

FAQs

2021 Renewal Process & Using Certemy

We hope the compiled list of answers to the commonly asked questions is helpful. We thank you for your patience as we transition to the new licensing platform. LABSWE staff and Certemy staff are working as quickly as possible to respond to the calls and emails requesting assistance.

1. How do I renew my license?

Review the instructions listed on the website here:

<https://www.labswe.org/renewal-instructions/>

2. How do I access the Certemy platform?

Log in to Certemy using your email address and password:

<https://labswe.certemy.com/entry/login>

Enter the email address on file with LABSWE.

The *first time* you log in to Certemy, use the temporary password of:
Certemy2021!

Please remember to change your password. You may change your password at any time using the “Reset Password” link on the Certemy login page.

3. My email isn't working when I try to log in to Certemy. How do I solve this?

Please use the email address on file with LABSWE to log in to the platform for the first time. You will also need the temporary password of **Certemy2021!** Once you log in, you can change your email address at any time under “Profile Details”. The blue “Profile Details” link is shown when you hover over your name in the top right corner of the Certemy platform. If you do not know the email address on file with LABSWE, you can contact LABSWE or ask Certemy to change your email address via support@certemy.com. Certemy may need to confirm your identity with LABSWE. **Note: You do not need access to your old email account to change your email address.** You only need to be able to confirm your *new* email address.

4. Is my password in Certemy the same as in the old system?

No, you will have to create a new password in Certemy using the “Reset Password” link on the login screen. The first time you access Certemy, you can use the temporary password of **Certemy2021!**

5. Do I have to add my CE information and CE certificates for the 2021 renewal in Certemy - even if I entered this information on the old platform?

Yes, you will need to enter your CE information and upload all CE certificates in Certemy on the CE step.

6. When do I have to submit ethics CE hours?

You will be required to submit ethics hours every other year. For the 2021 renewal, you do not have to submit ethics hours. You will not submit ethics hours until your 2022 renewal.

The ethics CE category will be available in the CE step during the renewal year that it is due.

If you completed ethics hours this year and need it to count towards the 20 required hours, you can add the course on the additional continuing education section of the renewal workflow. You will need to report it again next year although it does not count towards the 20 hours total required.

7. When do I have to submit supervision CE hours for my LCSW-BACS renewal?

You will be required to submit supervision hours every other year. For the 2021 renewal, you do not have to submit supervision hours. You will not submit supervision hours until your 2022 renewal.

The supervision CE category will be available in the CE step during the renewal year that it is due.

8. What if this is my first renewal? Do I have to submit any CE information?

If the effective date of your license is July 1, 2020 – September 30, 2020, you must complete **20** hours by June 30, 2021.

If the effective date of your license is October 1, 2020 – December 31, 2020, you must complete **15** hours by June 30, 2021.

If the effective date of your license is January 1, 2021 – March 31, 2021, you must complete **10** hours by June 30, 2021.

If the effective date of your license is April 1, 2021 – June 30, 2021, you **do not** renew this year and will only need to submit **20** hours by June 30, 2022.

NOTE: While you need to complete your CE hours by June 30th, you have until August 31st to report them in Certemy.

9. Can I edit the CE hours and certificates that I submit in Certemy?

No, you cannot edit the hours, information, or certificates you submit on the CE step in Certemy. You can, however, add any additional CE certificates to your Digital Wallet in the instance you are audited. All documents uploaded to the Digital Wallet are also date and time stamped. If you are audited, LABSWE Staff will contact you and review any additional information uploaded to your digital wallet.

10. What if I accidentally add all CE information to one category when I meant to put it in another category? Ex. I put all my general CE hours under the clinical category on the CE step.

We understand this is an easy mistake to make. In the instance of an audit, LABSWE Staff will review all CE information submitted on the CE step collectively. You can also update additional CE certificates to your Digital Wallet, as needed.

11. I added CE in one category and it was applied to two categories. How can I correct this?

When you submit CE hours on a CE step that has more than one type of requirement (ex. general CE and clinical CE Hours), a modal or “popup” appears giving you the option to apply the CE to both requirements. Please click the “NO, THANKS” button. If you do apply the hours to both categories, you cannot edit the submission; however, you can upload any additional CE certificates to your Digital Wallet. Uploads to the Digital Wallet are date and time stamped. LABSWE Staff will contact you with any questions in the instance of an audit.

12. Is the continuing education I entered in the previous database available?

Yes, LABSWE and Certemy staff have access to this information and can provide it upon request.

13. I don't live in Louisiana. What do I choose for “Parish”? This is a required field.

If you live outside of Louisiana, please choose the first Parish in the list and notify Certemy of your county at support@certemy.com. They will update this information for you once all information is approved. For your next renewal, we will ensure you have an option to enter a county.

14. What does “pending verification” mean? I submitted all of the information in Certemy for my renewal.

CERTEMY STATUS KEY

Complete – step has been completed by applicant and is automatically approved

Pending Verification – step has been completed by applicant and is pending review and approval by LABSWE Staff

Partially Completed – applicant has partially completed the step

Incomplete – applicant has not started step

Note: When your renewal has been approved by the LABSWE Staff, you will be able to access your updated license card found in your **Digital Wallet**.

15. How do I pay my renewal fee and what happens next?

Once you have paid your renewal fee, you will need to upload a copy of your receipt to the Renewal Fee step. If you provided an email address during payment, a receipt will be emailed to you. If you did not provide an email address during payment, you will need to take a screenshot of your receipt or print receipt, scan it or take a picture and upload to the Renewal Fee step.

Once you have completed the step, it will show as pending verification. LABSWE Staff will need to review the step to ensure payment has been made and then it will be approved. Please allow at least 2 weeks for processing.

16. What if I accidentally pay twice?

If a duplicate payment was made, email socialwork@labswe.org to request a refund. Please do not make requests for a refund to multiple LABSWE staff email addresses.

17. Will LABSWE accept renewal by mail?

Yes, you can go to <https://www.labswe.org/forms/> to download and print the Renewal Application and the CEU Report for Renewal.

18. Why am I unable to reach a person by phone at the board office or Certemy?

LABSWE has two people at the office. Send board-related inquiries and questions by email to socialwork@labswe.org and it will be directed to the appropriate person. Response time may take up to 10 business days. Email system-related inquiries and questions to Certemy at support@certemy.com.