State Based Systems

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SBS Connect for License Administrators

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How do I get a copy of a license?
How do I check whether a licensee has taken all the required CE courses?

State Based Systems offers two services for license administrators to obtain a copy of a state insurance license or check on continuing education credits.

Use SBS Connect to obtain a license copy and check CE status for free. SBS Connect allows only one individual and one business entity license printing per account. Separate accounts are needed for each state in which a license is held.

For detailed instructions on setting up an SBS Connect account, click here.

License administrators are encouraged to use Online Licensee Services, which provides license print, CE status, and other features for multiple licenses per state. There is an annual subscription fee per licensee, but multiple licensees can be administered under a single account. OLS also features a reporting function. Separate accounts are needed for each state in which licenses are held. Learn more about OLS by going to http://www.statebasedsystems.com/ and selecting the appropriate state from the Services dropdown list.

When I log into SBS Connect, there is no link to print a license.
When I log into SBS Connect, I have a message that reads "This website uses cookies…"

If you do not see a License Print link after registering a license, you may have selected the incorrect link on the Welcome page. You will need to re-register the license by following these steps:
1. Click the Home link and then the Register Entity link.
2. Select the type of license you wish to register - Individual or Business.
3. Enter the required data and click Add.
4. Review the confirmation screen and click Submit.
5. Upon receiving the 'Entity successfully registered' notice, click Home. You should then receive the License Print link.

Why doesn't the license show an expiration date?

The license provided by License Printing, SBS Connect, or OLS is the official license from your state. Some states have chosen to not print the expiration date on the license, but it is nonetheless a valid license, as long as you have met the state's requirements and paid the renewal fees. If you have further questions regarding the status of your license, you can call the state or try the following:

- Go to http://www.statebasedsystems.com/
- Choose your state in the Lookup box in the middle of the screen and select Licensees from the Search For list.
- Enter your license number OR your NPN number OR your first and last name.
- Click the red Search link.

The results page will provide a list of licenses meeting the search criteria entered along with information about the status of the license.

I am trying to create a new account but the system says "User Name Already Registered."

When you sign up for an SBS Connect account, it checks to see if the user name you have chosen is already registered. If it finds the user name registered to another user, it will give you the following error: "This User Name has already been registered with SBS Connect." To get around this error, simply create a different user name.

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I clicked on Register Entity in SBS Connect and got a blank screen.
I clicked on Register Entity in SBS Connect and got a message that says that my account hasn't been activated.

This happens when someone has created an SBS Online Licensee Services (OLS) account but is logging into SBS Connect. If you just have your own license to print, we would advise creating a new SBS Connect account as OLS is a for-fee service and Connect is free. Click here for the instructions.

If you have multiple licenses to print for other individuals, you might still want an OLS account, as it accommodates multiple licenses. To login to OLS, go to www.statebasedsystems.com and choose appropriate state under State Services, then choose the link, "Login to Online Licensee Services (OLS) now."

How can I find a license number?

To look up your license number or NPN, follow these steps:

- Go to http://www.statebasedsystems.com/
- Choose the state in which the license is held from the Lookup box in the middle of the screen and select Licensees from the Search For list.
- Enter a license number OR an NPN number OR a first and last name. Click the more options link if you wish to search by other criteria.
- Click the red Search link.

The results page will provide a list of licenses meeting the search criteria. Locate the row for your license and note the license number and NPN. License numbers may vary by state, while the NPN (National Producer Number) is a nationwide identifier.