



## NCDRC RENEWAL FREQUENTLY ASKED QUESTIONS

1. **What is the NCDRC's web address?**
  - a. The NCDRC's web address is, [www.NCDRC.gov](http://www.NCDRC.gov). Please add it to your bookmarks.
2. **Where do I access my Mediator Profile to renew my application?**
  - a. On the NCDRC website, you will find the "Mediator Certification Renewal" link under the "Contents" list. There, you will have access your online certification renewal application.
3. **I have submitted by renewal application, now what?**
  - a. Once you have completed your renewal application, recorded your CME, and NCDRC staff receives your payment, NCDRC staff will process your renewal. You will then receive a confirmation email with your mediator certificate(s) attached. The certificates are designed to be printed in color, in landscape mode.
4. **How much is the annual renewal fee?**
  - a. The NCDRC works hard to hold the line on expenses, and the renewal amount for active mediators remains unchanged since 2001 – \$140.00 for a single, and \$200.00 for a dual certification; inactive fees are \$70.00 for a single and \$100.00 for a dual certification.
5. **Is there an annual renewal fee for the Clerk Mediation Program?**
  - a. There is no additional charge for certification in the Clerk Mediation Program.
6. **When is the annual renewal period?**
  - a. The renewal period for both active and inactive mediators will run from July 1, through September 30, each year. **A late fee will be assessed after September 30.** If payment is made by check, the envelope must be postmarked on or before September 30.
7. **What if my payment is late?**
  - a. If your application and payment are not received by September 30, 2019, you will be assessed a \$30 late fee.

**8. What if I forget to renew?**

- a. Your certification(s) will lapse, you will be removed from our database and you will no longer be able to hold yourself out as a DRC Certified Mediator.

**9. What if I forgot to renew and I have been lapsed for more than a year?**

- a. Please review the NCDRC's lapsed status policy found on our website.

**10. Do I have to report a pending grievance, disciplinary action, bankruptcy, tax lien, etc...**

- a. YES! Mediators are required to report any pending disciplinary matters to NCDRC staff, pursuant to NCDRC Rule VII, and the MSC and FFS Program Rules. Additionally, in an unpublished opinion, the NC Court of Appeals has held that an attorney mediator's failure to disclose pending disciplinary matters to the NCDRC on a certification renewal application violated Rules 8.4(c) and 8.4(d) of the Rules of Professional Conduct of the NC State Bar.

**11. How do I begin the renewal process?**

- a. Please go to the NCDRC's website at [www.NCDRC.gov](http://www.NCDRC.gov), access the online renewal application, and follow the directions below:
  - i. Enter the email address the NCDRC has on file for you. If your email address has changed, please contact NCDRC Staff.
  - ii. Enter the answer to the security question you previously selected (this serves as your permanent password to allow you to access the NCDRC's Mediator Database). If you have forgotten your password, click on the option that is available to have it immediately emailed to you.
    - 1. If this is your first-time logging into the NCDRC Mediator Database, you will need to locate your Mediator Certification Packet. Enclosed in your packet are directions on how to access your online Mediator Profile/Renewal Application and your temporary password, or click on the link to have your temporary password emailed to you.
  - iii. Once you access the online certification renewal application, you will have 30 minutes to complete it. **For security reasons, if you take longer than 30 minutes to complete your application, you will time-out. If you time-out, your application will not transmit to the NCDRC and you will not be able to pay by credit card or print your invoice. Should that occur, you will need to start the renewal process over again.**
  - iv. From the Main Menu, click on the "**Renew My Mediator Certification(s) for FY 2019/20.**" Please read and respond carefully to the questions on your Renewal Application, under Part A., that relate to conduct.
  - v. Please enter the CME course(s) you have completed from the list of courses provided, under Part B. If you do not enter two hours of CME, the program will not allow you to proceed.
    - 1. If you have previously reported your CME to NCDRC staff this year, or you are currently inactive, or you are newly certified, you

will **not** be required to report CME on your 2019-20 renewal application. Please disregard paragraph 5 above.

- vi. Once you have completed your application and entered your CME, click the “Submit” button at the bottom of your screen. If you don’t see a “Submit” button, please enlarge your browser.
- vii. You will then be prompted to review and update your Mediator Profile (contact, availability (by judicial district), and biographical information). You may also select up to 15 “key words” that reflect your education, professional experience and interests. The biographical and key word information is designed to assist parties and attorneys with mediator selection.
  1. For security reasons, you will have 30 minutes to update your Mediator Profile before you time out. Because of the time out issue, you may want to type your biographical information in Word and then cut and paste to the Profile. Use “Control C” to copy and “Control V” to paste. (If you are working on an Apple product, use “Command C” and “Command V”)
- viii. After you are finished updating your Mediator Profile, click the “Update” button at the bottom of your screen. If you don’t see an “Update” button, please enlarge your browser. You will then be directed back to the menu screen and prompted to pay your renewal fees.
- ix. If you wish to pay by credit card, click on “Pay by credit card” and follow the prompts and directions. If you wish to send a check, please print a copy of your invoice and mail it with your check. Again, your certification renewal is not complete until the NCDRC has received both your completed online renewal application and your renewal fee.

**12. Do I have to re-designate the districts where I want to be eligible for court appointments and party selection?**

- a. Yes. MSC Rule 2.C and FFS Rule 2.B require mediators, on an annual basis and as part of the renewal process, to affirmatively re-designate districts in which they wish to be eligible to receive court appointments.

**13. What if I fail to re-designate my districts when I renew my certification?**

- a. Your prior year’s designations will be deleted on October 1, 2019, and you will be ineligible to receive court appointments thereafter. You will remain ineligible, until such time, as you re-enter the system, access your Mediator Profile, and designate districts in which you wish to be eligible to receive court appointments. If you are currently inactive, please disregard this requirement.

**14. When can I access my Mediator Profile?**

- a. You may use your email and permanent password to access the NCDRC’s database at any time during the year to update your Mediator Profile, including updating contact information or modifying the districts you serve.

**15. Can I print another NCDRC annual invoice for my records?**

- a. No, once your renewal application has been processed, you cannot re-enter the system to print another copy of your invoice. Should you require a copy of your invoice, please contact NCDRC staff at (919) 890-1415 or by email at [DRCMediators@nccourts.org](mailto:DRCMediators@nccourts.org), to request an invoice.

**16. Why am I receiving spam from the NCDRC?**

- a. Unfortunately, we cannot eliminate spam entirely. Due to spamming and phishing problems that occur each year, all mediators are encouraged to watch a short [PowerPoint presentation](#) regarding online security before accessing their certification renewal application. This video is for your protection, so please take advantage of this opportunity.

The NCDRC thanks you for serving as a NCDRC certified mediator. Please let NCDRC staff know if you require any assistance with renewal or have any questions during the year.

FY 2019-20