

TEXAS STATE BOARD OF PLUMBING EXAMINERS

TSBPE  Protecting the health and safety of Texans since 1947

A Guide to the TSBPE Online Licensing System

Visit us at <https://tsbpe.texas.gov>

The direct link to the Online Licensing System (“OLS”) homepage is <https://vo.licensing.hpc.texas.gov>

The OLS will allow you to perform a variety of tasks such as *pay for your renewal, update your Certificate of Insurance (COI), pay for an exam, view your exam results and the dates of any exams taken or scheduled, pay for an initial license, update your address and even change your company name through your online renewal account.*

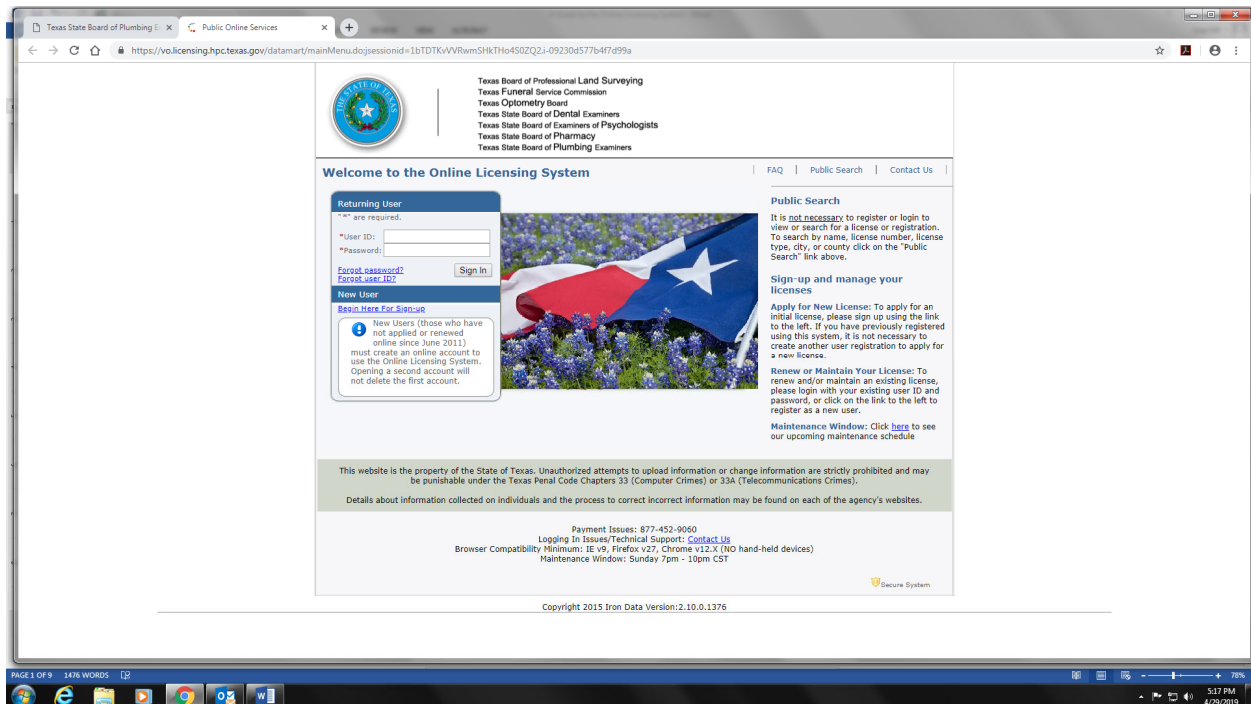


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Registration for First Time Users:

- On the OLS homepage, Click on “[Begin Here for Sign-up](#)”
- Fill out the User Registration and then click Next.
- Check your email and use the temporary password you receive to sign into the online licensing system. The email should come from AWS-TXHPC-NoReply... If you do not get this email be sure to check your spam/junk folder.
- Sign into the Online Licensing System using your email address and the temporary password provided.
- Create a new password
- Once you log in you will be on the **Quick Start Menu**

New and Returning Users Online Assistance:

- If you have forgotten your password please select [Forgot password?](#) And follow the instructions.
- You should receive an email with a temporary password. You will need to enter it exactly as it is in the email. The email will be from: AWS-TXHPC-NoReply@micropact.com check your spam or junk mail if you do not see it.
- If you changed your email or cannot remember your security question please send an email explaining the situation to: onlinehelp@hpc.state.tx.us to receive online assistance. DO NOT CONTACT THE PLUMBING BOARD WITH LOG IN ISSUES. Emails to HPC are for questions about accessing the OLS only. DO NOT SEND LICENSING OR EXAM QUESTIONS TO HPC HELP AS THEY WILL BE UNABLE TO ANSWER
- If you have signed in and are still having issues with viewing results, viewing your supplementary licensing documents, paying for your license, or with scheduling for a test, you may call the TSBPE at 512-936-5238.
- Once you log in you will be on the **Quick Start Menu**:

The Quick Start Menu:

The quick start menu is the central “hub” for the Online Licensing System, and appears as follows:

THE STATE OF TEXAS

Texas Board of Professional Land Surveying
Texas Funeral Service Commission
Texas Optometry Board
Texas State Board of Dental Examiners
Texas State Board of Examiners of Psychologists
Texas State Board of Pharmacy
Texas State Board of Plumbing Examiners

Logged in as [redacted]
[Update Profile](#) | [Logout](#) | [Contact Us](#)

Quick Start Menu

If you see your license on the right hand of the screen under the "License Information" section please **DO NOT** click on the "Add License to Registration" link at the bottom as your license is already associated with this online account. You should see your license options listed below.

If you are trying to apply for a license please choose the appropriate option under the "Start a New Application" section.

If you need to add your license to your online account please click on the "Add Licenses To Registration" option below.

Manage your license information

Journeyman Plumber [redacted] <Choose Application> [Select](#)

Master Plumber [redacted] <Choose Application> [Select](#)

Plumbing Inspector [redacted] <Choose Application> [Select](#)

Start a New Application

What are you applying for?

<Choose Board> [Select](#)

<Choose Application> [Select](#)

View Application Status

TX State Bd of Plumbing Examiners - Inspector with License Exam Request	Status: Cancelled	Details
TX State Bd of Plumbing Examiners - Inspector with License Exam Request	Status: Cancelled	Details

Additional Activities

[Add Licenses To Registration](#) [Select](#)

[View Exam Results](#) [Select](#)

License Information [Show Details](#)

License Number: [redacted]
License Type: **Journeyman Plumber**

License Information [Show Details](#)

License Number: [redacted]
License Type: **Master Plumber**

License Information [Show Details](#)

License Number: [redacted]
License Type: **Plumbing Inspector**

Online Exam Results:

- At the **Quick Start Menu** go to the **Additional Activities** at the bottom of the page. Select **View Exam Results**.
- Here you can view your results. You will only see either Pass or Fail for each part, and your final score on the written exam if within the last five years. Older exam scores will all equal 70% for a Passing score.
- To view your Pass/Fail Notice and Grade Sheet go up to the right side of the **Quick Start Menu** and you will see boxes that say **License Information**.

License Information	Show Details
License Number: [REDACTED]	
License Type Journeyman Plumber	
License Information	Show Details
License Number: [REDACTED]	
License Type Master Plumber	
License Information	Show Details
License Number: [REDACTED]	
License Type Plumbing Inspector	

- Click **Show Details**. The box will extend down showing more information. At the very bottom click [more info](#).
- On the next page you will click on [Supplementary License Documents](#).
- This page will contain three things. Your Pass/Fail notice, your grade sheet, and the appropriate retest form if you failed any part of the test. It will also contain Your PQR/BPQ if you took a Med Gas Test.
- We can also mail you your results. Please call us and let us know if you need your results mailed. WE DO NOT GIVE RESULTS OVER THE PHONE. Call 512 936-5238 for all exam questions.
- We can also be reached via email at exams@tsbpe.texas.gov
- Proceed to the FIX or Pay if you have passed the exam.
- After payment and receiving your receipt, return to the public site at: <https://vo.licensing.hpc.texas.gov/> on the right hand upper corner and search by your name. Your new license or endorsement should not be visible.

Online Applications and Retests:

- If you failed a test and are reapplying, you only have to retake the part or parts you failed. You may reschedule online right away.
- To apply or reapply for a test go to the **Start a New Application** bar on the **Quick Start Menu**.
- Under “What are you applying for?” Select **Texas State Board of Plumbers Examiners** and the specific test that you are applying for. Then Press **Select**.
- This will take you to the Application Introduction. Please be sure to go through every tab filling out everything thoroughly and correctly.
- In **Summary (pre fees)** you may review and submit your application. Under **Fee and Summary Report** you will see **Deficiencies**. The amount listed is what you owe for your application. Click **PAY NOW**. This will take you to **Online Application Payment** as it appears below:

Online Application Payment

Select the applications you wish to pay for and press "Next" to continue
Press "Show Fee Details" to show a breakdown of the fee amounts
Press "Main Menu" to return to the main menu

Application Number	Description	License Number	License Type	Applicant Name	Fee
1307554	Apprentice Initial		Plumbing - Licensed or Registered	PLUMBER, A	\$15.00 ✓

Payment Method

Credit Card
 ACH

Next Main Menu

- YOU WILL NEED TO SUBMIT SPECIFIC DOCUMENTS ESTABLISHING PROOF OF HOURS AND IDENTIFICATION FOR NEW EXAMS NOT PREVIOUSLY TAKEN.

After making your payment you will receive a receipt, please send the receipt to exams@tsbpe.texas.gov make sure to include your name and license number in the subject line.

For Apprentice applications send supplemental documentation to: info@tsbpe.texas.gov

For Responsible Master Plumber applications, insurance and change of company send to: insurance@tsbpe.texas.gov

For all other applications, send documentation and receipts to: exams@tsbpe.texas.gov

You can find applications and other forms you need by viewing the TSBPE website under [Applications/forms](#).

- You may also mail in your application or retest form with your payment. Your retest form is included in your License Information- [Supplementary License Documents](#) where you found your pass/fail notice and grade sheet.
- Once you have successfully applied or reapplied for a test YOU WILL RECEIVE AN EMAIL from ExamScheduler@tsbpe.texas.gov with further instructions and a helpful study guide. This may take up to two weeks.

Paying for Your License:

- To pay for your license first go to the **Additional Activities** bar. Select **Add License To Registration**
- Select **Yes** when asked the question. **“Have you ever held a license or registration with our board?”**
- Select the **“Texas State Board of Plumbing Examiners”** from the list in the first drop down box and **“Plumbing - Licensed or Registered”** from the list in the second drop down box.
- Enter your social security number, date of birth, and zip code of your last known address, and the requested characters. It should find your license/registration information. If not, please try reentering your information or choose a different zip code that you may have used at the time you registered.
- Confirm your license/ registration number. Do not worry about indiv/org number. It is a number we use to identify you.
- After you confirm your license information you will see it back on the **Quick Start Menu**.
- Back on the **Quick Start Menu** go to **View Application Status** and Click [Details](#) next to the correct exam. A box should open up. Your test status should be **Initial**, if you passed.
- It will look like the box below. It will give you the option to select Fix or Done. **Select Fix**. This will take you to pay for your license.

Submission Date	09/13/2016
Application Name	TM Initial
Status	Open
Deficiencies	<ol style="list-style-type: none"> 1. Either you did not send enough money OR your renewal was postmarked after your expiration date and you must pay a late penalty. The additional amount owed is \$_____. Please return the additional amount with this letter immediately. An envelope is enclosed for your convenience.
Notes	

Update Certificate of Insurance:

- On the **Quick Start Menu** go to **Manage your license information**. Your Master license number will be visible on the left side of a drop down menu. Click on the arrow and go down to **Update Certificate of Insurance**. Press **Select**.

Manage your license information

Journeyman Plumber <Choose Application>

Master Plumber Update Certificate of Insurance

- You will be brought to the Certificate of Insurance (COI) Introduction page.
- Select **Next**. Provide you have met the requirements, in Function Suitability, Select **Yes** when asked the question, "Do you have a signed, completed, COI in a .PDF format?"
- Continue selecting **Next** and be sure everything in **Name and Personal details**, and **Contact Information** is entered correctly.
- Please Read and fill out everything in **Certificate of Insurance** and **Application Attachments** very carefully. Under Application Attachments you may also attach a Change of Company form if need be. Both the Certificate of Insurance and the RMP Change of Company Info and Form can be found at our website <https://tsbpe.texas.gov> under **Learn More... "Applications/Forms"**

DO NOT attach an ACORD form, the form for the Insurance Company's use. You **MUST** attach the correct, required completed TSBPE Certificate of Insurance form.
If you do not attach your valid, signed, completed Certificate of Insurance your license will not process.

(The correct form appears as follows)

TEXAS STATE BOARD OF PLUMBING EXAMINERS
PO BOX 4200 • AUSTIN, TX 78765-4200 • (512) 936-5200
Scan and Email to: insurance@tsbpe.texas.gov
Allow up to 10 days for processing before contacting this office for confirmation of receipt of certificate.



CERTIFICATE OF INSURANCE (COI)

A Master Plumber shall furnish the Texas State Board of Plumbing Examiners (Board) with a current Certificate of Insurance (COI) before acting as a Responsible Master Plumber (RMP). This COI expires on the date that the

- In **Summary (pre fees)** you may review and submit your **Update Certificate of Insurance – Application**.
- Answer the Attestation and press **Next**.
- The system will tell you to print a .pdf summary, don't. You will receive a copy of your transaction summary automatically to your email. It will also give you the option to return to the **Quick Start Menu**.
- Check the website under Public Search to make sure the information went through. The link to do a Public Search is <https://vo.licensing.hpc.texas.gov/datamart/selectSearchType.do>

Updating your License Information: Endorsements, Renewals, Change of Address, etc.:

- At the **Quick Start Menu** go to **Manage your license information**.

Alongside the License you wish to manage you will see a drop down menu.

- In the drop down menu you will see several options. Be sure to select the appropriate one. The OLS will let you complete any application here, but it will still have to be approved by the TSBPE.
- YOU WILL NEED TO SUBMIT SPECIFIC DOCUMENTS ESTABLISHING PROOF OF HOURS AND IDENTIFICATION Before being approved. For Apprentice and Responsible Master Plumber applications send all documentation to info@tsbpe.texas.gov. For all other applications, please send documentation to exams@tsbpe.texas.gov. You can find what documents and credentials you may need by looking on the downloadable application forms on the TSBPE website in [Applications/forms](#) or by calling TSBPE.