Pennsylvania Licensing System

Information for Licensees

What is PALS?

The Pennsylvania Department of State (DOS), Bureau of Professional and Occupational Affairs (BPOA) oversees and supports 29 different professional licensing boards and commissions, which encompass approximately 250 different license types. The Pennsylvania Licensing System (PALS) is DOS's new system of record to support data collection, interdepartmental information exchange, and workflows related to professional licensure.

PALS also supports DOS's Bureau of Enforcement and Investigation (BEI), the Office of Chief Counsel, and the Professional Health Monitoring Program (PHMP).

Why PALS?

Implementing and learning a new system takes time, but will ultimately be worth the effort. PALS updates and replaces the current MyLicense system and it will improve the customer experience and save applicants/licensees and staff time by:

- Streamlining operations and improving processing times on applications and renewals.

- Making the online application and renewal process more user-friendly.

- Eliminating, to the extent possible, the use of paper records.

- Standardizing and streamlining the collection and maintenance of licensing records and reports.

- Incorporating existing and newly identified interagency interactions.

- Accepting digital uploads of most documentation.

- Maintaining security and privacy safeguards and best practices.

Some new features of PALS include:

- Offering users more self-service options.

- Allowing the public to opt-in to electronic notifications regarding renewals, disciplinary actions or changes in status.

- Adding QR codes in licenses.

- PALS is compatible with Apple products, other browsers, and is mobile and tablet-friendly.

Transitioning to PALS

DOS is developing PALS in segments that are periodically added to the system for staff members and licensees to learn, use and identify areas for improvement.

PALS implementation is and will continue to be nearly seamless to those outside of DOS. In the event of any disruption to public services, the Department of State will notify the affected users.

As of August 2017, approximately 60 percent of the system is complete. PALS will be fully operational, replacing all earlier systems used for licensing activities, by mid-2018.

How does this affect me?

Licensees and individuals with public login accounts in the systems that PALS is replacing will automatically have accounts in PALS. During the first time using PALS, you will be required to refresh passwords and security questions.

Licensees will receive an email and/or letter with detailed instructions the first time they renew their licenses in PALS. This information will also be available on the website of your professional licensure Board or Commission.

New applicants will create an account in PALS following instructions available on their Board's website.

PALS is designed using common modern web design features. Users familiar with online business activities should find the system intuitive. The application provides helpful tips and instructions for those less familiar with working online, but help is always just a phone call or email away.

If you are a licensee and for general inquiries, you can find more information about PALS on your Professional Licensing Board's website or at dos.pa.gov. If you have questions, please contact your Board.