



Virginia Department of Criminal Justice Services
Division of Licensure and Regulatory Services
INFORMATIONAL NOTICE February 29, 2024

This notice is in regards to: **ACTIVE LICENSE EXPIRATION EXTENSIONS – EFFECTIVE MARCH 1, 2024**

What is happening?

We are currently experiencing problems with our online application system due to an update deployed at the start of the month. While we have been able to resolve most of these issues, initial applications, renewal applications, and some payment processes have been impacted for weeks. We apologize and regret any inconvenience this has caused you. Because your work is so vital to public safety in Virginia, DCJS Director Jackson Miller has authorized a 31-day extension for credentials that are scheduled to expire on February 29, 2024.

What does this mean for our constituents?

- Pending renewals with current expiration dates of February 29, 2024, will expire on March 31, 2024.
- This extension does NOT apply to those who are already expired and in inactive/reinstatement periods.
- You must complete all requirements for your credential, e.g., training and fingerprints (if applicable), on time. External entities like Fieldprint are unaffected by our internal system issues.
- We are NOT able to accept applications or payments by phone, mail, or in person.
- The extension applies to the following categories: alarm respondents, armed security officers, armored car personnel, bail bondsmen, bail enforcement agents, central station dispatchers, compliance agents, electronic security sales representatives, electronic security technicians, electronic security technician assistants, locksmiths, personal protection specialists, private investigators, private security services businesses, private security services instructors, security canine handlers, special conservators of the peace, tow truck drivers, unarmed security officers/couriers, and training schools.

What can you expect?

- We will update our website when we have more information.
- We are working closely with our vendor to resolve any remaining issues as quickly as possible.
- Since most of our online application system is now working, please continue to try to submit your application and payment.

We appreciate your patience and understanding as we work through this challenging time.

For more information, please visit our website at <https://www.dcjs.virginia.gov/licensure-and-regulatory-affairs>