

# 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](#).

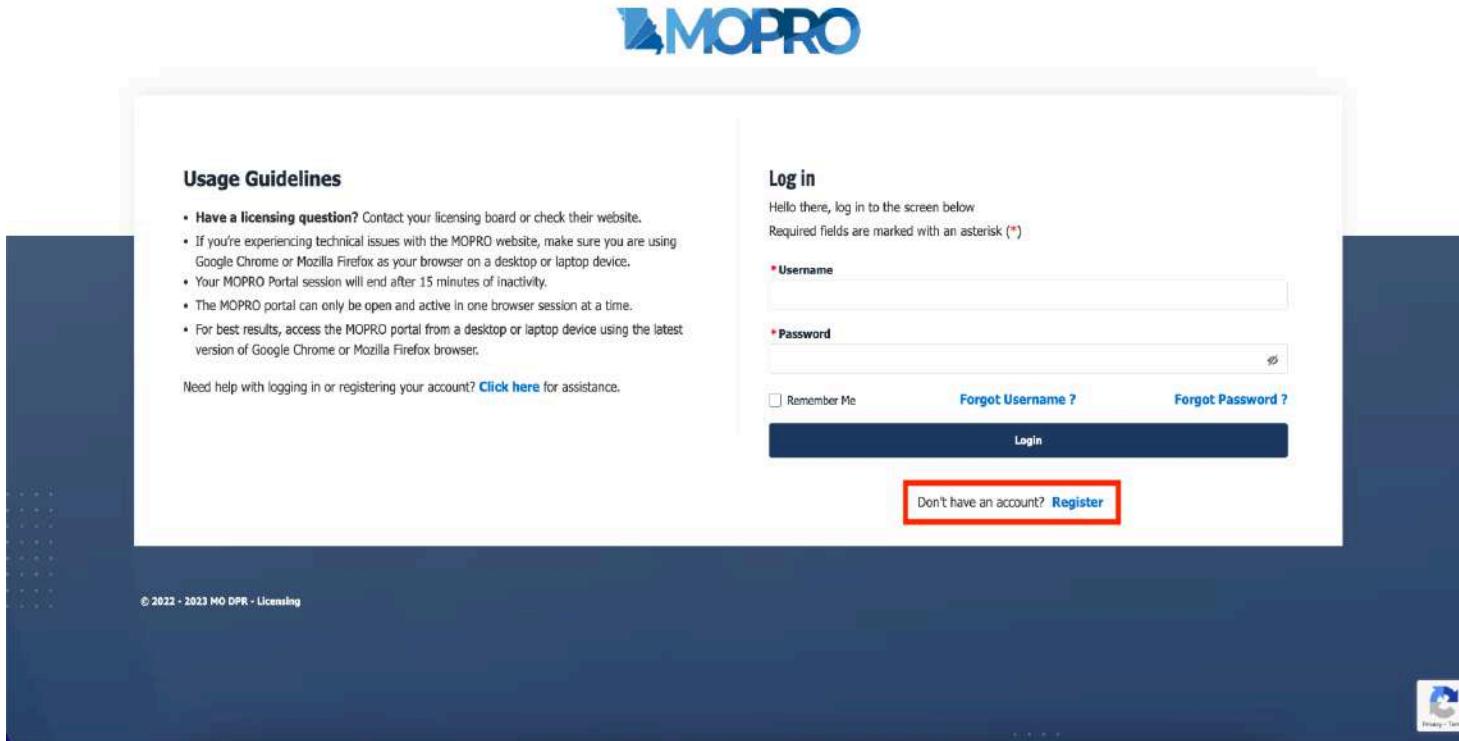
## **Who do I contact if I have specific questions about my license?**

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**



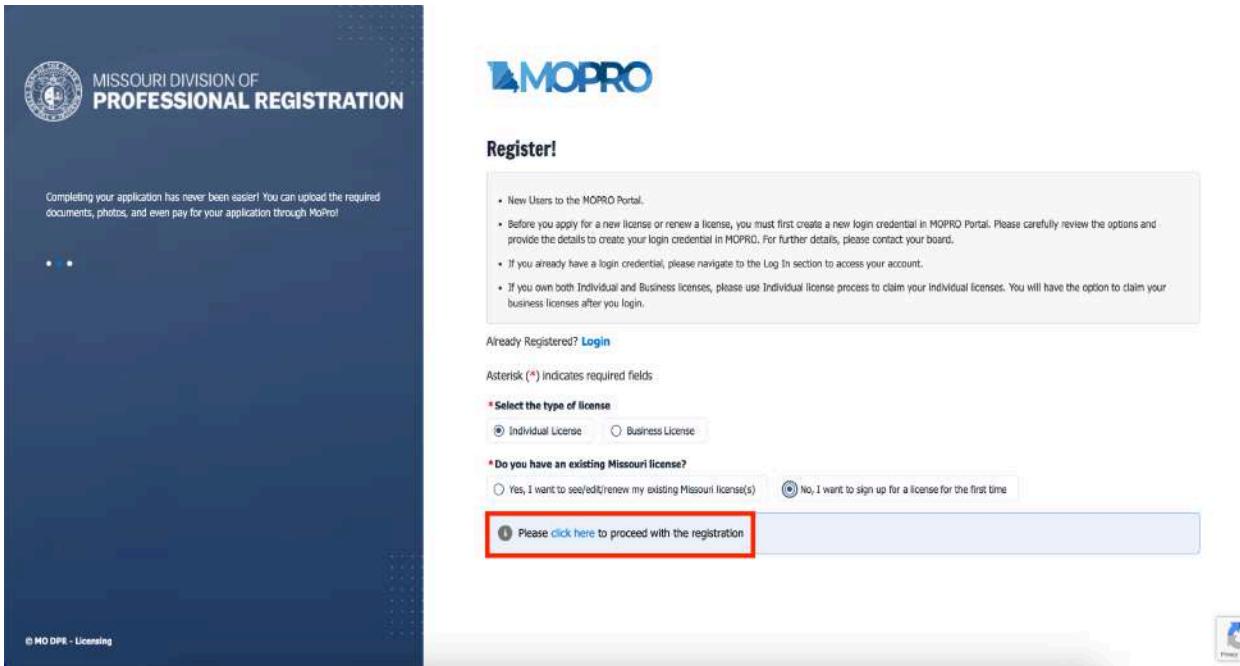
c. You will be redirected to the **Registration Form**.

i. Select the License Type:

Choose “Individual License” from the available options.

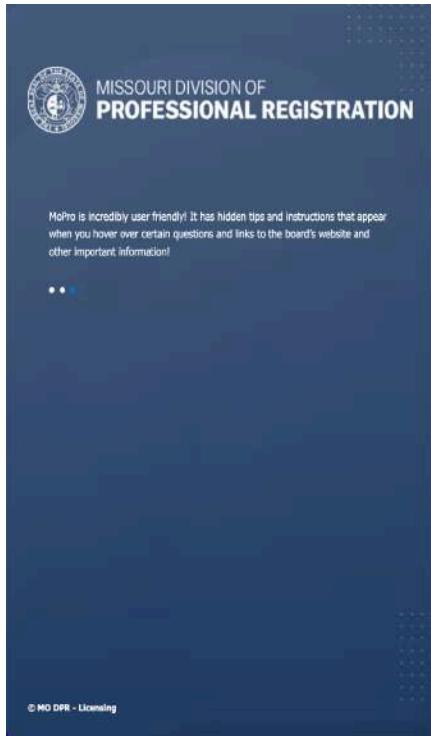
ii. For the question, “Do you have an existing Missouri License?”, select “No, I want to sign up for a license for the first time.”

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



The screenshot shows the MoPro registration page. At the top left is the Missouri Division of Professional Registration logo and text. Below it is a message about completing applications online. The main section is titled 'Register!' and contains a list of instructions for new users. Below this is a 'Already Registered?' link. A note about required fields is present. The 'Select the type of license' section shows 'Individual License' selected. The 'Do you have an existing Missouri license?' section shows 'Yes, I want to see/edit/renew my existing Missouri license(s)' selected. At the bottom is a button with the text 'Please click here to proceed with the registration'.

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



# MoPro

**Register!**  
Already Registered? [Login](#)

Asterisk (\*) indicates required fields

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

[Privacy - Terms](#)

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.

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)

\* 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

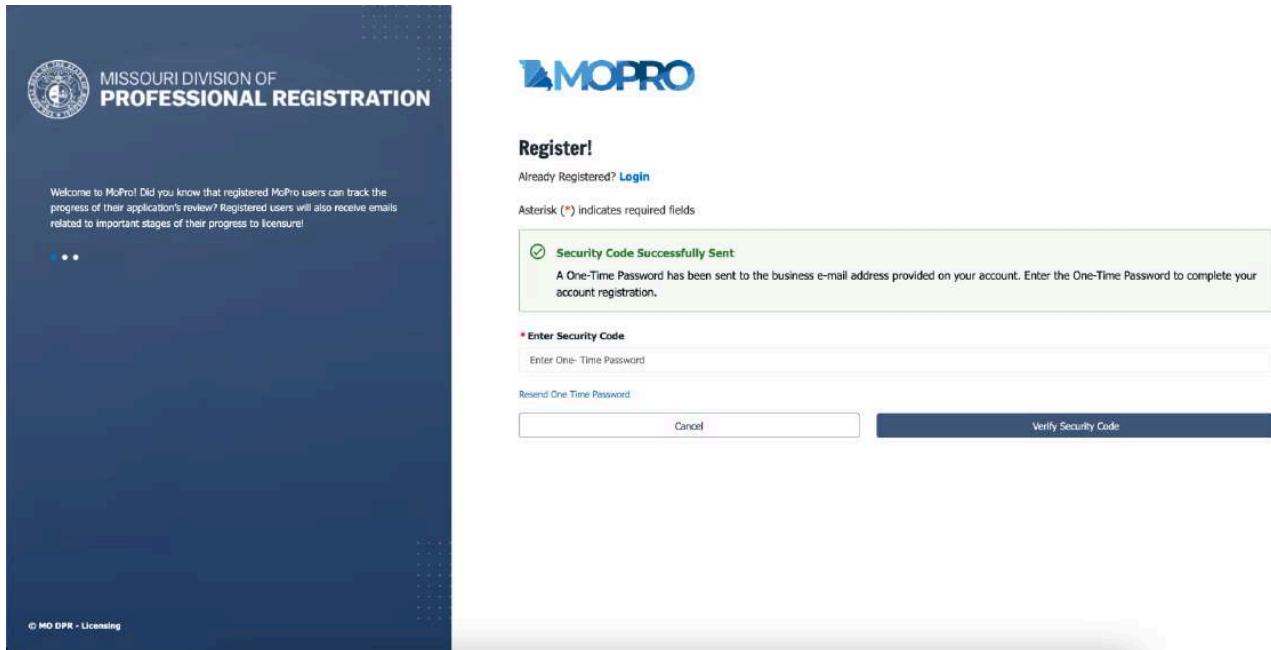
\* Question 3  
Select an Option

Register

Privacy Policy

- 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.



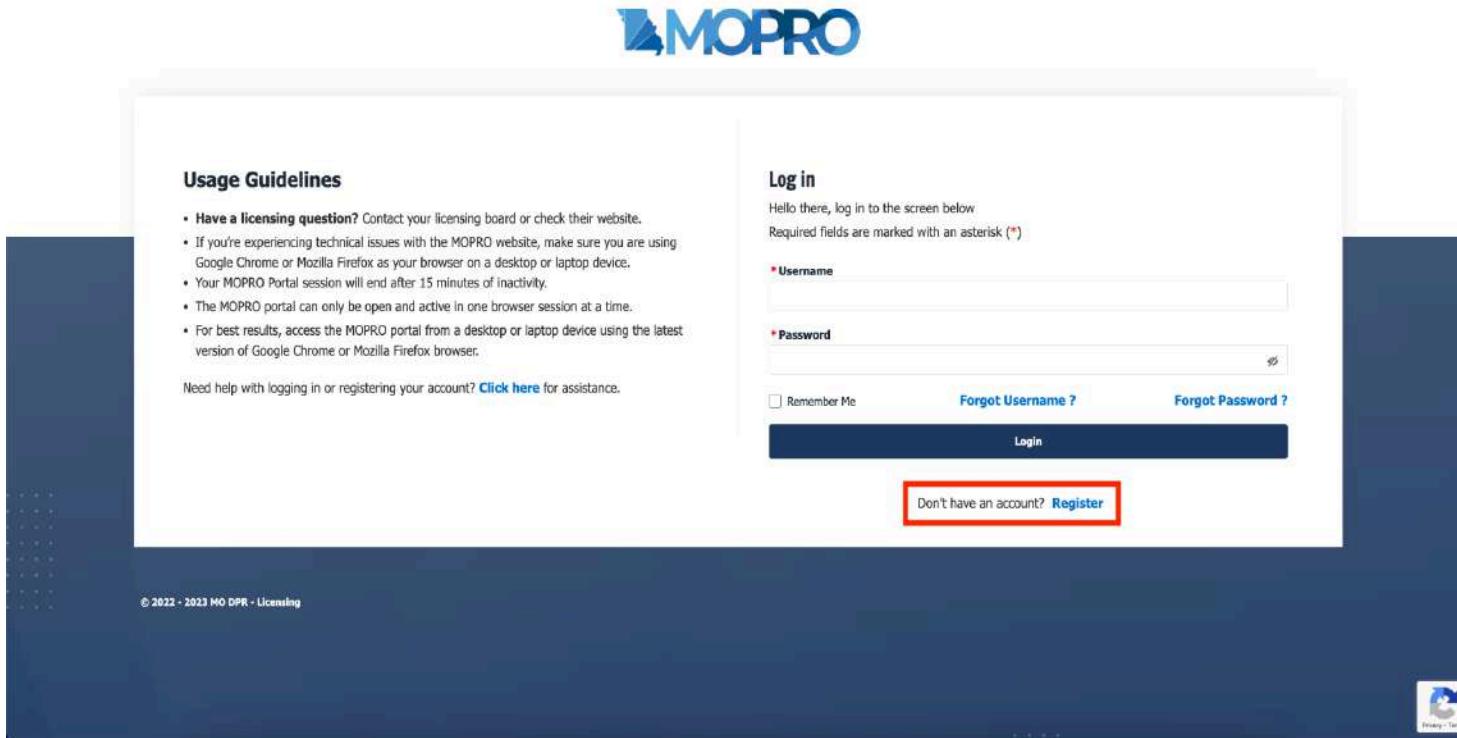
The image shows a two-panel registration interface. The left panel is a dark blue background with the Missouri Division of Professional Registration logo and a welcome message about tracking application review progress. The right panel is a white form titled 'Register!' with a 'MoPro' logo. It includes a 'Login' link, a note about required fields, and a success message: 'Security Code Successfully Sent' with a checkmark. Below this, there is a field labeled 'Enter Security Code' with a placeholder 'Enter One- Time Password' and a 'Resend One Time Password' link. At the bottom are 'Cancel' and 'Verify Security Code' buttons. A 'Privacy + Terms' link is in the bottom right corner.

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**

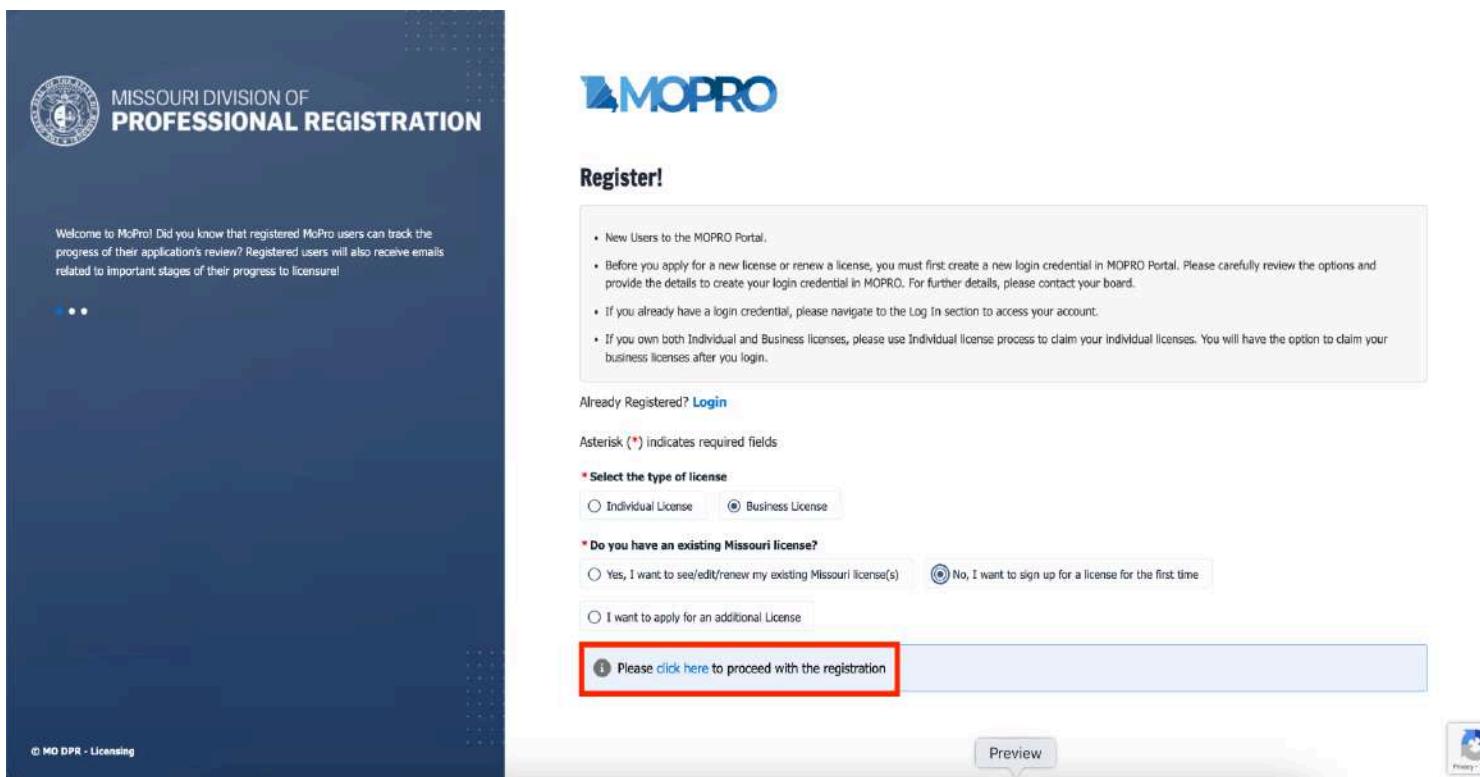


- c. You will be redirected to the **Registration Form**.
  - i. Select the License Type:

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”.



The image shows a two-panel registration interface. The left panel is a dark blue header for 'MISSOURI DIVISION OF PROFESSIONAL REGISTRATION' with a seal and a welcome message. The right panel is the 'MoPro' registration page. It features a 'Register!' heading, a list of steps for new users, and a 'Login' link. Below this is a note about required fields (asterisk \*) and a section for selecting license type. It asks if the user has an existing Missouri license, with options for renewing or signing up for a new one. A red box highlights a link 'Please click here to proceed with the registration' at the bottom, which corresponds to the 'Click here' step in the instructions. A 'Preview' button and a 'Privacy - Terms' link are at the bottom right.

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!

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 log in.

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

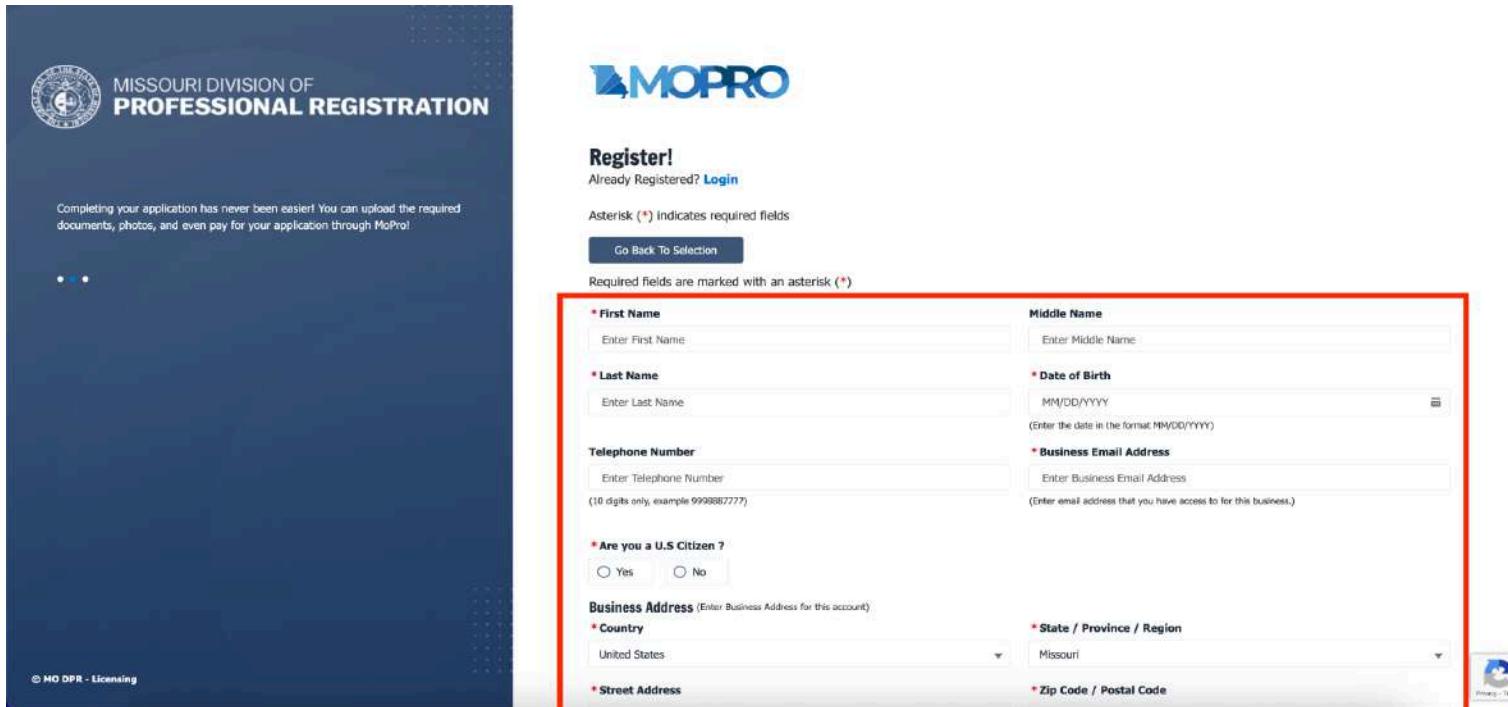
I want to apply for an additional license

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.



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PROFESSIONAL REGISTRATION

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

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 (Enter the date in the format MM/DD/YYYY)
<b>Telephone Number</b> Enter Telephone Number (10 digits only, example 9999887777)	<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>* State / Province / Region</b> Missouri
<b>Business Address</b> (Enter Business Address for this account)	
<b>* Country</b> United States	<b>* Zip Code / Postal Code</b>

Privacy Policy

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!

Enter Telephone Number  
(10 digits only, example 9998887777)

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

**Business Address** (Enter Business Address for this account)

\* Country  
United States

\* Street Address  
Enter Street Address

\* City  
Enter City

**Security Questions**

\* Question 1  
Select an Option

\* Question 2  
Select an Option

\* Question 3  
Select an Option

\* State / Province / Region  
Missouri

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

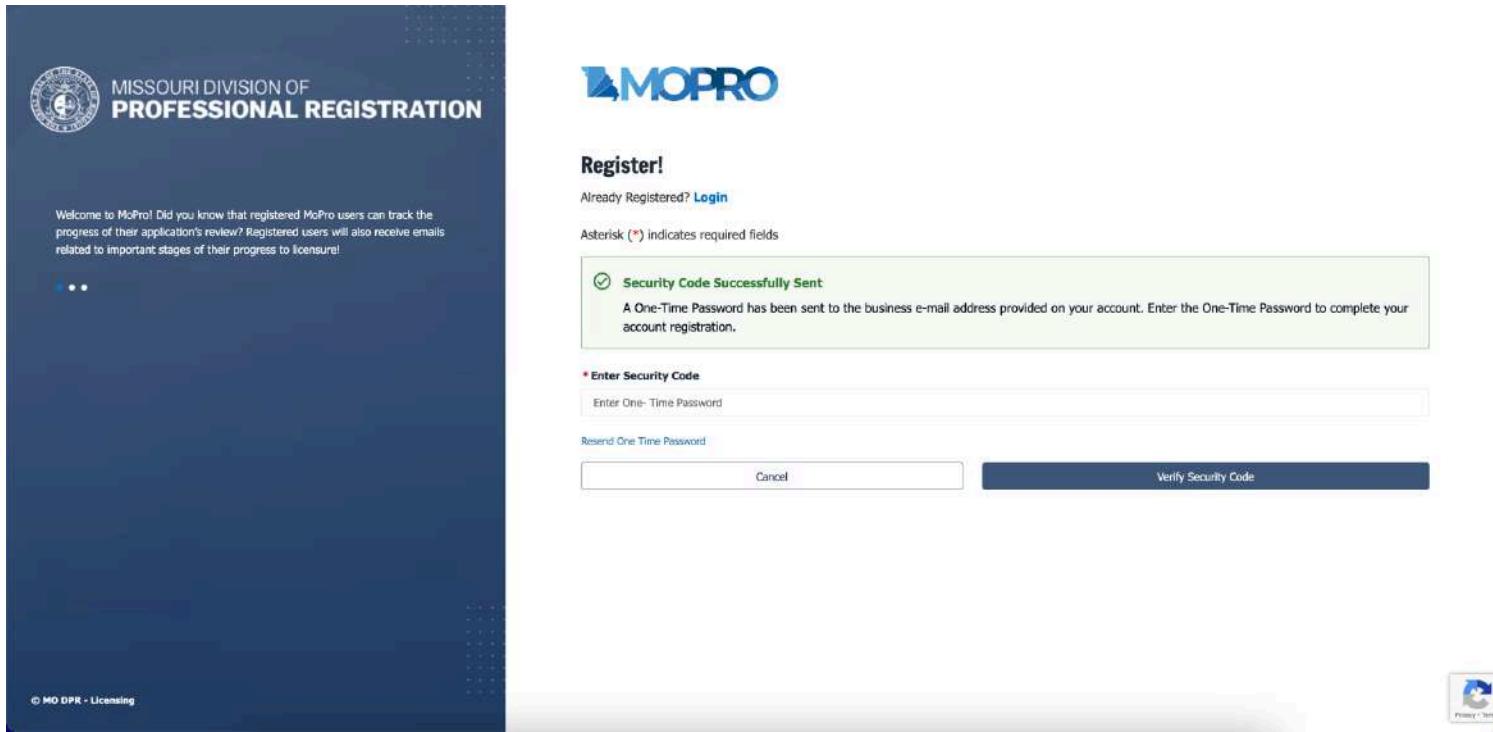
County  
Enter County

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

**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.



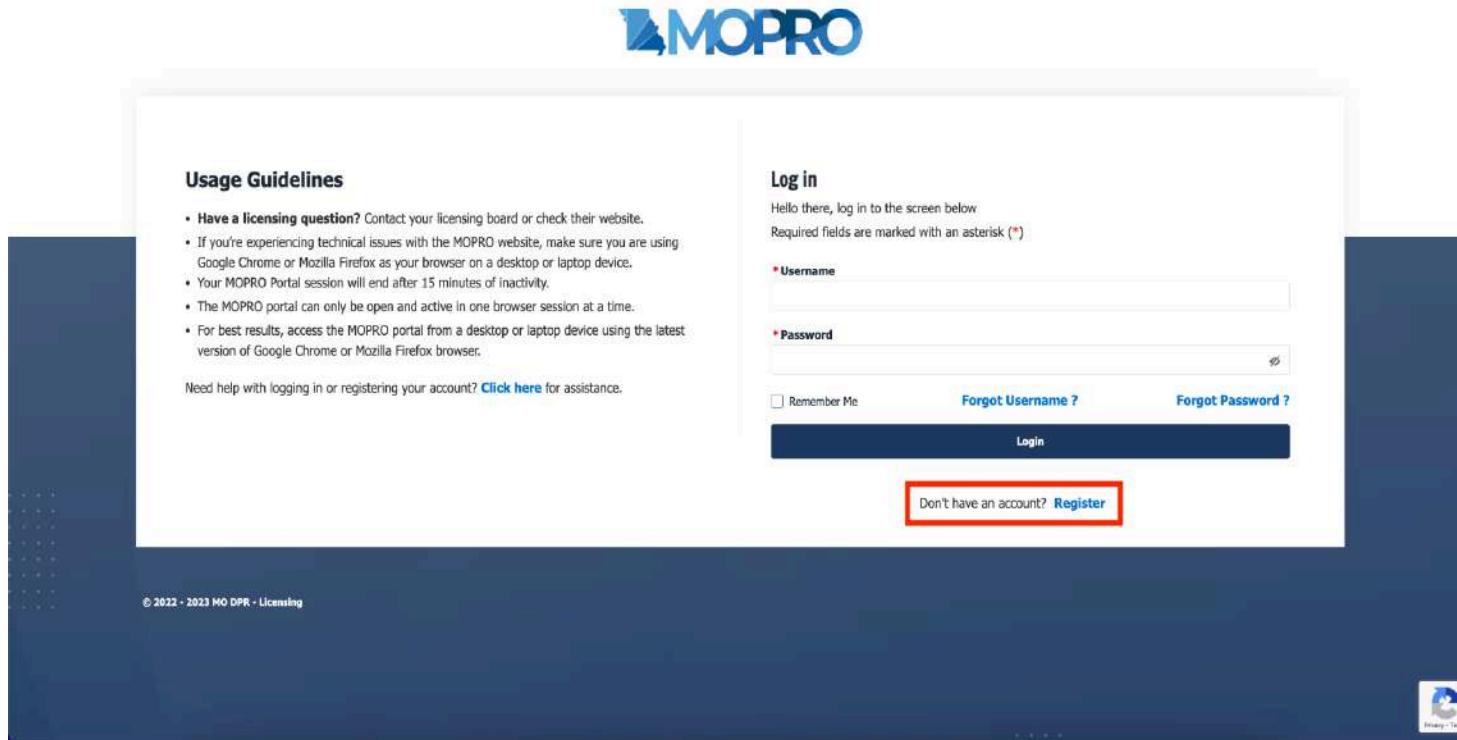
The image contains two screenshots of the MoPro registration process. The left screenshot shows the MoPro homepage with a 'Register!' button. The right screenshot shows the 'Register!' page where a success message indicates a security code was sent, and fields for entering a security code and one-time password are displayed, along with a '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.

## 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**



- 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

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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 log in.

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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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

Security Questions

\* Question 1  
Select an Option

\* Question 2  
Select an Option

\* Question 3  
Select an Option

**Register**

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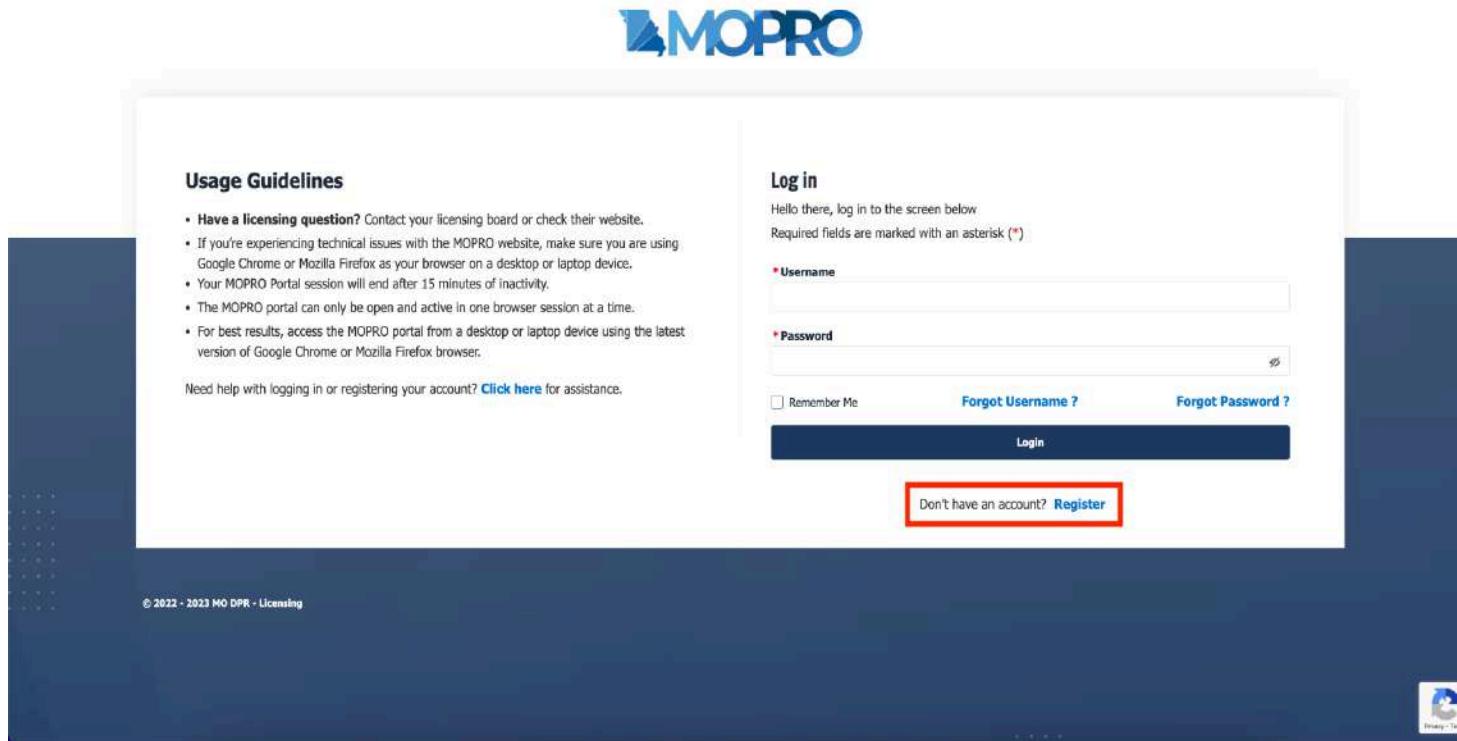
Privacy | Terms

- 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.

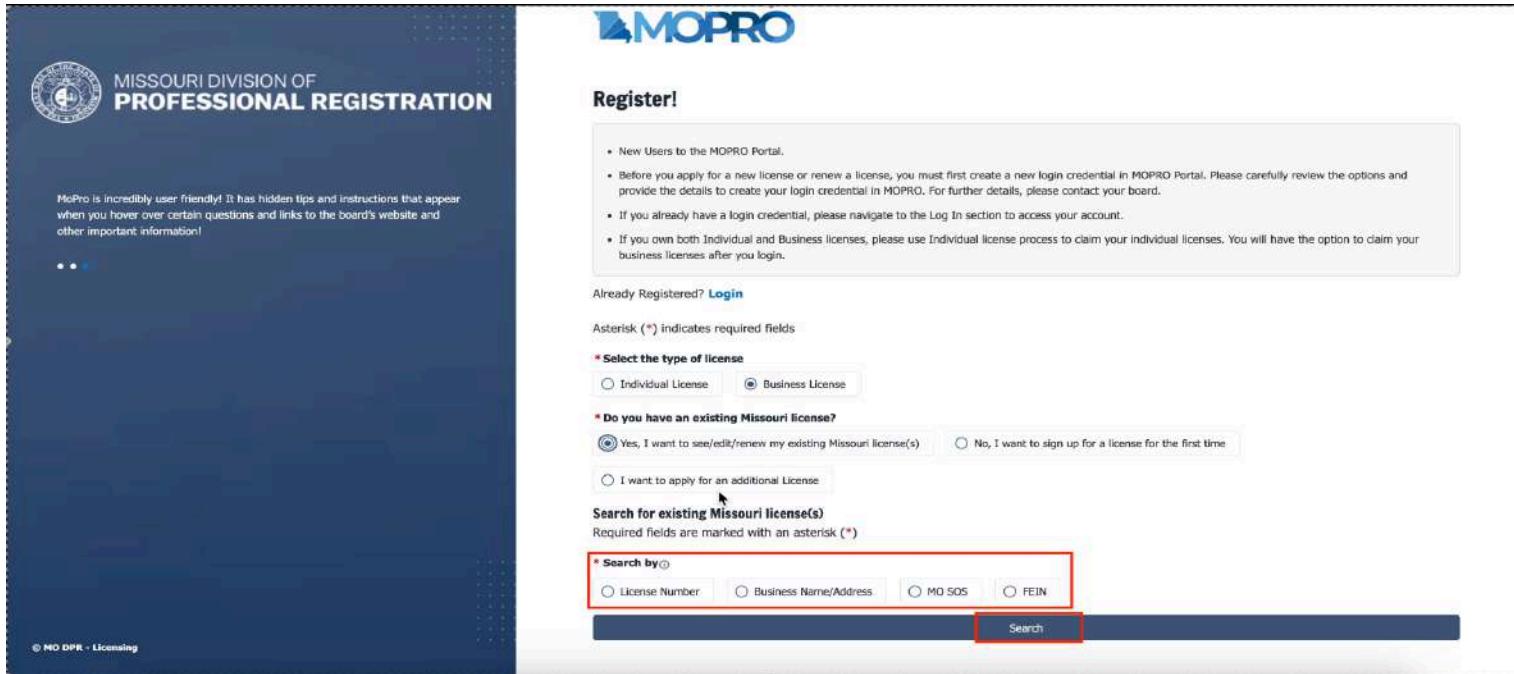
## If I already have a business license(s), how do I access it through the MOPRO Portal?

**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.



The screenshot shows the MoPro registration portal. On the left, there is a dark sidebar with the Missouri Division of Professional Registration logo and a message about MoPro being user friendly. The main content area has a header 'MOPRO' and a 'Register!' section. It contains a list of steps for new users, a 'Login' link, and a note about required fields. Below this is a 'Select the type of license' section with radio buttons for 'Individual License' and 'Business License' (which is selected). There are also two checkboxes: 'Yes, I want to see/edit/renew my existing Missouri license(s)' (selected) and 'No, I want to sign up for a license for the first time'. A third checkbox, 'I want to apply for an additional license', is unselected. A 'Search for existing Missouri license(s)' section follows, with a note that required fields are marked with an asterisk (\*). It includes a 'Search by' dropdown and four radio buttons: 'License Number' (selected), 'Business Name/Address', 'MO SOS', and 'FEIN'. A 'Search' button is located at the bottom of this section. The entire 'Search for existing Missouri license(s)' section is highlighted with a red box.

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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

I want to apply for an additional license

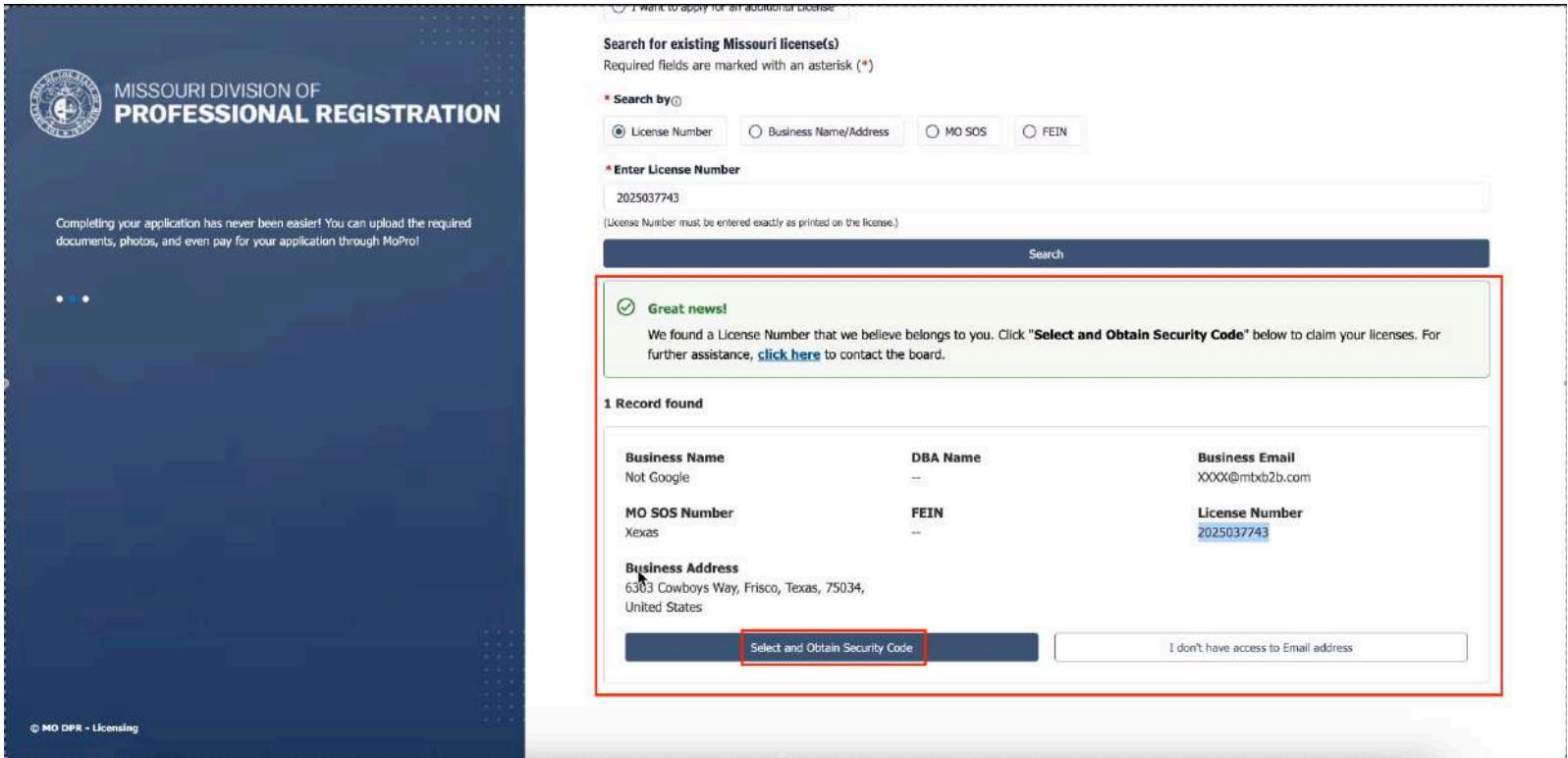
**Search for existing Missouri license(s)**

Required fields are marked with an asterisk (\*)

**Search by**

License Number  Business Name/Address  MO SOS  FEIN

**Search**



The screenshot shows the Missouri Division of Professional Registration website. The search results page displays a record for a business license. A red box highlights the "Select and Obtain Security Code" button, which is located in a callout box above the "Business Address" section. The "Business Address" section is also highlighted with a red box.

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!

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

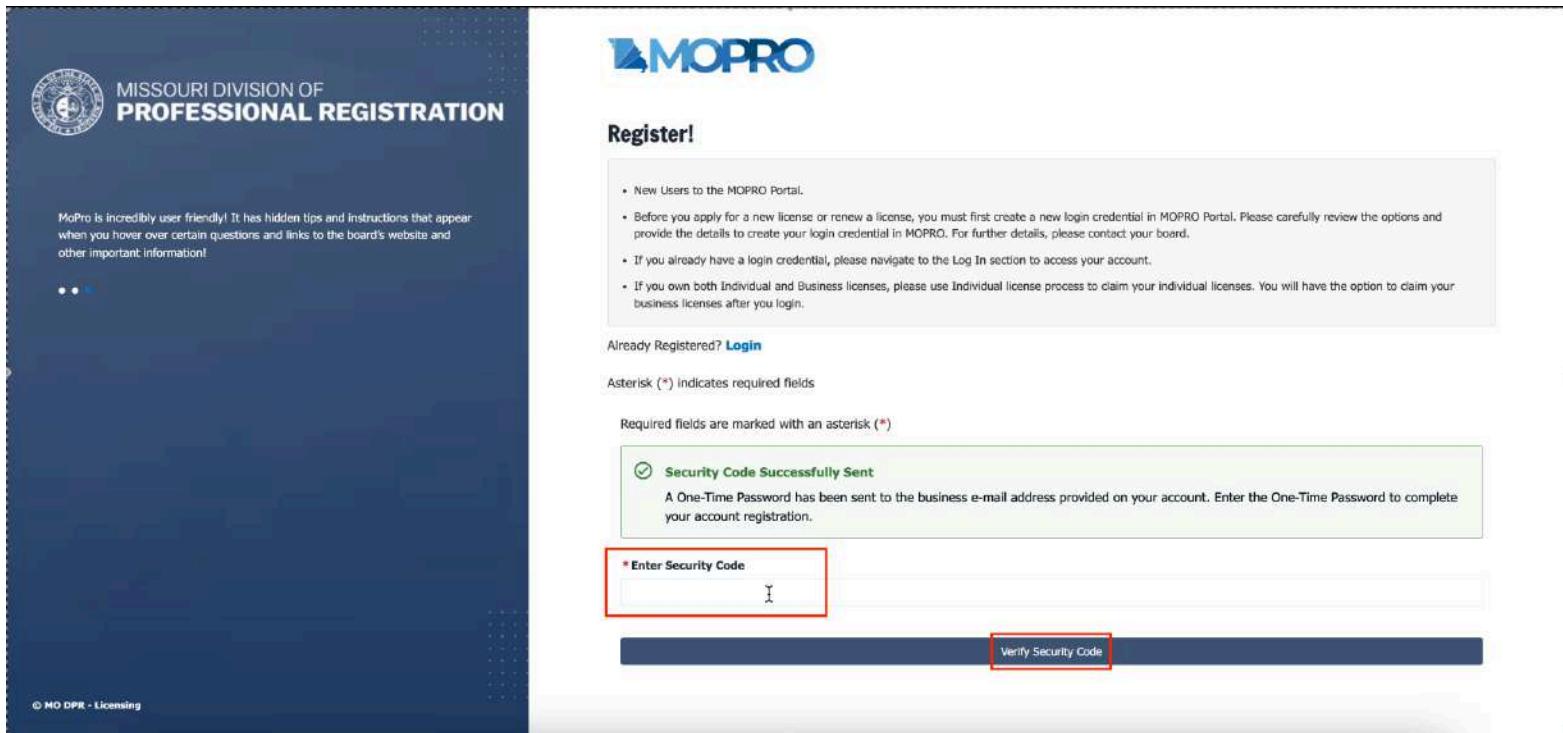
Business Name	DBA Name	Business Email
Not Google	--	XXXX@mtbx2b.com

MO SOS Number	FEIN	License Number
Texas	--	2025037743

Business Address  
6363 Cowboys Way, Frisco, Texas, 75034,  
United States

Select and Obtain Security Code I don't have access to Email address

- 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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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”.



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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 log in.

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

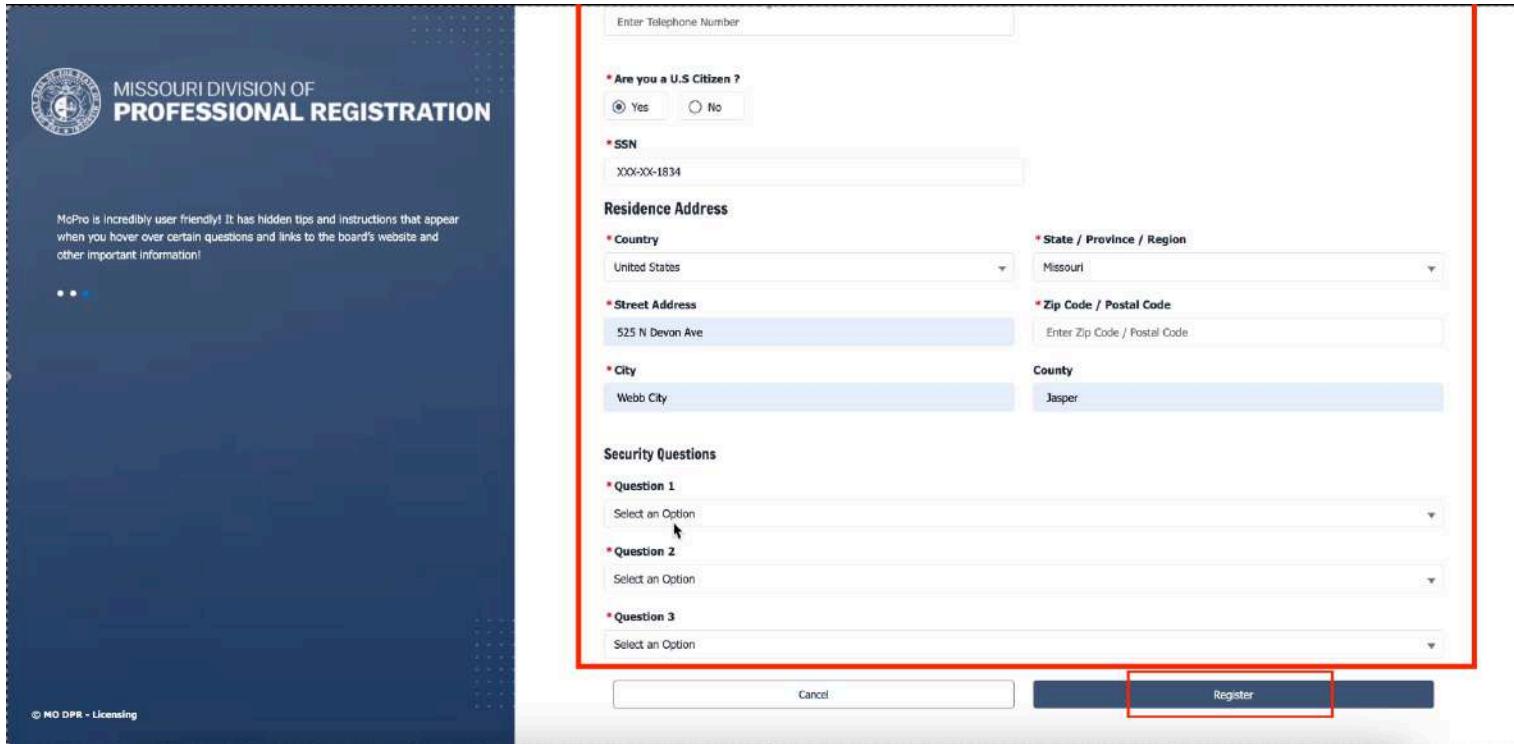
**\* Date of Birth**

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

\* Street Address  
525 N Devon Ave

\* City  
Webb City

\* State / Province / Region  
Missouri

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

\* 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.

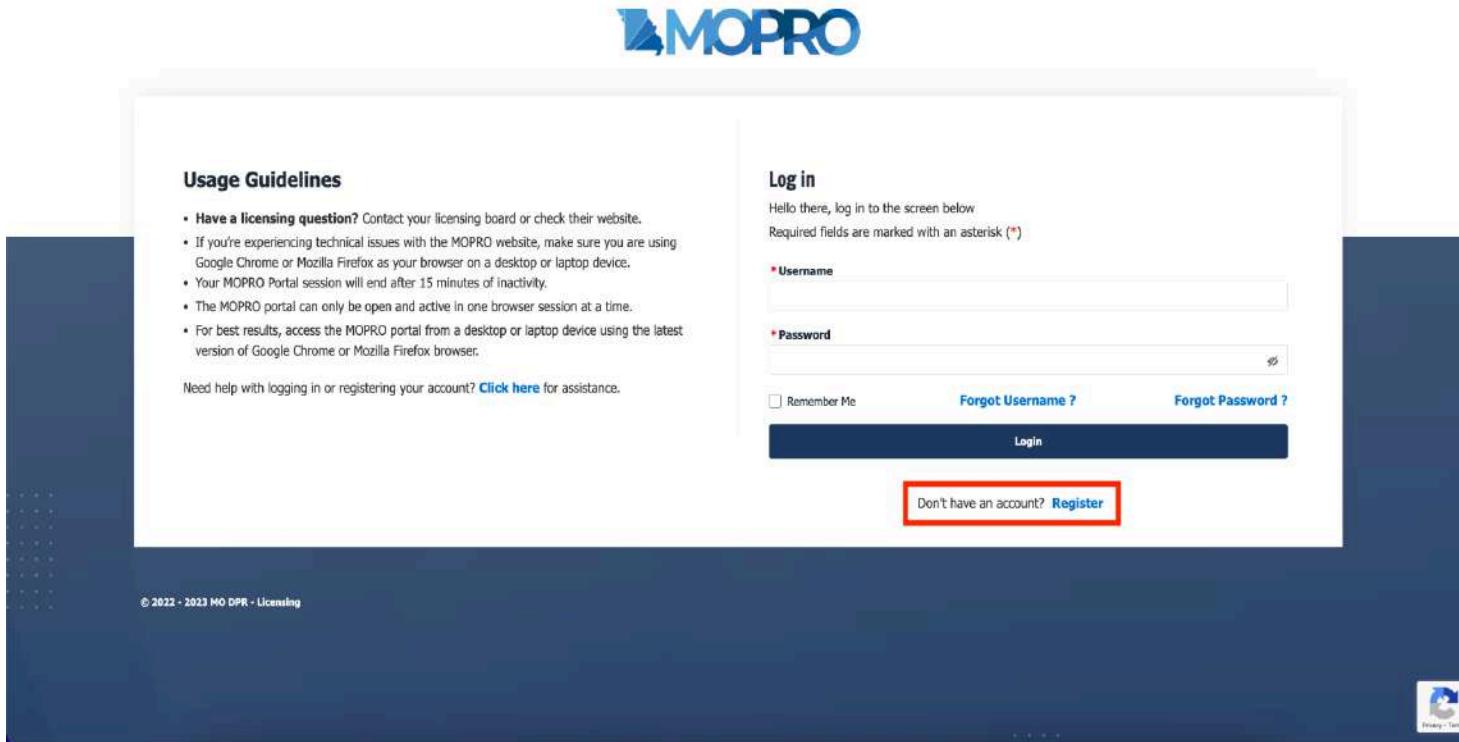
## **Can I register with MOPRO if I have a pending application for an individual license?**

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**



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 log in.

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?**

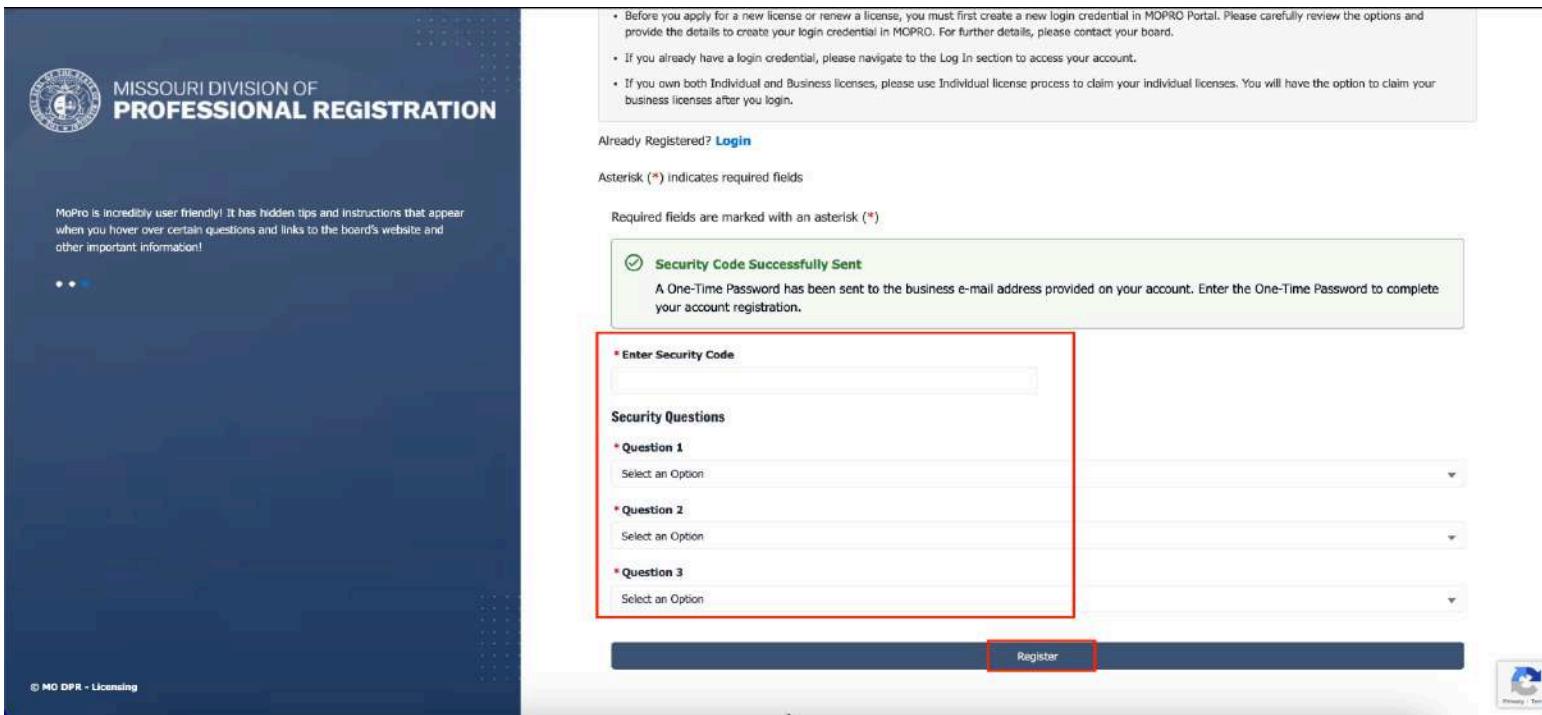
Yes  No

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

XXX-XX-XXXX

**Obtain Security Code**

Privacy - Terms



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 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 log in.

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 | Terms

- 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?

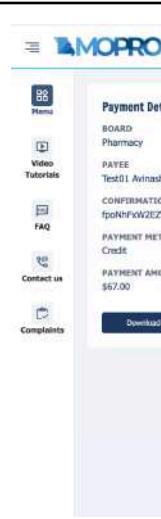
1. Click on My Payments
2. Click on Eye Icon
3. Click on Download Receipt



The MOPRO dashboard features a left sidebar with navigation links: Home, Dashboard, My Tasks, My Licenses, Review License, Pre-licensure Petition, All, My Applications, My Payments (selected), My Business, and Claim Your License. The main content area is titled 'My Payments' and shows a summary with two cards: 'My Payments' (2) and 'Paid' (2). A callout box provides instructions to view payments by clicking the eye icon. Below this is a table of payment details:

Payment Number	Payment Date	Total Amount	Transaction ID	License Type	Application Sub Type	Status	Action
FEE-003846910	1/7/2025	\$67.00	SA-001707457	Intern Pharmacist	New	Paid	
FEE-003846872	1/6/2025	\$47.00	SA-0041707440	Pharmacy Technician	New	Paid	

Top right corner: Switch Account (Tim001 Avrash), User Profile (Tim001 Avrash), and Logout.



**MOPRO**

Test01 Avinash

Test01 Avinash

**Payment Details**

BOARD	LICENSEE
Pharmacy	Test01 Avinash
PAYEE	LICENSE NUMBER
Test01 Avinash	-
CONFIRMATION/CHECK NUMBER	DATE RECEIVED
fpnNPFKX2EZWfP0	1/7/2025, 7:38 AM
PAYMENT METHOD	TRANSACTION ID
Credit	IA-004170457
PAYMENT AMOUNT	
\$67.00	

[Download Payment Receipt](#)

Menu

Video Tutorials

FAQ

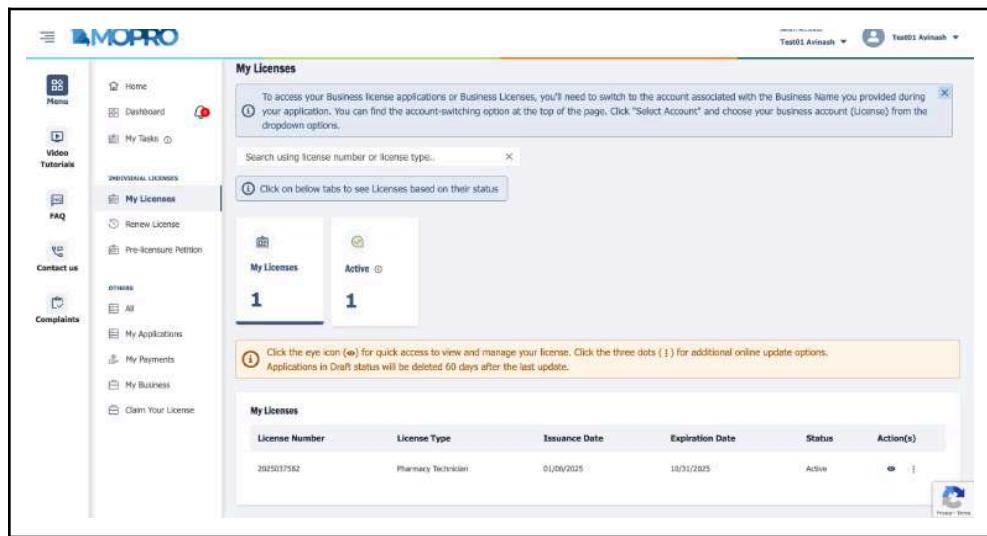
Contact us

Complaints



## 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 shows the MOPRO website's 'My Licenses' page. The left sidebar includes links for Home, Dashboard, My Tasks, My Licenses (which is selected and highlighted in blue), Renew License, Pre-licensure Petition, My Applications, My Payments, My Business, and Claim Your License. The main content area has a search bar and tabs for 'My Licenses' (selected) and 'Active' (1). Below this, a callout box contains the text: 'Click the eye icon (eye) 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.' A table titled 'My Licenses' shows one row: License Number (2025037582), License Type (Pharmacy Technician), Issuance Date (01/06/2025), Expiration Date (10/31/2025), Status (Active), and Action(s) (with a blue eye icon and a three-dot menu icon).

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

**MOPRO**

Test01 Avinash Test01 Avinash

**License Details**

LICENSE TYPE	LICENSE NUMBER	ISSUANCE DATE
Pharmacy Technician	2025037582	1/5/2025
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**

STREET ADDRESS: 123 Main Street CITY: Anytown STATE: NY ZIP: 10001

**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 Avinash Test01 Avinash

**License Details**

LICENSE TYPE	LICENSE NUMBER	ISSUANCE DATE
Pharmacy Technician	2025037582	1/5/2025
EXPIRATION DATE	-	-
10/31/2025	-	-

**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**

STREET ADDRESS: 123 Main Street CITY: Anytown STATE: NY ZIP: 10001

**License Actions**

**Select Amendment Type**

- Select Amendment Type**
- Change of Name
- Change of Current Employment Name/Address/Phone
- Update Lawful Presence
- Change of Address

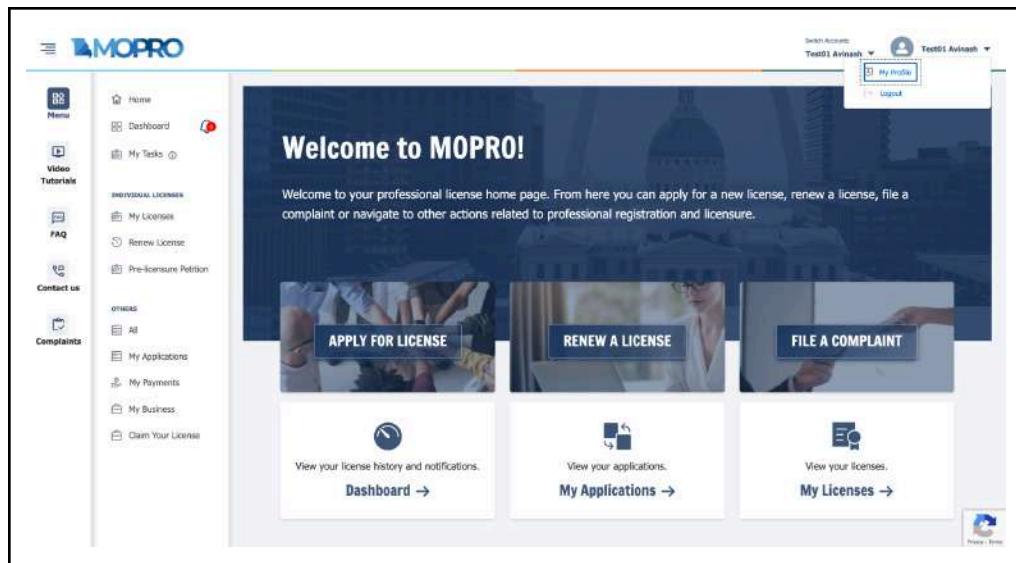
(\*) Please note credit/debit card transactions will incur a processing fee.

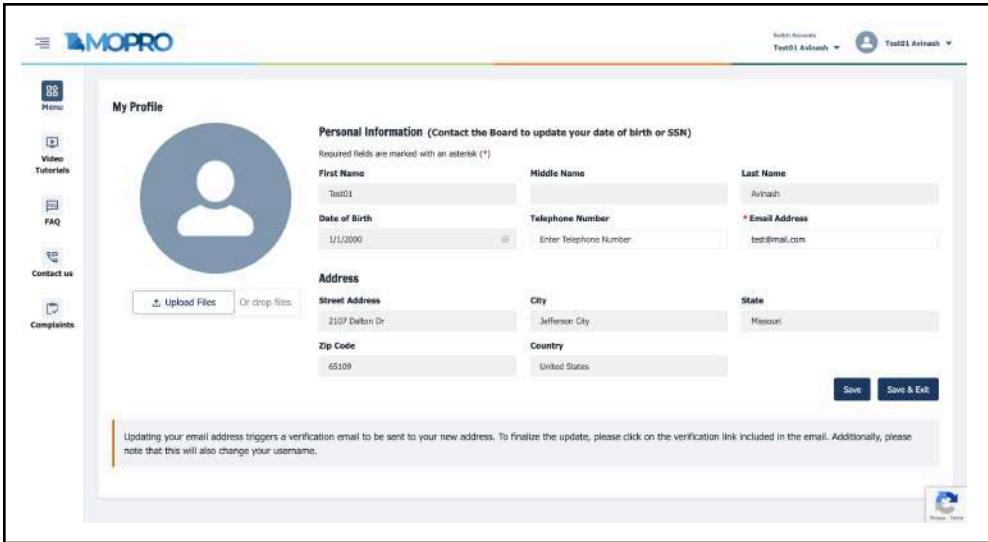
## How do I change the address on my account?

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' section of the MOPRO website. The left sidebar includes links for Home, Video Tutorials, FAQ, Contact Us, and Complaints. The main content area is titled 'My Profile' and contains a large blue circular placeholder for a profile picture. Below this are sections for 'Personal Information' and 'Address'. The 'Personal Information' section includes fields for First Name (Test01), Middle Name (Avinash), Last Name (Avinash), Date of Birth (1/1/2000), Telephone Number (Enter Telephone Number), and Email Address (test@mail.com). The 'Address' section includes fields for Street Address (2107 Delton Dr), City (Jefferson City), State (Missouri), Zip Code (65109), and Country (United States). At the bottom, there is a note about updating the email address and a 'Save' button.

## 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 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...

Click on below tabs to see Licenses based on their status:

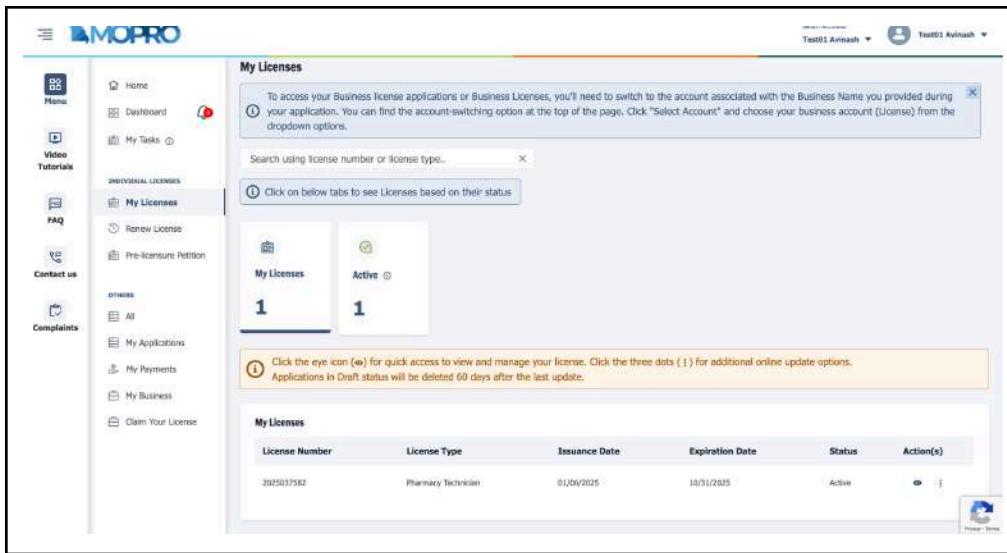
**My Licenses** **Active**

1 1

Click the eye icon (eye) for quick access to view and manage your license. Click the three dots (More) 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	 

**My Licenses**



**MOPRO**

Test01 Avinash 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**

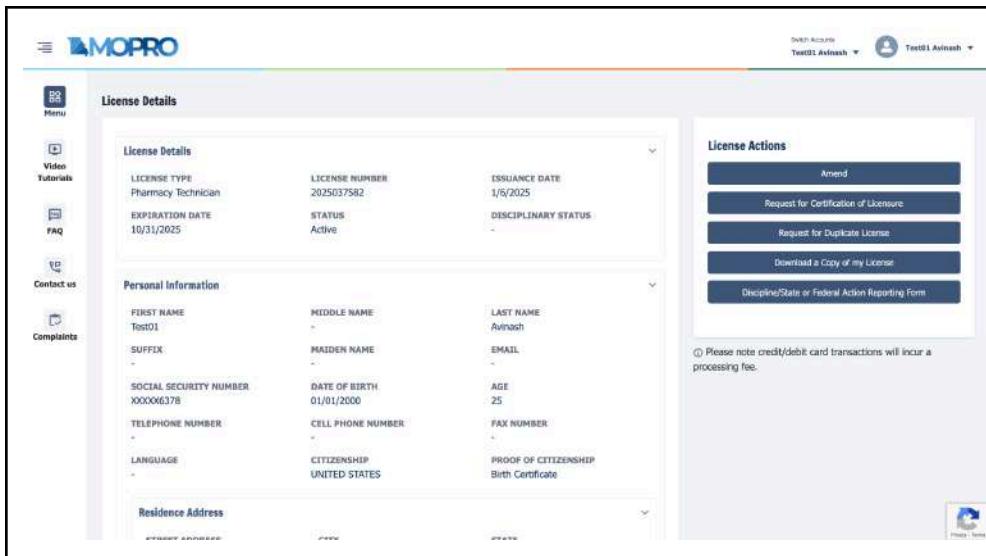
STREET ADDRESS:

ZIP CODE:

**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.



AMOPRO

License Details

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

Personal Information

FIRST NAME: Tom01  
SUFFIX: -  
SOCIAL SECURITY NUMBER: XXXXX6789  
DATE OF BIRTH: 01/01/2000  
AGE: 25  
TELEPHONE NUMBER: -  
LANGUAGE: -  
CITIZENSHIP: UNITED STATES  
PROOF OF CITIZENSHIP: Birth Certificate

Residence Address

License Actions

Amend:

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

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

LICENSE NUMBER:

ISSUANCE DATE:

Select Amendment Type

\* Select Amendment Type

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

[Cancel](#) [Continue](#)

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.

Open Instructions in New Tab

Steps

- Instructions
- Residence Address
- Contact At Address
- Military Questions
- Documents
- Application Review
- Attestation
- Payment

Instructions

License Number : 2025037582

Application Sub Type : Change of Address

Required fields are marked with an asterisk (\*)

**⚠️** If you wish to update your email address, go to the "Profile Section". Updating your email address will result in a verification email being sent to your current email address.

Submit this application to update your Residence or Mailing Address or Contact at Address on your License Record.

\* Select the category of address you wish to update.

Residence Address  Mailing Address  Contact At Address

Save & Exit 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?

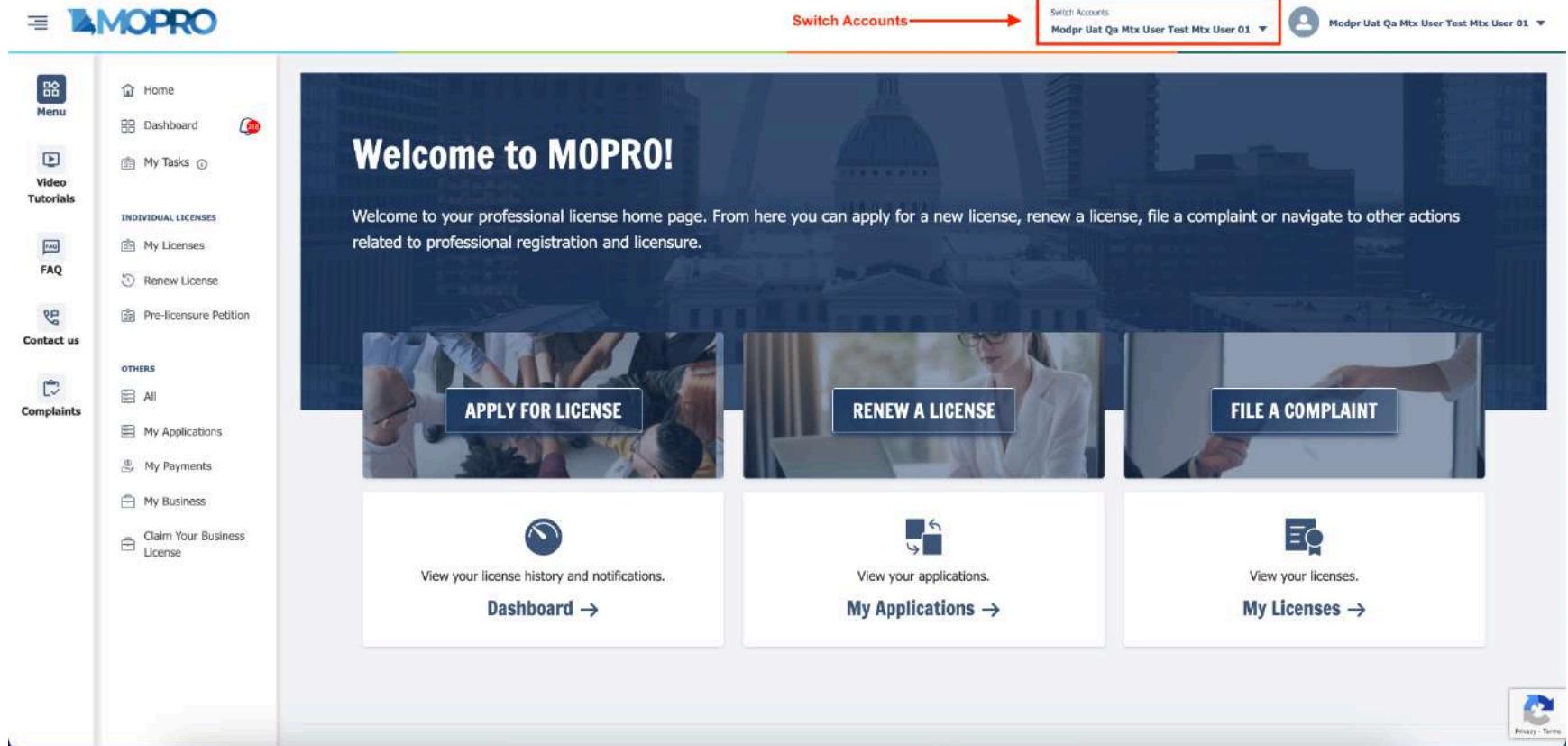
1. Click on Forgot Password
2. Enter the username (which is the email address)
3. An email will be sent with a link to set up the new password
4. Click on the link in the email
5. Enter a new password
6. Confirm the new password
7. Click on Submit to log into the system

## 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.

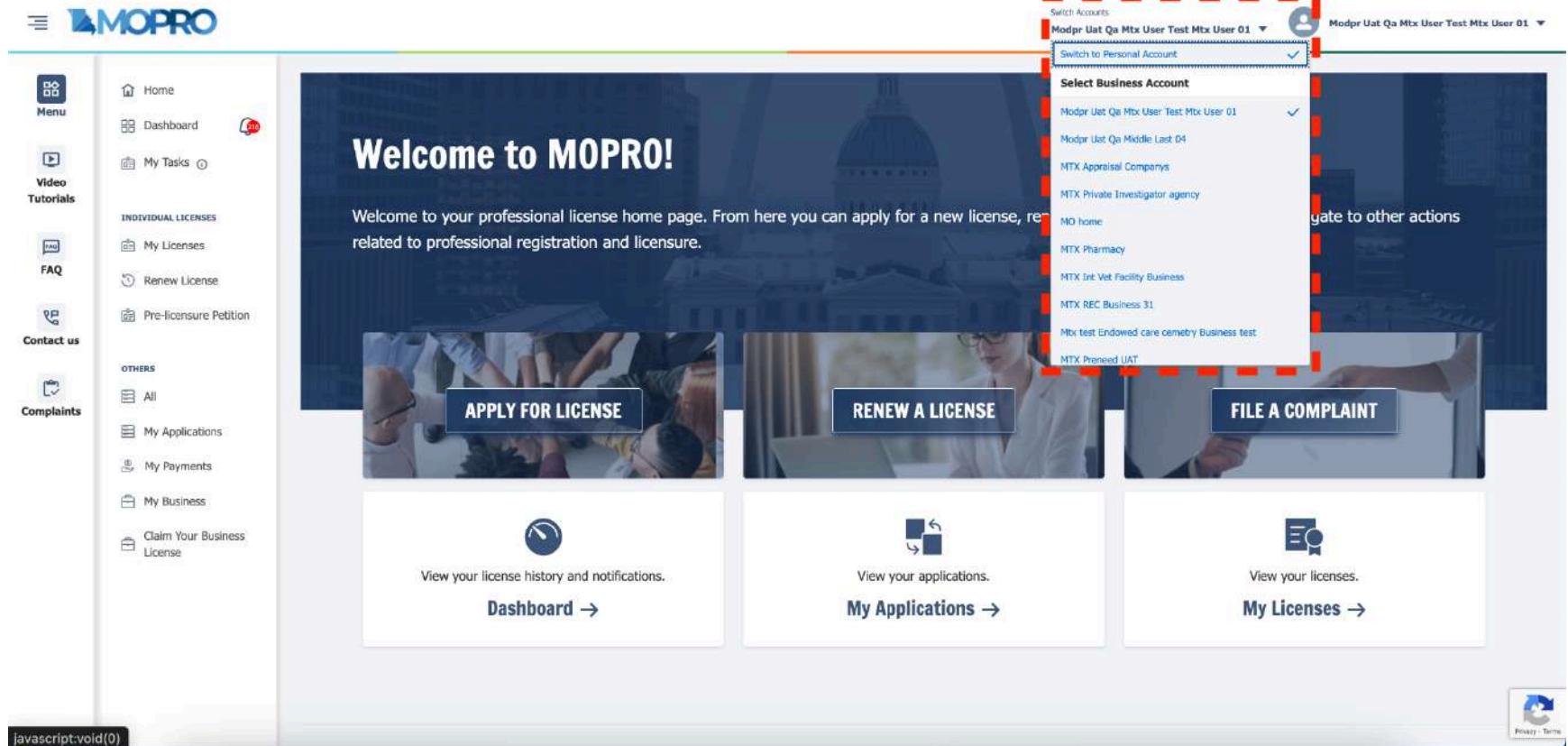
## How do I toggle between accounts?

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.*



The image shows the MOPRO professional license home page. At the top right, there is a 'Switch Accounts' button with a dropdown menu showing 'Modpr Uat Qa Mtx User Test Mtx User 01'. A red arrow points to this button. The main content area features a 'Welcome to MOPRO!' banner with a cityscape background. Below the banner are several call-to-action buttons: 'APPLY FOR LICENSE', 'RENEW A LICENSE', and 'FILE A COMPLAINT'. Further down are three boxes: 'Dashboard →' (with a circular icon), 'My Applications →' (with a square icon), and 'My Licenses →' (with a 'L' icon). The left sidebar contains navigation links for Home, Dashboard, My Tasks, Video Tutorials, INDIVIDUAL LICENSES (My Licenses, Renew License, Pre-licensure Petition), FAQ, Contact us, Complaints, and OTHERS (All, My Applications, My Payments, My Business, Claim Your Business License).

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



The screenshot shows the MOPRO portal homepage. On the left is a sidebar with various navigation links. The main content area features a "Welcome to MOPRO!" message and several action buttons: "APPLY FOR LICENSE", "RENEW A LICENSE", "FILE A COMPLAINT", "Dashboard →", "My Applications →", and "My Licenses →". A red dashed box highlights the "Switch Accounts" dropdown menu in the top right corner. The menu lists several accounts, with "Modpr Uat Qa Mtx User Test Mtx User 01" checked. Other listed accounts include "Modpr Uat Qa Mtx User Test Mtx User 01", "Modpr Uat Qa Middle East 04", "MTX Appraisal Companies", "MTX Private Investigator agency", "MO home", "MTX Pharmacy", "MTX Int Vet Facility Business", "MTX REC Business 31", "Mtx test Endowed care cemetery Business test", and "MTX Preneed UAT".

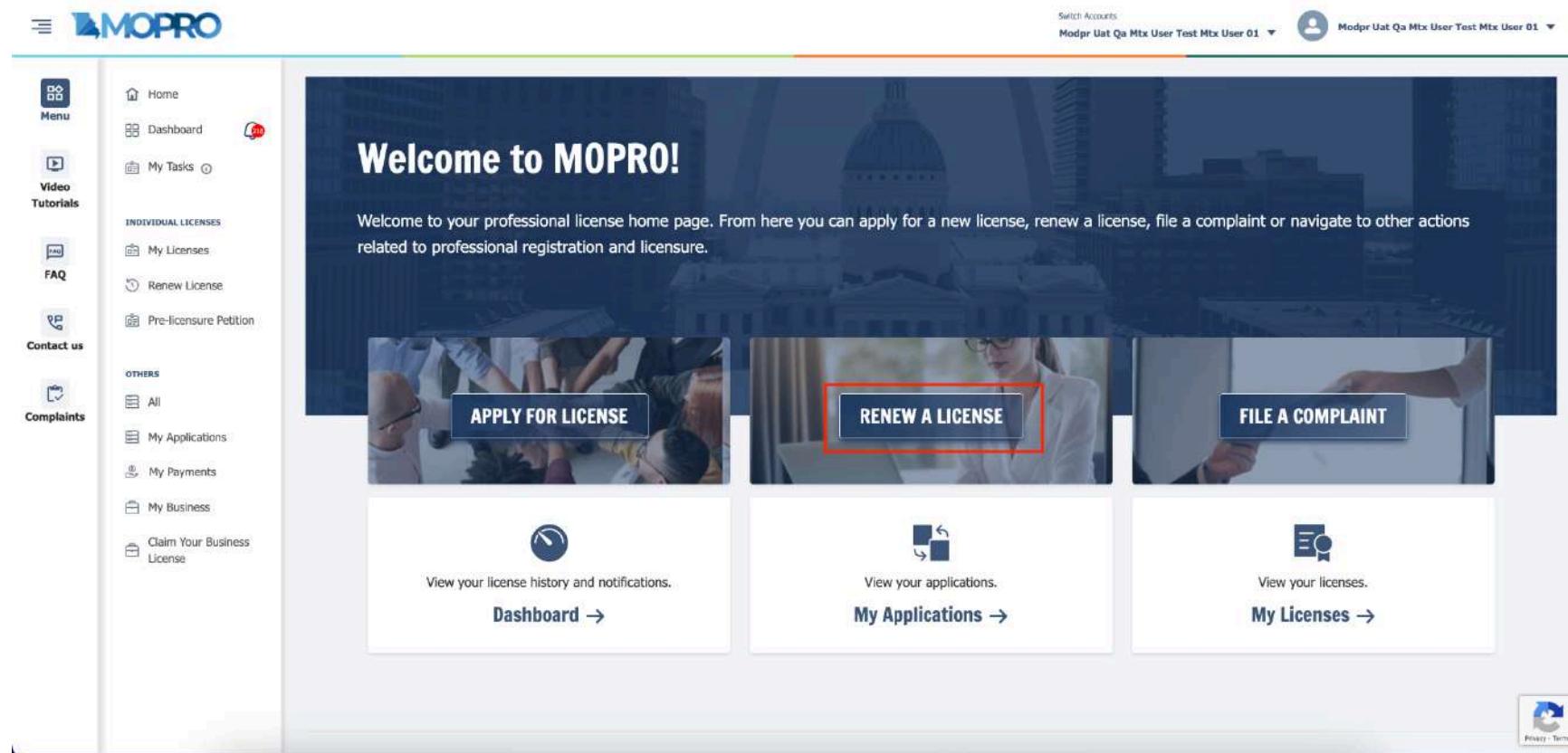
## How do I access a Renewal Application?

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 professional license management system. The top navigation bar includes a 'Switch Accounts' dropdown with 'Modpr Uat Qa Mtx User Test Mtx User 01' and a user profile icon. The main content area features a 'Welcome to MOPRO!' banner with a cityscape background. Below the banner are several buttons: 'APPLY FOR LICENSE', 'RENEW A LICENSE' (which is highlighted with a red box), and 'FILE A COMPLAINT'. The bottom section contains three cards: 'Dashboard' (with a clock icon), 'My Applications' (with a document icon), and 'My Licenses' (with a license icon). The left sidebar contains a 'Menu' with links to 'Home', 'Dashboard', 'My Tasks', 'Video Tutorials', 'INDIVIDUAL LICENSES' (with 'My Licenses' and 'Renew License' sub-links), 'FAQ', 'Contact us', 'Complaints', 'OTHERS' (with 'All', 'My Applications', 'My Payments', 'My Business', and 'Claim Your Business License' sub-links), and a 'Switch Accounts' dropdown with 'Modpr Uat Qa Mtx User Test Mtx User 01' and a user profile icon.

4. Click the Eye Icon to view license details.

**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 - BEHIS	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	👁 ⋮

[Privacy Terms](#)

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@mbxb2b.com

SOCIAL SECURITY NUMBER  
XXXX4567

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.

MOPRO

Switch Accounts  
Modpr Uat Qa Mtx User Test Mtx User 01

Modpr Uat Qa Mtx User Test Mtx User 01

Menu

Home

Dashboard

My Tasks

Video Tutorials

INDIVIDUAL LICENSES

My Licenses

Renew License

Pre-licensure Petition

FAQ

Contact us

Complaints

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**

**RENEW A LICENSE**

**FILE A COMPLAINT**

View your license history and notifications.  
**Dashboard →**

View your applications.  
**My Applications →**

View your licenses.  
**My Licenses →**

Privacy - terms

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.

**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	Draft	Submitted	Approved	Denied	In Progress	Expired	License Issued
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.

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	⋮
Agency Investigator Employee	New	New	PAR-0000462707	Modpr Uat Qa Mtx User Test Mtx User 01		⋮	Resume Withdraw
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	⋮

javascript:void(0)

## 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.

MOPRO

Switch Accounts  
Modpr Uat Qa Mtx User Test Mtx User 01

Modpr Uat Qa Mtx User Test Mtx User 01

Menu

Home

Dashboard

My Tasks

Video Tutorials

INDIVIDUAL LICENSES

My Licenses

Renew License

Pre-licensure Petition

Contact us

Complaints

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

RENEW A LICENSE

FILE A COMPLAINT

View your license history and notifications.

Dashboard →

View your applications.

My Applications →

View your licenses.

My Licenses →

Privacy - terms

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

Switch Accounts  
Modpr Uat Qa Mtx User Test Mtx User 01

**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	👁 ⋮	

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



**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 XXXX4567	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**

① 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.

MOPRO

Switch Accounts  
Modpr Uat Qa Mtx User Test Mtx User 01

Modpr Uat Qa Mtx User Test Mtx User 01

Menu

Home

Dashboard

My Tasks

Video Tutorials

INDIVIDUAL LICENSES

My Licenses

Renew License

Pre-licensure Petition

FAQ

Contact us

Complaints

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

RENEW A LICENSE

FILE A COMPLAINT

View your license history and notifications.

Dashboard →

View your applications.

My Applications →

View your licenses.

My Licenses →

Privacy - terms

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.

**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

1

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
Architect	New	Examination	PAR-0000462773	Aryan Testing I Patidar	Payment Pending	Three dots

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

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

**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	Payment Pending	Draft	Submitted	In Progress
4	1	1	1	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
Architect	New	Examination	PAR-0000462773	Aryan Testing I Patidar	2023-10-10	Withdrawn

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, 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 to the FBI. Alternatively, you may send your challenge directly to the FBI. The FBI will then forward 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

## 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.