



California Department of Real Estate
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COVID-19 FAQs for Licensing Processes and Business Practices

Updated: March 26, 2020

The purpose of these FAQs is to provide information in response to some of the most commonly posed questions related to how the shelter in place orders issued by Governor Gavin Newsom in Executive Order [N-33-20](#), to slow the spread of the coronavirus (COVID-19), affect licensing processes and business practices. **Please note that this is a rapidly evolving situation and guidance can change accordingly.**

Please refer to guidelines distributed by:

- ✓ The Governor's Website – Coronavirus (COVID-19) in California:
<https://covid19.ca.gov/>
- ✓ The Centers for Disease Control and Prevention (CDC):
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- ✓ The California Department of Public Health (CDPH):
<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx>
- ✓ Your local health department (the below link lists local health departments by locale):
<https://www.cdph.ca.gov/Pages/LocalHealthServicesAndOffices.aspx>

Licensing Processes

1. Q. Will the Department of Real Estate (DRE) offices be open during shelter in place orders?

A. All DRE offices are closed to the public until further notice in order to comply with Governor Gavin Newsom's Executive Order N-33-20, issued March 19, 2020, ordering all California residents to shelter in place to slow the spread of COVID-19. DRE is still operational by phone, eLicensing, mail and [email](#).

DRE has many examinee, licensee and consumer processes available online on our website. To reschedule an exam date or conduct licensing transactions, use our [eLicensing](#) system. To file a consumer complaint, use our [online complaint system](#).

For processes that cannot be completed online, documents can still be mailed to DRE. Click [here](#) for a list of our addresses.

2. Q. Will DRE's public information line be open during shelter in place orders?

A. Yes, however, wait times may be excessive due to staffing restrictions.

3. Q. I heard that all licensing exams are canceled. Is this true?

A. Yes. DRE canceled all salesperson and broker license exams in all exam centers through April 30, 2020. This action was taken to comply with state and county public health agencies ordering residents to shelter in place to slow the spread of COVID-19.

4. Q. If my exam is canceled, how do I reschedule it?

A. All examinees can reschedule canceled exams using our [eLicensing](#) system for free. If you do not have an eLicensing account, you can easily create one on our [website](#).

5. Q. If the county I live in has issued a shelter in place order, can I reschedule my exam date?

A. Yes. If the city or county issues a shelter in place order, your exam will be canceled and an email notification will be sent to you. Be sure to check your spam or junk email folders. When an exam is canceled, examinees are placed in a “self-schedule” status on eLicensing, which allows them to reschedule for free,

6. Q. My real estate license will be expiring soon. What is the best way for me to complete my renewal?

A. The secure [eLicensing online system](#) offers expedited processing of salesperson, broker, and officer license renewals any time or day of the week. eLicensing is easy to use, paperless and interactive. Licensees enter information needed for license renewal into eLicensing, including the course number and completion date of continuing education courses taken. If continuing education is required, then [Continuing education requirements](#) must be completely satisfied in order to renew through eLicensing. Acceptable methods of payment include VISA, MasterCard, and American Express credit cards or debit cards bearing a VISA or MasterCard logo.

Unfortunately, officers renewing after the license expiration date and all restricted licensees cannot use eLicensing. Those renewal applications must be submitted by mail to the Department of Real Estate, P.O. Box 137003, Sacramento, CA 95813-7003.

Remember, you may use eLicensing or submit your renewal application 90 days prior to your license expiration date. Your renewal is on-time if your eLicensing transaction is completed or your application is postmarked before midnight on your license expiration date. If you submit your renew on-time, Business and Professions Code Section 10156.2 permits you to continue operating under your existing license after its expiration date unless notified otherwise by the DRE.

7. Q. How do I complete continuing education for my license renewal when I have been ordered to shelter in place?

A. Licensees can take continuing education courses by various means, including by correspondence or distance learning. Correspondence courses include courses offered online or by mail. You can search [here](#) for a list of continuing education courses that are offered by correspondence.

Please remember that continuing education courses follow strict regulations with regards to the amount of time required to be spent on a course and spacing of the final exams. See [Continuing Education Regulations \(RE 312\)](#) for additional information.

8. Q. Is DRE considering extending expiration dates/deadlines for licensees or waiving fees for late license renewals?

A. Not at this time. DRE licensees have a four year license term, and are able to complete all continuing education courses online. Additionally, licensees can renew their license online using our [eLicensing](#) system which is available 24 hours a day 7 days a week.

9. Q. Does the shelter in place orders affect other components of the Licensing process?

A. Live scan service providers may be impacted by shelter in place orders. Please check with [individual service providers](#) for their status.

You will likely experience delays with exam and licensing processes as a completed Live scan is required to obtain a license. It is strongly recommended that you use our [eLicensing](#) system for those transactions that can be completed online.

10. Q. Will DRE accept electronic signatures on licensing documents during this time?

A. Yes; however, documents with electronic signatures still have to be mailed to DRE, if they cannot be completed using eLicensing.

Business Practices

Coming soon.