



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**.

| | | | |
|---|--------|-----------------------|--|
|  <p>Board of Pharmacy Pharmacist 03442892</p> | ACTIVE | EXP DATE 9/15/2025 | OPTIONS ▾ |
|  <p>Board of Pharmacy Terminal - Pharmacy - Category 3 0232000206 PRX Test Business (New)</p> | ACTIVE | EXP DATE 3/31/2027 | <ul style="list-style-type: none"> Renew Reinstate Apply for an endorsement Change Address Change Name Send License Verification Duplicate Wall Certificate Submit Additional Documentation Manage Affiliations |

Board of Pharmacy

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**.

Additional Documentation

Submit Additional Documentation

Enter the reason for your submission of additional documentation in the text box to the right. Then click 'Save and Upload Documents'.

License Number

License Type

* Reason for Submitting Additional Documentation Request

CANCEL
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.

Submission List for this service request

Please either upload an electronic copy of the documents by clicking the 'Upload' button, or Acknowledge that you or the appropriate third party will send the documents to the Board by clicking the 'Acknowledge' button. If uploading an attachment as a submission, it is necessary that the name of the file attachment is less than 80 characters in length for it to be received successfully. The character limit does include the file attachment extension, such as (.doc) and (.pdf). The file size limit for attachments is 10MB.

| Action | Title | Description | Acknowledge | Uploads | Complete |
|---------------------------------------|---------------------------------|---------------------------------|-------------|---------|----------|
| <input type="button" value="Upload"/> | Submit Additional Documentation | Submit Additional Documentation | | | |

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

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| Action | Title | Description | Acknowledge | Uploads | Complete |
|---------------------------------------|---------------------------------|---|-------------|---------|----------|
| | Submit Additional Documentation | <input type="button" value="Choose File"/> No file chosen | | | |
| <input type="button" value="Upload"/> | Submit Additional Documentation | Submit Additional Documentation | | | |

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.

| Action | Title | Description | Acknowledge | Uploads | Complete |
|--|---------------------------------|---------------------------------|-------------|---|---|
|  Upload | Submit Additional Documentation | Submit Additional Documentation | | .TEST.txt  |  |

CANCEL **SUBMIT**

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.

Service Request Submitted

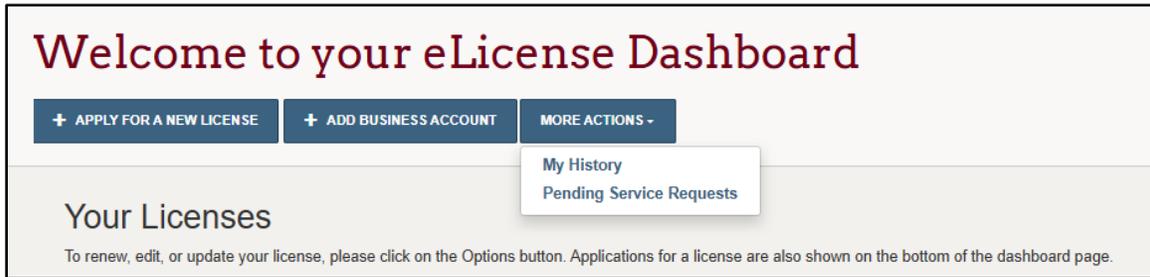
Thank you for submitting a service request! Your service request Id is: **SR-988954**

We will address your request as soon as possible!

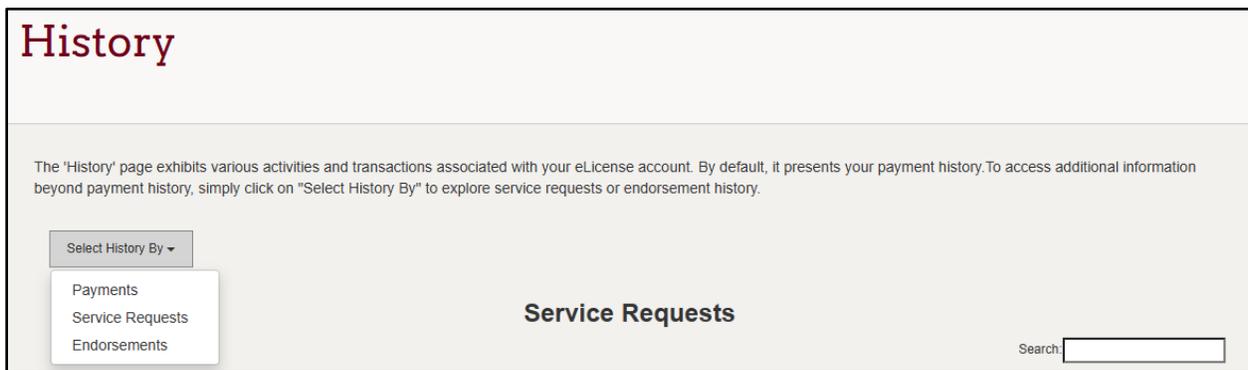
DONE

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.