GUARDIANSHIP REGISTRATION (GR) GUIDETO USING THE ONLINE SYSTEM

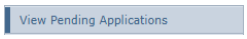
1.	Track Status/Confirm Receipt
2.	Add Information, Edit, or Continue an Incomplete Application
3.	Update Name
4.	Update Contact Information
5.	How to Withdraw an Application
6.	How to Retrieve Login Name
7.	How to Reset Forgotten Password
8.	How to Attach Documents to Pending Applications
9.	How to Switch from One Program to Another (Example: *from Guardianship Certification to Guardianship Registration*)

IMPORTANT NOTES:

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

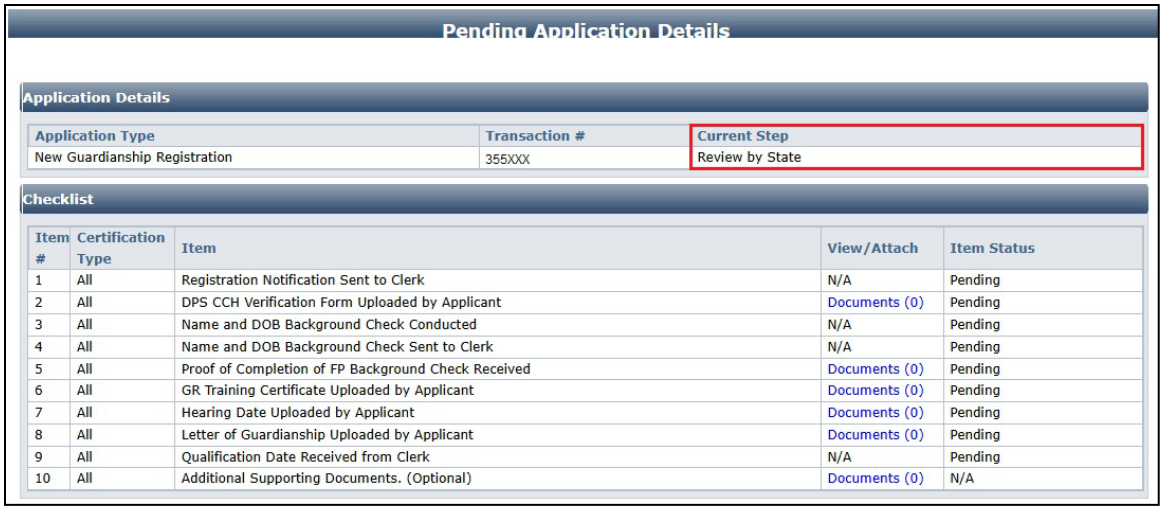
Section 1: Track Status/Confirm Receipt:

1. Login to your online profile: JBCC Online Certification and Licensing System
2. From the What Do You Want To Do? menu
3.

4. Choose 

5. Click on the **View Details** link of the application you wish to check.
6.

7. Under **Pending Application Details**, your current status will be shown under **Current Step**

8. 

Pending Application Details

Application Details

Application Type	Transaction #	Current Step
New Guardianship Registration	355XXX	Review by State

Checklist

Item #	Certification Type	Item	View/Attach	Item Status
1	All	Registration Notification Sent to Clerk	N/A	Pending
2	All	DPS CCH Verification Form Uploaded by Applicant	Documents (0)	Pending
3	All	Name and DOB Background Check Conducted	N/A	Pending
4	All	Name and DOB Background Check Sent to Clerk	N/A	Pending
5	All	Proof of Completion of FP Background Check Received	Documents (0)	Pending
6	All	GR Training Certificate Uploaded by Applicant	Documents (0)	Pending
7	All	Hearing Date Uploaded by Applicant	Documents (0)	Pending
8	All	Letter of Guardianship Uploaded by Applicant	Documents (0)	Pending
9	All	Qualification Date Received from Clerk	N/A	Pending
10	All	Additional Supporting Documents. (Optional)	Documents (0)	N/A

Section 2: Add Information to, Edit, or Continue an Incomplete Application:

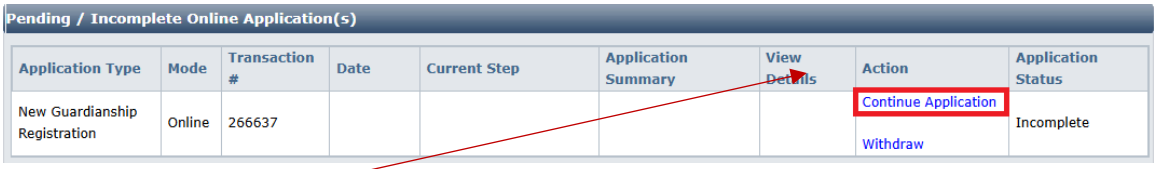
NOTE: *This applies to applications that have yet to be submitted*

1. Login to your online profile: JBCC Online Certification and Licensing System

a. From the What Do You Want To Do? menu

b. Choose View Pending Applications

c. Under **Pending/Incomplete Online Application(s)**



Pending / Incomplete Online Application(s)

Application Type	Mode	Transaction #	Date	Current Step	Application Summary	View Details	Action	Application Status
New Guardianship Registration	Online	266637					Continue Application Withdraw	Incomplete

d. In the Action column, click on Continue Application

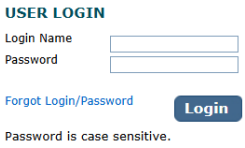
e. When you application opens, go to the section you wish to complete by clicking on the appropriate button, *i.e., Guardianship Information, Questions, Attestation, etc.*

f. Once completed, click Next to proceed with your application until you reach the last page *or* click on Attestation to go directly to the last page of the application.

g. Complete the Attestation page and click Submit Application to submit your application.

Section 3: Update Name:

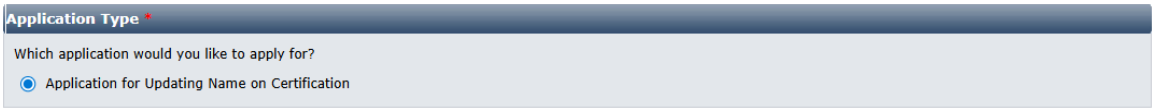
1. Login to your online profile JBCC Online Certification and Licensing System

2. 

3. From the What Do You Want To Do? menu

4. Choose

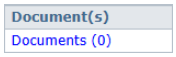
5. Under Application Type, make sure the Application for Updating Name on Certification is checked

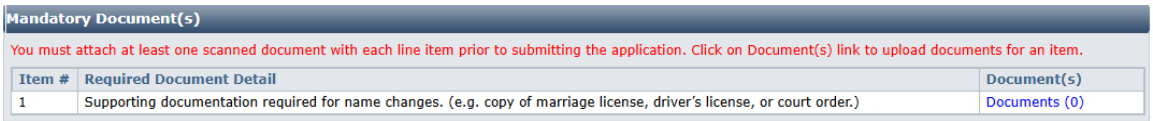


6. Click Next

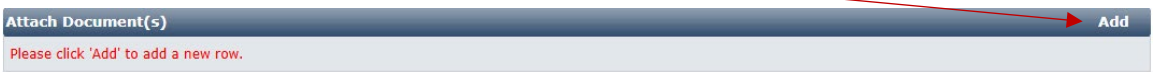
7. Enter your *new* legal name.

8. Check the appropriate box indicating the reason for the name change.

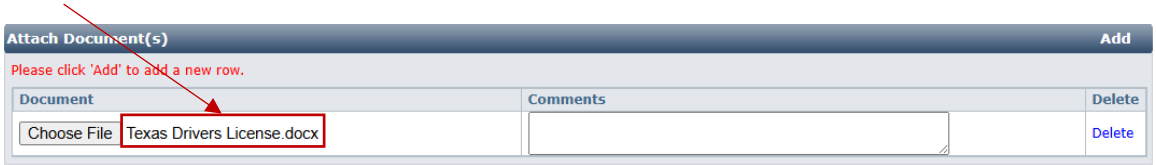
9. To attach your documentation, *i.e., drivers license or other government issued ID*, in the Mandatory Document(s) section, click on 



10. Under Attach Document(s), click Add

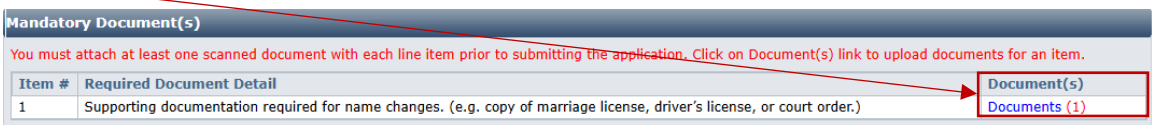


11. Click Choose File to locate the file on your computer to be uploaded. Once uploaded, you will see it in the **Document** column.



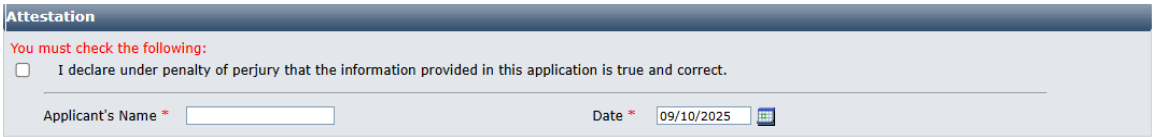
12. Click Upload to attach the document to your application.

13. **Documents (1)** indicates 1 file was uploaded.

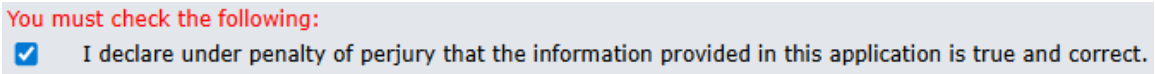


14. You can see what was uploaded by clicking on the **Documents (1)** link.

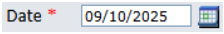
15. Read the **Attestation** section.



16. Check the box by the declaration.

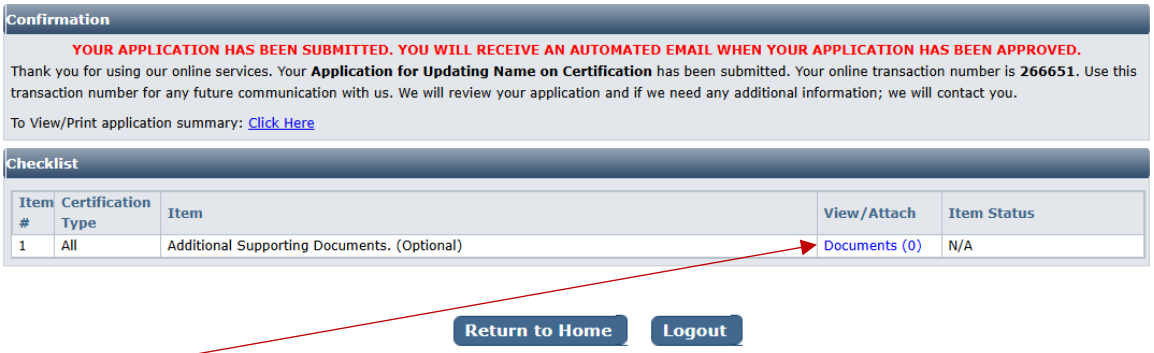


17. Enter your Name

18. Enter the Date 

19. Click

20. After you submit your application, you will be taken to the **Confirmation** page.

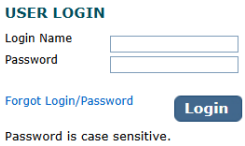


21. The Documents link on the row for *Additional Supporting Documents* will show (*0*) because no documents were attached using that link as no additional documents are required.

22. You can logout at this point

Section 4: Update Contact Information:

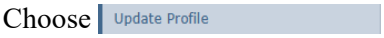
1. Login to your online profile JBCC Online Certification and Licensing System



2.

3. From the What Do You Want To Do? menu

4.

5. Choose 

6. Update your contact information.

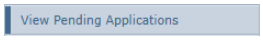
7. Click

8. Click

Section 5: How to Withdraw an Application:

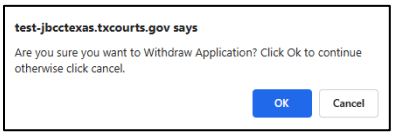
NOTE: *This only applies to applications that have yet to be submitted*

1. Login to your online profile JBCC Online Certification and Licensing System
2. From the **What Do You Want To Do?** menu

3. Choose 

4. Under **Pending/Incomplete Online Application(s)**

5. Under the **Action** column, click on *Withdraw*
   a) If you do not see *Continue Application* and *Withdraw*, you cannot withdraw the application.
6. A pop-up box will ask if you are sure you want to withdraw the application.



7. Click

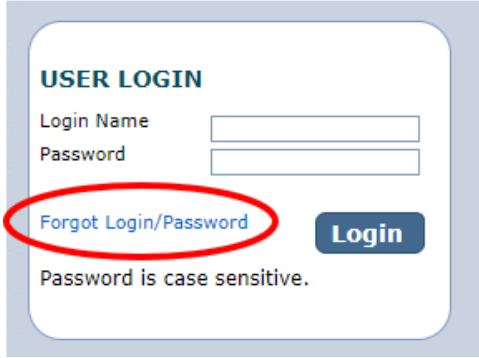
8. Click

Section 6: Retrieve Forgotten Login Name:

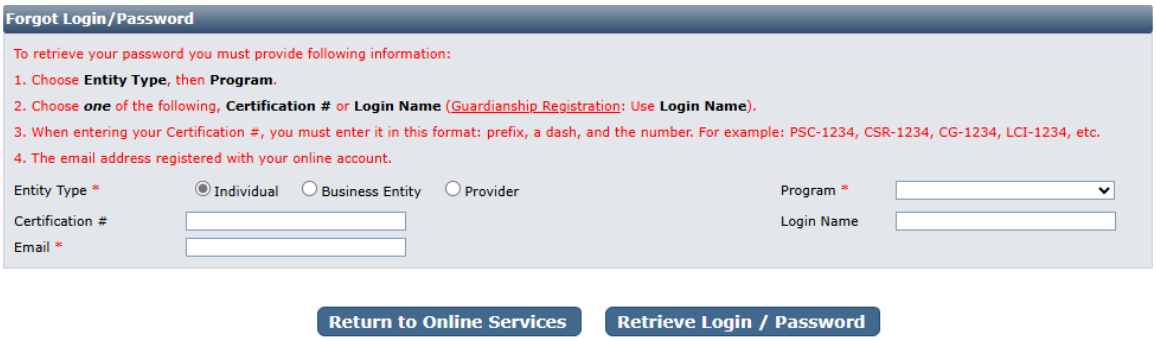
1. Email the GR Department at RegisteraGuardianship@txcourts.gov to request your Login Name
2. Include your full legal name, *i.e., first and last name*, in the email.
3. Staff will verify the email address the request comes from matches the email address on file with the JBCC.
   a) If the address matches, staff will respond to the email with your Login Name. If you do not recall your password, follow the steps in section *VII. Reset Forgotten Password*
   b) If the email address does not match the one on file, for security purposes, staff cannot provide the Login Name and will notify you accordingly with any additional instructions.

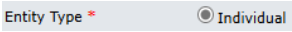
Section 7: Reset Forgotten Password:

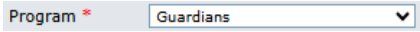
1. Login to your online profile: JBCC Online Certification and Licensing System
2. Select **Forgot Login/Password**



3. Under **Forgot Login/Password**



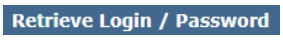
4. Leave **Entity Type** as *Individual* 

5. Under **Program**, select *Guardians* 

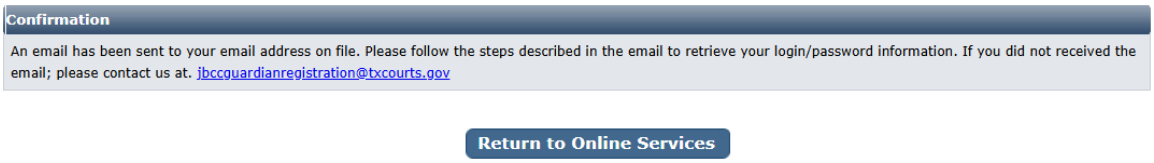
6. Disregard **Certification**

7. Enter you *Login Name*

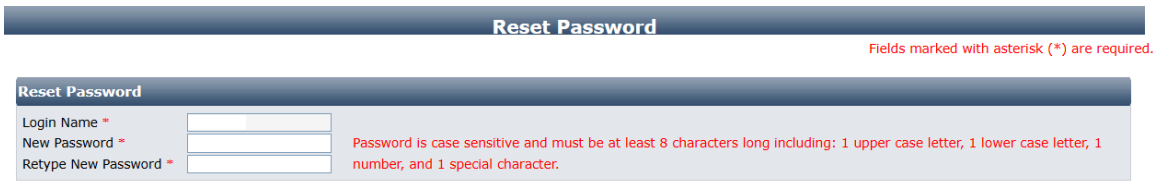
8. Enter the *Email* used to create your online profile

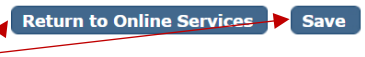
9. Select 

10. An email with a link to reset your password will be sent.

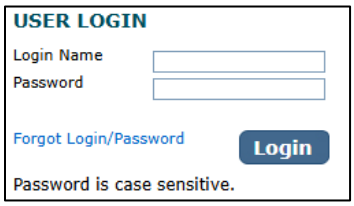


11. Open the email and click on the provided link.
12. Create your *new* Password.





13. Click **Save**
14. Click **Return to Online Services**
15. Enter your Login Name and *new* Password.



16. Click **Login**

Section 8: How to Attach Documents to Pending Registrations:

Documents to submit with registrations:

- Training Certificates, *and*
- Fingerprint Receipts

1. Log into your online profile: JBCC Online Certification and Licensing System
2. Under the **What Do You Want To Do?** menu

3. Click View Pending Applications
4. Click on the **View Details** link of the application you want to check.

5. To upload a document to your online application, click on the Documents (0) link.

Checklist

Item #	Certification Type	Item	View/Attach	Item Status
1	All	Registration Notification Sent to Clerk	N/A	Pending
2	All	DPS CCH Verification Form Uploaded by Applicant	Documents (0)	Pending
3	All	Name and DOB Background Check Conducted	N/A	Pending
4	All	Name and DOB Background Check Sent to Clerk	N/A	Pending
5	All	Proof of Completion of FP Background Check Received	Documents (0)	Pending
6	All	GR Training Certificate Uploaded by Applicant	Documents (0)	Pending
7	All	Hearing Date Uploaded by Applicant	Documents (0)	Pending
8	All	Letter of Guardianship Uploaded by Applicant	Documents (0)	Pending
9	All	Qualification Date Received from Clerk	N/A	Pending
10	All	Additional Supporting Documents. (Optional)	Documents (0)	N/A

6. Under **Document Upload**, click on Add

Document Upload

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

Attach Document(s) Add

Please click 'Add' to add a new row.

Close Upload

7. Click Choose File to locate the file on your computer to be uploaded.

Attach Document(s) Add

Please click 'Add' to add a new row.

Document	Comments	Delete
Choose File No file chosen		Delete

8. Click Upload to attach the file.

Attach Document(s) Add

Please click 'Add' to add a new row.

Document	Comments	Delete
Choose File certification-Texas...ing-John-Doe .pdf		Delete

Close Upload

9. You should see Documents (1) to indicate (*1*) file was uploaded.

6	All	GR Training Certificate Uploaded by Applicant	Documents (1)	Information Received

10. You can see what was uploaded by clicking on the Documents (1) link.
11. Once uploaded, email the Guardianship Registration department so they know it has been uploaded.

Section 9: How to Change from One Program to Another:

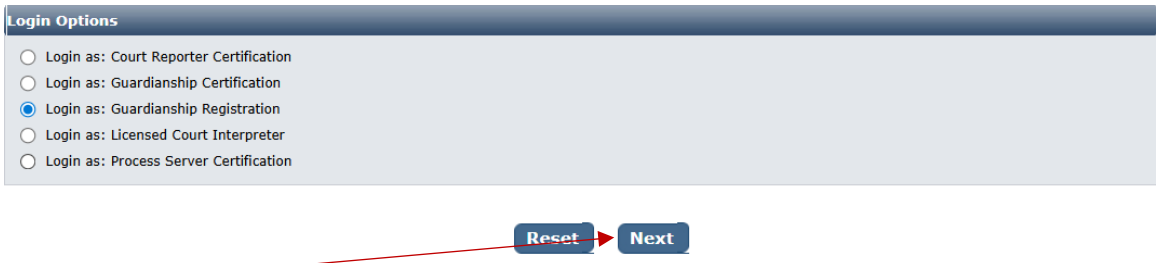
If you already have a profile under one program and are seeking to register a guardianship, you must follow the steps below.

NOTE: You must only have one profile in the online system

Example: *You have a profile under the Guardianship Certification, Court Reporter, Licensed Court Interpreter, or Process Server Certification program, but also need to register your guardianship*

1. Log into your online profile: JBCC Online Certification and Licensing System
2. On your **Welcome To Your Homepage!**

3. Click the Click Here link to switch your login session to a different program.
4. Under **Login Options**, select the program you wish to register under, *i.e., Guardianship Registration*



5. Click Next
6. You will be taken to the profile Home Page for the program you have selected.

   WELCOME TO YOUR HOME PAGE!

7. Proceed with your registration.

   NOTE: Doing this will ensure you always only have one profile in the licensing system, and the Login Name and password for that profile will work regardless of which program you need to access