

#	Question	Answer
	Hello, My question is why haven't I been able to get the bhec.tx.gov website to open? I have tried for weeks on a couple of engines.	I'm sorry you are having trouble. Our website is up and running. I'm not sure why your browsers are not working. I will post the link here - https://bhec.texas.gov/ - in case that helps. Perhaps make sure the start of the address uses "https". Otherwise I'm afraid the problem is likely on your system.
1		
2	Thank you very much.	
	Will this power point be emailed to us as well?	We will send out a link to the webinar recording, so that anyone can come back and review the information. I will let CE Broker staff answer whether the slide deck itself will be available.
3		
4	Are the Aug 29 and Sept 10 webinars are the same as this one? I cannot attend the one on the 29th.	The format and content will be the same, but we will also post the recording from today's webinar on BHEC's YouTube channel.
5	Can we have a copy of the slide deck?	live answered
	Is there a way to identify and track a license in different states?	Absolutely! As long as the other state boards that you are licensed in use CE Broker for compliance management, you will be able to add those licenses and track your CE under one account.
6		
	Just to confirm, will be required for licensees? Also, for all licensees under the BHEC (i.e., LPC, LP, etc.)? If you hold more than	Yes, having an account and uploading your CE credits will be required for all licensees in order to renew your license. However, you only need one CE Broker account - there is an option to link multiple licenses under the single account.
7	one license would you need two separate accounts?	
	My expiration date is 3/31/26. I have been accruing CEs for this period since 4/24. Do I need to enter all those CEs into the	Yes, you will need to enter all CE credits earned during the renewal cycle - at least sufficient to meet the CE requirements for renewal.
8	database?	
	I have multiple licenses and certifications in multiple states with that does my license number have to be on the CE certificates for	No, your license number does not have to be on the certificate, as long as it reflects your name.
9	them to count?	
	How do we submit the ethics hour earned for the TBHEC July 25, 2024 Insights over the Lunch Hour activity last year, which only	You can simply upload a copy of that email. I would suggest saving it as a PDF file.
10	has an email as proof of attendance and verification?	
11	Are there CEUs for this webinar?	No, we are not offering CE credit for this webinar.
	I have two psychology licenses (licensed psychologist and school psychologist). After entering in all of my CEUs for one license, is	
12	there an easy way to copy/paste the same CEUs to the other license. Or will I have to re-enter all of the CEUs again for the second	
	license?	
	Will CE Broker help in downloading CEU Certificates if someone does not have access to the technology to do it? Can we mail the	
13	certificates to CE Broker to enter them in a practitioner's account?	
	How do I upload CE certificates from other sources	You will be able to enter the course information and upload the certificates from other sources to your CE Broker account through the CE reporting process. This will be covered shortly in the webinar.
14		live answered
	My biggest question is: How do I report hours that were 'carryover' from the previous licensing period as allowed by my MFT board?	
15	I couldn't figure that out.	The Council's rules allow you to carry forward up to 10 hours of CE earned during the current renewal cycle to the next. Even if you renew early, the system will still count hours based on your license expiration date.
	I created a CE account. I added my CE certificates. My renewal cycle is May 2024-2026. I renewed my license in March of 2024	
	and was approved in March. In April and in May of 2024 I took a total of 3 courses. When I entered those in CE broker it will not	
	count the hours - saying it is Outside the renewal period. I was under the impression that if we did not use the hours for our renewal	
	and we completed courses after our renewal then they would count toward the next cycle. Is that correct??? Also, is there a limit on	
16	the number of hours that we could complete in that manner???	
	Are CE Corner offerings considered "Computer-Based Training?" I'm not sure how to manually enter these hours under the free	
17	plan.	
	I did not realize there was a free option until I paid. Can I get a refund and get the basic package? It's misleading when you sign up	Our support center is able to issue refunds within 30 days of purchase/upgrade. Please contact our support center for a refund and to downgrade your account at support@cebroke.com .
18	and I thought you had to pay	
19	WILL THERE BE any leeway in downloading past 2 yrs of ceus for those of us renewing license at beginning of 2026?	You will need to upload certificates to total the number of CE hours required. You are not required to upload documentation of excess hours earned.
	I have recently signed up for a basic account as I already upload my CEUs into the NBCC website so this has caused extra work for	CE Broker's system is set up to calculate and allow for the 10 roll over hours. You can report all of the CE that you complete to the current cycle and our system will automatically pull up to 10 excess hours forward for your next renewal.
	me unfortunately. I like the way the system provides a receipt number for each certificate. How does this basic system deal with the	
20	ability we have to carry forward 10 hours to next renewal if we exceed the required hours? Many thanks.	
21	Will you send a list of states out that you manage?	
22	Where can we find what states use CE Broker?	
	Will all the questions and answers be available to view after the webinar? I have to leave at 1pm for an appointment but really want	The questions and answer that are dealt with live will be part of the recording. Unfortunately there is not the option to record the Q&A answers written here.
23	to make sure I am able to review later...	
	When is the "effective" date that we will need to be inputting our data into CE Broker?	You may begin an account now and be reporting credits. You must have an account created and all necessary hours reported in order to renew a license after January 1, 2026.
24		
	I've utilized CE Broker for license renewals in Florida. After I moved to Texas, I missed not having CE Broker to assist with tracking	This is wonderful to hear! You will be able to add your Texas license to your existing account by clicking on your license number in the upper left corner of your account homepage. You will then be able to switch between the licenses to view your separate course histories and transcripts. This process will be covered shortly in the webinar.
25	CEU's and renewals. I believe it will be a wonderful asset. How does CE Broker assist with multiple state licenses?	live answered
	If a CEU covers two required categories, how do we report it in the system? E.g.: Human Trafficking CEU is also an 1 of Ethics.	
26	Would I upload it to both categories?	
27	Ok, thanks.	
	When do we have to start uploading CE's? 1/2026?	You may begin an account now and be reporting credits. You must have an account created and all necessary hours reported in order to renew a license after January 1, 2026.
28		
29	Is this training going longer than 1 hour? I opened 1 hour for this. Do I need to make other arrangements, if it goes longer?	The training itself will likely last just under an hour; the rest of the scheduled time will be dedicated to the Q&A.
30	I am dual BHEC licensed with a renewal of one of them every year. Can 1 CE Broker account navigate this?	Definitely! Jason will cover how to add your second license to your account and you will be able to track compliance for both through 1 account.
	I don't know how to upload. I am over 65. Will there be any technology training for those of us that rarely use computer's?	These webinars are meant to demonstrate how to use the CE Broker system and upload CE credits. The CE Broker website also has a customer support that can help you with any problems when uploading documents.
31		CE Broker's system is able to identify duplicate submissions and they will not count toward your license renewal.
	Would it cause a problem if we report our own course completion, and then the provider also uploads the same completion to our	
32	account?	
33	Will Texas provide the Back Door options you just mentioned?	
	If we are now going to report all CE documentation each renewal period, why would there be any need for an audit?	Audits going forward will essentially be the process of staff checking that legitimate CE certificates have been uploaded, and only reaching out to licensees if there is a concern.
34		
	What about "carry-over" CEUs from last renewal period? As a SW we can carry-over up to 10hrs--how can I add these? Also, what	You will report all of your hours, including your excess credits, to the current cycle. CE Broker's system knows to pull up to 10 excess credits forward so this will happen automatically within your account.
35	about hours earned during my birth month? Will these count during current renewal pd?	
36	When are we required to start using CE Broker?	We hope you will begin using it now so that you are familiar with the system when it becomes mandatory on January 1, 2026.
	Experience has taught me that nothing is truly free. When I sign up for a 'free' service, who is covering the actual cost? Is it BHEC,	It truly is free...your data isn't shared with anyone and BHEC continues to own the data it shares with CE Broker. The law requires that any online CE management system offered by a state agency must be zero cost to the agency and we have required the vendor we use to offer a free basic account.
	the certified CE providers, or is my contact information shared with publishers or vendors through CE Broker?	
37		
38	There is a Por+ option listed on the website for 99.99 a year. Is that still available?	
39	Pro*	
	If we are dual licensed in another state that CE broker is not working with (i.e. Colorado) is there any support for the dual tracking?	Unfortunately, we do not have any CE information for states that are not partnered with CE Broker. However, you will be able to download a copy of your course history from CE Broker and some boards may accept that as proof of compliance; you will need to check with the board for additional information.
40		
	is app able to be used w basic account too?	Yes, you can use the app with a free basic account as well.
42	Hi. What is the number for customer support?	He is answering your question about the support center live.
	Will CE broker let us know if the sources of our ceu's are acceptable?	If you complete a CE from a provider registered with CE Broker, it will automatically know they are acceptable. If you upload your own CE from another provider, you will be responsible for entering in what provider type they are.
43		live answered
44	What is the effective official date for doing this?	
45	can you create acct for multiple states	Yes, you will be add multiple state licenses to one account.
46	How long does it take to verify my CE hours once I reported? Do I need to upload a certificate for each CE hour?	Uploaded CEs hit your account and report to the Council automatically. You need to upload a certificate for each course, not each hour.

I'm a TX LPC and LMFT. Will the Basic account track both? Or do I have to manually enter information "twice" with a Basic Acct. Do live answered	
47 I have to use a Prof Acct to avoid double-entry (manual entry for LPC and manual entry for LMFT). Thanks! what if I have two licenses? LMFT, LPC	As long as both of your license types are tracked by CE Broker, then you will be able to track for both of those licenses within the same account. The process to add your second license will be covered in the webinar shortly.
48	As an LMFT associate, you are not required to take CE until fully licensed as an MFT, so there is no account for you yet.
49 There is not an LMFT-Associate option listed, so I have not been able to create an account. Will this be added?	
50 Wondering because I need to submit mine in September.	
51 I signed in and have 2 license. Is there a way to have 2 license on the same account?	live answered
52 What if have two licenses do you have to do an account for each?	live answered
53 If I enroll in the basic plan, will I have the option to upgrade to the professional plan at a later time?	Absolutely! The professional and concierge accounts will always be available to you within your basic account.
I have to renew in September of this year. Do I need to use this system?	You may, but are not required to have a completed account before renewing in September. You will need a completed account before your next renewal in 2027.
54	
55 Hi! Can you please clarify how to navigate tracking in CE Broker if I have 2 licenses?	For sure! This will be covered in the webinar now.
56 I am trying to create my account and it gives me a message stating error to create the account.	Please contact our support center at support@cebroker.com and we will be happy to assist in the account creation process.
I also want to know how to record carry over hours. Thanks	You will be able to report your rollover hours in the same way that you report the rest of your CE. CE Broker's system is calibrated to automatically use up to 10 excess hours from the current cycle toward your next renewal.
57	
Does it allow for LPC Associates? I am entering my license number and it shows that "an error has occurred".	As an LPC associate, you are not required to complete CE until you are fully licensed as an LPC. Therefore you do not have an account available yet.
58	
59 Since LCDC is under HHS I will only track my MFT hours here, is that correct?	That is correct.
60 Will we still get CEs if we are teaching a course?	Yes, the rules have not changed for that. You can simply upload some proof of that teaching.
61 I have both an LPC and LMFT license, do I need to open two acct.	live answered
I have the Professional membership, and it says I can upload past certificates from previous renewal periods (unless I misunderstood that part), but if that is the case where can I do that, and it show from previous renewal periods (hope this makes sense).	
62	
If licensed in multiple states, will the free account automatically record training CEs for both licenses, or will I have to specify State and license number for each state (enter the training CEs twice)?	
63	
64 I have both an LCSW and RN license in Texas as well as California. Is there a tracking process for this?	
65 Is there a preferred browser?	We tend to recommend Google Chrome for CE Broker, but it should work on all browsers.
66 I am doing this with you. It isn't working on my computer either. Might be the site.	
67 We are all on the site following along and it is probably messing with the server.	
When we are audited, is all the info needed for that audit already stored in our CEBroker account? Or do we need to keep separate or additional records? If so, what documentation would we need to submit for an audit request? Thanks.	If you are audited, the Council will automatically have access to the certificate and information you already uploaded. We will only contact you if we need more information.
68	
69 Hello how would you do this if you have 2 licenses MFT and LPC	
70 rying to sign up currently but not going through, maybe we are all on it is going slow	
71 Will you give us a list of the CE providers who report to you directly?	
72 What happens if we lose track just like how it happened now?	
Will CE broker also be tracking the type of CEU, so we know which type of CEU our course counts as? (for example, 'ethics' CEUs vs. other CEUs	Yes, and you will be able to indicate what type of credit you received when you are reporting the CE to your account.
73	
74 When I complete my ceus do I choose ce broker to get my ceus certificates?	
75 I have uploaded all my CEU's on CE Broker through the Professional plan. Will I still need to upload them on the BHEC site?	No - the Council has access to the information you upload into your CE broker account.
What about CE for learning that does not come with a certificate? E.g., self-study	For non-certificate CE hours, you will just need to upload any sort of documentation that shows what you did. For self-study, that can be a statement from you regarding what that self-study entailed.
76	No, CE Broker will only be used to track and maintain your CE records. You will still go directly through the Board to renew your license and submit your renewal fee.
77 Will CEBroker also be handling our renewal process and fee submission?	
78 Do you know if transferring already tracked CEU's is easily transferable to CEBroker?	
79 Does BHEC have the ability to access our CEUs on CE Broker?	Yes- we will have access to everything you upload.
The CE Broker website is down. His technical problems are the same on my end as I was mid setting up my account and it froze.	
80	
81 If I have two licenses, such as Licensed Psychologist and LSSP, do I need to set up two accounts?	live answered
82 Will this process facilitate Nationwide reciprocity for social workers (hopefully I said that properly)	Unfortunately no - any sort of national reciprocity must be adopted by the state legislatures.
What kind of CE providers are approved - are they going to be able to recognize EMDRIA credit, for instance, if the session is not also accredited by NBCC or APA?	The same CE provider types in the rules have not changed. Some providers will be already registered in CE Broker, but for those that are not you are allowed to enter a certificate and describe the provider. Any CE provider is allowed - however 50% of your CE must come from a provider listed in the rule.
83	
84 If you have 2 licenses do you need 2 accounts?	No, you can track both licenses through one account.
I have two psychology licenses (licensed psychologist and school psychologist). After entering in all of my CEUs for one license, is there an easy way to copy/paste the same CEUs to the other license. Or will I have to re-enter all of the CEUs again for the second license?	
85	
So if our license renewal is this year we can renew without doing this?	Your are allowed to renew your license until January 1, 2026 without having completed a CE broker account and uploading your CE - but you will be required upon your next renewal.
86 If my license expires on Dec 31, can I use this platform already?	Yes, you may begin an account now and be reporting credits. You must have an account created and all necessary hours reported in order to renew a license after January 1, 2026.
87	
88 I think it's a system issue. Took a while to log into the system after creating the account.	
This shows a start date. If I renewed prior to my license renewal date, are those not going to count toward the new renewal period?	Your renewal cycle is tied to your license expiration date. If you take CE credits prior to that date, those will count in that renewal cycle, even if you have already renewed. However, up to ten excess hours will carry forward.
89 my license expires next month so can I go ahead and use the CE program now? this would be my first time renewing my license	Yes, you may begin an account now and be reporting credits. You must have an account created and all necessary hours reported in order to renew a license after January 1, 2026.
90 so my license renewal is nov this year, do I have to upload by then even though it is not Jan?	No. You may begin an account now and be reporting credits. You must have an account created and all necessary hours reported in order to renew a license after January 1, 2026.
91	
What about courses I have taken during this two year renewal period? Will a certificate need to be uploaded? My license renews in 92 January.	Yes, in order to renew after January 1, 2026, you will need to have completed an account and uploaded the necessary certificates from the past two years.
93 Or will renewal and fee be still handled separately via the BHEC site?	CE Broker will only be used for CE tracking and management. You will still go through the BHEC site for your renewal and fee submission.
94 If we start with basic, can we then switch to the next level up before we renew our license?	Absolutely! You will always have the option to upgrade available to you within your account.
95 What if we have two licenses? How do we list that in cebroker?	
So to clarify if your license is due before Jan are you required to use the database?	You may begin an account now and be reporting credits. You must have an account created and all necessary hours reported in order to renew a license after January 1, 2026.
96	
97 I use an ETHOS CE account for our healthcare system- will these systems interface or connect?	
98 Come Jan 1st will we have to have all ce uploaded to have our renewals take place?	Yes, that is correct.
99 Scan and upload or does it have to be PDF then upload?	CE Broker will accept several different kinds of documentation; it does not necessarily have to be a PDF.
Is CE Broker a method a flag to be audited?	I'm not sure what you're asking. But the Council will be able to see that licensees have completed their CE requirements, and will be able to look at the certificates uploaded as the new method of auditing compliance.
100	
101 so from app we can take photo of certificates & submit that?	
102 I'm also having trouble creating account right now.	
For instance, I typically get CE from a certain online provider. Once I entered in my license numbers for each state, it records a	
103 training certificate for both licenses.	

For those of us with LCSW-S we need specific CE's for the supervisor portion, I'm not seeing what that would be entered on CE broker..	
105 Will you please show us how to set up an account for dual license--LPC and LMFT? Thanks! what are the benefits to the 39.99 per year account?	It will keep calculate and keep track of your CE's for all of the licenses within your account. The biggest benefit of the professional account is the automatic CE calculation that you see on the transcript.
I am licensed in multiple states will it keep track of requirements in both states?	
106 Any discount codes today?	
For social work licensure does it matter if we pick the regular social work option or the advanced option if we have an LCSW?	Select the regular social work option...we are in the process of eliminating the AP option because there is no distinction in CE requirements for social workers with advanced practice recognition and those without that recognition.
107 Are they selling our contact information?	As I just stated, no, they are not.
Does acceptance of CE's by CE Broker constitute automatic acceptance by BHEC?	Submission on your CE Broker account will be initially accepted. If you are selected for an audit, staff will review your uploaded certificates to ensure legitimate CE's were taken.
109 What is you have 2 licenses. Do you need 2 separate accounts?	
111 I know this is not on subject but when is the compact license going to take affect? This has been talked about for over 2 years.	None of the compact bills passed the legislature, so I don't have anything to report in this regard.
112 WILL THE LIC. FEE BE INCREASING NEXT YEAR?	There are no plans to do so, nor has there been any discussion about increasing fees for any of the professions regulated by BHEC.
So if my renewal is due date is Nov 2025, I don't need to use CD Broker to renew, correct?	Correct...but I would encourage you to start using it, so you can become acquainted with the system prior to it becoming mandatory on January 1, 2026.
113 How do organizations become a CE provider to submit attendee rosters? I get most of my CE's from Texas Counseling Association, American Counseling Association, and NBCC.	
114 Greetings, I've used ce broker in Florida for years. It's great and free. Two questions 1. will ce broker work now if I'm up for renewal before January . 2. How do you report classes taught as a professor in time.	Yes, we will have access to your CE Broker account even if you renew before January 1st. For teaching a course, simply upload some documentation to show the course, such as a syllabus. I would suggest use the final date of the course in your reporting.
115 So if my license needs to be renewed by Dec 31 2025. I do NOT have to use CE Broker in this renewal cycle?	You may begin an account now and be reporting credits. You must have an account created and all necessary hours reported in order to renew a license after January 1, 2026.
116 Can you set up an account as an LPC associate or do you have to wait to be fully licensed in Texas?	As an associate, you are not required to obtain CE and therefore do not have an account until you are fully licensed.
118 Looks like the website is down - we may have 1K people trying to access it! Because of new rules and regs - during 2022 - 2024 - the LPC board required additional credits to be taken and thereby - stated in a doc - that we can transfer up to 10 credits to our profile for the next term 2024 - 2026 - how are we going to do that with this new format?	I suspect that may have something to do with it!
119 Is this a storing system or with this new system also evaluate our training certificates to verify continuing education credit?	This system is still reliant on self-reporting. It will be up to you to accurately report your CE courses. If selected for an audit, staff will review your uploaded certificates and reach out if there is a problem.
120 Will a certain percentage of licensees be audited still or will you be used CE Broker to audit all renewals?	We will ensure compliance with CE reporting for everyone, but will continue 5% audits to ensure legitimate CE certificates have been uploaded.
122 If we just renewed our license, can we still create a new account & upload our CEUs?	Yes!
123 he needs to pick a profession on the sign up flow	
124 Sign up is having trouble on my end too. Tried to sign up myself as I was listening.	
125 I feel validated about the trouble the presenter is having with the website. It did not work well for me, either.	
126 Its possible many are attempting to start accounts now so that may be impacting things on the live?	
I already have a CE Broker account for Florida and have added Texas, do I have to submit the certificates separately for each license or can they be uploaded once for both licenses?	
128 Does it give the ability to turn in CE's for multiple credentials?	
How will CE Broker verify CE's provided in a training taught by an LPC/LCSW/LMFT licensed in the state of Texas? Do we upload the provided certificate or is there more information required?	Yes, you will upload the certificate and report the details of the CE course, indicating which category and provider it fits.
129 Is it mandatory to utilize CE Broker for license renewal going forward?	Effective January 1, 2026, yes.
130 Zoom will gum up your computer's internet speed if you have enough people on the call. My question is: can we upload via photo, screenshot, or download?	
131 If my license renewal is due this December, can I use this tracker for this year renewal?	You may begin an account now and be reporting credits. You must have an account created and all necessary hours reported in order to renew a license after January 1, 2026.
132 I think I am allowed to carry over up to 10 hours from the prior renewal period. How will I do this?	You will report the hours the same way that you report the rest of your CE and our system will automatically calculate any excess (up to 10 hours) to carry them over to your next renewal.
133 or just create an account.	
134 My license is up for renewal in November, do I need to upload my current data in order to obtain my license for this year. I understand January 1 date.	No. You may begin an account now and be reporting credits. You must have an account created and all necessary hours reported in order to renew a license after January 1, 2026.
136 I also have a Texas LCDC, do I need a separate account for that?	I do not believe LCDC is an available account on CE Broker at this time.
137 for multiple licensures in different states to be specific	
If we hold more than one license with the BOARD will we need two CE Broker accounts.	You will be able to track for both licenses within the same account.
138 Thanks	
When you upload your CE's and you have multiples course to upload, do you have to upload each course one at a time or can I upload multiple course all at the same time?	You will have to upload each course individually, to input the details of the course, such as date, hours, and provider type.
139 CE Brokers asks me if the CEU applies to the "at least 50% of CEU from one or more of the following:	
140 What if we are licensed in multiple states, can our CEUs be reported to the other states at once?	When you upload a CE, you must indicate if the provider of the CE meets the 50% type requirement in board rules, or not.
141 Will the basic program track not only numbers, but by types (ethics, sex trafficking, supervision, etc.)?	Yes; you will enter the type of credit that you earned for each CE during the reporting process and CE Broker's system will keep track of the categories that you enter.
142 Licensees must obtain at least fifty percent of their continuing education hours from one or more of the following providers:	
(1) an international, national, regional, state, or local association of medical, mental, or behavioral health professionals;	
(2) public school districts, charter schools, or education service centers;	
(3) city, county, state, or federal governmental entities;	
(4) an institution of higher education accredited by a regional accrediting organization recognized by the Council for Higher Education Accreditation, the Texas Higher Education Coordinating Board, or the United States Department of Education;	
(5) religious or charitable organizations devoted to improving the mental or behavioral health of individuals;	
(6) a licensee that is a Council-approved supervisor;	
(7) a hospital or hospital system, including any clinic, division, or department within a hospital or hospital system;	
or	
(8) any provider approved or endorsed by a provider listed herein.	
143 If you have a license in a different state that you manage, do we need two different logins or will it all be together on one dashboard to see?	

145	How should you sign up if you have two licenses for example a licensed psychologist and a licensed specialist in school psychology?	
146	Will the Texas TRAIN activities automatically transfer to the CE Broker?	I am not familiar with Texas TRAIN so I don't know how to answer this.
147	What if you renewed early before the dead line will the time change on the account?	You are allowed to renew early - but it will not change the date of your license expiration/renewal cycle.
148	When uploading the CEUs under "course type", how do we determine if the CEU is a lecture, class, workshop, seminar or conference? Is there a guideline to determine the difference?	
149	How do I report 5 hours allowed for preparing and presenting CEU activity? This is also carryover hours.	Please upload some sort of documentation showing your CE activity - such as an agenda, powerpoint, or notes.
150	Will we be able to self-report presentations/webinars that we have given for CE credit, as we can utilize a certain number of those presentations for CEs?	Yes, all of that remains the same. You will simply report them in CE Broker now.
151	Will trainings be filling this out for us free?	
152	Will the paid subscription be able to divide out the different renewal requirements LPC, SBEC (school counselor 200 hours every 5 years) and NBCC (200 hours every 5 years)	
153	Am I understanding that if we attend a training, the CEs can be reported to CE Broker and it will go to our account?	Yes! You will need to upload the certificate you receive from the training. But any CE can be reported to your account.
154	How do we know if the education provider is linked to CE Broker and will upload our completed CEs?	
155	Will CE providers be required to report CE completion for attendees/course participants?	CE providers may, but are not required to report attendees.
156	Since the use of this company/system will ease the burden of recordkeeping by BHEC directly, will we return to an annual license or stick with the biennial timeframe?	We are staying with the biennial renewal pattern.
157	In order to report carryover CE credits for 2025-2026 renewal period, would we need to upload all 40 hours (30 required + 10 excess hours) for the 2023-2024 period? Or just upload those 10 excess carryover hours?	
158	If a vendor provides a certificate that meets all requirements but lists multiple credit bearing PDS on one certificate, such as a conference, can they enter all that data at once or do they have to individually upload each session? Is there a recommended template for this?	
159	Is it correct to say that CE Broker is serving as an audit function to determine that a CEU submitted fits with the board requirements? Or is CE Broker just a storage tool and not verifying CEU's as being compliant? Does this feature vary with free vs paid accounts?	BHEC staff will continue to make the determination of whether CE hours meet the requirements of our rules, not CE Broker staff. CE Broker is a the "storage tool" to help licensees ensure they meet their profession's CE requirements. This does not change with the free vs. paid accounts.
160	Thank you Kenya!	
161	Is this demo the basic acct?	This demo is taking place within the professional account.
162	Mine doesn't show an option for reminder notices	
163	Is the concierge account, different? and it knows if it applies to the 50% or not? or will I self-report	The biggest benefit of the concierge account is that you will be assigned a CE Broker account manager who will report your CEs for you. You'll be able to email your certificates to your manager and we will report them to your account.
164	The way that our hours are being asked to report seems complicated with the 50% rule, the choices where we choose where our hours came from etc. And, although this is "free" the compliance status does not get calculated unless we have to pay this new service.	The categories available to report hours in CE Broker aligns with the categories created by board rule. And while the free account does not include a tracking bar to show your progress, it will show when you have sufficient credits.
165	I have 2 licenses under BHEC and most CEs are applicable for both of my licenses. How do I upload the CE so it will count towards both of my licenses?	live answered
166	If you take CEUs through CE Broker, do they count towards the 50% requirement?	No...you must ensure the provider you are receiving the CE from meet the 50% requirement for your respective profession. CE Broker doesn't provide CE hours, they are simply the repository for your hours and a platform for providers to offer CE programs through, if they so choose.
167	Will CE Broker confirm if our ceu's are from approved agencies, etc.. There has been some confusion	
168	Are HTML files not allowed for upload? It's blocking my file.	
169	Is the educational provider account free and going to be required for educational providers in the future?	
170	This is very nifty. My renewal cycle is during the month of December, 2025. If I have not had completed uploading all the CE certificates, will I still be able to renew without CE account being fully set up and uploaded?	Yes. You may begin an account now and be reporting credits. You must have an account created and all necessary hours reported in order to renew a license after January 1, 2026.
171	Will the system automatically categorize uploaded CE to their corresponding requirement? Example, Human Trafficking, Ethics.	No, the licensee must categorize the hours.
172	Will we receive notification when there is a message from the board in our account (such as an email)?	Yes, you will receive an email to the address that is associated with your account.
173	The not completed window is only for the PAID subscriptions correct? You have to just add it up and cross your fingers it works right?	The basic account will tell you whether you are complete or not complete for the current renewal cycle; it just will not calculate your compliance for you.
174	Do I have to track on here for NCC and RPT license?	
175	It is showing the CE cycle. Does the system calculate that or is that something that we enter when we create the account.	The system will already have your CE cycles on file; you will not have to add those dates to your account.
176	Will CE Broker report our CE completion to BHEC for us for license renewal, or will we need to send the PDF to BHEC ourselves?	BHEC will have access to your CEs that are reported to CE Broker; you will not need to send a PDF to BHEC.
177	What if I have a National License in a different field compared to a LPC license for the state of Texas?	
178	as a follow up on the social work licensure, how are you distinguishing from the LCSW and the LCSW-S (this one has different requirements)	Your account will recognize that you have supervisor status and will add in the requirement that go with that.
179	How do you add courses that you taught at a university?	
180	Hello. Several division of the Texas Counseling Association offer CE workshops and conferences. Should those organizations have a provider account on CE Broker?	While they certainly can and it may offer them certain benefits, BHEC doesn't require them to be listed as a provider in CE Broker.
181	Is he presenting form a "Basic" Plan? Mine doesn't show the Compliance Status % ?	This demo is within a professional account; you will not see the percentage within a basic account.
182	Does it keep track of how many CEs we need for Ethics, etc? I.e., specific types of CEs	It does; CE Broker will track the specific subject area requirements.
183	What about two psychology licenses in two different states - one state, Illinois, is not a part of your listed 12 states.	
184	For those of us with LCSW-S we need specific CE's for the supervisor portion, I'm not seeing what that would be entered on CE broker.	live answered
185	to make sure I understand, if you hold dual licenses, can you still count the same CE credits for both individual license or will they only apply towards one license?	As long as the course is approved to award credit to both license types, then you should be able to use the courses toward both renewals.
186	Adding a CEU what's the difference between a workshop that is interactive virtual versus Broadcasted interactive. THANKS	
187	What did you click on to open the option to add a 2nf license.	You can click on your license number in the upper right corner of your account homepage to access the drop down menu of licensees within your account and you will see the option to add a license/certificate.
188	I noticed when uploading a CE, I can only designate it for one license. Is it possible to do it for all my licenses at one time?	
189	So to clarify, we are only doing our CE through this app, we still will renew through BHEC, is that correct?	That is correct. CE Broker is only for CE management. Your renewal will still be processed through BHEC.
190	So, if I have CE hours without certificate, I can't use that? What about attending classes in college, seminars, research, didactic?	
191	given that I'm PhD students but have license at master level.	
192	Is there a way to find this?	
193	I created an account this morning. Two hours later it did not recognize me by my login. Is there a delay, or is there some other problem, please?	
194	Can you take CEs through this site?	Yes! You can find CE that is approved for your profession by clicking "find courses" at the top of your account's homepage.
195	ok so if my license renewal is november, do I need to begin doing this or wait till jan 2026	You may begin an account now and be reporting credits. You must have an account created and all necessary hours reported in order to renew a license after January 1, 2026.
196	I just renewed my license a couple of weeks ago. In light of possible post-renewal audits, do I need to upload my CEUs for the past renewal period?	No
197	if I'm licensed in two different states, is it required that I add my other state in the credentials, or can that be kept separate/left out, as it is reported separately for the other state?	
198	What is the CE Recognized Toward 50% Rule (and not recognized)?	Please review the board rules regarding CE requirements. The 50% rule refers to the requirement that 50% of your CE come from a certain provider type listed in the rule.

198	Will the program send CE credit information to a state that is not a part of this program?	
199	Upload to CEBroker...	
200	If I renewed prior to my expiration date and began accruing hours, will those not count if they are before the date listed on the system as the current cycle?	
201	I didn't hear if it was mentioned, but is the credentialing tracker free?	Yes, there is a free basic account available to you.
202	https://cebroker.com/ Is this the link to register?	
203	What is the 50% rule?	live answered
204	What is the 50% Rule?	live answered
205	When I enter my license number (copied directly from the board website) it is trying to register me as a different person. Is this a system error?	
206	how do you track your leftovers for next cycle?	
207	I noticed that there is only an option for a Licensed Social Worker. I am a Licensed Clinical Social Worker, which is a different type of license. Will there be another category added for Licensed Clinical Social Worker?	
208	Do I have to do human trafficking hour every licensing period?	Yes - state law requires our licensees to have it every renewal cycle.
209	How is cycle dates different from our renewal dates?	The cycle is the two years between one renewal deadline and the next. But that is the deadline, not the actual date you renew.
210	I understand you are saying that CE Broker can't sell our personal information nor information provided to them by BHEC. Where can I reference this in writing?	
211	APA provides 25 CEs to psychologists who complete APA Site Visits. Where should these be entered? Thank you!	You would upload those as general CE and attach the certificate provided by APA.
212	date within the cycle: can we still input the cue's we are able to carry over	Yes - you may input all the CE you do within a cycle, and it will automatically carry over up to 10 hours.
213	he just mentioned you need to put a date that is in this cycle...but the ones from the carry over will not be from this time period...will it still take those? At least for this 1st time...	Yes - we recognize you will have to put in a made-up date for this first cycle to report those 10 carry over hours.
214	I apologize if this question has already been answered, but I'm losing track between the Q&A and the live presentation. I'm a LPC-A in Texas and a LPC in Louisiana. Since there is no LPC-A option for Texas and no LPC option for Louisiana, should I go ahead and create an account (although I'm not sure which options to choose) or wait until I upgrade my Texas license (hopefully soon)? My Texas license expires in July 2026.	I would wait, because there is no LPC-A license in CE Broker.
215	what if you are needing to report the EXTRA hours (past the 24 hours from the previous cycle) you can carry over (10 hours) to the new cycle. Where does that go?	For this first cycle, you will need to upload those hours as though they were taken within this cycle - just make up a date that puts them into the cycle. Going forward, the system will automatically carry over 10 excess hours.
216	What can be done on your end or the user's end to add other licensing agencies, such as Texas HHSC?	
217	I'm not able to add my Hawaii license and certificates to the program. It doesn't allow me to select my profession.	
218	If we attend a training will the organization send information to CE Broker or do we still need to get the CE certificate.	You will need to upload the certificate as part of your reporting into CE Broker.
219	For the 40 hour clinical supervision courses- they are live online and independent assignments- how would the professional log it into the system - since only 2 options of live or recorded?	Pick the one that is the majority. Or report it separately in pieces.
220	On the breakout, is this where you would report one workshop session that was 2 hours for ethics, for example, and be able to break out the remaining sessions from a 4 day conference into other appropriate categories?	
221	What type of document will the system take in the upload?	I believe file formats are listed under the upload box. I know PDF, JPG, and PNG files are accepted.
222	Does the paid option the \$39.00 fill in the CEU or do you still have to fill them out?	No, you will still need to fill in the CE information. However, providers may upload your course information directly into CE Broker which will autopopulate to your account regardless of whether you are using the basic or a paid account.
223	I use National Register of Health Service Psychologists to get CEs and already have a system to keep all my CE certificates. Will there be a way to automatically transfer such information without manually uploading individual certificate and information?	
224	If you attend a Conference over multiple days, with a variety of CE hours earned, do I need to enter the CE hours for each presentation for each day I attend?	
225	If we choose not to pay for the compliance status, how will ya'll that we are in compliance? Won't you have to go through and count our hours?	
226	What happens if we document our hours and make a mistake with our reporting?	
227	The way we have to report and all the boxes etc is very time consuming.	
228	When attending a conference with multiple "courses" the CEU/Conference provider (e.g., TAMFT, Sam Houston SU) they provide a one or sometimes several page list of courses attended, title of course and hours associated with each. They do not create one page per course. Do we upload the page or pages for each type of CE?	You can do either way...it may be easier to simply upload the same PDF file for each category of required CE.
229	The National Register of Health Service Psychologists calls some of their offerings "webinar." Is that considered a "seminar" or a "web-based course"?	Because we do not distinguish between delivery methods, you can categorize it as either and that will be fine.
230	Sometimes our proof of completion or certificate is emailed to us after completing program. Can we still log and add the certificate later? Do should we wait to do it all at once?	live answered
231	my name is not showing correct on the chat: It shows as Ashley Lemell. Mine is Soledad Apodaca. For attendance purposes	
232	You have to pay to see your transcript? Did I hear that right?	
233	Does the cebroker give recommendations for where we can obtain CEUs?	
234	What if you only have a paper certificate for CE?	Scan it or take a picture of it with your phone and then upload it.
235	Are you able to add multiple licenses while the system is still verifying the license you previously inputted? I'm not certain if this is the reason I'm unable to add my Hawaii license.	
236	In the selection of type of CEs, can you select more than one (i.e., a certificate that is both ethics and supervision)?	
237	If we are unsure what type of provider offered the CE course (i.e. Texas Health Steps or Free CE course websites), who do we contact to get clarification? Or do online sites like that count as an international, national, regional, state, or local association of medical, mental, or behavioral health professionals	
238	Do CE documents need to be PDFs or can they be Word documents?	Check the acceptable file formats below the upload prompt in your account.
239	How long will CEU data be stored in CE Broker?	For as long as you are licensed with BHEC or as long as our contractual relationship with CE Broker lasts, whichever is longer.
240	The example that Jason is demonstrating must be a "Paid" one because my compliance status is showing Not completed.	
241	This is misleading to those that have not begun reporting their hours yet.	
242	The regulation he mentioned states that digital seminar are acceptable. Would that be listed as Live or Otherwise?	
243	if you submit a certificate that doesn't qualify will it kick it back to you? before your renewal date. Let say you were not sure that that organization was giving LCSW's CEU they gave them to LPC's only.	I would recommend going ahead and creating an account now, so that you begin familiarizing yourself with the system. Please don't wait until the last minute to try and set up the account and renew. This is why we are starting the education efforts now.
244	Is the attachment reviewed by CE broker to ascertain if course actually meets 50% for example	No, we rely upon licensees to make this determination initially and agency staff only review the specifics of a continuing education course if the licensee is selected for audit.
245	When I try to upload Human Trafficking Training, when I upload it, it ask me how many hours the CEU's are. This course is 1.5 hours but I won't let me enter a 1.5 response. It wants a 1 or a 2.	Try submitting your Human Trafficking as 1 hour...since that is the only credit allowed for this training. You should then be able to submit the remaining balance of .5 as another CE entry.
246	If our renewal is coming up before January 2026, do we have to create an account now or do we have the option to do it in January?	I would recommend going ahead and creating an account now, so that you begin familiarizing yourself with the system. Please don't wait until the last minute to try and set up the account and renew. This is why we are starting the education efforts now.
247	Do my guest lectures and publications count, and how do I enter them?	live answered
248	Why would the CE cycle reported start months after licensure? For example if licensure started in Feb of 2024 why would it say the cycle starts in April and not count ones completed in beginning of licensure?	
249	What is the 50% rule?	
250	The drop down doesn't link with HHS for LCDC due to being a separate entity?	

	If we are having difficulties with the system, where will we send feedback and/or ask for assistance? Is there going to be a trial period to see if this really "works" for Texas?	CE Broker has a helpdesk feature that you can access through their system.
248		The use of CE Broker has been adopted by the Council and this type of online management system has been mandated by SB912, so that decision is final.
249	He mentioend, when selecting a date, to ensure "it's within this cycle." Can he clarify?	
250	Never mind. I just created my account and I have my answer. It populates.	
	Can you give examples of institutions and companies that fall under qualifying for the 50% rule?	Please review the rule governing continuing education for your respective profession. The rule has a comprehensive list of providers recognized under the 50% rule.
251		
252	CE storage	
253	What about a CE credit that applies to multiple rules...Supervision, Ethics, and 50% rule all in one CE?	
254	What about the 10 hours we can roll over to the following period? How do we report/record? Thank you	
255	How do we know who approved the CE course on that last question when uploading?	
256	Will we be able to get a copy of these questions and answers after this webinar?	I will discuss with CE Broker staff if this is possible.
257	"Can we still log but add the certificate later? Or should we wait to do it all at once?	
258	Is this application usable with accomodation technologies for those with disabilities?	
259	Can you see your hours and the transcript if you have a free account?	
	WHAT IS "THE 50% RULE"?	Please review the rule governing continuing education for your respective profession. You will see a subsection in that rule that requires at least half of your CE hours come from a provider in the list set out in the rule.
260		
	When you attend the NASW conference do you need to enter the individual Ethics courses you attend and receive ceu's for separately?	
261		
262	The basci account does not have this information that he is showing now??	
263	Your organization provided courses as well? I see a tab for courses.	
264	I thought we could NOT caarry over hours that are required.	
265	Is the educational provider account free and going to be required for educational providers in the future?	
	If we stay with the Basic account, how will we know if our extra CEU's are being successfully rolled over to the next renewal period?	
266	Is there a way to verify that with a Basic account?	
267	What if we are licensed in multiple states, can our CEUs be reported to the other states at once?	
268	Will the Jurisprudence exam "feed over" to CE Broker or does it need to be manually added?	
269	Can you show options for graduate degree or higher	
270	So we are unable to upload more than the required amount of hours?	
271	The basic account will not be tracking the number of hours needed correct? That would require an upgrade?	
	Is there an option for group practices to create an account for the clinicians they have employed? Or, is there a way for a group practice to connect with CE Broker to use their monitoring services at the business level?	
272		
273	What type of CE falls under the new category of Different Populations?	
274	I see the answer to my question above-thank you	
275	Is the "compliance status" function required? I noticed it is not free, you must upgrade to have that option?	
276	If I have CE requirements that are carrying over to my current renewal cycle, how will CE broker know this?	
277	do we pay for our license renewal on this site too?	
	if you hold dual licenses, can you still count the same CE credits for both individual license or will they only apply towards one license?	
278		
279	Is Compliance status only available with paying accounts?	
280	Disregard the question: "He mentioend, when selecting a date, to ensure "it's within this cycle." Can he clarify?"	
	Most of the 40 Hour Clinical Supervision Courses that are required for certification as a Clinical Supervisor have Live Lecture and independent assignments- how would the professional report these CE's live or the other option that does not seem to accurately describe the courses?	
281		
	Are there any CE broker plan options that categorize the types of CEUs for us? BHEC language about classifying the types of CEUs is difficult to follow. First time renewing in 2026.	
282		
283	how do we report the allowable 10 hours from our last reporting period to our next reporting period?	
284	How long does it take to approve the CE as acceptable?	
	What is the benefit of the paid subscription? Is it just an automatic tally of CEU hours submitted or does it affect how the audits are performed on your license?	
285		
286	Can you go over how to add a second license?	
	I believe my question was missed. Reposting: I understand you are saying that CE Broker can't sell our personal information nor information provided to them by BHEC. Where can I reference this in writing?	
287		
288	Will there be a training webinar for providers (the providers who choose to upload CE for attendees)?	
	Why would the CE cycle reported start months after licensure? For example if licensure started in Feb of 2024 why would it say the cycle starts in April and not count ones completed in beginning of licensure?	
289		
290	Will CE Broker be doing direct marketing to the providers of the CEs we submit?	
	not sure this was answered: he just mentioned you need to put a date that is in this cycle....but the ones from the carry over will not be from this time period...will it still take those? At least for this 1st time...	
291		
292	Can you select more than 1 subject area (i.e., supervision and ethics) for a CE submission?	
	If the CEs are reported by the CE provider to CE Broker, will the system categorize the CE to the appropriate type, such as Ethics, General Population, etc., or we will we still have to go in and categorize the hours?	
293		
294	If I take SW course appoved in AZ, will it count toward my TX SW requirements?	
	when submitting hours for CE and 3 of the 6 hours are ethics, would you submit it separately ? is there a way to enter and split out ?	
295		
	If I have 2 licenses with BHEC within 1 account, do I have to report the same CE for both licenses or can I just report under one licenses and have it transfer to the second?	You will need to report under each license.
296		
297	IF ONE SELECTS LIC. SOCIAL WORKER, WILL ONE BE ABLE TO SELECT LBSW, LMSW, ECT.?	
298	Oh ok, thanks! I was a little confused about the terminology.	
299	can you explain the benefit of having a concierge account?	
300	Can you pick what hours you want to carry over if you have multiple excess hours (e.g., ethics, etc.)	
301	Can we get CE credit for attending this training today? Seems like we should.....	No, this has not bee approved for CE credit.
302	Where do we find this CE Broker? I would like to open quickly	
303	Can you still upload CE files if you choose the Basic Plan? and will it track your hours for you?	Yes, you can upload CE documentation in the basic plan. And yes, it will track the hours, but will not display what you are missing.
304	What do I do if I have extra hours from my last cycle, but it was not submitted on this system?	
305	If we renew this November, will we use the current system and we'll start loading CEs in this system beginning after we renew?	
	When a person attends a conference that has several CEUs involved but there is only one certificate provided, how do we account for that through uploading that one certificate?	
306		
	I don't think he went over yet how we upload ceu from previous cycle that we are carrying over due to extra hours we got prior. Will he go over this?	
307		
308	Will a certain percentage of licensees be audited still or will CE Broker be used to audit all renewals?	
309	how do you offer CEs to be uploaded on ce broker?	

Is there a glossary in CE Broker that defines the difference between Lecture, Workshop, Seminar, WebBased Program, Broadcasted Interactive Event, Class, Conference? Does BHEC Care about the differences?

Do the CEs offered through CE Broker count toward the 50% rule?

The free CE Broker account option does not include much of what I'm seeing demonstrated. All I can see is my course submissions. There are no breakdowns by requirement type.

What is the CE Broker Pro+ Subscription?

How to carry over hours received PRIOR to starting with CE Broker.

So you pay 124/yr for the concierge account and you'll also be charged for individual courses as well?

Is there a specific rule for Social Work determining how many CEU's must be live vs on-demand, asynchronous? All can be on-line right?

Is there a subscription plan just for CEUs?

I cannot login to the basic account I created as I mistyped my email address and cannot reset the password since the email it is

sending the password reset option to is not a valid email.

is ce4Less one of your providers?

how much for pro+

Pro+ has free CE courses but not the free account, correct?

Uploaded all of my CE. This is so easy! Thank you, BHEC, for finding this program.

is the pro plus subscription a one time fee, or annual fee?

I just signed up and tried to add CA MFT licence. Website does not allow

Are there enough pro+ courses for LPC to meet the required hours?

Can I use CEUs received in Louisiana for Texas? How do I find out if the are approved through the Texas Board?

How do you suggest logging a conference - do we need to separate the sessions out despite it being a single certificate of attendance?

Is the educational provider account free and is it going to be required for educational providers to obtain an account in the future?

328

what's the difference between workshops, seminars, or lectures in ce broker?

Will there be a webinar for CE Providers?

How can you sign up to provide CEs?

Not responding to questions about how data is used by a for-profit company is concerning and seemingly indicative of a lack of written policy regarding protection of information.

I have licenses in multiple states and have add both licenses to my account however I only see the CE's I uploaded under one, do

they not register for both licenses?

For those who are PsyPact credentialed, does the CE Broker system recognize PsyPact CE requirements for annual renewal?

334

Please excuse me...I am still unclear...Let's say I set up my account for both my TX LPC and LMFT. When it comes to entering the courses, do I only enter the courses (and upload certificates) once? Thank you for clarifying.

Will CE Broker recognize that I am an LPS-Supervisor?

If I understand correctly, if I have two licenses from different states, would I need to purchase the pro plan and not the free, basic plan?

I missed the beginning. Are we selecting and paying for this? the 39\$

Also, I want to upgrade to Pro+ but I've paid the \$39.99 Will the website credit my account??

trainings can count both for lmft and lpc in texas do these get added to both?

Does someone outside of the person signing up verify the license and license number?

RE: If we are having difficulties with the system, where will we send feedback and/or ask for assistance? Is there going to be a trial period to see if this really "works" for Texas?

Darrel Spinks 12:48 PM

CE Broker has a helpdesk feature that you can access through their system.

The use of CE Broker has been adopted by the Council and this type of online management system has been mandated by SB912, so that decision is final.

342

I entered a question @ 12:32 and don't see an answer. Am I missing something? Thanks,

BHEC Question: What are the guidelines or requirements for something to count towards supervision CE's?

I have printed paper certificates from CE over the last 2 years. many of them 1-3 each. Must each of these be entered individually

even if many of them are from the same CE provider?

346 disregard

So, if the users are having problems with the program, the Board is not going to get direct feedback?

I have a BIG question!!during the pandemic - I had taken a lot of home study courses - since we can only include 1 study course

for the period - how can I transfer 10 credits to this current term 2024 - 2026?

We are a provider of CEs for Nurses, Social Workers and Physicians in the state of Texas. How would we apply to become an education provider

350 The hours don't count .5, only whole numbers

351 What can be done on your end our the user's end to add other licensing agencies, such as Texas HHSC?

352 When uploading, can we scan as a group or do we need to do each individually?

353 I can also ask as a question when that opens up

354 Can anyone see my questions?

355 does it take a license for a national provider?

356 Once you have an account then can you get the APP?

How do you know what type of accreditation the company has? Hard to know based off the name unless it's obvious it's a hospital or state agency.

358 Are there discounts codes available when registering on the Pro+ account?

359 I'm a supervisor. how do I record my 6 hours of ethics specific to supervisors?

If you opt to pay for the professional account at 39.99 a year, will the create account be the same procedure with payment at the beginning or the end (before or after account information provided)

361 How do we add CE's we offer without a paid account? this feels like it is limiting local providers from being listed

How quick does it update your license, if you upgrade your license ex: LBSW to LMSW or LCSW. would it update any additional requirements if any?

363 please discuss more about the ProPlus subscription. Fees, how to enroll.

Ah, thank you. That clarifies - it's good to include another state IF it's one of the states the CE Broker also works with. Thanks for clarifying!

364 I just renewed my Social Work License. Do I need to include CEs from this time period if I have CEs that I want to carry over?

365

366 What is the benefit of the paid subscription?

367	So you don't work with California LMFT??	
368	Does the Pro payment option for Texas Social Work include available CEUs or are those extra?	
369	Why not just list the states in which you have agreement with for adding license? It is misleading to list all states	
370	i read i need to submit each course i have taken individually. I track on my spreadsheet and keep adding each course i take - so how many years do you want (2?)	
371	If we input a CE and certificate that would count for both SBEC (school counselor) and LPC Board will it populate for both or do we need to enter it twice (under each license/certification)	
372	can you print the certificate of completion of a course you've entered in your system, if need to submit to another state or NBCC	
373	It does not look like you track for clinical social workers in Oregon and Washington state, I do not see their licenses in the drop down box, how can I add them to CE broker?	
374	Can you tell us about the courses offered via CE broker, especially the bundle for \$99 (pro+)?	
375	Can you start off as a basic account and later upgrade your account? or even downgrade the account?	Providers are required to provide a certificate per board rules.
376	NASP does not give certificates for the mini skills sessions or sessions at their annual conventions.	
377	Since I won't have a certificate, how can I account for those hours/sessions	
378	is there a list of providers you accept for CEUS?	
379	Do you have to enter CEUs twice if you have two licenses in TX?	
380	The website is up now and I just completed my registration.	
381	Will you be adding Montana, Kentucky, and New Mexico?	
382	When I complete a CE on a different website do I choose ce broker to print the certificate?	
383	Where is this CE Broker found	
384	What if I am a LPC-Supervisor	
385	Is the "Take CE" feature available on the basic plan?	
386	If we start with a basic account how do we upgrade to a different paid account?	
387	How can an LMFT get the PRO+ account type if it does not show up on the registration page of the site?	
388	When I enter my license number (copied directly from the board website) it is trying to register me as a different person with a different license. Is this a system error and is there a way to enter your own information if your license number is the same as another provider in the State?	
389	If we provide CE's through a presentation for our agency, can that count towards CE's?	
390	Can you distinguish how a pre-recorded training will be listed in the system?	
391	often there's a lag between completing the learning event and receiving the CE document from the provider. I can't move forward with tracking the hours without the PDF?	
392	If a CEU covers two required categories, how do we report it in the system? E.g.: Human Trafficking CEU is also an 1 of Ethics.	
393	Would I upload it to both categories? (missed the answer to this earlier)	
394	Does cebroker paid accounts provide ce's that were can use as a one stop shop	
395	How many CE courses are included at no additional charge under the Pro Plus version?	
396	regarding carry over - how can we carry over when we are only allowed to take 1 credit of home study - I have 10 credits to carry over	No - self-study can only be earned 1 hour per cycle.
397	Do you have to upload a ceu to each license if it applies to both?	
398	Where can we find more community-based practice CEUs? I work in the community and am not a therapist. Many of the CEU offerings do not apply to the work I do. Would love to actually get continuing education in the area in which I work, which is community-based work.	
399	What about hours completed outside of the range shown on the site? I was licensed in February and it's saying my range started two months later in April. Same with another coworker. She was licensed in April and it's registering her range starting in November later in the year.	
400	Do webinars count as live event for meeting the fifty percent rule?	
401	I use EthosCE & ReliasCE to report @ work- will those programs interface or connect w/this program?	
402	If we have already renewed, do we need to add them	No - you only need to report hours for cycles going forward.
403	Is the date we enter the date we took the class or the date we are listing the class?	
404	I was able to upload a previous cycle date and I put the original date and it took	
405	Can you sign up for a concierge account for one year for extra help, then switch later to the free account?	
406	I will retire my license at the end of my next license cycle in October 2028. What happens to my records with CE Brokers?	
407	under provider do we put the name of the provider ex: Dr Jane Doe or do we put the entity they work for ex: UT-Austin, Integral Care etc	
408	Does the jurist prudence exam carry over? I took it a while ago and cannot recall exact date I took it.	No. That credit is only gained for a particular cycle.
409	Not sure of this was answered or asked: We will use CE Broker for CEU documentation. AND will need to go to BHEC website to pay renewal fees, correct?	Correct.
410	How do you download the certificate	
411	They basically created a work around due to CE limitation and you might get audited due to you indicating it is a carryover and dates not matching. There is not clear answer for it.	
412	I am attempting to upload a certificate that counts both as ethics and diverse populations. Trying to do that, it doubles the hours credited. How do I indicate this with it getting counted correctly.	
413	Does the compliance percentage circle populate for the free basic membership or do you have to have the professional account?	The basic account will let you know when the hours are complete, but paid accounts are necessary for the ongoing tracking of progress.
414	what happened to the notification that the boards do not approve specific providers anymore? it sounds like there is an actual list of the 50% qualifiers	
415	For Board Members- if I have a Supervisor Designation but I no longer supervise people- should I contact the Board so CE broker tracks my hours differently?	You are allowed to surrender your supervisor status. But if you keep the status, you must meet the CE requirements regardless of whether you actually supervise.
416	Does CE Broker work with Illinois?	
417	Thank you, this was very informative.	
418	Should I cancel the \$39.99 sub first, then resubscribe?	
419	I didn't get a notification that my license was up for renewal, I only got an email when it was already expired. I am no longer living in texas but I would still like to renew because I can work remotely. Will I have any issues using this system to add PD hours to this system?	If your license has expired, you will need to reinstate your license before you can accrue any CE.
420	In the case of two licenses in Texas, do we need to reenter all of the CE courses again for the 2nd BHEC license, or will they automatically roll over for each additional license?	
421	Do I need a pro plan to track licensees from multiple states that CE broker works with? For example: holding a LPC in Texas and a LPC in Kansas - can I track both of those with a free plan or do I need a pro plan?	
422	For a free account, while we may not be able to see the carryover hours into next cycle on the CE Broker site, will they still be carry over into the next period?	
423	Thanks for this overview! Are you offering any promotions if we sign up for a paid account now?	
424	Birth Month or you said birthdate?	

423	That doesn't make sense. If I have all of my hours for renewal, renew early, then add more hours, wouldn't those new hours automatically roll over?	
424	For those that still need to Renew in 2025, do we do that with the Online Licensing System, or CE Broker?	
425	If we have 2 licenses with BHEC and take a CE course that counts toward renewal for both licenses, do we have to enter the course twice (once under each license) or does CE Broker apply the course to both licenses without double entry?	
426	I think my previous question possibly got lost in the mix. If we stay with the Basic account, how will we know if our extra CEU's are being successfully rolled over to the next renewal period? Is there a way to verify that with a Basic account?	
427	Do we get CEUs for this session?	
428	I have an LPC and a Telemental Health Certificate. Do I add the certificate and the CE broker differentiates the two?	
429	My account is telling me that I have to pay in order to have my hours calculated. I am under the basic no pay plan	
430	What is the 50% Rule	
431	Can I sign up for free acct now and then change to pro + at a later date	
432	I have supervisor status. Is CE broker going to automatically show the additional required supervisor hours requirement?	
433	Is there a reason this question won't be answered?	
434	Can this be helpful in applying for reciprocal state licenses?	
435	are the CE options [to take the trainings] available within the CEBroker site guaranteed to meet some requirement of the license type I hold?	No.
436	Does the Pro Plus upgrade plan provide a complete, all-inclusive solution for all licensing-required CE hours, or are there additional costs for CE courses not included in the plan?	
437	Which plan tracks what is needed in order to meet the requirements needed to renew your license?	All plans track the requirements for the boards. The basic account will tell you when you have uploaded sufficient course, whereas the paid account will have a transcript that essentially shows your progress.
438	how does a provider of CE submit information about attendees directly to CE Brokers?	
439	In the instance of attending an association conference and earned 15 - 20 CE hours, do we need to enter each breakout session individually, or will we be able to submit the aggregate professional association certificate?	
440	When entering the name of the educational provider who presented the course, do we enter the name of the organization hosting or the name of the individual presenting?	
441	When renewing my license, do I need to send the CE information to the board or does the board go to my account and get it for its own needs? If I need to report it, how do I do that?	
442	Does this hour count? (half serious)	No, unfortunately not!
443	How do we find out the full list of states that use CE Broker? There doesn't seem to be a way to do this on the website.	
444	If the provider is approved Provider by TBSWE Does it count towards the 50% For example Net CE Does it count towards the 50% and if it does What Category	
445	or I do put the certificate that has CEUs in both the LPC and Telemental certificate into each account?	
446	So when the CE's are entered into the system, it will "go" go BHEC directly? Will we see the hours when we go to renew?	
447	If our license renewal is coming up in 2025 before Jan 2026, we can wait to set up the account after our renewal, correct?	
448	I noticed there is not an LPC-S option?	You set your account up as an LPC. The "-S" is a status on your LPC license, it's not a separate license. That's why we don't offer a separate account for LPC-S.
449	For LPC-Supervisors, is there a section to monitor the additional supervisor CE's that are required?	
450	How will we know if a CE will be submitted on our behalf? Only those taken through the CE broker system? Is there a way to know this? Will the CE provider announce this?	
451	I tried to add Connecticut LPC along with my Texas LPC but CE is only showing nursing license for the professions. Help please	
452	Please share details on the educational provider accounts pricing structure and address the question- will be required for them to obtain an account in the future?	
453	Do the CE courses provided on the CE Broker website meet the 50% rule? Or does it distinguish if it meets the 50% rule or not?	
454	Thank you!	
455	Is AATBS (Advanced training for the Behavioral Sciences) able to report to your system?	
456	Under "Add New License" - Oklahoma does not include LPC option under "Profession" dropdown menu.	CE Broker is not currently partnered with the Oklahoma Board. You will only be able to use CE Broker for states that are partnered with CE Broker for compliance management.
457	Social Worker, adding hours for teaching a course. The current social work rules from BHEC say "Teaching or attending a university or college level course." The CE Broker page says "graduate level course." Does CE Broker know about an upcoming rule change, or does teaching bachelors level courses still count, in accordance with BHEC rules?	
458	Will OK LPC be added at some point?	
459	What about dissertation hours? Would that go under graduate course?	
460	i missed part of the presentation how are online CE reported?	
461	Do the CE's we can find through your site fall under the 50% requirements?	
462	Why do we have to indicate course type as live or anytime? Does attending a real time course and typing questions in chat (such as this presentation if it offered CE's) count as live?	
463	Will HHS Texas be integrating this software for LCDC licenses?	
464	If renewing in 2025, prior to this requirement, can we still utilize CE Broker for CEU tracking/taking CEU courses and have them still count for the current renewal cycle? Or does the tracker start with 2026?	Yes!
465	But LPC supervisors have to record a specific 6 hours as supervisor training. Do we make a note of this in the course description so it gets tracked?	It should show up as a specific category for you to enter credit for.
466	Mental health professionals often attend workshops and conferences that offer training by multiple presenters. How do you report these various courses?	
467	What happens to the overflow of hours (ie under the general, supervision, ethics)	When you report excess ethics, supervision, or other subject specific hours, they will roll over into general.
468	Does it take a day before the account I create can be used, please?	
469	when taking a class through ce broker and they report the hours, will they know if the hours count toward the 50% rule?	live answered
470	How does our organization set up the reporting option that allows CE providers to align so it will auto report people's attendance.	
471	What about the carry over CEU's?	
472	What is the difference between the subject areas of general vs. distinct populations?	
473	I'm unclear about why my question is not being addressed while every other question has been answered. It is valid and ethical to ask about how data is being used and how to opt out of data sharing outside of that shared with BHEC.	Your question has already been answered in previous Q&A and I answered it live as well.
474	When I have attended TASP workshops, they provide a transcript and not a certificate. Do we submit the entire transcript?	That would be the easiest method.
475	I am taking NetCE CEUs of 26 hrs. For \$63.00 which covers cultural competency. This booklet allows you to complete at home and mail in or complete on computer. The booklet is for 2025-2026 Texas LPCs. Will this count only as one hour home study? How do I get full credit for this through CEBroker?	
476	What if you take a course that is 5 hours and only are 2 in ethics. Will the hours be divided?	You can break those hours down when reporting them.
477	How can you make edits to those under the 50% if accidentally put under the not under 50%	
478	How do we know if the education provider is linked to CE Broker and will upload our completed CE's?	The best method would be to ask that provider directly.

For LPC, up to 10 hours can carry over from a previous renewal period for the current. I attempted to enter 10 hours I earned during my past renewal period, however the system did not recognize it. How can it be entered in this system so that it can be recorded.

478

479 Does this webinar training count as a CEU hour?

No, it does not.

What if you have a conference certificate that includes multiple types of credits (3 ethics, 6 supervision, 12 general, 3 dinctinct populations). Would you need to upload the same certificate multiple times, or can they all be captured with one submission for the conference?

You will need to upload the same certificate for each category you are required to show compliance with.

480 Asking again bc I haven't heard this answered yet: If a CEU covers two required categories, how do we report it in the system? E.g.:

481 Human Trafficking CEU is also an 1 of Ethics. Would I upload it to both categories?

482 If I bought the Concierge package, it would track and tell me what I need? Is that what I am reading?

483 what does the paid transcript feature look like?

484 To begin and create a basic account, what do I put in my browser to start the process

485 What states is CE Broker partnered with currently?

486 What would it take to get a list of providers that upload to your site. E.g. Net CE and Elite Learning groupings of CEUs

487 there is a list under the "provider" tab on the main page

488 Pls can you help me with the website to renew LPC license? Thank you!

489 Is there a risk of duplicate reporting if the provider reports then we report? Or will CEBroker catch that?

490 Okay

491 How does one download documentation for the certificate of education ? Do I contact support at ce broker ?

492 I apologize, I under "find course"

If a CEU covers two required categories, how do we report it in the system? E.g.: Human Trafficking CEU is also an 1 of Ethics.

493 Would I upload it to both categories?

494 If created two different accounts (two usernames), how do you delete one? I can't find a "delete account" button

495 Will there still be a separate process to renew the LPC LICENSE

I am attempting to upload a certificate that counts both as ethics and diverse populations. Trying to do that, it doubles the hours credited. How do I indicate this with it getting counted correctly.

496 How do we report a training that we have one certificate for that spans license renewal periods? For example EMDR basic training

497 where there is one weekend of training and then another weekend several months later.

498 I think I might have missed if he mentioned if all the courses on the platform are approved credits

499 If a provider is listed with CE broker are they screened for meeting the 50% rule

500 How far back can I enter my ceu's

You can enter CEs from the current renewal cycle - so 2 years prior to your license expiration date.

When I try to do the 50 % rule certification and go through the tabs, where it asks about what provider was utilized the last one listed relates to hospitals. There is no click button for "Providers approved or endorsed by one of the above listed providers." Please advise.

502 The CEs offered by CE Broker meet the 50% BHEC rule?

503 Like if I had some from last year

One of the online training companies I use is a CE Broker provider; that is great! Once I get my CE Broker account, how can I be sure that the CEs I have earned are listed.

504

505 When can we start our profile?

Right away

how will this affect the turnaround of license renewal? what if there are technical issues? like, do we need to do all this a month in advance to make sure? Before this, licensure renewal was really quick, but I can imagine this is going to really delay things. I don't want to lose my ability to practice and make a living so this is really important for us to know.

This should help streamline renewal even further. When you apply to renew, our system will "ping" the CE Broker system to check whether your uploaded hours are completed. If so, it will clear you for renewal without delay.

506 practice and make a living so this is really important for us to know.

507 Is CE Broker partnered with Connecticut Board for LPC?

Am I accurate in thinking if you pay for the Pro you have mostly unlimited CEUs available in the price paid for the Pro option?

The professional subscription does not include courses. The main feature is the automatic compliance calculation; courses are not included in that subscription.

508

509 Is there a way to see if we have any carry over hours from last time from the TX BHEC? I'm not sure if I did this last time.

No, since at your last renewal you were not required to report hours, we don't have that information.

I'm due to renew end of October. Because there isn't a carry over option right now, should I wait until next cycle to start adding my CEs?

You will have the current cycle that you can report, and if before October you reported all your hours including the 10 excess, it will automatically roll over into your next renewal cycle. But you would need to report all your hours for this cycle for that to happen.

510

511 How far back do we need to upload CE's from? Just anything since the last renewal?

Yes, just since your last renewal.

I just submitted my CE requirements to BHEC and received my Renewal Approval Notification. I did submit 40 hours. It is just too bad it is cumbersome to get credit for that overage under this new system.

512

513 So we can set our account before we upload any trainings?

514 can we add another email address, so there is two?

Correct - if done before January 1.

To clarify - my license renews in January. I understood you to say that January 1 - not January 30th is the requirement to upload documents. By January 1, I can attest and not submit certificates? Thank you

515

If there is a mistake in calculation, documentation on the back end of licensing will there be a GRACE period to correct issue before license is inactive since this is after renewal going forward in 2026?

Starting in January, the system will not let you renew if you do no sufficient hours reported, but you will know this and can contact Council staff to work through the problem.

516 If the CEs are reported by the CE provider to CE Broker, will the system categorize the CE to the appropriate type, such as Ethics,

517 General Population, etc., or we will we still have to go in and categorize the hours?

518 can you edit out supervisor status?

You can now opt out of supervisor status in your online BHEC account through our website.

519 will we get access to the recording of this on youtube?

Yes

520 can more than the required number of hours be reported?

Yes

521 Do pd hours for courses or supervision Ive done in another state count towards my license in texas as a LSSP?

Can you add more about what additional to a certificate we need to keep in our files to provide to audits? I typically keep efiles of any handouts/reading material and the test questions/results as efiles. Is this what would be needed in an audit? Or more/other?

You will only need sufficient documentation to show what the CE is being claimed for. Usually that is the certificate.

Thanks.

522

523 Where will CE sho sufficient credit hours?

What if I chose to let my supervisor status go? Will my not having any supervisor ceu's cancel my status as a clinical supervisor?

You can now opt to surrender your supervisor status online in your BHEC account, and once you do you will no longer be required to get supervision CE.

524

525 Do ASWB and APA approved providers fall into the 50%

Yes

526 How do we make corrections to the hours reported if we made an error

527 What is the difference in benefits from the two or three paid options that we have?

528 If I have a basic plan how do I change it to another plan?

Again - my renewal is in January. You said January 1. If I attest and submit information, prior to January one for this renewal period, no need to upload certificates. I will I then start with CE broker on January 1 for the following two year renewal period submitting supporting documentation. ?? Thank you.

Yes - if you choose to renew prior to January 1 (so earlier than required) you can renew without having completed your CE Broker account and reporting. Then you can start reporting over the next two years to be ready for your next renewal.

529 Does CE Broker have providers that will offer free CE's or only those for sale?

530 Are the CE Broker courses already approved by BHEC as part of a license renewal?

531 Will there be a live person at the help desk?

532 Are national course providers like PESI or Psychotherapy Networker approved for CEs?

I asked that because I work for a hospital, the CEU from them, not sure if meet the approval, I feel some are mor medical focused

534 than social work

	So, if the audit is on the back end, is it better to renew well before your deadline, in case some error or unacceptable CE can be corrected prior to the deadline?	Yes - it is always good to review and report earlier than the last day to renew.
535	I uploaded the jurisprudence exam required to get my first LMSW, and CE Broker says "course completion date outside renewal period." My understanding is that the jurisprudence exam counts as a CEU toward that license, and it obviously has to be taken before the license is issued. Can this "glitch" be fixed on the CE Broker side?	The jurisprudence taken for licensure does not count toward CE credits. Only if you take the jurisprudence again voluntarily does it count for 1 hour of CE.
536	What is the turnaround time on getting questions answered from support staff for CE broker? We will need to account for this to ensure our hours make it in, so our license to practice isn't jeopardized by the time it takes to resolve issues.	
537	Some courses who have already reported (it is posted in my free account) show general but have an ethics component. how would that be reported or applied?	You will have to split the reporting to report the ethics hours separate from the rest of the hours.
538	To be more specific, will the CE Broker Provider list courses I attended prior to establishing the account, if they were taken within my CE cycle?	
539	Can you demonstrate how to add hours for LCSW-S for supervision? I don't see it as an option to select on my account.	
540	Even if something is posted by the provider can I still self-submit if I have a copy of the CEU or will it double add?	
541	My understanding for CEU credits that might apply to more than one required content area , is that you can only use it the hour(s) once, in whatever area you choose, but they can't overlap to more than one content area. Is that still the rule?	
542	Would the question I've asked a few times go to CE Broker support or to the board:	
543	Why would the CE cycle reported start months after licensure? For example if licensure started in Feb of 2024 why would it say the cycle starts in April and not count ones completed in beginning of licensure?	
544	So, the professional which is 39.99. I will be able to find training and because I have pro, I can attend those trainings, because they are included in my pro plan fees	
545	Will we be notified that we were selected for an audit the same way (in the renewal letter)?	
546	Pro+ has free CE courses but not the free account, correct?	
547	they will be happy to make money from your CE requirements, but you don't have to pay for any of their upsells. you can still get CE's from where ever you want.	
548	To clarify - if I would like to roll over 10 CEUs but only have a Basic account, should I contact the Board or CE Broker if the rollover is not successful? Additionally, how can I verify whether the CEUs are being rolled over with a Basic account?	
549	Are we getting any CEUs for attending this webinar?	
550	Who do we contact to become a reporting provider?	
551	Can you upgrade or downgrade your account without losing your information?	
552	I am concerned about the carry over credits for LPC - since we are only allowed to take 1 credit for home study - and all of my carry over credits were home study - would the broker system reject my courses?	
553	Does that mean I will add my own report record for the same course but apply it to ethics? maybe this can be demonstrated? Thank you	
554	How would you count a higher education certificate that does not have CE hours? For example, you enroll into a universities program to get certification and are technically enrolled as a student. Would this be able to count as hours in anyway?	
555	When we initially create our account, will any PREVIOUS credits, completed from providers that automatically report credits to CE Broker, be automatically reported and uploaded into our CE Broker account?	
556	Thank you!	
557	My license renewal ends on 8/31/2025, but I renewed my license early in July. Can I entered the CE's earned during the renewal period so the overage credits are transferred to next renewal period.?	
558	none of my questions are answered or addressed yet	
559	So we can still meet our requirements for license renewal simply using the free option?	
560	Do we earn CE credit for attending the BHEC monthly meetings on Zoom?	
561	For licensing currently up for renewal when should we start entering our CE? I may have missed that info	
562	I am licensed as a supervisor, but I don't see that reporting option under the Reporting tab	
563	So the providers under "Take CE" on CE Broker can be from a range of CE providers, it's not solely CE's that CE Broker is creating?	
564	can you explain the different 50% rule again	
565	So we are okay with the free version correct.	
566	So is the CE broker account reporting mandatory to use for renewing LMFT for 2025..or do we have an option to do it as used to do...is there a choice in how you do /report?	
567	Does CEBroker handle New Mexico offerings?	
568	CE broker does have a "recognized 50% rule" on course on the catalogue	
569	Can we email BHEC to verify a CEU prior to uploading to confirm placement of CEU	
570	If you make a mistake and post a CE that is within the 50% rule, but put it under the not 50% rule, will CE Broker correct that automatically should I miss it?	
571	Darrell - Disheartening that you would laugh about the question of earning ce for today's training. Many of us are self employed practitioners and our time is valuable and we are showing up. dedicating office time to "be trained" on how to maintain our license.	
572	That's a bummer!! (For no CE for this presentation)	
573	Great presentation! Thank you. It quiells my anxiety about using this platform. It sounds good. Again, thank you.	
574	I have to go into an appointment, will we be able to get the recording of this for later review?	
575	I thought the required Jurisprudence Exam counted for 1 hour of Ethics; does it not count for a required ethics hour anymore?	
576	I entered my CE as outside of the 50% by error. It is actually within the 50%. Can I correct that by editing it. Or do I need to re-enter it?	
577	So we can upload every training we take?	
578	I thought Pro+ was offered at \$39/year. As I created an account, it appears that Pro+ is \$99/year. Is there a way we get \$39/year??	
579	this answer - is this for LMSW only - does it apply to LPC's?.....Robert Romig 01:25 PM	
580	The jurisprudence taken for licensure does not count toward CE credits. Only if you take the jurisprudence again voluntarily does it count for 1 hour of CE.	
581	Is this the same as NBCC reporting for CEUs	
582	under provider do we put the name of the provider ex: Dr Jane Doe or do we put the entity they work for ex: UT-Austin, Integral Care etc	
583	How do we make suggestions for future features?	
584	PRO + does include some CEU hours?	
585	If a licensee is audited and there is a problem with CE's will there be a GRACE period to get problem rectified before becoming inactive?	
586	If you start with the free plan and decide to upgrade to a paid plan later will your data port over or do you need to input everything again?	You'll be able to upgrade your existing account at any time so none of the data within that account will be affected by the upgrade.
587	Are we able to upgrade later on? Like pick basic but then decide want the professional option?	
588	If I use the basic plan for free, but in the second year of my renewal I want to switch to the Professional plan, can I do that?	

587 Could we complete our full 100% ceus with the pro+? Or does it only cover a few

588 Do any of the CE Broker courses listed comply with the 50% Rule? If yes, where is this shown on the web page?

589 You just explained the pay/cost structure for the PRO PLUS will that be the case for the Concierge account?
Do you have to upload CE certificates for both licenses separately licenses if you have multiple state licenses in CE Broker to track

590

When is this going into affect? For those renewing licenses in August/September, do we need to make sure we have our CEUs uploaded?

591

Hi,

592 I created my account but it says my ce cycle doesn't start until November 2025? It should say April. Is there a way to fix this?

593 Is the Pro+ plan annual fee? Or licensing renewal period fee?

594 If we are CE providers, how do we list our courses? do we have to have another portal or pay to list our CE offerings?

595 Does PESI fall under educational service center?
If auditing occurs on the back end and an issue is found on your account, does that temporarily suspend your license? What are some examples of consequences?

596

597 Will the professional pro option be available for licensed psychologists and when? Thanks.

598 CE providers can't be pre approved to be part of the 50%, correct?
Thank you so much for covering all this information. Greatly appreciated. So I did not see the Pro+ option a few weeks ago when I signed up for the Professional \$39...If I get Pro+ now...do they give me credit for the \$39?

599

Would the question I've asked a few times go to CE Broker support or to the board:

Why would the CE cycle reported start months after licensure? For example if licensure started in Feb of 2024 why would it say the cycle starts in April and not count ones completed in beginning of licensure?

600

601 if I upgrade now..I will have paid \$139 altogether.

602 What if the info that auto populated from our license number is wrong/doesn't match the BHEC website what do we do?

603 I would like to know if I can get a video of this presentation. I got to join very late.
this might be helpful...<https://help.cebroker.com/hc/en-us/articles/15226513719572-Boards-and-Regulating-Entities-Working-with-CE-Broker>

604 CE-Broker

605 what happens to the certificates when you are carrying over to the next cycle? How do you distinguish them?
Do we know if other Texas State agencies (namely TEA/SBEC) plan to utilize CE Broker for the mandated CE tracking system?

606

607 My email is egoscape.aa@gmail.com My name is Alma Altamirano

608 Mississippi as well.
Jason said if we have CEs that not in the cycle of reporting (i.e. done earlier)

609 You said to change the date????

610 Thank you so much, again.
I did not sign in.

but my name is Connie Paul. LPC

611 Just wanted to be sure to thank you so much for giving us 2 hours of helpful information.

612 Thanks for all the Q and A! Great presentation!
ONCE YOU OPEN AN ACCOUNT WITH CE BROKER ACCT., CAN YOU START INPUTTING COURSES YOU HAVE ALREADY TAKEN. IF YOUR LIC. EXP. IN DEC. 2026?

613

Bessie Small (You): Would the question I've asked a few times go to CE Broker support or to the board:

Why would the CE cycle reported start months after licensure? For example if licensure started in Feb of 2024 why would it say the cycle starts in April and not count ones completed in beginning of licensure?

614

615 If created two different accounts (two usernames), how do you delete one? I can't find a "delete account" button

616 how do I know if a provider will or will not count toward the 50% rule, and what does the rule say exactly?

617 What is the best way to reach BHEC? I have tried to call a few times and have not been able to make contact with anyone?

618 What if the cycle is incorrect?

619 what does the paid transcript feature look like?

620 What is the best way to communicate with TX Bhec?

621 What if the cycle listed is incorrect?

622 Will the recording be available after the meeting?
I just registered to the CE Broker. The next renewal date is year 2027. I see the CE Broker compliance status as "not completed"

623 Am I supposed to complete the compliance now or during the renewal period?
This has been very helpful! Where can we find a recording of this webinar? And where can we refer colleagues to sign up for the

624 webinars on Aug 29th and Sept 10th?

625 I am trying to reinstate my license in Social Work. Do I go through this channel for the required CEU's?

626 I want to be clear. CEbroker is a data center that record our CE's.
So other than CE reporting, our license renewal, fees and updated personal contact info, like emails/address/phone #, will have to be updated through BHEC, correct?

627

628 How does an educational or professional provider submit ?
Did we all forget the sunset review and the findings about the many barriers? We almost lost our board, and now we're saying there's a free version, but so many perks are reserved for the paid version. How is this not a violation?

629

630 If my license renewal is due this year, do I need to go back and enter everything?
I came in late to webinar, do I understand that we HAVE to pay for an account to track our CEUs because basic free account

631

632 I missed the first 30 minutes, can you give a quick recap?

633 Yay, thank you

634 So for clarity, the free account will not allow us to see our added CEs but will keep tray in the progress bar?

635 Thank you to all y'all!

636 Thank you
Explain again please.....if you have CEs from a previous cycle, can you report these.

637 I thought you said to change the date, really

638 Thank you guys so much!

639 Will the Social Work Jurprudence Exam count?

640 Can you restate the information about rolling over ce

641 thank you Kenya good way to look at it that way.
If a licensee is audited after renewal and there is a problem with CE's will there be a GRACE period to get problem rectified before becoming inactive?

642

643 Thank you so much this for very informative! Appreciate you guys

644 thank you for the educational training on the new platform
645 Thanks all for answering our questions and concerns. Very well done!
646 Thanks to you too.
647 Great information--Thanks!!
648 Thank you!!
649 will we pay our licensee renewal fees for each cycle through CE Broker too?
650 ty
