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.

If you need to **RENEW OR REINSTATE A LICENSE**, you can access the portal using the eLicense system at [https://elicense.ohio.gov/](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.”

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 C** of this guide.

If you have **ALREADY** created an account and are renewing, reactivating or adding additional licenses to your account, follow the instructions in **PART B** and **PART C** of this guide.
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.

After registration, you will then be directed to your dashboard and continue to PART C.
PART B: MANAGE YOUR LICENSE- RENEW OR REINSTATE

If you have an account you will login to the eLicense portal at https://elicense.ohio.gov/, and select the LOGIN/CREATE YOUR ACCOUNT.

You will enter the email and password that was created for the contact on the license. Then you will select “LOGIN”
PART C: RENEW OR REINSTATE YOUR LICENSE

Use the dropdown menu under the individual’s name in the upper right-hand corner of the dashboard and choose DASHBOARD.

You will view all licenses that are attached to the contact.

Select **RENEW** or **REINSTATE**. You will only need to reinstate your license if you failed to renew and the license lapsed (i.e. sixty days after the renewal date).
You will answer the eligibility questions and review the application instructions. Each application type will have different eligibility questions and application instructions. Please read carefully to ensure you are applying for the correct application. As application fees are non-refundable and non-transferable.

Once you have answered the eligibility questions and read the application instructions, select **SAVE AND CONTINUE.**

**Depending on the application type, additional documentation may be required to complete the application. Please use the respective links below to retrieve the required forms to continue with the application process.**

- [Drug Distributor (Wholesaler, Manufacturer, Outsourcing Facility, Repackager and 3PL) Forms](#)
- [Terminal Distributor of Dangerous Drug Forms](#)
- [Home Medical Equipment Service Provider Forms](#)
- [Medical Marijuana Employee Forms](#)

You will then 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 application.

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**.
You have successfully completed an application. You will be directed back to your DASHBOARD where you can monitor the progress of your application.

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