

Linking Personal and Facility Licenses to Your PALS Account.

In Pennsylvania, a broker corporation, LLC, or partnership and a broker of record have two separate and unique licenses:

1. The broker corporation license – beginning with the letters “RB”, and;
2. The broker of record license - beginning with the letters “RM”.

Both licenses must submit a renewal in order for “both” of them to be renewed. Each license has unique credentials (user ID and password) to access their PALS account. However, the PALS system allows for a license to be linked to another account, allowing you to access both licenses using one user ID and password. Some licenses may have already been linked to other accounts in this manner.

At the beginning of each renewal period, licensees should receive an email with their user ID and registration code for each of the requisite licenses held to assist in completing the pertinent renewal. If you would prefer to have just ONE account for both licenses, please follow this process to link them:

1. Log into the account that you wish to use to access your licenses;
2. Locate the 'Link License' buttons on the right-hand side of the blue banner labeled 'Professional License Details'
3. To link the company license, log in under the broker of record account and click on 'Link Facility License', then enter the facility license number and registration code in the box that pops up
4. To link your broker of record license to the company PALS account, log in under the company account and then click 'Link Personal License'; then enter the information required in the box that pops up.

Please be aware:

Once you link a license in the manner described above, all information regarding that license will ONLY be sent to the registered email address and PALS account to which it is being linked.

- For example, if you are the broker of record and link your company license to your personal account, your email address will receive all notifications regarding application approvals for new employees sent through the PALS system, and that account will be the one used to access those applications for approval. In this case, the company will no longer receive notifications.
- If a new broker of record takes over the company, and the company license is linked to the old broker of record’s account, the new broker of record would also have to complete the link license process described above, or a new facility account must be registered in PALS for the company and the company license linked to that new account, so that application approval requests are able to be completed appropriately.
- If the broker of record links their company license to their broker of record PALS account, then all the notifications and application approvals will go to the broker of record PALS account, **not to the previous email associated with the company account.**
- **Once linked, these accounts can NOT be unlinked without PALS support staff assistance. Please be sure to check your requisite information is correct before making ANY changes to your license or PALS account information.**