

If you have not yet submitted your renewal application for your DRC mediator certification(s), please review the items below. You have until September 30th to renew. The good news is we have discovered a few bugs in the system that we can share to make your process a bit easier! Please read each item carefully as we are all on the learning curve! Thanks!

1. All active and inactive DRC Mediators were sent an email on July 1 with instructions on how to complete their renewal application(s) in eCourts. If you did not receive this email, please let me know.
2. **When you start the renewal application, PLEASE sign into eCourts.** You must sign in at some point to submit your application, if you sign in at the beginning all your work will be saved – so if you hit an “error” message, you will not have to start from scratch.
3. The most common error message we have seen comes at the end of the application. Please see the error message below and the “fix”!

“Error

Message

You have selected a waiver payment method. However, your firm doesn't have an existing waiver account and you are not a firm administrator so you are not authorized to create a new waiver account. Please contact your firm administrator to create a waiver account.

Help me fix it

Start over from the interview (keeping your answers).

Resume from the last successful step.

Go back to the page you were on and try again.

If none of these help, contact support for assistance.

Please click "Start over from the interview (keeping your answers)" link to try again.

Please contact Tyler's Filer Support team to report this technical error so we can fix this interview.

Click here to find out how to contact Filer Support by phone, email, or online chat”

The Fix: We have discovered that mediators from firms who do not have a waiver account established will trigger the error message below. This will prevent the applicant from being able to submit their application. The “fix” for this error is for the mediator’s firm administrator to establish a waiver account in File & Serve. There is no credit card or payment info required to establish the waiver account. Once the waiver account has been established (super simple process), the mediator will be able to submit your application. If the mediator was logged into eCourts, they can go back into Guide & File, look under My Interviews, and the draft application should be saved. If the mediator was signed in as a guest, they will need to start over.

4. **CME Courses.** Not all approved CME courses made the list. If you completed one of the following CME courses, they do not appear in the renewal applications drop down list on the CME page. Please use Beyond Neutrality Episode 1 and Episode 2 to continue with the application.
 - a. *NCBA The Attorney's Guide to Mediation*. 1-hour CME credit.
 - b. *Responding to Mediation Advocates' Best and Worst Practices*. 2-hour CME credit.
 - c. *NCBA Better Skills, Better Outcomes: Upskilling the mediator's toolkit*. 2-hour CME credit.
 - d. *NCBA Motivational Interviewing for Mediators*. 1-hour credit.
 - e. *WCBA Rules Based Mediation 2024* (9/27/24 and 2/12/25). 2-hour CME credit.
5. If you completed a CME course that you do not see on the application, or listed above, please reach out to me directly. Thanks!

6. Your PayIt receipt will come to your email that you provide when submitting your payment. This receipt does not confirm you have completed your application. **Your credit card statement will show** the fee listed as: GOV*NCAOC xxx-xxxxxxx NC.
7. After you have uploaded your payment receipt to the interview/renewal application there are additional pages you must click through, and **you MUST click 'Submit' to finish your application.** If you have not logged into eCourts, you will have the option to 'Register Now' or 'Log In Now'. If you have not done so yet (see #2 above) please log on, then you can Submit your application.
8. **If you do not receive a confirmation email with your new Mediator Number – you have NOT completed the process.** All mediator numbers start with DRC followed by 6 digits, i.e. DRC000001.
9. You DO NOT complete the Smartsheet Mediator Profile **until after** you have received your Mediator Number.