.

HOW TO VIEW YOUR DCCA/PVL MY LICENSES

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[My License](#)
[Logout](#)

[PVL Renewal Home Page](#)
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Professional and Vocational Licensing (PVL) Renewal- Dashboard

[My Profile](#)

PVL Licensee
newlogin@pvl.renewal
[Update](#)

My Licenses

License	Name	License Status	Expiration Date	
		VALID THRU EXPIRATION DATE, SUBJECT TO RENEWAL	12-31-2013	Renew
1		VALID THRU EXPIRATION DATE, SUBJECT TO RENEWAL	12-31-2013	
		VALID THRU EXPIRATION DATE, SUBJECT TO RENEWAL	12-31-2013	Renew
		TERMINATED; NEEDS TO REAPPLY	12-31-1989	
		TERMINATED; NEEDS TO REAPPLY	12-31-1988	

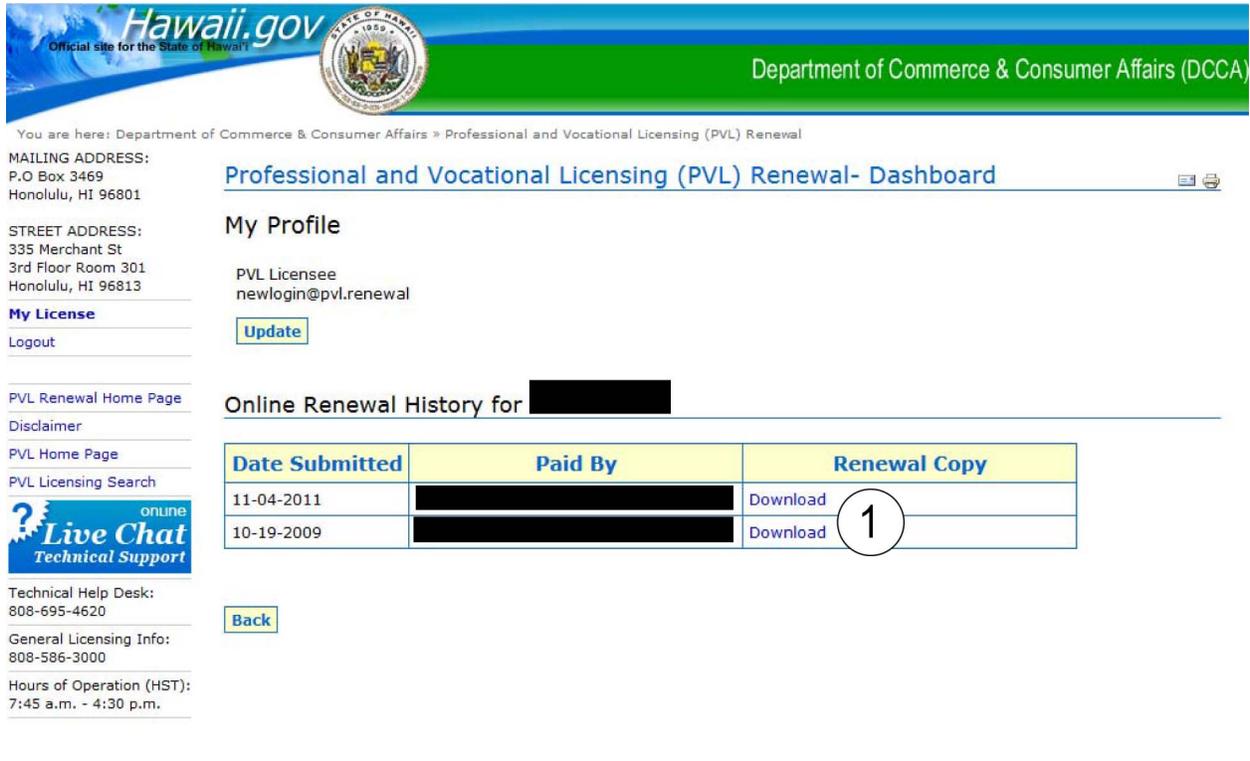
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To view your DCCA/PVL license Online Renewal History.

1. Select license from list.

HOW TO DOWNLOAD A COPY OF YOUR DCCA/PVL LICENSE ONLINE RENEWAL



The screenshot shows the Hawaii.gov website's Professional and Vocational Licensing (PVL) Renewal Dashboard. The header includes the Hawaii.gov logo and the Department of Commerce & Consumer Affairs (DCCA). The breadcrumb trail indicates the user is in the PVL Renewal section. The page is divided into several sections: a left sidebar with navigation links, a 'My Profile' section, an 'Online Renewal History' table, and a 'Live Chat' button. The 'Online Renewal History' table has three columns: 'Date Submitted', 'Paid By', and 'Renewal Copy'. The first row shows a submission on 11-04-2011 with a 'Download' link. The second row shows a submission on 10-19-2009 with a 'Download' link and a circled '1' next to it. A 'Back' button is located below the table.

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Professional and Vocational Licensing (PVL) Renewal- Dashboard

My Profile

PVL Licensee
newlogin@pvl.renewal

[Update](#)

Online Renewal History for [REDACTED]

Date Submitted	Paid By	Renewal Copy
11-04-2011	[REDACTED]	Download
10-19-2009	[REDACTED]	Download 1

[Back](#)

Live Chat
Technical Support

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808-586-3000

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1. Download a copy of your DCCA/PVL license online renewal.

Note: It may take several minutes after your renewal is submitted before your DCCA/PVL license online renewal copy is available for download. A “Download” link will be visible when your online license renewal copy is available for download.

HOW TO UPDATE YOUR eHAWAII.GOV ACCOUNT

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Department of Commerce & Consumer Affairs (DCCA)

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Honolulu, HI 96813

My License
Logout

1 Update

My Profile
PVL Licensee
newlogin@pvl.renewal

My Licenses

License	Name	License Status	Expiration Date	
		VALID THRU EXPIRATION DATE, SUBJECT TO RENEWAL	12-31-2013	Renew
		VALID THRU EXPIRATION DATE, SUBJECT TO RENEWAL	12-31-2013	
		VALID THRU EXPIRATION DATE, SUBJECT TO RENEWAL	12-31-2013	Renew
		TERMINATED; NEEDS TO REAPPLY	12-31-1989	
		TERMINATED; NEEDS TO REAPPLY	12-31-1988	

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If you need to update your eHawaii.gov account.

1. Select "Update".

eHawaii.gov Account Services

1 Update Account

click [here](#) to return without updating.

All fields are **required** unless otherwise noted. [Collapse/Expand All](#)

Name
First Name: Middle: OPTIONAL Last Name: Suffix: OPTIONAL

Email & Password

Contact Information

I agree to the [Terms of Use](#).
 Email me about important dates pertaining to services I use.
 Email me about new eHawaii.gov services as they become available.

2 Save

Hawaii.gov
Official website of the State of Hawai'i

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1. Make changes to your eHawaii.gov account.
2. Select "Save"

Note: Your eHawaii.gov account profile and updates to your eHawaii.gov profile **WILL NOT** automatically update your DCCA/PVL license record information.

IF you have updates to your DCCA/PVL license record you MUST submit your updates directly to the DCCA/PVL office.

HOW TO RETRIEVE YOUR PASSWORD

Professional and Vocational Licensing (PVL) Renewal

This application is designed to allow the renewal of professional and vocational licenses issued by the State of Hawaii.

(NEW) Access Online Renewal and "My License" Services:

Sign Up for a Free eHawaii.gov account

Or
Login with your existing eHawaii.gov account

Email:
Password:
Login [Forgot Password](#)

My License Features

- Renew online
- Print a copy of your online renewal
- View online renewal History
- Receive renewal reminders
- 24/7 access

This online license renewal service is made possible by eHawaii.gov and the Department of Commerce and Consumer Affairs (DCCA), Professional and Vocational Licensing Division (PVL).

If you forget your password.

1. Select "Forgot Password".

eHawaii.gov Account Account Services

Retrieve Password

Click [here](#) to return without retrieving password.
Please enter your email address.

Email:

Retrieve Password

Support

Need an account?
[Create Free Account](#)

Forgot your password?
[Retrieve Password](#)
[Help Video](#)
[Video Transcript](#)

Need help?
[Start Live Help Chat](#)

Have questions?
[Read the FAQs](#)

1. Type in your eHawaii.gov account email address.
2. Select "Retrieve Password".

HOW TO RETRIEVE YOUR PASSWORD (continued)



Answer Your Secret Question

What is your mothers maiden name?

1

Cancel OK 2

1. Answer your secret question.

Note: Your secret question is the question you selected when you signed up for your eHawaii.gov account. If you need assistance with retrieving your password contact the Technical Help Desk at (808) 695-4620.

2. Select “OK”.



eHawaii.gov Account Services

Retrieve Password

✔ Your password has been reset and sent to your email address. Check your email to retrieve the new password.

Log In 1

Support

Need an account?
[Create Free Account](#)

Forgot your password?
[Retrieve Password](#)
[Help Video](#)
[Video Transcript](#)

Need help?
[Start Live Help Chat](#)

Have questions?
[Read the FAQs](#)

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Check your email to retrieve your reset password.
If you want to change your password.

1. “Log In” to your eHawaii.gov account to change your password.