MQA Online Services Portal
Certified Nursing Assistant (CNA) Renewal Tutorial
1. Hello and welcome to the Division of Medical Quality Assurance’s online help tutorials. The MQA Online Services Portal is the health care practitioner service portal for the Florida Department of Health. In this tutorial, I'll show you how to renew a Certified Nursing Assistant license in the new MQA Online Services Portal.

2. In order for us to effectively serve you, we ask that you register as a user of our MQA Online Services Portal. If you have already registered as a new user and added your existing license to your online account, please log into your account with the user ID and password you selected during the registration process.
3. Once you are logged into your account you will see the Renew My License section on your Dashboard. Please note that you will only see the Renew My License section when it is time to renew your license, or approximately 90 days prior to your license expiration date. Under the Renew My License section, you will need to select the license you wish to renew. For this tutorial, I will select “Renew My CNA License” to proceed with license renewal. Click “Select” to start the renewal application process.

4. On this page, you are required to answer the questions related to section 456.0635(2), Florida Statutes. Please read the information carefully and select your answer for each question, then click the “Proceed” button to continue to the next application section.
5. A pop up window will appear here. Please note that you may need to turn off your browser’s pop-up blocker if you experience an error. If you need to change your answers before confirming, click “Cancel” to go back to the page and make changes. If you wish to confirm your answers and continue, click “Confirm.”

6. On this page, you are presented with the introduction information. It includes valuable information about the application you are about to submit, so it is important that you take a few minutes to read the information contained on this page. Once you have completed reading the information, you can click the “Next” button to continue with the renewal application.
7. You are now on the contact information page. On this page, you are able to update your mailing address, practice location address, phone number and email address on file with the Department. It is important that your mailing address is accurate and up-to-date in order to ensure that you receive your physical license in the mail once your renewal application is approved. Once you have updated or confirmed the information, you can click the “Next” button to continue with your renewal.

8. On this page, you can indicate if you are available to serve in a disaster. Once you have updated or confirmed your answer you can click the “Next” button to continue.
9. Before you are able to submit your renewal application, you must read the attestation statement which affirms that you have complied with all of the laws and rules that govern your profession. After reading the statement carefully and answering “Yes” or “No,” click the “Continue” button.

10. This page gives you a summary of your fees and the ability to pay now or to print a summary. In order to complete your application for processing you must either submit the payment for the application by clicking on the “Pay Now” button to pay by credit card or by printing your summary report and mailing it, along with a check or money order, to the Department. For the purposes of this tutorial, I will proceed by click “Pay Now” and paying by credit card.
11. The online application payment page gives you the option to pay by selecting the radio button next to “Credit Card” and clicking the “Next” button. If you have an employer that has given you an “Other Payer Code,” you can select the “Use Other Payer” button. Review the details of your payment and then click “Next” to continue.

12. You are now able to enter your credit card information. Please be aware that the payment can take up to an hour to process. Please note that you will not be able to enter special characters into the name field. Once you have entered all of the required information, click the “Process” button.
13. You will see a message that your payment submission was successful. You can click on “View PDF Summary Report” to view or print a payment summary. By clicking on the “Next” button, you will return to your Dashboard. Please note that the renewal application will still be available on your Dashboard until the application is fully processed. You should not attempt to submit the renewal application again if you had success the first time. The renewal application will disappear from your Dashboard once it is fully processed.

14. For additional assistance, please call our MQA Customer Contact Center at 850-488-0595 or use the “Contact Us” link in the top right corner of the Online Services Portal.