

OREGON BOARD OF PHARMACY  
2010/2011 CERTIFIED OREGON PHARMACY TECHNICIAN  
FREQUENTLY ASKED QUESTIONS (FAQ'S)

**License Renewal:**

**It is the responsibility of every Certified Oregon Pharmacy Technician to ensure they read the following information concerning the Certified Pharmacy Technician license renewal cycle.**

1. **Q. When were the 2010/2011 Certified Oregon Pharmacy Technician Renewal Notices mailed?**  
A. *Certified Oregon Pharmacy Technician Renewal Information Letters were mailed on July 16, 2010.*
2. **Q. Can I renew online?**  
A. *Yes. The Oregon Board of Pharmacy is pleased to announce that beginning with this renewal cycle, individuals can now renew and pay their fees online.*
3. **Q. Will a second renewal notice be mailed?**  
A. *No*
4. **Q. What is the renewal fee?**  
A. *\$40.00 if the renewal is completed no later than August 31st. This includes the renewal fee of \$35.00 plus a \$5.00 Workforce Demographic Survey Fee. The Board of Pharmacy has been directed to collect additional information about workforce capacity and characteristics through a survey. This information will be given to the DHS – Office of Health Policy and Research. We are required to collect a \$5.00 fee to analyze the data collected. This fee is in addition to your license renewal fee.*
5. **Q. When is the \$20 delinquent fee required?**  
A. *A delinquent fee is required if your online renewal is processed after August 31<sup>st</sup>, or if you are mailing your paper renewal, and it is postmarked on or after September 1<sup>st</sup>. If the delinquent fee is required, the total amount due to renew your license is \$60.00.*
6. **Q. Where do I go to renew online?**  
A. *You will need to go to the Oregon Board of Pharmacy's website ([www.pharmacy.state.or.us](http://www.pharmacy.state.or.us)) and click on the [online renewal link](#).*
7. **Q. How do I renew online?**  
A. *You were mailed a renewal information letter. Locate the 6-digit code on the right side of the front page of your renewal letter. This is your Online Renewal ID #. You must type this in to begin your online renewal. You will also be required to type in the last 4 digits of your social security number. Once you fill in the two required fields, you will be taken to the Online Renewal Form Information Page. Answer the required questions for each section, and pay by credit card or electronic check. You also have the option to print your renewal confirmation page and pay by check or money order.*

8. **Q. *I can't renew online because I don't have a computer.***  
A. *If you do not have a computer, please go to your local library. They have computers available for public use. Or, you can contact your children/grandchildren or a friend for help in completing the online renewal.*
- You can also contact the Oregon Board of Pharmacy at 971/673-0001 to schedule an appointment to come to the Board office to complete your online renewal. Due to space availability, you must schedule an appointment for computer use.*
9. **Q. *How do I make my payment online?***  
A. *After completing the renewal online, you will be directed to a secure website to pay by credit card (MasterCard/Visa) or by electronic check.*
10. **Q. *Can I give the Board my credit card number and mail my application to you?***  
A. *Under no circumstances can the Oregon Board of Pharmacy collect your credit card number or account information. Do not mail, fax, e-mail or write your credit card information on your renewal form.*
11. **Q. *Can I renew online but mail in my confirmation and submit a check/money order?***  
A. *Yes, after completing your renewal information, you can print out your confirmation page, sign, date, and mail it to:*
- Oregon Board of Pharmacy  
Unit 19  
PO Box 4395  
Portland OR 97208 – 4395*
12. **Q. *What is a Healthcare Workforce Demographics Survey?***  
A. *The Oregon Board of Pharmacy is now required to collect healthcare workforce data from each Certified Oregon Pharmacy Technician before a license can be renewed. This information will be gathered and given to DHS - Office for Oregon Health Policy and Research.*
13. **Q. *Can I elect not to complete the Healthcare Workforce Demographics Survey?***  
A. *Under the new law, the Oregon Board of Pharmacy cannot approve a renewal of a license until the applicant completes the survey. The survey is included in the on-line renewal process.*
14. **Q. *Can I still submit and pay my renewal via paper copy?***  
A. *No. All renewals must be completed online.*
15. **Q. *If I am late in getting my renewal form and fee to the Board, can the \$20.00 delinquent fee be waived?***  
A. *No.*
16. **Q. *If I submit my payment online, will I receive a confirmation of payment?***  
A. *Yes. When you complete your renewal payment, you will have the option of printing an online renewal confirmation page which will include payment information. You will also receive a confirmation email.*

17. **Q.** I submitted a check/money order (or submitted payment by e-check) to the Board of Pharmacy for my renewal, but have just been informed by my bank that there is a problem with my account. What happens?
- A.** All returned checks will be assessed a \$25.00 returned check fee. If paid by August 31<sup>st</sup>, the total fee will be \$65.00. If paid after August 31<sup>st</sup>, the total fee would be \$85.00. You will be informed of the total required fee necessary in order to renew your Certified Oregon Pharmacy Technician renewal application, if there is a problem.
18. **Q.** I want to pay with a check or money order by mail. Where do I mail my signed renewal confirmation and payment?
- A.** Please mail your renewal confirmation and payment to the following address:
- Oregon Board of Pharmacy  
Unit 19  
PO Box 4395  
Portland OR 97208 – 4395
19. **Q.** There is a spot on the Certified Oregon Pharmacy Technician renewal application asking for my e-mail. Do you provide information to other companies?
- A.** Yes. Email addresses are considered public information. The Oregon Board of Pharmacy is required by law to provide e-mail addresses to anyone who requests it. However, the e-mails that you previously provided to the Board are now “Official E-Mail Address for Board Use Only” and will be kept confidential. If you wish to list an e-mail as publicly disclosable, please list it at the space provided for this option.
20. **Q.** How do I change my address with the Oregon Board of Pharmacy?
- A.** When filling out the online renewal, simply type in the correct information.
21. **Q.** I need copies of my Certified Oregon Pharmacy Technician License. Can you fax a copy of my license to me?
- A.** No. Per agency policy, employers are allowed to make photocopies of their employee license only for their employee/office files. ONLY ORIGINAL LICENSES AND BOARD CERTIFIED COPIES ARE ACCEPTABLE FOR POSTING pursuant to ORS 689.615.
22. **Q.** How do I obtain copies of my Certified Oregon Pharmacy Technician License?
- A.** Select the number (up to 20) of copies you require during the online renewal.
23. **Q.** Why do I have to pay for copies of my license?
- A.** In January, the Board updated rules relating to Administrative Fees. The new fee schedule became effective July 9, 2010. One of the new fees is for certified copies. The Board will now offer the first 2 certified copies free, if requested during the renewal process. If you need more than 2 or request copies at another time, each additional page of 2 copies will now be \$5.00.
24. **Q.** How do I obtain a copy of the Oregon Newsletter?
- A.** The Oregon Board of Pharmacy’s official Newsletter can be subscribed to by sending an e-mail to the National Association of Boards of Pharmacy, with only the word “Subscribe” in the subject heading to: [OregonBOPNewsletter@nabp.net](mailto:OregonBOPNewsletter@nabp.net).
25. **Q.** I do not have access to a computer. Can you mail me a copy of the Oregon Newsletter?
- A.** Yes. Please send a request in writing to the Board office.

26. **Q.** Is there a fee to have the Oregon Newsletter mailed to me?  
**A.** Yes. The fee is \$5.00 per edition.
27. **Q.** I am a little nervous in providing my e-mail address to NABP. Will NABP provide my e-mail address to other companies?  
**A.** The Board has been told that NABP will not sell or publish any e-mail address collected. We recommend you use your Official E-Mail Address for Board Use Only.
28. **Q.** I am a Veteran. Where do I obtain more information on Oregon Veterans' Benefits?  
**A.** You can access the Oregon Department of Veterans' Affairs by going to the following address: <http://www.oregon.gov/ODVA/BENEFITS/>.
29. **Q.** I have been called to active duty with the armed forces. How do I renew my Certified Oregon Pharmacy Technician license?  
**A.** After you have verified the information in your online renewal, you should select the button at the bottom of the page that says, "Active Military Click Here." You will need to print the confirmation page, sign and date it, and return with proof of your status. If you are in the military, please provide a copy of your Armed Forces Identification Card or copy of your Leave and Earnings Statement. If you are in the National Guard or Reserves and are called to active duty, please provide a copy of the documentation showing that you have been activated.
30. **Q.** I am serving as a Certified Oregon Pharmacy Technician with the US Department of Health and Human Services and wear a military uniform. Am I exempt from paying the Certified Oregon Pharmacy Technician renewal fee?  
**A.** No. Oregon Revised Statute 408.450 is the law concerning duty to pay fees during military service. This law is only for those individuals in the military, naval services, auxiliary corps thereof, or National Guard or Reserves who have been called to active duty.
- Members of the US Department of Health and Human Services are not part of the US military service and are required to submit payment of \$40.00 for their Certified Oregon Pharmacy Technician Renewal.*
31. **Q.** I have a change of employment, how do I update this information with the Board?  
**A.** While filling out the online renewal, simply type in the correct information.
32. **Q.** I work at several locations? How do I report more than one employer?  
**A.** The Oregon Board of Pharmacy can only list one employment location and phone number on renewals. If you previously reported that you are working at more than one location, it is recommended that you still report these locations on your renewal form. Please indicate which location is the "Primary" employment address.
33. **Q.** When do I have to report a change of my address or employment?  
**A.** Oregon Administrative Rule 855-025-0020(1) states, "Certified pharmacy technicians and pharmacy technicians must notify the Board in writing within 15 days of a change of home address."
34. **Q.** Can I call you with the change of employment or address information?  
**A.** No. The Oregon Board of Pharmacy requires changes to be updated via mail, e-mail or fax.

35. **Q.** I recently had a name change, how do I report this to the Board?  
**A.** The Board requires a copy of the legal document showing your name has been legally changed. Documents accepted include copies of Marriage Certificates, Divorce Decrees, or Court Documents showing your name has been legally changed.
36. **Q.** How many hours of CE are required per year?  
**A.** Oregon requires one (1) hour of Oregon pharmacy law continuing education per renewal period. Your national certification also has CE requirements. Please check with PTCB or ICPT for their requirements.
- If you have been licensed as a Certified Oregon Pharmacy Technician for **less than 1 year**, you do not have to complete the CE for this renewal period.*
37. **Q.** During what dates must the CE be earned?  
**A.** CE must be earned from September 1, 2009 through August 31, 2010 and **before** submitting your renewal to the Board.
38. **Q.** I obtain CE for my PTCB or ICPT national certification. Will Oregon accept law CE that I completed for my national certification?  
**A.** Yes, as long as it is earned from September 1, 2009 through August 31, 2010 and before submitting your renewal to the Board.
39. **Q.** Can the law CE be earned from another source besides the one provided on the Oregon Board of Pharmacy's website?  
**A.** Yes. The Oregon Board of Pharmacy will accept law CE from either the Accreditation Council for Pharmacy Education (ACPE), Continuing Medical Education (CME), or Board approved programs.
40. **Q.** Is the law CE provided on the Oregon Board of Pharmacy's website mandatory?  
**A.** No. This CE is offered for Certified Oregon Pharmacy Technicians as a resource in obtaining the 1 hour of required law CE.
41. **Q.** Is "Live" CE required?  
**A.** At this time, there is no requirement to have attended a "Live" CE session for Oregon.
42. **Q.** Do I submit copies of my completed CE to the Oregon Board of Pharmacy with my renewal form?  
**A.** No. Do not forward copies of your CE Certificates to the Board as they are not required. If you are randomly selected for a CE Audit, you will receive a letter after completion of the Certified Oregon Pharmacy Technician renewal cycle pursuant to OAR 855-025-0015.
43. **Q.** When do I submit a copy of my completed 1 hour law CE to the Oregon Board of Pharmacy?  
**A.** If you are randomly selected for a CE audit, you will have approximately 1 month to submit your completed CE Certificate to the Board.
44. **Q.** I have been selected for an audit but cannot find copies of my completed CE. What do I do?  
**A.** If you cannot find copies of your CE Certificates, contact the CE provider for copies, as they are required to keep completed CE on file for at least 3 years.

45. **Q. I need a license verification showing I have renewed my license. Can I get a letter from the Board of Pharmacy showing my updated status?**  
A. *Due to the heavy volume of renewals during this time, the Board of Pharmacy will not be issuing license verifications. Employers can access the Board of Pharmacy's Online License Lookup and Verification to see if your license has been renewed. As of July 9, 2010, there is a \$10.00 fee for a paper license verification.*
46. **Q. How do I lapse my Certified Oregon Pharmacy Technician license?**  
A. *If you do not wish to renew your license, please write "Lapse My License" across the face of your renewal information letter and return it to the Oregon Board of Pharmacy.*
47. **Q. I previously lapsed my Certified Oregon Pharmacy Technician license. How do I bring it back to an active status?**  
A. *If your license has been lapsed for more than 1 year, complete a new Certified Oregon Pharmacy Technician license application. You must have an active national certification to be licensed.*  
  
*If your license has been lapsed for less than 1 year, send a fax or email to the Board requesting a renewal form for 2009-2010. Once you have renewed, you will be mailed a letter with instructions for renewing your license for 2010-2011.*
48. **Q. What do I do if, since my last renewal was submitted, I moved or did not receive a renewal form?**  
A. *It is the responsibility of each Certified Oregon Pharmacy Technician to notify the Oregon Board of Pharmacy of any updates to their address. If you lose or cannot find your renewal notice, contact the Board of Pharmacy in writing (fax, e-mail or mail) to request another renewal notice be sent to you.*  
  
*If your renewal notice was returned to the Board by the US Post Office, the \$25.00 re-mailing fee will be applied. This fee must be paid by check or money order before your renewal notice will be sent.*  
  
*The Oregon Board of Pharmacy must receive your online renewal no later than August 31<sup>st</sup>, to avoid the \$20.00 delinquent fee. The Board cannot waive the delinquent fee.*
49. **Q. Does my national certification have to be active?**  
A. *Yes. Oregon Administrative Rule 855-025-0015 (2) states "An applicant for renewal of a certified pharmacy technician license must: (a) Maintain certification by one of the organizations listed in OAR 855-025-0010(3)"*  
  
*If your national certification has lapsed, you must renew it before your Certified Oregon Pharmacy Technician license can be renewed.*
50. **Q. I am under the age of 18, and not eligible to take a national certification exam. Can I renew my license?**  
A. *A special renewal form will be mailed to licensees under the age of 19.*

51. **Q. Since my last renewal, I have been arrested or cited for an infraction. Do I need to report this to the Oregon Board?**  
A. Yes. You may include this with your online renewal. Follow the instructions carefully in this section of the renewal process.

*It is not necessary to notify the Board about a minor traffic violation. A minor traffic violation may include speeding tickets, failure to signal, improper lane changes or careless driving. Minor traffic offenses do not include open containers, reckless driving, evading police, etc.*

### **National Certification:**

52. **Q. Do I have to have a national certification to become a pharmacy technician in Oregon?**  
A. If you have never held an Oregon Pharmacy Technician license, or if your license lapsed prior to 2006, you are eligible to apply for a one-year, non-renewable Pharmacy Technician license. Within that year, you would need to pass a national certification exam and apply for the Certified Oregon Pharmacy Technician license in order to continue to work as a pharmacy technician in Oregon.
53. **Q. When do I need to take the national certification exam?**  
A. You may take a national certification exam at any time. If you hold a Pharmacy Technician license in Oregon, you should schedule your exam early enough so that you have time to apply for and receive the Certified Oregon Pharmacy Technician license before your Pharmacy Technician license expires. If your Pharmacy Technician license expires, you may **NOT** work as a Pharmacy Technician again until you have your Certified Oregon Pharmacy Technician license in hand. To avoid a lapse in licensure, you should plan to take the exam **AT LEAST:**
- [PTCB](#)--60 days prior to expiration of license.  
[ICPT](#)--21 days prior to expiration of license.
54. **Q. How do I sign up for the national certification exam?**  
A. All questions regarding the national certification exams should be addressed to either PTCB or ICPT:

Pharmacy Technician  
Certification Board  
2215 Constitution Avenue NW  
Washington, DC 20037-2985  
800-363-8012  
[www.ptcb.org](http://www.ptcb.org)

Institute for the Certification  
of Pharmacy Technicians  
2536 S Old Hwy 94, Suite 224  
St. Charles, Mo 63303  
314-442-6775  
[www.icpt.org](http://www.icpt.org)

55. **Q. How do I let the Board know that I passed the national certification exam?**  
A. Apply for the Certified Oregon Pharmacy Technician license. This is a new application for a new license, so the \$35.00 fee, passport regulation photograph, and copy of your driver's license or state ID are required with the application.

You **must** include a copy of your actual certificate from PTCB or ICPT with your application. We **cannot** accept a letter that states you have passed the exam.

## Licensing:

56. **Q.** If I withdraw my application, or my application is not approved, will I get a refund?  
**A.** No. Effective June 26, 2009, all fees are non-refundable.
57. **Q.** Is there still a license available for new technicians that doesn't require a national certification?  
**A.** Yes. The Pharmacy Technician license is a one-year, non-renewable license that requires only a background check. Anyone who has never been licensed as a Pharmacy Technician in Oregon, or whose Pharmacy Technician license lapsed **prior to 2006** (i.e., since 2005 or earlier) is eligible to apply for this license. If the applicant is under the age of 18, this license expires on September 30<sup>th</sup> each year, and may be renewed until the licensee turns 19. To print a copy of the application, click [here](#).
58. **Q.** I already paid a \$35.00 fee for my Pharmacy Technician license. Do I have to pay it again when I apply for the Certified Oregon Pharmacy Technician license?  
**A.** Yes. This is an application for a new license, and you will have a new license number. The non-refundable \$35.00 fee must be paid with the application. Your new Certified Oregon Pharmacy Technician license will be valid through this September 30th.
59. **Q.** How long will it take to get my license after I mail in my application?  
**A.** Applications are processed in the order that they are received. Please allow 5 to 10 business days' processing time for your license. (This does NOT include the time it takes the US Mail to deliver your application to us, or your license to you.) We must be able to verify your national certification on PTCB's or ICPT's websites. Be aware that it can take 60 days or more before your certification may be posted on PTCB's or ICPT's websites. Plan ahead, and test early! Your application will be held until we are able to verify your certification.
60. **Q.** How can I get an application for the Certified Oregon Pharmacy Technician license?  
**A.** Click [here](#). The application is in pdf format. If you cannot open it, please go to <http://www.adobe.com/products/acrobat/readstep2.html> to download the adobe reader.
61. **Q.** Is there any way to get my license faster?  
**A.** The only way to expedite the process is to submit a complete application the first time. Include:
- A copy of your driver's license or state ID,
  - A new, original passport regulation photograph taken within the last 6 months,
  - A check or money order for the non-refundable \$35.00 fee made out to Oregon Board of Pharmacy (We do NOT accept cash or debit/credit cards,)
  - If you are applying for the Certified Pharmacy Technician license, include a copy of your national certification. You **must** include a copy of your actual certificate from PTCB or ICPT with your application. We **cannot** accept a letter that states you have passed the exam.
    1. Read the instructions on the form carefully.

2. Truthfully answer the moral turpitude questions on pages 2 and 3. If you have any “yes” answers, provide **all** of the following:
- a) A detailed, written explanation for each event (tell the story relating to the “yes” answer.)
  - b) Police report(s), copies of citations, and results of any drug or alcohol tests if any event was a DUI. You must contact the police agency involved to obtain these items. The courts are unlikely to have copies.
  - c) Court documents, including disposition of the case. Contact the court for these documents.
  - d) All other related documents.

If you have previously disclosed all information to the Board of Pharmacy, you may check the box on the application that says you have submitted the information to us. You do not have to provide documentation again. However, you do have to disclose (answer “yes” for) any and all old incidents again.

3. Check your application to make sure it is complete and you have included everything required.

4. Allow 10 business days processing time for your license. We will verify your national certification, (if applicable) for this license.

5. You may check to see when your license is active by going to [www.pharmacy.state.or.us](http://www.pharmacy.state.or.us) and clicking on “License Verification.”

6. We will run a criminal background check on you through Oregon LEADS in conjunction with this application.

62. Q. What happens if I don't have my Certified Oregon Pharmacy Technician license by the time my Pharmacy Technician license expires?  
A. YOU CANNOT WORK AS A PHARMACY TECHNICIAN.
63. Q. I haven't been able to pass a national certification exam yet, or, I haven't been able to get a job so I can learn what I need to pass a national certification exam. Won't there be a grace period or extension of my license until I can take the exam?  
A. No, THERE WILL BE NO GRACE PERIOD. There will be no extensions of licensure. If you do not have your Certified Oregon Pharmacy Technician license in hand, YOU CANNOT WORK AS A PHARMACY TECHNICIAN AFTER YOUR LICENSE EXPIRES.
64. Q. Can I get the one-year license again?  
A. No. This license is terminated when it lapses, and cannot be renewed or reinstated.
65. Q. I've been a pharmacy technician in another state, and already have a PTCB or ICPT certification. Do I have to apply for the Pharmacy Technician license?  
A. No. The Pharmacy Technician license is NOT a pre-requisite for the Certified Oregon Pharmacy Technician license. Anyone holding a national certification through PTCB or ICPT can apply for the Certified Oregon Pharmacy Technician license.

66. **Q. I don't have a high school diploma or a GED. Do I have to have a diploma or GED to get the Certified Oregon Pharmacy Technician license?**  
A. Yes. **Oregon Administrative Rule 855-025-0005 (1)** "Effective August 1, 2006, to qualify for licensure as a certified pharmacy technician, an applicant must demonstrate that the applicant is or will be at least 18 years of age and holds or will hold a high school diploma or GED at the time the Board issues the license." In addition, both PTCB and ICPT require a high school diploma or GED in order to take their national certification exams.
67. **Q. Why do I have to have both a national certification and an Oregon Pharmacy Technician license?**  
A. National certification is a benchmark, a standard of excellence. State licensure is formal permission from a governmental authority [Board of Pharmacy] to do something [work as a certified pharmacy technician.] They are different. You must have both.
68. **Q. What are the continuing education (CE) requirements?**  
A. The Board of Pharmacy requires 1 hour of pharmacy law CE each year, to be completed between September 1<sup>st</sup> and August 31<sup>st</sup>. Your national certification also has continuing education requirements. You should contact them directly for this information. For more information, please go to:  
[http://www.oregon.gov/Pharmacy/Imports/Compliance/Technician\\_CE\\_info.pdf](http://www.oregon.gov/Pharmacy/Imports/Compliance/Technician_CE_info.pdf)
69. **Q. How can I stay up to date with the latest information from the Oregon Board of Pharmacy?**  
A. Please check the website [www.pharmacy.state.or.us](http://www.pharmacy.state.or.us) regularly, and subscribe to the Newsletter.
- Subscribe to the OBOP newsletter by sending an email to [OregonBOPNewsletter@NABP.net](mailto:OregonBOPNewsletter@NABP.net) with only the word "Subscribe" in the subject heading of the email.
- The NABP will then send you the Oregon Newsletter electronically. Please note that the NABP will not sell or publish any e-mail addresses collected.
- The Oregon Board of Pharmacy Newsletter is the Board's official communication to licensees. Once you subscribe, you will receive a notice via e-mail when the newsletter is available. Please sign up now.

### **Background Check:**

70. **Q. Will a criminal offense prevent me from becoming licensed?**  
A. Not necessarily. Each application and background check is reviewed carefully. Violations that are disclosed or discovered will also be reviewed by our Compliance department on a case-by-case basis. No determination can be made until a complete application has been received and reviewed.
71. **Q. I got a DUII over five years ago, and it was dismissed through diversion. I was told it would not show up on my record. Do I have to disclose it?**  
A. Yes. Any and all offenses must be disclosed on the application, regardless.

72. Q. I received a speeding ticket. Must I check “yes” to question #9 on the application?  
A. Yes. Speeding tickets are offenses, and must be disclosed. If you have speeding tickets or other **minor** traffic violations, you should check “yes” to the appropriate question. Also, provide a brief description of the event. No further documentation is needed.
73. Q. My probation officer said that my offense would drop off my record in 7 years. Do I need to disclose the offense?  
A. Yes. Any and all offenses must be disclosed on the application, whether or not you (or anyone advising you) believe they are “off your record.” If the offense occurred, you must disclose it. Licensing is contingent upon the outcome of a criminal records background check, which may require fingerprints (FBI & LEDS Check). The Oregon Board of Pharmacy reviews all information entered into the Law Enforcement Data System (LEDS) for each applicant. A history of any criminal activity will be reviewed and could result in denial of licensure.
74. Q. I have been arrested and/or convicted in the past. However, I have checked my record and it is clear. Should I disclose this information on my application since my record is “clear”?  
A. Yes. The questions on the application do not ask you if your record is clear.
75. Q. I wrote a bad check and the case was dismissed when I paid restitution. Am I required to disclose that offense?  
A. Yes. Even though your court case may have been dismissed, you were the subject of a criminal offense, and this information must be disclosed on the application.
76. Q. My offense was settled with diversion. Since I was never convicted of an offense, do I have to answer “yes” to the questions on the application and provide documentation?  
A. Yes.
77. Q. My conviction occurred 20 years ago. Am I required to disclose this conviction on my application?  
A. Yes. You must disclose all offenses regardless of how long ago they occurred.
78. Q. I was arrested when I was a juvenile. Will I be required to disclose this information on the application?  
A. Yes. We would need a detailed description of the events. Further documentation is not required.
79. Q. A person who was arrested used my identity, so my criminal history record reflects that I have an arrest record. However, I was never arrested. Am I required to disclose this information on my application?  
A. If you were never arrested for any offense, you may check “no” to the question regarding arrests. However, the Board encourages you to include an explanation with your application.
80. Q. Do I have to attach copies of court documents and police reports to the application?  
A. Yes. Otherwise your application is incomplete.
81. Q. I went to the court, and they said they gave me everything they have, but you are still asking for a police report. What do I do?  
A. Contact the police agency involved. The courts are unlikely to have copies of police reports.

82. **Q.** I was told my police report/court documents were no longer available. What do I do?  
**A.** Obtain a letter from each agency stating why they are not available.
83. **Q.** Can my employer or another person complete my application for me?  
**A.** No. You must sign the application and attest that all the information in the application is true and correct. You are responsible for ensuring that the answers to all questions are truthful. If any information on the application is false because the person who is submitting the application for you did not know the correct answer, you are still responsible for the accuracy of the information in the application. Falsification of the application may result in disciplinary action to deny or discipline a license or registration. You may not use this excuse as a defense to avoid disciplinary action. An application for a license is a government document and falsification of a government document is a criminal offense. Accordingly, YOU should complete your own application.