

FAQ – 2021 LICENSE RENEWAL REGISTRATION

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Have Other Questions? Contact Us!

HSBA Business Hours

Open: Monday – Friday, 8:00 a.m. - 5:00 p.m.

*HSBA Closes at 4:00 p.m. on Christmas Eve and New Years Eve

Closed: Saturday, Sunday, and Hawaii State Holidays*

*Exceptions: open on General Election Day; closed the day after Thanksgiving

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FAQ – GENERAL REGISTRATION

Q1: When is the deadline for 2021 License Renewal Registration?

A: The deadline to submit your completed 2021 License Renewal Registration without incurring late fees is **Thursday, December 31, 2020**. Completed forms must be postmarked, or time stamped by 11:59 p.m. (HST) Thursday, December 31, 2020.

Q2: How do I access the Registration Portal?

A: There is a **Register Now** Banner on our homepage at hsba.org. Simply click on the Banner to get into the Portal. If you are already signed in, you will be directed to the Landing Page to review instructions before beginning the 2021 License Renewal Registration form.

If you are not signed in, you will be directed to Sign-in. Then, after signing in, you will be taken to the Landing Page to review instructions for the 2021 License Renewal Registration.

Q3: How do I Sign-in?

A: You will need your **username** and **password** to log in. You may attempt to log in 5 times before you are locked out. If you get locked out, contact the HSBA during normal business hours. You may email us at ARS@hsba.org with your full name and JD# and request to unlock your account or call 808-537-1868. *Due to the high volume of calls and emails we receive at this time, please allow at least 1 business day for a response.*

If you have not been able to access your account after 2 or more attempts, please use the [Forgot Username?](#) / [Forgot Password?](#) links to reset your credentials BEFORE you get locked out. If you get locked out, you will have to contact HSBA during normal business hours to access your account to renew your license.

You can also use the show/hide feature in the Password entry box to confirm that you have entered your password correctly.

Sign in Assistance available during HSBA Business Hours

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Q4: What is my username?

A: Your *username* is your JD# (without the preceding zeros) and your entire last name.

E.g. 1234Smith

If you cannot remember your JD number, you can use the **Forgot Username?** link to retrieve your username. An email will be sent to your Communications email Address on file with the HSBA

Q5: What is my password?

A: If you have not changed it before, your password is the first three letters of your last name (case-sensitive) and the last four digits of your SSN.

E.g. For the preceding examples, corresponding password would be Smi5678

If you have changed your password in the past or you are still having problems logging in, use the **Forgot Password?** link to reset and create a new password that you can remember.

REMINDER: If you are unable to successfully log-in within 5 attempts you will be locked out of your account AND you will need to contact HSBA during normal business hours to unlock and reset your password.

New Password security tips

- Your new password should be at least 8 characters long; and
- Include a combination of 3 of the following elements in your password: Uppercase, Lowercase, AND Symbol or Number.

E.g. P@ssword or Password1 are acceptable passwords

Q6: Can I save my progress during registration?

A: No. There is no “save” functionality; please complete your License Renewal Registration form, in **ONE** sitting. Before beginning make sure you have sufficient time to complete the entire form. It should take about 15-20 minutes. If you cannot complete it, you can exit and come back to it, but your progress will not be saved.

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Q7: Can I submit paper registration? / Can I pay by check?

A: Yes. You may submit the completed registration and pay by check as follows:

1. Log in to the renewal portal to complete the 2021 License Renewal Registration form online;
2. Download and print the completed form to review, sign; and
3. Submit to the HSBA with a check by mail.
4. Reminder: Completed forms must be postmarked by December 31, 2020.

If you find any inconsistencies between your online registration responses, and the printed responses, please make the proper corrections before you sign and submit the form to us. Please initial your edits.

Submit your completed form with check payment to:

Hawaii State Bar Association
Alakea Corporate Tower
1100 Alakea Street, Ste. 1000
Honolulu, HI 96813
Attn: ARS

Q8: How do I make corrections to my 2021 License Renewal Registration form after I paid and submitted online?

A: Print your 2021 License Renewal Registration from My Account [My Account → Annual Renewal Archive]. Make the necessary corrections in pen and submit to the HSBA by email (ars@hsba.org); mail (to the address above); or fax (808-521-7936). Please initial your edits.

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Q9: How can I confirm that the HSBA has received my 2021 License Renewal Registration?

A: Once your payment has been successfully processed, you will receive an email receipt to your **Communications email address**. The email receipt confirms our receipt and processing of your 2021 License Renewal Registration & Payment. These automated receipts are sent to the Communications email address on file prior to any update you may have made.

Print or save this receipt for your records. If you did not receive a receipt via email, please log in to My Account to view a copy of your email receipt under “My Receipts.”

Alternatively, the last page of your completed License Renewal Registration form available in My Account under “Annual Renewal Archive” can also be used as a receipt.

- **Payment Online:** You should get your receipt via email within a few minutes of payment. Check your Communications* email address.

*Please note: If you changed your Communications email address online when renewing for 2021, please send another copy of your receipt to your new Communications email address at the final Confirmation Screen.

- **Payment by Mail:** You will receive your email receipt after your submitted registration is complete & processed by staff. *It will take a few business days for your registration to be processed once received.* Your patience is appreciated. As long as your completed 2021 License Renewal Registration form is postmarked by December 31, 2020 it will be deemed timely.

A list of MAILED in registration forms received by HSBA will be published on our homepage by JD Number. The list will be updated after 12 noon each business day. You can view the list to verify whether your mailed registration form has been received. *Please keep in mind that it will take a few business days thereafter for our staff to process your mailed-in form.*

Q10: Why does my JD Number not appear on the Mailed-in Forms Received List on the Home Page?

A: The Mailed in Forms Received List on the home page *only lists the JD Numbers of those members who have decided to “Pay by Mail.”* If you Paid Online, your email receipt serves as confirmation that the HSBA has received your 2021 License Renewal Registration form.

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Q11: Can I send a copy of my email receipt to my employer?

A: Yes, there are several ways of doing this:

1. You can forward the email receipt you received to your employer.
2. If you have paid online, you can choose to send a copy of your receipt to your employer at the final Confirmation Screen by entering your employer's email address.
3. Go to My Account and click on My Receipts. You can choose to Resend the receipt from My Account.

Q12: Can I get a copy of my receipt?

A: Yes. If you cannot find your email receipt, email ARS@hsba.org and we will resend the receipt to you. **Your original email receipt was sent to the Communications email address on file prior to any update you may have made during your renewal registration.**

Q13: I cannot find my Mail-in Form, can I re-download it?

A: Yes. If you have completed your form in the portal and elected to Pay by Mail, you cannot re-enter the portal, but you can re-download your form from the lockout notice page. Please re-download your Mail-in Form from a device that will allow you to print the form for mailing.

Q14: Can I print a copy of my 2021 License Renewal Registration for my records?

A: Yes. Your 2021 License Renewal Registration form will be available to you in your HSBA My Account once your payment has been processed.

- **Payment Online:** Your 2021 License Renewal Registration form will download to your desktop or downloads folder after you submit payment. You can also access it by clicking on "My Account" → "Annual Renewal Archive"
- **Payment by Mail:** After you receive your email receipt, the final 2021 License Renewal Registration as processed by the HSBA will be available in your "My Account" → "Annual Renewal Archive."

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Q15: Why do I have to provide 4 addresses?

A: HSBA collects addresses/contact information on behalf of the Supreme Court and the Office of the Disciplinary Counsel (ODC). There are 4 types of addresses we collect:

1. Communications Address
 - a. This information is only used by the HSBA and is not shared with third parties. It is only released to the Supreme Court or the ODC at their request.
 - b. Members may provide a P.O. Box, mailbox or a drop box address if desired.
2. Business Address
 - a. This information is for publication in our online and printed member directory.
 - b. Members are encouraged, but not required to provide this information; All fields are optional.

If you do not provide a Business email address and join a Section, Neighbor Island Bar Association, or Specialty Bar Association, you will need to contact the group directly to provide a contact email to receive their member notices and information.

3. Residential Address
 - a. This information is required and kept private. It is only released to the Supreme Court or the ODC at their request.
 - b. Members must provide a physical STREET Address. Do not provide a mailbox/drop-box address or an address to a UPS Store.
4. Service of Process Address
 - a. This information is required and is kept private. It is only released to the Supreme Court or the ODC at their request.
 - b. Members must provide a physical STREET Address. Do not provide a mailbox/drop-box address or an address to a UPS Store.

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FAQ - RULE 22 (CLE)

Q16: What are the CLE requirements?

A: Pursuant to Rule 22, **ACTIVE MEMBERS** of the Bar are required to complete at least three (3) credit hours of approved Continuing Legal Education (CLE) during each annual reporting period.

At least once every three years **ACTIVE MEMBERS** shall complete one (1) credit hour of approved ethics or professional responsibility education. This credit hour shall count toward the annual CLE requirement. The 2021 Renewal Registration form will ask if ethics was completed in 2018, 2019 or 2020.

Q17: When is the deadline to complete 2020 CLE requirements?

A: December 31, 2020. You must self-report and certify on the 2021 registration form whether you have completed your 2020 CLE requirement within the calendar year ending Dec 31, 2020.

Q18: I'm changing from Active status in 2020 to Inactive status in 2021, do I still have to certify that I earned the required CLE in 2020?

A: Yes. If you change your status to Inactive for the 2021 year, you are still required to complete your Rule 22 requirement for the year ending 2020.

Q19: Must I complete my 2020 CLE requirement before I complete the 2021 Registration?

A: Since you must certify on the 2021 registration form that you have completed the required 3 CLE credits in 2020; the HSBA highly recommends that you complete the Rule 22 requirements **PRIOR** to submitting your 2021 registration.

You must respond either Yes or No to the CLE question. Answering No to the question will trigger an automatic CLE Compliance Audit during 2021.

NOTE: You may submit your 2021 registration with late fees after December 31, 2020; however, **CLE requirements** must be completed by Dec 31, 2020.

Please contact Debbie Blanton, MCLE Administrator at dblanton@hsba.org for general MCLE related questions and concerns.

Please Contact Nikolette Hartmann, CLE Assistant at nhartmann@hsba.org for questions about HSBA online seminars available.

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Q20: How do I know how many CLE credits I have earned in 2020?

A: Hawaii is a self-reporting jurisdiction: It is the attorney's responsibility to track the number of CLE credits earned each year. See Rule 22(d). Please do not call the HSBA to inquire about how many CLE credits you have earned from third party (including HSBA section) CLEs.

You can check the number of credits you have earned through **HSBA CLE Programs** by accessing your CLE Classroom online via the HSBA website. **Only certificates for HSBA CLE Programs will be available in your classroom.** The HSBA does not maintain credit certificates for third party CLEs (including section CLEs). If you have taken an HSBA CLE, view/download your Certificates of Completion by following these instructions.

How to Access Your HSBA CLE Certificate

1. Login to your HSBA Account, and go to your **"My Account"** page
2. Click on the words **"CLE Account"**
3. Click the **"CLE CLASSROOM"** button to access your CLE classroom
4. Click **"I Agree"**
5. Click on **"My Credit"** on the right side of the website

These instructions are also available on the HSBA CLE Webpage.

Per Rule 22(d), active attorneys should maintain records of approved CLE for three (3) reporting periods. Certificates need not be submitted to the HSBA unless otherwise requested pursuant to an audit or status change.

End of FAQ. Thank you.

If you still have Questions, please contact us during normal business hours.

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