

## USER GUIDE FOR INDIVIDUAL LICENSEES

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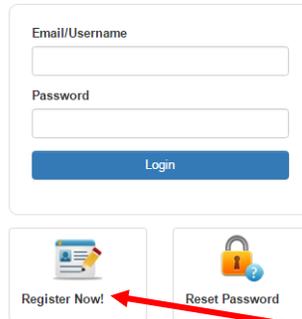
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## LOGGING INTO THE GATEWAY THE FIRST TIME

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.



Email/Username

Password

Login

Register Now!      Reset Password

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.

Each licensee must register in the Licensure Gateway in order to submit applications and maintain licenses and information with the SCDCA. The secure server encrypts your personal information via Secure Sockets Layer (SSL).

Please enter the following information to create your user profile.

\*Name:

First  Middle  Last  Suffix

\*Email Address:\* 

\*Verify Email Address:\* 

*\*SCDCA may use your email address to communicate with you. Please keep this information current.*

Cancel

Next

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:**

**Password:**

**Verify Password:**

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

6. You will receive a confirmation. Click Exit.

## Confirmation

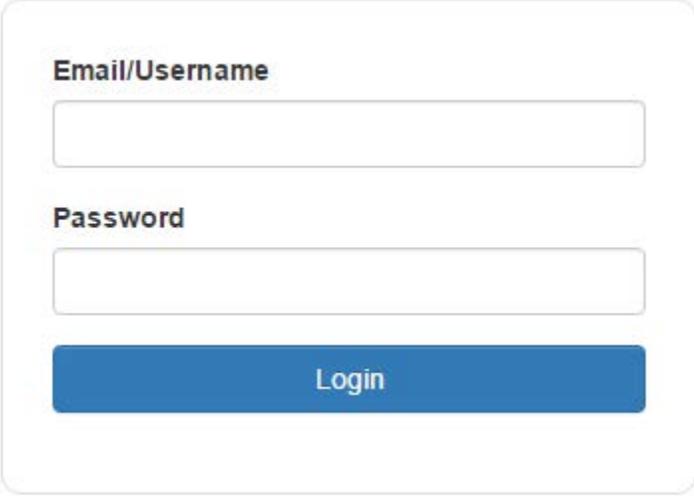
Your account has been successfully created. Be sure to print this page for your records.

**User Information**

**Name:** Jim Copeland

**Email Address / User Name:** jim@test.com

7. Login with your email and password.

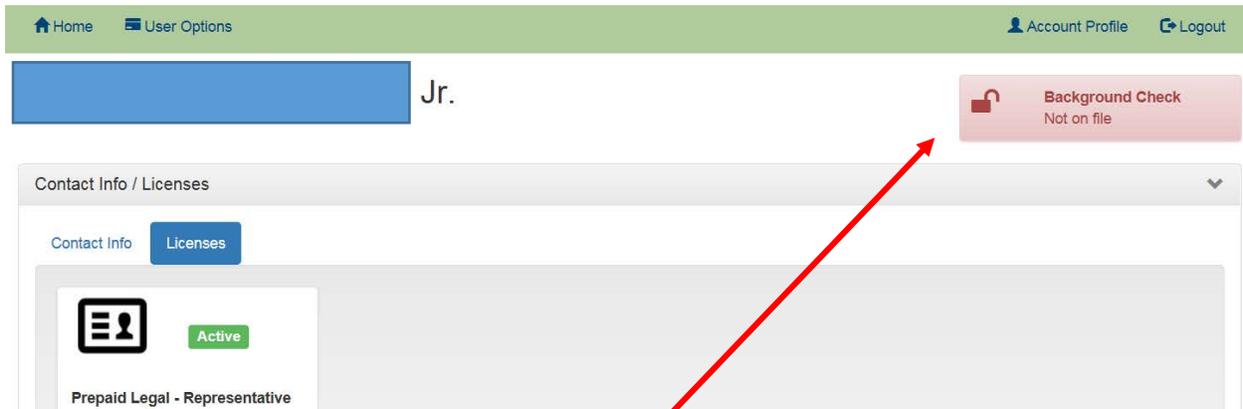


The image shows a login form with a light gray border and rounded corners. It contains three main elements: a label 'Email/Username' above a white text input field, a label 'Password' above another white text input field, and a blue rectangular button with the text 'Login' centered on it.

## 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.

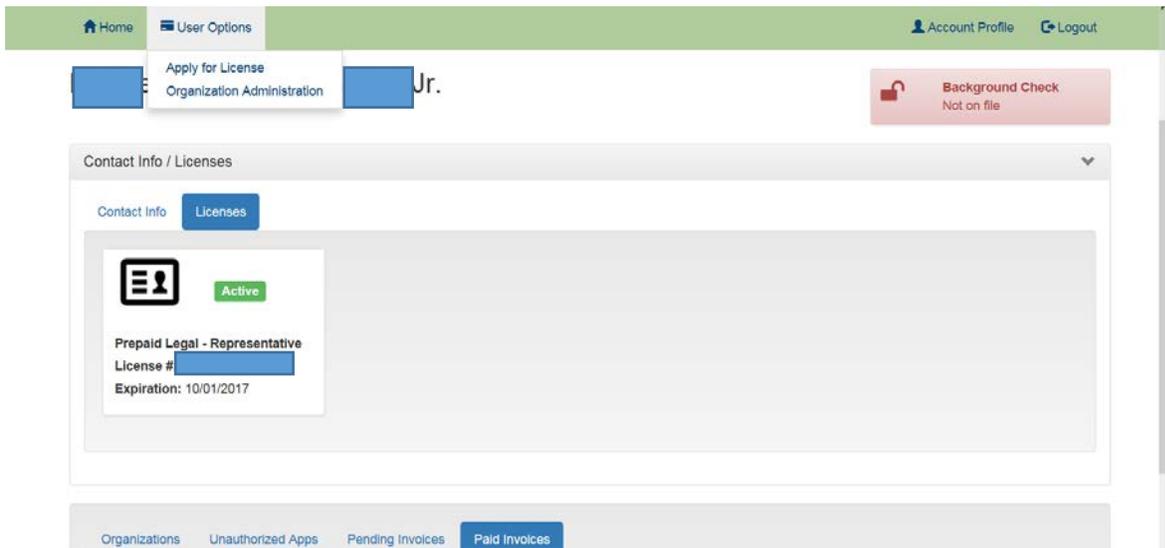
1. Once you have logged into the Licensure Gateway (see above instructions), you will immediately see your home page:



### 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.



## Application Home

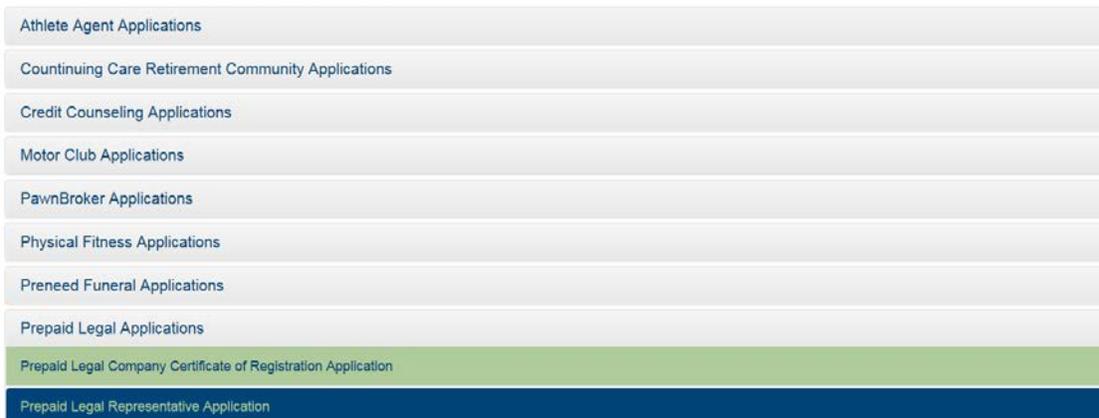
Please select the Application Type, and then select the application.



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](http://www.consumer.sc.gov).

## Application Home

Please select the Application Type, and then select the application.

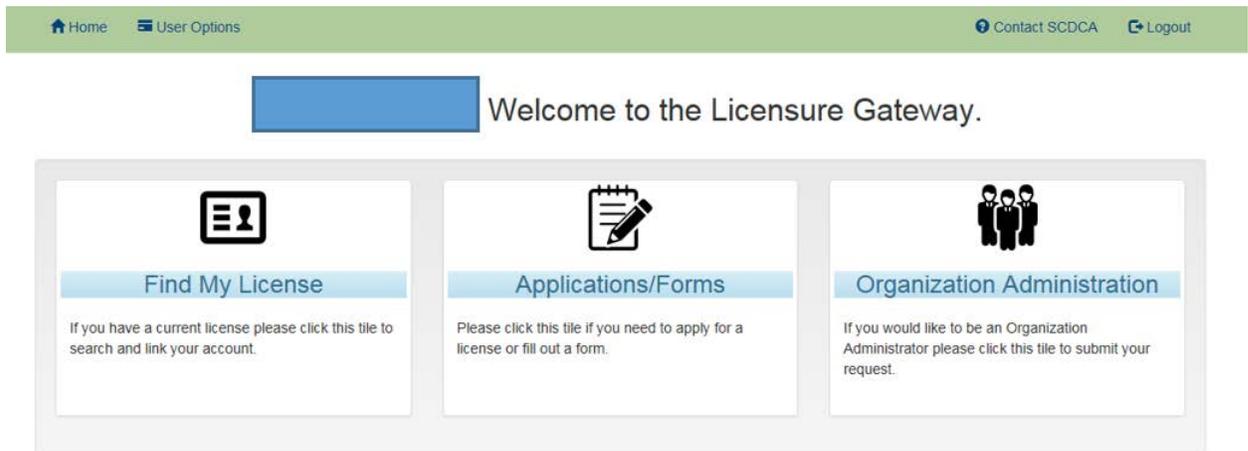


5. Follow the instructions and the system will walk you through the application process.

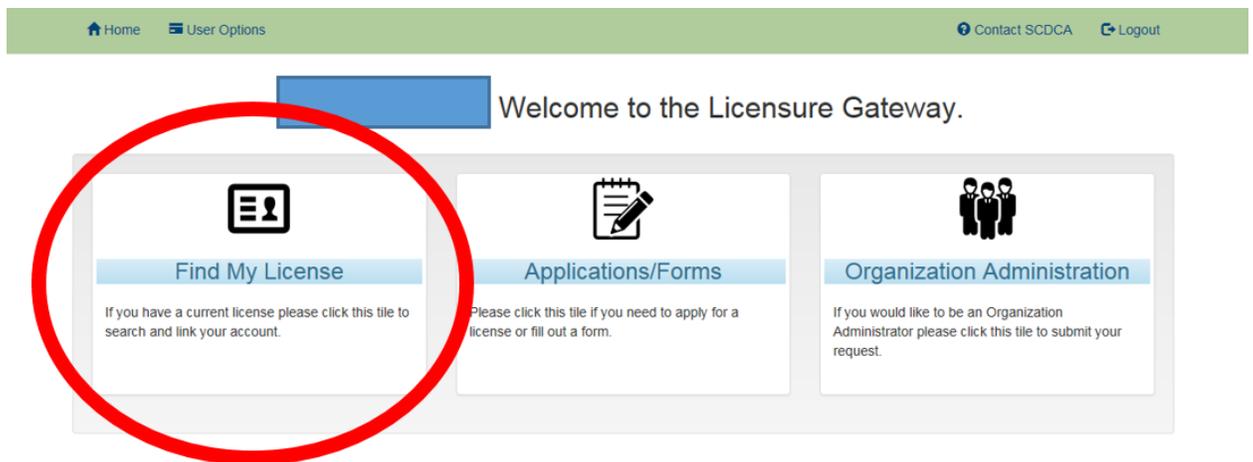
## RENEWING A LICENSE / CERTIFICATE OF AUTHORITY / REGISTRATION

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:



2. Click on "Find My License"



3. Enter your name and Social Security Number. Then select Next.

## License Search

Name:  Middle

**Search By Social Security #**

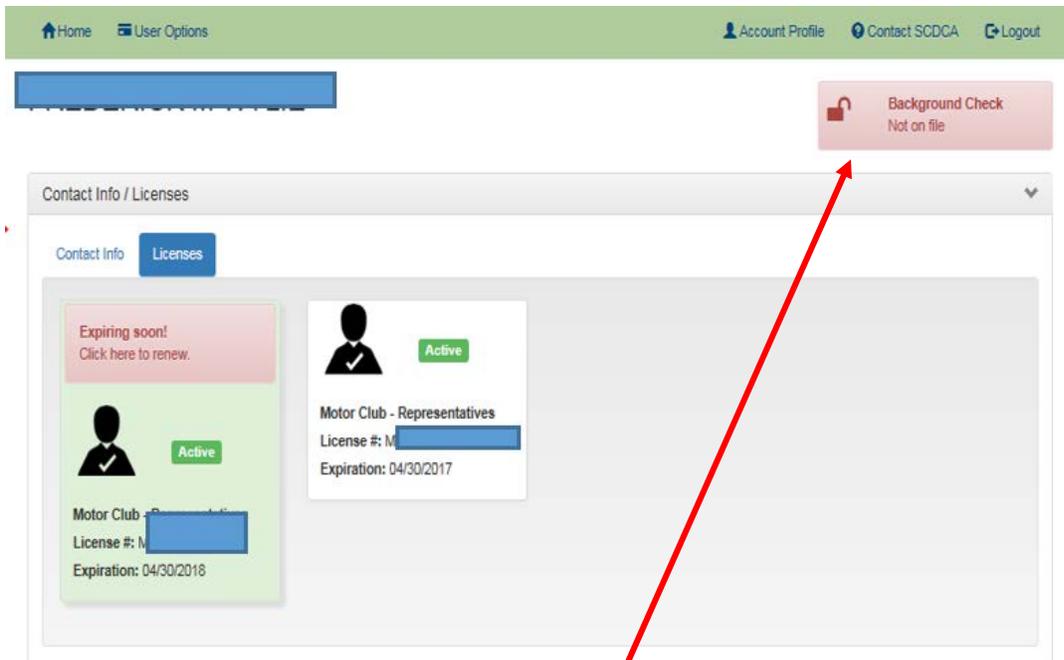
The South Carolina Department of Consumer Affairs uses your Social Security Number as a method for authenticating and restricting access to Licensing Information. All information provided to the South Carolina Department of Consumer Affairs is encrypted using a secure session established with Secure Socket Layer (SSL) along with Industry Standard Data Encryption.

Social Security #:

4. After the system verifies your information, click Continue.

The screenshot shows a modal dialog box titled "License Found" with a green header. The text inside the dialog reads: "Please click Continue to Link your License and to be redirected to the Representative home page." Below the text is a "Continue" button. A large red arrow points from the left towards the "Continue" button. The background of the page is dimmed, showing the "License Search" form with the "Search By Social Security #" button highlighted in blue.

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 “Expiring soon! Click here to renew.”

Home User Options Account Profile Contact SCDC Logout

Background Check Not on file

Contact Info / Licenses

Contact Info Licenses

Expiring soon! Click here to renew.

Active

Motor Club - Representatives  
License #: M [redacted]  
Expiration: 04/30/2017

Active

Motor Club - Representatives  
License #: M [redacted]  
Expiration: 04/30/2018

7. Select Renewal Application

Home User Options Account Profile Contact SCDC Logout

Motor Club - Representatives

Expiring soon! See Options for renewal application.

License #: M [redacted] Date Issued: 05/23/2016

Status: Active Expiration: 04/30/2018

Print Certificate of Approval 66 Days Remaining

Renewal Application

Files

No files are available at this time.

Current Applications

No application history is available at this time.

- 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.

**Licensure Gateway**  
SOUTH CAROLINA  
DEPARTMENT OF CONSUMER AFFAIRS

Home User Options Help/Support Account Profile Logout

**Test T User** Background Check Not on file

Contact Info / Licenses

Contact Info Licenses

**Pending**

**Motor Club - Representatives**  
License #: MCR-464213  
Expiration:

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.

**Test T User** » Motor Club - Representatives

License #: MCR-464213  
Status: **Pending**

**Options**  
No options are available at this time.

**Current Applications**

**USER-CNFWQS**  
Type: Initial  
Status: **Under Review**  
Last Update: 4/28/2016 1:47:24 PM

**Files**

**Date:** 04/28/2016  
Application Confirmation - USER-CNFWQS

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”.

## Test T User » Motor Club - Representatives » USER-CNFWQS

Item	Instructions	Status	Action
Application Received		✓ Complete	
Payment Received		✗ Incomplete	

[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.

The screenshot shows the top navigation bar with 'Home', 'User Options', 'Account Profile', and 'Logout'. Below the navigation bar is a blue bar with a profile picture placeholder and the name 'Jr.'. To the right is a red box labeled 'Background Check Not on file'. The main content area has a dropdown menu titled 'Contact Info / Licenses'. The 'Contact Info' option is circled in red. Below the dropdown, there is a profile card for 'Prepaid Legal - Representative' with an 'Active' status.

2. Click on Edit Contact Info.

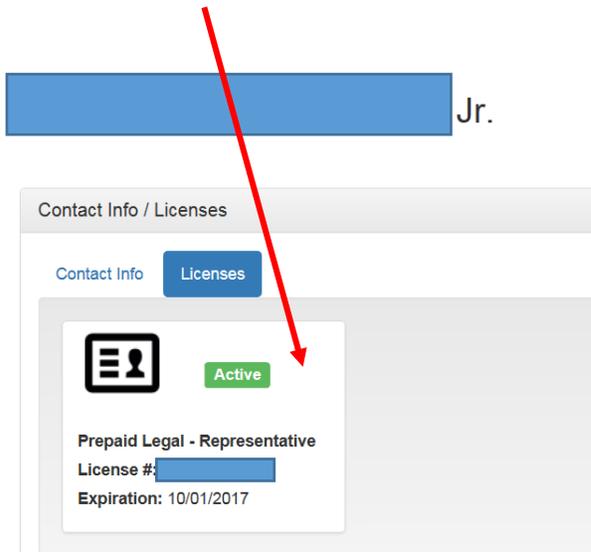
The screenshot shows the 'Contact Info / Licenses' page. The 'Contact Info' tab is selected. The page displays various contact details: Physical Address (1234 Main St, Apt 408, Columbia, SC 29205, Richland), Mailing Address (1234 Main St, Apt 408, Columbia, SC 29205, Richland), Home, Mobile, Work, Billing, and Fax numbers, and Email (@test.com). There are also fields for Website, Facebook, Twitter, and LinkedIn. The 'Edit Contact Info' button is circled in red.

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

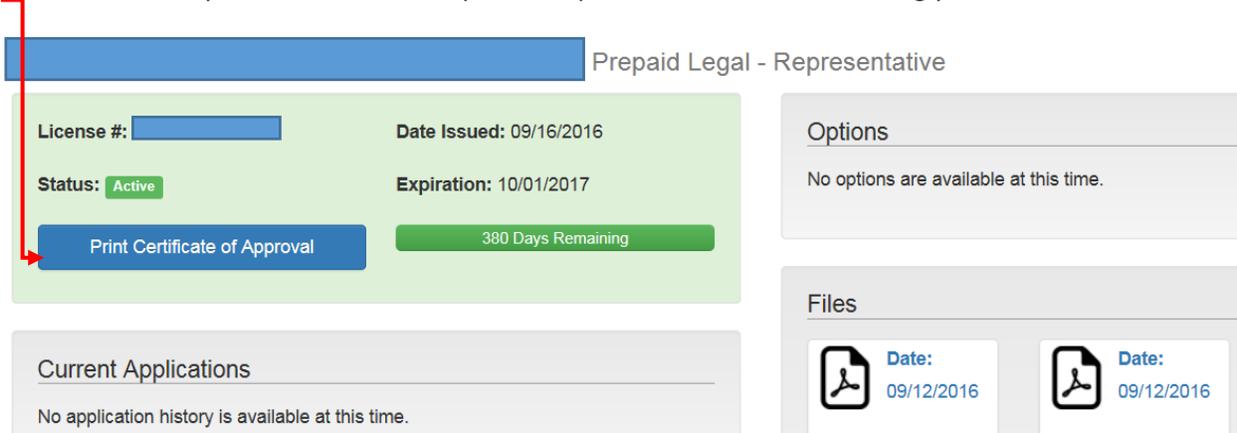
The screenshot shows three sections: 'Addresses', 'Contact Numbers', and 'Social Media'. The 'Addresses' section has three columns: Physical Address, Mailing Address, and Billing Address. The 'Contact Numbers' section shows Home and Work numbers. The 'Social Media' section shows Website and Facebook links. The 'Edit' buttons in each section are circled in red.

## 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