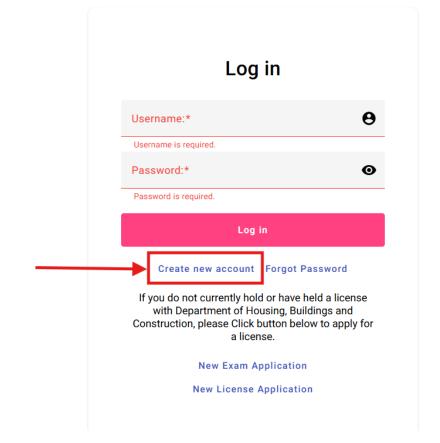
How to Create a Portal Account, Upload Documents, Renew a License and pay requested fees online.

HBC Licensing Services

Click the link below to be directed to the online portal.

https://dhbc.ky.gov/HBCOnline/login

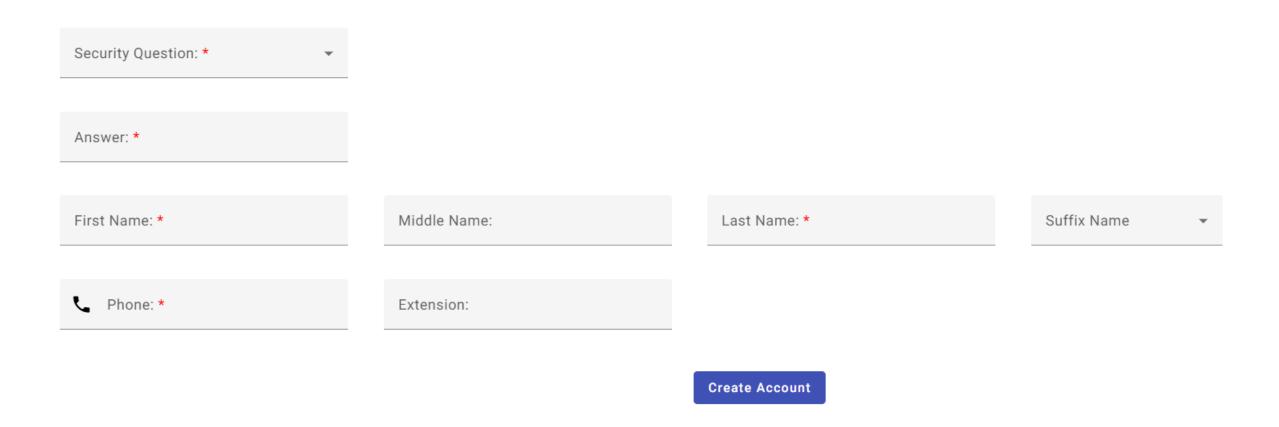
 Once you are at the portal website, click Create new account.



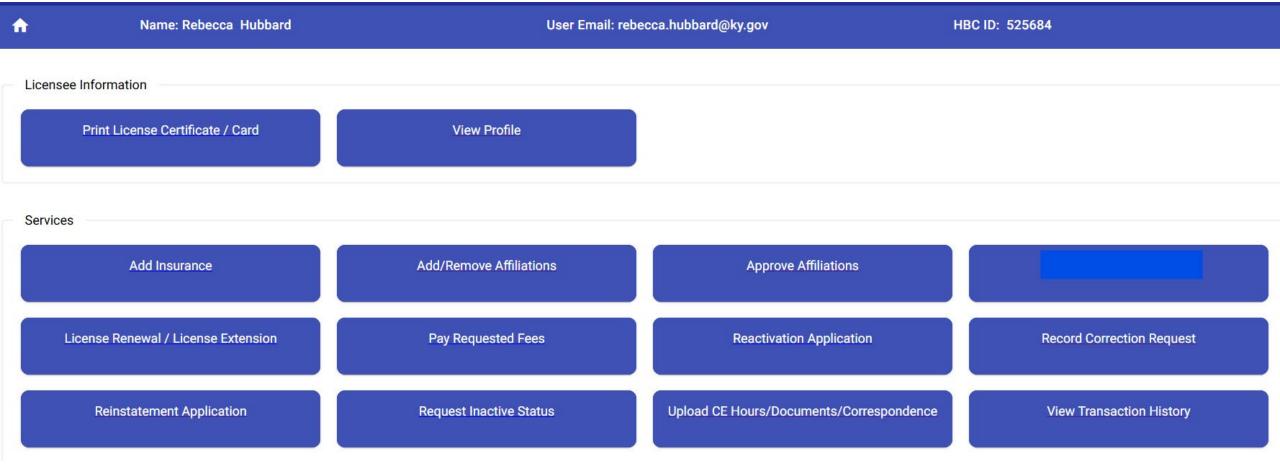
- Choose Individual as the User Type.
- Fill out the fields, creating the username and password

CREATE NEW USER ACCOUNT User Information (Select the appropriate type of user from the list) User Type: * Individual You should have received a letter from the Department with your HBC ID: * HBC ID. If not, please call 502-573-0365 and follow the prompts to HBC ID is required. the corresponding Division for your license type. Username: * Username is required. Email: * Email is required. (Must be between 8-15 alpha numeric characters in length, should have at least 1 number and may contains! @ #\$_-) Password: * \odot Password is required. Verify Password: * \odot

- Choose a security question and answers
- Enter all the required fields and click Create Account



• Once you've created your account, you should see the screen below.



• From here you can click the tab for the function you would like to perform.

Print License Certificate / Card

Print Certificate

Print License Card or

Certificate.

Print Certificate											
Google Wallet	Apple Wallet	License Type	License #	Issued Date	Renewal Date	Licensee Address	Status	Print Certificate	Print License Card		
=		Contractor Electrician-Individual	CE384570	03/20/2025	03/31/2025		Active - Active	POF	PDF		
		Master Electrician	ME384572	03/20/2025	11/30/2026		Active - Active	POF	PDF		
		Journeyman HVAC Mechanic	384378	03/20/2025	03/31/2025		Active - Active	POF	POF		
		Journeyman Plumber	J384578	03/21/2025	05/30/2025		Active - Active	POF	POF		
		Master Plumber	M384580	03/21/2025	09/30/2026		Active - Active	POF	POF		
		Master HVAC Contractor	HM384568	03/20/2025	03/31/2025		Active - Active	PDF	POF		

• From here you can choose whether to add your certificate/card to your Google or Apple Wallet, Print a Certificate or Print License Card.



Licensee Profile

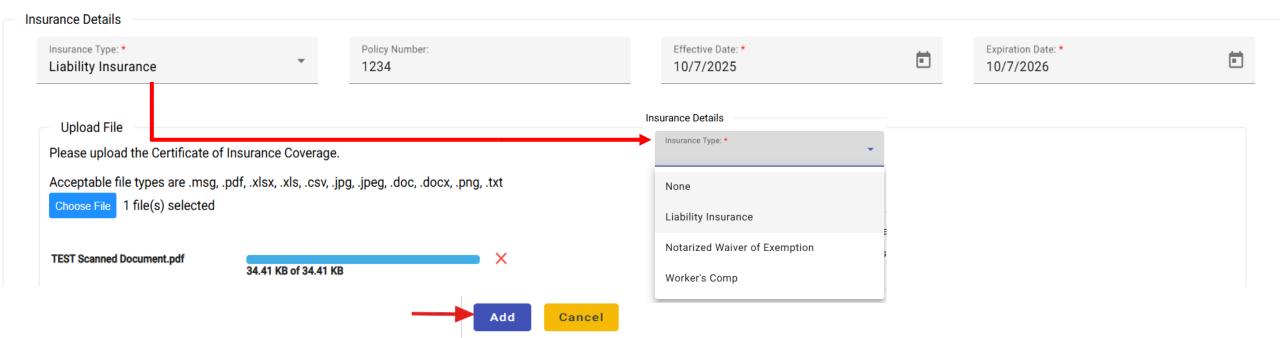
Licensee Information

	Licensee Name	License Type	License #	Status	Issued Date	Renewal /Extension Date	Expire Date
-	Rebecca Hubbard	Rebecca Hubbard Contractor Electrician-Individual		Active - Active	03/20/2025	03/31/2025	05/30/2025
	Rebecca Hubbard	ecca Hubbard <u>Master Electrician</u>		Active - Active	03/20/2025	11/30/2026	01/29/2027
	Rebecca Hubbard	Journeyman Plumber	J384578	Active - Active	03/21/2025	05/30/2025	11/26/2025
	Rebecca Hubbard	Master Plumber	M384580	Active - Active	03/21/2025	09/30/2026	03/29/2027
	Rebecca Hubbard	Master HVAC Contractor	HM384568	Active - Active	03/20/2025	03/31/2025	05/30/2025
	Rebecca Hubbard	Journeyman HVAC Mechanic	384378	Active - Active	01/30/2025	03/31/2025	05/30/2025

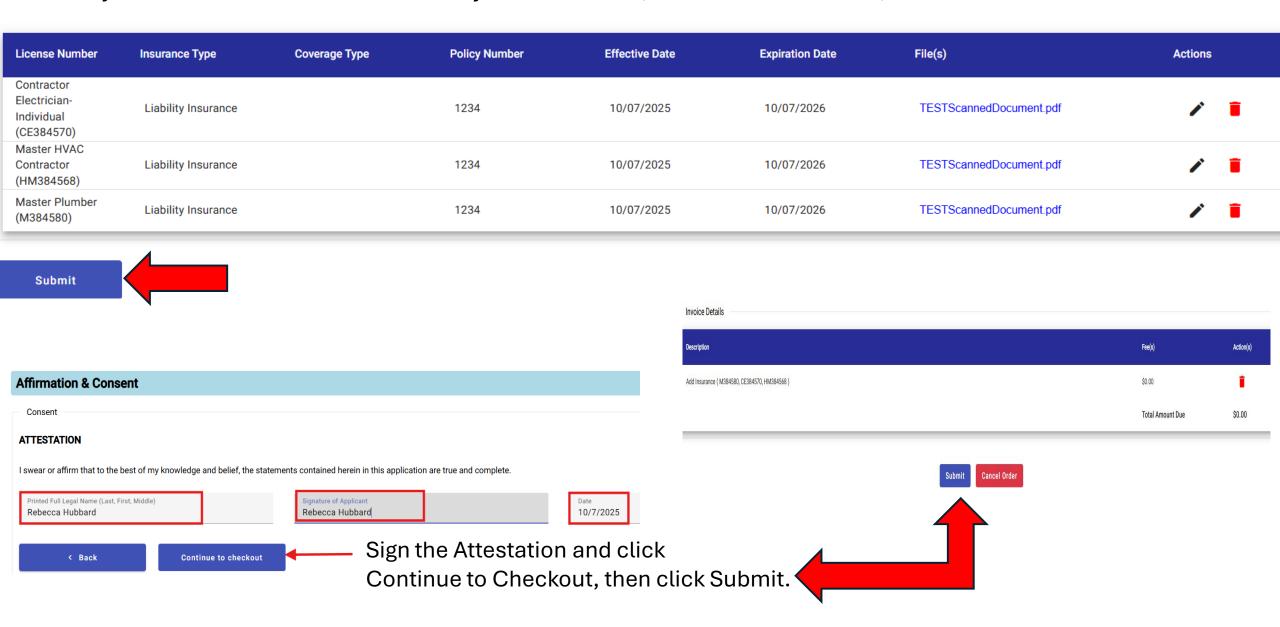
• This will give you a snapshot of all your licenses.

• Choose the licenses you want to upload your insurance documentation for. Choose the insurance type, enter policy number, effective and expiration dates. Choose your file to upload, click Add.

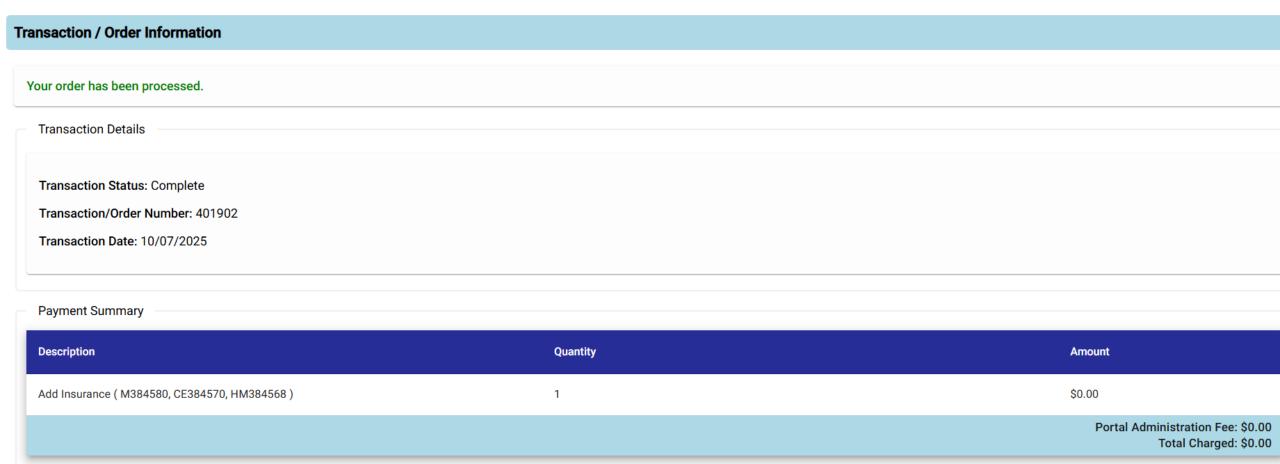




• Now you will see the information that you've entered, and if this is correct, click submit.



• After clicking submit you will see your Transaction/Order Information receipt. You can print a copy of your invoice or Click Go Home to get back to the main screen.





NOTE – LICENSE MUST BE WITHIN 60 DAYS OF EXPIRATION

If you have a license eligible for renewal it will display when clicking the License Renewal/License Extension tab.

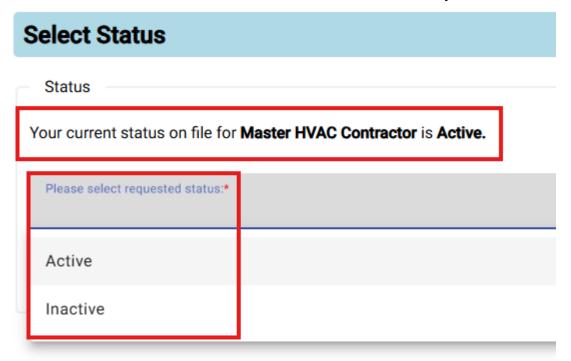
Check the box and click Next.

Renew License(s) Select License(s) to Renew License # **License Type Original Amount Inactive Status Fee Penalty Late Amount Amount Paid Total Amount Due** Status **Notice Date** HM384568 Master HVAC Contractor Active 10/27/2025 \$250.00 \$20.00 \$0.00 \$0.00 \$250.00

> Next

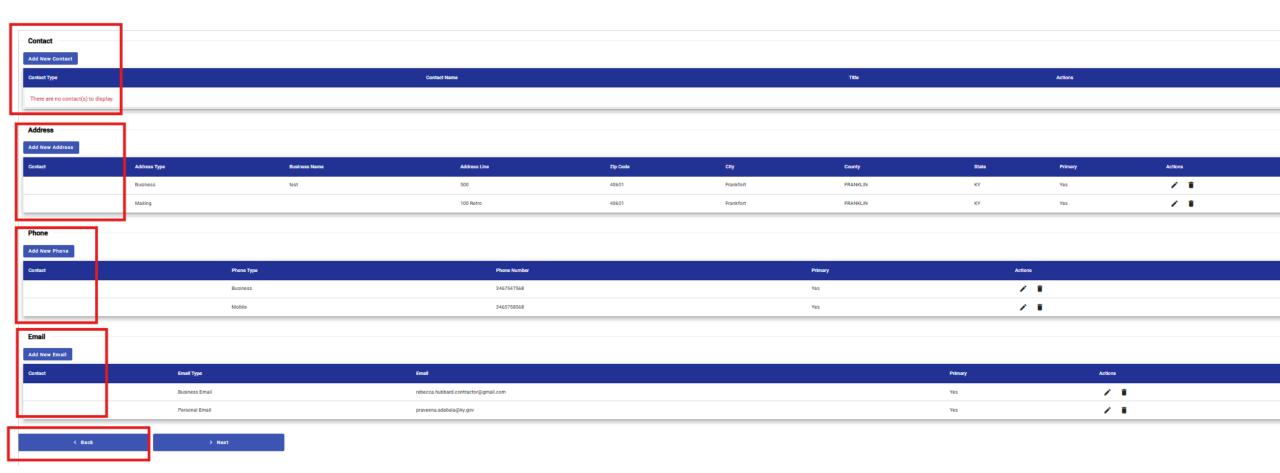
Continue to checkout

Select Status – Please select the requested status.

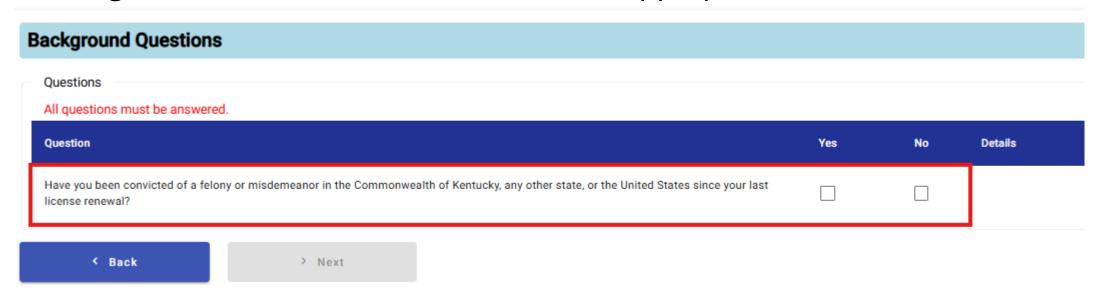


Record Correction - make any necessary changes to your information.

Record Correction – Make any necessary changes or additions and click next. If no changes are necessary, simply click next.



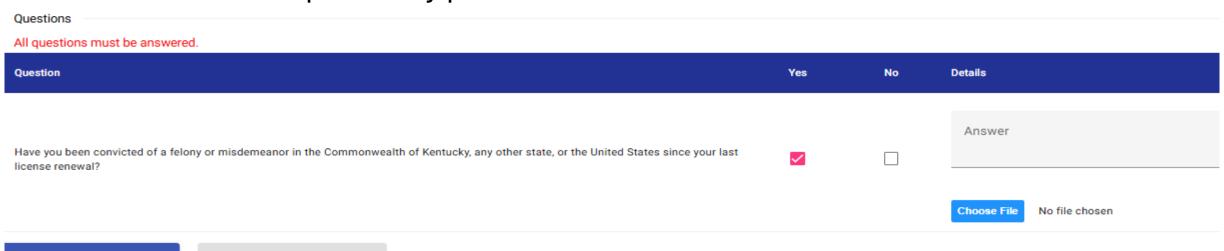
Background Questions - Please check the appropriate box, then click next.



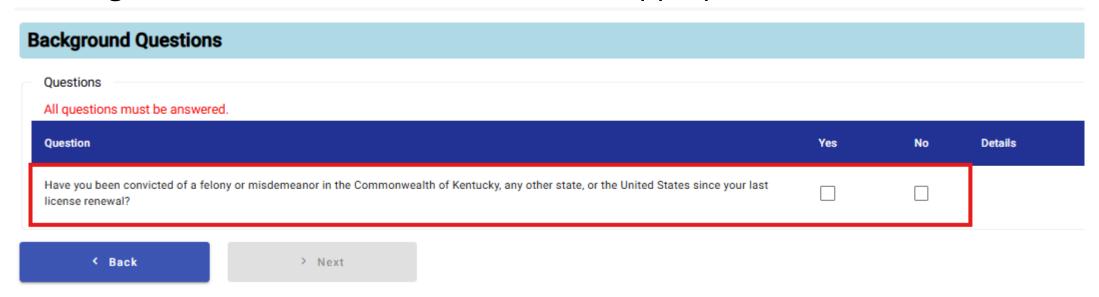
*If the answer is Yes, you will need to provide a description of the conviction in the answer box and upload any pertinent documentation.

< Back

> Next



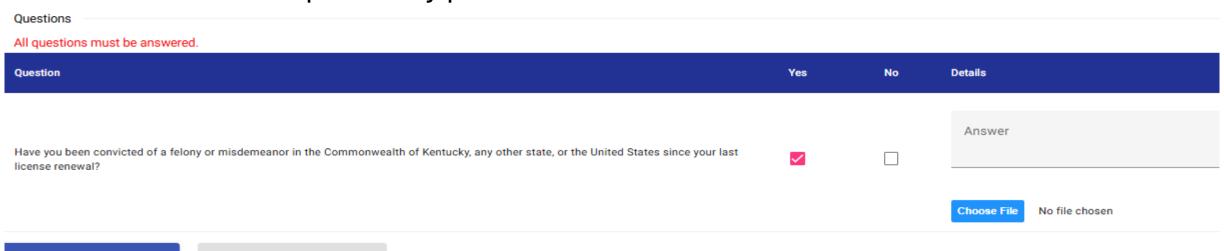
Background Questions - Please check the appropriate box, then click next.



*If the answer is Yes, you will need to provide a description of the conviction in the answer box and upload any pertinent documentation.

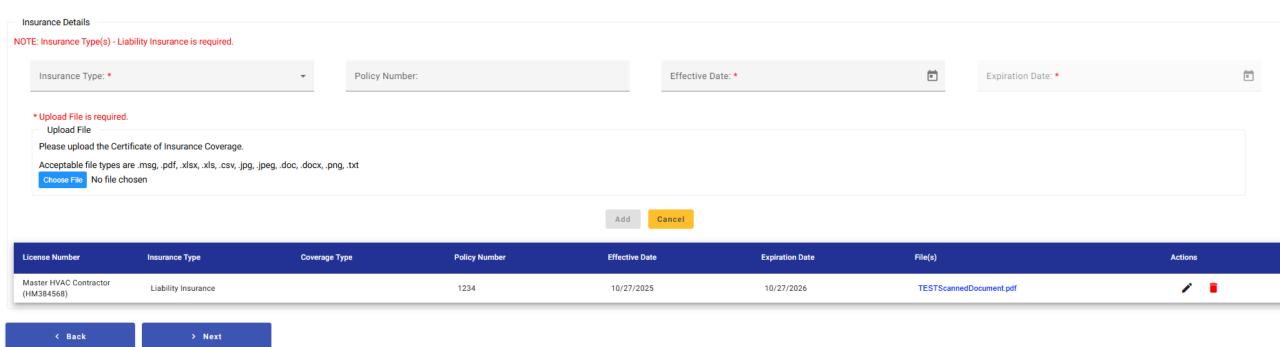
< Back

> Next

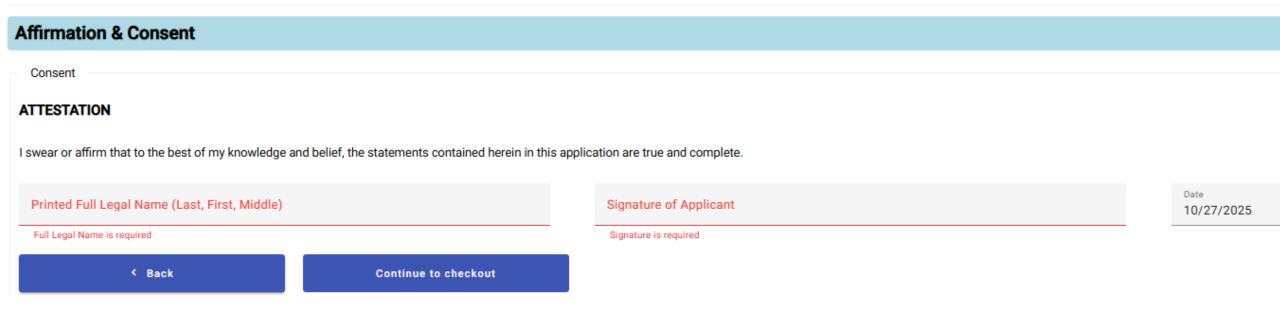


Add Insurance with Renewal

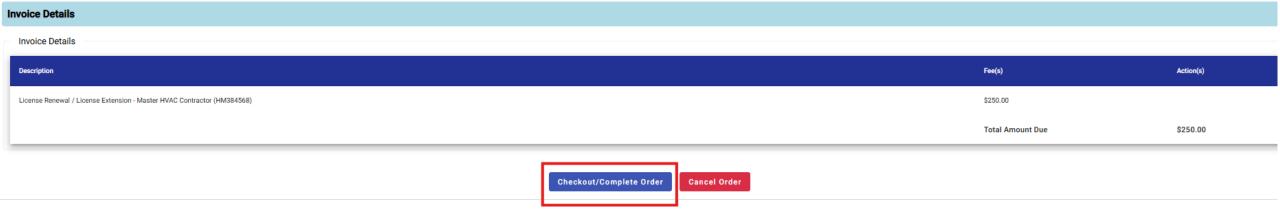
Enter insurance details, upload documentation and click next.



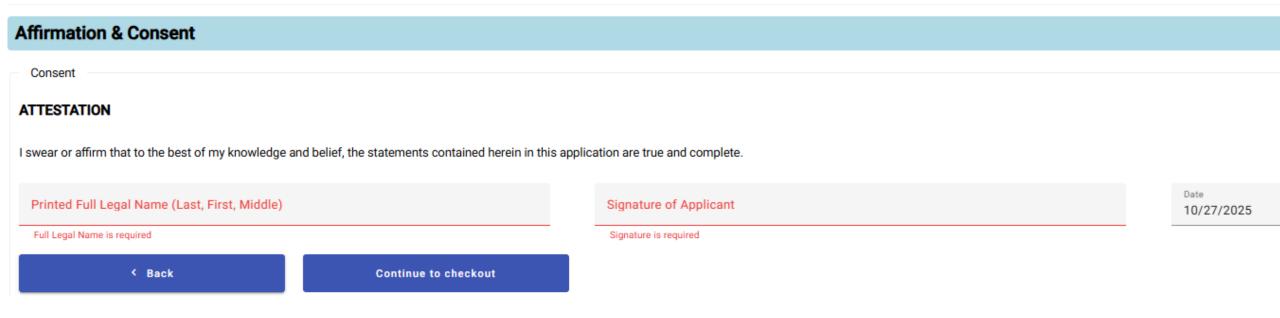
Enter the necessary fields and click Continue to checkout.



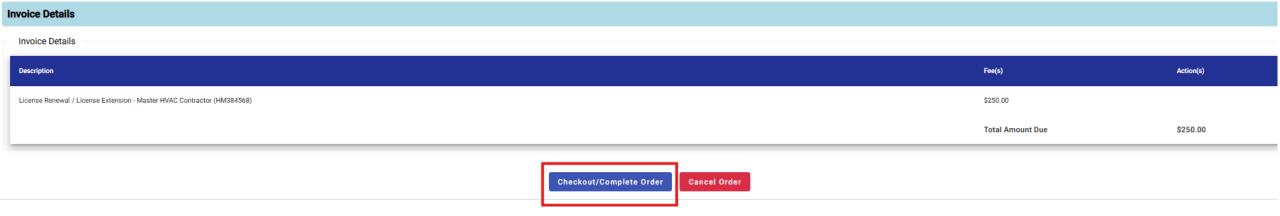
Invoice Details – click Checkout/Complete Order



Enter the necessary fields and click Continue to checkout.



Invoice Details – click Checkout/Complete Order



Online Payment Portal

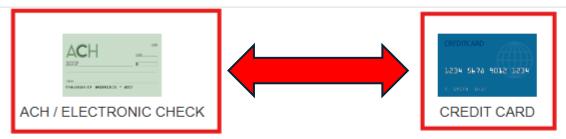


Public Protection Cabinet

Department of Housing, Buildings and Construction

Here you will choose your preferred method of payment.

Select Payment Type



If selecting ACH / Electronic Check Payment Type please ensure that your checking account is enabled for ACH payments, does not have a debit block on the account and has sufficient funds to cover the fee listed in the summary. If selecting Credit Card Payment Type, please ensure your credit card has sufficient credit limit to cover the Summary Total, including the Portal Administration Fee.

Summary

License Renewal / License Extension -

\$250.00

Master HVAC Contractor (HM384568)

Item Price: \$250.00

Quantity: 1

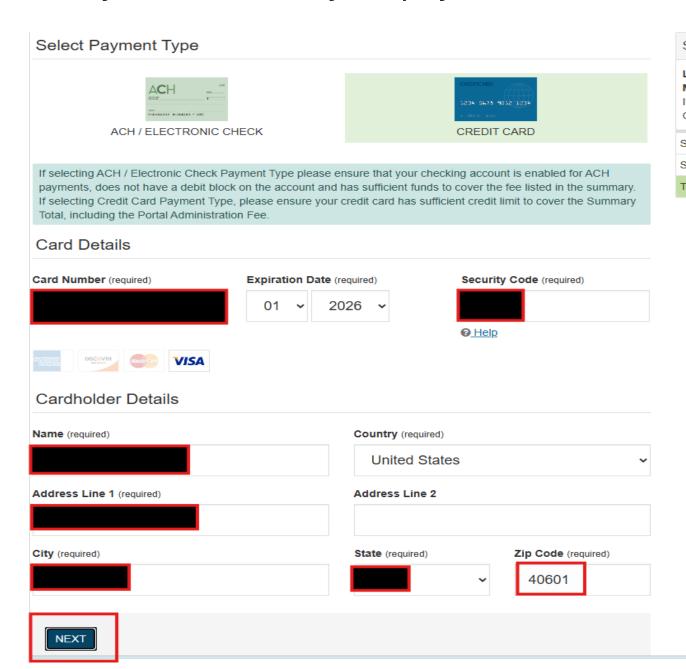
Cancel and return to Housing, Building, and Construction Licensing Payments

Policies Security Disclaimer Accessibility



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Once you've entered your payment information, click next.





Confirm your information, verify total and click PAY NOW.



Public Protection Cabinet

Department of Housing, Buildings and Construction

If selecting ACH / Electronic Check Payment Type please ensure that your checking account is enabled for ACH payments, does not have a debit block on the account and has sufficient funds to cover the fee listed in the summary. If selecting Credit Card Payment Type, please ensure your credit card has sufficient credit limit to cover the Summary Total, including the Portal Administration Fee.

Visa Card Details

Card Number ***********1111 Expiration Date 1/2026

Cardholder Details

Rebecca Hubbard

500 Mero St. 1st Floor Frankfort, KY 40601 United States



Summary

License Renewal / License Extension - \$250.00

Master HVAC Contractor (HM384568)
Item Price: \$250.00
Quantity: 1

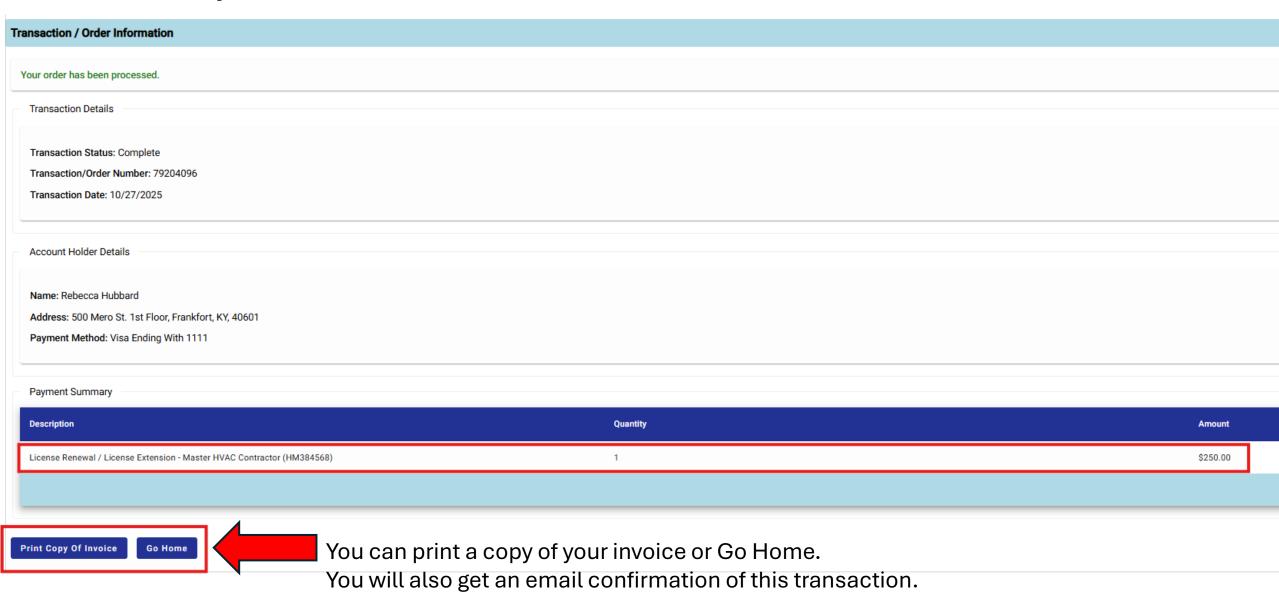
Sub Total \$250.00

Service Fee \$6.88

Total \$256.88

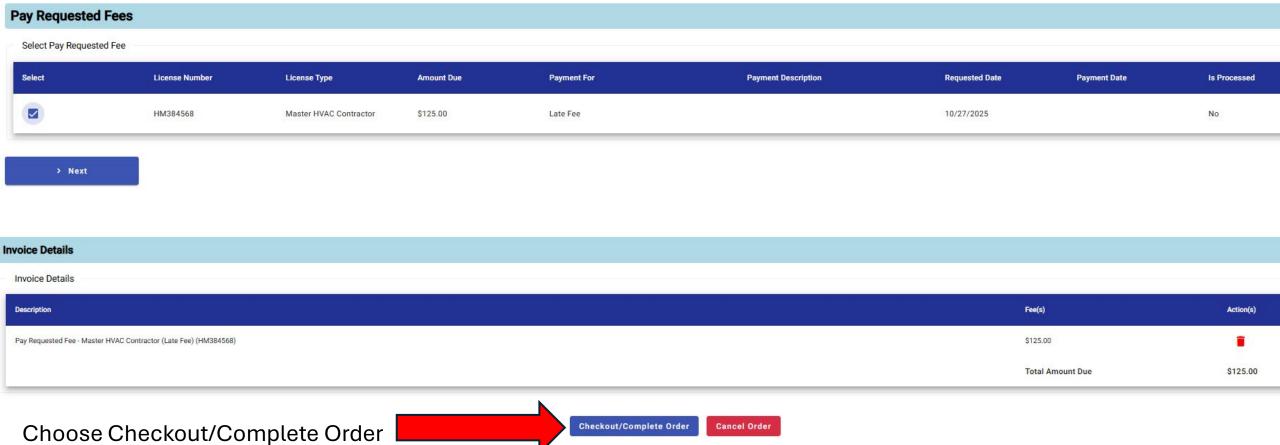
Cancel and return to Housing, Building, and Construction Licensing Payments

You will see your Transaction/Order Information.



If for some reason the office requests additional fees, you can pay those by clicking the Pay Requested Fees tab.

Click the box and choose next.



This will take you to the payment portal to process your payment just line a renewal payment in the previous slide.