

Online License Renewal FAQs

I tried to register, but I got an error message. Why?

You already have a Connect account. If you don't remember your username (email) or password, click 'Forgot Username' or 'Forgot Password' to reset them.

I no longer have access to the email I used to register. How do I change it?

[Send us](#) your current email and the new email you want to use. We'll update your account and email you instructions to reset your password and log in.

I just registered for a Connect account and don't see my license listed. What should I do?

You need to [link](#) your license(s) in your Connect dashboard.

I tried to link my license, but I got an error message. Why?

The information in your Connect account doesn't match your license record. Your first name, last name, date of birth, and Social Security number must match. Please [send us](#) a copy of your valid government-issued driver's license or identification card and Social Security card, along with a request to update your records.

I created a Connect account for WDO reporting. Do I need a separate account for licensing?

No. You only need one account for both WDO reporting and licensing. Connect accounts are personal, so never use someone else's account or attempt to link another person's license to your account. If you're not the owner or a shareholder of a company, use a personal email during registration so you never lose access.

I linked my license, but I don't see the renewal button. Why?

Possible reasons:

1. The renewal button is only available during the renewal period (May to September).
2. It's not your renewal year. Check the license expiration date on your Connect dashboard or in the [DCA License Search](#).
3. You aren't eligible for online renewal and will receive a paper renewal application in the mail.

What should I do if my license expires this year, but I don't see a "Renew License" button in my Connect dashboard or receive a paper renewal by June 1?

If your license expires this year and you do not see a "Renew License" button in your Connect dashboard and you have not received a paper renewal notice by June 1, [contact us](#). Include the following information in your email:

- Your full name
- Your license type/number

Why can't I update my address or employer during renewal like before?

Online renewal is only for renewing your license. To update your records, email the completed Transfer of Employment or Change of Address [form](#) to pestboard@dca.ca.gov. If you renew without updating your address, your license will be mailed to the old address. You'll then need to submit an [Affidavit of Lost License](#) to get a new one.

Why do I have to upload my CE certificates now?

In the past, we only asked for CE certificates during audits because we didn't have space to store them. Now that records are stored digitally, all applicants must upload certificates. This makes audits easier and reduces paperwork.

My employer wants to renew my license for me. Can I get a paper renewal?

No. You must renew online using your personal Connect account. If your employer wants to pay, they can use a debit or credit card in the Fee/Payment tab. You will receive a payment confirmation by email.

I have an outstanding fine. Can I still renew?

No. If you have an unpaid fine, you can't renew until it's paid. You also can't renew online. You will get a paper renewal application. If the renewal and fine isn't paid by September 30, your license will be canceled.

My license is on a Family Support hold. Can I renew?

Yes, but not online. You will get a paper renewal application. If we receive your application and payment postmarked by September 30, we'll accept it. However, we can't renew your license until the hold is removed.

To clear the hold:

- Call the phone number listed on your license record in [DCA License Search](#).
- The release must be emailed to dca.family.support@dca.ca.gov.
- If the release has been sent and it's been more than 10 business days, but the hold is still there, call the DCA Family Support Unit at 916-574-8018.
- Once the hold is removed from your license, email us at pestboard@dca.ca.gov so we can make sure your renewal goes through correctly.