ACCOUNT CREATION & ACCESS

- ***Do I need a CE Broker account?***
  - Yes. Beginning September 1, 2026, CE reporting through CE Broker is required for license renewal. A free Basic account is sufficient for compliance.

- ***Do I need a paid CE Broker plan?***

  - No. All licensees can meet state CE requirements using the free Basic account. Paid plans are optional and provide added convenience, but they are not required for compliance. All account types display a clear compliance status ("Complete" or "Not Complete"). You can review reported courses in your Course History and track your total hours; once requirements are met, your status will reflect "Complete." Upgraded accounts offer additional tools, such as a dynamic transcript with real-time calculations and a clearer view of any remaining requirements for renewal.

- ***Can a licensee add a Texas license to an existing CE Broker account?***
  - Yes. CE Broker supports multi-license reporting without creating a new account.

- **Why do I see "pending verification" when adding my Texas license to my existing CE Broker account?**

  - Adding a Texas license to an account requires manual record linking and a review to resolve minor variations across licenses. This process helps prevent issues and is typically completed within 48 hours.

- ***How do users create an account if they live outside of Texas?***
  - Accounts are tied to the licensing state, not the provider's physical location. They should select Texas as the state when creating the account.

- ***What is the process for authorizing another individual to access my account and submit CE on my behalf?***

  - Account access is currently available via a one-time passcode (OTP) sent by email, which is valid for a single login. This approach helps protect sensitive licensure and continuing education records by ensuring secure, verified access each time. CE Broker is currently working on delegate access options as well. Prior to September 1, 2026, CE Broker will introduce password-based access, allowing licensees to create usernames and passwords that can be shared with authorized delegates for ongoing account management—while continuing to support secure access practices.

CE REPORTING & DATA ENTRY

- ***How do CME hours get reported to CE Broker?***
  - CE Broker provides two ways to report CME completions: you can self-report by uploading documentation, or board-accepted CME providers may report completions directly on your behalf.
- ***I must already report my CE to a specialty board and/or professional association. Am I also required to report it to CE Broker?***
  - Yes. You must report to CE Broker as well. While professional organizations and specialty boards can report CME on behalf of their members to CE Broker for free, this is not a requirement. Furthermore, the TMB lacks the authority to mandate this kind of workflow arrangement between two private entities. CE Broker does offer an "Organization Transcript" upload option to streamline entry. If a specialty board and/or professional association is interested in learning more about reporting directly to CE Broker, contact education@cebroker.com

- ***My CME provider already tracks my CME. Can it be imported automatically?***
  - Some organizations do report to CE Broker on behalf of licensees, but not all and TMB cannot mandate integration. CE Broker does offer an "Organization Transcript" upload option to streamline entry. If a CME provider is interested in reporting completions directly to CE Broker, contact education@cebroker.com

- ***Can any CME provider directly report completions to CE Broker?***
  - Yes. Any CME provider can report CME completions to CE Broker.

- ***If my CME provider or association reports my CME hours for me, do I still need to create an account with CE Broker?***
  - Yes. You are responsible for activating the free Basic Account, to confirm the information reported on your behalf for licensure renewal. If all information

is correct and accurate, and your status is “Complete”, no further action is required.

- ***Can licensees upload many CME hours at once?***
    - Yes. CE Broker offers an Organization Transcript upload option which reduces individual entry.

- ***Does TMB submit CME records to CE Broker?***
    - No. TMB does not track historical CME and cannot upload CME on your behalf.

- ***Can CE Broker auto-apply excess CME to the next renewal period?***
    - CE Broker will be able to auto-apply excess CMEs that are reported in the appropriate cycle. In the meantime, a solution is being developed to allow licensees to manually report excess credits from a prior renewal period not currently available for selection.

- ***Can I upload CME from conferences or external vendors?***
    - Yes. CME from any acceptable source is valid. You may need to manually enter items not offered on CE Broker’s platform.

- ***Can CME from any provider be self-reported?***
    - Yes. You may use CME from any accepted source, including conferences, professional organizations, and online vendors.

- ***My CME is not showing in the right category—why?***
    - CE Broker cannot categorize courses by title. You must choose the correct reporting category (e.g., Formal CME, Pain Management, Medical Ethics) when entering hours.

- ***I have reported the required opioid coursework in CE Broker, but the requirement is still showing as lacking.***
    - Report required opioid coursework specifically in Pain Management and the Prescription of Opioids CME category in CE Broker.

- ***Can the Human Trafficking, Pain Management, and Opioid Prescribing courses be used to fulfill Medical Ethics CME requirements within CE Broker?***
    - Yes. The Human Trafficking coursework, along with Pain Management and Opioid Prescribing courses, may concurrently fulfill the Medical Ethics

requirement. Currently the CE Broker platform can recognize the Human Trafficking coursework entered into the Human Trafficking category and automatically apply it to the Medical Ethics and/or Professional Responsibility CME category. Soon, the same will be true for coursework entered into the Pain Management and Prescription of Opioids CME category. This feature is expected before September 1, 2026. In the meantime, to avoid affecting your total hours, consider delaying these entries until the update is complete.

- ***Do I need to upload the TMB Life of the Mother Act course?***
  - No. Complete the course in MyTMB. It automatically clears from your renewal record and does not need to be entered into CE Broker.

COMPLIANCE STATUS & VERIFICATION

- ***How do I know if I am compliant?***
  - Your CE Broker dashboard will show a Compliance Status box indicating whether your CME is "Complete" for renewal. If the Compliance Status shows "Complete," requirements are fulfilled. No additional action is needed.

- ***Why does CE Broker appear to require a paid upgrade to show compliance?***
  - All plans, including Basic, display compliance. Paid upgrades are optional.

- ***Why is my compliance report not showing completed categories?***
  - CE Broker cannot interpret CME by course name alone. You must assign each CME entry to the correct category.

SPECIAL CIRCUMSTANCES

- ***I'm a resident. CE Broker asks for a certificate of completion I don't have.***
  - This is a known issue. Upload proof of current residency enrollment instead.

- ***The system won't let me add my administrative license.***
  - This is a known issue in progress. TMB will notify users once resolved.

- ***I'm retired or volunteer-only. Do I still need CME?***
  - Retired license: CME is not required.
  - Voluntary charity care license: CME is required, and you must maintain a CE Broker account.

WEBINARS & SUPPORT

- ***Are CE Broker webinars required?***
  - No. They are optional and provided for user convenience. Recordings will be available.

- ***Where can users get support?***
  - CE Broker Support:
    - Live Support: 8:00am–8:00pm EST
    - Chat & Knowledge Base: https://help.cebroker.com/hc/en-us
    - Email: support@cebroker.com
  - As of **May 4, 2026**, CE Broker offers complimentary phone support to TMB licensees regardless of their plan type (i.e. Basic, Professional, Pro+, and Concierge). Licensees can contact Support by calling 1(877) 434-6323 and selecting Option 1, then Option 3. Additionally, the "**Contact Us**" article in CE Broker's Help Center outlines all available ways to reach their team for assistance.

    Please note that call volume may be higher during peak renewal periods. A callback option is available, and we strongly encourage its use to minimize wait times.