

# MOPRO Portal

## Frequently Asked Questions (FAQs)

(Last Update: 12/04/2025)

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## **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](#).

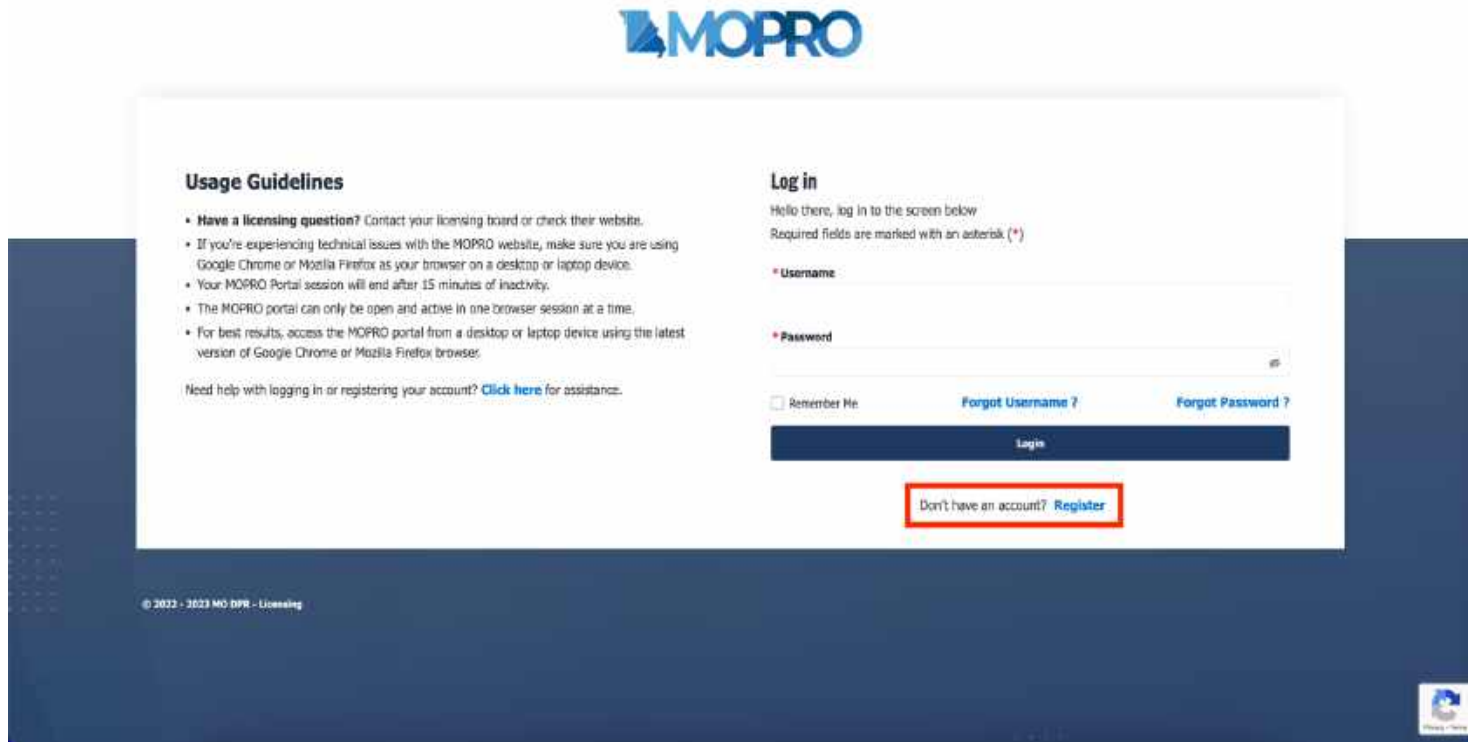
## **Who do I contact if I have specific questions about my license?**

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**



The screenshot shows the MOPRO website's login and registration 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 five bullet points providing information about licensing questions, technical issues, session duration, browser requirements, and best practices for access. Below this list is a link for assistance. On the right, under the heading "Log in", there is a greeting and a note about required fields. Below this are input fields for "Username" and "Password", both marked with an asterisk. There are also links for "Forgot Username ?" and "Forgot Password ?", a "Remember Me" checkbox, and a "Login" button. At the bottom of the login section, there is a red-bordered box containing the text "Don't have an account? Register". The footer of the page includes copyright information and a small circular logo.

**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 browsers.

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”.

The screenshot displays the MOPRO website's registration interface. On the left is a dark blue sidebar with the Missouri Division of Professional Registration logo and text stating that completing an application is easy through the MOPRO portal. The main content area is white and titled 'Register!'. It includes instructions for new users and existing users. Below this, there is a section for selecting the type of license (Individual or Business) and a question about existing Missouri licenses. At the bottom, a blue button with a red border and an information icon contains the text 'Please click here to proceed with the registration'.

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!

• 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 update/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

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



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MyPro 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!

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### 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

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

#### Telephone Number

Enter Telephone Number

(10 digits only, example 0000000000)

#### \* Email Address

Enter Email Address

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

☐ Yes ☐ No

#### Residence Address

##### \* Country

United States

##### \* State / Province / Region

Missouri

##### \* Street Address

##### \* Zip Code / Postal Code



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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 908807777)

**\* 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

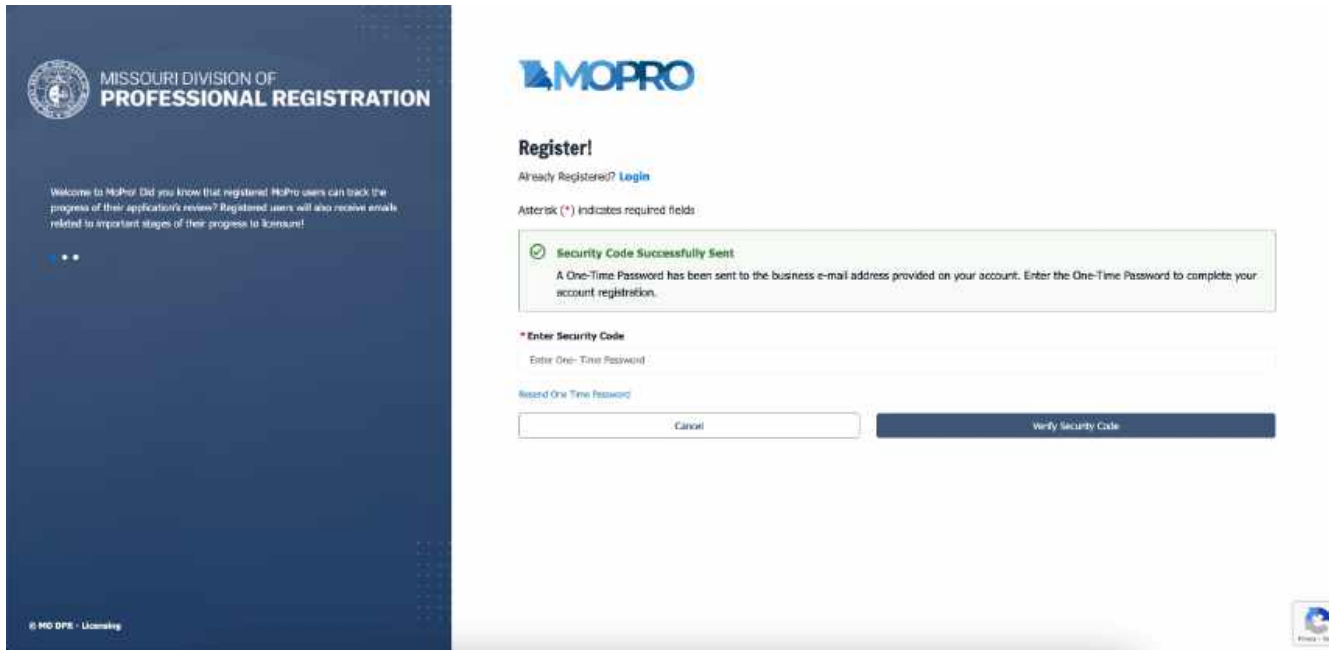
**\* Question 2**  
Select an Option

**\* 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.



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 is white and features the MOPRO logo at the top. Below the logo, it says "Register!" and provides a link for already registered users. A green success message indicates that a security code has been sent to the user's email. Below this, there is a form labeled "Enter Security Code" with a text input field and a "Verify Security Code" button. A "Cancel" button is also present. At the bottom right, there is a small "Forgot Your Password" link.

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!**

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

[Reset One-Time Password](#)

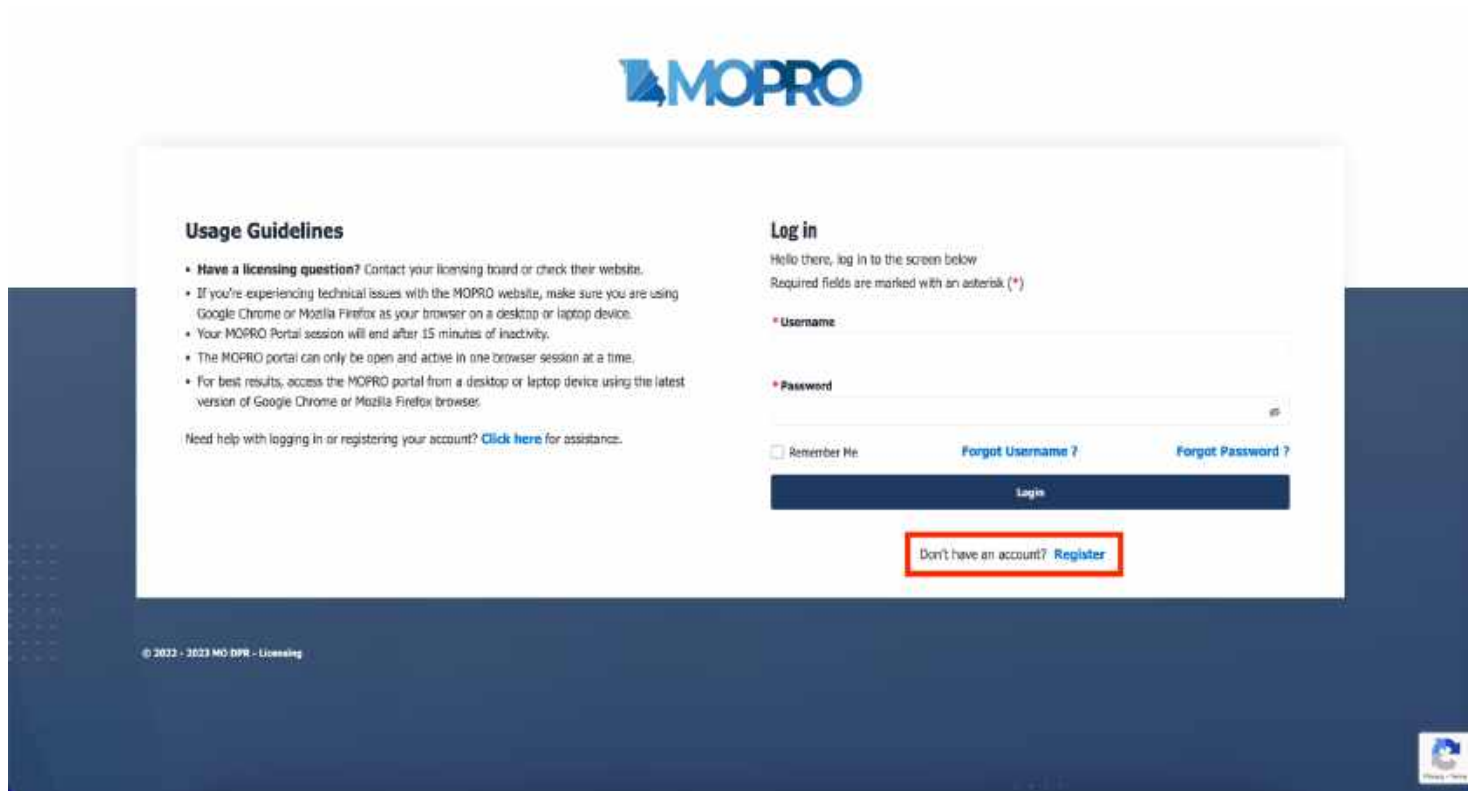


- g. After verifying the security code, you will be sent a Welcome email indicating your account has been created.
- h. Change your password for the first time using the link in the Welcome email.



## 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**



The screenshot shows the MOPRO Portal login and registration interface. At the top is the MOPRO logo. Below it, the page is divided into two main sections: 'Usage Guidelines' on the left and 'Log in' on the right. The 'Usage Guidelines' section contains a list of bullet points and a link for assistance. The 'Log in' section includes a greeting, a note about required fields, input fields for 'Username' and 'Password', a 'Remember Me' checkbox, and links for 'Forgot Username?' and 'Forgot Password?'. A 'Login' button is positioned below these fields. At the bottom of the login section, there is a red-bordered box containing the text 'Don't have an account? Register', where the 'Register' link is highlighted in blue. The footer of the page includes copyright information and a small MOPRO logo.

**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 browsers.

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 “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”.

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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!

**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/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

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- 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 (\*)

<b>* First Name</b> Enter First Name	<b>Middle Name</b> Enter Middle Name
<b>* Last Name</b> Enter Last Name	<b>* Date of Birth</b> MM/DD/YYYY
<b>Telephone Number</b> Enter Telephone Number (00 digits only, example 9998887777)	<b>* Business Email Address</b> Enter Business Email Address (Enter email address that you have access to for this business.)
<b>* Are you a U.S. Citizen ?</b> <input type="radio"/> Yes <input type="radio"/> No	
<b>Business Address</b> (Enter Business Address for this account) <b>* Country</b> United States	<b>* State / Province / Region</b> Missouri
<b>* Street Address</b>	<b>* Zip Code / Postal Code</b>



**MISSOURI DIVISION OF PROFESSIONAL REGISTRATION**

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**Enter Telephone Number**  
(10 digits only, example: 8888888888)

**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 for 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. 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 is white and titled 'Register!'. It includes a 'Login' link for already registered users and a note about required fields. A green success message states 'Security Code Successfully Sent' and explains that a One-Time Password has been emailed. Below this is a form labeled '\* Enter Security Code' with a text input field and a 'Resend One Time Password' link. At the bottom of the form are two buttons: 'Cancel' and 'Verify Security Code'.

**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!

**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

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- 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**

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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** “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.



## MISSOURI DIVISION OF PROFESSIONAL REGISTRATION

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!

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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





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**PROFESSIONAL REGISTRATION**

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!

• Before you apply for a new license or renew a license, you must first create a new login credential in MoPro. 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

Required fields are marked with an asterisk (\*)

**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

**Security Questions**

\* Question 1  
Select an Option

\* Question 2  
Select an Option

\* Question 3  
Select an Option

[Register](#)

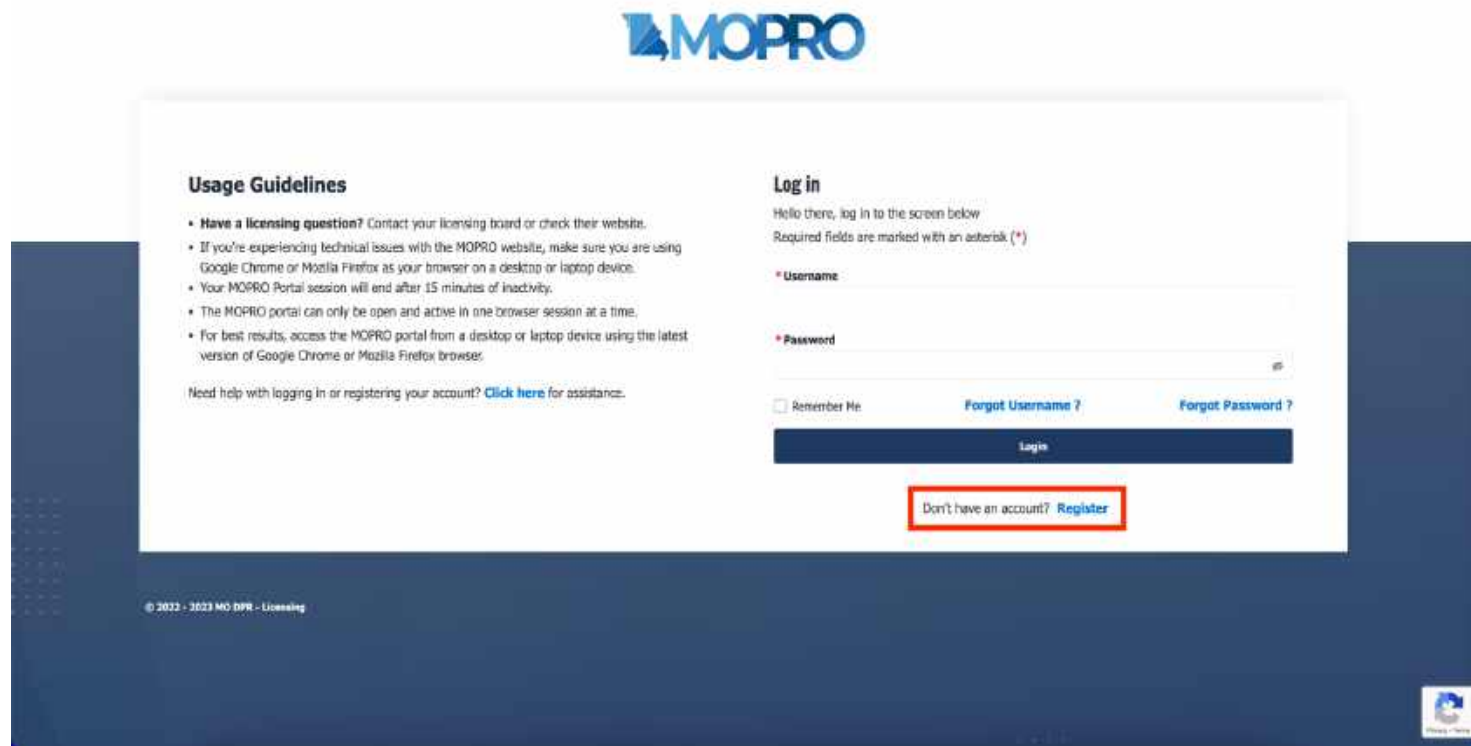
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- vi. After verifying the security code, and establishing security questions, click the “Register” button. You will be sent a Welcome email indicating your account has been created.
- vii. Change your password for the first time using the link in the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

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



The screenshot shows the MOPRO portal interface. At the top center is the MOPRO logo. Below it, the page is divided into two main sections: 'Usage Guidelines' on the left and 'Log in' on the right. The 'Usage Guidelines' section contains a list of bullet points and a link for assistance. The 'Log in' section includes a greeting, a note about required fields, input fields for 'Username' and 'Password', a 'Remember Me' checkbox, and links for 'Forgot Username?' and 'Forgot Password?'. A 'Login' button is positioned below these fields. At the bottom of the 'Log in' section, there is a red-bordered box containing the text 'Don't have an account? Register'. The footer of the page includes a copyright notice and a small circular logo in the bottom right corner.

**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.
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- For best results, access the MOPRO portal from a desktop or laptop device using the latest version of Google Chrome or Mozilla Firefox browsers.

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.
- 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.



## MISSOURI DIVISION OF PROFESSIONAL REGISTRATION

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!

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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(s)?**

☒ Yes, I want to update/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 MoPol.

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☐ 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**

<b>Business Name</b> Not Google	<b>DBA Name</b> —	<b>Business Email</b> XXXX@mtab2b.com
<b>MO SOS Number</b> Xexas	<b>FEIN</b> —	<b>License Number</b> <a href="#">2025037743</a>
<b>Business Address</b> 6303 Cowboys Way, Frisco, Texas, 75034, United States		

[Select and Obtain Security Code](#)

- 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.




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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

Required fields are marked with an asterisk (\*)

**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

Verify Security Code

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



## MISSOURI DIVISION OF PROFESSIONAL REGISTRATION

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!

• •

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### Register!

- Now 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  
3066-XI-1834

**Residence Address**

\* Country  
United States

\* State / Province / Region  
Missouri

\* Street Address  
525 N Devon 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.



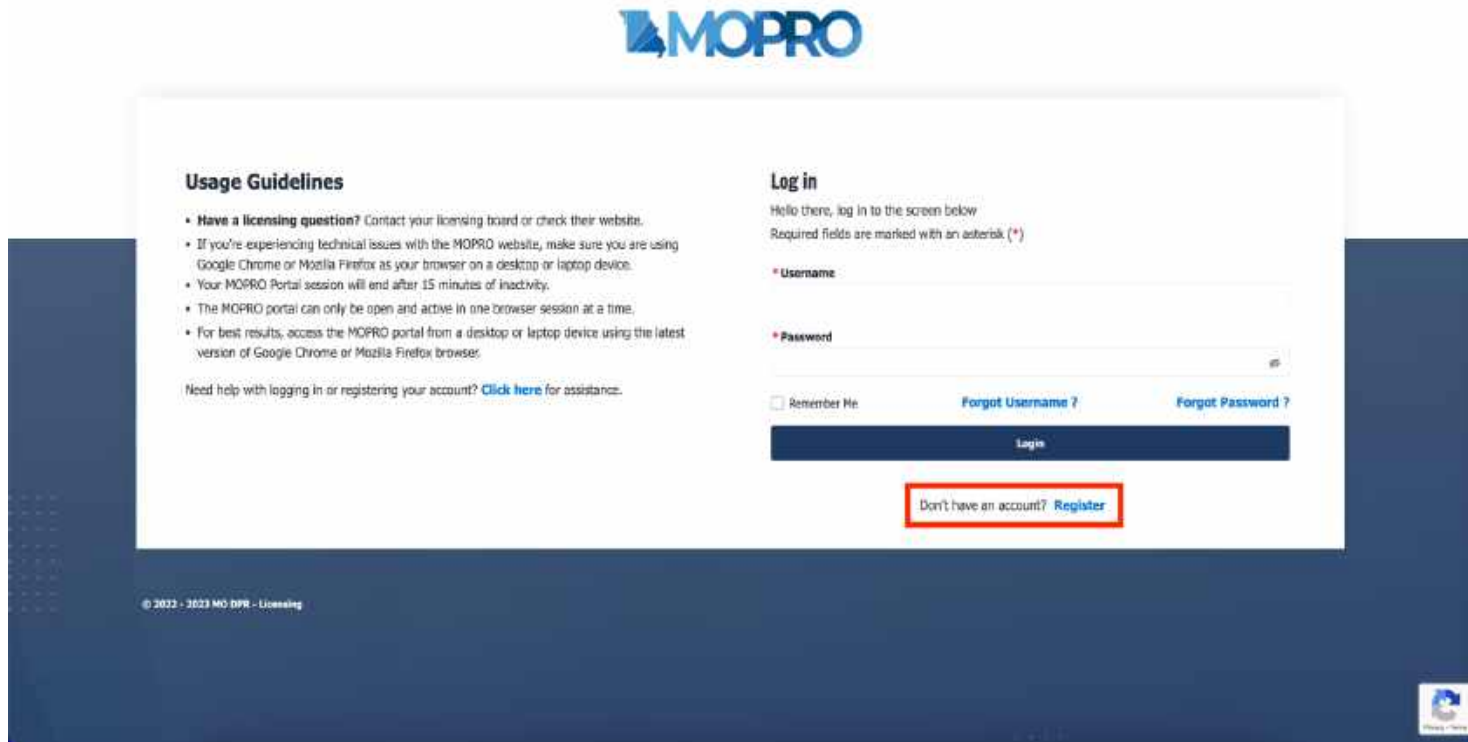
## **Can I register with MOPRO if I have a pending application for an individual license?**

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's login and registration 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 five bullet points providing information about licensing questions, technical issues, session duration, browser requirements, and best practices. Below this list is a link for assistance. On the right, under the heading "Log in", there is a greeting and a note about required fields. Below this are input fields for "Username" and "Password", both marked with an asterisk. There are also links for "Forgot Username ?" and "Forgot Password ?". A "Remember Me" checkbox is present. A dark blue "Login" button is located below the password field. At the bottom of the login section, there is a red-bordered box containing the text "Don't have an account? Register". The footer of the page includes copyright information and a small circular logo in the bottom right corner.

**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 browsers.

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**.

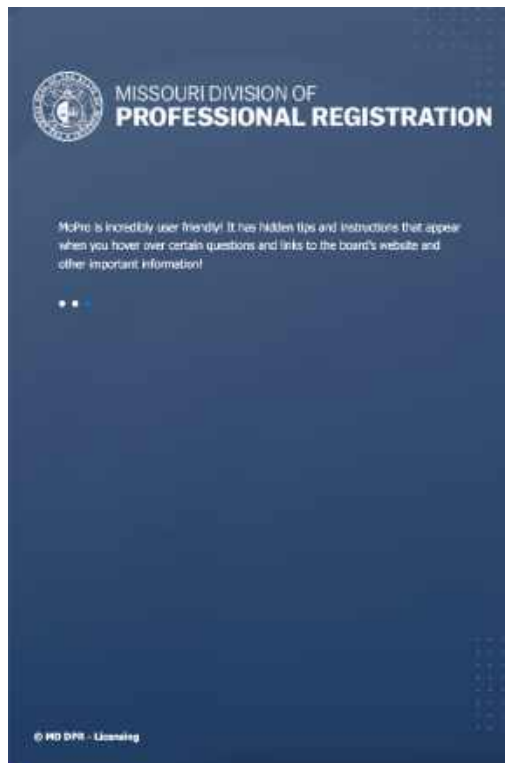
i. Select the License Type:

☐ Choose "Individual License" from the available options.

ii. For the question, "Do you have an existing Missouri License?", **select** "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 MDPRO Portal.
- Before you apply for a new license or renew a license, you must first create a new login credential in MDPRO Portal. Please carefully review the options and provide the details to create your login credential in MDPRO. 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



MISSOURI DIVISION OF  
**PROFESSIONAL REGISTRATION**

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!

• Before you apply for a new license or renew a license, you must first create a new login credential in MoPro. 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

Required fields are marked with an asterisk (\*)

**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**

**Security Questions**

**\* Question 1**  
Select an Option

**\* Question 2**  
Select an Option

**\* Question 3**  
Select an Option

**Register**

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Privacy Policy

- 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

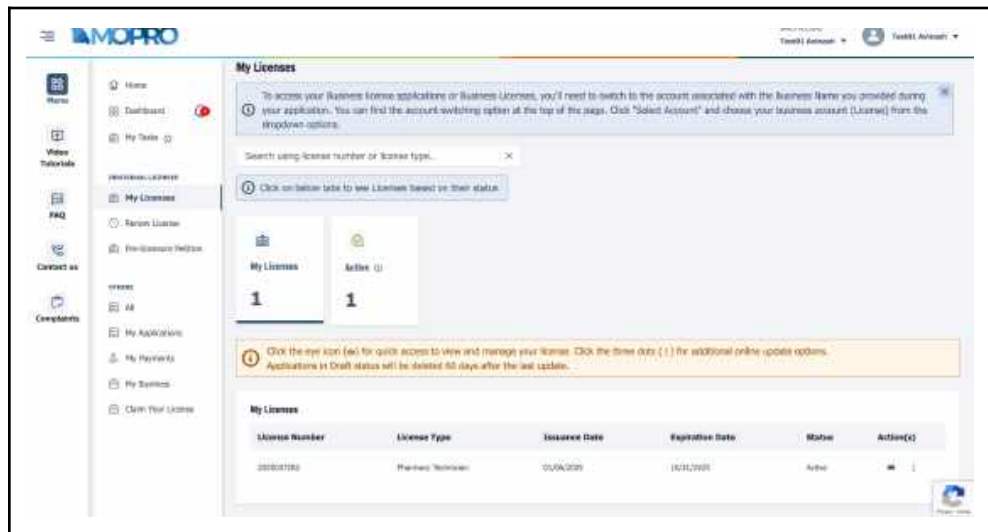
## How do I get a receipt for a payment made via MOPRO?

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



## 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







## 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 divided into a left sidebar with navigation links (Home, Video Tutorials, FAQ, Contact Us, Compliance) and a main content area. The main content area is titled 'My Profile' and contains a 'Personal Information' section and an 'Address' section. The 'Personal Information' section includes fields for First Name, Middle Name, Last Name, Date of Birth, Telephone Number, and Email Address. The 'Address' section includes fields for Street Address, City, State, Zip Code, and Country. There are 'Save' and 'Save & Exit' buttons at the bottom right. A note at the bottom states: '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.'

**My Profile**

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

First Name: Text Input  
Middle Name: Text Input  
Last Name: Text Input  
Date of Birth: Text Input  
Telephone Number: Text Input  
Email Address: Text Input

**Address**

Street Address: Text Input  
City: Text Input  
State: Text Input  
Zip Code: Text Input  
Country: Text Input

Save Save & Exit

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

Home

Video Tutorials

FAQ

Contact us

Complete

Home

Dashboard

My Tasks

My Licenses

Recent Licenses

Pre-License Workflow

My Applications

My Payments

My Business

Claim Your License

Test01 Admin

Test01 Admin

My Licenses

1

Active

1

Click the eye icon (i) 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.

My Licenses

License Number	License Type	Issuance Date	Expiration Date	Status	Action(s)
202503792	Primary Technician	01/01/2025	10/31/2025	Active	<div><div></div><div></div></div>

Home

Video Tutorials

FAQ

Contact us

Complete

Home

Dashboard

My Tasks

My Licenses

Recent Licenses

Pre-License Workflow

My Applications

My Payments

My Business

Claim Your License

Test01 Admin

Test01 Admin

License Details

License Details

License Type

Primary Technician

Expiration Date

10/31/2025

License Number

202503792

Status

Active

Issuance Date

1/1/2025

Disciplinary Status

Personal Information

First Name

Test01

Surfix

Middle Name

Maiden Name

SSN

XXXXXX

DOB

01/01/2000

Telephone Number

Cell Phone Number

Language

Citizenship

UNITED STATES

Last Name

Admin

Email

Age

25

Pass Number

Proof of Citizenship

Birth Certificate

Residence Address

License Actions

Apply

Request for Confirmation of License

Request for Duplicate License

Download a Copy of my License

My protection or Federal Action Reporting History

Please note confidential card transactions will incur a processing fee.

[illegible]

The screenshot shows the MOPRO application interface. At the top, there's a header with the MOPRO logo on the left and user information (John Thomas, 10/21/2021, Logout) on the right. Below the header, a navigation bar contains a link to 'Open Instructions in New Tab'. A prominent orange warning box states: 'Important Reminder: You can navigate to the previous page by clicking the Previous button or selecting completed steps on the left hand bar. However, if you move back without clicking Save & Next, changes on this page won't be saved and will need to be re-entered. Additionally, unsaved changes will be lost unless you click save and exit. Be sure to save before leaving to avoid losing data.' The main content area is divided into two sections. On the left, a 'Steps' sidebar lists: Instructions (selected), Residence Address, Contact At Address, Military Questions, Documents, Application Review, Information, and Payment. The 'Instructions' section on the right displays 'License Number : 2D15037582' and 'Application Sub Type : Change of Address'. It includes a note about email address updates and a section titled '\*Select the category of address you wish to update.' with three radio buttons: 'Residence Address' (selected), 'Military Address', and 'Contact At Address'. At the bottom right of the instructions section are two buttons: 'Save & Exit' and 'Save & Next'.

## 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?

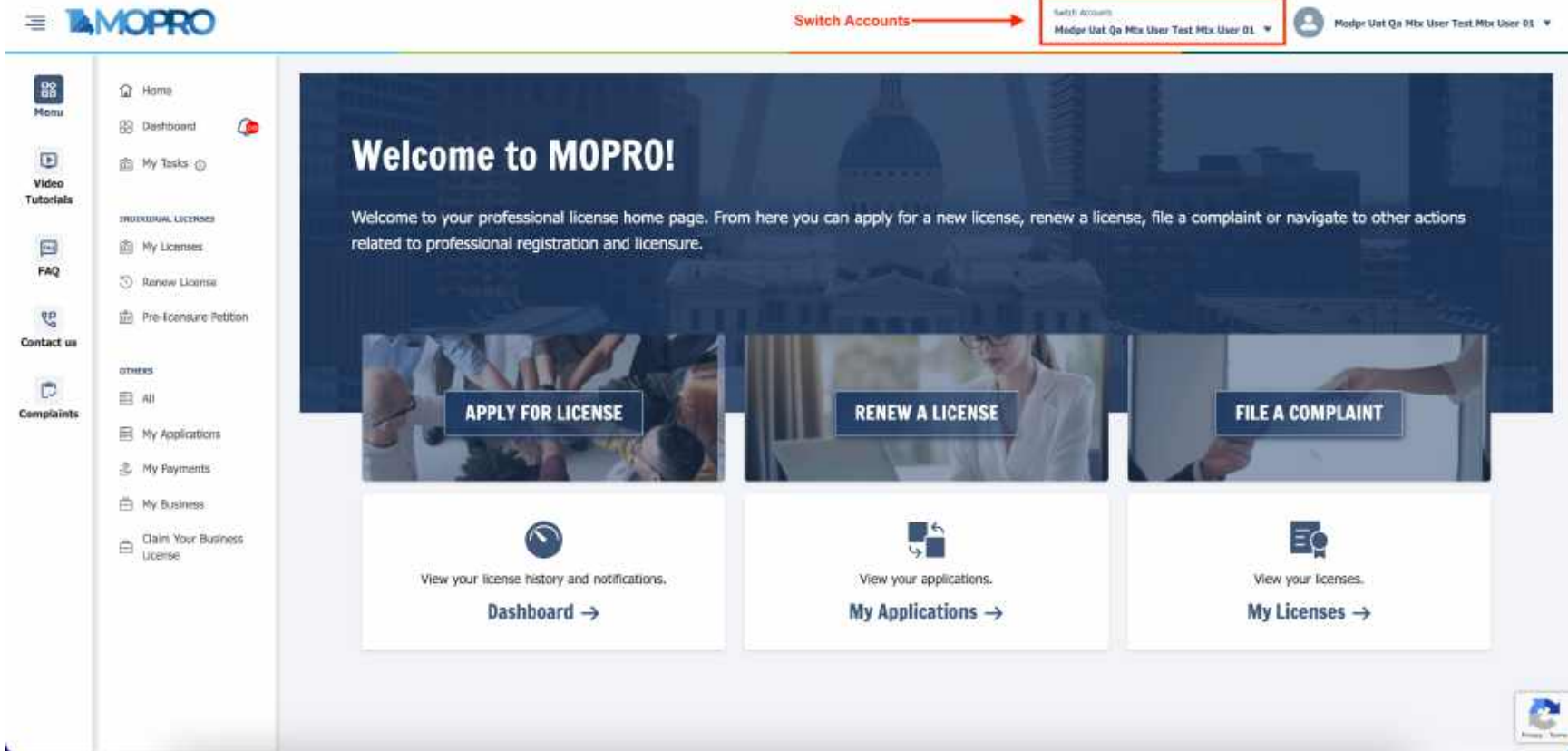
1. Click on Forgot Password
2. Enter the username (which is the email address)
3. An email will be sent with a link to set up the new password
4. Click on the link in the email
5. Enter a new password
6. Confirm the new password
7. Click on Submit to log into the system

## 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.

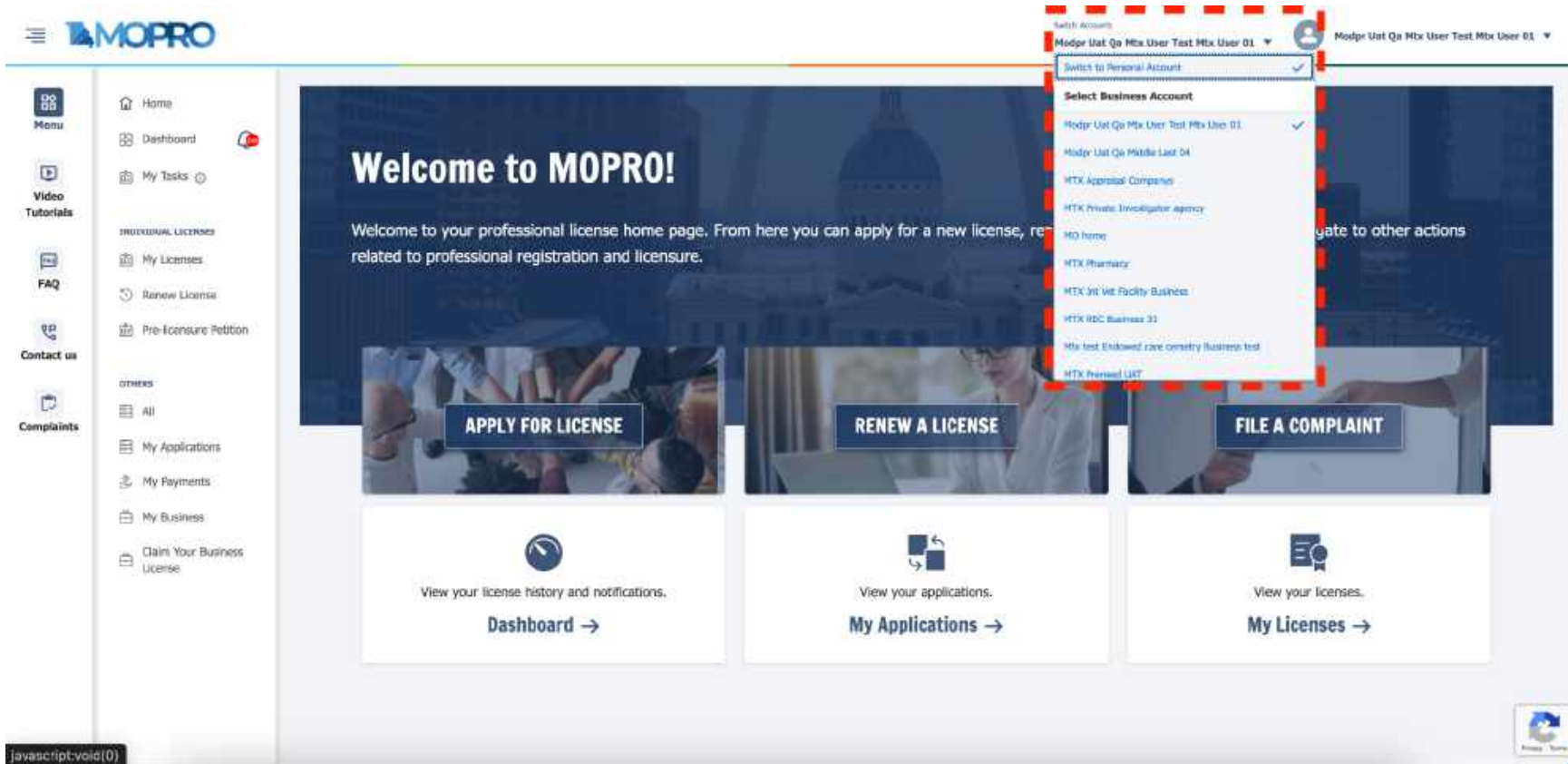
## How do I toggle between accounts?

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.*



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



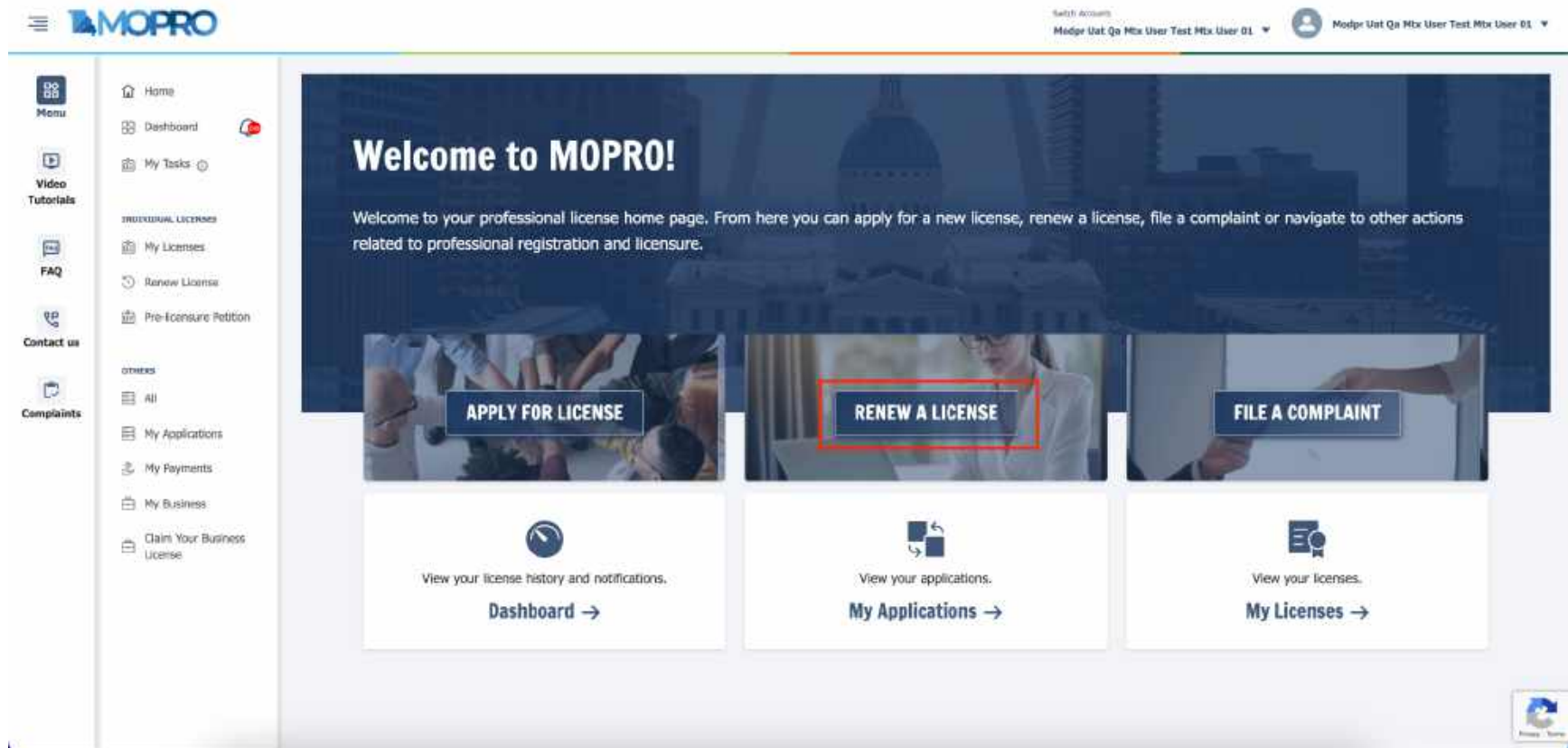


How do I access a Renewal Application?

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.



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

The screenshot shows the MOPRO website interface. The top navigation bar includes the MOPRO logo, a 'Switch Account' dropdown, and a user profile dropdown. The left sidebar contains a 'Menu' section with links to 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 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.

**Renew 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.

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
2025037864	Osteo Physician/Surgeon (D.O.) Temp	02/10/2025	06/30/2025	Active	👁️ ⋮
2025037863	Medical Physician/Surgeon (M.D.) Temp	02/10/2025	06/30/2025	Active	👁️ ⋮
2025037547	Geologist	02/14/2025	02/28/2025	Expired	👁️ ⋮
2024036527	Professional Land Surveyor	10/31/2022	03/31/2025	Active	👁️ ⋮
2024036248	Temp Permit - BEHS	11/01/2024	02/28/2025	Expired	👁️ ⋮
2024036185	Speech Language Pathologist-Audiologist Combined	10/30/2024	No Expiration	Active	👁️ ⋮
2024036183	Speech Language Pathologist Aide	10/30/2024	01/31/2025	Expired	👁️ ⋮

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

### Personal Information

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

### Alias Name(s)

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

### License Actions

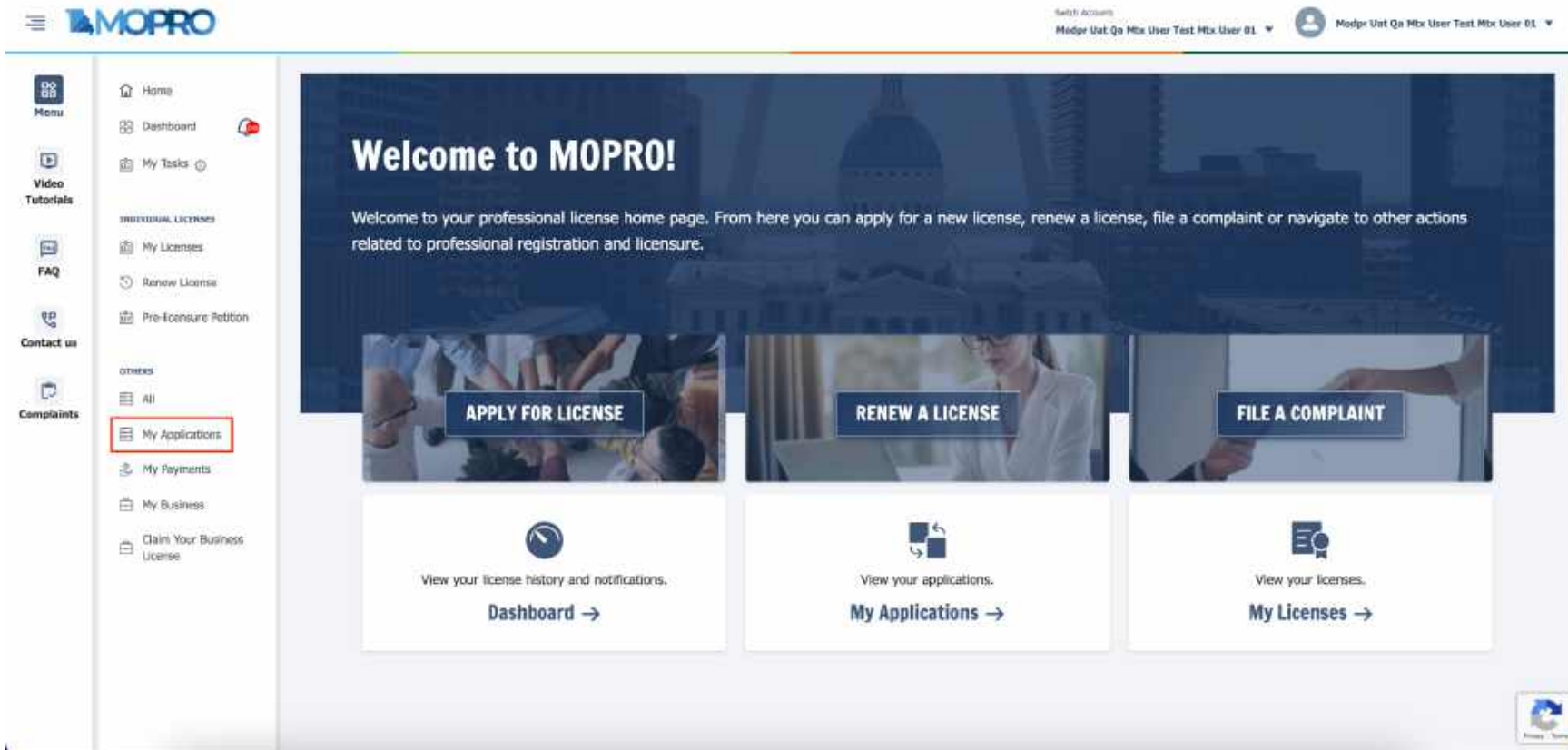
Renewal Application
Amend
Request for Certification of Licensure
Request for Duplicate License
Download Renewal Form
Download a Copy of my License
Add an Additional Address
Remove Existing Address

ⓘ 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.



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.

Switch Account  
Modpr Uat Qa Mtx User Test Mtx User 01

Modpr Uat Qa Mtx User Test Mtx User 01

Menu

Home

Dashboard

My Tasks

Individual Licenses

My Licenses

Renew License

Pre-Licensure Petition

Others

All

My Applications

My Payments

My Business

Claims Your Business License

Complaints

My Applications

1200

173

264

300

247

14

2

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.

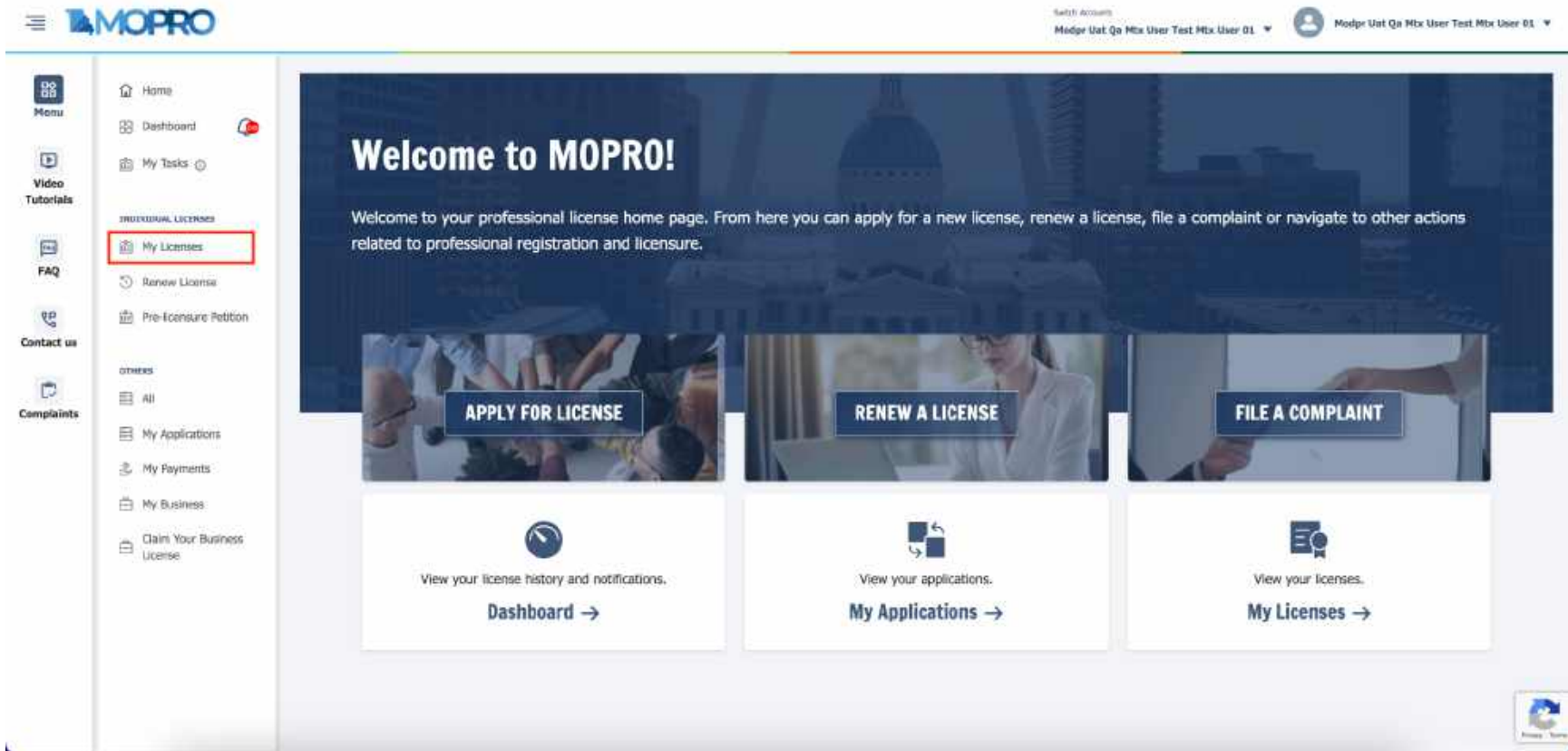
Draft Applications

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	<div> <div>three dots</div> <div> <div>Resume</div> <div>Withdraw</div> </div> </div>
Agency Investigator Employee	New	New	PAR-0000462707	Modpr Uat Qa Mtx User Test Mtx User 01			
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.





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

**MOPRO**

Switch Account  
Medge Uat Qa Mtx User Test Mtx User 01

Modpr Uat Qa Mtx User Test Mtx User 01

Menu

Home

Dashboard

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Contact us

Complaints

INDIVIDUAL LICENSES

My Licenses

Renew License

Pre-Licensure Petition

OTHERS

All

My Applications

My Payments

My Business

Claim Your Business License

### 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	Active	Void	Canceled	Expired	Retired	Inactive
205	90	72	4	31	2	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.

#### My Licenses

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	👁 ⋮

Eye Icon

Process Terms

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



## License Details

### License Details

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

### Personal Information

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

### Alias Name(s)

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

### License Actions

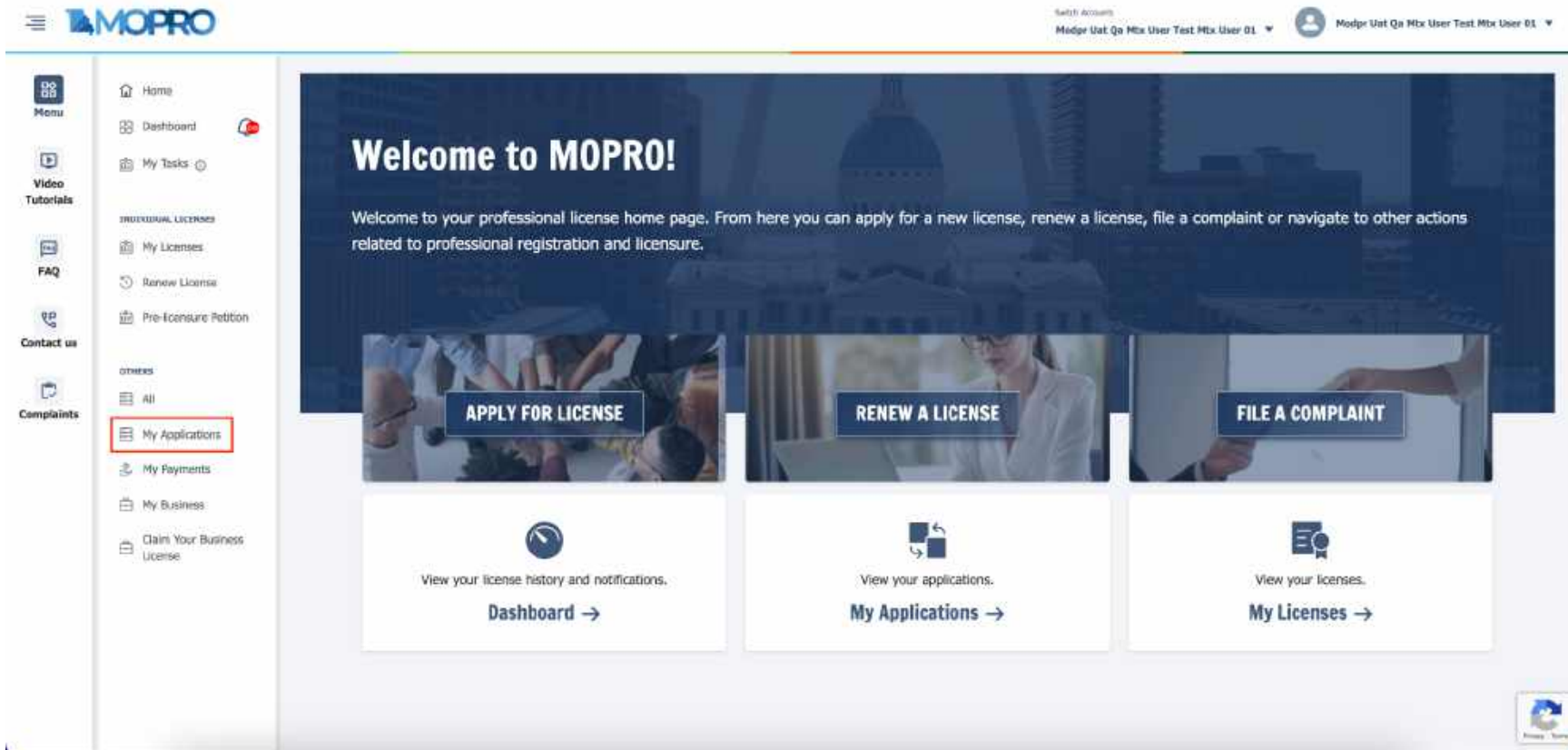
Amend
Request for Certification of Licensure
Patient Injury or Death Reporting
Request for Duplicate License
Request for Duplicate Writ Hanging License
Download a Copy of my License

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.



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.

MOPRO

Arjan Testing I Patidar

Menu

Home

Dashboard

My Tasks

Video Tutorials

FAQ

Contact us

Complaints

My Applications

My Payments

My Business

Claims 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 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	Arjan Testing I Patidar		Payment Pending	Three dots 1

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

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

Arjan Testing 1 Partida

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INDIVIDUAL LICENSES

My Licenses

Renew License

Pre-Licensure Petition

OTHERS

All

My Applications

My Payments

My Business

Claims 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  
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	Arjan Testing 1 Partida		Payment Pending	<a href="#">Withdraw</a> <a href="#">Reinitiate Payment</a>

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

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

**MOPRO**

Aryan Testing 1 Patidar

**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 905.2(e).) 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.)

**Enter full name in the box**

\* Applicant Signature

John Snow

**Date**

03/07/2025

Previous Save & Exit Save & Next

## 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.