POST CE PORTAL FAQ

- **Do we have to be assigned as a delegate before creating an e-licensing account?**
  - No, you must first register for an account prior to being assigned as a delegate
- **How do we change the primary contact?**
  - Please have the current Primary Contact email POST staff requested the Primary Contact be changed. This email should contain the name and email address of the new Primary Contact.
- **My POST license is currently associated with my personal email address, but I don't want that associated with my work and course approval applications.**
  - You can create a separate e-licensing account using your work email address and have that one associated with the Sponsor account.
- **If I am a delegate for my LEA, will I automatically be added as a delegate for the Sponsor?**
  - No, they are two separate entities. The Primary Contact will need to add you as a delegate.
- **If I have a 5-day course approved under one course number, can that be changed to 5 individual course numbers?**
  - You will need to submit 5 new course applications, one for each day.
- **Can a course be edited after approved?**
  - No, prior to receiving the course approval letter, the final step will be a sponsor review. Use this time to double check that the title, course categories, etc. and then you will be issued a course number, and the application will be locked from further changes.
- **How many people can a sponsor add as a delegate?**
  - As many as they want if they have an e-licensing account, please refer to the user guide for directions on how to register for an e-licensing account.
- **Can I have separate accounts for my POST license and Sponsor account?**
  - Yes, if you have multiple email addresses, you can create separate accounts.
- **Is there a character limit on the course content boxes?**
  - The course overview box has a 500-character limit as this field is meant to have a high-level summary and course timeline. Once you get into the individual learning objectives, there is not a character limit.
- **Where can I find my sponsor number?**
  - Your sponsor number is the first 5 digits of your course approval number.

- **What is the date format for bulk affidavit uploads?**
  - MM/DD/YYYY