

## Bureau of Professional Licensing iCOLA FAQs

The following frequently asked questions and answers (FAQ's) provide helpful information for real estate salesperson applicants who are using the iCOLA online application process to apply for a license.

**Note: Broker applicants cannot apply for a license on iCOLA at this time. All iCOLA users:** This also provides general information concerning logging into iCOLA and other important tips for using the system. Below you will find a list of the questions that follow. Each line is a link that you may click to take you directly to the question you seek, or, you may scan through all the FAQ's to learn more about the iCOLA system.

**1. I don't have a User ID or Password. What should I do?**

You need to create a User ID and Password. The User ID can be anything you choose. Choose something you will easily remember and then **write it down**. The Password must be *exactly* 8 characters and be a combination of letters and numbers. The password cannot be the same as the User ID. Real Estate Broker Companies were mailed User IDs and Passwords in December 2007; if this information has been forgotten or misplaced, request new ones by accessing the iCOLA site. New companies must request User IDs and Passwords by accessing the iCOLA site.

**2. I've forgotten/misplaced my User ID and Password. What should I do now?**

- **Salespersons, Individual Brokers and Associate Brokers:** Access the iCOLA site and reset your User ID and Password. *Do not call the Department* as they **do not** store or have access to your created User ID and Password information.
- **Broker Companies** will need to request a new User ID login and Password.

**3. I entered all the information after I logged in, but now I am getting a blank page. There is no application or text appearing on the screen.**

Change the text size by going to the very top of your screen. Select "view" then select "text size" and make sure the setting is on Medium or Smaller (if Large or Largest is selected, the screen will be blank).

#### 4. **It's asking me to enter my employing broker information but I don't have a broker yet.**

You are not required to name a broker when applying for the salesperson's license on iCOLA **or** when you apply to PSI to sit for the exam. However, you **will** need a broker to be issued a license.

- If you do not have a broker at the time you apply for the salesperson license, leave the broker section blank.
- Later, when you have secured an employing broker, **you and your employing broker** will complete and submit/fax the **Employing Broker Notification form**.

You will **not** be able to re-access your iCOLA application once you have submitted your license application payment and received your receipt.

**Important:** You must have secured an employing broker within one year of applying for the license in order to receive a license using this application and fee. After the employing broker information is received, PSI will mail you the photo pocket license and the Department will mail your employing broker the paper wall license and paper pocket card.

#### 5. **Why does iCOLA ask that I pay a fee different from the exam fee?**

The \$88, \$62 or \$36 license application fee is the fee required for the real estate salesperson license. The fee charged depends on which year of the 3-year license cycle you applied for the license. You are required to use iCOLA to pay for and submit your license application and have the application approved **prior to** taking the examination. If you have had a broker verify their employment relationship with you via iCOLA or by using the Employing Broker Notification form, and you have met all the other requirements, you are eligible to receive the photo pocket license immediately upon passing the examination.

If you qualify to receive a license, Department policy mandates that a full 3-year license be issued. This policy ensures that new licensees receive a license with at least a term of four months (120 days). If your license is issued **after** July 2, 2015:

- The license you receive will expire on 10-31-2018.
- If an insufficient application fee amount was paid when you applied, the Department has mailed you a letter to collect the remaining balance owed.
- Non-payment of the additional money owed will jeopardize your ability to receive the photo pocket license from PSI or any license from the Department.

#### 6. **I completed the application. I'm trying to check out and pay. It wants my bank account information. I don't see where to enter my credit card information.**

Click on the arrow next to "ACH" (ACH is the option you would select if you want to use a bank account to pay rather than using a credit card). "Credit Card" will appear as the next option.

7. **I have a criminal conviction and I applied online more than two days ago, but I still have not received an email from the Department to enable me to schedule my exam.**

Make sure you send or fax (517-373-7179) the **Request for Conviction History** or the **Request for Disciplinary Action** form, to the Department immediately. It may take up to 90 days for the Department to review this information and approve your application.

8. **I just completed my iCOLA online license application but PSI will not let me register to take the test.**

Make sure your online iCOLA **application** was complete and you received a receipt for payment. The receipt contains a confirmation number.

It takes two (2) business days or approximately 48 hours **after the application is approved** before you will receive your emailed authorization to test information for PSI. This email will only be sent if you have completed all the required information and submitted any required additional forms as shown on the checkout page, if applicable.

The email will contain a 6-digit Exam Candidate ID number that you will need to schedule your exam. The email will contain instructions for contacting PSI directly. Again, it is important to remember that you will not receive the email authorizing you to test until any/all requested forms are received by the Department and the iCOLA license application has been approved.

9. **I entered my last name, the last four digits of my social security number and my date of birth. There's a place for a license number – what do I enter there?**

One of these two will apply:

- If you currently hold one of the following Michigan license types, enter your 10-digit permanent ID number: Real Estate Salesperson, Real Estate Associate Broker, Real Estate Broker (individual or company).
- If you **do not** hold one of the above license types, **leave it blank**.

10. **What other processes can I complete online using iCOLA?**

If you are already a licensed **salesperson**, you can transfer to a new employing broker, request a duplicate license, or process a name or address change. When transferring to a new employing broker, remember that the *new broker will have to approve you by logging into his/her iCOLA account*.

Licensed **Brokers** can confirm new applicants or transferring salespersons and request a duplicate license. Associate brokers can change their address, if moving out of Michigan you will be required to submit a "Consent to Service of Process" form. Individual Brokers can change their address as long as it's still in Michigan.

**11. I prefer to pay my bills over the Internet. Can I renew my license on iCOLA too?**

Yes. The Department will send paper renewal reminders that contain information about renewing online and will also publish information on the website regarding how to renew online. Approximately 60 to 90 days before licenses expire, check the Department's website for updated information on renewal procedures. Remember that all licenses and pocket cards are mailed to the broker's main office.

**12. I hold a current real estate license. I would like one of those new photo pocket licenses. How can I get one?**

Photo pocket licenses are **only** being issued by PSI to **new** salespersons at this time.

**13. I have a photo pocket license and have recently transferred my salesperson license to a different employing broker. Do I need to replace the photo pocket license as well?**

No, replacement or updated photo pocket licenses that expired are not currently available for any license type.

**14. I've lost my paper pocket card, how do I get a new one?**

You can request a reprint of your paper pocket card (which comes attached to the paper wall license and is mailed to the employing broker) through the iCOLA site. PSI is not currently reissuing photo pocket licenses to replace a lost or destroyed photo pocket license.