

The Funeral Director credential renewal period is open and you have a little over a month to renew your license. The renewal period runs through Thursday, December 14th. If you recently renewed, please disregard this reminder.

For current license holders who need to renew, DSPS has created an account for you in its new online, self-guided licensing platform [license.wi.gov](https://license.wi.gov).

LicenseE has been working well for credential holders renewing their licenses with Wisconsin DSPS. However, the department has identified that logging into LicenseE early in the renewal process, to verify you can access the site and create a password, is an important step in ensuring a quick and easy renewal. Please see the instructions for verifying LicenseE access below.

#### **Instructions for logging into LicenseE for the first time:**

- **PLEASE DO NOT** register for a new account.
- From the landing page, click “Forgot/Change Password?”
- Enter the unique username DSPS created and sent to you in an email on 11/12/23
- Complete the process by clicking the “Change or Reset Password” button. The password reset information will be emailed to you *(It is important to note the email will be sent to the address DSPS has on file for you. To update your email address on file with DSPS, please submit a support ticket by clicking “Request Support” in the blue banner on the top of the [LicenseE home page](#). Provide your name, date of birth, the last 4 digits of your SSN and the new email address. Support tickets are typically answered within 10 days of receipt).*
- Reset password.

#### **Renewal:**

- After resetting your password, log back into your LicenseE account and click “Renew My License”.
- Select the credential to renew and complete all steps in the renewal process. You will receive a confirmation email once your license is renewed.

#### **Returning LicenseE Users:**

- If you have logged into LicenseE before, log-in with your username and password and proceed to “Renew My License”.

For more information, please see the [LicenseE Renewal Instructions](#).

DSPS first contacted you with these renewal instructions and information on 11/12/23 and a secondary message was delivered to Funeral Director license holders on 11/21/23. According to DSPS data, 79% of recipients opened that initial email. So far 174 have renewed their license as of 11/21/23.

DSPS notes that from the department’s experience with previous occupation renewals through LicenseE, some people will likely run into problems resetting their password and establishing access

to their LicenseE account. Therefore, DSPS wants to stress the importance of logging in and checking on access early in the renewal period.

Finally, anyone having difficulty with LicenseE can **visit [license.wi.gov](https://license.wi.gov) and click “request support” in the top navigation bar**. This creates a ticket that flows into DSPS staff work queues and is the best way to resolve any challenge or answer any question related to professional licensing and renewal.

Thank you for your cooperation.