

# Nevada Nurse Portal

## Frequently Asked Questions

### **Can I come in to the office to submit a paper application and payment?**

No, all applications must be submitted via the Nevada Nurse Portal.

### **When should I create my account?**

Initial applicants must create their account in order to apply for licensure. Renewal applicants are encouraged to create their account well before their renewal date in order to ensure that the renewal application is received prior to expiration. You can renew up to 60 days prior to your license/certificate expiration.

### **I didn't get the verification email?**

The verification email is valid for 24 hours only. If it has been over 24 hours you must begin the process again. If it is within 24 hours please check your spam, junk and trash folders in your email. Many work/school email addresses have privacy settings that will not allow the verification email to be received. You are strongly encourage to use a personal email address that you will have continuous access to and check regularly. If you are using a personal email address and have checked all of your folders you can click into the Nurse Portal and request to "Resend Verification Email". If you have completed all of these steps and still have not received your verification email please contact the Board at 888-590-6726 for additional assistance.

### **I received "The profile information is associated to an existing license" message when I tried to create my account**

This message appears when you have or have had a license/certificate with Nevada and you did not select "yes" to the question "Do you or have you ever held a license/certificate with the Nevada State Board of Nursing". You must click cancel, restart the registration processes and answer that question correctly. It is recommended that when you are completing this process that you search for your information by your license/certificate number.

### **I received a "Finger Print value is not valid" error when making the payment.**

If you received the above error while attempting to submit your payment the payment processor has denied your transaction for mismatched information. The error could be that your address does not match the address you have with your credit card provider or the account number and/or security code are incorrect. You must close your browser, return to your nurse portal account and click on "make payment" again.

**Can I submit my application on my mobile device?**

No, the Nevada Nurse Portal only works on a laptop or desktop and it works best in Internet Explorer 11.

**My payment was processed but my application was not submitted.**

If you did not click on “continue” after your payment was approved your application was not submitted. You will need to contact the Board office at 888-590-6726 and speak to accounting to confirm that your payment was received. Once your payment is confirmed staff will direct you how to submit your application without being required to remit payment again.

**Do I need to request a fingerprint card?**

If you are fingerprinting in Nevada you are strongly encourage to submit your fingerprints via electronic submission and will not need a fingerprint card from the Board. A list of fingerprinting locations can be found on our website under important links. If you are fingerprinting in another state you can request that a fingerprint card be mailed to you during the application process.

**I am submitting my renewal application but the education in my account is incorrect.**

Please send a copy of your nursing diploma or transcripts via the message center. Once we received the required documentation staff will correct your account. You may continue your renewal application prior to the information being updated.

**I have been selected to fingerprint on renewal but I have already fingerprinted within the previous 5 years.**

Please send a message to the Board via the message center asking that your account be reviewed to determine if you must fingerprint. Once staff confirms that you have fingerprinted within the previous 5 years your account will be updated and as long as all other requirements are met you will be given a full renewal.

**Why do I have to add my employment information for my renewal?**

Employment information is gathered for statistical purposes only. The information in this step is not related to your requirements for renewal or your renewal application. The information gathered is used for workforce studies which are critical to evaluating and ensuring a safe and effective nursing system.

**Can I get a copy of my license/certificate?**

The Board of Nursing does not issue hard card licenses/certificates. You can verify your license/certificate status in your Nevada Nurse Portal account or through the online verification system. You can print a report of your licensure/certificate status from the online verification system.