**CAV Online Manager FAQs**

1. What do I do if my CAV expiration date cannot be imported?
   1. Contact the Supreme Office at 402-592-7987 or [sgc@iojd.org](mailto:sgc@iojd.org). Do not apply and pay $50.00 if you are doing a renewal.
2. How long does the application process take?
   1. Once you have created your online profile and submitted the $50.00 payment, the Supreme Office will verify your training and send you an email with a link to the background company. Background checks typically take 1-2 weeks. When this is complete, you will receive an email telling you that your CAV has been approved.
3. How long does the online renewal process take?
   1. Please allow the office 1-2 weeks to process your renewal.
4. How do I know if my CAV status has been renewed?
   1. Once the office has processed your renewal, you will receive an email telling you that your CAV has been approved.
5. Can I pay online and still submit a paper application?
   1. No. A mix of paper and online submissions will not be accepted.
6. If I complete the online application/renewal process, will I receive a CAV card in the mail?
   1. No. The approval email you receive will serve as your proof that your CAV status is current. Your online profile will also show a green bar at the top with your expiration date. Please note that the Supreme Office is working on putting CAV expiration dates and numbers in the approval email.
7. My CAV does not expire for another 6 months, can I complete the online renewal process now?
   1. No. The current YPP policies still apply to the online process. Materials and payments will not be accepted prior to 90 days before your expiration date.
8. My CAV is currently expired. Can I reapply using the online tool without taking the CAV training class?
   1. No. The same rules apply with online applications and renewals. If your CAV has expired, you **MUST** take a new training class and reapply. Applications must be submitted within 6 months of training.
9. I cannot find my CAV card and am unsure of my CAV #, who do I contact for that information?
   1. Contact the Supreme Office at 402-592-7987 or [sgc@iojd.org](mailto:sgc@iojd.org).
10. If I am just renewing my CAV status, do I need to fill out the entire online profile?
    1. Yes. The online system allows us to keep all this information in one centrally located place so we can easily refer back to it if need be. \***Please be sure that all of your information you have entered is correct.**
11. My CAV expires in less than 30 days, can I still renew online?
    1. Yes. While it’s preferred that you renew your CAV at least 30 days prior to your expiration date to avoid any unforeseen problems, you can still renew up until the day your CAV expires.