eLicense Guide: Submitting Additional Documentation

Updated 4/15/2025

This guide applies to applicants, registrants, and licensees who need to submit documentation to complete their application requirements and/or a completed form to the Board.

Accessing the Submit Additional Documentation Request:

1. Each user must create or use their own eLicense Ohio account.
    a. For business licensees, an individual must be designated to file the request in the eLicense Ohio system. For information on how to register for or link a license(s) to an existing user account please refer to this guidance.

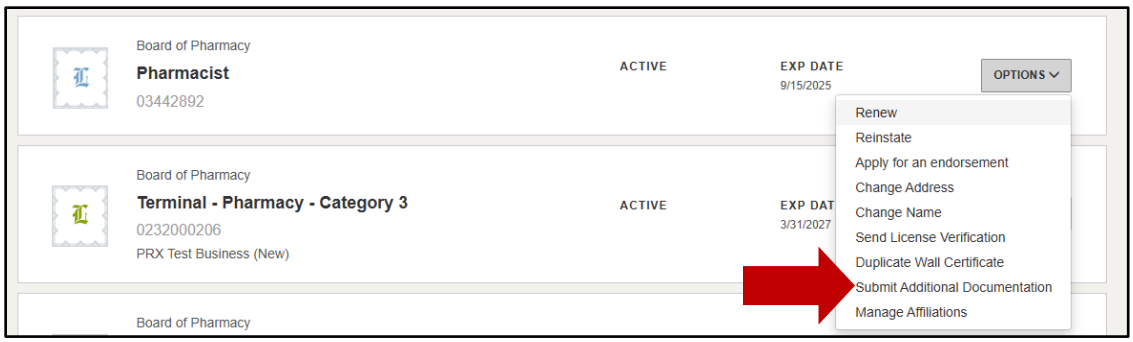
2. Access the portal using the eLicense system at https://elicense.ohio.gov/oh_communitieslogin.

3. Log in to the user's current account. You may utilize the 'Reset Password?' option to reset the password.

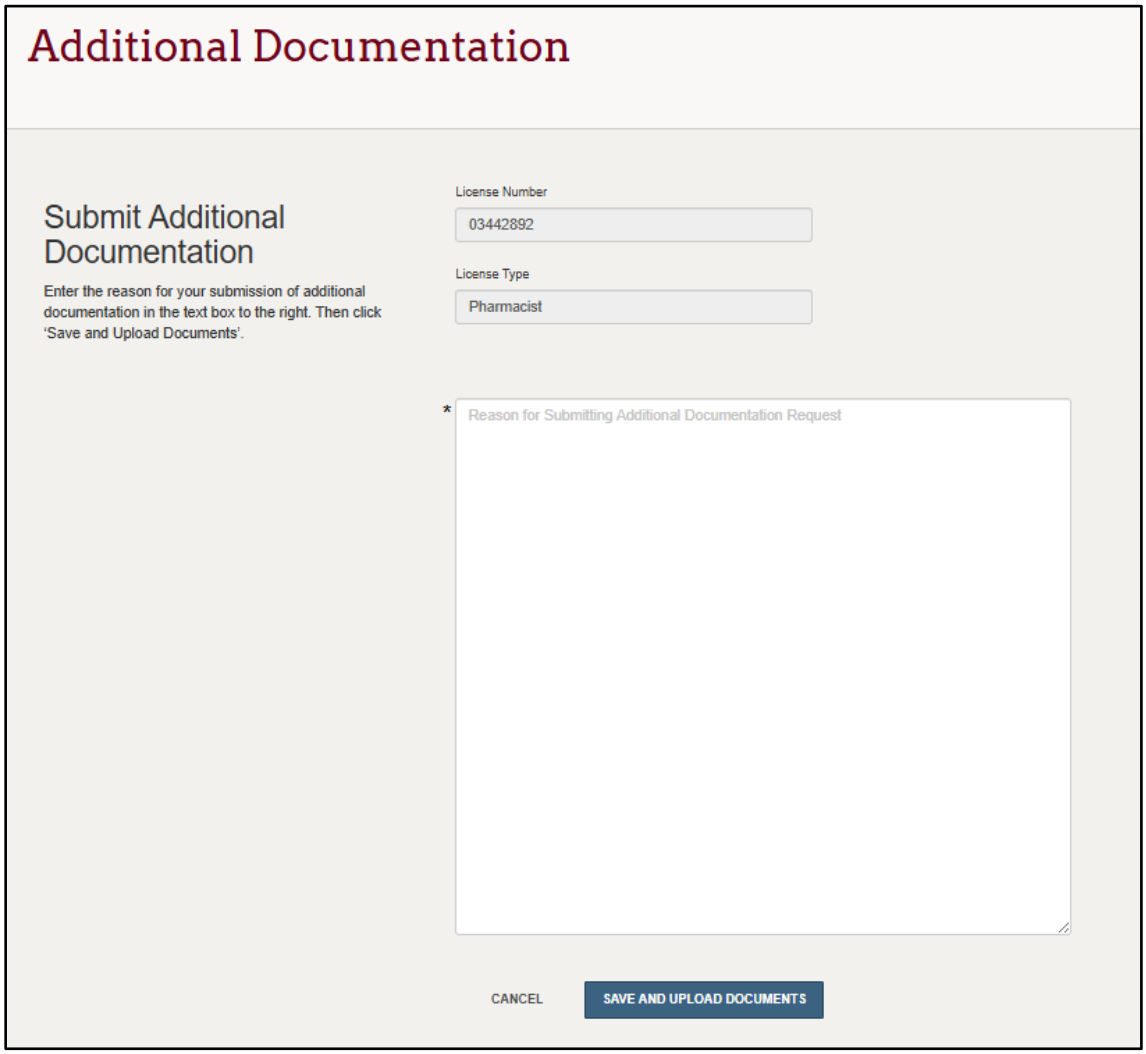
    For assistance with an eLicense Ohio account, please contact the Customer Support Center at (855) 405-5514, Monday – Friday, 8:00am to 5:00pm ET.

Completing the Submit Additional Documentation Request:

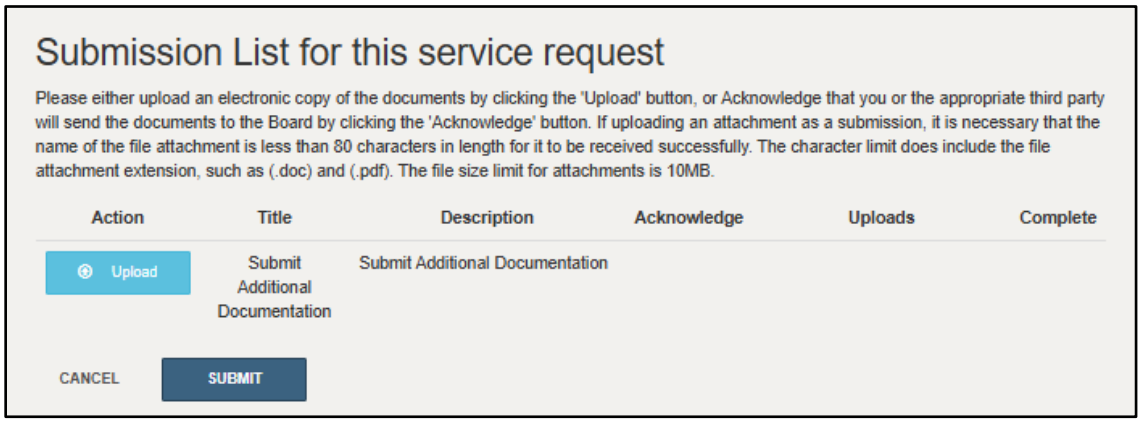
From the user's dashboard, select **OPTIONS** beside the license tile that needs to submit the documentation, then select **SUBMIT ADDITIONAL DOCUMENTATION**.



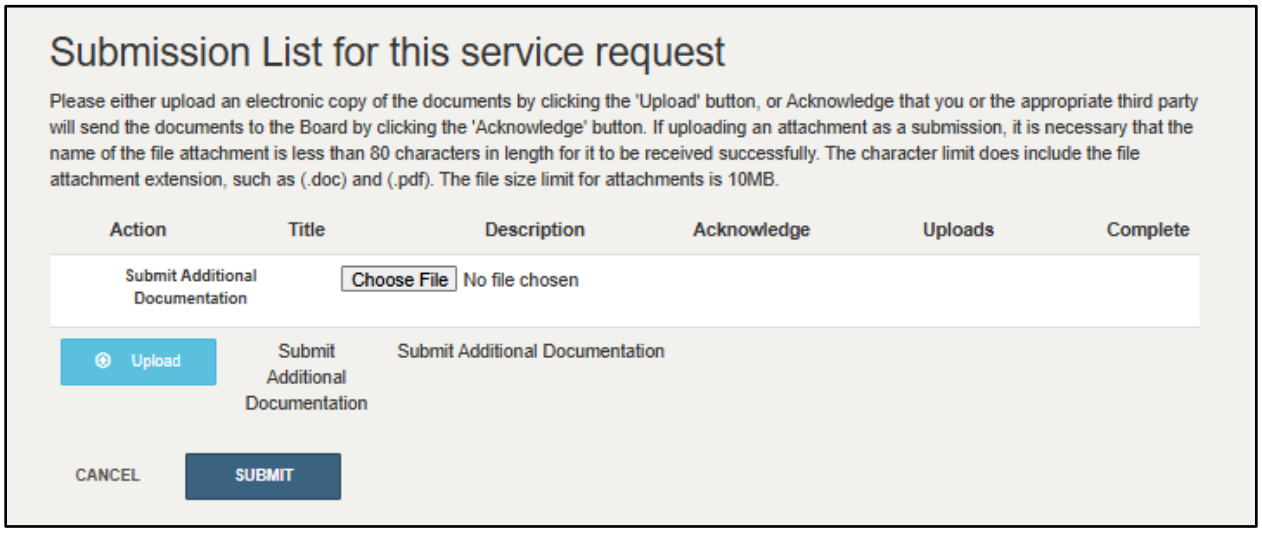
The next screen will provide an overview of the current license/application number and type. Enter a brief reason or description for the purpose of submitting additional documentation in the white box. After completing, select **SAVE AND UPLOAD DOCUMENTS**.



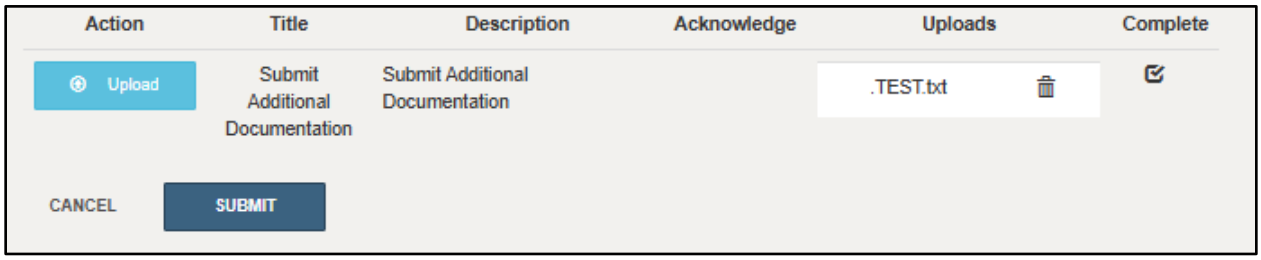
The next screen will display a submission type of Submit Additional Documentation. Multiple documents or files can be uploaded under the single line in the event. Separate requests are not required.



Select the blue Upload button to select the files for uploading.

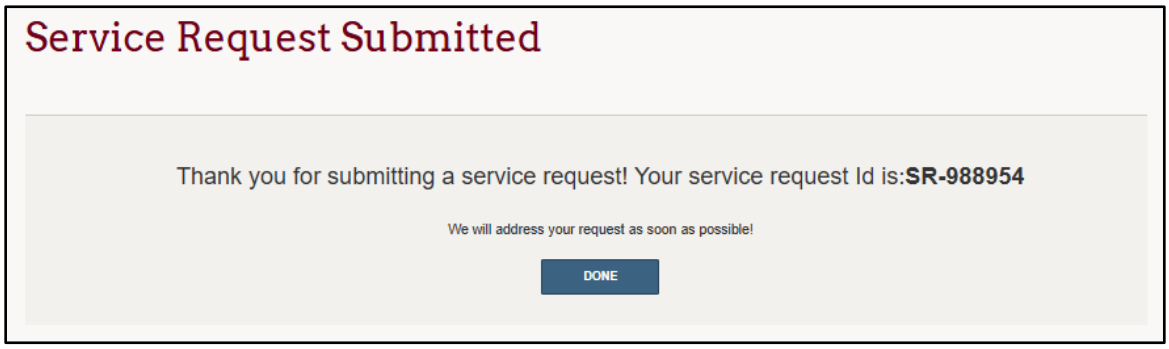


Once the file is selected and uploaded, the file name will appear under the Uploads column. Select the trash can icon to remove the file, if necessary.



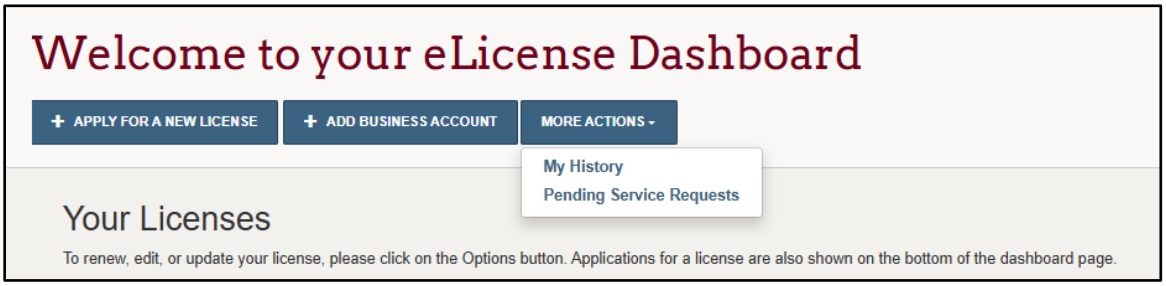
Applicants and Licensees are strongly encouraged to ensure their documentation is complete (e.g., contains application or license number, signed, all pages are included, etc.) and accurate prior to submission.

Once all documentation is uploaded, select **SUBMIT**. A confirmation screen will appear and provide a service request ID number.

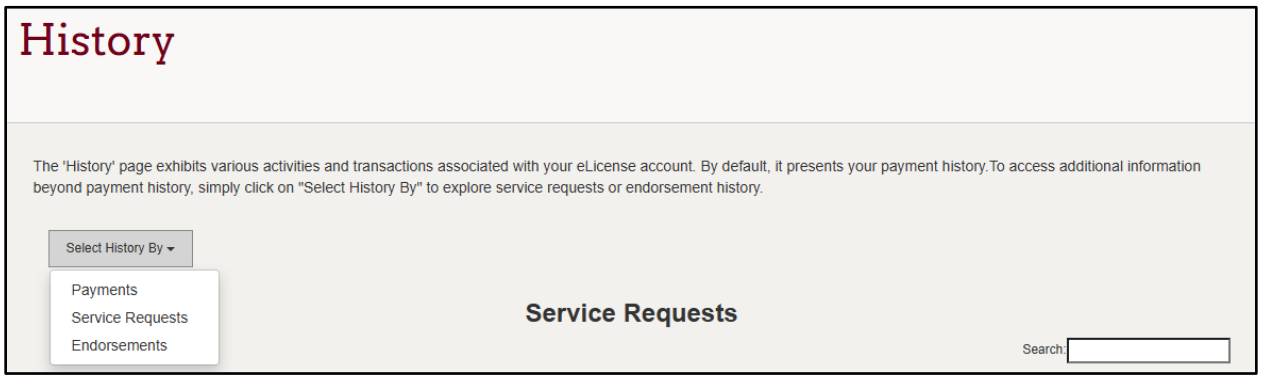


Once submitted, the Board will receive the request into the processing queue. Please allow the Licensing Department seven (7) days to review and process the documentation. Once processed, email notification may be sent depending on the purpose of the documentation submission. All emails will be sent to the email listed on the license under 'Business Email'.

To check the status of the request, select My History from the user's dashboard.



The History screen will default to payment history. To view Service Requests, choose **Select History By** and then **Service Requests.**



Status definitions:

- ***Pending*** *– the request has not been completed (questions and answers and submissions)*
- ***Submitted*** *– the Board has received the request in the queue to process*
- ***In Review*** *– the Board has started reviewing the request but needs additional information or review.*
- ***Complete*** *– the request has been processed by the Licensing Department and changes were made to the license. An email was sent to the licensee.*

QUESTIONS:

For help or questions, please e-mail licensing@pharmacy.ohio.gov.

For help logging in to an eLicense account, registering, or 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 ET.