

Dear Licensee,

DC Health is happy to announce that renewals for **the Board of Dietetics and Nutrition** is now **LIVE!**

DC Health is no longer utilizing paper renewal applications. Renewals must be completed online. Our new licensure portal has enhanced features such as the ability to upload your continuing education documents and to receive a digital copy of your license within minutes of completing your renewal if there are no issues. Licensees are also encouraged to have any and all supplemental documents (e.g. responses to screening questions, proof of continuing education (CE), etc.) scanned and ready for upload before starting the renewal process to avoid any delays.

Once you are ready, you may begin the renewal process by using the below DC Health Renewal Licensing Portal Page link.

- <https://dohlicenseinfo.secure.force.com/dchealthrenewals/>

Please read all of the instructions on the DC Health Renewal Licensing Portal Page.

If this is your first renewal, you will need to create a new username and password.

If you are experiencing issues with your renewal that is not identified below, please submit a “case” to our Customer Support site: <https://dohlicenseinfo.secure.force.com/support/>. We are asking users to be patient as we respond to all inquiries and cases on a first come, first serve basis.

FREQUENTLY ASKED QUESTIONS

Below are a series of frequently asked questions from the licensees:

RENEWAL FEES

- ***How much does it cost to renew?***
 - \$144 for all licensure types under the Board of Dietetics and Nutrition
 - \$85 late fee after November 1, 2021 (This fee is in addition to the licensure fee)

CRIMINAL BACKGROUND CHECK (CBC) FEE

- ***Do I need a Criminal Background Check?***

All licensees are required to pay a mandatory fee of \$50 for the CBC which is a name based search. Licensees are not required to get fingerprinted again at this time.

CONTINUING EDUCATION (CE)

- ***What are my CE requirements?***

CEs must be taken between November 2, 2019 and November 1, 2021.

Dietitians:

30 CEs total to include: two (2) hours of LGBTQ cultural competency, and 10% (3 hours) of [Public Health Priorities](#).

Nutritionists:

30 CEs total to include: two (2) hours of LGBTQ cultural competency, and 10% (3 hours) of [Public Health Priorities](#).

ALL First Time Renewal Applicants: If you are renewing for the **first time**, CEs are not required.

- ***How come I am not able to upload my CE documents?***

Several users have stated they are unable to upload proof of having completed their CE. Our IT department has identified certain issues with document uploads on browsers **OTHER** than Google Chrome or Firefox. If you are not using the most up-to-date versions of Google Chrome or Firefox, first try uploading your CE document using these web browsers {Google Chrome/Firefox}. To submit your uploaded CEs, you must **WRITE** something in the continuing education **DESCRIPTION BOX**. For example, you may write *"I have uploaded all my CEs or CEs are attached"*.

Finally, if you still have upload issues, you can submit your renewal application by selecting the ***"I will have completed my CEs by November 1, 2021"*** option in the CE category of the renewal application. By selecting this, you can skip the document uploads and proceed with the rest of your application so you may renew your license on time.

INFORMATION ABOUT CONTINUING EDUCATION AUDITS

- ***Will I be audited?***

After the renewal you may be audited and required to submit continuing education (CE) documents to the Board. CEs must be taken between **November 2, 2019 and November 1, 2021**. The required continuing education units are listed above.

RENEWAL CONFIRMATION

- ***How can I get confirmation of my renewal?***

All licensees who submit a renewal application will receive a confirmation email that states your license has been approved, and include a digital copy of your new license, **or** your renewal application has been sent to staff for further review. **(Note: Licensees who place their license in Paid Inactive Status will not receive a digital license.)** DC Health is not currently issuing hard copies of the renewed license.

For licensees who've not received a confirmation email, you should log back into the system and check to ensure you entered the correct email address as any typos will result in the confirmation email not being sent to you correctly. Licensees should also check their spam filters to ensure the confirmation email did not accidentally go to their spam junk or trash folders.

If you've checked all of the above, but still have not received either a confirmation email or a copy of your license, you should submit a "case" to our Customer Support site: <https://dohlicenseinfo.secure.force.com/support/>. Our IT department will review any and all reported errors, and we will update our licensees as more information becomes available.

PAYMENT ISSUE

- ***Why isn't my credit card being accepted?***

The renewal system will only accept **Visa or MasterCard credit cards for payment**. Please ensure you entered the correct information for your payment. Once the payment has been received, a receipt will be sent to your email of record.

If you are using a Visa or MasterCard, but are still having issues, you should submit a "case" to our Customer Support site: <https://dohlicenseinfo.secure.force.com/support/>. Our IT department is reviewing any and all reported errors, and we will update our licensees as more information becomes available.

HELPFUL TIPS TO REMEMBER

- The deadline for renewal is **November 1, 2021**.
- CAREFULLY read all renewal screening questions.
- Do not answer "yes" to paid-inactive question unless you intend to be inactive.
- If you respond "yes" to a screening question(s) you **MUST** provide complete documentation before your license will be renewed.

Refer to the below Board's webpage if you have any additional questions regarding the requirements.

[Board of Dietetics and Nutrition](#)

DC Health greatly appreciates your patience during this time and look forward to your feedback.

Sincerely,
DC Board of Dietetics and Nutrition