

RENEWAL

Certemy <https://app.certemy.com/entry/login> or www.certemy.com and log in

Licenses are no longer printed and mailed from the LSBEFD office.

For everyone that is utilizing the Certemy portal for licensing, thank you.

Please note that licenses can still be renewed by mail with a check for payment.

Options:

- 1) Create or log in to Certemy. to the left of the page will be applications relevant to you. Click on the license to be renewed and to the right of the page will be steps that have to be completed for the license.
 - a. Individuals will have 3 steps to update.
 - b. Funeral establishments will have 6 steps to update.
 - c. Please upload a notarized copy of the pre-need report in the step for the pre-need. The report is mandatory to be submitted for renewal and required to have a notarized signature of the licensed manager.
 - d. Payment can be made through Certemy, or a check can be mailed in.
 - e. We must verify the steps and approve or reject. An email from Certemy will notify you re the approval or rejection.
 - f. Payment through Certemy will process immediately and notification emailed if the payment was successful.
 - g. The payment step can be completed if paying by check, just choose 3rd party payment and add the check number to the memo/note section and submit. Once the check has been received and verified, payment will be approved. This process will take some time. Payments will not be approved until the check has been received in the office.

- 2) Continue to mail in the renewal by USPS or other method for delivery to the office.
 - a. Print a renewal from the website, complete and mail the pre-need report with the licensed manager's notarized signature and payment.
 - b. We will process the information through Certemy for you. Please note that this will take some time depending on the amount of USPS renewals received. The renewal license for display will not be ready for printing until we have completed the steps in Certemy.

Once the renewal has been completed in Certemy, the renewal license will immediately be ready for printing. The license will be in the account under "digital wallet".

The renewals sent by USPS or other delivery method, will still be managed through Certemy. We will enter the information for you and the renewal licenses will not be ready for printing until we have finalized the process. This is a slow process, and it takes a while to complete.

Please consider utilizing the Certemy online licensing portal. It is a quick and efficient process, and you are notified immediately regarding the renewal. The renewal licenses are available to print instantly for display.

Should you experience any issues with Certemy, you may contact support@certemy.com or contact us by email and we will get it resolved as quickly as possible.

A license app may need to be added to the account or transferred from another account.

Once again, than you for using Certemy and we appreciate your patience and understanding during the renewal period.