

Column1	Column2	Column3
Question Report		
Introduction to CE Broker with the Texas Behavioral Health Executive Council		
Question Details		
#	Question	Answer
1	Are we all muted and cameras off? I dont have the option to do it myself so want to make sure	Yes - you are muted and cameras off.
2	Just want to clarify, if a CE is session is provided through Zoom or Teams, should this be classified as live, web-based program?	Yes, that is appropriate.
3	Hi, will we receive PDF / Powerpoint w/ the slides afterwards?	Yes, we will post the materials and recording to this webinar on our website afterwards.
4	not sure if i am seen	Participants cameras are off.
5	Thank you!	
6	Please demonstrate the use of the phone app. to report CEUs.	
7	Should we expect that this session will run the entire 2 hours?	The discussion and demonstration should last around 30-45 minutes. We will take Q&A after that, which may last the entire 2 hours.
	Regarding requirements on CE hours for Supervisors. I am a dual licensed LMFT-S and LPC-S supervisor. Under CE requirements for the supervisors: Out of 30 hours of supervision, 3 hours of ethics, and 3 hours of Cultural Diversity are required. Additionally, to maintain an LMFT or LPC license, 6 hours of ethics are required, along with 2 hours of cultural diversity. Question: Can the Ethics and Cultural Diversity taken for supervision also be counted toward the requirements for LPC or LMFT general licensing? If yes, how can that be done on CE Broker? Currently, it does not allow If not, will you please consider allowing that? CE courses are very expensive for this profession, which is not a very financially rewarding one. I am asking for consideration since we, as therapists, also want to stay on top of research and new trainings in the field, and taking 13 hours of Ethics and Cultural Diversity instead of a reasonable 8 hours will be a hindrance 8 financially to developing new skills as a therapist	Yes, as long as the course taken (whether ethics or supervision) is relevant to both professions, you are allowed to count a CE course toward both the LPC and LMFT requirements. You will simply need to report the course twice, once under your LPC transcript and once under your LMFT transcript.
9	what is "VEHEC" he's referring to?	live answered
9	what is "VEHEC" he's referring to?	He is referring to BHEC.
10	Doesn't it cost us if we subscribe beyond the Basic subscription?	There is a fee associated with any of the subscriptions beyond the Basic account type. However, you are not required to use any of the paid subscriptions and the Basic account will perform all necessary functions for your renewal.
11	Will we be able to print out a copy of the CE for use in another state, if we use the CEs in CEBroker?	The CE Broker system is simply warehousing your CE information - so it is either course certificates you have uploaded or that the course providers have uploaded. So you will likely have the original documentation of your CEs already. But if you would like to print out your transcript from CE Broker, and if that other state will accept it as proof, there is no problem with printing out your CE Broker information.
12	Question: On CE Broker when trying to enter a CE course that I have taught, it requires me to upload a certificate. But, one does not typically receive an certificate for teaching a CE class. What should I upload for such situations?	You should just upload some proof of the course you taught - such as an agenda/syllabus, a course announcement, etc.
13	Thank you @debcarter. This important to say.	
14	So from Jan. 1. 2026 we will just enter our CE records from January on. Not from previous months, correct?	No. If you are renewing on or after January 1, 2026, then a licensee must enter all CE records needed for renewal. This should include CE courses completed prior to January 1st.
15	Do we foresee this platform being expanded to other states? As a licensee in multiple states, it'd be nice to have the ability to have it all in one place!	CE Broker is partnered with many state boards so you may be able to start tracking for those other licenses already. To find out if your other states utilize CE Broker, please visit our website at cebroker.com.
16	Up till now I have not had to report my CE's earned to TSBHEC; it was sent by the providers. Can they not continue this, but by sending the info to CE Broker?	Many educational providers do report to CE Broker automatically. I would recommend checking with the providers that you are using if they report completions to CE Broker.
17	Question: Everyone who has a License needs to set up an account, even Emeritus status. Is this correct?	Every licensee that is required to complete CE and renew their license. Emeritus licenses (I believe) are not required to complete CE and so do not need to create an account.
18	Will this recording be sent out to all participants or where will the recording be stored?	live answered
18	Will this recording be sent out to all participants or where will the recording be stored?	This recording will be posted on BHEC's YouTube page. A link to the recording can be found on BHEC's website under the heading of Learn More, see link below. https://bhec.texas.gov/continuingeducation/
19	For those who have to renew by December, do we go through CE Broker or what we usually do?	If you renew before January 1st, you are not required to report your CE into CE Broker until your next renewal. However, you are welcome to create an account and start uploading your CE. Separate from CE reporting, everyone will have to complete the renewal process on BHEC's website.

To clarify I am asking about vertical CE count between LPC and LPC_S or LMFT and LMFT-S not between the horizontal CE between LPC and LMFT	Apologies if I misunderstood - the course area requirements count toward the total hours requirement. So your 6 supervision CEs count toward the total 30 hours requirement. However, one course cannot double count in categories - i.e. one hour of ethics cannot also count as one hour of supervision.
21 2 questions:	
I have been using CE broker but I need to edit two courses, because the DO meet the 50% rule. I have tried MANY TIMES. The edit button does not work. What do I do?	
23 Will this recording be shared for those who could not attend?	Yes, we will publish it to our YouTube channel.
24 is this on the texas sw lic website	Yes - https://bhec.texas.gov/continuingeducation/
25 Since we can carry over up to 12 hours of credit, how are we able to add those hours for our current renewal period?	For this first renewal period, please just enter the hours you are carrying over from the last biennium as though they were taken during this renewal period. Once you have started entering current CE course hours, your future carryover hours will automatically be carried over by the CE Broker system.
26 Thanks. I was looking for my microphone to be able to participate. But, now I know what to do.	
27 where is the FAQ located	https://bhec.texas.gov/continuingeducation/
If we need to renew in 2026 do we need to have 2024 & 2025 PD certs in CE Broker or does uploading certs start for PD attendance in 2026?	Starting January 1, 2026, all renewals must use CE broker, so all certificates of completion of CE or PD must be uploaded. So this can and most likely will include attendance prior to 2026.
29 Do we upload the Jurisprudence Exam? You may answer later so I understand if this is not answered immediately.	If you are taking the jurisprudence exam again for CE credit (not for licensure), you can upload the score report/successful completion email that you get after taking it.
30 Do we take Jurisprudence through CE broker now?	No, you still take the JP exam through BHEC's website. You will simply upload the exam certificate to your account in CE Broker.
31 I signed up for CE broker but apparently clicked the \$39.00 option. How do I get back to the free option and not pay?	If you have already been charged for the professional subscription, please contact our support center at support@cebroke.com for a refund. Otherwise, you can cancel the free trial before you are charged by clicking on your account settings in the upper right corner of your account homepage.
32 Hard to hear Jason. Sounds like he is far away.	
33 I like the feature, will you discuss how to download our CEUs on this new platform?	Yes, we will provide instructions on how to self-report your CEUs during this webinar.
Oops. 2 questions: 1) if I submit a CE as general, how do I change it to something specific like Ethics or Technology? 2) does	
34 HIPAA count for the LMFT technology CEs for renewal	
Robert - for Live Course Type - what is the difference between "web-based program" versus "broadcasted interactive event"? I have submitted all my CEUs already in CE Broker and didn't know what to classify those Live Zoom-based trainings as, so I put them as "broadcasted interactive event". Is that correct or should I have put it as a "web-based program"? Or should I have put it as something else: "seminar", "conference", etc?	We don't make a distinction in our rules, so it is ok whichever option you choose. However, I think of them as live events being "broadcasted interactive events" while pre-recorded webinars are "web-based programs."
36 Feels like a silly question, but I thought I'd ask - this webinar doesn't actually count as a CE, correct?	No, the Council has not approved this event for continuing education credit.
Hi, as a LPC-A that is going to complete the LPC full licensure application next month. Will I need to participate in this new process or is this only for LPC's who are renewing? Sorry if I am misunderstanding :)	This does not apply to LPC or MFT associates who do not have CE requirements and do not renew. Once you hold the LPC, you will be required to gain CE and report on CE Broker before renewing.
I have a LCSW in three states. The current state that I live and work does not have licensed social worker as a choice. So, of course they are not using the program 'yet'. Does it matter which State I use to start using the program? I will continue all three licenses due to virtual ability.	
My license renewal date is late December 2025. Can I use CE Broker to keep track of all my CEUs and use it for renewal, even though it's before January?	Yes, you can! And thank you for being proactive!
40 Has anyone used CE4Less with their video options and do they upload certificates after them to CE? Thank you.	CE4Less does report completions to CE Broker automatically.
41 Do we take Jurisprudence through CE broker now?	No - please register for the JP exam through our website as you previously have done.
42 Not sure what you mean by Emeritus licenses. Please elaborate.	There are a couple of license types (psychology and social work) that previously had some licensed that were given an Emeritus status. That no longer exists, so no new emeritus licenses are given.

	The LPC rule 681.140(e) states the following, the other Boards have very similar requirements: (e) 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 with supervisor status; (7) a hospital or hospital system, including any clinic, division, or department within a hospital or hospital system; or (8) any provider appr
43 What meets criteria for the "50 % rule" when submitting CE's?	
I have a CE account associated with my license in another state. I understand I need to create a new one for my TX license but am not sure if there is any way to link those rather than having to enter documents in both systems. Thank you. 44 we typically pay 39.00 for the JP exam directly on the LPC site	If you already have a CE Broker account, you do not need to create a new one for your Texas license. Instead, you can add your Texas license to your existing account by clicking on your license number in the upper left corner of your account homepage and then selecting "add license" from the drop-down menu that appears.
Does the CE Broker website indicate what status my account is (basic, premium or the higher?) I did not see any evidence of this when I logged in. 45 As Emeritus I do need to renew every 2 years, even though I do not complete CE. I did set up an account on CEBroker as it let me enter my License.	It is indicated under your account settings, but the best way to tell is if you have access to your personalized CE transcript that automatically calculates your requirements within your account. If you do not have access to that transcript, then you hold a basic account. Because you do not need to report CE, you are not required to create an account.
48 Would a clinician who is under supervision need to apply? LPC-A? 49 where do i find ce broker	LPC and MFT associate licenses and provisional psychologists do not hold a renewable license, and are not required to meet continuing education requirements. These license types do not have an account established in CE Broker. Our website is cebroker.com.
50 Who has access to our information that we provide to CE Broker?? Can we know pretty much up front of the cost of the purchased plan, so we can know if we should REALLY pay attn to that (i.e. if we can at all afford it)?	Just CE Broker, for the purposes of reporting to us, and the board/Council. Our agreement prohibits CE Broker from selling or giving away your private information. The professional subscription is \$39.00 per year and the concierge subscription is \$124.00 per year. The benefits of these subscriptions will be discussed shortly.
52 If I recently upgraded to LPC Supervisor, will that reflect on CE Broker or do I have to go in there manually and do something? 53 I'm assuming you will discuss how to transfer courses you have already taken.	The new status of your license will update on CE Broker automatically.
54 What are the different accounts?	live answered
55 Does CE Broker recognize Professional Organization such as Texas Counseling Association?	Yes, you may upload CE from TCA. It is also possible for TCA to create a CE Broker provider account and upload CE certificates for their attendees.
56 Is there a notification that will let us know that the documentation was uploaded correctly? How does CE Broker know that my ethics courses are ethics? I did not see that option only the 50% and special poluoations	Yes, you will be provided with a confirmation number at the end of the reporting process to confirm that the submission was successful. CE Broker doesn't know whether a course you report actually meets requirements. That determination will be made by BHEC staff if you are selected for a post-renewal audit.
57 questions My license renewal date is late December 2025. Can I use CE Broker to keep track of all my CEUs and use it for renewal, even though it's before January?	Yes, you can.
59 TCA offers many of our CEUs	

60 Any suggestions in what order we enter our courses, say by requirement or by date?	The order in which your CEs are submitted will not impact how they apply; the system will automatically sort them by date in your course history. If you hold a professional subscription then the system will also automatically sort them by subject area.
61 If renewing by end of November 2025, are we required to do it the new way? or not till 2026?	If you renew before January 1st, you are not required to report your CE into CE Broker until your next renewal. However, you are welcome to create an account and start uploading your CE. Separate from CE reporting, everyone will have to complete the renewal process on BHEC's website.
62 can i get hours from other places and down load it to site	Absolutely. You can upload any courses that are approved for your profession into CE Broker regardless of the educational provider.
63 Is there a reason you are not answering my question?	
Who do I contact if I can only find one of my two Dual licenses? Ie: I could upload my LPC-S account. But when searching for	I would recommend contacting CE Broker's support center at support@cebroker.com. They will be able to assist in locating
64 my MFT-S account, it did not pull up. Thanks for any direction/feedback.	and adding that second license to your existing account.
65 About Venus question and Robert Romig's response to clarify: We can count ethics, cultural diversity, or other CEU for the LPC and LSP but can't count one of these also for a supervisory renewal, correct?	If relevant to both professions, you are allowed to count CE for multiple licenses. But within a license, for the total required CE, if the board requires specific types of CE (supervision, technology, ethics, etc.), one hour of a topic cannot be double counted toward another topic. However, please note that if you took a 6 hour course relevant two topics (i.e. supervision ethics), you are allowed to split those hours across the topics by entering the course twice and reporting the specific hours for each topic (i.e. 3 and 3, or 2 ethics and 4 supervision).
66 Will our NCC CE platform link to CEBroker.	
67 Who has access to our information that we provide to CE Broker??	The data belongs to BHEC, so only BHEC and CE Broker have access to your information. Your data will not be shared or sold by CE Broker.
68 Will NASW national and Texas branch report for social workers?	You will have to reach out to those groups.
69 Will a transcription of the Q & A from this webinar be included in the materials we can access later?	Yes, we will make this Q&A available on our website just like we did for the previous webinar.
70 There are specific trainings that are required and accepted by BHEC for license renewal, for example Sex trafficking courses for Texas or Suicide Assessment CE for WA. Will this CE Broker platform watch out for those specific CE's?	Yes, CE Broker will identify any specific subject areas that are required for your license renewal.
71 So, is there a way a teacher of CEU's can input the CE's of all the attendees into the CE Broker system after completion of the course?	Yes, educators are able to register with CE Broker as providers and then submit completions on behalf of participants.
72 National Association of Social Workers	
73 \$39.99 per? year? month?	\$39.99 per year for the professional subscription.
74 Jurious prudence which cost 39.99 for 1 Ethics CE and is required for renewing LPC license. I am asking whether CE broker is going to offer that for LPC license holders	No, you will need to take the JP exam as you always have, i.e., through BHEC's website. You will then simply upload the exam certificate into your CE Broker account.
75 Is the VA apart of the provider platform you mentioned earlier? If not how do we go about getting the VA on this platform?	
76 What is difference between recognized toward 50% rule and not recognized... not fully understanding worrying	Please review the rule governing continuing education for your profession. It will have a list of providers from which you must receive at least half (50%) of your continuing education hours.
77 Do you foresee us ever having to pay for this service? I understand that this is free NOW...but what about in the coming years?	No. The Council is very adamant that any vendor selected to provide online continuing education management must provide a free account to licensees.
78 I set up a free account. I do not plan to upload my CEU's until my next reporting cycle which begins 1/1/2026 and will last for two year. Currently, CE Broker shows my Compliance Status as Not Completed. Will the the Not Completed status go away when I start my new reporting cycle. My current CE cycle will end on 12/31/25. It is fully compliant and my license has been renewed for this current cycle.	Once you start your new renewal cycle, your account will show "Not Complete" until such time as you upload sufficient CE credits for your renewal period. Then the status will change to "Complete."
79 Can the basic account be used for the same license type (LCSW) in multiple states?	As long as those other states utilize CE Broker for CE tracking then you will be able to add them to your existing account, even with the Basic account type.
80 does it cost anything to register as a provider with ce broker?	It does not cost anything to register as a CE provider with CE Broker. The only fees that you may encounter have to do with the boards that you are applying to; if the boards charge an approval fee, then you would pay that with your application.
81 what if I don't have a way to upload a certificate myself	I would recommend contacting support@cebroker.com for assistance with the upload process.
82 Will CE broker notify me if the CE I upload is not accepted?	The CE Broker system will notify you as you upload if the upload is not successful. Later, if you are selected for an audit and BHEC staff identify there is a problem with a course you submitted, BHEC staff will reach out to you.
83 If you do the highest level of support, will you also have to pay for the CEs that they can provide or will those be free CEs?	
84 Did I hear him say that if you do not have an upgraded account, you will not have access to speak to a customer service rep via phone??	That is correct, the phone support is a benefit of the upgraded account types. However, you will be able to contact CE Broker's dedicated support team via email at support@cebroker.com or via chat through the website at cebroker.com

85 Does the Pro+ have all the required courses available for SW license?	
86 I signed up for the CE pro plus prescriptipon you have not discussed that?	This will be discussed throughout the webinar, but please feel free to submit any specific questions that you have about that subscription type.
87 Does the platform transfer states? If someone was to move from Texas to Florida is the account just able to change states?	As long as your new state of licensure uses CE Broker for CE management then you will be able to add that new license to your existing account. Florida does use CE Broker so in your example, the answer would be yes.
88 Do they allow a 1 year subscription at a time, or is it automatic renewal? Either answer is fine. Just Please don't tell me, "You can cancel at anytime."	When you upgrade, you are registered for the automatic renewal feature so if you are only interested in a 1-year subscription, then just make sure to turn that feature off within your account settings as soon as you register.
89 For the concierge premium acct, will I still need to pay for CEUs individually? or will they be included in the premium account?	The only account type that currently includes CEUs is the Pro+ account.
90 Even if the one state does not utilize CE Broker, can you still add that state with "Other" so all CEUs are counted toward all licenses, just that the user has to keep track of that state's requirements?	
91 I signed up as a SW and was able to get the Pro +	
92 Can we view the CE courses and prices prior to signing up for the \$99.99 option?	Yes. If you go to the course search in your account, it will show you which courses are included in the Pro+ subscription even if you have not registered for that account type yet.
93 Any idea if NBCC National Board for Certified Counselors and/or Council on Sex Offender Treatment are planning to join CE Broker?	
94 Does the \$99 per year for LPC including taking all the courses you want or does it only give you access to the courses and you still pay more for the courses?	
95 I tried to sign up and Social Worker was not an option. I sent an email for assistance last week and have not heard back.	If you use the link below, and select Texas then Licensed Social Worker is listed as an option. You may want to refresh your browser and try again. https://cebroker.com/plans
96 I've had friends (including a former Board member) say that they had issues with hours they obtained in their birth month (after they renewed their license earlier that month or the previous month). When they contacted the Board about it, they were told to put down a date in the following month and when AUDITED, explain why they did that. That seems wrong on so many levels. Can that not be fixed, if it hasn't been already? I don't want to lie - especially if it's about ethics hours. I usually submit mine the month before or early in my birth month because there are many hours availalbe later in my birth month.	The board requirements are that CE credits are received during the renewal period. The board allows up to 10 hours to carry over into a new renewal period in recognition that sometimes individuals get more than required in a renewal period. However, the goal is to have continuing education in the renewal period you are in. So under the rules, licensees should wait until after their renewal date to begin taking the next cycle's CE.
97 Thanks	
97 What if you have LMFT and LPC	You will be able to add any licenses that are tracked through CE Broker to one account.
98 Why can't I report hours that have .5?	You should be able to report hours in .25 increments. If you are having difficulty, please contact CE Broker's Help Center and live support (email or chat) which is available Monday-Friday, 8 a.m.-8 p.m. EST.
99 I signed up for Pro+. Can I upgrade to Concierge? Can I upgrade? If so, when does a year subscription at that level begin?	You can upgrade to the concierge account type at any time through your account settings. The subscription year will start on the day that you upgrade.
100 In Texas, is cebroker for LPCs, LMFTs, and LCSWs? Ty	CE broker is required for all licensees wanting to renew their license with the Council, which includes social work, psychology, LPCs, and LMFTs.
101 If we do the Pro plan...does that include taking the courses provided as well or just to the catalogue and then the actual courses are for an additional fee?	
102 will the CE's offered by CE Broker the "50% of your CE hours must come from providers that meet one of the approved provider criteria listed below..."	That will depend upon the specific course that you select and who the provider is. CE Broker hosts a number of continuing education courses. Some providers qualify under the 50% rule, while others do not.
103 which email do you suggest using? work or personal email?	You can use either so that is entirely up to you. You will receive renewal notifications to the email that you use so it just depends on where you would like to receive those CE and renewal updates.
104 Can I still create an account as an LPC-A even though I don't need CE's at the moment?	No - LPC associates are not able to create an account until they have the full LPC license.
105 I chose licensed social worker, it gave me an option to sign up for the Pro....	You should be able to register for the free basic account on CE Broker's homepage. If it is not an option, please contact the support center at support@cebroker.com for assistance.
106 meet that 50 percent rule for CEU bullent points 1-6?	
107 why did it let me sign up to pro if I am an LBSW what can a do to cancel and select another subscription.	You can cancel your subscription in your account settings which can be found by clicking on the gear in the upper right corner of your account homepage. If you are also looking for a refund, please contact support@cebroker.com for further assistance.
108 What if we're an LPC Associate, when I set up my account, do I use Other?	LPC and MFT Associates do not need an account because your license is not renewable.
109 I thought this was only available for licensed Professional counselors. did I hear it wrong that this Pro... is not available to social workers?	All the account types/levels (Basic, Pro, etc.) are available for any of our licensees.
110 What if we have multiple licenses? LMFT, LPC, and LCDC? Do we need to create an account for each one?	No, you can add multiple licenses to one account as long as that profession is tracked through CE Broker.

111 What if you are a Supervisor? I am not seeing this as an option when I create my account.	You do not need to indicate when you are signing up. Your account on CE Broker will know if you have supervisor status and will update your reporting requirements accordingly.
112 How quickly should I expect to receive a response to a question if I use the email address (support@cebroker.com)?	
113 Do you partner with the ACA or AACC	
Is there any scrutiny that BHEC will be doing that is not done by CE Broker? (I.e., if CE Broker says we're good to go on 114 appropriate required hours, can we take it to the bank?)	BHEC's database will not let you renew your license until the CE Broker system indicates that you have reported all required hours. The CE Broker system will not be reviewing or confirming the information that you uploaded. BHEC will then conduct post-renewal audits on 5% of each license type each month to ensure that a licensee did in fact complete the CE hours they reported.
115 what is the supervision CE?	I believe what you are referring to is the CE requirements for licensees with supervisor status, such as an LPC-S. That requirement is listed in 681.140(b)(1): (b) Special Continuing Education Requirements. (1) A licensee with supervisory status must complete 6 hours of continuing education in supervision.
116 I don't understand what transcript cycle means	The period between one license renewal and the next (i.e. that two-year period).
117 I'm following along and do not have a Requirements tab. Does this not appear with the Concierge acct?	If you are a concierge member, then you should have access to a much more detailed transcript of your requirements that can be found by clicking "show me what I am missing" on your account homepage.
118 Will the CEU's earned at the TxCA Annual Conference be automatically entered in CE Broker?	You will have to ask TCA. They will have to choose to do so.
119 How are the courses taken through CE Broker reported to me for use with a Colorado LPC license (not a CE Broker state.)	You will be provided with a certificate of completion at the end of the course within CE Broker that you can use for other license renewals (as long as the course is approved for that other license).
120 Does LCDC renewal go through CE broker also?	Not at this time.
Where on the website can I find information about CE Broker being a necessary source of continuing education starting from 121 January 2026?	https://bhec.texas.gov/continuingeducation/
122 Can you take a CE course and pay a la carte through CE Broker on the free account?	Absolutely. You will still have access to the course list as a basic account holder, you will just pay per course.
I am not seeing all options. Does this show up only using webpage? I only see Overview and transcript available on 123 mobile???	
124 My license is due for renewal in Feb 2026, can I start uploading my CEU certificates now ?	Yes, you are allowed to create your account now and start uploading CE.
Is something going on with the website currently? I was trying to follow along in there while on this call but its blank and 125 "calculating compliance" notification on a loop ?	
126 I tried to put in a 1.5 CE for human trafficking and it would only let put in 1 CE and not the 1.5. How do I add the .5?	For human trafficking, the board only grants 1 hour of credit. You should be able to report more for other types of courses.
I noticed when I enter a ce it only posts it under 1 of my licenses, will the state board recognize them all for both of my 127 licenses or do I need to reenter them all under each license?	At this time, you must upload the course certificate into each license you wish to use it for, unless the course has been reported by the education provider.
128 LCDC is not listed for Texas. When will it be added? Also, do you know when LPC will be added for VA?	BHEC does not license or regulate LCDCs, HHSC is the agency with that authority. You may want to ask HHSC and Virginia if they plan to use CE Broker in the future - BHEC does not know if they plan to use CE Broker.
129 Are Social Work courses provided in the \$99.99 option?	
130 Where do we load the extra hours from a previous year/	You are welcome to upload completions from previous renewals. You will do this the same way that you report all other CEs, you'll just use a past date when submitting.
131 Settings are not showing up on account or anything that he is discussing but the account was just set up today???	
132 If you are entering ethics CEU do you also enter it as CE recognized towards 50% rule if it is?	Yes, you will have the option of choosing whether the course is recognized toward the 50% rule or not.
133 So I will only pay the difference? How is that calculated?	
Will CE broker being sending advertisements to my email for courses, etc.? Can those be unsubscribed to so my inbox only 134 receives important emails about my license?	CE Broker will not be sending advertisements to your email inbox. If you receive advertisements, please reach out to support@cebroker.com so that we can investigate.
if purchased 99\$ account will those courses automatically be entered to CE Broker or do we have to scan and enter 135 ourselves?	Any courses that are completed through your CE Broker account will be reported automatically.
136 Can you explain more about the "transcript is not dynamic"	The basic account simply shows you the total CE hours required, and lets you know once you have uploaded sufficient hours. Other paid options include a feature that specifically shows you how many hours in each category you are missing to be complete. That is what they mean by "dynamic."
So this does not track CEUs for licenses required through Texas Department of Health and Human Services (i.e. LCDC), only 137 TX BHEC (i.e. LMSW)?	Yes. BHEC has authority over LMSWs but not LCDCs. So BHEC cannot accept reporting for LCDCs, that must be done according to HHSC requirements.
138 I'm a registered telehealth MFT in FL. It won't let me add the TPMF registration # under license /cert	

Can you track other licenses if CE broker does NOT partner with that state? So not necessarily for reporting purposes, but centralization?	
139	
140 If we are renewing before calendar years end do we need to enter anything on our account prior to 1/1/26?	If you renew before January 1st, you are not required to report your CE into CE Broker until your next renewal. However, you are welcome to create an account and start uploading your CE. Separate from CE reporting, everyone will have to complete the renewal process on BHEC's website.
When I signed up for the free plan, I was able to add my social work license and indicate that I am a Licensed Social Worker. Then it sent me a link to continue filling out my information. When I click on the emailed link, it only gives me options for nursing types, licenses, etc. Am I doing something wrong?	
141	
I took a course through the CE Broker website, and it was not reported to my account. After 2 weeks, I had to upload the certificate myself. Was this a one-off event, or will I need to upload my own certificates of courses taken through the website?	Any courses taken through CE Broker should report to your account automatically. If this did not happen, please contact support@cebroker.com so that we can make sure you receive credit for those hours.
142	
143 hmmm. my question was skipped. Was it the "take it to the bank" part? That means, can we bet on it? (dating myself) ;)	
144 are there any differences for Associates? I tried putting in my license number but it says it is incorrect	LPC and MFT associate licenses and provisional psychologists do not hold a renewable license, and are not required to meet continuing education requirements. These license types do not have an account established in CE Broker.
145 are there any free courses?	There are free courses advertised on CE Broker and you can filter the course search by price to locate them quickly.
If we receive a transcript of our CEUs versus individual certificates, is it ok to upload the full transcript even if we are only adding the transcript for one of the CEs listed?	
146	
The documentation I uploaded (certificates of completion) were photos I took of the certificates. Is that acceptable, or do I have to scan the certificate into my computer and submit it that way? Does it matter?	That is sufficient, as long as the images are clear enough to give the information needed.
147	
If we want to upload a certificate that is for the next year but was completed after renewal but before expiry will it be accepted?	
148	
Newly licensed social worker here, with the system alert us if there is a mistake in the CE credit info we upload? In other words, will it vet/help the user correct any information?	
149	
150 I just opened an account and it is giving me only options for nursing and not social work. I am not certain why.	
151 What if you have multiple licenses?	You can add multiple licenses to one account as long as all of those professions are tracked through CE Broker.
my LMSW lic expires 1/31/2026. I have all my CEUs done. Can I sign up for the consierge option this week, getting settled with that person and have them load up all my stuff?	Absolutely; please feel free to register at any time.
152	
153 CE Not Recognized Toward 50% Rule - what does this really mean?	This means the CE does not meet the requirements of 681.140(e) for LPCs. If you have a different license type the other Boards also have similar rule requirements. Here is a link to the rules. https://bhec.texas.gov/statutes-and-rules/
154 So this view is not the basic account?	This is the professional account. The basic account type was the first account that we reviewed.
I am following along on the app. It does not give the option for reporting in the new period. the only dates it gives is my current cycle.	I'm not sure what you are meaning. The system should allow you to submit CE for the cycle you are currently in. You cannot submit CE credits for the next renewal cycle until you are in that cycle, as you cannot gain CE hours for that cycle until you are in it.
155	
I did not see the Licensed Clinical Social Worker listed in your presentation.....is it there....I only saw Licensed Social Worker?	That is correct. The CE rules are the same for all social work licenses. You should select Licensed Social Worker.
156	
'@Robert Romig - this there a way to determine "Some providers qualify under the 50% rule, while others do not."	The board's rules list out the provider types that meet the 50% rule, such as government agencies, universities, professional associations, etc. I would review that rule, and then determine who is offering the specific CE course to see if they fall into any of the rule's categories.
157	
158 Are you required to upload the certificates you receive from the agency for each course taken?	
	The distinct population requirement is to receive training/education related to being competent to provide services for the specific populations your serve as a licensee. Another way to describe is that this CE should not be focused on the modalities of therapy, but instead on the individuals/populations you serve and how to effectively provide that specific group those modalities.
159 What does the distinct population means?	
160 Can we see past cycles on the free version?	No, you will not be able to see your compliance status from previous cycles within the free Basic account.
161 I have a sheet from a conference that has all the workshops on one sheet. How do I submit the different hours.	You should enter a course for each category of CE, with the total hours for each category, and you can upload the same sheet for each entry.
162 What is the 50% rule?	Please read your board's continuing education rule.
163 Please cover the reporting self-study and presentations during the Q&A. Thanks.	
164 Also upload certificate?	

165 Do we need to sign up as an associate? I had thought that as a LMFT associate we had to complete CEs - do we just keep track of them?	LPC and MFT associate licenses and provisional psychologists do not hold a renewable license, and are not required to meet continuing education requirements. These license types do not have an account established in CE Broker.
166 If we go to a conference and take a bulk of CEU's how are they entered? Is it individually or in group submission? In other words do you Partner with the American Counseling association or the American Association of Christian counseling?	
167 Can we count courses that are taken during our renewal month? Currently, I have 6 hours that were taken during the renewal month of my previous renewal period. In the past, we could count those hours for either renewal period but CE Broker says "course completion date outside renewal period".	You are allowed to carryover 10 extra hours from a prior renewal cycle. For this first cycle, please just report those as though they were taken during this cycle. Going forward, they will automatically roll over in the system. Otherwise, CE hours must be earned during the renewal cycle, not before.
168 I already renewed my license this year. Should I enter my CEU's for the last 2 years in this system? Because it shows 0 for this cycle. Thx	You will want to upload anything since the last renewal – your CE for the current renewal cycle.
169 FYI - I think I may have found a minor issue - I signed up for a Concierge account. A moment ago, a window popped up that says Welcome to CE Broker. However, the sentence at the bottom says "Let's walk through the benefits of your free Basic account".	
170 Does each certificate I submit require its own pdf document file? Or can a pdf file include more than one certificate?	It would be best if you uploaded the certificate for the course you are submitting, but if you want to upload it bundled with other CE certificates, that will be fine also. The point is, make sure you have uploaded documentation to demonstrate completion of the course. We aren't going to be overly picky about this.
171 Is this 50% rule new? i dont remember that.	The requirements of LPC rule 681.140(e) have existed since March 7, 2023. The other Boards adopted similar rules around this same time.
172 what happens if you don't report the CE to the right bracket	
173 How long is are the documents stored for?	There is no retention limit, so the system will keep your CE information permanently.
174 If you already completed the 1X requirement per career do we need to retake those if we no longer have those certificates or does it know that we already completed them even though it was years ago?	The jurisprudence for licensure was a one time event and does not need to be uploaded. However, you must retake the jurisprudence each cycle in order to gain CE credit. In addition, statute requires you to take the human trafficking course every 2 years.
175 I signed in as a LCSW and i am given the option to pick Pro+. If i select this does it include all the courses i need for my CE's including regonized and non recognized 50% rule?	
176 I went to log a 1.5 CE human trafficking course and it won't let me use the .5	Correct. The rules only grant 1 hour CE credit for the human trafficking course.
177 Ex: The jurisprudence and human trafficking courses.	
178 what is the differene between webinar, workshop, letcture, seminar etc... are there defintions available?	No, just read them with the commonly understood meaning...it's not meant to be tricky, so don't overthink it.
179 How quickly should I expect to receive a response to a question if I use the email address (support@cebroker.com)?	
180 Is there a discount code available. I am signing up for Pro now	
181 I take most of my CEs from NetCE, approved by NBCC and APA. When I submit my course under "Recognized", I get asked what entitiy provided, but "Any provider approved or endorsed by a provider listed herein" is not an option. Please advise.	
182 H OW many pages usually encompass 16 MB? What is one-three pages in terms of MB	
183 do we put in the name (first and last name) of the presenter or the name of the association that provides these type of trainings.	You are welcome to add as much detail as you'd like during the upload, but the provider usually refers to the organization that offered the CE.
184 For CE's completed under the anytime category do live web-based trainings count as computer based training?	You can choose whichever description you find suits the course best. We do not distinguish the mode of the course provided.
185 If a live training lasts 2 days and it is a total of 12 hours, which date would we use to submit, the rest or second day's date?	Either is fine - ideally you would report the hours earned on each date.
187 If you attend a CE course through an associatoin conference and you are going to count it toward 50% rule, do you enter the name of the conference e.g. NASW, or the name of the actual presenter?	The CE provider should provide you a certificate with the name of the confernce that you can enter into CE Broker. If the CE course was provided by a national association, such as NASW, or a provider endorsed by the association then the CE course will meet 781.501(e)(1) or (8), meeting the 50% rule.
188 Will the hours beyond the required 40 per 2-year cycle automatically carry over in the history?	The first 10 hours you enter after you have met your 40 hours required for your current renewal cycle will be carried forward to the next renewal cycle.
189 I'm an LP and LPC-sS. Is an APA approved CEU automatically approved by TBHEC? Or is it likely? Would I have to make sure or can I just assume? Thank you.	
190 Does the basic package not update the comiance status percentage? I've added over 10 hours and it has not updated. Not sure if there's a processing lag. Thanks!	You will not see a compliance percentage in the Basic account, but your status will change to "completed" once you have uploaded all of your requirements for the current renewal cycle.
191 are hours equivalent to credits? my certificate from a course said 17 CE credits, it was a 4-day course. I put 17 hours	If the certificate says 17 CE credits, then yes, we would interpret that to mean 17 hours of CE credit.

192	Could I start my account today and start utilizing? I just renewed in June but have already begun meeting my CEU's for 2027 renewal.	Absolutely. You are welcome to register at any time.
193	Question about CEUs recognized toward the 50% rule: if we are unsure if a provider meets 50% rule status, how can we check? Most of the provider descriptions are obvious but a few are more unclear (e.g., "a licensee that is a Council-approved supervisor" or "any provider approved or endorsed by a provider listed herein")	You will need to check with the provider; they should be able to tell you.
194	if we take extra courses that are not required, can we enter into CE Broker or leave off	Yes, you can enter all your CE, even if you have already completed the requirements.
195	I'm trying to put in CEU's and it's saying that I have to have at least .5 hours of Ethics minimum, but I didn't get any ethics credits from this conference. What do I do? I can't upload the certificate without advancing past this screen, and it won't let me.	
196	With online trainings, I received the CE certificate after completion through an email but at times it is blank and has me to input my name myself. Am I able to upload it as soon as I receive it with it blank or would I have to print, input my name, then upload?	
197	Awesome. Also, I carry 2 licenses, LMFT and LPC, can I use same course for both?	Yes, but you will need enter the same information for each license.
198	great.	
199	what happens if the trainings are 1.5 hours but the site doesn't recognize that?	CE Broker should recognize trainings that are 1.5 hours in length. If the system is not allowing you to upload, please contact support@cebroker.com for assistance.
200	what about CE's we carry forward	
201	If you have multiple licenses and your CE would apply to both license requirements, are we required to upload the certificate under the specific license screen for each license?	
202	Can you go over submission once more please, particularly how to separate hours if it was an all day conference or 3 day conference	
203	Ok thanks. I will try again.	
204	Can you clarify the category to choose for: "on demand", "live in person", "live on webinar"?	
205	What has been CE Broker's history of cyber attacks and website etc. being down/unavailable?	
206	Does the compliance status only work if you have the paid account? I entered a CEU but it isn't showing in the compliance status like in the presentation.	You will not see the percentage within a Basic account, but the status will change from "not complete" to "completed" when you have uploaded all required CE for the current cycle.
207	Do I post it under ethics and human trafficking course?	
208	If you upgrade/pay for one of your packages, does the fee cover two licenses?	Yes, the subscription fee will apply to all licenses that are tracked within that account.
209	How long does it take for our second license to be verified?	It shouldn't take longer than 5 business days. If it is still verifying, please contact our support center at support@cebroker.com.
210	Can you provide the number for the Customer Support.	If you are using the free, basic account you will need to contact CE Broker's Help Center and live support (email or chat) which is available Monday–Friday, 8 a.m.–8 p.m. EST.
211	please clarify: you will not be able to see your compliance status from previous cycles within the free Basic account will you be able to see current cycle compliance?	That is correct. You will not be able to see your compliance status from previous renewal cycles but you will see your compliance for the current renewal cycle.
212	For a Human Trafficking course it says "Was this course approved by the Texas Health and Human Services Commission?" How would we know that?	
213	Is there a trick for copying them or do I have to reenter and upload everything	
214	is there a link to CE Broker on the social work boards web site	
215	Is there a promo code available? (just asking :)	No, unfortunately we don't have a promo code to share with licensees. Sorry.
216	When I signed up as a Licensed Social Worker I am given the option to purchase Pro+. Did I hear correctly at beginning Jason say that pro+ does not work for social workers?	
217	I just opened an account and it is giving me only options for nursing and not social work. I am not certain why. Is there a reason why that option is not available to me? I can't get to the section that allows me to put in my state and license number.	
218	Do the training providers have to report the name of their attendees to the CE broker in Texas? (in case we purchase the pro or the more expensive plan)	CE providers may report their attendees, so it will automatically report CE for those attendees, but CE providers are not required to do so. If the CE provider does not then the attendees can self report their attendance.
219	Does this course count as our first course?	No, the Council has not approved this webinar for any continuing education credit.
220	I'm having a little difficulty trying to see where webinar provided through psychological assessment companies like PAR and WPS? Would this fall under #1 for 50% rule?	
221	So the Pro+ includes the cost of the CE courses?	
222	how will we know that it's an approved course?	

One challenge I have is finding courses that meet the TX Ethics requirement. How can we find courses that meet this criteria, since it is not an available option in the dropdown Search menu?	
224 What is the difference between lecture, workshop, seminar, class for the purposes of "course type"?	
I just tried to add a 1 hour CEU that is both Distinct Population and Towards 50% rule, but it wouldn't let me assign it to both. It ended up saying I had 2 hours instead of recognizing the 1 CEU as also counting towards the 50%. How do I count it towards both?	
225	
226 never mind, doesn't apply to sw	
227 Jason keeps saying that these pro studies are not available to social workers.	
228 Am I misunderstanding?	
229 If a course is listed does that mean TX behavioral health approved it?	
230 If there is an "Included with Pro+" at the bottom of the course, does the fee still apply?	This means that the course is included in the Pro+ subscription so if you hold that account type, then you will not have to pay the fee.
231 I noticed there is a note about being able to roll over 10 hours, does that apply to my last Cycle or only moving fwd?	The first 10 hours you enter after you have met the hours requirement in your current renewal cycle will be carried forward to the next renewal cycle.
232 Thanks!	
233 was that option to take the class here on the basic plan	
Is a subscription \$99 per year or per renewal cycle? Also, does the \$99 have enough CEU's to cover all the CEU's in a renewal cycle for an LPC-S?	
234	
235 Or what am I misunderstanding?	
236 why did he say SW cannot get the pro+ when it let me (LMSW) sign up for and pay for it????	
I tried to enter my hours for the free subscription, but there is only an option to enter whole hours, not half hours and most of my training included .5 hours. Are we supposed to round up or down when we go to trainings that include .5 hours of training?	
237	
For my previous question about a trick for copying them all I was referring to having to report them all for multiple license. Because the state board allows my 40 hours to count dually for both of my licenses.	
238	
239 Sorry if I have missed this: If I pay the 2nd tier, will I have access to courses for free or would that be the pro?	The Pro+ is the subscription type that includes courses. The Professional and Concierge subscriptions do not include courses.
240 Where do I find this again? Human Trafficking training.	https://bhec.texas.gov/human-trafficking-awareness-faq/
241 What are the states again that accept CE Broker?	
242 My question was not answered.	
243 How many CE Hours are offered or we can complete with the PRO plan for LPC-Supervisors?	
244 Thank you so much. Great presenters.	
245 Why does my account say my compliance is still being calculated?	It is likely that it is just still loading; I would recommend refreshing the page.
246 This is going to be really helpful moving forward. A far better option than my tired spreadsheet. Thank you.	
247 I am a LPC and LMFT so I am having to put the information in both. I will have to submit it 2 times?	Yes, you will have to enter for each license.
248 What are valid vs. invalid characters when listing the CE course?	
I am Licensed Social Worker and I am given the option to purchase Pro+. I am confused Jason said it doesn't work for social workers, but I am given the option? Can you clarify	
249	
250 With the ten hour carry over hours, does that include the ethics training?	Yes, ethics hours can carry over. But they will need to be included within the first 10 hours entered above and beyond the required hours for your current renewal cycle.
For the Carry Over -is this true from this point on or can I use hours from previous cycle for my renewal coming up in 2026 or is this a new thing starting with CE Broker?	You can carry over unused hours from your prior renewal cycle prior to our adoption of CE Broker, but if you enter those hours into CE Broker it will not let you do so because those hours were accrued prior to your current renewal cycle. So for your 2026 renewal only, you will need to enter a date within your renewal cycle - even though the hours are being carried forward from the prior renewal cycle. BHEC staff will generate an FAQ outlining this issue.
251	
252 If I attended a training for 55 minutes, can I round it up to 1 hour?	
253 Do courses taken during my birthday month of the renewal year count toward that cycle?	Yes.
I just renewed my LPC license this month October 2025. Any CEUs after October can be carried over for the next renewal in Oct. 2027?	No, they won't be carried forward; those hours are being accrued in your 2026-27 renewal cycle. You can certainly use those hours for your next renewal, but you aren't carrying them forward from your current renewal cycle.
254	
255 What if you've already had 10 hours previously to roll over?	For this first renewal period, please just enter the hours you are carrying over from the last biennium as though they were taken during this renewal period. Once you have started entering current CE course hours, your future carryover hours will automatically be carried over by the CE Broker system.
256 Is it a requirement that we stay after this first hour of this current meeting?	No, you may stay or leave as you desire.

257 How do I reach CE Broker customer service? I'm actually having a problem reporting a course.	You can contact CE Broker support by emailing support@cebroker.com or chat with an agent at cebroker.com.
258 Are we able to report hours if our license expires until 2027?	Once you have renewed your license, you should be able to start earning and report CE hours after the date your license starts a new period.
259 Are those lost now?	
260 I am logged into my account but I do not have the transcript option. Is this with one of the paid versions?	The transcript is only available within the upgraded paid subscriptions.
261 what about CE's from the cycle you don't have f	
262 I can add CEs, but I cannot look at transcript	
263 Can you clarify the category to choose for: "on demand", "live in person", "live on webinar"?	
I saw on a social post, the carryover types cannot be specified to go forward, but only the last 10 hrs available. It was	
264 suggested to wait to upload all hours to be able to put in order of desired transcripts per year.	
How is the CE cycle determined? Is it determined by your renewal or by your birthdate? For example, my birthday is in	
265 November. If I renew October 31st will my renewal then be in October for next time (2 years down the road).	
266 Only 10 when showed 18??	
if we have a basic account, will we have to reenter those CE certificates we want carry over? should we not enter the hours	
267 we want to carry over into the current cycle?	
268 Why can you not log 1.5 Hours for the Juriprudence Exam? The error message says you should on ly report 1.	The rule only allows 1 hour of credit for taking and passing the JP exam.
What do we do with previous carry over hours from most recent cycle (not current one)? I struggled to see how to report that	
269 for the current cycle.	
270 So can I hold the CEU hours from reporting till the next transcript cycle.	
271 so carryover is not based on date of completion but on date of submission?	
272 GREAT job telling everyone to put in carry over hours last. This will help a lot of people.	
273 I presume the listed courses are approved for CE credits? APA and/or NASP approved?	The 50% rule, 463.35(f)(1) includes national, regional, state, or local associations which would include APA or NASP. So courses from or endorsed by APA or NASP will meet this requirement.
274 are the continuing education courses on CE broker in live webinar format?	
275 Are rollover for all disciplines?	Yes!
276 Can you explain again what you are saying?	
277 So then can we delete and wait to report if we recently completed CEs and our license renews in 2027.	
He was answering my question but I cannot schedule a confrence after my renewal date and I have to renew 60 days before	
278 expiry as I have to get it in place for Medicaid	
279 What exact date can we start the renewal dates for October, 2026	
280 If I get the PRO + subscription that means I can complete all the CEUs for my license renewal?	
281 I do not understand what you are saying!	
282 This is very important to tell people for 2 years re the date on carry forward. You explained it very well.	
283 If your renewal cycle started in 2024 and will end in 2026 how do you account for those hours?	
284 If your birthday month is December, do courses taken in December count or do you have to complete courses in November?	Courses taken in December will count toward your current renewal cycle.
285 Darrel can you give an example of what you mean?	
286 Thank you Darrel!	
287 I renew in December of this year. Do I use cebroker?	It is not required, but you are certainly encouraged to do so.
288 Not cool to use threatening language re: coming back to haunting us.	
289 Does CE Broker have the option to include the PSYPACT license?	
290 so the hours that we are taking this month for a 11/30/2026 are ok, or we have to fudge the dates?	
291 Do you put 2.5 format ?	
SO with the free account will the compliance status not show how many CEU completed? will it just stay at Non Completed	
292 until all the hours are submitted	That is correct.
293 In the Pro+ are the "on demand CE courses included" free or at the presented cost?	
294 How should we document the overage if there are restrictions? Just as general to the 50%?	
295 Did you say if it is self-study course, you only get 1 hour credit even if the course if 6 hours?	If you are taking a CE course - that is not considered self-study, but is an organized continuing education course. So you can count all those hours. If you do true self-study - reading articles or doing research on your own to develop your knowledge - that is limited to one hour of credit.
296 Did you say that CE's are only available to LPC? or did I misunderstand that?	

so if you take a 3 hour human trafficking, would you enter 1 hour for the human trafficking and then the other 2 for regular 297 and upload the same document in both	No. A human trafficking course by itself is not considered continuing education related generally to our professions. It is simply a statutory requirement that the board has chosen to grant 1 hour of credit for. A course would be constructed specifically to be both a human trafficking course that meets the statute and is also a continuing education course related to practice standards in order for you to count more hours.
That's going to cause a lot of problems for many people, especially for Licensed School Psychologists who are not currently practicing but still hold their licenses (because we were permitted to do this in the past) who will be due after 1/1/2026 298 because they have attended DFW RASP in their birth month since they are no longer permitted to attend our Region ESCs.	
Carry over hours and "fudging" the date as described but we can and should still download the certificate of completion with 299 the "official" completion date?	Correct. You should still upload the original certificate you received.
Re: Your example - if you take human trafficking for 3 hours you can only enter 1 hour per the regulation. Can you enter the 300 other 2 under basically "additional CEU's".	
When you take a pre-recorded seminar the certificate states Self-study. Previously Mr. Spinks had stated that is not 301 considered self-Study. Is this still true and can be counted as regular hours.	What I said previously still stands. Self-study is defined in your CE rule; please refer to that definition to understand what self-study is and how it is recognized under our rules.
My license renews in December so I'll be starting my 2 year cycle again then.	
Am I able to take CE's and have the hours count anytime during those two years? Or will the hours only count if I take the CEs 302 60 days before I renew my license again in 2027?	The hours required for license renewal must be completed during the renewal period, which typically will be the 2 years the license was valid for.
303 is there a way to see what hours specifically we're missing to complete requirements?	Not with free, basic account. You will need to calculate what you are missing; the free, basic account will simply let you know whether you meet or fall short of your CE requirements. The higher level accounts offered by CE Broker will show you what you are missing.
304 Will I be able to see this presentation in the future to help with my understanding?	Yes, the last presentation can be found on the Council's website and this will likely be posted as well. Below is a link to the Council website, see under the heading Learn More. https://bhec.texas.gov/continuingeducation/
Several State psychological associations have monthly meetings that give CE credits of 1.5 for presentations/speakers--so 305 hope will we get full credit for that?	Yes, they are approved providers for purposes of the 50% rule.
For Q & A info that was very helpful is that you can carry over up to 10 hours your first sign up cycle and change the date to be 306 within your current cycle. Do this last so that you can choose which hours you want it to cover.	
307 Is there a reason why my transcript cycle is only showing for one year?	
For a Human Trafficking course it says "Was this course approved by the Texas Health and Human Services Commission?" 308 How would we know that?	Please look on HHSC's website to determine whether the course is approved by HHSC. Scroll down to the Human Trafficking training section on the following webpage. https://bhec.texas.gov/renewing-a-license/
When a course counts towards CE requirements for 2 licenses, do we enter it twice under CE Broker, once under each 309 license?	Q: 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? A: Yes, as long as the course is directly related to the practice for each license held then you can use the courses toward both renewals. At this time, you must upload the course certificate into each license you wish to use it for, unless the course has been reported by the education provider.
Robert or Darrel - So I am licensed in another state that requires 40 CE hours each renewal, more than the 30 required for me here in Texas. Both states fall the same renewal years (thankfully!). But as a result I will always be reporting 40 hours each renewal cycle as a result. So I have them all entered now, my most recent course fulfilled the Distinct Populations requirement for me as a LCSW. Obviously this counts for this cycle but also might be "carried-over" into next cycle automatically. Which in that next cycle, I'll also again do another 40 hours as required for my other state anyway.	
So if/when I get audited, I can just let BHEC know that even though some of those may have carried over automatically in CE 310 Broker, that I count them toward the renewal cycle they were actually completed in, correct?	yes, if you receive an audit, there will be the opportunity to explain how your credits were earned.
311 To clarify I'm TX and FL registered. Can we double dip the 1.5 Human Trafficking CE under ethical also	You can claim 1 hour of ethics hours for completing the human trafficking training.
I originally reported that a 1.5-hour CEU that I received did not count toward the 50% rule. However, this CEU was presented 312 by an LCSW-S in Texas. Does it count toward the 50% rule? If so, how can I go into CE Broker and edit?	If the course was provided by a supervisor, yes, it will count toward the 50% rule. Jason answered your question live about how to edit your entries.

313 I am not getting answers to my questions. Please help?	
314 If I upgrade my subscription, will everything that I have already entered in my account carry over?	Yes, upgrading your account will not impact the data that is reported to your account and it will all still be present in your account after you upgrade or downgrade your subscription.
315 This is confusing....requirements are different for LCSW's due to the clinical component?	
316 I cannot "drop files" to upload certificate. Is this because too many people are logged in?	
317 when looking up human trafficking. Found one no price noted went to site and didn't go anywhere.??	
318 Self study isn't where you read lots of pages of an article and take a test?	Please look at the definition of self-study in your CE rule. It should answer your question.
319 answered	
320 Are you all allowing credit for this?	No.
If we can only claim a partial amount of CE's where they are capped out, can we claim the remaining CE's in other	
321 categories?	
322 can one course be categorized in more than one category, ie, ethics and general?	You can split a course between categories, but you cannot double dip, i.e., claim full course credit for each category.
Under the example provided, if a 3-hour Human Trafficking course is taken & a license requirement only requires 1 hour. Do	
323 we still get credit for the other 2 hours under the general CE requirement?	No, you only get 1 hour of CE credit for the Human Trafficking course.
324 is there a link to ce broker on the lic web site \	https://bhec.texas.gov/continuingeducation/
325 They are also different for LCSW's who are also qualified supervisors?	
326 Is there a particular browser we need to use?	No, cebroker.com should be accessible from all browsers.
if we have a basic account, will we have to reenter those CE certificates we want to carry over? or should we not enter the	
327 hours we want to carry over into the current cycle? I just want make sure it's counted correctly	
328 Live online ?	
329 Are we able to view the attachements once we uploaded them?	Yes, the attachments will be available to you in your course history.
330 Are ethnic minority and immigrant communities considered a "distinct population"?	Yes, those would constitute a distinct population.
If I had attended a conference over four different days, what date do I submit for date completed? Should it be the date of	
331 issuance of the certificate or one of the days of the conference? I apologize if this was already answered.	Either is fine.
332 I ask because there is a 10 hr ceu course available on child abuse within these populations	
If we do courses that are approved from a website, do we list the name of the website or company? I like to use NetCe for	We usually recommend that you use the name of the educational provider, so the name of the organization itself. That said, NetCE does report to CE Broker automatically so you should see those courses populate in your account shortly after completion.
333 courses.	
334 To be clear: if I sign up for a Pro+ account, then the courses marked 'comes with Pro+' then the course is free?	Correct, any courses that say "comes with Pro+" are included in the cost of the Pro+ subscription.
The rollover to general for hours in a category that are beyond what is required, seems to be in contradiction to an answered	
earlier in the chat. The earlier question (at 1:14p.m.) was about counting 1 hour for human trafficking and the other 2 as	
335 general. Can you clarify?	
to clarify my question, several psychological associations in various cities in Texas (Houston Psychoanalytic Society, DSPP, etc.) offer monthly meetings that have speakers. The CE credit amount is 1.5 credits. Is the system set up for us for general	
336 CE credits to enter 1.5?	Yes, credits can be entered as 1.5 hours.
337 Does this webinar we're doing now count toward CEUs?	No.
338 Is a Password needed for this program?	
339 If you have two licenses that have the same CE requirements, do you have to report CE courses twice (for each license)?	Yes, you'll have to select from the drop down at the top of the page to select which license you are reporting for, and you'll have to report it for each license separately.
For conferences that discuss multiple topics, do we need the titles of each session, or can we list the name of the overall	You will need to submit sufficient information to justify the CE credits, particularly if earning ethics, supervision, or other categories. But you are not specifically required to enter session titles.
340 conference?	
341 Will the conference have my hours for this cycle in CEBroker before I register by account in CEBroker?	
So I guess this means that you would need to distinguish between the general 50% and specific 50%to qualify for the	
342 different required specifications. Is this correct?	
343 If my question was answered (and I've reviewed the other questions), where should I direct my question?	I would recommend starting by contacting CE Broker support at support@cebroker.com. If your question would be better answered by the state, then we will be able to point you in the right direction.
344 If my question wasn't answered (and I've reviewed the other questions), where should I direct my question?	
Did I make up that this session today will count as two CEUs or will we receive 2 hours for attending today? Sorry if this is a	
345 repeat, I skimmed through the questions and didn't see anyone asking this one.	No - this will not count as CE.
346 conceige track can to take about the benefits of paying for this service.	

we appreciate your taking the time to answer our questions, what a treat of a webinar in which there is much conscientiousness in replying to our many inquiries. Some of us are new licensees and the rules about eligible providers are not as clear as they are made to be sound in the board's documents, I had to do a lot of digging that my educational	
347 provider was in fact a "national association" for that 50%,	
348 can we use VA (ACE) contin education for social work	
349 Do we get a ce credit certificate for watching this webinar lol?	
350 Does the platform track if you are licensed in multiple states? (same license)	
351 Thank you so much.	
for general CE credits, does the system only allow whole numbers, like 2 hours, 3 hours etc and not 1.5 hours for general CE? there was an example for special CE requirements that only allow 1 hour and not .5, but I am speaking of general CE	The system allows for reporting hours such as 0.25, 0.5, 0.75, and 1.0.
352 requirements	
353 Below tracking# is Expected, what is this? When entering a course.	
354 Conceigettrack - can you talk about this benefits.	
355 Can I get all of my required hours (including the 50% rule) from signing up for a Pro account?	
I may have missed it, but are there built-in Help documents within the CE Broker system that I can reference? If so, where is	We do have a help center with many articles that answer FAQs found at this link.
356 it?	https://help.cebroker.com/hc/en-us/categories/15226509166612-Licensed-Professionals
357 Thank you!!	
358 I just opened my account. Easy!	
359 Yes I see what you are saying about the hours being the same however the topics of required courses differ? Correct?	
I have been uploading my certificates and hours into the system, but it is still showing as if I have not completed any hours.	It should be automatic. If you hold a basic account, you will only see that status change once you have uploaded all of your required CEs. If you believe that you have uploaded all of your continuing education and you are still showing as not completed, please contact CE Broker's support center for assistance.
360 Does it take time to add them up in the system, or should it be automatic?	
If the course is taken through CE Broker Pro+, will it populate through all social work licenses listed in the program or still	
361 have to report separately?	
362 WE should sign up now?	
Carry over hours and "fudging" the date as described by presenter but we can and should still uoload the certificate of	
363 completion with the "official" completion date?	Yes, that is correct.
you all have been extremely helpful today! A lot of info for sure but super helpful! This new CE Broker sounded like a whip to	
364 do, but now I see why it's so needed and actually very helpful in keeping track!	
365 Exactly where do you go to set up your CE broker account for TX BHEC	You can get started at https://cebroker.com/plans .
366 Yes, it should show as completed.	
The process that Jason just described about double entering information for different licenses, is this the same process if you hold licenses in different states and they both use CE Broker? Do you have to double enter information as he described.	
367 Sorry, if I missed this.	Yes, that is correct. You must enter for each license - whether both in Texas, or across multiple states.
368 If I take an APA CE in California can I count it towards Texas CE	
369 Does the Concierge Package have the Pro+ Courses options, as well?	
370 Does CE Broker support have a phone number or only an email...	If you are a Professional, Pro+, or Concierge member then you can speak to a phone representative at 877-434-6323, but this type of service is only available to upgraded account types.
371 Thank you	
372 If I take a continuing education course and it's not provied by an approved BHEC will CE Broker remove it?	No, but entering hours and uploading supporting documentation into CE Broker does not mean those hours have been accepted by BHEC. CE Broker does not review the substance of what you enter or upload into the system. If you are selected for an audit, staff will review your hours entered and any uploaded certificates to ensure legitimate CEs were taken.
373 Thank You!! Appreciate your work on this and these webinars-	
Once you have a basic account, is it possible to upgrade easily to the next account level? Or do you need to start over in	
374 terms of setting up an account?	You can upgrade from within your account at any time.
375 This is a monthly fee or one-time?	The subscription fee is annual.
This js my first time renewing my license, so this is all foreign to me. Would you suggest I purchase one of the upgraded	
376 accounts? I struggle with knowing what CE fits which category.	
377 Thank you for your assistance	
378 If you do not have a way to upload a CE document...how would you get it?	
379 of course it's only for those above basic accounts	

380	This is new, I'd also suggest hosting things like this without the snarky commentary. Statements like, "I'm trying not to get frustrated" "I can't believe you don't know this" is not productive or necessary.
381	do diversity credits go under ethics because i do not see a seperate ce type for that
382	Just to make sure I understood. If I have more than 3 hours for Ethics. I need to include them in the first CE's that I'm reporting or report them last?
383	on the phone app where is the support button?
384	Thank you!!!
385	thank you so much
386	Help
387	Thank you for your orientation! I appreciate you taking your time to make sure we understand these changes.
388	Thank you!!!