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## UPDATED INFORMATION FOR LICENSING RENEWAL

Hello, B here your newly elected AMTA-NH President. I bring to you an URGENT message:

After speaking with a Representative at OPLC I have drafted the following and included their resources for all New Hampshire Massage and Bodywork professionals.

Important updates and workarounds have been issued for the current OPLC license renewal process.

NH Massage & Bodywork License Renewal Guidance

### **Current OPLC Status**

\* Staff Shortages:

The OPLC is severely short-staffed.

\* Leadership Changes:

The division director and the head of massage licensing have departed.

\* System Glitches:

The new state-mandated universal license application system is experiencing critical technical overloads.

### **Action Plan to Bypass System Overloads**

To prevent the online portal from crashing and to ensure you reach the payment screen, follow these specific steps:

1. Do Not Attach your full application directly to the online system.
2. Upload a Note in the attachment slot stating how you will submit your paperwork.
3. Submit Paperwork using one of these two methods:
  - \* Email: [oplclicensing6@oplcnh.gov](mailto:oplclicensing6@oplcnh.gov)
  - \* Mail: 7 Eagle Square, Concord, NH 03301
4. Document Everything: Send a confirmation message to the email above when you mail your physical documents.

### **What to Do If Your License Expires**

If system glitches cause your renewal to go past the expiration date, submit your payment and application as fast as possible. Review these official [Tips and Tricks] below for handling renewal delays.

*CRITICAL: CE Broker is still a Requirement*

This application process is in addition to your continuing education tracking.

**<https://www.oplc.nh.gov/ce-broker>**

\* Action: You must create a free CE Broker account.

**<https://propelus.com/covered-professionals>**

\* Task: Upload your CE certificates into their portal for auditing.

\* Goal: Ensure you receive the "green light" status showing all requirements are met.

### **The Office of Professional Licensing and Certification.**

All inquiries are answered in the order in which they are received. We request 10 business days to process your initial, renewal or reinstatement application.

*Please be advised that you cannot renew an expired license in portal. You also cannot reinstate an expired license in the portal. Please obtain the reinstatement application from your Board application page: **<https://www.oplc.nh.gov/find-board>***

**<https://www.oplc.nh.gov/.../massage-therapists-advisory...>**

Please keep in mind that many of your general inquiries can be answered from the Customer Support page of our website: **<https://www.oplc.nh.gov/wecome-oplc-customer-support>**.

### **\*\*\*\*\*NEW! New Hampshire Online Licensing Help Guide:**

**<https://www.oplc.nh.gov/.../oplc-new-hampshire-online...>**

Thank you all and hope this helps clear up some of the obstacles we know you've been facing. Please give OPLC some grace in their time of transition while also being short staffed. We are working to help them get you all on a path for success.

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