

August 3, 2023

Dear Licensee,

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

DC Health is **no longer accepting paper renewal** applications. Renewals must be completed online. Our licensure portal has enhanced features such as the ability to upload your continuing education documents. 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 going to the DC Health Licensing Portal Page. On that page you will select **the “Apply for License Renewal” tab on the left side of the page:**

- <https://doh.force.com/dhealthrenewals/s/portal-page>

If this is your first renewal, you will need to **create a new username** and **password** using the above link.

FREQUENTLY ASKED QUESTIONS (FAQ)

RENEWAL FEES

- ***How much does it cost to renew?***
 - \$144 for Dietitians Nutritionist (Licensure Fee)
 - \$85 late fee after November 1, 2023 (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 search. Processing a renewal application on average may take 3 – 5 business days while we await the results of the CBC name search. The processing time may take longer to address any holds placed on the renewal.

CONTINUING EDUCATION (CE)

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

CEs must be taken between November 2, 2021, and November 1, 2023.

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](#).

Please note, the continuing education requirements may be satisfied through approved internet continuing education courses.

ALL First Time Renewal Applicants are not required to submit CEs.

- ***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, 2023" 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, 2021, and November 1, 2023**. 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 from DC Health. For licensees who have 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 a confirmation email, you should submit a case to our Customer Support site: <https://dohlicenseinfo.secure.force.com/support/>.

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 on 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/>.

HELPFUL TIPS TO REMEMBER

- **Do not delay** the submission of your renewal application. Processing a renewal application on average may take 3 – 5 business days while we await the results of the CBC name search.
- The deadline for renewal is **November 1, 2023**.
- CAREFULLY read all renewal screening questions.
- Do not answer “Yes” to paid-inactive questions 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 looks forward to your feedback.

Sincerely,
DC Board of Dietetics and Nutrition