

From: [Seavers, Dennis](#)
To: barber-schools@ml.nc.gov
Subject: IMPORTANT: online services will be down starting Nov. 14
Date: Saturday, November 9, 2024 12:31:00 PM

Barber schools,

Please read this important message about a licensing database software upgrade that will directly affect you, including an extension of the deadline for reporting October 2024 hours.

Starting this Thursday, November 14, 2024, the board's licensing database software will be upgraded to a new version. During this time, many online services will be UNAVAILABLE. Please read the information below to see how you'll be affected and what to do.

What change is happening?

The board's licensing database software is being upgraded to a new version. The new software will be an improved architecture for the services you use, and it enhances security and business-continuity features. But initially the improvements will be visible only to staff users of the software. In upcoming months, you will begin to see more user-friendly services and quicker responses to information you need.

When will the change be happening?

The current version of the database will become inquiry-only (that is, we can only look up information in the database but not make any changes or additions) on **Thursday, November 14**. We expect to be running the new version on **Monday, November 18**, though my hope is that we'll be back up over the weekend. There's a remote possibility that the downtime will extend through Monday and that we'll be back up on Tuesday, November 19.

Although there has been significant testing, there is the possibility of unanticipated issues. I apologize in advance for any inconvenience to your school, and you can notify us of any problems at barbers@nc.gov.

How will the downtime affect the public?

Since the database will be inquiry-only during the transition, there can't be any additions or changes to the database, including new applications or updates to existing data. That means we must disable many online services, a full list of which appears toward the end of the email.

How will schools be directly affected?

There are two online features that you regularly use that'll be disabled during this time.

1. Student permits. You won't be able to submit student permit applications online. Since the downtime is a few days, my hope is that this won't be a significant problem for schools. Please try to plan around the downtime by submitting student permit applications by 11:59 PM on Wednesday if you want to enroll students before the online student permit application process is back up. (Paper applications will still be available online, but the downtime is short enough that it'll still be faster to apply online.) You can also wait until the system is back up on Monday or possibly Tuesday if you don't need to enroll students before then. If this downtime will negatively affect your operations, please contact me to discuss as soon as possible. I will work with you to find a solution.
2. Monthly reports. Normally, you must submit monthly reports of student hours by the 15th of each month. That would mean that hours accrued in October 2024 are due by November 15. However, this date falls during the downtime, and you won't be able to use the online feature to report hours. Therefore, your deadline will be extended this month only from November 15 to November 22. Please DO NOT submit paper reports in lieu of online reporting, except as normally allowed (drops, transfer, graduates, or corrections to previously reported hours). You can also submit reports before 11:59 PM on Wednesday online.

How will schools be indirectly affected?

Among the services that will be down during this time is the online apprentice barber exam application. Since we won't be able to schedule exams anyway until the database is back up, we recommend that any students who would have applied between November 14-17 instead wait until the online services are back up (rather than submitting a paper application). However, applicants always have the option of submitting paper applications.

During the downtime, the Exam Portal will be unavailable, as will the features to pay online to retake exams or pay for licenses.

The online form to request temporary permits (permission to work) will remain online, since it isn't tied in directly to our database. As a reminder, we don't accept paper forms for temporary permits anymore.

What is a full list of services that will be down?

- Student permit application
- Monthly report of student hours
- Apprentice barber exam application
- Exam portal
- Payment to retake exams

- Payment for initial apprentice license
- Instructor exam application
- License renewals
- Payment of civil penalties
- Duplicate license requests
- Online license verification for individuals and shops

What is a full list of services that will remain up during the transition?

- Request form for temporary permit (formerly called permission to work)
- Online application from out-of-state licensees (for reciprocity or licensure by exam)
- Online list of licensed barber schools

Dennis Seavers

Executive Director

NORTH CAROLINA BOARD OF BARBER AND ELECTROLYSIS EXAMINERS

(919) 814-0641 (Office)

(919) 981-5068 (Fax)

7001 Mail Service Center

Raleigh, NC 27699-7000

www.bbee.nc.gov

barbers@nc.gov | electrolysis@nc.gov