

The replace process is used when a processed certificate (in Issued or Printed status) has errors and needs to be replaced with a new, corrected certificate. When a certificate is replaced, the original certificate is considered void and a new one is created with the same data which can then be corrected as necessary. The status of the new certificate will be Submitted and the submit date will be the current date. An Authorized Entity (AE) Applicant can request a replacement only for Issued or Printed 577, 579 or State certificates.

**NOTE:** The AE Applicant can change some of the information from the original certificate if the certificate was issued by a Duty Station where they have AE privileges. If the certificate was issued by a duty station where they do not have AE privileges, the applicant cannot update certificate data. Refer to the 'Certificate Replacement for Applicants' quick reference guide.

To request a replacement certificate, complete the following steps.

### Step One: Initiate the Certificate Replacement

1. Click **Manage Applications**. The *Manage Application* page appears.
2. Search for the certificate you wish to replace.
3. Click the **Manage** button next to a Printed or Issued certificate. The *Manage Certificate* page appears.
4. Select **Replace** from the Process drop-down list and click the **Select** button. The *Application Details* page appears.

### Step Two: Review and Update the Application

1. Review the information that you have provided in the application.
2. To change the Requested Issuing Duty Station, click **Edit** of the section where it is displayed. The *General* page appears. **Note:** Only the Duty Stations where the organization is an Authorized Entity will be displayed in the Requested Issuing Duty Station drop down. Make the desired selection and click **Save**. The *Application Details* page reappears.
3. At the bottom of the *Application Details* page, enter information in the **Reason for Replacement** box. This is a required field.
4. Click **Next**. The *Certificate Adjustment* page appears.
5. If you know the ACO that will be signing the certificate, select the ACO from the drop down.
6. Click the **Submit for Replacement** button. The *Print Certificate* page appears. The replacement request has been submitted to the Duty Station to complete the replacement process.
7. You can print the original certificate by clicking **Generate Original Certificate** and then **Print** when the original is successfully printed. **Note:** The ACO will need to wet sign the Original. Click the **PCIT Home** link in the Navigation Bar to return to the Welcome screen to continue using PCIT  
Or
8. You can leave the request replacement process by clicking the **PCIT Home** link in the Navigation Bar to return to the Welcome screen to continue using PCIT. If the ACO processing the replacement request has a signature image on file, the ACO can apply the signature image and then allow you to print the original. You will get a message on the PCIT Home page when the original is ready to be printed. **Note:** The ACO does not need to wet sign the original if a signature image has been applied.