ARKANSAS STATE BOARD OF NURSING
RENEWAL FREQUENTLY ASKED QUESTIONS

How- To instructional videos are available for viewing at www.arsbn.org . Click on the blue box titled Arkansas Nurse Portal How-To Videos. Click on How To Video(s):

How to Create a Nurse Portal account with an Existing License
How to Renew a License

ARKANSAS NURSE PORTAL ACCOUNT

Q. Do I need an Arkansas Nurse Portal account?

A. Yes. An Arkansas Nurse Portal account is required in order to renew your Arkansas license.

Q. What do I do if I do not have a computer to access the internet to create an Arkansas Nurse Portal account or renew my license?

A. For those who lack Internet access at home, family and friends are often happy to help. Additionally, most employers allow their employees to utilize their computers to renew their licenses. Further, most libraries have computers with internet access available to the public, and there is often staff on hand to provide assistance.

Q. I have not received my Arkansas Nurse Portal verification email, what do I do?

A. Ensure that the email has not been delivered to your spam folder. If you have signed up using a work or company email address it may have been blocked or removed. It is recommended to use a personal email address for the nurse portal account in order to avoid most delivery issues related to company firewalls.

Q. What if I do not have an email address?

A. You may obtain an email address from any one of the free email providers such as AOL, Google, Outlook, or Yahoo. Create a personal email address on one of these free email providers.

LICENSE RENEWAL CONTINUING EDUCATION

Q. Is there still a continuing education (CE) requirement when I renew my license?

A. Yes. The CE requirements have not changed. In the renewal application you will affirm that you have completed the required number of continuing education hours however you will NO LONGER NEED TO ENTER SPECIFIC CONTINUING EDUCATION INFORMATION. Do not upload your CE certificates in the message center; you will need to maintain them in the event that you are selected for an audit.

For complete information regarding CE requirements go to www.arsbn.org. Click on the Education tab. Click on the continuing education link and review the Frequently Asked Questions

Q. I received my first (initial) Arkansas license in October 2017. My birthday is in March of an even year. I understand that to get into the Arkansas biennial renewal cycle, I will be required to renew my license in March 2018, only five months after my initial license was issued. How many continuing education contact hours will I be required to have?

A. None, if you renew your license on time. If the first renewal cycle is less than 24 months, there is no continuing education requirement for that first renewal period. This is true for persons who received their initial license by endorsement or examination and the first renewal period is less than two years. Late renewals require 20 contact hours of continuing education.

Q. Since we no longer list continuing education information in the renewal application, do I need to upload my certificates in the message center or send them to the board?

A. No. Do not send or upload your continuing education certificates unless you are notified by the board that you have been selected for an audit. You do need to maintain your certificates for at least two renewal cycles or four (4) years.

Q. What if I am unable to complete the required contact hours needed for renewal? Can I get an extension?

A. No, the Board does not issue extensions, and the continuing education requirement must be met before renewal. Failure to meet the CE requirement may result in disciplinary action and civil penalties.

Q. Although I haven't worked, my license has been active for years. When I renew my license, how many continuing education contact hours do I need?

A. Renewal of an active license requires fifteen (15) contact hours completed during the two-year period immediately preceding the renewal date (no exceptions). (Chapter 2, Section VII.C.3.a)

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LICENSE RENEWAL APPLICATION

Q. When do I have to renew my license?

A. To renew your license on time and maintain an active status, you must renew your license within the 60 day period preceding your expiration date. Your license expiration date should always be the last day of your birth month. If you were born in an even-numbered year, your license will expire in even-numbered years. If you were born in an odd-numbered year, your license will expire in odd-numbered years. Example: If your date of birth is July 23, 1965, then your license will be due for renewal in July of every odd numbered year and must be renewed before it expires on July 31, 2019… July 31, 2021… July 31, 2023... etc. The initial period of licensure in Arkansas, whether licensed by examination or endorsement, is for a period of three (3) to twenty-seven (27) months, depending on the nurse's date of birth. Any time a license is issued mid-renewal cycle, the next time the renewal date falls, the license must be renewed.

Q. How do I renew my license?

A. You may renew your license up to sixty (60) days prior to your license expiration date. Go to www.arsbn.org and create an Arkansas Nurse Portal account if you have not already created one. If you already created an Arkansas Nurse Portal account, sign in.
Once you are 60 days from license expiration a renewal link will be available in your Arkansas Nurse Portal account. Click on the renewal link to begin the process of submitting a renewal application.
To view an instructional video go to www.arsbn.org and click on the blue box titled Arkansas Nurse Portal How-To Videos. Click on How To Video: How to Renew a License.

Q. Can I request that a paper renewal form be mailed to me?

A. No. All renewals must be completed online.

Q. What information will I need to renew my license?

A. You will go to our website at www.arsbn.org and create a Arkansas Nurse Portal account (or sign into your account is you have already created one). You will need your education and employment history information and payment method information. You will need to affirm that you have completed the required continuing education hours however you will NO LONGER NEED TO ENTER SPECIFIC CONTINUING EDUCATION INFORMATION, nor do you upload your certificates in the message center.

Q. Is there a fee to renew my license?

A. Yes. The current fee associated with license renewal is located on the website at www.arsbn.org. Click on the Licensing tab, then the Fees link.

Q. What payment methods can I use to renew my license?

A. Credit or Debit card – Visa, MasterCard or Discover cards may be used to pay online. If you do not have an available card, many banks and local merchants sell gift cards for specific amounts, and as long as they are one of the three types specified, these may be used for payment.

Q. How do I get a receipt for paying my renewal fee?

A. After you submit your renewal application, you will receive a confirmation email reflecting payment receipt confirmation. You should print this conformation email and keep it for your records. If you did not print the confirmation, you may retrieve a copy from your Arkansas Nurse Portal account. Assess your account and click on the confirmation link under the "Your License Applications in Process" section.

Q. Can anyone renew their license online?

A. All license renewals are submitted through your Arkansas Nurse Portal account.

Q. Can I make a name change when I submit my renewal application?

A. Yes, you can request a name change as part of the renewal application process. Once you are in your Arkansas Nurse Portal account, from the General Information step under the demographics section, click the "Request Name Change" link. Fill in the new first, middle, and last name. You will then be required to upload supporting documentation. Make sure you submit documentation to support your name change, i.e. marriage license, divorce decree, or court order.

Name Change guidelines:

- Marriage changes your last name only; your middle name is unaffected by marriage and remains the same. You may not simply drop your current legal middle name and use your maiden or former last name without proper legal process. The only way we will change your middle name is with a duly processed court order.

- You may opt for a hyphenated last name using your last name at the time you marry and following it with a hyphen and the last name of your spouse. Please clearly indicate if this is your preference by filling out the Name Change Request form accordingly.
- Divorce does not automatically change your name. To return to a previous last name due to a divorce the decree must specifically state the name change; otherwise, a court order will be required for your last name to be changed.
- Any paperwork associated with your nursing practice is required to be signed with the name of record with the ASBN. Do not begin to sign your paperwork with your new name until we have had a sufficient amount of time to process your Name Change Request, and you have verified that the change has been completed.
- You may verify that your request has been processed and your name changed via your Arkansas Nurse Portal account, License Lookup or NURSYS.com. The name that appears is your current name of record with the Board.

Q. Can I change my address during the renewal process?

A. Yes, you can make a address change as part of the renewal process. Once you are in your Arkansas Nurse Portal account, from the General Information step under the Contact Information section of the page click the "Change Address" link next to the residential address or the mailing address. This will allow you to edit those fields and make changes as necessary. If your mailing address is the same as your residential address be sure to click the checkbox that states "This is my mailing address".

Q. I had disciplinary action on a nursing license in another state, -OR-I was convicted of a misdemeanor/felony since my last renewal. What do I have to do?

A. If you have not reported the conviction or the disciplinary action to the Board prior to completing the renewal application, BEFORE your license may be renewed you must upload these documents to the Board (upload through your Arkansas Nurse Portal account via the message center):

1. Court records and a letter of explanation, if you answer “yes” to the criminal activity eligibility question
2. Board certified orders and letters of explanation, if you answer “yes” to the disciplinary history eligibility question
3. Other documentation as requested by Board staff

Q. I do not live in the United States. How can I renew my license?

A. You must create an AR Nurse Portal Account and submit your on time renewal.

LICENSE RENEWAL PROCESSING

Q. I renewed on the last day of the month, which means I renewed BEFORE my license expired, but today is the 2nd and the registry search is showing my license to be expired. How can this be?

A. The role of the Arkansas State Board of Nursing is to regulate nursing practice in Arkansas, and to protect the public. In certain instances further review of a renewal application occurs and may result in investigation or additional information or documentation being required.
We strongly advise all our nurses to renew as far before their expiration date as possible to allow sufficient time for approval. Until your renewal is approved, your license is NOT approved, waiting until the very end of the month of expiration may not allow enough processing time.

Q. I renewed my license over a week ago but I still haven’t received my paper wallet license. It’s usually come by now – where is it?

A. Effective July 1, 2011, we have no longer issued paper wallet licenses. Effective June 4, 2019, the souvenir plastic card is no longer available.

LICENSE RENEWAL VERIFICATION

Q. My license has been renewed in your system and my employer needs proof of renewal. How can I obtain proof that I've renewed my license?

A. Your employer may verify your renewed license at www.arsbn.org . Click on the Verify License or Certificate blue box and go to License Lookup or www.NURSYS.com and search.

Q. Can you fax my employer proof that I've renewed my license?

A. The Board will not fax proof of renewal to employers or to any other agency. Employers may verify your renewed license at www.arsbn.org . Click on the Verify License or Certificate blue box and go to License Lookup or www.NURSYS.com and search.

Q. When can my employer verify my renewal?

A. Once you have renewed your license through the Arkansas Nurse Portal, allow 2 - 3 business days for processing. Upon verification that all renewal requirements have been met, the renewal is approved and finalized. This process can take longer if there are further requirements which must be met. Until the finalized approval, the renewal is pending, and the expiration date does not change. You can monitor the status of your renewal via accessing your Arkansas Nurse Portal account. After at least 3 business days have passed, check License Lookup at www.arsbn.org and click on the Verify License or Certificate blue box or go to www.NURSYS.com

LICENSE RENEWAL EXPIRATION (LATE)

Q. What happens if I do not renew my nursing license by the expiration date, can I be issued an extension?

A. No. There is no grace period from the time a license expires until it is renewed. It is the responsibility of each nurse to make sure his or her license is renewed prior to the expiration date. If you do not renew your license by midnight on the expiration date, your license is considered expired and any nursing practice after that time will be considered unlicensed practice and will be subject to disciplinary action and civil penalty. A late fee and additional continuing education hours will be required for future renewal. Remember, there is no grace period for renewal and extensions of expiration dates are not permitted.

Q. I did not renew by midnight of my renewal deadline. How do I renew my license?

A. An active license which is not renewed by midnight on the expiration date will be considered expired. A license which has been expired is still renewed via accessing your Arkansas Nurse Portal account and clicking on the renewal link. An additional 5 hours of Continuing Education will be required (this is affirmed via an eligibility question- do not upload certificates), and there will be a $100 late fee in addition to the regular renewal fee.

Q. I let my nursing license expire. How do I reinstate it?

A. Nurses reinstating a nursing license to active status after **five years or less** shall document completion of the following within the past two (2) years:

i) Twenty (20) practice focused contact hours within the past two years from a provider accredited by one of the ASBN approved accrediting organizations; or
ii) Current certification or re-certification by a national certifying body recognized by the ASBN; or
iii) A specific nursing academic course which has been completed within the last 2 years with a grade "C" or higher – each college credit hour is equal to 15 contact hours.

Nurses reinstating a nursing license to active status after **greater than five years** shall document completion of the following within the past two years:

i) Twenty (20) practice focused contact hours within the past two years from a provider accredited by one of the ASBN approved accrediting organizations; or
ii) Current certification or re-certification by a national certifying body recognized by the ASBN; or
iii) A specific nursing academic course which has been completed within the last 2 years with a grade "C" or higher – each college credit hour is equal to 15 contact hours; and
iv) Active practice of nursing for a minimum of one thousand hours (1,000) within the one year immediately prior to application. Verification of employment shall be submitted; **or**
v) Completion of a Arkansas board approved refresher course within one (1) year of the date of application; **or**
vi) Graduation from an approved nursing education program within one year of the date of application; **and**
vii) Provide other evidence as requested by the Board.

Information on approved refresher courses may be found under the Education tab of the ASBN website or at:
http://www.arsbn.arkansas.gov/education/Pages/refresherCourse.aspx

Q. What are the requirements to renew an expired or inactive license?

A. The continuing education requirement increases to 20 contact hours for inactive licenses. In addition to the renewal fee, an expired license will carry a late fee, and an inactive license will have a re-activation fee. If your license has been inactive or expired less than five years, you can reinstate/renew after completing the continuing education requirement. If five years or more have elapsed since your license was active, you are required to complete a board approved refresher course.

Q. My license is expired, and I want to get it active again. I don't have a Social Security Number. What do I need to do?

A. Without a valid United States Social Security Number, you may not reactivate a non-active license, whether it is expired or on an inactive status. When you have obtained your Social Security Number, please contact us so that we update your records accordingly.

MISCELLANEOUS

Q. How do I place my license on inactive status?

A. Go to your Arkansas Nurse Portal account and click on the inactivate license link.

Q. I have not worked in nursing for the past eight years and I would like to re-enter nursing practice. My license is on inactive status (or expired.) What do I need to do?

A. To renew your license you must have completed 20 practice-focused contact hours within the past two years and complete a Board approved refresher course or meet criteria as identified below. You must obtain a temporary permit to practice while taking the refresher course. This temporary permit is only valid for attendance in the refresher course; you cannot "work" on this permit.

Effective January 1, 2013 revisions to the *Arkansas State Board of Nursing Rules*, Chapter 2, Licensure: RN, LPN, and LPTN Section VII: Continuing Education are in effect.

In accordance with the *Arkansas State Board of Nursing Rules*, the revision is applicable to a nurse reinstating a nursing license to active status who have not been engaged in the active practice of nursing for a period greater than five (5) years. Active Practice is defined as the act of performing for compensation those acts within specified scope of practice and authorized by the board.
For eligibility to reinstate licensure, an applicant must upload documentation of the following:

a. Active practice of nursing for a minimum of one thousand hours (1,000) within the one year immediately prior to application. Verification of employment shall be submitted; **or**
b. Completion of a Arkansas board approved refresher course within one (1) year of the date of application; **or**
c. Graduation from an approved nursing education program within one year of the date of application; **and**
d. Provide other evidence as requested by the Board.

Q. Should I wait to change my address when I renew my license?

A. All address changes must be reported to the Board in accordance with Chapter 2, Section X, of the Arkansas State Board of Nursing Rules. Pursuant to the Rules, a licensee shall **immediately** notify the Board in writing of an address change. The Board will not accept address changes by telephone. The change may be made online at our Web site, www.arsbn.org, go to your Arkansas Nurse Portal account, click on Manage Profile and update your demographics.

Q. I've moved to another compact state. What will happen to my Arkansas license?

A. You should make application for a multistate license in your new compact state and once your new multistate license is issued, you should log into your Arkansas Nurse Portal account and inactivate your Arkansas license.

Q. I also hold an Advanced Practice (or an RNP) license. How is it affected by the Nurse Licensure Compact?

A. At this time, only RN and LPN/LVN licenses are included in the compact agreement. You may not hold an active Arkansas ANP or RNP license without either an active Arkansas RN, or one providing you the privilege to practice in Arkansas. Upon moving to another compact state, you must obtain active licensure in that state; otherwise your Arkansas ANP/RNP license will also be placed on inactive status until such time as you hold active RN licensure under which to practice.