# USER GUIDE FOR INDIVIDUAL LICENSEES

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LOGGING INTO THE GATEWAY THE FIRST TIME

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

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.
4. You will choose a password, then click Next.

Create Account

You will verify the information, then click Next.

Verification

You will receive a confirmation. Click Exit.

Confirmation
7. Login with your email and password.

Email/Username

Password

Login
APPLYING FOR A NEW 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:

   ![Home page screenshot]

   **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

   ![Apply for License screenshot]
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.
**RENEWING 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. If you have logged into the Licensure Gateway before, skip to instruction #5. Otherwise, when you log in, you will see:

   ![Gateway Welcome Screen](image1)

   - Click on “Find My License”

   ![Gateway Welcome Screen with Find My License highlighted](image2)

2. Enter your name and Social Security Number. Then select Next.
4. After the system verifies your information, click Continue.

5. Next you will see your home page:
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.

6. Select “Expanding soon! Click here to renew.”
7. Select Renewal Application

8. Follow the instructions and the system will walk you through the application process. If you already have a license in the system, some information will be populated. Please verify this information during the application process.
UPLOADING DOCUMENTS TO THE GATEWAY

1. After logging on to the Gateway and filling out an application, on the gateway home page, under contact info/ licenses, the pending license will appear.

2. 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. Click on the “Current Application” to upload documents.
3. 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”.

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<table>
<thead>
<tr>
<th>Item</th>
<th>Instructions</th>
<th>Status</th>
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<tbody>
<tr>
<td>Application Received</td>
<td></td>
<td>✓ Complete</td>
<td></td>
</tr>
<tr>
<td>Payment Received</td>
<td></td>
<td>✗ Incomplete</td>
<td></td>
</tr>
</tbody>
</table>

Back to License
EDITING YOUR CONTACT INFORMATION

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

2. Click on Edit Contact Info.

3. You can edit your Addresses, Contact Numbers, and Social Media by clicking on Edit.
**PRINTING CERTIFICATES**

If you click on the licenses 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.

On this page, you can also:

- See your current status and number of days until the license is scheduled to expire
- Open documents in your file, including confirmation of your application
- See your other applications