USER GUIDE FOR ORGANIZATION ADMINISTRATORS

An Organization Administrator is an individual who can act on behalf of the business for various purposes including applying or renewing a license; paying invoices; and approving individuals to work for the business. A business can have more than one Organization Administrator but should limit this access to the minimum number of individuals who need to use it on behalf of the business.

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LOGGING INTO THE GATEWAY THE FIRST TIME

1. Go to https://dcagateway.sc.gov/. You will see the page below...

   Welcome to the Licensure Gateway!
   This system is used to provide a single portal to manage licenses and listings. It grants access to printable documents, change of address, online applications and many more features. The Gateway is used to submit all license applications and renewals.

   ![Login Page]

   2. If you have never logged into the system, then you will click on Register Now.

   3. You will enter your name and email address. Then click Next.

   ![Registration Form]

   Each licensee must register in the Licensure Gateway in order to submit applications and maintain licenses and information with the SCDOA. The secure server encrypts your personal information via Secure Sockets Layer (SSL).
4. You will choose a password, then click Next.

Create Account

Please create a Password to access your Gateway. Your Email/Username and Password **MUST** be used to access your Gateway. Keep this information in a secure place.

Name: Jim Copeland
Email/Username: jim@test.com
Password: 
Verify Password: 

Previous | Cancel | Next

5. You will verify the information, then click Next.

Verification

Please review the information below. If any changes need to be made, navigate to the applicable page and make changes. Once all information is correct, continue to create your account.

User Information
Name: Jim Copeland
Email Address / User Name: jim@test.com

Previous | Cancel | Next

6. You will receive a confirmation. Click Exit.

Confirmation

Your account has been successfully created. Be sure to print this page for your records.

User Information
Name: Jim Copeland
Email Address / User Name: jim@test.com

Exit
7. Login with your email and password.

```
Email/Username

Password

Login
```
**BECOMING AN ORGANIZATION ADMINISTRATOR**

1. Once you have logged into the Licensure Gateway (see above instructions), click on Organization Administration.

2. You will enter your personal SSN. The system uses the SSN for to consolidate an individual’s licenses and access to information in the system. See example below for more information. Once entered, click Search.

**Example:** If Joe Smith has a license as a prepaid legal representative for Company A and a license as a motor club representative for Company B, but is also an Organization Administrator for Company C, all of that access will be visible on Joe’s home page based on his SSN.
3. If your SSN is in the system, your information will appear. If not, then click Continue.

4. Using the drop down arrow (or begin typing), select your business from the list. **SOME BUSINESSES HAVE VERY SIMILAR NAMES; BE SURE YOU ARE SELECTING THE CORRECT BUSINESS AND THE ADDRESS IS CORRECT!!**

5. You will be returned to the Home page and see a banner indicating a Pending Admin Request has been found. **NO BUSINESS INFORMATION WILL BE VISIBLE YET.** The Department will approve your admin request promptly but you may have to log back in later.
6. After your admin request is approved, you can log back in and the system takes you straight to the home page where you should see your business(es) listed in a table. Click on the business name.

Jim Copeland

7. Your company page will load and you will see any active licenses for your business.

You can also see any representatives who are active for your business, any pending applications for representatives, as well as invoices.
APPLYING FOR A LICENSE / CERTIFICATE OF AUTHORITY / REGISTRATION

SCDCA recommends that you have any required documents saved electronically on your computer so that you can upload them during the application process.

1. Once you have logged into the Licensure Gateway (see above instructions), you will immediately see your home page:

   ![User Options and Apply for License](image)

   **NOTES ABOUT BACKGROUND CHECK BUTTON**

   - You will be able to see whether SCDCA has a background check on file for you. If we do not, the button will be red. This does not mean you have to provide a background check.
   - If you are required to submit background check information, that will be listed in the items required during the application process.

2. Click on User Options and then click on Apply for License
3. You will see a list of programs.

4. Click on the program and then click on the proper license type. If you are trying to apply for a license that is not available, you will receive an error message and will need to submit the paper application available on our website at www.consumer.sc.gov.

5. Follow the instructions and the system will walk you through the application process.
UPLOADING DOCUMENTS TO THE GATEWAY

1. To be able to upload files for an organization the user has to be a Company Administrator. On the user home page under the “Organizations” tab will be the organization. Click on the organization to go to the Organization home page.
2. On the Organization home page, under contact info/ licenses, the license will appear. Click on the License and it will redirect to the License home page. This page shows the current application, any files that have been uploaded, and the status of the application.

Test Motor Club

3. Click on the “Current Application” to upload documents.
4. After clicking the “Current Application” it will show the progress of the application. If any files have to be uploaded the option will be available under “Actions”. Click the “Upload” button to upload a file. Once a file has been uploaded, it can be viewed by clicking “View Files”.

Test Motor Club » Motor Club » H7BW-9ERQJR
APPROVING AN UNAUTHORIZED REPRESENTATIVE

1. Once you have been approved as an Organization Administrator (see above instructions), log into the Licensure Gateway https://dcagateway.sc.gov/ and click on the Organization Name.

2. You will see all representatives that are currently active under the Representatives tab. Click on Unauthorized Apps to see which ones need to be approved.
3. Check the box for any representative applications you want to approve or deny.

![Image showing application list]

4. Then click on the proper button.

![Image showing application list after approval]

5. On the next screen, you will be asked if you are sure you want to approve. Click Approve to continue.

![Image showing approval confirmation]

6. You will return to the Home screen. Now you are ready to pay the invoice.
Paying Invoices

Paying By Credit Card

1. Log into the Licensure Gateway [https://dcagateway.sc.gov/](https://dcagateway.sc.gov/)

2. Click on the name of the Company.
3. Click on the Pending Invoices tab. Check the box for the representative(s), counselor(s), location(s) or company/companies whose invoice(s) you wish to pay.

Note: If the checkbox is not available, you may need to approve the application first or you may have already printed an invoice for that application.

4. When you have selected the invoice(s) you wish to pay, click “Pay Selected Invoices”
5. Select Pay Online Now.  
   (Click here to see instructions for paying by check)

6. Read the Confirm Selected Payment Type disclosure, then select Pay Online Now.
7. Enter the required customer information, then select Next.
8. Enter the required credit card information, then select Next.
   **Note** – No spaces or hyphens are required when entering the credit card number.
9. Review all payment information. You may edit billing and payment information before submitting. After reviewing, select Submit Payment.

NOTE: DO NOT HIT YOU BACK BROWSER BUTTON WHILE PAYMENT IS PROCESSING!
10. Print a copy of the Payment Receipt Confirmation for your records, then select Continue.
11. You may print the Application Receipt for your Records, then select Exit/Go Home.

Application Receipt

Please print this page for your records as it serves as your receipt. Please note that payment does not construe licensure.

Processed Date: 03/19/2018 12:40:35 PM
Confirmation: LMS-WYU-BPDG7
Payment Type: Credit Card
Account Last 4: 1111

Prepaid Legal Representative - Initial Application: 1 @ $40.00 - $40.00
Total: $40.00

12. You are now at the Home Page. If you click on Paid Invoices, you will see the invoice(s) paid and the date paid.
13. See the invoice(s) paid below and the date paid. Logout of the “Licensure Gateway”

Paying by Check
1. Select “Send Check for Money Order.”
   (Click here to see instructions for paying by credit card)
2. On the next screen, click on Send Check.

3. When this screen appears, click on Print This Page.

- Make the check payable to S.C. Department of Consumer Affairs.
- Make sure the amount of the check matches the amount of the invoice.
- Write the batch number on the check to ensure the fees are applied correctly.
- Include the invoice with the check.
**PRINTING CERTIFICATES**

If you click on the tile:

the certificate page will load and you will see an option to Print Certificate of Approval. Click the blue button to access your Certificate, then print and post the Certificate accordingly.

**NOTE: FOR REGISTERED CREDITORS**, you must click on each location to print the certificates for that location. After you click on the location, follow the instructions on this page to print each certificate. Use your browser’s back button and repeat as necessary for each license and then each location.