eLicense Guide: Duplicate Wall Certificate

Updated 4-23-2018

If you need help logging in, registering, creating an account, or have any other technical issues with eLicense Ohio, please call the eLicense Customer Service Center at 855-405-5514, Monday-Friday, 8:00am to 5:00pm.

To request a duplicate wall certificate, you must access the portal using the eLicense system at https://elicense.ohio.gov/

Once you navigate to the main page, click on the button over the picture that says: **"LOG IN, CREATE YOUR ACCOUNT."**

WELCOME TO
Professional Licensure for the State of Ohio
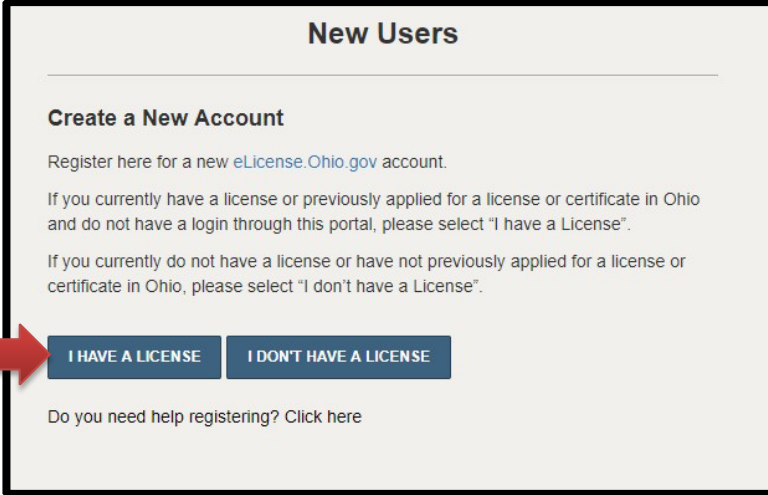
LOGIN / CREATE YOUR ACCOUNT

If this is your **FIRST TIME** using the new eLicense Ohio portal, you will need to register your contact information. To do so, follow the instructions in **PART A** and **PART B** of this guide.

If you have **ALREADY** created an account, follow the instructions in **PART B** of this guide.

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988 SUICIDE & CRISIS LIFELINE | Ohio

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PART A: CREATING AN ACCOUNT FOR AN EXISTING BOARD OF PHARMACY LICENSE

If you have an existing license with the Board of Pharmacy, select "I HAVE A LICENSE." If you are seeking to apply for a new license, select "I DON'T HAVE A LICENSE" and follow the instructions.

To register your existing license with the system, you will need **your social security number** and the **security code** provided to you by the Board of Pharmacy.

You can retrieve your security code by clicking the blue button next to the security code field, but it can only be sent to email address on file with the Board of Pharmacy.

Existing License

Register here for a new eLicense.Ohio.Gov account associated with your existing Ohio professional licenses. In the event you do not have the required security code, click the 'Obtain Security Code' button.

Your social security number is required for accurate identification under federal and state child support enforcement law (42 U.S.C. §666 and §3123.50, O.R.C.)

Need help registering? Click here

* Social Security Number

☐ I don't have a Social Security Number

* Security Code

OBTAIN SECURITY CODE

* Date of Birth

After registration, you will then be directed to your dashboard and continue to **PART B** of this guide.

PART B: REQUESTING A DUPLICATE WALL CERTIFICATE

After logging in, you will be directed to your eLicense Dashboard.

From your license tile, select options, then select **DUPLICATE WALL CERTIFICATE**.

Next, fill out all required fields and select **PAY NOW**.

Wall Certificate Request

Replace Certificate

Select the number of wall certificates to be replaced and provide the reason for the replacement request. Once completed, click Pay Now.

License Number

06000010

License Type

Pharmacy Intern - Graduate

Number of Certificates Requested

* 1

Reason For Submitting Service Request

* Lost/damaged

CANCEL   PAY NOW

You will be directed to the Payment Portal. To make a payment select the **SELECT ALL** box; this will populate total fee that is required to process this request.

The payment methods are valid credit card types include Visa, MasterCard, Discover, American Express, or electronic check.

Once the payment has been processed. You will have the option to print your receipt or have it emailed to the email address provided on the application. When you are done, select **DONE.**

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