

MOPRO Portal

Frequently Asked Questions (FAQs)

(Last Update: 12/04/2025)

What do I do if I am experiencing technical issues with the MOPRO website?	2
Who do I contact if I need help registering?	2
Who do I contact if I have specific questions about my license?	3
How do I register on the MOPRO portal so I can apply for an individual license for the first time?	3
How do I register on the MOPRO Portal to apply for a license for business for the first time?	9
If I already have an individual license(s), how do I access it through the MOPRO Portal?	14
If I already have a business license(s), how do I access it through the MOPRO Portal?	18
Can I register with MOPRO if I have a pending application for an individual license?	25
How do I respond to the military question about serving on active duty in the Armed Forces?	29
What type of documentation is required to prove lawful presence?	30
How do I get a receipt for a payment made via MOPRO?	30
How do I change the name on my license?	32
How do I change the address on my account?	34
How do I change my email address?	34
How do I change my mailing and/or residence address on my license?	35
How do I change the name on my MOPRO account?	38
How do I upload a document?	38
How do I change my password?	39
How do I know my information is safe in MOPRO?	39
How do I toggle between accounts?	39
How do I access a Renewal Application?	41
How do I resume a draft application?	44
How do I download my license?	46

What do I do if the payment page glitches?	49
How do I “type in” my signature when done with their application?	52
How do I address issues with the Chrome browser?	53

What do I do if I am experiencing technical issues with the MOPRO website?

- a. Verify you are using Google Chrome or Mozilla Firefox as your browser on a desktop or laptop device
- b. Note that your MOPRO portal session will end after 15 minutes of inactivity
- c. Important to note that the MOPRO portal can only be open and active in one browser session at a time
- d. If the system is slow or unresponsive, clear your browser cache and cookies and ensure you are using a supported browser like Chrome or Firefox

Who do I contact if I need help registering?

If you need help registering for your MOPRO account, [click here](#) to watch a short video tutorial or contact your board for assistance, [click here](#).

Who do I contact if I have specific questions about my license?

If you have questions about your license, contact information, or other board-specific questions, [click here](#) for assistance.

How do I register on the MOPRO portal so I can apply for an individual license for the first time?

- a. If you currently do not have a license in the State of Missouri, visit the website <https://mopro.mo.gov/license/s/>

b. Click **Register**

MOPRO

Usage Guidelines

- **Have a licensing question?** Contact your licensing board or check their website.
- If you're experiencing technical issues with the MOPRO website, make sure you are using Google Chrome or Mozilla Firefox as your browser on a desktop or laptop device.
- Your MOPRO Portal session will end after 15 minutes of inactivity.
- The MOPRO portal can only be open and active in one browser session at a time.
- For best results, access the MOPRO portal from a desktop or laptop device using the latest version of Google Chrome or Mozilla Firefox browser.

Need help with logging in or registering your account? [Click here](#) for assistance.

Log in

Hello there, log in to the screen below
Required fields are marked with an asterisk (*)

* Username

* Password

Remember Me [Forgot Username ?](#) [Forgot Password ?](#)

Login

Don't have an account? [Register](#)

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c. You will be redirected to the **Registration Form**.

- i. Select the License Type:
 - Choose “Individual License” from the available options.
- ii. For the question, “Do you have an existing Missouri License?”, select “No, I want to sign up for a license for the first time.”

- iii. To proceed with the Individual Registration process, click the hyperlink labelled “Click here”.

MISSOURI DIVISION OF
PROFESSIONAL REGISTRATION

Completing your application has never been easier! You can upload the required documents, photos, and even pay for your application through MOPRO!

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MOPRO

Register!

- New Users to the MOPRO Portal.
- Before you apply for a new license or renew a license, you must first create a new login credential in MOPRO Portal. Please carefully review the options and provide the details to create your login credential in MOPRO. For further details, please contact your board.
- If you already have a login credential, please navigate to the Log In section to access your account.
- If you own both Individual and Business licenses, please use Individual license process to claim your individual licenses. You will have the option to claim your business licenses after you login.

Already Registered? [Login](#)

Asterisk (*) indicates required fields

*Select the type of license

Individual License Business License

*Do you have an existing Missouri license?

Yes, I want to see/edit/renew my existing Missouri license(s) No, I want to sign up for a license for the first time

Please [click here](#) to proceed with the registration

Privacy Policy

- d. You will be redirected to enter the basic Information required for registration.



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MoPro is incredibly user-friendly! It has hidden tips and instructions that appear when you hover over certain questions and links to the board's website and other important information!



Register!

Already Registered? [Login](#)

Asterisk (*) indicates required fields

[Go Back To Selection](#)

Required fields are marked with an asterisk (*)

<p>* First Name</p> <input type="text" value="Enter First Name"/>	<p>Middle Name</p> <input type="text" value="Enter Middle Name"/>
<p>* Last Name</p> <input type="text" value="Enter Last Name"/>	<p>* Date of Birth</p> <input type="text" value="MM/DD/YYYY"/> <small>(Enter the date in the format MM/DD/YYYY)</small>
<p>Telephone Number</p> <input type="text" value="Enter Telephone Number"/> <small>(10 digits only, example 9998887777)</small>	<p>* Email Address</p> <input type="text" value="Enter Email Address"/>
<p>* Are you a U.S. Citizen ?</p> <input type="radio"/> Yes <input type="radio"/> No	
<p>Residence Address</p>	
<p>* Country</p> <input type="text" value="United States"/>	<p>* State / Province / Region</p> <input type="text" value="Missouri"/>
<p>* Street Address</p> <input type="text"/>	<p>* Zip Code / Postal Code</p> <input type="text"/>



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Enter Last Name

MM/DD/YYYY
(Enter the date in the format MM/DD/YYYY)

Telephone Number
Enter Telephone Number
(10 digits only, example 9998887777)

*** Email Address**
Enter Email Address

*** Are you a U.S. Citizen ?**
 Yes No

Residence Address

*** Country**
United States

*** State / Province / Region**
Missouri

*** Street Address**
Enter Street Address

*** Zip Code / Postal Code**
Enter Zip Code / Postal Code
(Please enter 5 digit zip code to pre-populate city and county)

*** City**
Enter City

County
Enter County

Security Questions

*** Question 1**
Select an Option

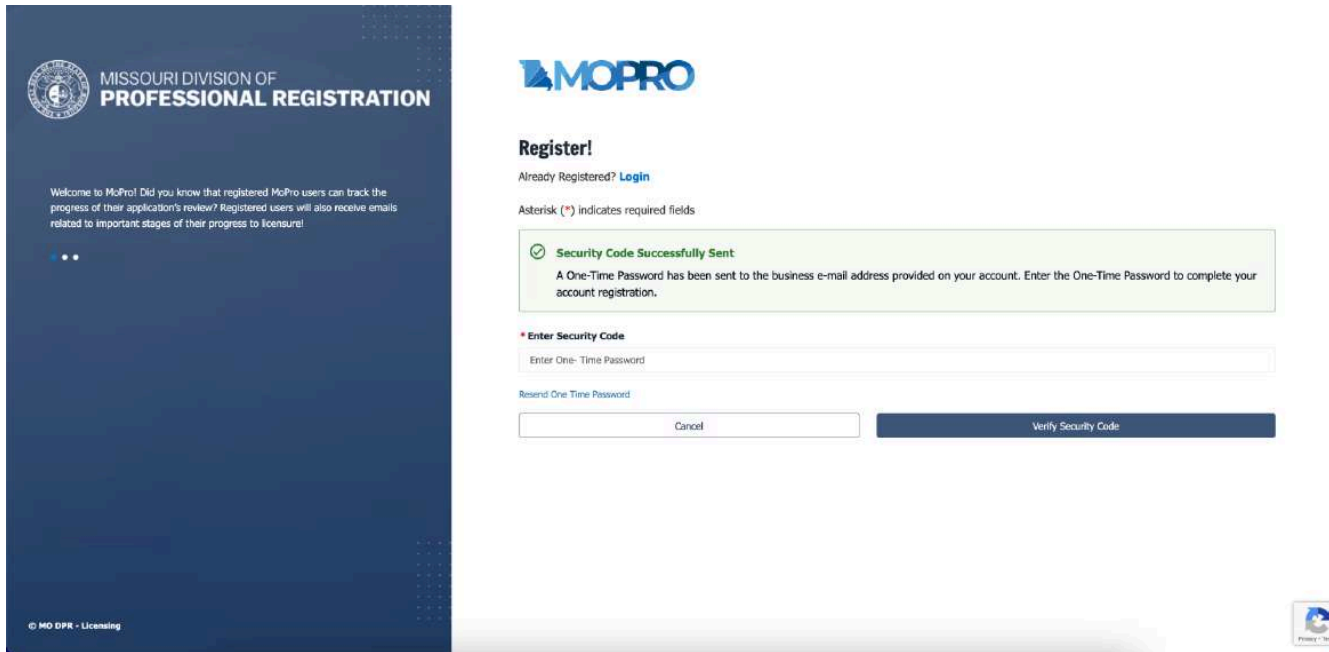
*** Question 2**
Select an Option

*** Question 3**
Select an Option

Register

e. Once all the required information has been entered, click the Register button.

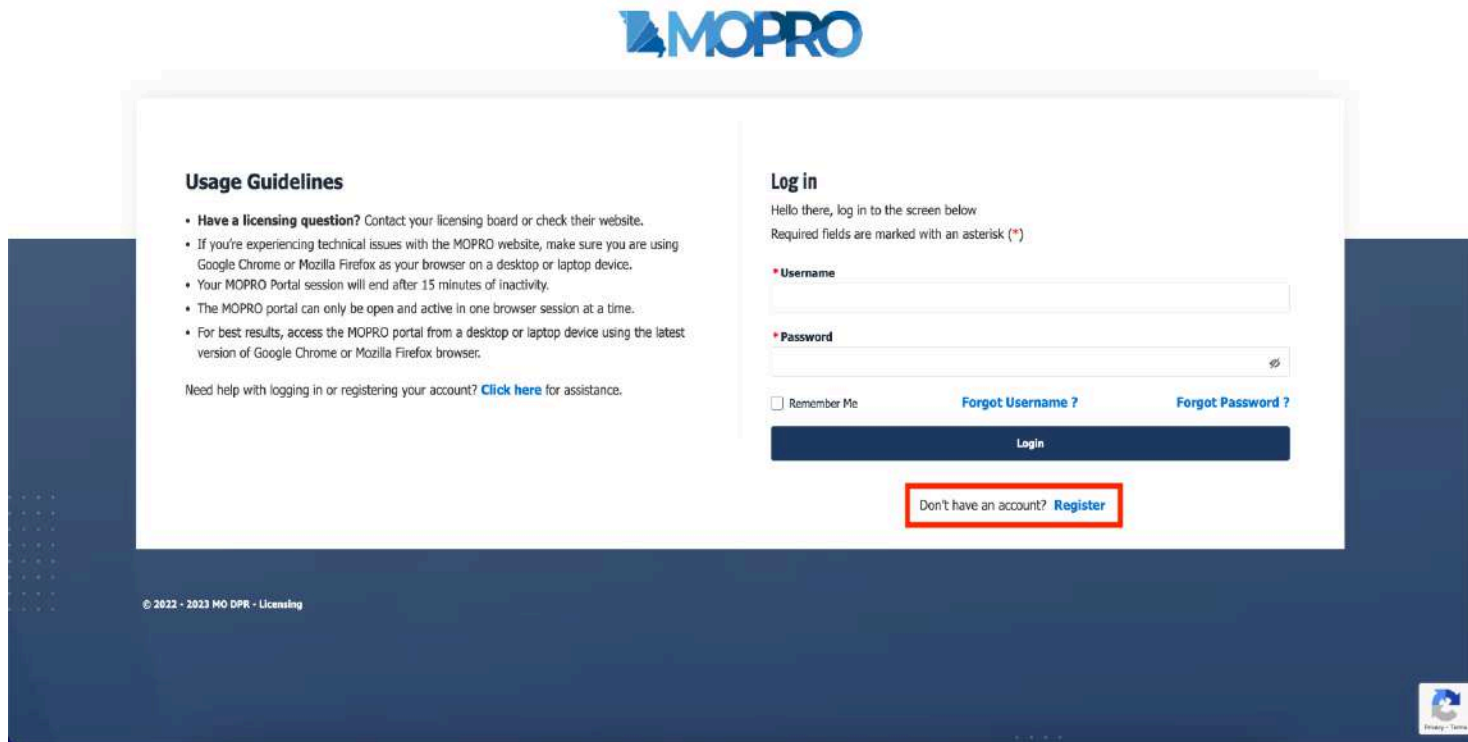
- f. A security code will be sent to the email address you provided during the registration process. Enter the Security Code and click the “Verify Security Code” button.



- g. After verifying the security code, you will be sent a Welcome email indicating your account has been created.
- h. Change your password for the first time using the link in the Welcome email.

How do I register on the MOPRO Portal to apply for a license for business for the first time?

- a. Visit the website <https://mopro.mo.gov/license/s/>
- b. Click **Register**



- c. You will be redirected to the **Registration Form**.
 - i. Select the License Type:

- Choose “Business License” from the available options.
- ii. For the question, “Do you have an existing Missouri License?”, **select** “No, I want to sign up for a license for the first time.” or “I want to apply for an additional License”
- iii. To proceed with the Business License Registration process, click the hyperlink labelled “Click here”.

MISSOURI DIVISION OF PROFESSIONAL REGISTRATION

Welcome to MoPro! Did you know that registered MoPro users can track the progress of their application's review? Registered users will also receive emails related to important stages of their progress to licensure!

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MOPRO

Register!

- New Users to the MOPRO Portal.
- Before you apply for a new license or renew a license, you must first create a new login credential in MOPRO Portal. Please carefully review the options and provide the details to create your login credential in MOPRO. For further details, please contact your board.
- If you already have a login credential, please navigate to the Log In section to access your account.
- If you own both Individual and Business licenses, please use Individual license process to claim your Individual licenses. You will have the option to claim your business licenses after you login.

Already Registered? [Login](#)

Asterisk (*) indicates required fields

* **Select the type of license**

Individual License Business License

* **Do you have an existing Missouri license?**

Yes, I want to see/edit/renew my existing Missouri license(s) No, I want to sign up for a license for the first time

I want to apply for an additional License

Please [click here](#) to proceed with the registration

Preview

Privacy - Terms

- d. You will be redirected to enter the basic Information required for Business License registration.



Register!


Already Registered? [Login](#)

Asterisk (*) indicates required fields

[Go Back To Selection](#)

Required fields are marked with an asterisk (*)

* First Name Enter First Name	Middle Name Enter Middle Name
* Last Name Enter Last Name	* Date of Birth MM/DD/YYYY <small>(Enter the date in the format MM/DD/YYYY)</small>
Telephone Number Enter Telephone Number <small>(10 digits only, example 9998887777)</small>	* Business Email Address Enter Business Email Address <small>(Enter email address that you have access to for this business.)</small>
* Are you a U.S. Citizen ? <input type="radio"/> Yes <input type="radio"/> No	
Business Address <small>(Enter Business Address for this account)</small>	
* Country United States	* State / Province / Region Missouri
* Street Address	* Zip Code / Postal Code



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PERSONAL FEATURES

Enter Telephone Number
(10 digits only, example 9998887777)

BUSINESS EMAIL ADDRESS

Enter Business Email Address
(Enter email address that you have access to for this business.)

*** Are you a U.S. Citizen ?**

Yes No

Business Address (Enter Business Address for this account)

*** Country**
United States

*** State / Province / Region**
Missouri

*** Street Address**
Enter Street Address

*** Zip Code / Postal Code**
Enter Zip Code / Postal Code
(Please enter 5 digit zip code to pre-populate city and county)

City
Enter City

County
Enter County

Security Questions

*** Question 1**
Select an Option

*** Question 2**
Select an Option

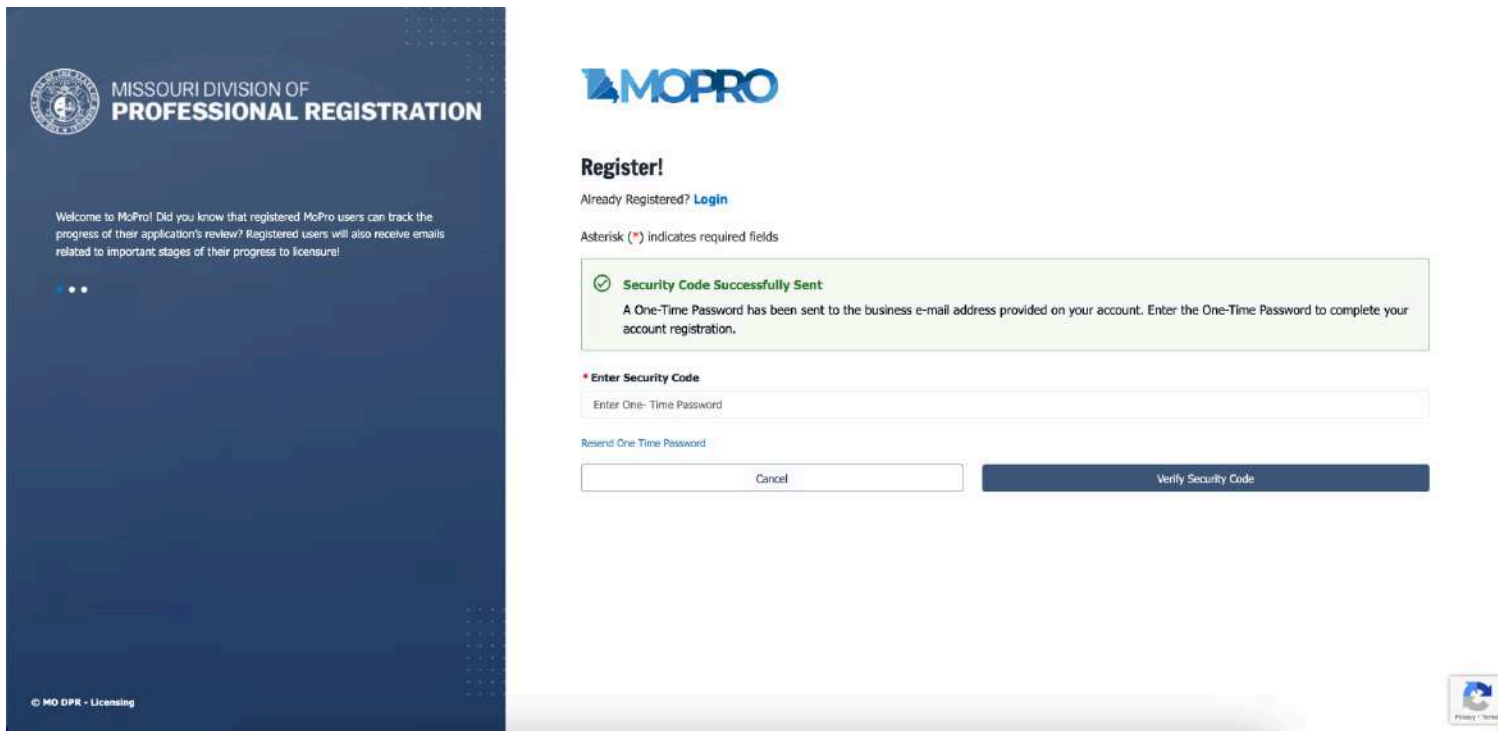
*** Question 3**
Select an Option

Register

Policy - Terms

e. Click the Register button, once all the required information has been entered.

- f. A security code will be sent to the email address you provided during the registration process. Enter the Security Code and click the “Verify Security Code” button.



The screenshot displays the MoPro registration interface. On the left is a dark blue sidebar with the Missouri Division of Professional Registration logo and a welcome message. The main content area features the MoPro logo, a 'Register!' heading, and a 'Login' link for existing users. A green notification box states 'Security Code Successfully Sent' and provides instructions to enter a one-time password. Below this is a form with a required field for the security code, a 'Resend One-Time Password' link, and two buttons: 'Cancel' and 'Verify Security Code'.

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Welcome to MoPro! Did you know that registered MoPro users can track the progress of their application's review? Registered users will also receive emails related to important stages of their progress to licensure!

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MOPRO

Register!

Already Registered? [Login](#)


Asterisk (*) indicates required fields

✔ **Security Code Successfully Sent**
A One-Time Password has been sent to the business e-mail address provided on your account. Enter the One-Time Password to complete your account registration.

* **Enter Security Code**
Enter One-Time Password

[Resend One-Time Password](#)

Cancel **Verify Security Code**



- g. After verifying the security code, you will be sent a Welcome email indicating your account has been created.
- h. Change your password for the first time using the link in the Welcome email.

If I already have an individual license(s), how do I access it through the MOPRO Portal?

- a. Visit the website <https://mopro.mo.gov/license/s/>
- b. Click **Register**

MOPRO

Usage Guidelines

- **Have a licensing question?** Contact your licensing board or check their website.
- If you're experiencing technical issues with the MOPRO website, make sure you are using Google Chrome or Mozilla Firefox as your browser on a desktop or laptop device.
- Your MOPRO Portal session will end after 15 minutes of inactivity.
- The MOPRO portal can only be open and active in one browser session at a time.
- For best results, access the MOPRO portal from a desktop or laptop device using the latest version of Google Chrome or Mozilla Firefox browser.

Need help with logging in or registering your account? [Click here](#) for assistance.

Log in

Hello there, log in to the screen below
Required fields are marked with an asterisk (*)

* Username

* Password

Remember Me [Forgot Username ?](#) [Forgot Password ?](#)

Login

Don't have an account? [Register](#)

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Privacy - Terms

- c. You will be redirected to the **Registration Form**.
 - i. Select the License Type:

- Choose “Individual License” from the available options.
- ii. For the question, “Do you have an existing Missouri License?”, **select** “Yes, I want to see/edit/renew my existing Missouri license(s)”.
- iii. Enter your Social Security Number (SSN)
- iv. If you don't have a SSN, you will be required to provide your Date of Birth and the email address you used when you applied for your license.
- v. Once the required fields are entered, request a Security Code by clicking the “Obtain Security Code” button.



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Register!

- New Users to the MOPRO Portal.
- Before you apply for a new license or renew a license, you must first create a new login credential in MOPRO Portal. Please carefully review the options and provide the details to create your login credential in MOPRO. For further details, please contact your board.
- If you already have a login credential, please navigate to the Log In section to access your account.
- If you own both Individual and Business licenses, please use Individual license process to claim your individual licenses. You will have the option to claim your business licenses after you login.

Already Registered? [Login](#)

Asterisk (*) indicates required fields

*** Select the type of license**

Individual License Business License

*** Do you have an existing Missouri license?**

Yes, I want to see/edit/renew my existing Missouri license(s) No, I want to sign up for a license for the first time

*** Do you have a social security number?**

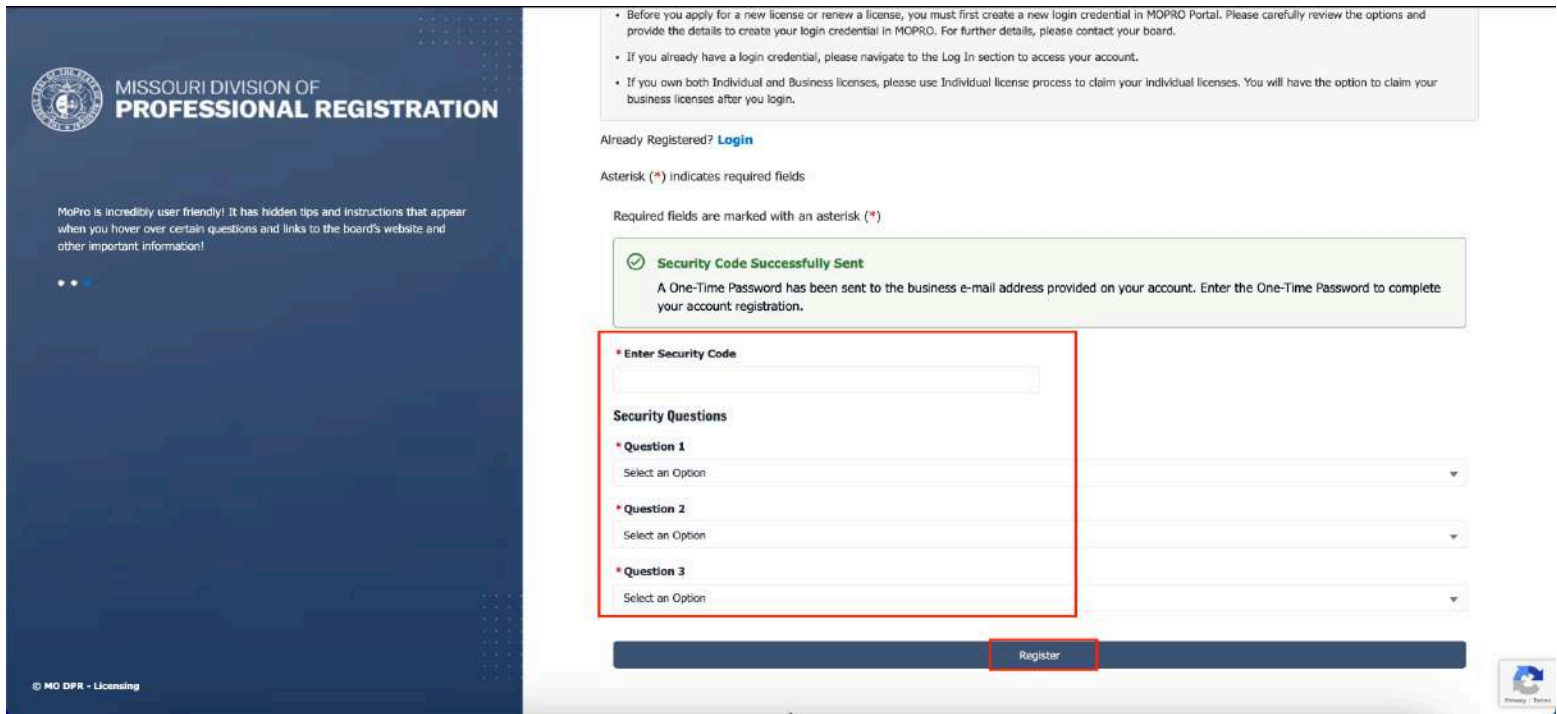
Yes No

*** Enter Social Security Number (SSN)**

XXX-XX-XXXX

Obtain Security Code



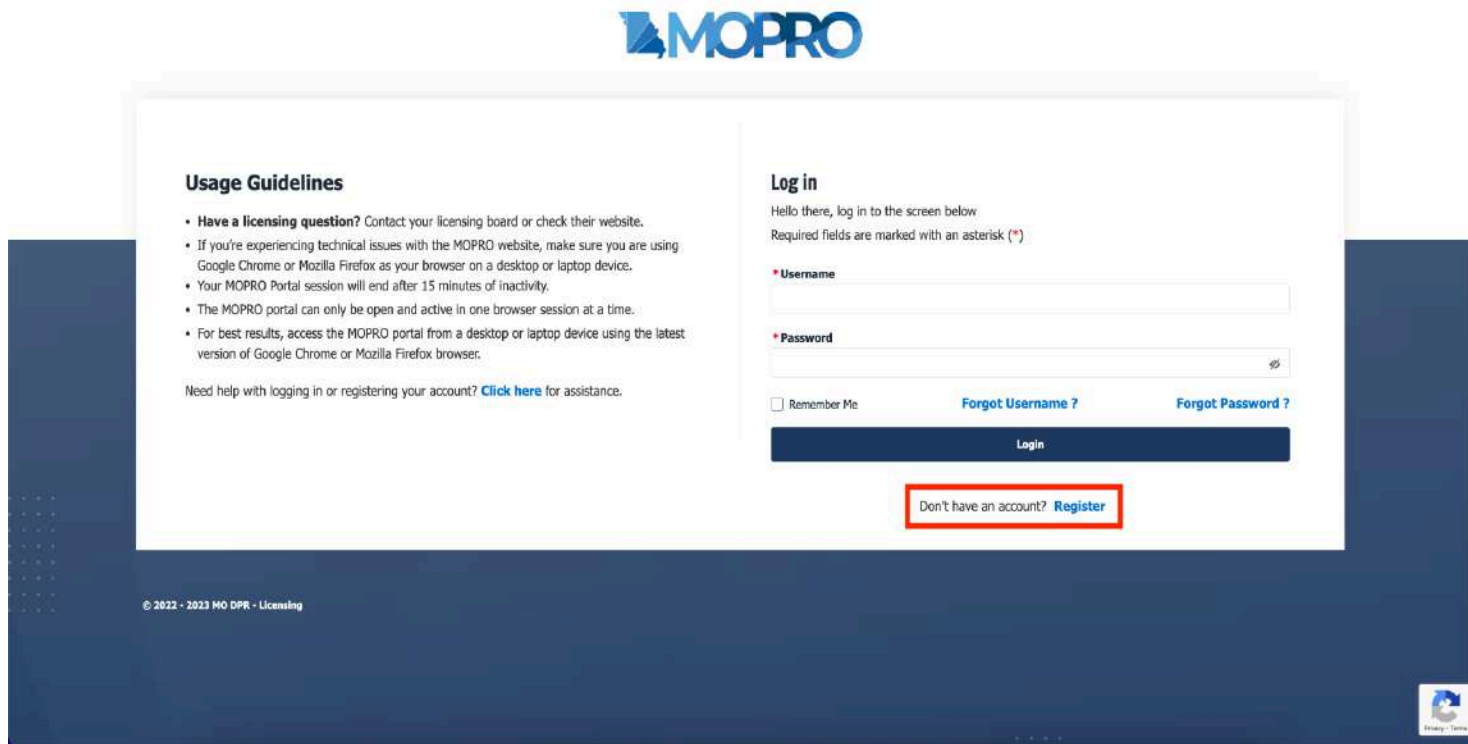


- vi. After verifying the security code, and establishing security questions, click the “Register” button. You will be sent a Welcome email indicating your account has been created.
- vii. Change your password for the first time using the link in the Welcome email.

If I already have a business license(s), how do I access it through the MOPRO Portal?

IMPORTANT: If you have an individual license(s) as well as a business license(s), please “Claim your Individual Log In credentials” first. Once you have claimed your individual log in credentials and logged in to the MOPRO portal, click on the “Claim your license(s) button” to claim your business licenses as well.

- a. Visit the website <https://mopro.mo.gov/license/s/>
- b. Click **Register**



- c. You will be redirected to the Registration Form.
- d. Select the License Type:
 - i. Choose “Business License” from the available options.
- e. For “Do you have an existing Missouri License?”, select: “Yes, I want to see/edit/renew my existing Missouri license(s)”.
- f. Search for Your Business license:
 - i. You can search using one of the following methods:
 - License Number
 - Business Name/Address
 - MO SSN
 - FEIN
- g. Complete the relevant fields based on your selected search method.
- h. Click the “Search” button to locate your Business license.



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- If you already have a login credential, please navigate to the Log In section to access your account.
- If you own both Individual and Business licenses, please use Individual license process to claim your individual licenses. You will have the option to claim your business licenses after you login.

Already Registered? [Login](#)

Asterisk (*) indicates required fields

* **Select the type of license**

Individual License Business License

* **Do you have an existing Missouri license?**

Yes, I want to see/edit/renew my existing Missouri license(s) No, I want to sign up for a license for the first time

I want to apply for an additional License

Search for existing Missouri license(s)

Required fields are marked with an asterisk (*)

* **Search by**

License Number Business Name/Address MO SOS FEIN

Search

MISSOURI DIVISION OF PROFESSIONAL REGISTRATION

Completing your application has never been easier! You can upload the required documents, photos, and even pay for your application through MoPro!

I want to apply for an additional license

Search for existing Missouri license(s)
Required fields are marked with an asterisk (*)

* Search by License Number Business Name/Address MO SOS FEIN

* Enter License Number
2025037743
(License Number must be entered exactly as printed on the license.)

Search

Great news!
We found a License Number that we believe belongs to you. Click "Select and Obtain Security Code" below to claim your licenses. For further assistance, [click here](#) to contact the board.

1 Record found

Business Name Not Google	DBA Name --	Business Email XXXX@mtxb2b.com
MO SOS Number Xexas	FEIN --	License Number 2025037743
Business Address 6303 Cowboys Way, Frisco, Texas, 75034, United States		

[Select and Obtain Security Code](#)

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- i. From the search results, choose your Business license then click the “Select and Obtain Security Code”.
- ii. A security code will be sent to the email address associated with the business license.

The screenshot displays the MOPRO registration interface. On the left, a dark blue sidebar contains the Missouri Division of Professional Registration logo and text: "MISSOURI DIVISION OF PROFESSIONAL REGISTRATION" and "MoPro is incredibly user friendly! It has hidden tips and instructions that appear when you hover over certain questions and links to the board's website and other important information!".

The main content area features the MOPRO logo at the top, followed by a "Register!" heading. Below this is a list of instructions for new users and existing users. A "Login" link is provided for those already registered. A note states "Asterisk (*) indicates required fields".

A green notification box indicates "Security Code Successfully Sent" and explains that a One-Time Password has been sent to the user's business email. Below this is a form with a red-bordered input field labeled "* Enter Security Code" and a "Verify Security Code" button, both also highlighted with red boxes.

At the bottom left of the sidebar, the text "© MO DPR - Licensing" is visible.

iii. Enter the security code and select “Verify Security Code”.



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Register!

- New Users to the MOPRO Portal.
- Before you apply for a new license or renew a license, you must first create a new login credential in MOPRO Portal. Please carefully review the options and provide the details to create your login credential in MOPRO. For further details, please contact your board.
- If you already have a login credential, please navigate to the Log In section to access your account.
- If you own both Individual and Business licenses, please use Individual license process to claim your Individual licenses. You will have the option to claim your business licenses after you login.

Already Registered? [Login](#)

Asterisk (*) indicates required fields

Please provide the below details to complete your registration

Basic Details

* **First Name**

Enter First Name

Middle Name

Enter Middle Name

* **Last Name**

Enter Last Name

* **Date of Birth**

MM/DD/YYYY

Telephone Number

Enter Telephone Number

* **Are you a U.S Citizen ?**

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Enter Telephone Number

* Are you a U.S. Citizen ?
 Yes No

* SSN
XXX-XX-1834

Residence Address

* Country
United States

* State / Province / Region
Missouri

* Street Address
525 N Devan Ave

* Zip Code / Postal Code
Enter Zip Code / Postal Code

* City
Webb City

County
Jasper

Security Questions

* Question 1
Select an Option

* Question 2
Select an Option

* Question 3
Select an Option

Cancel Register

- iv. Enter the required information, answer security questions and click the “Register” button to finish setting up the user credentials.
- v. You will be sent a Welcome email indicating your user credentials have been created.
- vi. Change your password for the first time using the link in the Welcome email.

Can I register with MOPRO if I have a pending application for an individual license?

If you have an application pending with a board, but do not have a current Missouri license, click on Register from the home page and when asked, choose the “Individual License” option to claim your user log in credentials.

NOTE: You must have provided a social security number, date of birth and email address on your paper application in order to claim your log in credentials.

- a. Visit the website <https://mopro.mo.gov/license/s/>

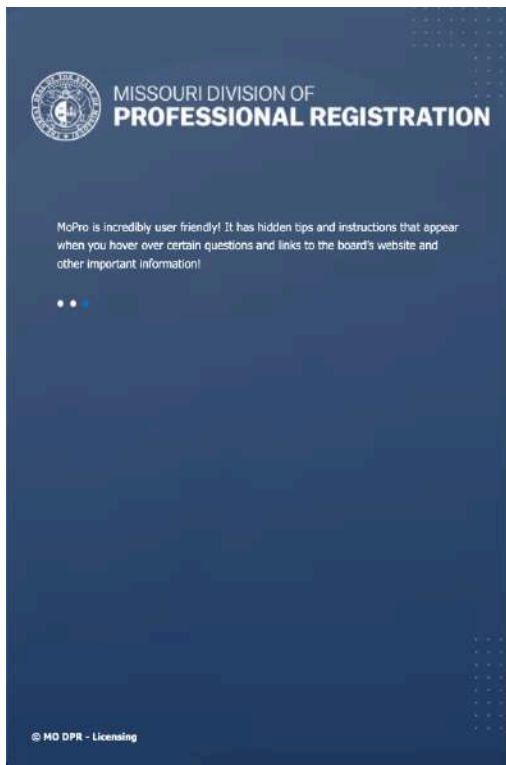
b. Click **Register**

The screenshot shows the MOPRO website interface. At the top center is the MOPRO logo. Below it, the page is divided into two main sections. On the left, under the heading "Usage Guidelines", there is a list of bullet points providing information about licensing questions, technical issues, session duration, and browser requirements. Below this list is a link for assistance. On the right, under the heading "Log in", there is a message and a note that required fields are marked with an asterisk. There are two input fields: "Username" and "Password". Below these fields are links for "Forgot Username?" and "Forgot Password?", and a "Remember Me" checkbox. A dark blue "Login" button is positioned below the input fields. At the bottom of the login section, a red box highlights the text "Don't have an account? Register". The footer of the page includes the copyright notice "© 2022 - 2023 MO DPR - Licensing" and a small circular logo in the bottom right corner.

c. You will be redirected to the **Registration Form**.

- i. Select the License Type:
 - Choose "Individual License" from the available options.
- ii. For the question, "Do you have an existing Missouri License?", **select** "Yes, I want to see/edit/renew my existing Missouri license(s)".
- iii. Enter your Social Security Number (SSN)

- iv. If you don't have a SSN, you will be required to provide your Date of Birth and the email address you used when you applied for your license.
- v. Once the required fields are entered, request a Security Code by clicking the “Obtain Security Code” button.



Register!

- New Users to the MOPRO Portal.
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Already Registered? [Login](#)

Asterisk (*) indicates required fields

* Select the type of license

Individual License Business License

* Do you have an existing Missouri license?

Yes, I want to see/edit/renew my existing Missouri license(s) No, I want to sign up for a license for the first time

* Do you have a social security number?

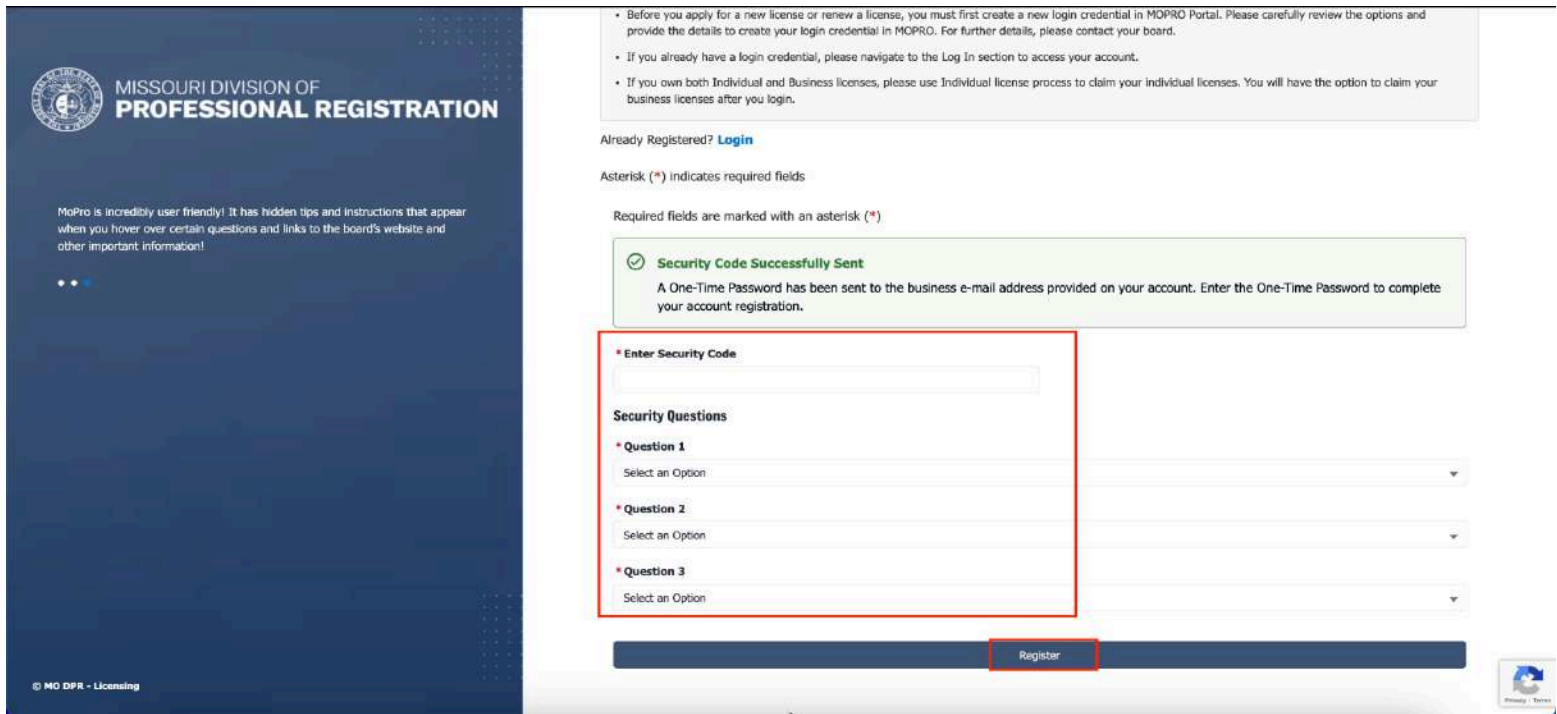
Yes No

* Enter Social Security Number (SSN)

XXX-XX-XXXX

Obtain Security Code





- vi. After verifying the security code, and establishing security questions, click the “Register” button. You will be sent a Welcome email indicating your account has been created.
- vii. Change your password for the first time using the link in the Welcome email.

How do I respond to the military question about serving on active duty in the Armed Forces?

Regarding the following question, (1) Have you ever served on active duty in the Armed Forces of the United States and separated from such service under conditions other than dishonorable?

These questions, pursuant to section 42.051, RSMo, offer assistance and services, including those by the Missouri Veterans Commission, to veterans of the Armed Forces of the United States.

- Please answer “yes” if you have served and separated under any one of the following: honorable discharge; general discharge under honorable conditions; other than honorable discharge; entry-level separation; or medical separation.
- Please answer “no” if you were dishonorably discharged.

What type of documentation is required to prove lawful presence?

NOTE: Proof of lawful presence will be required for all new applications and reinstatements (from a lapsed, inactive, or expired status) after January 14, 2025.

U.S. Citizenship

- (1) A REAL ID driver's license
- (2) A birth certificate showing birth in one of the 50 states or territories of the United States
- (3) A signed United States passport; current or expired.

Foreign Citizen Proof of Lawful Presence

- (1) F1 Student Visa
- (2) H1B Visa
- (3) U.S. Permanent Resident Card
- (4) U.S. Permanent Resident Card Expired – Extension Granted
- (5) VISA with stamped date of U.S. entry

How do I get a receipt for a payment made via MOPRO?

1. Click on My Payments
2. Click on Eye Icon
3. Click on Download Receipt

MOPRO Switch Account Test01 Avinash Test01 Avinash

- Home
- Dashboard
- My Tasks
- My Licenses
- Renew License
- Pre-licensure Petition
- My Applications
- My Business
- Claim Your License

My Payments

My Payments

2

Paid

2

To view your payments, click the eye icon (👁) in the Action column.

Payment Number	Payment Date	Total Amount	Transaction ID	License Type	Application Sub Type	Status	Action
FEE-033846910	1/7/2025	\$67.00	IA-0041707457	Intern Pharmacist	Fee	Paid	👁
FEE-033846872	1/6/2025	\$47.00	IA-0041707440	Pharmacy Technician	Fee	Paid	👁

MOPRO Switch Account Test01 Avinash Test01 Avinash

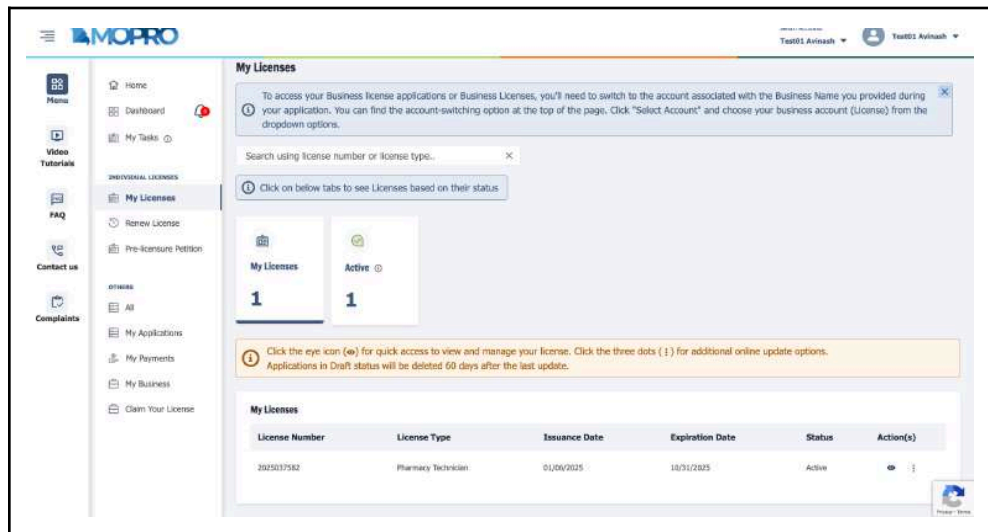
Payment Details

BOARD	Pharmacy	LICENSEE	Test01 Avinash
PAYEE	Test01 Avinash	LICENSE NUMBER	-
CONFIRMATION/CHECK NUMBER	fpoNfKw2EZWf0	DATE RECEIVED	1/7/2025, 7:38 AM
PAYMENT METHOD	Credit	TRANSACTION ID	IA-0041707457
PAYMENT AMOUNT	\$67.00		



[Download Payment Receipt](#)

How do I change the name on my license?

1. Click on My Licenses
2. Select the license you want to change
3. Click the Eye Icon
4. Click the Amend Button
5. Select Change of Name



The screenshot displays the MOPRO user interface for managing licenses. The page title is "My Licenses". A navigation sidebar on the left includes options like Home, Dashboard, My Tasks, My Licenses, Renew License, Pre-licensure Petition, My Applications, My Payments, My Business, and Claim Your License. The main content area features a search bar, a status filter (My Licenses, Active), and a table of licenses. A table with one row is visible, showing a license for a Pharmacy Technician.

License Number	License Type	Issuance Date	Expiration Date	Status	Action(s)
2925037582	Pharmacy Technician	01/06/2025	10/31/2025	Active	 

MOPRO Test01 Ashish

- Menu
- Video Tutorials
- FAQ
- Contact us
- Complaints

License Details

License Details		
LICENSE TYPE	LICENSE NUMBER	ISSUANCE DATE
Pharmacy Technician	2025037582	1/6/2025
EXPIRATION DATE	STATUS	DISCIPLINARY STATUS
10/31/2025	Active	-

Personal Information		
FIRST NAME	MIDDLE NAME	LAST NAME
Test01	-	Ashish
SUFFIX	MAIDEN NAME	EMAIL
-	-	-
SOCIAL SECURITY NUMBER	DATE OF BIRTH	AGE
XXXXX6378	01/01/2000	25
TELEPHONE NUMBER	CELL PHONE NUMBER	FAX NUMBER
-	-	-
LANGUAGE	CITIZENSHIP	PROOF OF CITIZENSHIP
-	UNITED STATES	Birth Certificate

Residence Address		
STREET ADDRESS	ZIP	CITY
-	-	-

License Actions

- Amend
- Request for Certification of Licensure
- Request for Duplicate License
- Download a Copy of my License
- Discipline/State or Federal Action Reporting Form

Please note credit/debit card transactions will incur a processing fee.

MOPRO Test01 Ashish

- Menu
- Video Tutorials
- FAQ
- Contact us
- Complaints

License Details

License Details		
LICENSE TYPE	LICENSE NUMBER	ISSUANCE DATE
Pharmacy Technician	2025037582	1/6/2025
EXPIRATION DATE	STATUS	DISCIPLINARY STATUS
10/31/2025	Active	-

Personal Information		
FIRST NAME	MIDDLE NAME	LAST NAME
Test01	-	Ashish
SUFFIX	MAIDEN NAME	EMAIL
-	-	-
SOCIAL SECURITY NUMBER	DATE OF BIRTH	AGE
XXXXX6378	01/01/2000	25
TELEPHONE NUMBER	CELL PHONE NUMBER	FAX NUMBER
-	-	-
LANGUAGE	CITIZENSHIP	PROOF OF CITIZENSHIP
-	UNITED STATES	Birth Certificate

Residence Address		
STREET ADDRESS	ZIP	CITY
-	-	-

License Actions

- Amend
- Request for Certification of Licensure
- Request for Duplicate License
- Download a Copy of my License
- Discipline/State or Federal Action Reporting Form

Please note credit/debit card transactions will incur a processing fee.

Select Amendment Type

* Select Amendment Type

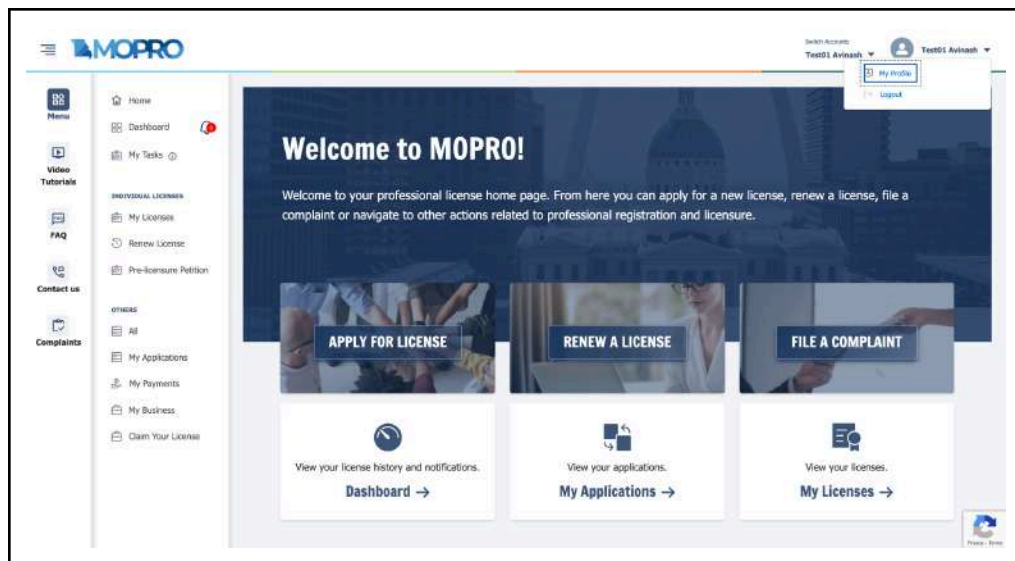
- Change of Name
- Change of Current Employment Name/Address/Phone
- Update Lawful Presence
- Change of Address

How do I change the address on my account?

Contact the board directly to change the address on the account

How do I change my email address?

1. Click on the Profile Icon available on the top right corner of the page
2. Select "My Profile"
3. Enter the new Email Address in the Personal Information Page
4. Click on Save or Save and Exit
5. A verification email will be sent to your new Email Address
6. Click on the link to Verify



The screenshot shows the 'My Profile' page on the MOPRO website. The page is titled 'My Profile' and features a navigation menu on the left with options: Home, Video Tutorials, FAQ, Contact us, and Complaints. The main content area is divided into two sections: 'Personal Information' and 'Address'.

Personal Information (Contact the Board to update your date of birth or SSN)
 Required fields are marked with an asterisk (*)

Field	Value
First Name	Test01
Middle Name	
Last Name	Arinash
Date of Birth	1/1/2000
Telephone Number	Enter Telephone Number
Email Address	test@mail.com

Address

Field	Value
Street Address	2107 Dalton Dr
City	Jefferson City
State	Missouri
Zip Code	65109
Country	United States

Buttons: Save, Save & Exit

Footer note: Updating your email address triggers a verification email to be sent to your new address. To finalize the update, please click on the verification link included in the email. Additionally, please note that this will also change your username.

How do I change my mailing and/or residence address on my license?

1. Click on My Licenses
2. Select the license you wish to change the address on.
3. Click on Eye Icon
4. Click on Amend Button
5. Select Change of Address
6. Choose the type of address you want to change by clicking on the checkboxes

MOPRO Test01 Avinash

My Licenses

To access your Business License applications or Business Licenses, you'll need to switch to the account associated with the Business Name you provided during your application. You can find the account-switching option at the top of the page. Click "Select Account" and choose your business account (License) from the dropdown options.

Search using license number or license type. X

Click on below tabs to see Licenses based on their status

My Licenses 1 Active 1

Click the eye icon (👁) for quick access to view and manage your license. Click the three dots (⋮) for additional online update options. Applications in Draft status will be deleted 60 days after the last update.

License Number	License Type	Issuance Date	Expiration Date	Status	Action(s)
2025037582	Pharmacy Technician	01/06/2025	10/31/2025	Active	👁 ⋮

Home Dashboard My Tasks My Licenses Renew License Pre-licensure Petition My Applications My Payments My Business Claim Your License

MOPRO Test01 Avinash

License Details

License Details

LICENSE TYPE	LICENSE NUMBER	ISSUANCE DATE
Pharmacy Technician	2025037582	1/6/2025
EXPIRATION DATE	STATUS	DISCIPLINARY STATUS
10/31/2025	Active	-

Personal Information

FIRST NAME	MIDDLE NAME	LAST NAME
Test01	-	Avinash
SUFFIX	MAIDEN NAME	EMAIL
-	-	-
SOCIAL SECURITY NUMBER	DATE OF BIRTH	AGE
XXXXX6378	01/01/2000	25
TELEPHONE NUMBER	CELL PHONE NUMBER	FAX NUMBER
-	-	-
LANGUAGE	CITIZENSHIP	PROOF OF CITIZENSHIP
-	UNITED STATES	Birth Certificate

Residence Address

License Actions

- Amend
- Request for Certification of Licensure
- Request for Duplicate License
- Download a Copy of my License
- Discipline/State or Federal Action Reporting Form

Please note credit/debit card transactions will incur a processing fee.

MOPRO Default Account
TAMM Account
TAMM Account

License Details

License Details
LICENSE TYPE: Pharmacy Technician
EXPIRATION DATE: 10/31/2025

Personal Information

FIRST NAME	Test01	
SUFFIX	-	
SOCIAL SECURITY NUMBER	DATE OF BIRTH	AGE
XXXXX378	01/01/2000	25
TELEPHONE NUMBER	CELL PHONE NUMBER	FAX NUMBER
-	-	-
LANGUAGE	CITIZENSHIP	PROOF OF CITIZENSHIP
-	UNITED STATES	Birth Certificate

Residence Address

License Actions

- Amend
- Request for Certification of License
- Request for Duplicate License
- Download a Copy of my License
- Discipline/State or Federal Action Reporting Form

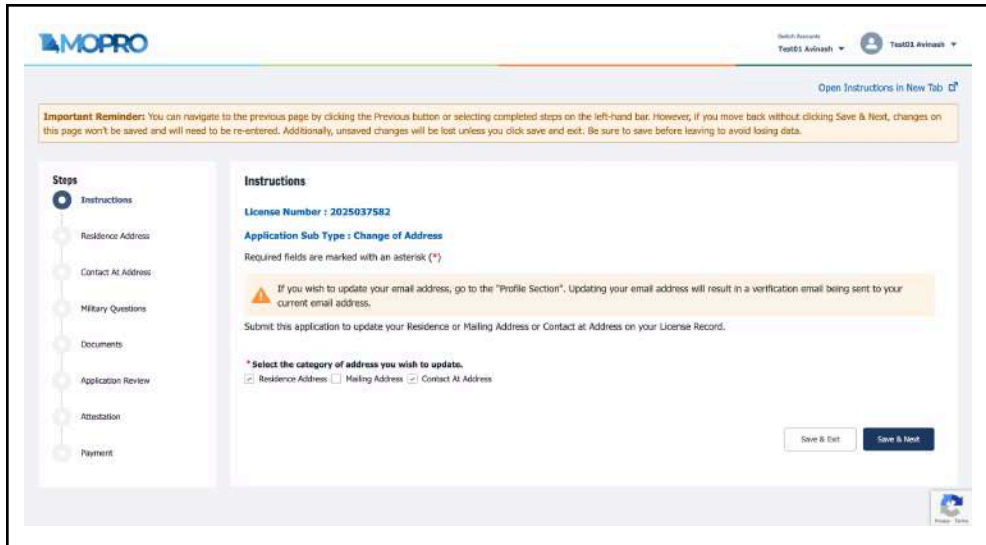
Please note credit/debit card transactions will incur a processing fee.

Select Amendment Type

* Select Amendment Type

- Change of Name
- Change of Current Employment Name/Address/Phone
- Update Lawful Presence
- Change of Address

Cancel Continue



How do I change the name on my MOPRO account?

1. Contact the board directly to make changes to the name on your MOPRO account

How do I upload a document?

1. Click on Upload button
2. Select the file
3. Click on Submit

How do I change my password?

1. Click on Forgot Password
2. Enter the username (which is the email address)
3. An email will be sent with a link to set up the new password
4. Click on the link in the email
5. Enter a new password
6. Confirm the new password
7. Click on Submit to log into the system

How do I know my information is safe in MOPRO?

MOPRO is built on a FedRAMP certified platform (SalesForce) and is hosted by a FedRAMP certified cloud services provider (Amazon Web Services). The MOPRO architecture was reviewed and approved by the Missouri State Chief Information Security Officer.

How do I toggle between accounts?

1. Log in to the MOPRO portal.
2. Click on the "**Switch Accounts**" dropdown located at the top right corner next to the User Icon.
 - a. *Note: Individual Accounts hold an Individual License, whereas Business Accounts hold a Business License.*

- Menu
- Dashboard
- My Tasks
- INDIVIDUAL LICENSES
- My Licenses
- Renew License
- Pre-licensure Petition
- OTHERS
- All
- My Applications
- My Payments
- My Business
- Claim Your Business License

Welcome to MOPRO!

Welcome to your professional license home page. From here you can apply for a new license, renew a license, file a complaint or navigate to other actions related to professional registration and licensure.

APPLY FOR LICENSE

View your license history and notifications.
Dashboard →

RENEW A LICENSE

View your applications.
My Applications →

FILE A COMPLAINT

View your licenses.
My Licenses →

Privacy - Terms

3. Select the desired account from the list to switch.

The screenshot shows the MOPRO portal dashboard. The top left features the MOPRO logo and a navigation menu with categories: Menu, Video Tutorials, FAQ, Contact us, and Complaints. The main content area has a 'Welcome to MOPRO!' header and a sub-header: 'Welcome to your professional license home page. From here you can apply for a new license, re related to professional registration and licensure.' Below this are three main action buttons: 'APPLY FOR LICENSE', 'RENEW A LICENSE', and 'FILE A COMPLAINT'. Each button is accompanied by an icon and a description: 'View your license history and notifications.', 'View your applications.', and 'View your licenses.' respectively. A dropdown menu is open in the top right corner, showing 'Switch Accounts' and 'Select Business Account' options. The 'Switch Accounts' menu includes 'Modpr Uat Qa Mtx User Test Mtx User 01' (selected) and 'Switch to Personal Account'. The 'Select Business Account' menu lists several business accounts, including 'Modpr Uat Qa Mtx User Test Mtx User 01' (selected), 'Modpr Uat Qa Middle Last 04', 'MTX Appraisal Companys', 'MTX Private Investigator agency', 'MO home', 'MTX Pharmacy', 'MTX Int Vet Facility Business', 'MTX REC Business 31', 'Mtx test Endowed care cemetry Business test', and 'MTX Praneed UAT'. A 'javascript:void(0)' error message is visible in the bottom left corner, and a 'Privacy - Terms' link is in the bottom right corner.

How do I access a Renewal Application?

1. **Log in** to the MOPRO portal.
2. **Switch to the account** that holds the license requiring renewal.

- a. Note: Refer to How to toggle between Individual Accounts and Business Accounts.
3. On the **homepage**, click the **"RENEW A LICENSE"** button. This will display eligible licenses currently in the **Renewal Period**.

Note: If you are not seeing the License under the Renewal List, contact the Board Staff.

The screenshot shows the MOPRO website homepage. At the top left is the MOPRO logo. At the top right, there is a 'Switch Accounts' section with the text 'Modpr Uat Qa Mtx User Test Mtx User 01' and a user profile icon. The left sidebar contains a 'Menu' section with icons for Home, Dashboard, My Tasks, My Licenses, Renew License, Pre-licensure Petition, My Applications, My Payments, My Business, and Claim Your Business License. The main content area has a dark blue header with the text 'Welcome to MOPRO!' and a sub-header 'Welcome to your professional license home page. From here you can apply for a new license, renew a license, file a complaint or navigate to other actions related to professional registration and licensure.' Below this are three large buttons: 'APPLY FOR LICENSE', 'RENEW A LICENSE' (which is highlighted with a red rectangular box), and 'FILE A COMPLAINT'. Underneath these buttons are three white cards: 'Dashboard' (with a clock icon and text 'View your license history and notifications.'), 'My Applications' (with a refresh icon and text 'View your applications.'), and 'My Licenses' (with a document icon and text 'View your licenses.'). A 'Privacy Terms' link is visible in the bottom right corner.

4. Click the **Eye Icon** to view license details.

The screenshot displays the MOPRO web application interface. The top header shows the MOPRO logo on the left and user information on the right, including "Switch Accounts" and "Modpr Uat Qa Mtx User Test Mtx User 01". The left sidebar contains navigation options such as "Home", "Dashboard", "My Tasks", "Individual Licenses", "Renew License", "Pre-licensure Petition", "Others", "All", "My Applications", "My Payments", "My Business", and "Claim Your Business License". The main content area is titled "Renew Licenses" and contains a table of licenses. A red arrow points to the eye icon in the "Action" column of the first row. The table has the following data:

License Number	License Type	Issuance Date	Expiration Date	Status	Action
2025037864	Osteo Physician/Surgeon (D.O.) Temp	02/10/2025	06/30/2025	Active	Eye Icon
2025037863	Medical Physician/Surgeon (M.D.) Temp	02/10/2025	06/30/2025	Active	Eye Icon
2025037547	Geologist	02/14/2025	02/28/2025	Expired	Eye Icon
2024036527	Professional Land Surveyor	10/31/2022	03/31/2025	Active	Eye Icon
2024036248	Temp Permit - BEHIS	11/01/2024	02/28/2025	Expired	Eye Icon
2024036185	Speech Language Pathologist-Audiologist Combined	10/30/2024	No Expiration	Active	Eye Icon
2024036183	Speech Language Pathologist Aide	10/30/2024	01/31/2025	Expired	Eye Icon

5. Choose one of the following options:
- Click **"Renewal Application"** to start the **Online Renewal Application**.
 - Click **"Download Renewal Form"** to download and submit a **paper renewal form** to the **DPR office**.

License Details

License Details

LICENSE TYPE Osteo Physician/Surgeon (D.O.) Temp	LICENSE NUMBER 2025037864	ORIGINAL ISSUANCE DATE 2/10/2025
ISSUE DATE 3/6/2025	EXPIRATION DATE 6/30/2025	STATUS Active
DISCIPLINARY STATUS -		

Personal Information

FIRST NAME Modpr Uat Qa	MIDDLE NAME Mtx User Test	LAST NAME Mtx User 01
SUFFIX -	MAIDEN NAME Testmaiden	EMAIL tanmay.goyal+8778@mtxb2b.com
SOCIAL SECURITY NUMBER XXXXX4567	DATE OF BIRTH 04/15/2000	AGE 24
TELEPHONE NUMBER 3142123433	CELL PHONE NUMBER 0427362476	FAX NUMBER -
LANGUAGE -	CITIZENSHIP UNITED STATES	PROOF OF CITIZENSHIP Birth Certificate

Alias Name(s)

ALIAS NAME	ALIAS TYPE	ALIAS FROM DATE
------------	------------	-----------------

License Actions

- Renewal Application
- Amend
- Request for Certification of Licensure
- Request for Duplicate License
- Download Renewal Form
- Download a Copy of my License
- Add an Additional Address
- Remove Existing Address

ⓘ Please note credit/debit card transactions will incur a processing fee.



How do I resume a draft application?

1. Click on the **"My Applications"** from the menu.

Welcome to MOPRO!

Welcome to your professional license home page. From here you can apply for a new license, renew a license, file a complaint or navigate to other actions related to professional registration and licensure.

APPLY FOR LICENSE

RENEW A LICENSE

FILE A COMPLAINT

Dashboard → View your license history and notifications.

My Applications → View your applications.

My Licenses → View your licenses.

2. Locate the card labeled **"Draft"** to view all draft applications.
3. Click the **three dots** under the **Action** column for the application you want to resume.
4. Select **"Resume"** to continue your application.

Menu

- Home
- Dashboard
- My Tasks

Video Tutorials

- My Licenses
- Renew License
- Pre-licensure Petition

Contact us

- All
- My Applications
- My Payments
- My Business
- Claim Your Business License

My Applications

To access your Business license applications or Business Licenses, you'll need to switch to the account associated with the Business Name you provided during your application. You can find the account-switching option at the top of the page. Click "Select Account" and choose your business account (License) from the dropdown options.

My Applications 1200	Draft 173	Submitted 264	Approved 300	Denied 247	In Progress 14	Expired 2	License Issued 200
--------------------------------	---------------------	-------------------------	------------------------	----------------------	--------------------------	---------------------	------------------------------

To manage your applications or to make any additional actions, click the three dots (⋮) in the Action column. Click the eye icon to view and update your personal information on a submitted intake application. Applications in Draft status will be deleted 60 days after the last update.

Draft Applications

License Type	Application Type	Sub Type	Transaction ID	Applicant/Business Name	Submitted Date	Status	Action
Osteo Physician/Surgeon (D.O.) Temp	Renewal	Renewal	PAR-0000462772	Modpr Uat Qa Mtx User 01		Draft	⋮ Resume Withdraw
Agency Investigator Employee	New	New	PAR-0000462707	Modpr Uat Qa Mtx User Test Mtx User 01		Draft	⋮
Pharmacist	Renewal	Activation	PAR-0000462530	Modpr Uat Qa Mtx User Test User-01-Test		Draft	⋮
Real Estate Association	Amendment	Branch Office Notification	PAR-0000462683	Modpr Uat Qa Mtx User Test Mtx User 01		Draft	⋮
Engineering Corporation	New	New	PAR-0000462563	Modpr Uat Qa Mtx User Test Mtx User 01		Draft	⋮

How do I download my license?

1. Log in to the **MOPRO** portal.
2. Switch to the account that holds the license you want to download.
3. Click on **"My Licenses"** from the menu.

- Menu
 - Home
 - Dashboard
 - My Tasks
- Video Tutorials
- FAQ
- Contact us
- Complaints

INDIVIDUAL LICENSES

- My Licenses
- Renew License
- Pre-licensure Petition

OTHERS

- All
- My Applications
- My Payments
- My Business
- Claim Your Business License

Welcome to MOPRO!

Welcome to your professional license home page. From here you can apply for a new license, renew a license, file a complaint or navigate to other actions related to professional registration and licensure.

APPLY FOR LICENSE

View your license history and notifications.
Dashboard →

RENEW A LICENSE

View your applications.
My Applications →

FILE A COMPLAINT

View your licenses.
My Licenses →

4. Click the **Eye Icon** to view the details of the license you want to download.

Menu

Home

Dashboard

My Tasks

Video Tutorials

FAQ

Contact us

Complaints

My Licenses

To access your Business license applications or Business Licenses, you'll need to switch to the account associated with the Business Name you provided during your application. You can find the account-switching option at the top of the page. Click "Select Account" and choose your business account (License) from the dropdown options.

Search using license number or license type..

Click on below tabs to see Licenses based on their status

My Licenses

205

Active

90

Void

72

Canceled

4

Expired

31

Retired

2

Inactive

6

Click the eye icon (👁) for quick access to view and manage your license. Click the three dots (⋮) for additional online update options. Applications in Draft status will be deleted 60 days after the last update.

License Number	License Type	Issuance Date	Expiration Date	Status	Action(s)
2025037896	BSW Under Supervision	03/05/2025	03/05/2029	Active	👁 ⋮
2025037887	Massage Therapy Student	02/26/2025	No Expiration	Active	👁 ⋮
2025037872	Temp Funeral Director	02/12/2025	02/12/2025	Void	👁 ⋮

5. Under License Actions click **"Download a Copy of My License"** to download the PDF version.

License Details

License Details

LICENSE TYPE Dentist	LICENSE NUMBER 2025037695	ORIGINAL ISSUANCE DATE 1/10/2025
ISSUE DATE 1/10/2025	EXPIRATION DATE 11/30/2026	STATUS Active
DISCIPLINARY STATUS -		

Personal Information

FIRST NAME Modpr Uat Qa	MIDDLE NAME Mtx User	LAST NAME User 01 Test
SUFFIX -	MAIDEN NAME Testmaiden	EMAIL -
SOCIAL SECURITY NUMBER XXXXX4567	DATE OF BIRTH 04/15/2000	AGE 24
TELEPHONE NUMBER -	CELL PHONE NUMBER -	FAX NUMBER -
LANGUAGE -	CITIZENSHIP UNITED STATES	PROOF OF CITIZENSHIP Birth Certificate

Alias Name(s)

ALIAS NAME	ALIAS TYPE	ALIAS FROM DATE
------------	------------	-----------------

License Actions

- Amend
- Request for Certification of Licensure
- Patient Injury or Death Reporting
- Request for Duplicate License
- Request for Duplicate Wall Hanging License
- Download a Copy of my License

ⓘ Please note credit/debit card transactions will incur a processing fee.



What do I do if the payment page glitches?

1. Click on **"My Applications"** from the menu.

Welcome to MOPRO!

Welcome to your professional license home page. From here you can apply for a new license, renew a license, file a complaint or navigate to other actions related to professional registration and licensure.

APPLY FOR LICENSE

RENEW A LICENSE

FILE A COMPLAINT

Dashboard → View your license history and notifications.

My Applications → View your applications.

My Licenses → View your licenses.

2. Click on the **"Payment Pending"** card to view all applications with pending payments.
3. Click the **three dots** under the Action column for the relevant application.

- Menu
- Video Tutorials
- FAQ
- Contact us
- Complaints

My Applications

To access your Business license applications or Business Licenses, you'll need to switch to the account associated with the Business Name you provided during your application. You can find the account-switching option at the top of the page. Click "Select Account" and choose your business account (License) from the dropdown options.

My Applications

4

Payment Pending

1

Draft

1

Submitted

1

In Progress

1

To manage your applications or to make any additional actions, click the three dots (⋮) in the Action column. Click the eye icon to view and update your personal information on a submitted intake application. Applications in Draft status will be deleted 60 days after the last update.

License Type	Application Type	Sub Type	Transaction ID	Applicant/Business Name	Submitted Date	Status	Action
Architect	New	Examination	PAR-0000462773	Aryan Testing I Patidar		Payment Pending	⋮

4. Select **"Reinitiate Payment"** to reopen the payment page.

Note: You can only reinitiate a failed payment after **24 hours**.

- Menu
- Video Tutorials
- FAQ
- Contact us
- Complaints

My Applications

To access your Business license applications or Business Licenses, you'll need to switch to the account associated with the Business Name you provided during your application. You can find the account-switching option at the top of the page. Click "Select Account" and choose your business account (License) from the dropdown options.

My Applications

4

Payment Pending

1

Draft

1

Submitted

1

In Progress

1

To manage your applications or to make any additional actions, click the three dots (⋮) in the Action column. Click the eye icon to view and update your personal information on a submitted intake application. Applications in Draft status will be deleted 60 days after the last update.

Payment Pending Applications							
License Type	Application Type	Sub Type	Transaction ID	Applicant/Business Name	Submitted Date	Status	Action
Architect	New	Examination	PAR-0000462773	Aryan Testing I Patidar		Payment Pending	<ul style="list-style-type: none"> Withdraw <li style="border: 2px solid red; padding: 2px;">Reinitiate Payment

How do I “type in” my signature when done with their application?

1. Enter your full name in the box asking for Applicant Signature.

Steps

- Instructions
- Personal Information
- Current Employment Information
- Education History
- Employment History
- Licensure History
- License Questions
- Examination Information
- Military Questions
- Documents
- Tax Compliance
- Application Review
- Attestation**

Attestation

Required fields are marked with an asterisk (*)

I hereby attest and affirm that the information provided in this application is true and correct to the best of my knowledge and belief, and I understand that if this information is not true and correct I am subject to the penalties of making a false affidavit.

I, the below named applicant, hereby attest under penalties of perjury that I have read and understand the following Missouri State Highway Patrol information related to my fingerprints required as part of this application: As an applicant who is the subject of a national fingerprint-based criminal history record check for a noncriminal justice purpose (such as an application for a job or license, an immigration or naturalization matter, security clearance, or adoption), you have certain rights which are discussed below.

- You must be notified that your fingerprints will be used to check the criminal history record of the FBI.
- If you have a criminal history record, the officials making a determination of your suitability for the job, license, or other benefit must provide you the opportunity to complete or challenge the accuracy of the information in the record.
- The officials must advise you that the procedures for obtaining a change, correction, or updating of your criminal history record are set forth at Title 28, Code of Federal Regulations (CFR), Section 16.34.
- If you have a criminal history record, you should be afforded a reasonable amount of time to correct or complete the record (or decline to do so) before the officials deny you the job, license, or other benefit based on information in the criminal history record. (See 28 CFR 50.12 (b).)

You have the right to expect that officials receiving the results of the criminal history record check will use it only for authorized purposes and will not retain or disseminate it in violation of federal statute, regulation or executive order, or rule, procedure or standard established by the National Crime Prevention and Privacy Compact Council. (See 5 U.S.C. 552a(b); 28 U.S.C. 534(b); 42 U.S.C. 14616, Article IV(c); 28 CFR 20.21(c), 20.33(d), and 906.2(d).) If agency policy permits, the officials may provide you with a copy of your FBI criminal history record for review and possible challenge. If agency policy does not permit it to provide you a copy of the record, you may obtain a copy of the record by submitting fingerprints and a fee to the FBI. Information regarding this process may be obtained at <http://www.fbi.gov/about-us/cjis/background-checks>. If you decide to challenge the accuracy or completeness of your FBI criminal history record, you should send your challenge to the agency that contributed the questioned information and request the agency to verify or correct the challenged entry. Upon receipt of an official communication from that agency, the FBI will make any necessary record in accordance with the information supplied by that agency. (See 28 CFR 16.30 through 16.34.)

*** Applicant Signature**

John Snow

Date

03/07/2025

Enter full name in the box

Previous Save & Exit Save & Next Privacy - Terms

How do I address issues with the Chrome browser?

1. Clear Cache and Cookies

- **Scenario:** You log in to the web app, but it's not loading properly, showing outdated data, or behaving unexpectedly (e.g., buttons not working, incorrect information).
- **Action:** Clear cache and cookies to remove old stored data and refresh the session.

- Open Chrome and click on the **three dots** in the top-right corner.
- Go to **Settings > Privacy and Security > Clear browsing data**.
- Select **Cookies and other site data** and **Cached images and files**.
- Click **Clear Data**, then restart Chrome and try again.

2. Enable Pop-ups and Permissions

- **Scenario:** You try to download a document, open a payment page, or access a new window, but nothing happens.
- **Action:** Enable pop-ups and site permissions (e.g., microphone, camera, location) to allow necessary functionalities.
 - Open **Chrome Settings**.
 - Go to **Privacy and Security > Site Settings**.
 - Scroll down to **Pop-ups and Redirects** and allow them for the web app.
 - Under **Permissions**, ensure the app has access to necessary features like the microphone, camera, and location if needed.

3. Switch to Incognito Mode

- **Scenario:** The app is not working as expected, and you suspect stored data or browser extensions may be causing issues.
- **Action:** Open **Incognito Mode** to check if the issue is related to cached data or browser extensions.
 - Press **Ctrl + Shift + N** (Windows) or **Cmd + Shift + N** (Mac) to open an **Incognito** window.
 - Open the app in **Incognito mode** and check if the issue persists.

4. Restart Chrome & Computer

- **Scenario:** The web app becomes unresponsive, freezes, or crashes unexpectedly.
- **Action:** Restart Chrome first, and if the issue persists, restart your computer to refresh system resources.
 - Close all **Chrome windows** and reopen the browser.
 - If the issue persists, **restart your computer** and try again.

5. Update Chrome

- **Scenario:** The app is showing compatibility errors, or features are not working as expected.
- **Action:** Ensure Chrome is updated to the latest version for optimal performance.

- Click on the **three dots** in Chrome.
- Go to **Help > About Google Chrome**.
- If an update is available, **install it** and restart Chrome.