

USER GUIDE FOR ORGANIZATION ADMINISTRATORS

An Organization Administrator is an individual who can act on behalf of the business for various purposes including applying or renewing a license; paying invoices; and approving individuals to work for the business. A business can have more than one Organization Administrator but should limit this access to the minimum number of individuals who need to use it on behalf of the business.

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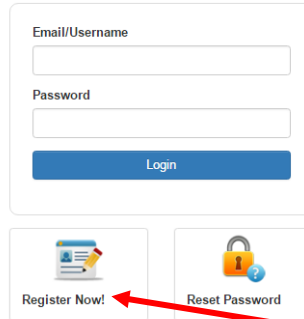
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LOGGING INTO THE GATEWAY THE FIRST TIME

1. Go to <https://dcagateway.sc.gov/> . You will see the page below...

Welcome to the Licensure Gateway!

This system is used to provide a single portal to manage licenses and listings. It grants access to printable documents, change of address, online applications and many more features. The Gateway is used to submit all license applications and renewals.



Email/Username

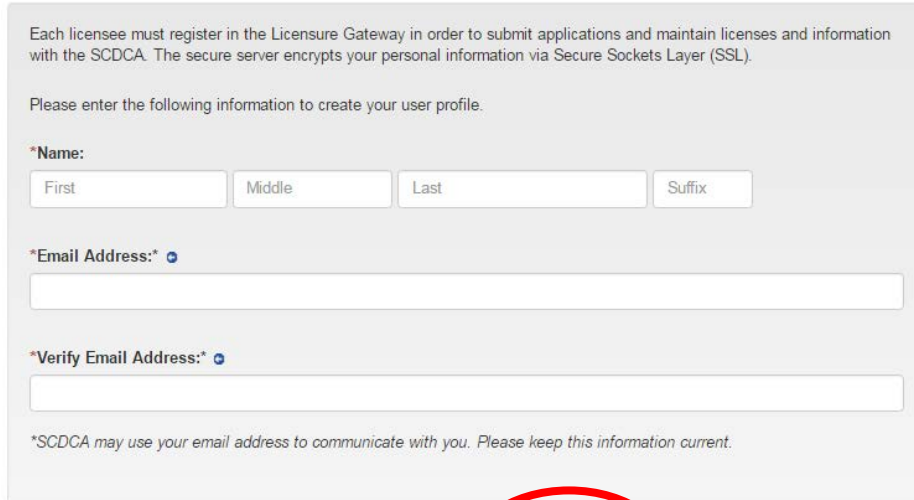
Password

Login

Register Now! Reset Password

2. If you have never logged into the system, then you will click on Register Now.

3. You will enter your name and email address. Then click Next.





Each licensee must register in the Licensure Gateway in order to submit applications and maintain licenses and information with the SCDCA. The secure server encrypts your personal information via Secure Sockets Layer (SSL).

Please enter the following information to create your user profile.

***Name:**

First Middle Last Suffix

Email Address: 

Verify Email Address: 

**SCDCA may use your email address to communicate with you. Please keep this information current.*

Cancel

Next

4. You will choose a password, then click Next.

Create Account

Please create a Password to access your Gateway. Your Email/Username and Password ***MUST*** be used to access your Gateway. Keep this information in a secure place.

Name: Jim Copeland

Email/Username:

Password:

Verify Password:

5. You will verify the information, then click Next.

Verification

Please review the information below. If any changes need to be made, navigate to the applicable page and make changes. Once all information is correct, continue to create your account.

User Information

Name: Jim Copeland

Email Address / User Name: jim@test.com

6. You will receive a confirmation. Click Exit.

Confirmation

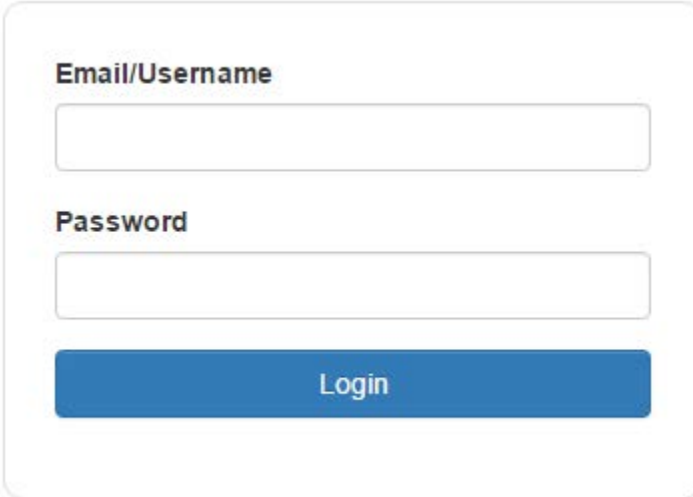
Your account has been successfully created. Be sure to print this page for your records.

User Information

Name: Jim Copeland

Email Address / User Name: jim@test.com

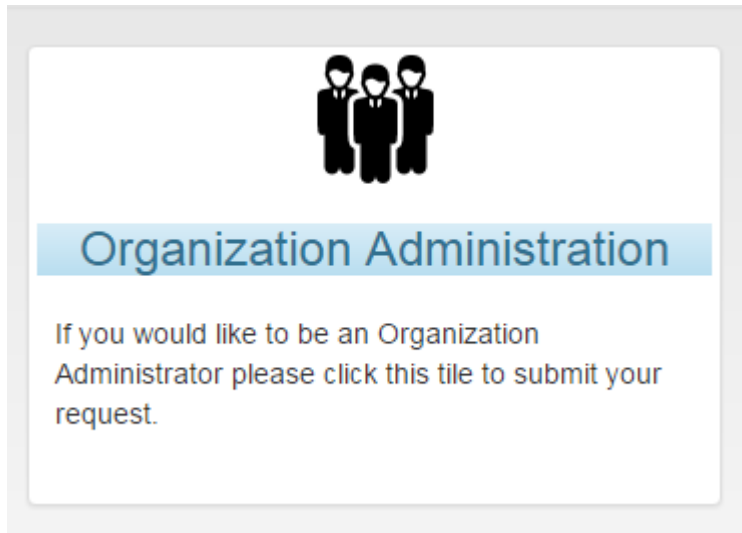
7. Login with your email and password.



The image shows a login form with a light gray border and rounded corners. It contains three main elements: a label 'Email/Username' above a white text input field, a label 'Password' above another white text input field, and a solid blue button with the text 'Login' centered on it.

BECOMING AN ORGANIZATION ADMINISTRATOR

1. Once you have logged into the Licensure Gateway (see above instructions), click on Organization Administration.



2. You will enter your personal SSN. The system uses the SSN for to consolidate an individual's licenses and access to information in the system. See example below for more information. Once entered, click Search.

Organization Administration

Before submitting an Organization Administration request, use the Social Security # search to verify you aren't already in the SCDCA database.

Name:

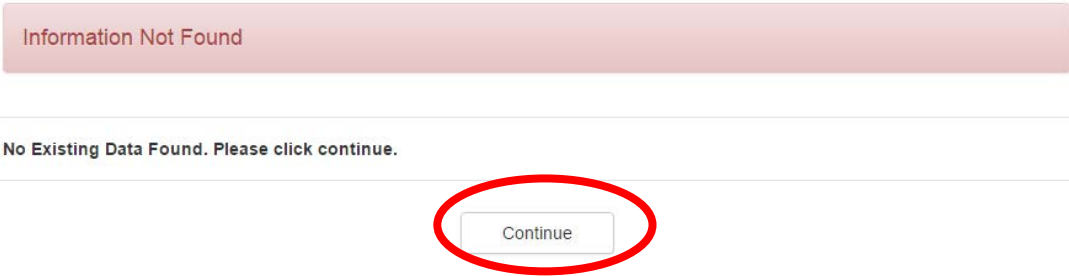
[Search By Social Security #](#)

The South Carolina Department of Consumer Affairs uses your Social Security Number as a method for authenticating and restricting access to Licensing Information. All information provided to the South Carolina Department of Consumer Affairs is encrypted using a secure session established with Secure Socket Layer (SSL) along with Industry Standard Data Encryption.

Social Security #:

Example: If Joe Smith has a license as a prepaid legal representative for Company A and a license as a motor club representative for Company B, but is also an Organization Administrator for Company C, all of that access will be visible on Joe's home page based on his SSN.

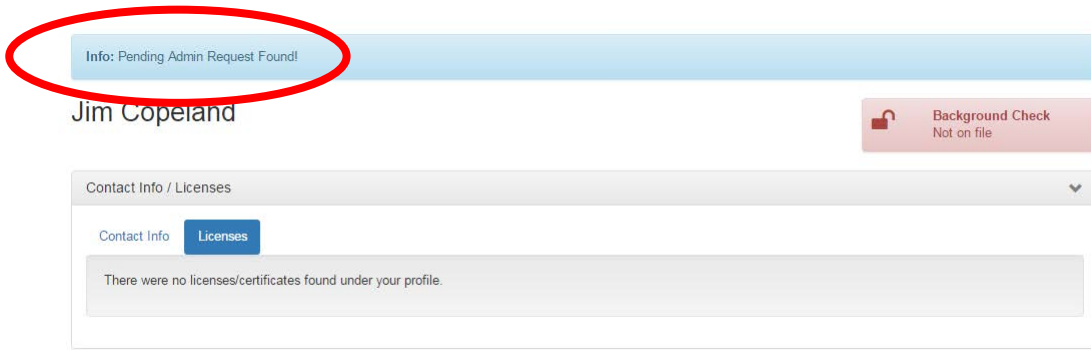
3. If your SSN is in the system, your information will appear. If not, then click Continue.



4. Using the drop down arrow (or begin typing), select your business from the list. **SOME BUSINESSES HAVE VERY SIMILAR NAMES; BE SURE YOU ARE SELECTING THE CORRECT BUSINESS AND THE ADDRESS IS CORRECT!!**

A screenshot of a form titled "Organization Administration Request". The form is for "Jim Copeland". It includes a section for "Organization Lookup" with a dropdown arrow highlighted by a red arrow. Below this are fields for "Organization Name", "Physical Address" (with sub-fields for "Address 1" and "Address 2"), and "City/State/Zip". There is also a "Mailing Address" section with similar sub-fields. At the bottom, there are "Cancel" and "Submit" buttons.

5. You will be returned to the Home page and see a banner indicating a Pending Admin Request has been found. **NO BUSINESS INFORMATION WILL BE VISIBLE YET.** The Department will approve your admin request promptly but you may have to log back in later.



- After your admin request is approved, you can log back in and the system takes you straight to the home page where you should see your business(es) listed in a table. Click on the business name.

Jim Copeland

Background Check
Not on file

Contact Info / Licenses

Contact Info Licenses

There were no licenses/certificates found under your profile.

Organizations Unauthorized Apps Pending Invoices Paid Invoices

Organization Name	City	State
██████████ INC.	Beaufort	SC

Showing 1 to 1 of 1 entries


Show 10 entries Previous 1 Next

- Your company page will load and you will see any active licenses for your business.

Legal, Inc.

Contact Info / Licenses

Contact Info Licenses

 Active

Prepaid Legal

License #: PPC-██████████

Expiration: 03/01/2017

You can also see any representatives who are active for your business, any pending applications for representatives, as well as invoices.

Representatives Locations Unauthorized Apps Pending Invoices Paid Invoices

Deny Selected Apps (0 selected) Approve Selected Apps (0 selected)

Description	Licensee	License #	Date
No Data available			

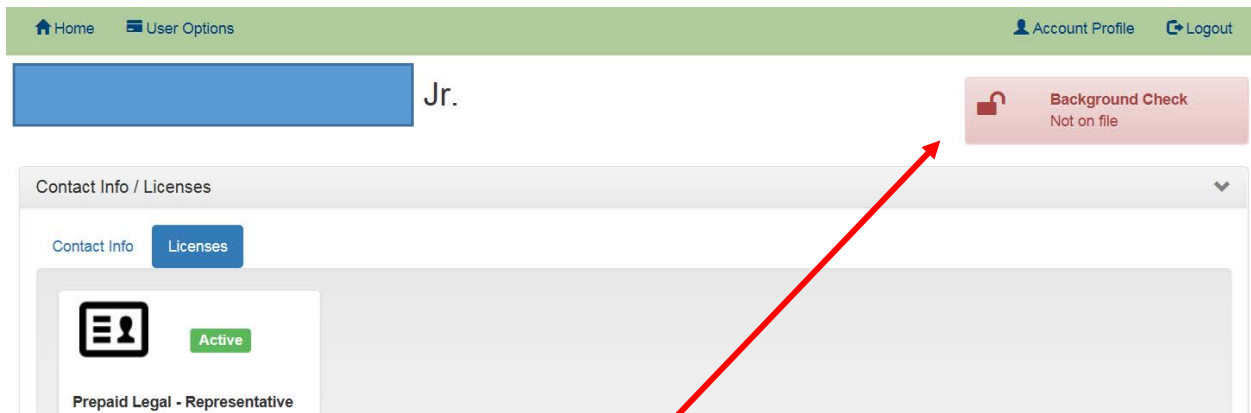
Showing 0 to 0 of 0 entries

Show 10 entries Previous Next

APPLYING FOR A LICENSE / CERTIFICATE OF AUTHORITY / REGISTRATION

SCDCA recommends that you have any required documents saved electronically on your computer so that you can upload them during the application process.

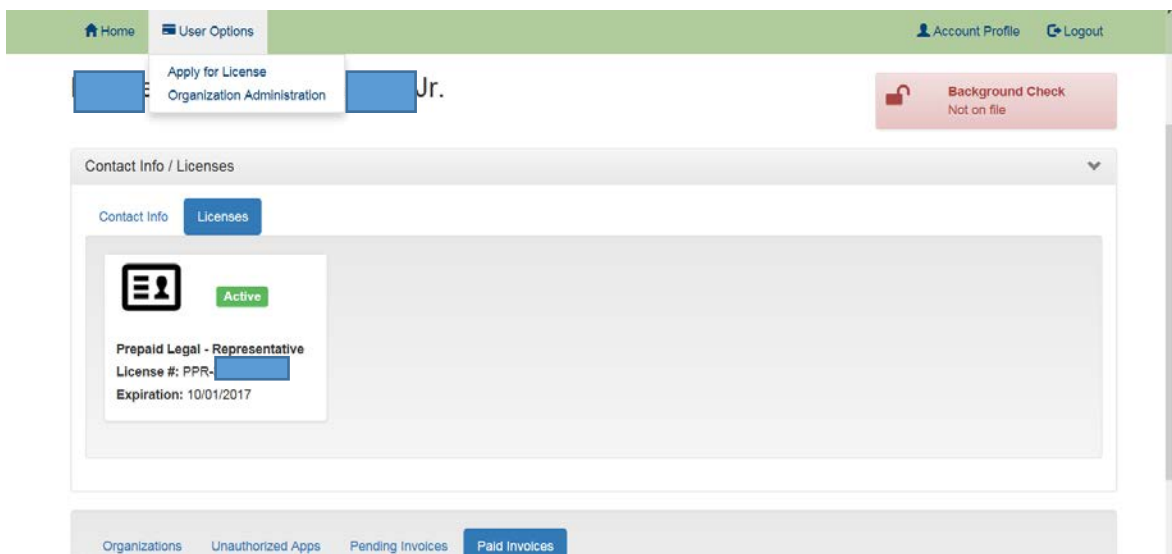
1. Once you have logged into the Licensure Gateway (see above instructions), you will immediately see your home page:



NOTES ABOUT BACKGROUND CHECK BUTTON

- You will be able to see whether SCDCA has a background check on file for you. If we do not, the button will be red. This does not mean you have to provide a background check.
- If you are required to submit background check information, that will be listed in the items required during the application process.

2. Click on User Options and then click on Apply for License

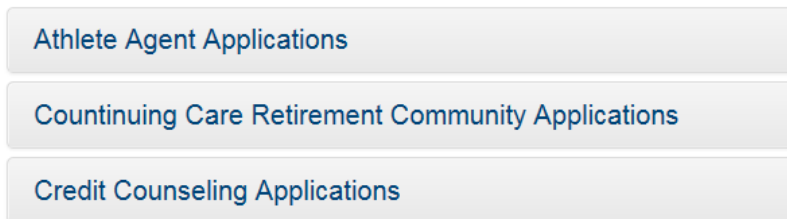


3. You will see a list of programs.



Application Home

Please select the Application Type, and then select the application.



4. Click on the program and then click on the proper license type. If you are trying to apply for a license that is not available, you will receive an error message and will need to submit the paper application available on our website at www.consumer.sc.gov.

Application Home

Please select the Application Type, and then select the application.




5. Follow the instructions and the system will walk you through the application process.

UPLOADING DOCUMENTS TO THE GATEWAY


1. To be able to upload files for an organization the user has to be a Company Administrator. On the user home page under the “Organizations” tab will be the organization. Click on the organization to go to the Organization home page.

Test T User

 **Background Check**
Not on file

Contact Info / Licenses

Contact Info Licenses

 Pending

Motor Club -
Representatives

License #: MCR-

Expiration:

Organizations Unauthorized Apps Pending Invoices Paid Invoices

Organization Name	City	State
Test Motor Club	Fort Mill	SC

Showing 1 to 1 of 1 entries Show 10 entries Previous 1 Next

- On the Organization home page, under contact info/ licenses, the license will appear. Click on the License and it will redirect to the License home page. This page shows the current application, any files that have been uploaded, and the status of the application.

Test Motor Club

Contact Info / Licenses

Contact Info Licenses

Pending

Motor Club
License #: MCB- [redacted]
Expiration:

Representatives Locations Unauthorized Apps Pending Invoices Paid Invoices

Name	Phone	City	State
User, Test	Fort Mill	SC	Deactivate

Showing 1 to 1 of 1 entries Show 10 entries Previous 1 Next

- Click on the "Current Application" to upload documents.

Test Motor Club » Motor Club

License #: MCB- [redacted]

Status: **Pending**

Options

No options are available at this time.

Current Applications

H7BW-9ERQJR
Type: Initial
Status: **Under Review**
Last Update: 4/28/2016 1:43:57 PM

Files

Date: 04/28/2016

Application Confirmation - H7BW- ...

- After clicking the “Current Application” it will show the progress of the application. If any files have to be uploaded the option will be available under “Actions”. Click the “Upload” button to upload a file. Once a file has been uploaded, it can be viewed by clicking “View Files”.

Test Motor Club » Motor Club » H7BW-9ERQJR

Item	Instructions	Status	Action
Application Received		✓ Complete	
Payment Received		✗ Incomplete	
Charter Received	View Instructions	✗ Incomplete	+ Upload
By-Laws Received	View Instructions	✗ Incomplete	+ Upload View Files
Certificate of Existence Received	View Instructions	✗ Incomplete	+ Upload
Articles of Inc/Org Received	View Instructions	✗ Incomplete	+ Upload
Financial Statement Received	View Instructions	✗ Incomplete	+ Upload
Business Plan Received	View Instructions	✗ Incomplete	+ Upload
License Application Received	View Instructions	✗ Incomplete	+ Upload
License Certificate Received	View Instructions	✗ Incomplete	+ Upload
License ID Card Received	View Instructions	✗ Incomplete	+ Upload
Insurance Policy/Cert Received	View Instructions	✗ Incomplete	+ Upload
Service Contract Received	View Instructions	✗ Incomplete	+ Upload
Bond/LOC Received		✗ Incomplete	+ Upload
Review Previous Suspensions		✗ Incomplete	+ Upload

[Back to License](#)

APPROVING AN UNAUTHORIZED REPRESENTATIVE

1. Once you have been approved as an Organization Administrator (see above instructions), log into the Licensure Gateway <https://dcagateway.sc.gov/> and click on the Organization Name.

Contact Info / Licenses

Contact Info Licenses

Active

Prepaid Legal - Representative
License #: PPR-
Expiration: 10/01/2017

Organizations Unauthorized Apps Pending Invoices Paid Invoices

Organization Name	City	State
...LC	Columbia	SC

Showing 1 to 1 of 1 entries Show 10 entries Previous 1 Next

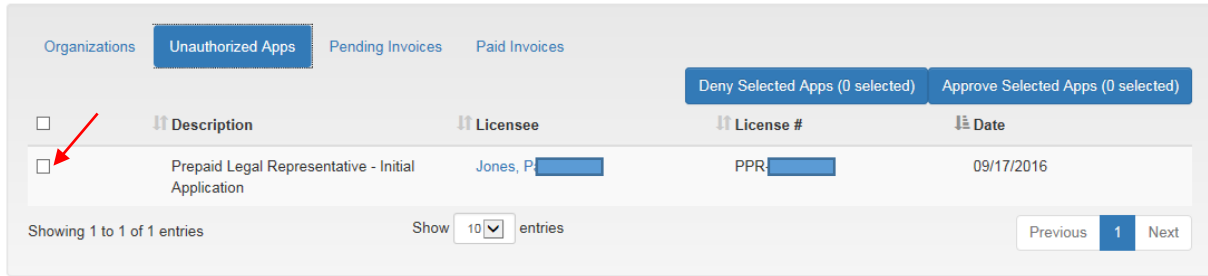
2. You will see all representatives that are currently active under the Representatives tab. Click on Unauthorized Apps to see which ones need to be approved.

Representatives Locations Unauthorized Apps Pending Invoices Paid Invoices

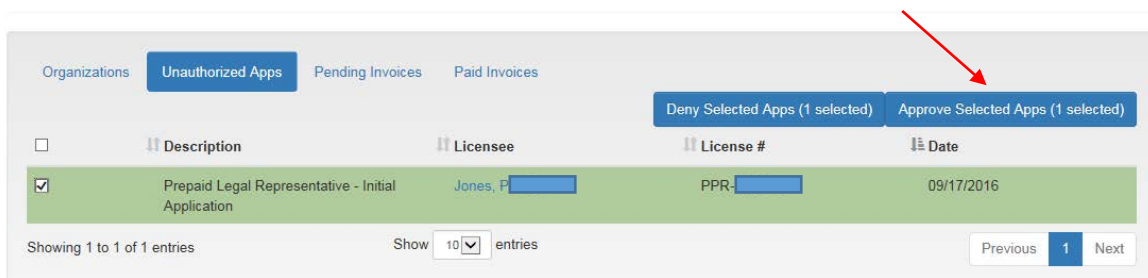
Name	Phone	City	State	
Jones, S		Columbia	SC	Deactivate
Jones, P		Columbia	SC	Deactivate
Spooks, V		Columbia	SC	Deactivate

Showing 1 to 3 of 3 entries Show 10 entries Previous 1 Next

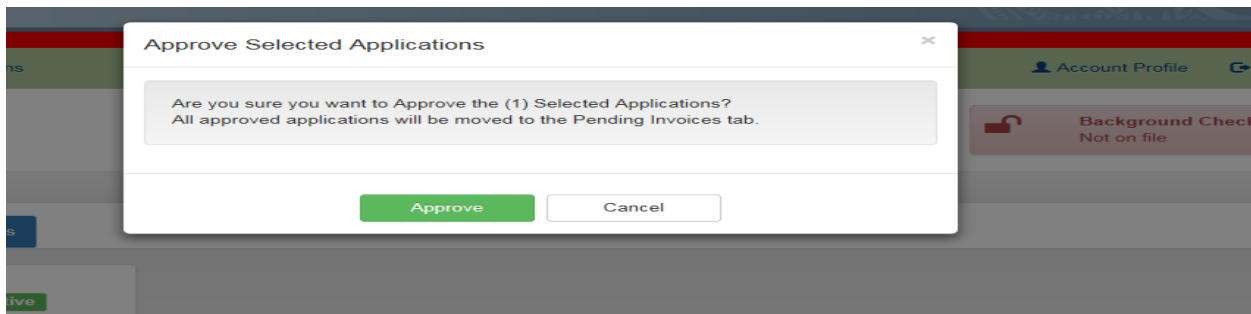
3. Check the box for any representative applications you want to approve or deny.



4. Then click on the proper button.



5. On the next screen, you will be asked if you are sure you want to approve. Click Approve to continue.



6. You will return to the Home screen. Now you are ready to pay the invoice.


PAYING INVOICES

[Paying By Credit Card](#)

1. Log into the Licensure Gateway <https://dcagateway.sc.gov/>

Welcome to the Licensure Gateway!


This system is used to provide a single portal to manage licenses and listings. It grants access to printable documents, change of address, online applications and many more features. The Gateway is used to submit all license applications and renewals.




Email/Username

Password

Login

 Register Now

 Reset Password

2. Click on the name of the Company.

Home User Options Account Profile Contact SCDCA Logout


Background Check Not on file

Contact Info / Licenses

Contact Info Licenses

There were no licenses/certificates found under your profile.

Organizations 1 Unauthorized Apps 0 Pending Invoices 3 Paid Invoices 2

Organization Name	City	State	Apps
	Des Moines	IA	3

Showing 1 to 1 of 1 entries Show 10 entries Previous 1 Next

- Click on the Pending Invoices tab. Check the box for the representative(s), counselor(s), location(s) or company/companies whose invoice(s) you wish to pay.

Contact Info / Licenses

Contact Info Licenses

There were no licenses/certificates found under your profile.


Organizations 1 Unauthorized Apps 0 Pending Invoices 4 Paid Invoices 1

⚠ - indicates that there are pending unprocessed payments for the Invoice, once payment is processed the Invoice will be moved to the Paid Invoices tab. If you selected to pay by check, click "Mail Check" to view the mailing address and information to include when mailing the check. If you selected to pay by credit card, click "Pay Online" to submit a credit card payment.

Pay Selected Invoices (0 selected)

<input type="checkbox"/>	Description	Licensee	License #	Invoice Date	Amount
<input type="checkbox"/>	Prepaid Legal Representative - Initial Application		PPR-	09/22/2016	\$40.00
<input type="checkbox"/>	Prepaid Legal Representative - Initial Application		PPR-	10/27/2016	\$40.00
<input type="checkbox"/>	Prepaid Legal Representative - Initial Application		PPR-	10/31/2016	\$40.00
<input checked="" type="checkbox"/>	Prepaid Legal Representative - Renewal Application		PPR-	08/07/2017	\$40.00

Showing 1 to 4 of 4 entries Show 10 entries Previous 1 Next

Note: If the checkbox is not available , you may need to approve the application first or you may have already printed an invoice for that application.

- When you have selected the invoice(s) you wish to pay, click "Pay Selected Invoices"

Organizations 1 Unauthorized Apps 0 Pending Invoices 4 Paid Invoices 1

⚠ - indicates that there are pending unprocessed payments for the Invoice, once payment is processed the Invoice will be moved to the Paid Invoices tab. If you selected to pay by check, click "Mail Check" to view the mailing address and information to include when mailing the check. If you selected to pay by credit card, click "Pay Online" to submit a credit card payment.

Pay Selected Invoices (1 selected)

<input type="checkbox"/>	Description	Licensee	License #	Invoice Date	Amount
<input checked="" type="checkbox"/>	Prepaid Legal Representative - Initial Application		PPR-	09/22/2016	\$40.00
<input type="checkbox"/>	Prepaid Legal Representative - Initial Application		PPR-	10/27/2016	\$40.00
<input type="checkbox"/>	Prepaid Legal Representative - Initial Application		PPR-	10/31/2016	\$40.00
<input checked="" type="checkbox"/>	Prepaid Legal Representative - Renewal Application		PPR-	08/07/2017	\$40.00

Showing 1 to 4 of 4 entries Show 10 entries Previous 1 Next

5. Select Pay Online Now.
(Click [here](#) to see instructions for paying by check)

Application Payment

Applications will not be processed until payment has been received.

Invoices for Payment

ID	Description	Licensee	License #	Confirmation #	Balance
19172	Prepaid Legal Representative - Initial Application	[Redacted]	PPR-[Redacted]	GRAN-1TA30J	\$40.00
					Total: \$40.00

Pay Online

By clicking pay now you will be directed to the payment gateway.

Pay Online Now

Pay by Check or Money Order

*** Please print the payment information and mail with the payment.***

Send Check or Money Order

6. Read the Confirm Selected Payment Type disclosure, then select Pay Online Now.

Confirm Selected Payment Type

You have selected to pay by credit card. Clicking "Pay Online Now" will take you to the Payment Gateway where you can enter your Credit Card information securely. After successful payment you will be returned to this site where you can print your receipt. Contact S/C/DCA if you encounter any issues while entering your payment, or you do not get returned to this site and are unable to view your receipt.

Pay Online Now Cancel

Warning: You are currently authenticated with the [Redacted] System.

Application Payment

Applications will not be processed until payment has been received.

Invoices for Payment

ID	Description	Licensee	License #	Confirmation #	Balance
19172	Prepaid Legal Representative - Initial Application	[Redacted]	PPR-[Redacted]	GRAN-1TA30J	\$40.00
					Total: \$40.00

Pay Online

By clicking pay now you will be directed to the payment gateway.

Pay Online Now

Pay by Check or Money Order

*** Please print the payment information and mail with the payment.***

Send Check or Money Order

7. Enter the required customer information, then select Next.

SC.GOV | Contact

1 Payment Type 2 Customer Info 3 Payment Info 4 Submit Payment

Transaction Detail

The following amounts will be remitted to the SC Department of Consumer Affairs - TEST.

SKU	Description	Unit Price	Quantity	Amount
PPLRepINTL	Prepaid Legal Representative - Initial Application	\$40.00	1	\$40.00
Total				\$40.00

Transaction Summary

Prepaid Legal Representative - Initial Application	\$40.00
SC.GOV TOTAL	\$40.00

Payment

Payment Type ✓

Credit Card

Customer Information

Complete all required fields [*]

Country
United States

First Name *
Last Name *

Address *

Address 2

City *
Des Moines

State *
IA - Iowa

ZIP/Postal Code *
50309

Phone *
Email *

Next

8. Enter the required credit card information, then select Next.
Note – No spaces or hyphens are required when entering the credit card number.

SC.GOV | Contact

The following amounts will be remitted to the SC Department of Consumer Affairs - TEST.

SKU	Description	Unit Price	Quantity	Amount
PPLRepINTL	Prepaid Legal Representative - Initial Application	\$40.00	1	\$40.00
Total				\$40.00

Payment

Payment Type ✓

Credit Card

Customer Information ✓

Address Phone 803-000-0000

Country United States Email Address

Payment Info

Complete all required fields [*]

Credit Card Number * ✓

Credit Card Type

Expiration Month * February ✓

Expiration Year * 2038 ✓

Security Code * 555 ✓

Name on Credit Card * ✓

Next

Cancel

Transaction Summary

Prepaid Legal Representative - Initial Application	\$40.00
SC.GOV TOTAL	\$40.00

Need Help?

You have selected to pay by credit card. Complete Customer Billing Information and enter Credit Card Information.

- Review all payment information. You may edit billing and payment information before submitting. After reviewing, select Submit Payment.

The screenshot displays the SC.GOV payment interface. At the top, the SC.GOV logo and a 'Contact' link are visible. The main content is divided into several sections:

- Transaction Detail:** A table showing the transaction items and a total amount of \$40.00.
- Transaction Summary:** A summary of the transaction, including the item name and the total amount.
- Payment:** A section for entering payment details, including payment type (Credit Card), customer information (address, phone, email), and payment info (credit card number, name on card).
- Need Help?:** A help section providing instructions on how to use the payment interface.

The 'Submit Payment' button is circled in red, indicating the final step in the payment process.

SKU	Description	Unit Price	Quantity	Amount
PPLRepINTL	Prepaid Legal Representative - Initial Application	\$40.00	1	\$40.00
Total				\$40.00

Item	Amount
Prepaid Legal Representative - Initial Application	\$40.00
SC.GOV TOTAL	\$40.00

Payment Type: Credit Card ✓

Customer Information: ✓

Address: [Redacted] Phone: 803-000-0000

Country: United States Email Address: [Redacted]

Payment Info: ✓

Credit Card: [Redacted] Name on Credit Card: [Redacted]

Buttons: Cancel, Submit Payment


NOTE: DO NOT HIT YOU BACK BROWSER BUTTON WHILE PAYMENT IS PROCESSING!

10. Print a copy of the Payment Receipt Confirmation for your records, then select Continue.

SC.GOV | Contact

Payment Receipt Confirmation

Your payment was successfully processed.

Print 

Receipt Contact Information

Contact Name: SC Department of Consumer Affairs TEST
Contact Phone: [Redacted]
Contact Url: [Redacted]

Transaction Summary

Receipt Confirmation

Description	Amount
SC Department of Consumer Affairs - Professional Licensing - TEST	SC.GOV TOTAL \$40.00

The online price of items or services purchased through SC.GOV, the state's official Web portal, includes funds used to develop, maintain, enhance and expand the service offerings of the state's portal.

Customer Information

Customer Name: [Redacted]
Local Reference ID: [Redacted]
Receipt Date: 2/28/2018
Receipt Time: 05:01:48 PM EST

Payment Info

Payment Type: Credit Card
Credit Card Type: VISA
Credit Card Number: [Redacted]
Order ID: [Redacted]
Name on Credit Card: [Redacted]

Billing Information

Billing Address: [Redacted]
Billing City, State: [Redacted]
ZIP/Postal Code: 50309
Country: US
Phone Number: 803-000-0000
This receipt has been emailed to the address below.
Email Address: [Redacted]

Continue

11. You may print the Application Receipt for your Records, then select Exit/Go Home.


Application Receipt





Please print this page for your records as it serves as your receipt. Please note that payment does not construe licensure.

Processed Date:	03/19/2018 12:40:35 PM	Prepaid Legal Representative - Initial Application:	1 @ \$40.00 = \$40.00
Confirmation:	LMS-WYLI-BPDGY	Total:	\$40.00
Payment Type:	Credit Card		
Account Last 4:	1111		
Name:	[REDACTED]		
Address:	[REDACTED]		

Exit / Go Home

12. You are now at the Home Page. If you click on Paid Invoices, you will see the invoice(s) paid and the date paid.



Organizations 3	Unauthorized Apps 2	Pending Invoices 5	Paid Invoices 4			
Description	Licensee	License #	Invoice Date	Amount	Last Payment	
Prepaid Legal Representative - Initial Application	[REDACTED]	PPR-	03/19/2018	\$40.00	03/19/2018	
Motor Club Representative - Initial Application	[REDACTED]	MCR-	03/19/2018	\$20.00	03/19/2018	
Prepaid Legal Representative - Initial Application	[REDACTED]	PPR-	11/21/2016	\$40.00	06/16/2017	
Prepaid Legal Representative - Initial Application	[REDACTED]	PPR-	09/22/2016	\$40.00	02/28/2018	
Showing 1 to 4 of 4 entries		Show	10	entries	Previous 1 Next	

- See the invoice(s) paid below and the date paid. Logout of the “Licensure Gateway”

Contact Info / Licenses

Contact Info Licenses

There were no licenses/certificates found under your profile.

Organizations 1 Unauthorized Apps 0 Pending Invoices 3 Paid Invoices 2

Description	Licensee	License #	Invoice Date	Amount	Last Payment
Prepaid Legal Representative - Initial Application	[Redacted]	PPR-[Redacted]	11/21/2016	\$40.00	06/16/2017
Prepaid Legal Representative - Initial Application	[Redacted]	PPR-[Redacted]	09/22/2016	\$40.00	02/28/2018

Showing 1 to 2 of 2 entries Show 10 entries Previous 1 Next

Paying by Check

- Select “Send Check for Money Order.”
(Click [here](#) to see instructions for paying by credit card)

Application Payment

Applications will not be processed until payment has been received.

Invoices for Payment

ID	Description	Licensee	License #	Confirmation #	Balance
10172	Prepaid Legal Representative - Initial Application	[Redacted]	PPR-[Redacted]	GRAN-1TA30J	\$40.00
					Total: \$40.00

Pay Online

By clicking pay now you will be directed to the payment gateway.

[Pay Online Now](#)

Pay by Check or Money Order

*** Please print the payment information and mail with the payment.***

[Send Check or Money Order](#)

2. On the next screen, click on Send Check.

Application Payment

Applications will not be processed until payment has been received.

Invoices for Payment

ID	Description	Licensee	License #	Confirmation #	Balance
139695	Prepaid Legal Representative - Initial Application	[REDACTED]	PPR-[REDACTED]	JONE-CZKSY8	\$40.00

Total: \$40.00

Payment Options

Pay by Check

*** Please print the payment information and mail with the check.***

Send Check

3. When this screen appears, click on Print This Page.

Check Payment Information

Please print this page, and submit with the check (make check payable to S.C. Department of Consumer Affairs). Also place the Batch Number in the memo section of the check, to ensure proper application of funds.

Mail To :
S.C. DEPARTMENT OF CONSUMER AFFAIRS
Motor Clubs
PO BOX 5757
COLUMBIA SC 29250-5757

Payment must be received within 7 calendar days for proper crediting.

Batch Number: [REDACTED]
Invoices Paid: [REDACTED]
Amount Paid: \$500.00

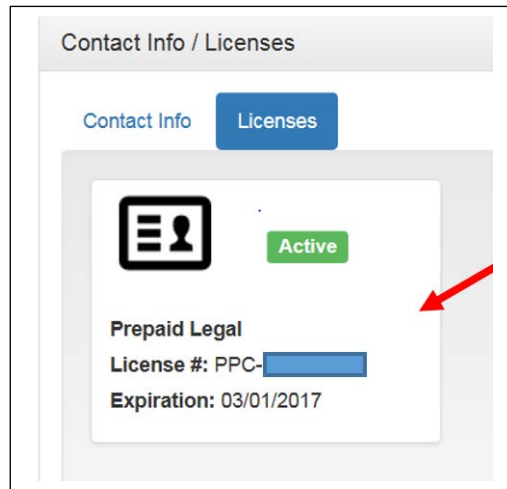
Print Exit

Payment must be received within 7 calendar days for proper crediting.

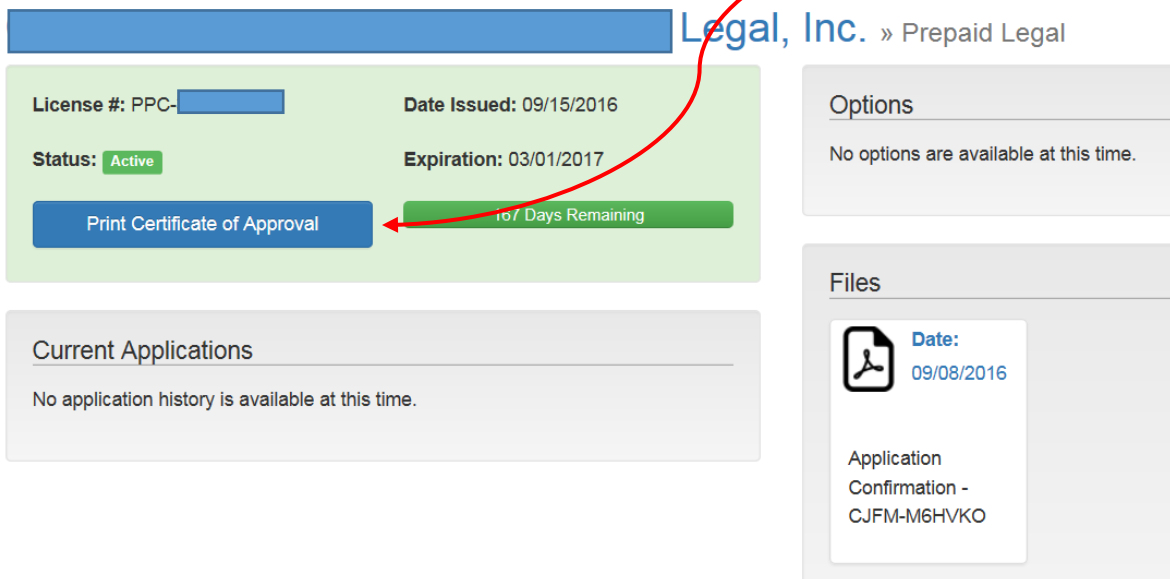
- Make the check payable to S.C. Department of Consumer Affairs.
- Make sure the amount of the check matches the amount of the invoice.
- Write the batch number on the check to ensure the fees are applied correctly.
- Include the invoice with the check.

PRINTING CERTIFICATES

If you click on the tile:



the certificate page will load and you will see an option to Print Certificate of Approval. Click the blue button to access your Certificate, then print and post the Certificate accordingly.



NOTE: FOR REGISTERED CREDITORS, you must click on each location to print the certificates for that location. After you click on the location, follow the instructions on this page to print each certificate. Use your browser's back button and repeat as necessary for each license and then each location.

