

TEXAS



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### TREC and TALCB Online Services Improved

*Agency online services now include new automated disclosures and responses, allowing license holders to find a business email and get a security token online.*

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Just in time for the holidays, the TREC and TALCB licensing database system has been improved to add new features requested by license holders. Licensees with a business email address have voluntarily provided this information to the agency for over a decade. Starting January 1, 2011, license holders must provide an available primary business email address, and the agency will use this address as its principal method to communicate securely with its license holders. Since email addresses can change over time, license holders would often call the agency to determine what address the agency had in its records. Not any more; the "Licensee Lookup" tool on the agency's website now displays the license holder's business email address and business phone number. This addition also allows the public to search for and find a license holder and that licensee's business contact information.

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Enhanced security on the agency's system requires each license holder to establish an online account in order to do business via the agency's website. To establish an account, license holders provide an email address and select a password using requirements similar to most websites. However, the first time a license holder tries to access his or her license record, a security token is required to authenticate the request. This is a one-time requirement for each license held and need not be repeated for all future access to a license record. The token is sent by email to each license holder 60-90 days prior to a current license expiration date. However, now license holders can request the security token at any time via an online link available after logging into the license holder's online account. Selecting the link will cause the security token to be sent electronically to the license holder's primary business email address to maintain the required authentication feature.

Both of these improvements will now allow license holders to obtain information that previously required a telephone call or email inquiry to the agency staff. The agency continues to seek and find ways to be more responsive to the needs of the public and better serve its license holders. Currently, 22 online services are available, and more are planned for early in 2011. All license holders are encouraged to always go online first when dealing with the agency.