



**NORTH CAROLINA DEPARTMENT OF INSURANCE
CONTINUING EDUCATION PROGRAM**

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Enhanced Online Services Now Available at www.prometric.com

Effective immediately three **online services** for North Carolina licensees and providers are available:

- Approved Course Lists
- Course Status Verification
- Course Offering Schedule Entry

The functionality for individual transcript lookups and for online roster processing will be added later this spring.

The starting point for all online services is at www.prometric.com. On that page under **For Pre-License/Continuing Education**, click on **Choose State** and select either **North Carolina Licensee Services** or **North Carolina Provider Services** and click on **Go**. The licensee page has information about individual compliance and responsibilities. The provider page has provider information and the forms packet. From either page you can select CE Services Online in the upper right hand panel. Only providers are able to use the Course Status and Course Offering features. Once you are in the CE Online Services page, the available features are displayed on the left panel.

Approved Course List

No password or user ID is required for this information. You may use the menu boxes to create specialized lists of courses by number credits, type of credits or method. In addition, you can enter a keyword to find a topic within a course title. All approved courses fitting the search criteria will appear. If you want a link to your own web site to be displayed, please notify Prometric. Although this is primarily for licensees, providers may find it useful in assuring that all of their courses are displaying properly.

Course Status

This feature allows a provider to view all of its own course information including course numbers, titles, status, and number of credits. All expiration dates are defaulted to 12/31/2009, as there is no renewal process in North Carolina. Please use this feature to make sure all of your courses are displayed. If there are corrections or edits for course titles, please email a request for the change to Pro.ce-services@prometric.com. Prometric's system accommodates course titles of up to 50 characters. You must establish a user ID and password for this feature as well as for Course Offerings. If you have more than one person involved in using the online services, you may find it useful to establish more than one user ID and password.

Course Offering

Providers of classroom courses should use this feature to enter the information about the time, date and location of their courses. Classroom courses are subject to in-person audits by representatives of the Department of Insurance. This feature allows visibility of all entries and real-time updating of the schedule information including entering, editing and deleting information. We strongly urge all providers to use this feature to take advantage of its immediacy and accuracy.

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