North Carolina State Hearing Aid Dealers and Fitters Board

701 Exposition Place, Ste 206
Raleigh, NC 27615
Phone: 919.834.3661 - Email: info@nchalb.org

New submission system:
Certemy is the Board's new application submission system. All items for all applications will **only be accepted when submitted through the new portal**. Users will be able to track the progress and receive confirmation that everything has been received.

New submission system for license renewal 2024:
This is the first year the Board will utilize an online platform called Certemy for renewal submissions. This platform allows for electronic submission and communication for all renewal items. Submitting your items through the account you create in Certemy will be the **only option** for submitting a renewal beginning this renewal year (2024).

Step by step instructions on how to register with Certemy:
1. Navigate to the new system login page: Using any web browser on your phone or computer, the links on the Board's website have been updated to the current Certemy system.
2. Logging in to the system:
   A. **If you are a current licensee you will already have a log in setup.**
      ▪ Enter your Login Email: Use the email address that the is on file with the Board, this email will be the email address you received the notification emails to.
      ▪ Enter your Login Password: Use this temporary password: Certemy2023!
   B. **If you are not a current licensee/apprentice/registered sponsor you will need to set up a log in.**
3. If you have any issues logging in you can change your password at any time using the Reset Password link on the login page.
4. View your License: Once logged in, you will see your license on the left side of the screen. Tip: Notice the small circles below the certificate name. They represent the steps (requirements) for that certificate and are color-coded. Green means complete and white means incomplete.
5. Complete your Licensing Requirements: Completing the steps (requirements) for each license is easy. First, select the license on the left side of your screen. Then click on any of the steps on the right side of your screen to view or complete the corresponding requirement. Tip: You'll see the status (complete, partially completed, or incomplete) for each step together with the due date. The system will automatically send you email alerts as you approach the due date for an incomplete step.
6. You can then log in each time you want to work on your license.