

**Guide to Using the Online System**

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**SECTION 1: REGISTERING AN ACCOUNT (i.e., creating a profile)**

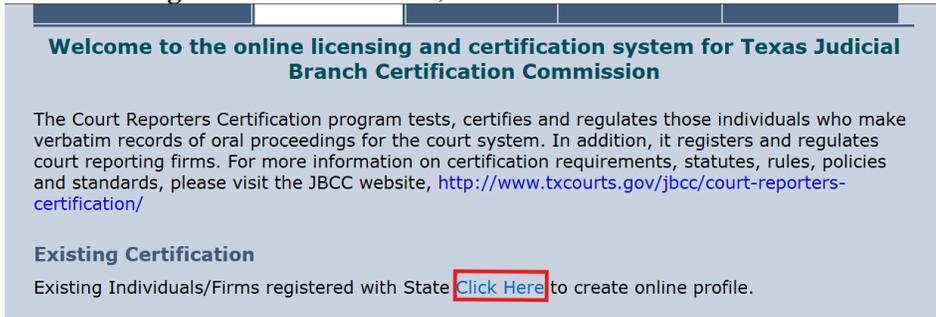
**Only for Existing Applicants Who Filed an Application with us Prior to 09/01/2017:**

You must use the activation code we issued to you in September of 2017 to create a profile that will link to your existing account. If you did not receive a code, and you applied with us prior to 09/01/17, you email the department for your application type to receive your code.

- 1) Go to the home page of the website for your application type.
- 2) Scroll down to the **JBCC Online Certification, Registration & Licensing System** and click the red button to access the system.
- 3) Click the tab for the program which pertains to your certification, license, or registration.



- 4) In the **Existing Certification** section, click the **Click Here** link



- 5) The **Program** field will default to the tab you selected. If you need to change it, simply select the program you need (i.e., *Court Reporters, Court Interpreters, Certified Guardians, or Process Servers*). Select **Individual** in the **Entity Type** field (for individual licensees) **or Business Entity** (for court reporting firms or guardianship programs)
- 6) Enter your certification/file# in the **Certification #** field **or** Enter your last name in the designated field. (Note: **do not enter both. You must choose one or the other.**)
  - a. When entering your certification number, you must use the prefix and the number. For example: *PSC-1234, CSR-1234, CG-1234, LCI-1234, CRF-1234, GP-1234, etc.*
- 7) Enter your activation code in the designated field.

**Entity Information**

Please provide Certification Number OR your Last Name along with Activation Code to create an online profile.

Program \* Court Reporter Certification Entity Type \* Individual

Certification # \* CSR- [redacted] OR Last Name [redacted]

Activation Code \* [redacted]

Reset **Next** Back

- 8) Click **Next** to go to the User Registration page.
- 9) Update your contact information.
- 10) In the **Online Account Information** section, type in the **Login Name** and **Password** you want to create for your account

**Personal Information**

Must provide full legal name stated on your government issued identification card or driver's license. Preferred or Nicknames are not permissible.

Last Name \* [redacted] First Name \* [redacted] Middle Name [redacted]

Suffix (Jr, Sr, I, II, etc.) [redacted]

DOB \* 01/01/1980

**Home Address**

Country \* United States

Address \* 999 ABC LN. Apt/Unit/etc. [redacted]

City \* FORT WORTH State/Province \* TEXAS Zip \* 76118-0000

County \* TARRANT Primary Phone # - Ext \* 111-111-1111 Alternate Phone # - Ext [redacted]

Fax [redacted] Primary E-mail \* courtreporting@txcourts Alternate E-mail [redacted]

**Online Account Information**

Login Name \* [redacted]

Password \* [redacted] Password is case sensitive and must be at least 8 characters long including: 1 upper case letter, 1 lower case letter, 1 number, and 1 special character.

Re-type Password \* [redacted]

Reset Register Back

- 11) Click **Register**, then you'll be taken to the home page of your account. From there, select the option which pertains to what you want to do and follow the instructions accordingly from there.

**SECTION 2: TRACK STATUS/CONFIRM RECEIPT/SEE UPLOADED DOCUMENTS:**

1. Login to your Account
2. Go to **View Pending Application(s)**

**WHAT DO YOU WANT TO DO?**

View Pending Application(s)

Renew

- Your status will be displayed in the **Application Status** column

Pending / Incomplete Online Application(s)								
Application Type	Mode	Transaction #	Date	Current Step	Application Summary	View Details	Action	Application Status
Application for New Process Server Certification	Online	265921	01/15/2021	Review by State	<a href="#">Application Summary</a>	<a href="#">View Details</a>	<a href="#">Withdraw</a>	Received by State

- Hover your mouse over the application status to see what it means.

<a href="#">Application Summary</a>	<a href="#">View Details</a>	<a href="#">Withdraw</a>	<b>Received by State</b>
<b>Your application has been received and is pending review by staff</b>			

- Click on the **View Details** link in the **View Details** column to see which items are still pending or have been completed on your application.

Pending / Incomplete Online Application(s)								
Application Type	Mode	Transaction #	Date	Current Step	Application Summary	View Details	Action	Application Status
Application for New Process Server Certification	Online	265921	01/15/2021	Review by State	<a href="#">Application Summary</a>	<a href="#">View Details</a>	<a href="#">Withdraw</a>	Received by State

Application Details		
Application Type	Transaction #	Current Step
Application for New Process Server Certification	265921	Review by State

Checklist				
Item #	Certification Type	Item	View/Attach	Item Status
1	All	Finger Print Receipt	<a href="#">Documents (1)</a>	Information Received
2	All	Mandatory Required Document(s)	N/A	Pending
3	All	Additional Supporting Documents. (Optional)	<a href="#">Documents (0)</a>	N/A

[Back To Pending Application List](#)

You can also confirm receipt of the items uploaded to your application.

Application Details		
Application Type	Transaction #	Current Step
Application for New Process Server Certification	265921	Review by State

Checklist				
Item #	Certification Type	Item	View/Attach	Item Status
1	All	Finger Print Receipt	Documents (1)	Information Received
2	All	Mandatory Required Document(s)	N/A	Pending
3	All	Additional Supporting Documents. (Optional)	Documents (0)	N/A

[Back To Pending Application List](#)

**Note:** Documents (1)= received. Documents (0)= not received.

**SECTION 3: SEARCH FOR LICENSEES:**

- Under the USER LOGIN section, you will see “SITE LINKS.” Click the [Click Here](#) link.

**SITE LINKS**

To Search for Certified Process Server: [Click Here](#)

To search for an approved Continuin Education Course for Process Server [Click Here](#)

For any questions please contact us at [processservers@txcourts.gov](mailto:processservers@txcourts.gov). For more information, please [Click Here](#)

- In the “Program” field select your certification program
- In the ‘Entity Type’ field, select ‘Individual’ (for Court Reporters, Court Interpreters, Guardians, or Process Servers) or ‘Business Entity’ (for Court Reporting Firms or Guardianship Programs).
- You can search by name, certification # (in the Certification # field), or certification type.
  - When searching by certification # you must include the prefix and number. *For example: PSC-1234, CSR-1234, ACR-1234, PCR-1234, CRF-1234, CG-1234, GP-1234, or LCI-1234.*

Licensee Search			
Enter Search Criteria			
If you only have the partial name of a business entity or Individual, or are having troubles finding them by name, put the % sign before and after the partial wording, and all those with that word will appear. For example, %west%.			
<small>Per Tex. Gov't Code 2062.003, which took effect on 6/20/2025, state agencies are prohibited from providing certain personal identifying information regarding licensees. We are only able to provide contact information for those licensees who have authorized us to do so. Staff are unable to provide or confirm contact information beyond what is found here. We apologize for any inconvenience this may cause.</small>			
Program *	Process Server Certific. ▾	Entity Type	Individual ▾
Last Name	<input type="text"/>	First Name	<input type="text"/>
Certification #	<input type="text" value="PSC-1234"/>	Certification Type	All ▾
<small>(+) Address Information</small>			
<a href="#">Reset</a> <a href="#">Search</a> <a href="#">Generate Excel</a> <a href="#">Back</a>			

- If you click on the “(+)” by Address Information, you can also search by City, County, Zip, or phone #

(-) Address Information  
For individuals, address search is by their Business Contact Information

City	<input type="text"/>	TX County	All <input type="text"/>
Zip	<input type="text"/>	Phone #	<input type="text"/>

**Reset**                      **Search**                      **Generate Excel**                      **Back**

- Once you’ve established your criteria, click ‘**Search**’ to see their basic certification information, or click ‘**Generate Excel**’ to see their certification and contact information. The excel document can be sorted to your liking.

**Note(s):**

- To sort basic ‘**Search Results**’ data, simply click on the following column titles (to go from ascending to descending).
- If you do not know who you are searching for, or if you just want to see everything, press “**Search**” to see what comes up.

**Search**                      **Generate Excel**                      **Back**

**SECTION 4: SEARCH FOR APPROVED CONTINUING EDUCATION COURSES:**

- Near the bottom, on the left side of the screen (under the USER LOGIN section), you will see “**SITE LINKS**”

**SITE LINKS**

To Search for Licensed Court Interpreter : [Click Here](#)

To search for an approved Continuing Education Course for Court Interpreter : [Click Here](#)

For any questions please contact us at [courtinterpreters@txcourts.gov](mailto:courtinterpreters@txcourts.gov). For more information, please [Click Here](#)

- In the “**Program**” field select your certification program.
- You can search by course title, provider name, dates offered, Hours Type, or Type.
- Once you’ve established your criteria, click ‘**Search**.’

**Course Search**

Program	Licensed Court Interpreter <input type="text"/>	Provider Name	<input type="text"/>
Course Title	<input type="text"/>	Type	All <input type="text"/>
Offered Date	<input type="text"/> to <input type="text"/>		
Hours Type	All <input type="text"/>		

**Reset**                      **Search**                      **Back**

**Note(s):**

- To sort the ‘**Search Results**’ data, simply click on the following column titles (to go from ascending to descending):
  - Course Title, Provider Name, Course Offered Date, and Location.

Course Title 	Provider Name	Course Offered Date	Location
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- If you just want to see currently approved courses in the system, enter a date range, then press **“Search”** to see what comes up. *For example: 01/01/2024 – 01/01/2026.*
- You can search by course name, provider name, dates offered, type, or hours type.
- If you do not know what you are searching for, or if you just want to see everything in the system, press **“Search”** to see what comes up.
- Sometimes you must tweak how you’re searching. For example, if you’re looking for a seminar called *“ABC’s of Court Reporting”* presented by *“Cinderella’s CE Seminars of Texas”*, but you can’t find it by name, try a partial search of the name of the course (i.e., *Cinderella’s*), or a partial name of the provider (i.e., *ABC’s*) and don’t enter anything else (i.e., *no dates, etc.*). Sometimes less is more.
  - For example, enter just the first word or two of the course title in the **Course Title** field. **Leave all other fields blank** and click **Search**.

**SECTION 5: ORDER REPLACEMENT CERTIFICATION CARD/ WALL CERTIFICATE:**

1. Log in to your account (i.e., online profile)
2. Under the **‘What do you Want to Do’** menu, click on **‘General Fee Remittance’**

3. Click on the item you are ordering (i.e., card or certificate), then click **Next**.

4. Enter/verify all requested information on the **‘Personal Information’** tab, then click **Next**.

5. Verify/update any changes on the 'Address Information' tab, then click **Next**.

Please review Address Information for accuracy. << Back | Next >>

**Home Address**

Country *	United States	Apt/Unit/etc.	
Address *	123 DISNEY ROW	Zip *	78701
City *	AUSTIN	State/Province *	TEXAS
County *	TRAVIS	Primary Phone # - Ext *	512-555-5555
Fax		Alternate Phone # - Ext	
		Primary E-mail *	COURTINTERPRETERS@
		Alternate E-mail	

6. Review the **Certification Information** tab. (Note: info cannot be updated by applicant), then click **Next**.

**Certification Information**

Certification Type	Certification #	Endorsement	Restriction	Status	Expiration Date
MASTER COURT INTERPRETER	LCI-2418	SPANISH		Active	07/31/2025

7. Read the Attestation page, then check the box by the declaration, and enter your name and date.

**Attestation**

You must check the following:

I declare under penalty of perjury that the information provided in this application is true and correct.

Applicant's Name \* Cruella DeVille Date \* 02/27/2026

Submit Application << Back

8. Click 'Submit Application'
9. On the 'Fee Detail' page, click 'Pay Now.'
10. Complete the payment process. (NOTE: if you do not pay, we will not receive your application.)

**SECTION 6: CHANGE YOUR NAME:**

1. Log in to your account.
2. Under the 'What do you Want to Do' menu, click on 'Change Name'

**WHAT DO YOU WANT TO DO?**

- View Pending Applications
- Renew
- Apply for Exam
- New Guardianship Registration
- Surrender Certificate
- Print Receipt
- Apply for New Certification
- General Fee Remittance
- Pay Invoice(s)
- CE Approval Request
- Track CE
- Change Name**
- Change Password

3. Under the 'Application Type,' the "Application for Updating Name on Certification" defaults to checked. Click **Next**.

**Application Type \***

Which application would you like to apply for?

Application for Updating Name on Certification

Reset Next

- 4. Enter your new full legal name (last name, first name, and middle name)
- 5. Check the appropriate box indicating the reason for your name change.

**Requested Change**

Must provide full legal name stated on your government issued identification card or driver's license. Preferred or Nicknames are not permissible.

Last Name \* STARK First Name \* TONY Middle Name IRONMAN

Reason for change \*  Marriage  Divorce  Other Changed to my [REDACTED] name.

- 6. To attach your documentation in the 'Mandatory Required Document(s)' section, click on the 'Documents (0)' link.

**Mandatory Document(s)**

You must attach at least one scanned document with each line item prior to submitting the application. Click on Document(s) link to upload documents for an item.

Item #	Required Document Detail	Document(s)
1	Supporting documentation required for name changes. (e.g. copy of marriage license, driver's license, or court order.)	<a href="#">Documents (0)</a>

- 7. Click 'Add'

Fields marked with asterisk (\*) are required.

### Document Upload

**Instructions:**

- 1. Click 'Add' to create a new row.
- 2. Click 'Browse' or 'Choose File' on the row to select document. Repeat steps 1 & 2 to select more documents.
- 3. Click 'Upload' button to attach all selected documents.
- 4. Please confirm all documents are correct before uploading them. Any document uploaded here cannot be deleted.
- 5. Uploaded files must only be in PDF, DOC, JPG, JPEG, PNG, or EXCEL format.

**Attach Document(s)** **Add**

Please click 'Add' to add a new row.

**Close**

**Upload**

- 8. Click on 'Choose File' to locate the file on your computer to be uploaded.

**Attach Document(s)** **Add**

Please click 'Add' to add a new row.

Document	Comments	Delete
<input type="button" value="Choose File"/> No file chosen		<input type="button" value="Delete"/>

- 9. Once you have selected your file, click Upload. You will see it in the 'Document' column.

**Mandatory Document(s)**

You must attach at least one scanned document with each line item prior to submitting the application. Click on Document(s) link to upload documents for an item.

Item #	Required Document Detail	Document(s)
1	Supporting documentation required for name changes. (e.g. copy of marriage license, driver's license, or court order.)	<a href="#">Documents (1)</a>

- 10. You can confirm what you uploaded by clicking on the 'Documents (1)' link.

- 11. Read the Attestation page, then check the box by the declaration.

Enter your name in the 'Name' field.

- 12. Enter the Date in the 'Date' field

**Attestation**

You must check the following:

I declare under penalty of perjury that the information provided in this application is true and correct.

Applicant's Name \* Tony I. Stark Date \* 02/27/2026

- 13. Click 'Submit Application'

- 14. After you submit your application, you'll be taken to the Confirmation page. Note: You will only see your attachments if the "Mandatory Required Document(s)" link is present, which is not the case for this form. 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.

**SECTION 7: UPDATE CONTACT INFORMATION:**

1. Log in to your account.
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**

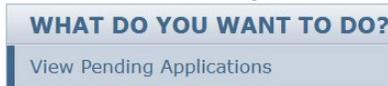
**SECTION 8: ATTACH DOCUMENTS TO A PENDING APPLICATION:**

**Important Information:**

\* **Naming structure(s):** please ensure to name them in a way which clearly identifies the document. *For example, good names would be “Complaint form,” “Contact Update for Jane Doe,” “Screenshot-:Login page,” etc. Examples of bad names would be “JBCC,” “123456789”, “abcdefg”, “document”, or other non-descript names.*

\* **File types accepted:** PDF, Excel, Word, or JPG/JPEG only.

- 1) Log in to your account.
- 2) Under the ‘What do you Want to Do’ menu, click on ‘View Pending Application(s).’



- 3) When you get to the list of pending online apps, click on the ‘View Details’ link for your application.

Current Step	Application Summary	View Details
Review by State	Application Summary	<a href="#">View Details</a>

- 4) For non-mandatory documents, click on the ‘Document(s)’ link in the ‘View/Attach’ column on the row for ‘Additional Supporting Documents. (Optional).’

Checklist				
Item #	Certification Type	Item	View/Attach	Item Status
1	All	Review Continuing Education	N/A	Pending
2	All	Additional Supporting Documents. (Optional)	<a href="#">Documents (0)</a>	N/A

- For mandatory documents, click on the ‘Mandatory Document(s)’ link, then click on the ‘Documents (0)’ link in the ‘Document(s)’ column.

Checklist				
Item #	Certification Type	Item	View/Attach	Item Status
1	All	Finger Print Receipt Uploaded by Applicant	Documents (0)	Pending
2	All	<b>Mandatory Document(s)</b>	N/A	Pending
3	All	Additional Supporting Documents. (Optional)	Documents (0)	N/A

- It’ll take you to the ‘Upload Document’ page to upload your document(s). Click ‘Add.’

Fields marked with asterisk (\*) are required.

### Document Upload

**Instructions:**

- Click 'Add' to create a new row.
- Click 'Browse' or 'Choose File' on the row to select document. Repeat steps 1 & 2 to select more documents.
- Click 'Upload' button to attach all selected documents.
- Please confirm all documents are correct before uploading them. Any document uploaded here cannot be deleted.
- Uploaded files must only be in PDF, DOC, JPG,JPEG, PNG, or EXCEL format.

**Attach Document(s)** Add

Please click 'Add' to add a new row.

- 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.

**Attach Document(s)** Add

Please click 'Add' to add a new row.

Document	Comments	Delete
<div style="border: 1px solid #ccc; padding: 2px;"> <span style="border: 1px solid red; padding: 2px;">Choose File</span>   No file chosen                 </div>		Delete

- Once you have selected your file, click ‘Upload.’ You will see it in the ‘Document’ column. You can see what was uploaded by clicking on the “Documents (1)” link.)

Mandatory Document(s)		
You must attach at least one scanned document with each line item prior to submitting the application. Click on Document(s) link to upload documents for an item.		
Item #	Required Document Detail	Document(s)
1	Orientation course completion certification.	Documents (1)

- Once uploaded, email the department it pertains to (i.e., court reporting, court interpreters, guardians, or process servers) so they know it’s been uploaded.

## SECTION 9: HOW TO WITHDRAW AN APPLICATION (only for applications that have yet to be submitted):

- Log in to your profile/account.
- Under the ‘What do you Want to Do’ menu, click on ‘View Pending Application(s).’
- When you get to the list of pending online apps, click on the ‘Withdraw’ link, under ‘Continue Application.’

Continue Application
Incomplete

Withdraw

- You’ll get a pop-up box asking if you are sure you want to withdraw the application, click ‘OK.’

Are you sure you want to Withdraw Application? Click Ok to continue otherwise click cancel.

OK
Cancel

- Logout of your profile.

**SECTION 10: RESET FORGOTTEN PASSWORD or RETRIEVE FORGOTTEN LOGIN NAME:**

- 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 ‘**Individual**’ (for licensees) or ‘**Business Entity**’ (for court reporting firms).
- 4) Select your program (i.e., *Court Reporter, Court Interpreter, Guardian, or Process Server*).
- 5) Enter your Certification, License, or Registration # in the ‘**Certification #**’ field **or** enter your Login Name in the ‘**Login Name**’ field. (**Note:** Do not enter your certification # **and** login name.)
  - a. When entering your certification number, you must use the prefix and the number. For example: *PSC-1234, CSR-1234, CG-1234, LCI-1234, etc.*
- 6) Enter your email address in the ‘**Email**’ field.

**Forgot Login/Password**

To retrieve your password you must provide following information:

1. Choose **Entity Type**, then **Program**.
2. Choose **one** of the following, **Certification #** or **Login Name** ([Guardianship Registration: Use Login Name](#)).
3. When entering your Certification #, you must enter it in this format: prefix, a dash, and the number. For example: PSC-1234, CSR-1234, CG-1234, LCI-1234, etc.
4. The email address registered with your online account.

Entity Type \*  Individual  Business Entity  Provider Program \* Licensed Court Interpreter

Certification # LCI-1234 Login Name

Email \* blueberrymuffin@muffins.org

[Return to Online Services](#)

[Retrieve Login / Password](#)

**Forgot Login/Password**

To retrieve your password you must provide following information:

1. Choose **Entity Type**, then **Program**.
2. Choose **one** of the following, **Certification #** or **Login Name** ([Guardianship Registration: Use Login Name](#)).
3. When entering your Certification #, you must enter it in this format: prefix, a dash, and the number. For example: PSC-1234, CSR-1234, CG-1234, LCI-1234, etc.
4. The email address registered with your online account.

Entity Type \*  Individual  Business Entity  Provider Program \* Licensed Court Interpreter

Certification # Login Name blueberrymuffin

Email \* blueberrymuffin@muffins.org

[Return to Online Services](#)

[Retrieve Login / Password](#)

- 7) Click ‘**Retrieve Login/Password**’ button.
- 8) You get a message saying your information has been sent to your email address.
- 9) Retrieve the forgotten information (reset password link) from your email. (*Note: check your spam folder, in case the email goes there.*)
- 10) When you click on the link in your email, you’ll be taken the page to enter a new password, 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**’

### SECTION 11: MAKING EXCEL LIST OF LICENSEES SORTABLE

After opening the search results Excel spreadsheet, do the following:

1. Selecting the entire spreadsheet by clicking on the cell located to the complete left, just to the left of column A and above the number 1.
2. Right click, select **Format Cells**
3. Under the Alignment tab, uncheck **Wrap Text**, and uncheck **Merge Cells**.
4. Click **OK**

From there you should be able to maneuver the columns and sort as desired.

### SECTION 12: PRINTING PAYMENT RECEIPTS

- 1) Log in to your online profile.
- 2) On the **What Do You Want to Do** menu, click the link to **Print Receipt**.



- 3) Locate the receipt you need, click the **Print** link, and follow instructions accordingly from there.

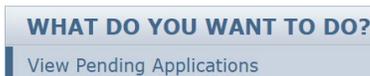
Print Receipts				
Receipt #	Receipt Date	Payment Mode	Amount	Print
57943	07/21/2025	Online Credit Card	5.00	<a href="#">Print</a>
57940	07/21/2025	Online Credit Card	200.00	<a href="#">Print</a>
57854	03/16/2023	Online Credit Card	175.00	<a href="#">Print</a>

1-3 of 3 records

### SECTION 13: HOW TO CORRECT WRONG CE ENTERED ON RENEWAL APPLICATIONS

**Scenario #1** (Applicant has already logged out of profile without submitting their application)

1. Login to your profile.
2. Go to **View Pending Application(s)** on the **What Do You Want to Do** menu.



3. Click on **View Details** for the renewal application.

Application for Renewal of Guardian Certification	Online	266424	07/21/2025	Review by State	Application Summary	<a href="#">View Details</a>	Withdraw	Received by State
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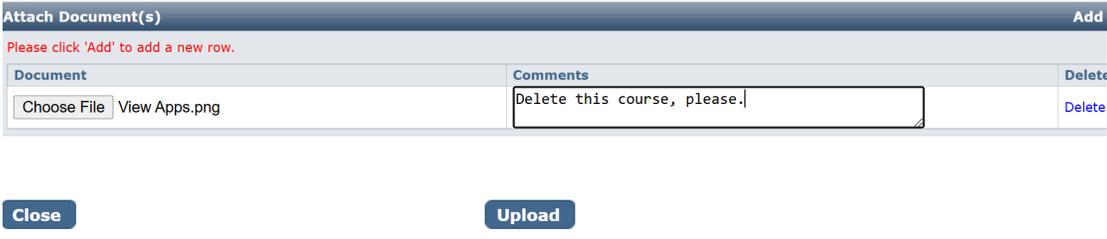
4. On the **Checklist**, click on the **Completed Required CE Hours** link.

Checklist				
Item #	Certification Type	Item	View / Attach	Item Status
1	All	<a href="#">Completed Required CE Hours</a>	N/A	Pending
2	All	Additional Supporting Documents. (Optional)	<a href="#">Documents (0)</a>	N/A

5. On the **Continuing Education Details** page, Click **Add**.



6. Add the correct course and upload the correct certificate.
7. On the course(s) selected in error, upload a document to it (any document) and in the Comments section of the **Document Upload** page, type in *“Delete this course, please.”* Click **Upload**.



8. Continue with your application. Once reviewed by staff, they will delete the course as requested.

**Scenario #2** (Applicant has not logged out of profile and has application open)

1. Select the correct CE course and upload the correct CE certificate to it.
2. On the course(s) selected in error, upload a document to it (any document) and in the Comments section of the Document Upload page, type in *“Delete this course, please.”*
3. Continue with your application. Once reviewed by staff, they will delete the course as requested.

**SECTION 14: HOW TO PAY AN INVOICE**

1. Login to your online profile
2. On the **What Do You Want to Do** menu on your profile home page, click **Pay Invoice(s)**.



3. Click the box in the **Select** column.



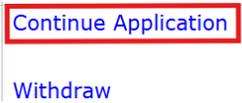
4. Click **Pay** to be taken to the payment portal and follow instructions accordingly from there.
5. You also have the option to **Print Invoice** from here as well. We recommend doing so; however, it is optional. All you have to do is click the **Print Invoice** link and follow instructions accordingly.
6. After you've paid the receipt, you must reply to the email you received about being invoiced, so we know it's paid as we are not alerted otherwise.

## **SECTION 15: HOW TO UPDATE WORK SUPERVISOR FOR CERTIFICATIONS**

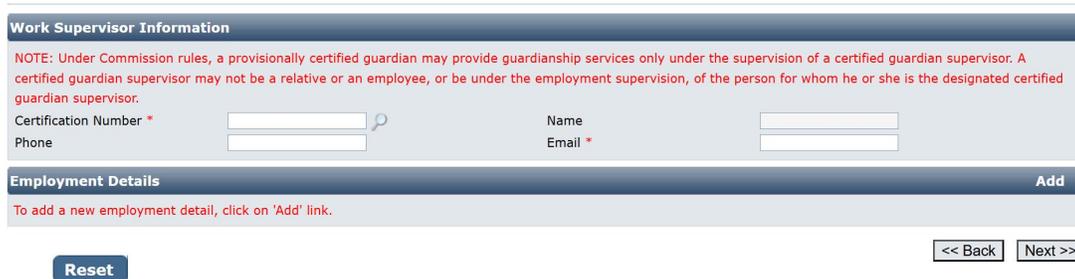
This only pertains to certifications for Apprentice Court Reporters and Provisional Guardians.

**Prior to Submitting your Applications to the JBCC, you must update your supervisor as follows:**

1. Login to your online profile.
2. On the **What Do You Want to Do** menu on your profile home page, click **View Pending Applications** to locate the app.
3. Click the **Continue Application** link.



4. Click the **Education Detail** tab to get to the Work Supervisor Information section.



**Work Supervisor Information**

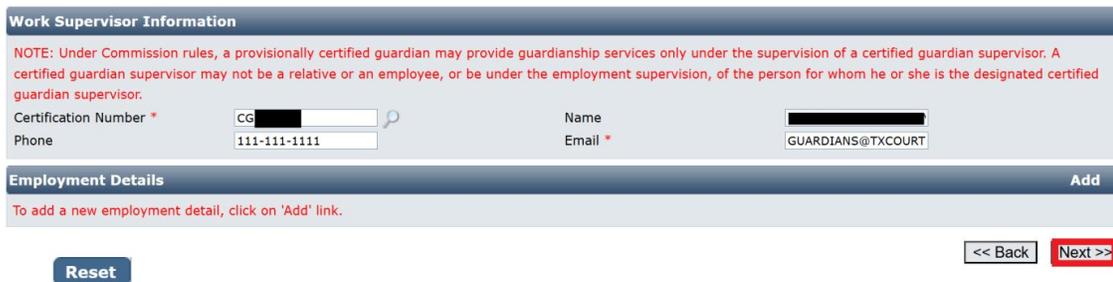
NOTE: Under Commission rules, a provisionally certified guardian may provide guardianship services only under the supervision of a certified guardian supervisor. A certified guardian supervisor may not be a relative or an employee, or be under the employment supervision, of the person for whom he or she is the designated certified guardian supervisor.

Certification Number *	<input type="text"/>	Name	<input type="text"/>
Phone	<input type="text"/>	Email *	<input type="text"/>

**Employment Details** Add

To add a new employment detail, click on 'Add' link.

5. In the **Work Supervisor Information** section, enter the certification number of your supervisor.
  - a. For court reporters, ensure to enter the CSR prefix. Example: CSR-1234
  - b. For guardians, ensure to enter the CG prefix. Example: CG-1234
6. The system will automatically fill in the rest of the information (i.e., phone #, email, and name).



**Work Supervisor Information**

NOTE: Under Commission rules, a provisionally certified guardian may provide guardianship services only under the supervision of a certified guardian supervisor. A certified guardian supervisor may not be a relative or an employee, or be under the employment supervision, of the person for whom he or she is the designated certified guardian supervisor.

Certification Number *	CG [REDACTED]	Name	[REDACTED]
Phone	111-111-1111	Email *	GUARDIANS@TXCOURT

**Employment Details** Add

To add a new employment detail, click on 'Add' link.

7. Click **Next** to continue your application (i.e., pay and submit it).

**After Submitting your Applications to the JBCC, you cannot update your supervisor online.** To update your supervisor after your application has been submitted (including after you become certified), you must do the following:

1. Submit documentation confirming your supervisor to the JBCC via email.
  - a. For court reporters, send documentation to: [courtreporting@txcourts.gov](mailto:courtreporting@txcourts.gov)

- b. For guardians, send documentation to: [guardians@txcourts.gov](mailto:guardians@txcourts.gov)
- 2. Staff will upload the documentation to your profile and update the information on this end.

**SECTION 16: HOW TO SWITCH FROM ONE CERTIFICATION PROGRAM TO ANOTHER FROM WITHIN YOUR EXISTING ONLINE PROFILE (If You Hold Multiple Certifications).**

The following is an example of why you would switch from one program to another:

- You are currently certified as a Court Reporter, and you are certified as a Process Server. You need to update contact information on both certifications, or you need to renew one of them; you would simply log into your existing court reporter profile and follow the procedures below.

**To change programs from your existing certification, you must do the following:**

1. Login to your existing certification profile
2. You will see your **Login Options** for each certification (like shown below).
  - Login as: Court Reporter Certification
  - Login as: Process Server Certification
3. Select the one you need to access, then click **Next**.
4. You will be taken to the Profile Home page for the certification you selected.
5. Click on the menu item you need (i.e., Renew, Update Profile, View Pending Applications, etc.)
6. Follow instructions accordingly from there.

If you only have one certification and wish to apply for another one, or you created a profile for a certified guardian in error trying to register a guardianship, you must do the following to switch programs from your existing profile.

1. Login to your existing profile.
2. On your home page, click the [Click Here](#) link.

**WELCOME TO YOUR HOME PAGE!**

You are currently logged into your online account for the **Licensed Court Interpreter** program.  
To switch your login session to a different program for Texas, Judicial Branch Certification Commission: [Click Here](#)

**License Information:**

Certification Type	Certification #	Endorsement	Restriction	Status	First Issue Date	Expiration Date
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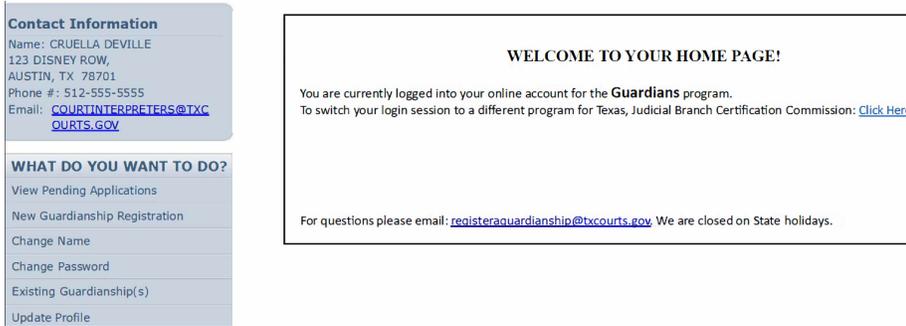
3. Select the program you need from the menu below, then click **Next**.

**Login Options**

- Login as: Court Reporter Certification
- Login as: Guardianship Certification
- Login as: Guardianship Registration
- Login as: Licensed Court Interpreter
- Login as: Process Server Certification

[Reset](#) [Next](#)

- You will see the program has changed as has your menu options.



The screenshot shows a user profile on the left and a home page on the right. The profile includes contact information for CRUELLA DEVILLE and a menu titled 'WHAT DO YOU WANT TO DO?' with options like 'View Pending Applications' and 'Update Profile'. The home page displays a 'WELCOME TO YOUR HOME PAGE!' message and a 'Click Here' link.

- Select the appropriate menu option and follow instructions accordingly from there.

### SECTION 17: HOW TO UPDATE GUARDIANS FOR A GUARDIANSHIP PROGRAM

- Login to your existing profile
- Under the What Do You Want to Do menu, select Update Program’s Guardian(s)



The screenshot shows a menu titled 'WHAT DO YOU WANT TO DO?' with various options. The option 'Update Program’s Guardian(s)' is highlighted with a red box.

- On the Program’s Certified Guardian(s) row, click Add



The screenshot shows a row titled 'Program’s Certified Guardian(s)' with an 'Add' button circled in red. Below the row is a red instruction: 'Please add all Certified Guardian(s) including program director, working for the Program.'

- To add a guardian, enter the guardian’s certification number (that starts with CG or PG), or click the magnifying glass next to that field to search for them by name.



The screenshot shows a form titled 'Program’s Guardian Information' with fields for 'Guardian Certification #', 'Last Name \*', 'Certification Exp. Date', and 'First Name \*'. A magnifying glass icon is next to the 'Guardian Certification #' field.

You will see this screen after clicking on the magnifying glass. Just enter your search criteria and click Search.

**Enter Search Criteria**

Program	Guardians	Entity Type	Individual
Last Name	<input type="text"/>	First Name	<input type="text"/>
DOB	<input type="text"/>	Certification #	<input type="text"/>
Certification Type	All	Certification Status	All

(+) Address Information

Click on the name of the guardian you need to add. They will be added to your list of certified guardians.

10. To remove a guardian, click Delete by their name to remove them.

**Program's Certified Guardian(s)** Add

Please add all Certified Guardian(s) including program director, working for the Program.

Name	Certification Expiration Date	Guardian Certification #	Certificate Status	Delete
<input type="text"/>	05/31/2021	PG- <input type="text"/>	Active	Delete
<input type="text"/>	10/31/2021	CG- <input type="text"/>	Active	Delete