

## GUARDIANSHIP REGISTRATION

- I.) Registering a Guardianship (*Note: co-guardians must register separately*).
- II.) Track Status/Confirm Receipt
- III.) Add Information, Edit, or Continue an Incomplete Application
- IV.) Update Name
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- VII.) Reset Forgotten Password
- VIII.) How to Attach Documents to Pending Applications
- IX.) How to Change from One Program to Another (*For example: from Guardianship Certification to Guardianship Registration*)

### IMPORTANT NOTES:

- We strongly recommend viewing the “*Watch How to Register a Guardianship-Slideshow (pdf)*” on our [home page](#), prior to starting the registration form. This will walk you step-by-step/page-by-page through the online registration process.
- To use our online system, **you must be able to get pop-ups**. Please ensure your device (i.e., PC, laptop, etc.) has pop-up blocker disabled.
- After clicking ‘**Submit Application**’ you will be taken to the Confirmation page. You may see a message that your application is submitted but not considered complete. This is standard language just to let you know it is not considered complete until staff reviews it. If you’ve completed the application, you can **Logout** at this point.

### I. REGISTER A GUARDIANSHIP:

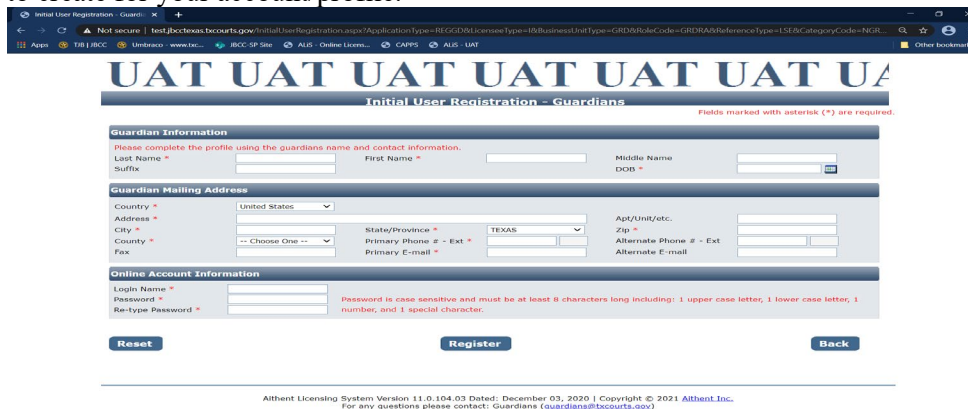
**IMPORTANT:** Before starting the registration process for the first time, you must create your online profile. To create your profile, you must read the information regarding guardianship registration that is located on the [home page](#) of our website.

- 1) Go to the [Guardianship Registration home page](#).
- 2) Scroll down and click on the big, red button to “**Register a Guardianship**”.
- 3) Click on the ‘**Guardians**’ tab

- 4) In the “Mandatory Guardianship Registration” section, click on the “Click Here” link (highlighted on the screen below).



- 5) Enter the guardian’s information in all required fields (i.e., name, mailing address, DOB, etc.)  
6) In the “Online Account Information” section, type in the Login Name and Password you want to create for your account/profile.



- 7) Click “Register”, to be taken to the **New Guardianship Registration** application. Fill out the rest of the required fields and information on your ward and guardianship. Sign, and submit the application.
- a. Note: If you have multiple guardianships to register, after you’ve created your online profile, simply go back to your profile home page and click the “**New Guardianship Registration**” button under the **What Do You Want to Do** menu, to be taken to the New Guardianship Registration application. Repeat this process for each guardianship you must register.

**Process for those who are professionally certified guardians that already have an online profile:**

- 1) Go to the Guardianship Certification [home page](#).
- 2) Click on the big, red button to access our online system.
- 3) Click on the ‘Guardians’ tab
- 4) Login to your existing online profile
- 5) Click the “New Guardianship Registration” link under the **What Do You Want to Do** menu, to be taken to the New Guardianship Registration application. Follow all instructions to complete, sign, and submit the application.

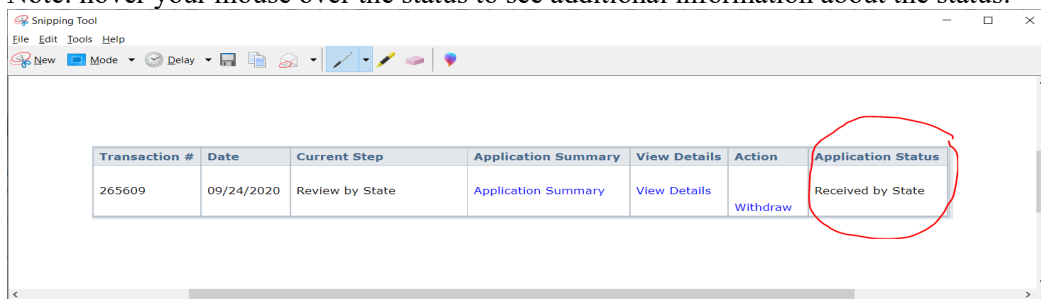
- a. If you have multiple guardianships to register, go back to your profile home page and click the “**New Guardianship Registration**” link under the **What Do You Want to Do** menu, to be taken to the New Guardianship Registration application. Repeat this process for each guardianship you must register.

### **Process for those who are professionally certified guardians that have yet to create their online profile:**

- 1) Go to the Guardianship Certification [home page](#).
- 2) Click on the big, red button to access our online system.
- 3) In the “**Existing Certification**” section, click on the “**Click Here**” link
- 4) In the “**Program**” field, select your certification program (*i.e., Guardians*)
- 5) Select “**Individual**” in the ‘**Entity Type**’ field (for individual registrants) or “**Business Entity**” (for guardianship programs)
- 6) Enter your certification/file# in the “**Certification #**” field **or** Enter your last name in the “**Last Name**” field. (*Note: do not enter your number and your last name. You must choose one or the other.*)
- 7) Enter your activation code in the “**Activation Code**” field
- 8) Click ‘**Next**’ to go to the User Registration page
- 9) Update your contact information (if it is not current)
- 10) In the “**Online Account Information**” section, type in the **Login Name** and **Password** you want to create for your account/profile.
- 11) Click “**Register**”, to be taken to the home page of your profile.
- 12) Click the “**New Guardianship Registration**” link under the **What Do You Want to Do** menu, to be taken to the New Guardianship Registration application. Follow all instructions to complete, sign, and submit the application.
- 13) If you have multiple guardianships to register, go back to your profile home page and click the “**New Guardianship Registration**” link under the **What Do You Want to Do** menu, to be taken to the New Guardianship Registration application. Repeat this process for each guardianship you must register.

### **II. TRACK STATUS/CONFIRM RECEIPT:**

1. Login to your profile
2. Under the ‘**What do you Want to Do**’ menu, click on ‘**View Pending Online Applications**’.
3. When you get to the list of pending online apps, click on the ‘**View Details**’ link of the application you want to check.
4. You will see your application status in the “**Current Step**” of the ‘**Application Details**’ section.  
Note: hover your mouse over the status to see additional information about the status.



Transaction #	Date	Current Step	Application Summary	View Details	Action	Application Status
265609	09/24/2020	Review by State	<a href="#">Application Summary</a>	<a href="#">View Details</a>	<a href="#">Withdraw</a>	Received by State

### **III. ADD INFORMATION, EDIT, or CONTINUE AN INCOMPLETE APPLICATION (i.e., an app that has not been submitted yet):**

- 1) Login to your profile
- 2) On the “**What Do You Want to Do?**” menu, click “**View Pending Online Application(s)**”
- 3) You should see your pending application.
- 4) In the “**Action**” column, click on “**Continue Application**”
- 5) When your application opens, go to the section you need to complete by clicking on the appropriate button (*i.e., Guardianship Information, Questions, Attestation, etc.*)
- 6) Complete the information you need to finish.
- 7) Click the “**Next**” button to proceed with your application until you get to the last page or click on the “**Attestation**” button to go directly to the last page of the application.
- 8) Complete the Attestation page and click the “**Submit Application**” button to submit your application.

#### **IV. UPDATE NAME:**

1. Login to your profile.
2. Under the ‘**What do you Want to Do**’ menu, click on ‘**Change Name**’.
3. Under the ‘Application Type’, make sure the “**Application for Updating Name on Certification**” is checked (*i.e., is bulleted*).
4. Click ‘**Next**’.
5. Enter your new full legal name.
6. Check the appropriate box indicating the reason for name change.
7. To attach your documentation (*i.e., driver’s license or other government issued ID*) in the ‘**Mandatory Required Document(s)**’ section, click on the ‘**Documents (0)**’ link.
8. Click ‘**Add**’.
9. Click on ‘**Choose File**’ to locate the file on your computer to be uploaded. Once you have selected your file, you will see it in the ‘**Document**’ column.
10. Click ‘**Upload**’ to attach it. (*You should see ‘Documents (1)’ to indicate 1 file was uploaded. You can see what was uploaded by clicking on the ‘Documents (1)’ link.*)
11. Read the Attestation page, then check the box by the declaration.
12. Enter your name in the ‘**Name**’ field.
13. Enter the Date in the ‘**Date**’ field.
14. Click ‘**Submit Application**’.
15. After you submit your application, you’ll be taken to the Confirmation page. Note: You will only see your attachments if you click the “**Mandatory Required Document(s)**” link. The Documents link on the row for ‘Additional Supporting Documents’ will show “(0) because no docs were attached using that link as no additional documents are required. You can logout at this point.

#### **V. UPDATE CONTACT INFORMATION:**

1. Login to your profile.
2. Under the ‘**What do you Want to Do**’ menu, click on ‘**Update Profile**’.
3. Update all of your contact information.
4. Click ‘**Save**’.
5. **Logout.**

#### **VI. HOW TO WITHDRAW AN APPLICATION (only for applications that have yet to be submitted):**

- 1) Login to your profile.
- 2) Under the ‘**What do you Want to Do**’ menu, click on ‘**View Pending Online Application(s)**’.

- 3) When you get to the list of pending online apps, click on the **'Withdraw'** link for your application in the **'Action'** column.
- 4) You'll get a pop-up box asking if you are sure you want to withdraw the application, click **'OK'**.
- 5) Logout of your profile/account.

## **VII. RESET FORGOTTEN PASSWORD or RETRIEVE FORGOTTEN LOGIN NAME:**

### **How to obtain forgotten login name:**

- 1) Email the GR department at [jbccguardianregistration@txcourts.gov](mailto:jbccguardianregistration@txcourts.gov) to request your login name.
- 2) Include your full legal name (i.e., first and last name) in the email.
- 3) Staff will verify the email address the request comes from matches the email address on file.
  - a. If the address matches, staff will respond to the email with your login name. If you do not recall your password, you will then follow the steps below.
  - b. If the email address does not match the one on file, for security purposes, staff cannot provide the login name and will notify you accordingly along with any additional instructions.

### **How to reset forgotten password:**

- 1) Go to the [main page](#) of our online system.
- 2) Next to the **Login** button, click on the **Forgot Login/Password** link.
- 3) For **'Entity Type'**, select **'Personnel'** (for Individuals) or **'Business Entity'** (for guardianship programs).
- 4) Select your program (i.e., *Guardians*).
- 5) Enter your Login Name in the **'Login Name'** field.
- 6) Enter your email address in the **'Email'** field.
- 7) Click **'Retrieve Login/Password'** button.
- 8) You'll get a message saying your information has been sent to your email address.
- 9) Retrieve the forgotten information (reset password link) from your email.
- 10) When you click on the link in your email, you'll be taken the page to enter a new password (twice), you will also see your login name on this page.
- 11) Click **'Save'**, then you'll be on the main page again. Enter your login name and new password.
- 12) Click **'Login'**.

## **VIII. How to Attach Documents to Pending Registrations:**

Documents to submit with registrations:

- a) Training Certificates, and
- b) Fingerprint Receipts.

To upload documentation, you must follow the steps below:

- 1) Log in to your online profile.
- 2) Under the **'What do you Want to Do'** menu, click on **'View Pending Online Application(s)'**.
- 3) When you get to the list of pending online apps, click on the **'View Details'** link for your application.
- 4) For non-mandatory documents, click on the **'Document(s)'** link in the **'View/Attach'** column.
- 5) For mandatory documents, click on the **'Mandatory Required Document(s)'** link, then click on the **'Documents (0)'** link in the **'Document(s)'** column.

- 6) It will take you to the ‘**Upload Document**’ page to upload your document(s).
- 7) Click on ‘**Add**’.
- 8) Click on ‘**Choose File**’ to locate the file on your computer to be uploaded. Once you have selected your file, you will see it in the Document column.
- 9) Click ‘**Upload**’ to attach it. (You should see “**Documents (1)**” to indicate 1 file was uploaded. You can see what was uploaded by clicking on the “**Documents (1)**” link.)
- 10) Once uploaded, email the Guardianship Registration department so they know it has been uploaded.

### **IX. How to Change from One Program to Another:**

If you already have a profile under one program and are seeking to register a guardianship, you must follow the steps below. You must only have one profile in the online system. (Example: You have a profile under the Guardianship Certification, Court Reporter Certification, Licensed Court Interpreter, or Process Server Certification program, but would also like to register your guardianship.)

- i. Login to your existing profile.
- ii. On the “**Welcome to Your Home Page**” screen, click on the **Click Here** link “**To switch your login session to a different program for Texas, Judicial Branch Certification Commission**”.
- iii. Under **Login Options** select the program you wish to register under (*i.e., Guardianship Registration*)
- iv. Click **Next**
- v. You will be taken to the Profile Home page for the program you selected.
- vi. Click on the menu item you need (*i.e., New Guardianship Registration, etc.*)
- vii. Follow instructions accordingly from there.

Doing this will ensure you always only have **one** profile in the licensing system, and the login name and password for that profile will work regardless of which program you need to access.