

Current Certification/License FAQ's

Q-I need verification of my license sent to another state. How do I get the Board to complete this?

A- If you are in need of license verification, you may submit your request and payment electronically through your [online portal](#). If you are unable to submit electronically, you may submit an Online Processing Waiver Request Form. If approved for a waiver, then you mail send a written request for verification along with any form to be completed (this would come from the jurisdiction that you are applying for licensure) and payment of \$4 (**per verification**) in the form of certified check, money order, or cashier's check issued within the last six months, and made payable to NCSWCLB at PO Box 1043, Asheboro, NC 27204. Generally, requests are processed within 10-14 business days following receipt.

Q-How can I get another copy of my certificate/license?

A- Licensees are now able to print a license from their online profile. Once you have logged in to your [online profile](#), in the Summary section under the certificate heading, you will click print in order to print a copy of your certificate. If you wish to receive an updated certificate from the Board office, you will need to submit a written request with the \$25.00 duplicate license fee via certified check, money order, or cashier's check submitted within six months of issuance.

Q-I'm moving to another state, how do I transfer my exam scores??

A-Exam scores are not sent by the Board office. You will need to contact ASWB to [request an exam score transfer](#). ASWB will provide your score report directly to the state you are applying.

Q-My address has changed. How do I notify the Board? And/Or how do I change my name with the Board?

A- Please notify the Board immediately of any change in contact information (name, address, place of employment, business and home phone). You may download a [Name and/or Address Change Form](#) from the Board's website. If you are changing your name, you will be required to *mail* the form with a copy of updated driver's license, marriage certificate, or other documentation, to the Board at PO Box 1043, Asheboro, NC 27204. If you are only changing your address or other contact information, then you will need to *email* your form to info@ncswboard.gov. Updating with the Post Office or other organizations will not alert the Board to a change in your contact information. You must submit directly to the Board any contact information changes.