

**January 27, 2021****CSLB #21-03**

CSLB Reopening Test Centers and Public Counters February 1st

Sacramento – The Contractors State License Board (CSLB) will reopen its seven test centers and its front counters on Monday, February 1, 2021. The test centers and front counters were closed in early December to help limit the spread of COVID-19.

Test Centers

All test centers, located in Fresno, Norwalk, Oxnard, Sacramento, San Bernardino, San Diego, and San Jose will re-open next Monday.

During the closure of the test centers CSLB staff have continued to process license applications and assist applicants in their efforts to prepare for their licensing exams. Typically, CSLB has approximately 4,500 pending exams; the closure of the test centers has increased the number of exams waiting to be taken to approximately 10,500.

It will take some time to reduce these numbers, however most of the centers will have expanded hours throughout the week to accommodate an additional test session for applicants along with expanded capacity in Sacramento and Norwalk.

To ensure the safety of both applicants and staff, CSLB is disinfecting test stations after each candidate finishes their exams and has implemented the following protocols:

1. Applicants **must** wear a mask or other face covering to be admitted to a test center.
2. **If an applicant appears ill or is ill**, CSLB will require the applicant to reschedule the exam at least 5-days later (no rescheduling fee will be charged).

Front Counters

The front counters at CSLB's headquarters in Sacramento, and field offices will be open from **8:30 a.m. – 5:00 p.m.** beginning next Monday. To ensure that public counters and lobby areas are safe for the public and staff CSLB has implemented the following protocols:

1. Members of the public **must** wear a mask or other face covering to be admitted into the building (CSLB will not provide face coverings).
2. Floor markings have been placed in public counter and lobby areas to ensure **physical distancing** of at least six feet. The Sacramento public counter will operate alternating windows to ensure that staff always remain six feet apart.

Also, many services are available online through CSLB's [website](#), including renewing a license, making a citation payment, and submitting workers' compensation information. There are also resources available to maintain and make changes to licenses.

Contacting CSLB

The best way to reach CSLB staff with questions about applications, exams, or licenses is via email:

For Licensing or License Application Questions/Issues: Licensing@cslb.ca.gov

Be sure to include your phone number and other relevant information, such as license number, application fee number, and any other information that will help staff provide you a thorough response.

To Reschedule a Cancelled Exam: Exams@cslb.ca.gov

Be sure to include your name and application number. Please note that CSLB is waiving the rescheduling fee for cancelled exams.

Call Center:

The Licensing Information Call Center has a 24/7 automated system and has technicians on-duty Monday-Friday from 8:00 a.m. to 5:00 p.m. to answer calls at 800-321-CSLB (2752).

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