

## **ECPTOTE Building Move Delayed until July 6-18, 2022 and Mail Information**

*Please note: The dates and times that follow are tentative. Unanticipated changes may occur that might impact the information below. This message and/or our home page may be updated throughout the move.*

The Executive Council of Physical Therapy and Occupational Therapy Examiners (ECPTOTE) recently learned that the Texas Facilities Commission (TFC) had postponed our move to the George H. W. Bush State Office Building. (The move was originally slated for June, 2022.) TFC has just confirmed our upcoming moving dates, which are between the close of the business day July 6 to 18, 2022.

After the close of the business day on Wednesday, July 6, 2022, the server that provides functionality to all of the agency's computers and phones will be disconnected in preparation for relocation.

Immediately following the shutdown, the agency anticipates that the agency phone line will be down. Re-establishing the phone line is a priority, and hopefully, such will be back up sometime the next day. However, note that the agency cannot give a guaranteed time when it will be restored.

From the start of the move until the week or two that follows, certain agency functions will be delayed. For example, in the earlier stages of the move, the processing of online applications may be delayed, though individuals who already have their key code may submit the Texas.gov/payment portion of their online renewal application; applicants may also submit their initial licensing application online. Do not submit more than one online renewal or initial licensing application during this time as such will only lead to further delays. Please plan accordingly, and note that the agency is not responsible for late applications and/or renewals resulting from the move; it is licensees' responsibility to renew on time.

Please also note that there will be further delays in the processing of any items received by mail. When possible, please submit items electronically, as directed on the agency's web site.

For example, note that any items containing a payment (such as renewal/late renewal applications with license fees) received by mail after noon on July 6 will not be processed until agency functions have fully resumed, which is expected to be on or around July 18, though such is subject to change. Please keep this in mind when submitting items.

Access to agency staff will also be limited during this time and an operator may not be available. Individuals should anticipate delays in any return correspondence or communication. During the move, contact via email is preferred over phone calls; use the "Contact Us" link on our home page. Please note that many frequently asked questions may be addressed on the Boards' web pages.

As of June 7, 2022, correspondence mailed via the United States Postal Service (USPS) should be directed to the agency's new address, shown below. Despite the delayed move, mail will be forwarded to our new address as of that date. The agency's phone number and email addresses will not change.

ECPTOTE  
1801 N Congress Avenue, Suite 10.900  
Austin, TX 78701

However, correspondence sent via any other mail carrier that is delivered by July 8 should be sent to the address below. (For mail delivered by non-USPS carriers after July 8, use the agency's new address, shown above.)

ECPTOTE  
333 Guadalupe, Suite 2-510  
Austin, Texas 78701-3942

Please also note that the agency's offices will be closed to visitors starting from June 7 until after the move is complete and the agency has received notification from TFC that the new building is open to the public.

As we near the date of the move, this message may be revised to include further details, if applicable, regarding further system downtime/interruptions.

We thank you for your understanding and patience during this transition.