

The Arkansas Department of Labor & Licensing – HVAC/R Section

How to Activate and Renew an existing Registrant Card in ELP

Did you have a registrant card prior to April 1, 2025?

Did you receive an email from Noreply@lnpweb.com containing your username?

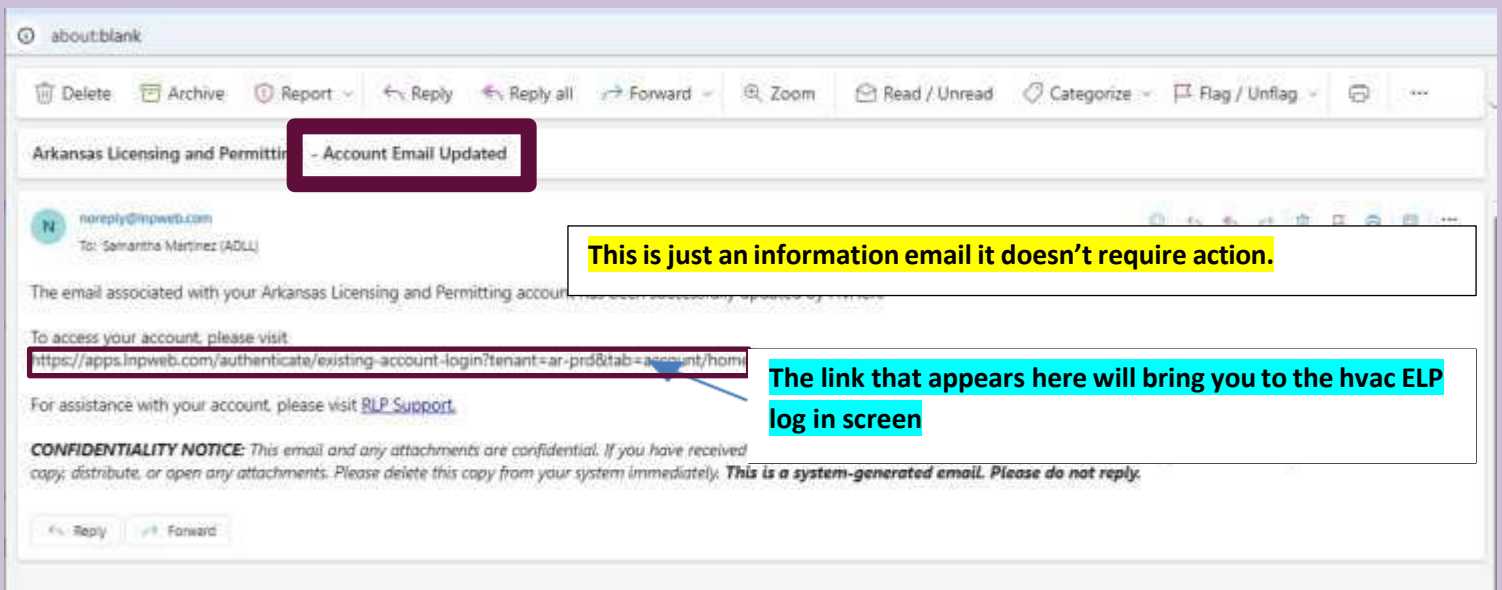
Is it time to renew your registrant card?

If you answered Yes, to any of these, this is the application for you!

PLEASE CHECK WITH YOUR EMPLOYER TO SEE IF THEY HAVE YOUR USERNAME, PRIOR TO CONTACTING OUR OFFICE AT ADLL.HVAC@ARKANAS.GOV. WE ARE MORE THAN GLAD TO PROVIDE YOU WITH A RESPONSE IF YOU PROVIDE YOUR NAME AS IT APPEARS ON YOUR LICENSE, HVAC LICENSE NUMBER OR DATE OF BIRTH.

Email is best as the whole HVAC staff monitors the email box and can provide a response within 24 hours.

The following type of email may be one you have received, anytime there is an update, document upload, correction of your expiration date, you will be informed by the email that is on the account.

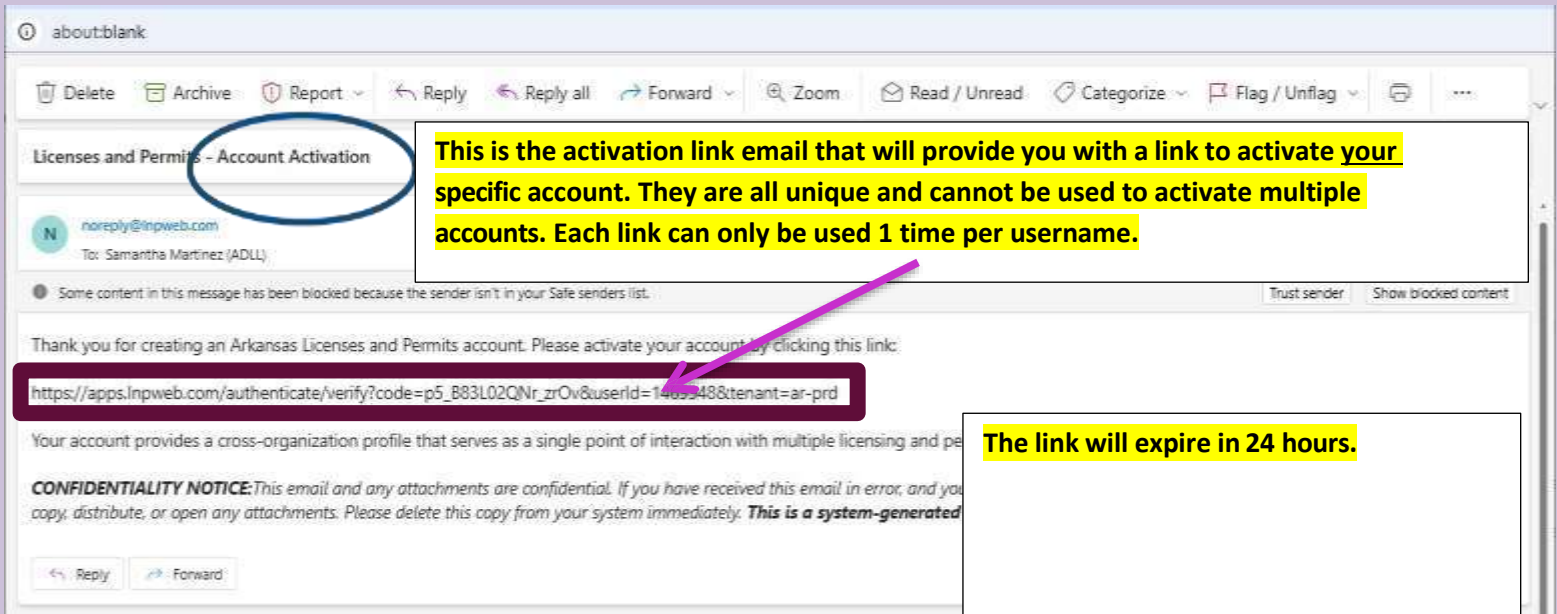


You will only activate an account 1 time. Your account is the account you will have, there is no way to change your username, we recommend not making your username the same as your email!!

The following step-by-step guide, including screenshots and will show you how to activate an existing account. This means if you held a registrant card prior to April 1, 2025. You should only have 1 registrant number, if you switch employers your previous employer must deactivate you before you go to another.

Whether we send you the activation link or your employer uses the guide we sent them to send activation links, the following is what you will see.

You will receive an email from noreply@lnpweb.com. It will be titled **Account Activation**



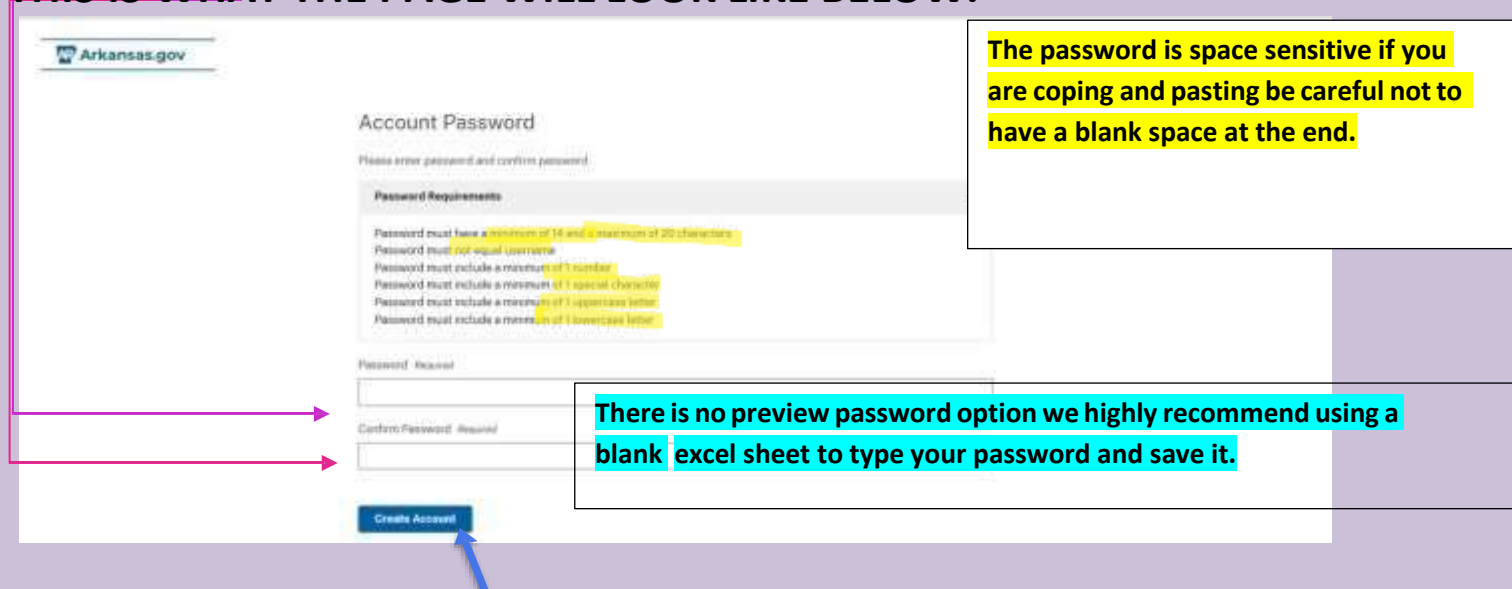
Once you click the link, a page will open to allow you to set up your password and create an account. (temporary passwords will not work)

NOTE: THE PASSWORD MUST BE AT LEAST 14 CHARACTERS LONG BUT NO LONGER THAN 20.

- Contain at least 1 capital letter
- Contain at least 1 lowercase letter
- Contain at least 1 number
- Contain at least 1 Special character.
- CANNOT be the same as your username or email!

EX: H2V0A2C5Test\$Demo This is 17 characters

THIS IS WHAT THE PAGE WILL LOOK LIKE BELOW.



ONCE YOU HAVE ENTERED THE PASSWORD and CONFIRMED IT CLICK CREATE ACCOUNT. Another page will open asking for name information on a brand-new accounts.

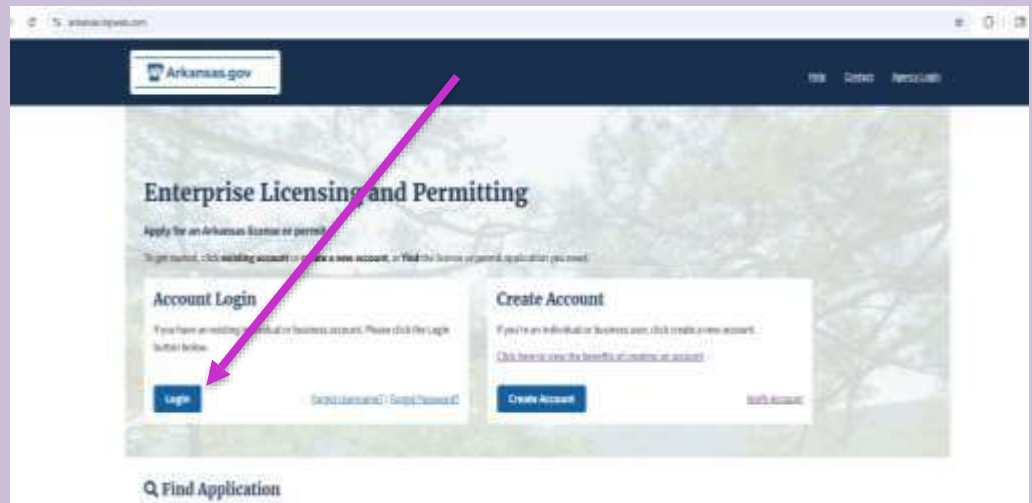
The login screen will appear. It may take up to a minute before you can login to have the system recognize your username and password.

We highly recommend closing this page immediately after you set the password and log back into ARKANSAS.LNPWEB.COM, and click login and enter your username and password. (see images below)

THE LOGIN PAGE



ARKANSAS.LNPWEB.COM home page



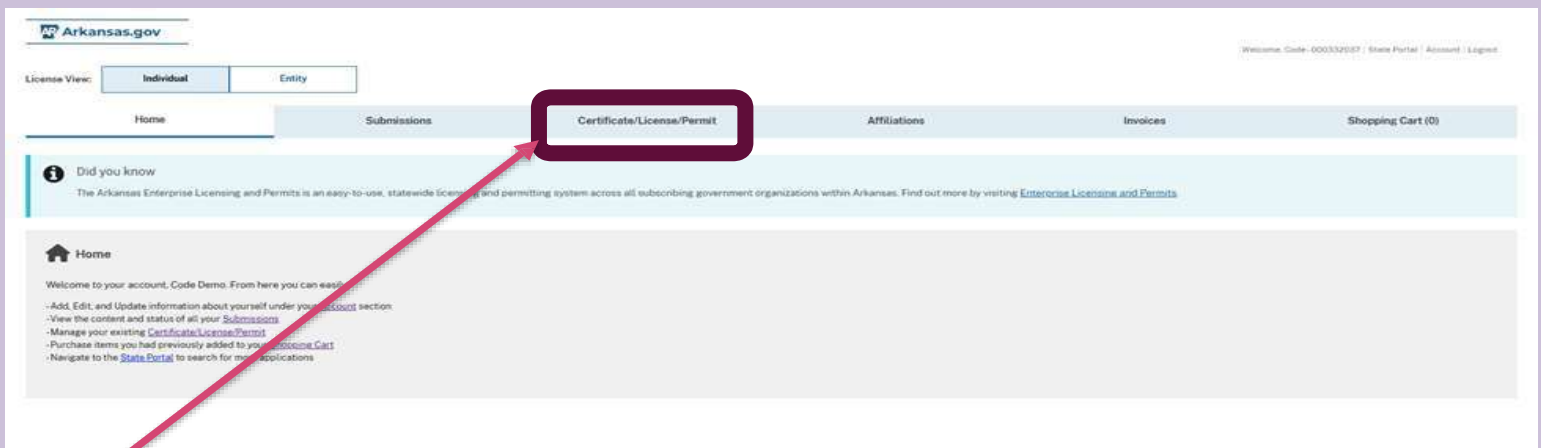
WARNING!!!!!!!

If you get an error message that says the username or password does not exist.

We recommend you clear both fields and type the information in. **REMEMBER** the fields are case and space sensitive and if you copy and paste you can create a spaces.

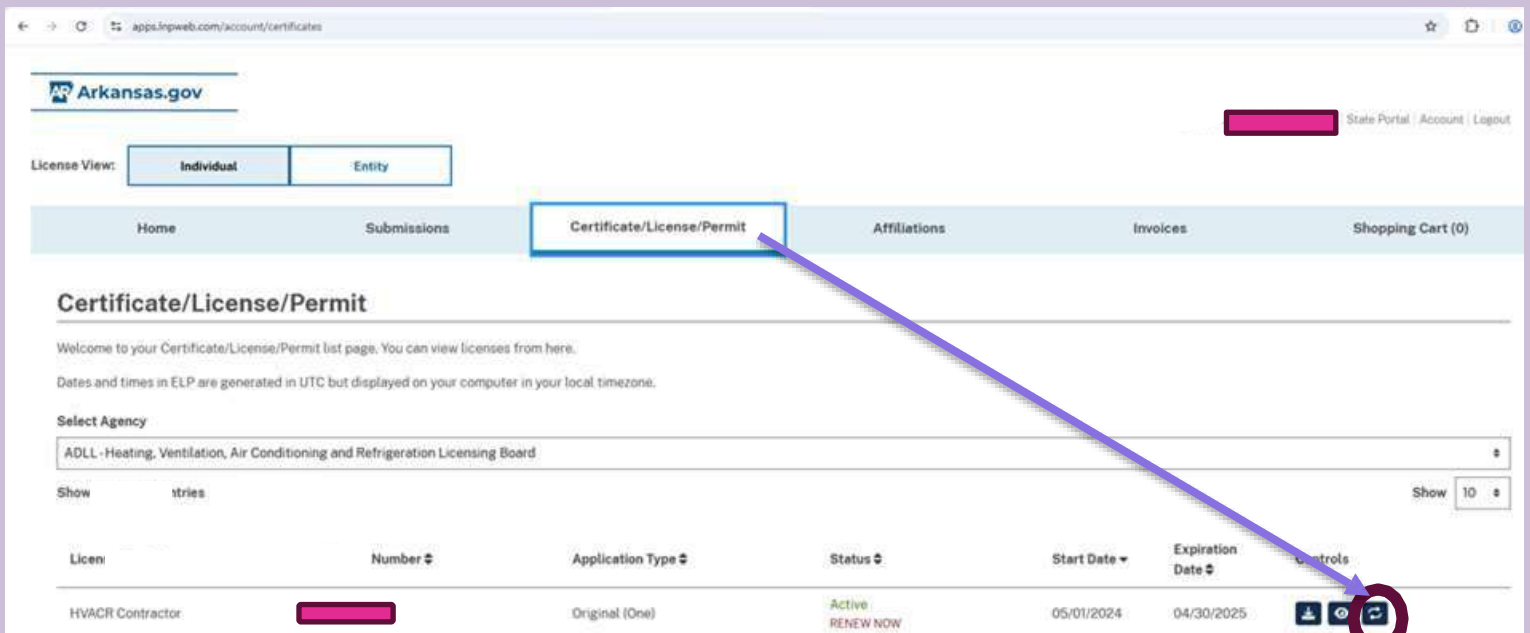
If you lock the account, there is no administrator who can unlock it!
The account will be locked for 30 minutes.

If you have successfully logged into your account, you will see the dashboard. As seen below.



To renew your Registrant Card you will proceed by clicking on the certificate/license/permit tab.

Scroll down to the bottom right-hand corner under controls and you will see the renewal icon. **If you are using a cellphone, you will need to turn it on it's side to scroll over to the icon.**



After you click the control icon you will enter the renewal application. See the next page

NOTE: Renewals are specific to the license. You will not be able to click the renewal button as a class holder and start a registrant renewal from your class license. Same goes for registrants will not be able to click their renewal and start a contractor application.

Section 1 – Information Collection - This section is all about the applicant there are only **6 step** on this page that you should need to do to get to SECTION 2. **Unless you need to change your address.**

The screenshot shows the HVACR Registrant Application form with the following sections and instructions:

- Personal Information:** Fields for First Name, Middle Name, Last Name, and Suffix. A red box highlights the "HVACR Registrant Application" title.
- Contact Information:** Fields for Phone Number, Alternate Phone Number, Email Address, and Re-Enter Email Address. A callout box with a blue arrow pointing to the "Re-Enter Email Address" field contains the text: "1. Re-enter your email address (copy and paste will not work) This can be the employers email if you chose be sure to have the applicants on file as you will need it if you ever need to deactivate them from your business."
- Mailing Address:** Fields for Country, Address Line 1, Address Line 2, City, State, and Zip Code. A callout box with a blue arrow pointing to the "State" dropdown menu contains the text: "2. Enter your County."
- Physical Address:** Fields for Country, Address Line 1, Address Line 2, City, and State. A callout box with a blue arrow pointing to the "Country" dropdown menu contains the text: "3. Click the button to make the addresses the same. Unless they are different."
- Identification Information:** Fields for Date of Birth and Social Security Number. A callout box with a blue arrow pointing to the "Date of Birth" field contains the text: "4. Enter the date of birth". Another callout box with a blue arrow pointing to the "Social Security Number" field contains the text: "5. Enter the social security number."

SECTION 2. Questions and Fees – This is also where you may upload documents if required, there are **13 steps** to complete to get to section 4. **Unless you answer yes and must provide documentation.**

1. Enter the company you are working for.

2. Enter your Class holders first and last name

3. Enter the class holders license number

4. Question – about military status

5. Question – about if you are a felon

6-10. Question – about act 725 – that do not apply to registrants because registrants are not allowed to pay for their licensed registered card, and this is a renew application therefore the Act only applied to individuals who never had a registrant card prior.

11. Enter the employer’s street address **be sure not to hit the add button** after as it will open another area to enter a second street address for the employer.

After you have entered all required fields go to the next section #12.

12. Here you will enter the mailing address of the employer, it could be the same as the physical.

Be sure to avoid the add button unless there are more than 1 physical address for the business.

NOTE: BY Clicking **yes**, you will not have to type in the mailing address.

Part 2 - continues the next page.

Employer Mailing Address

Address Line 1 Required
900 West Capitol Ave

Address Line 2
Suite 400

City/APO/DPO/FPO Required
Little Rock

State Required
Arkansas

Zip Code Required
72201

Telephone Number Required
(555) 555-5555

Email Address Required
samantha.martinez@arkansas.gov

Clear Add

Summary

Form Number
I-Registrant

Application Fee

Application Fee Name Required
Application Fee

Application Fee \$0.00
Application Fee Total \$0.00

License/Permit Fee

Select the License Fee

License/Permit Fee Name Required
Registrant Fee

License/Permit Fee \$25.00
License/Permit Fee Total \$25.00
Application Grand Total \$25.00

13. Click save and continue.

Cancel Back Save and Exit Save and Continue

ADLL - Heating, Ventilation, Air Conditioning and Refrigeration Licensing Board
(501) 682-5201
adll.business@arkansas.gov

THE APPLICATION WAS BUILT WITH REQUIRED FORMS IN SECTION 2; THEREFORE, THIS APPLICATION WILL SKIP SECTION 3 THE DOCUMENT UPLOAD PAGE AND GO DIRECTLY TO THE 4TH SECTION AFFILIATIONS.

Affiliations is the process used in this program (ELP) to tie businesses and people together.

Registrants will affiliate to their class holders

Class holders will affiliate to their Businesses

Registrants NEVER AFFILIATE TO THE BUSINESS!!!

Section 4 images are included on the next 2 pages.

Section 4. Affiliations – Contains **6 steps**. Unless the class holder is expired, therefore the registrant cannot renew and cannot work until the class holder renews.

The image shows a multi-step web application process for HVACR registration. The top navigation bar includes the ADLL logo and the text "ADLL - Heating, Ventilation, Air Conditioning and Refrigeration Licensing Board". A progress indicator shows 8 steps: 1. Information Collection, 2. Questions & Fees, 3. Document Upload, 4. Affiliations (current step), 5. Information Summary, 6. Electronic Signature, 7. Payment, and 8. Confirmation. The main content area is titled "HVACR Registrant Application" and includes sections for "Instructions", "Icon Key", and "Options and Control Types". A table titled "Affiliation Search and Selection - HVACR Contractor - Required" is currently empty, displaying "No Affiliations". A blue arrow points to an "Add Affiliation" button in the bottom left of the table area. A callout box contains the text: "1. Bottom left click add affiliations". Below the main application area, a modal window titled "Add Affiliation - HVACR Contractor - Required" is open. It contains a search field and a "Category" dropdown menu with the text "Please Select". A blue arrow points to this dropdown menu. A callout box contains the text: "2. Using the drop-down option under category select license number. See the next image".

3. As a registrant enter your class holders license number.

If you only know their first and last name, there is an option to search by name under category.

NOTE: If the class holder is expired you will never find them on this list, they must be valid for you to proceed.

Add Affiliation - HVACR Contractor - Required

Please use the below search field to find the license or account to whom you wish to affiliate.

Category: License Number License Number

Search Clear

Add Selected Cancel

4. Select your employer from the list.

Add Affiliation - HVACR Contractor - Required

Please use the below search field to find the license or account to whom you wish to affiliate.

Category: License Number License Number

Search Clear

Showing 1 - 1 of 1 Entries Show 10

Select	License Number	Constituent Name	Physical Address
<input type="checkbox"/>	123abcdef456	Cooling McChiller	

Add Selected Cancel

5. Click add selected.

Add Affiliation - HVACR Contractor - Required

Please use the below search field to find the license or account to whom you wish to affiliate.

Category: License Number License Number

Search Clear

Showing 1 - 1 of 1 Entries Show 10

Select	License Number	Constituent Name	Physical Address
<input checked="" type="checkbox"/>	123abcdef456	Cooling McChiller	

Add Selected Cancel

6. Click save and continue

Affiliation Search and Selection - HVACR Contractor - Required

Instructions

Please use the button below to add your affiliation(s). Once you have added all of your affiliations below, click Save and Continue.

License Number	Constituent Name	Physical Address	Controls
123abcdef456	Cooling McChiller		<input type="checkbox"/>

Add Affiliation

Cancel

Back Save and Exit Save and Continue

Section 5 – Information Summary - This is your LAST chance to make any changes before you confirm and move to the next area.

ONCE YOU CLICK CONFIRM YOU WILL HAVE A HARD TIME GOING BACK AND YOUR SUBMISSION MAY BE HUNG UP FOR A FEW DAYS!!!

Section 5. Information Summary

ADLL - Heating, Ventilation, Air Conditioning and Refrigeration Licensing Board

Welcome, Code: ADLL - Heating, Ventilation, Air Conditioning and Refrigeration Licensing Board | Logout

1 Information Collection 2 Questions & Fees 3 Document Upload 4 Affiliations 5 Information Summary 6 Electronic Signature 7 Payment 8 Confirmation

5 of 8 Information Summary

HVACR Registrant Application

For more information visit: <https://www.labor.arkansas.gov/faboi/code-enforcement/hvacr/>

HVACR Registrant Application

Instructions

Information Summary

Here you can review the information entered in the application. Select Edit to make updates or changes to the information entered. If everything looks good, select the action button below to continue with the submission of your application.

Application Information

Agency: ADLL - Heating, Ventilation, Air Conditioning and Refrigeration Licensing Board
Form Number: I-Registrant
License Type: HVACR Registrant
Application Type: Original (One)
Application Title: HVACR Registrant Application

Personal Information

First Name: Code
Middle Name: T
Physical Address
Country: United States
Address Line 1: 841 Cowardin St
City: Conway
State: AR
Zip Code: 72026
County: Mississippi

Identification Information

Date of Birth: 07/25/1998
Social Security Number: 999-99-9999

Edit

Questions & Fees

Employer Name: Polar Heat/AR Co
Responsible License Holder Name: Code David
License #: 15C74033
ACT 102: Are you or your spouse a current member or veteran of the U.S. Military? No
Telephone Number: 503-505-5555
Email Address: samantha.martinez@parkerenergy.com
Employer Billing Address
Address Line 1: 100 West Capitol Ave
Address Line 2: Suite 400
City: PFD/C/O PFD - Little Rock
State: Arkansas
Zip Code: 72201
Telephone Number: 503-505-5555
Email Address: samantha.martinez@parkerenergy.com

Fee Summary

Application Fee
Registrant Fee
Total

Total: \$25.00

Edit

Affiliations

Support License/Account Type: Organization
Commitment Name: Polar Heat/AR Co
License Number: 15C74033
Billing Address: 22145 Walnut Avenue, AR, 72414

Edit

This service is provided by the State of Arkansas. The fees of this service are used to fund the ongoing operations and maintenance of this system. The commission fee is calculated at 3% of the application price + \$100 for journal or affidavit and a fee for their work by licensed professional.

Cancel [Previous Step](#) [Confirm](#)

Once you have looked over everything and are satisfied click confirm.

SECTION 6 -THE ELECTRONIC SIGNATURE PAGE – 4 STEPS.

The screenshot shows the 'Electronic Signature' step of an HVACR Registrant Application. The page includes a progress bar at the top with steps: Information Collection, Questions & Fees, Document Upload, Affiliations, Information Summary, Electronic Signature (current), Payment, and Confirmation. Below the progress bar, there are instructions and a form with the following steps:

- 1. CLICK YOU AGREE TO EVERYTHING YOU JUST**: A blue arrow points to a checkbox labeled 'My signature of this application acknowledges it is my responsibility to keep the HVACR Section of the Arkansas Department of Labor and Licensing advised of my current address, phone, and employer. Required'.
- 2. ENTER YOUR NAME.**: A blue arrow points to a text input field labeled 'Please enter your name in the field below. Required'.
- 3. Use the drop-down to find your class holder.**: A blue arrow points to a dropdown menu under 'Affiliation options' with 'Superior' selected.
- 4. FINAL STEP FOR REGISTRANTS. CLICK SEND PAYMENT REQUEST. IT WILL TURN BLUE WHEN YOU SELECT YOUR CLASS HOLDER.**: A blue arrow points to a 'Send Payment Request' button, which is highlighted with a red starburst. A red box on the left says 'DO NOT USE FOR REGISTRANTS'.

You can log out of your profile and wait for the email to say your license has been issued.

- You can be **denied for creating a new profile when you already have one** in the system. We cannot move licenses out of profiles, once the license is created in a profile it is there. Before creating, check with our office.
- You can also get **denied for not sending the payment request**, it is the class holders' responsibility not the companies to renew your license while you are their registrant. **Sending payment requests does not allow a registrant to see who paid for their card as all the payment information will be entered in the class holders' profile not the registrants. They will only be emailed if their license has been approved if their email is on the profile.**
- **If you have completed 2 years as a registrant**, you will need to apply for an **exam clearance** first. You will use the username you were given as a registrant because it is your history profile. Once you pass an exam, you can apply for a contractor (HVAC/R Class A, B, D or E) license.