

Login and Renewal Problems FAQ

During renewal season, there is an increased volume of phone calls and emails made to the Board. To help streamline the process for you, please call the Board if you need immediate assistance logging into the system. If you just need to update your email address on file, please do so by sending an email to contact.accountancy@llr.sc.gov.

To utilize the online portal, you **MUST** have a valid email address on file with the Board.

If you don't know your UserID:

- UserIDs are printed each year in the top right corner of renewal notices.
- Your email address is never your UserID.
- UserIDs are case sensitive so all letters should be uppercase.
- If you do not know your USER ID, you may request it online at the following link: (<https://eservice.llr.sc.gov/SSO/Login/RecoverUserId>).

If you don't know your password:

- You can reset it online at the following link: <https://eservice.llr.sc.gov/SSO/Login/RecoverPass>.
- If you click retrieve password and are told that you do not have a valid email address on file, please verify that you have entered the correct UserID.
- If you click retrieve password but never receive the reset email, please check all email addresses you may have on file, and check the junk/spam/filtered folders.
- If you believe you do not have a current email address on file, please send an email to update your information to contact.accountancy@llr.sc.gov.

Other Issues and Solutions:

- Please be sure that the caps lock button is not engaged as you type, as both your UserID and password are case-sensitive.
- Once you have entered your UserID and password, click in the empty box next to the words "not a robot." You will then be prompted to select pictures that match various descriptions. You will be offered any number of these until you are successful, at which point a green check mark will appear. **Once the green check mark appears, you must click login again.**
- If no prompt to select pictures appears, you may need to use a different browser or enable pop-ups in the browser you are using.
- **Please ignore the red text about alternative login under the "I'm not a robot" prompt. This text is static-it is NOT an error message.**
- If you receive an error about an invalid RECAPTCHA, please make sure you are completing the picture prompts successfully so that the green check mark appears, and then click login again.

If you will be renewing both your individual license and firm registration, please be aware there is a unique UserID and password for each. You will need to log out of one and into the other in order to complete both online. If you have instructed your browser to save the login credentials for one account, you will need to manually clear out that account's login and enter the login for the other account. Sometimes your browser settings may prevent you from fully logging out of the account you access first, and in these instances, we suggest trying to access the second account in another browser or clear browsing data.

General Renewal Issues and Solutions

Yes Answers During Renewal - Be aware that there are a handful of questions at the beginning of the online renewal. If you answer yes to any of them, the system will prevent you from going forward with your online renewal. If the answer is truly yes, you will need to complete a paper renewal and attach documentation related to that yes answer. For this reason, we encourage you not to wait until the last minute to renew. If you accidentally clicked yes, contact Board staff to have your online renewal cancelled and reset so that you can start over.

CPE Reporting is Separate from Renewal-

At this time the process for submitting CPE reports is entirely separate from renewal and you do not enter any CPE information during renewal other than your carryover and ethics when prompted. CPE reports are submitted separately via email but a new process that will allow automatic upload during renewal is anticipated to become available in early January.

To ensure there are no hiccups with your report when you use the new function, you should have all pages of your report, including any certificates, combined into one single PDF file to upload before you login to renew. The Board would like to stress that entering your carryover and ethics hours when prompted during online renewal does NOT constitute submitting any part of your CPE report. You are still required to submit a fully completed CPE form 3101 and attach self-study certificates in order to fulfill the CPE reporting requirement, including those living and working out of state. The CPE reporting form 3101 can be found on the accountancy home page as one of the first few links.

Until the upload feature is available, you will still have the ability to email your report to the reporting inbox at acctcpe@llr.sc.gov. We will be sending further details about the new feature as we receive them.

Verifying You Have Renewed - Please utilize the licensee lookup feature on the Board's website. If your status is active or approved, you have successfully renewed. If your status still says active in renewal, you have yet to complete that license or registration renewal. **If you have a firm registration in addition to your CPA/AP license, please use licensee lookup to ensure BOTH have been renewed.** If you cannot find yourself or your firm using the licensee lookup, please contact the Board.

*Please allow 24 hours after submission for the system to update.

Incomplete Paper Renewals - A check that is received in the Board office with no renewal form or with an incomplete form may result in your license not being successfully renewed before the deadline. Be sure that you answer ALL renewal questions and sign the second page.

A CPE Report is NOT a Renewal - Sending your CPE reporting form does not renew your license. CPE reports sent with a check but no renewal form will NOT be processed as a renewal, and your license may not be successfully renewed before the deadline.

Locating Forms - The only mail you will receive from the Board is your renewal notice and the wallet card/firm renewal confirmation following renewal. You can find the CPE reporting form on the Board's website at <http://www.llr.state.sc.us/POL/Accountancy/> and the paper renewal forms at <http://www.llr.state.sc.us/POL/Accountancy/index.asp?file=pub.htm>.

Not Planning to Renew - If you do not plan to renew your individual license or firm registration, the Board needs written notification of your intent so the appropriate steps can be taken before the deadline. If you plan to voluntarily surrender your individual license, you will need to send written notification and send your wall certificate to the Board. If you will be unable to locate the certificate, please state that in your written notification. If you are planning to request Emeritus status, you will need to complete and submit the application, which can be found at the bottom of this page <http://www.llr.state.sc.us/POL/Accountancy/index.asp?file=pub.htm>.

CPE Reporting Form Submission Problems

The Board does not monitor the CPE reporting inbox until after the end of renewal season (February 15), so please do not send other requests, information updates, or anything other than CPE reports, to this email address. Please use the following tips as a general guide as the automatic upload feature is finalized and becomes available.

Incomplete Reports - You MUST complete and sign at least page 1 and 2 of the CPE form and attach self-study certificates in order for your report to be complete, **even if you are out of state and permitted to follow that state's reporting requirements.** Leaving the table on page 1 blank may make it unclear how many ethics and carryover hours you have calculated and could lead to an error when your report is reviewed and your carryover is entered in the Board's system.

Reports We Can't Open - The Board cannot access encrypted documents or reports sent using third-party services like Google Docs, Google Drive, DropBox, OneFile, etc. Please ensure your employer's email server does not automatically encrypt attached documents. Also, please be sure your documents do not require a password.

Confirmation of Receipt of CPE Report - The CPE reporting inbox acctcpe@llr.sc.gov is set up to return an automatic confirmation of receipt. If you do not receive the auto-response, please check your spam/junk/filtered folders. If you do not receive the automatic response, you may call the Board office to get verbal confirmation. Staff does not send individualized written confirmation of receipt. Depending on staff levels and submission volume each year, we cannot guarantee that staff will be able to confirm receipt of mailed reports. Please do not send your report by fax unless a staff member has asked you to do so.

Undeliverable Message - If you receive an "undeliverable" email after sending, please double check the email address you have entered. If the email address is correct, be sure the file is not too large to be sent. If it is too large, the Board recommends splitting the document in half and sending each part in a separate email but **please be sure to clarify that you have done so in the body of your email.**

Proper Document Format and Naming - The Board strongly encourages you to use the PDF format to send your report and to send all pages as one complete file. Sending emails with many attachments can result in some pages failing to be uploaded to your file. Please name the file using the convention last name, first name, credential and credential #. Ex: Testperson, Joey CPA 001

Mistakes Found after Submission - If you find you have made a mistake on your report after you have already submitted it, you may send an amended report to the same inbox, but please be sure to make a note on the report itself to indicate that it is an amended version, or state that in your email body.