



# Use the Online Licensing System's New Secure Messaging Feature

The TSBPE is happy to report that Secure Messaging, a highly requested feature that delivers critical, license related information is now live on all plumbing accounts. Here is a brief run through of how the feature works.

## What is "Secure Messaging"?

Think of Secure Messaging as built-in Direct Messaging, except the only type of messages that are sent involve critical account information.

## Where do I find Secure Messages sent to me?

Your Secure Mailbox is conveniently located in the Additional Activities section near the bottom of the Quick Start Menu when you first login to the Online Licensing System. If the words "Secure Mailbox" are followed by a number in parenthesis, you've got mail!

## What do Secure Messages tell me?

Right now, secure messages are being sent to inform you that your requested examination has been scheduled. Messages regarding exam pass/fail status, deficiency information and pdf renewal forms are coming soon.

## How do I know when a Secure Message has been sent to me?

Whenever a secure message is sent, a notification email is sent to the email address we have on file for you. These notification of a secure message emails will always come from **AWS-TXHPC-NoReply@micropact.com\*** and include a subject line similar to this: **Plumber License or Registration Exam Alert.**

### Quick Start Menu

If you see your license on the right hand of the screen under the "License Information" link at the bottom as your license is already active. You should see your license options listed below.

If you are trying to apply for a license please choose the appropriate option under the "Apply for License" link.

If you need to add your license to your online account please click on the "Add License to Registration" link.

The screenshot shows the Quick Start Menu with the following items:

- Start a New Application
- What are you applying for?
  - <Choose Board>
  - <Choose Application>
- Additional Activities
  - Secure Mailbox (1)**
  - Add Licenses To Registration

A red arrow points from the top right towards the 'Secure Mailbox (1)' item.

## Secure Mailbox

Mail Folders	Inbox				
<a href="#">Inbox (1)</a>	<table border="1"><thead><tr><th>Status</th><th>Subject</th></tr></thead><tbody><tr><td>Unread</td><td>Plumber License or Registration Exam Alert</td></tr></tbody></table>	Status	Subject	Unread	Plumber License or Registration Exam Alert
Status	Subject				
Unread	Plumber License or Registration Exam Alert				
<a href="#">Archive</a>					

\*If you're expecting a secure message from the TSBPE and haven't received it yet, check your spam folder. For more information on how to make sure important messages from the TSBPE do not get sent to your Spam folder, check out our How-to Guide: [tsbpe.texas.gov/spam](https://tsbpe.texas.gov/spam).