

Mike DeWine, Governor Jim Tressel, Lt. Governor Steven W. Schierholt, Executive Director

# 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 <u>please refer to this guidance</u>.
- 2. Access the portal using the eLicense system at <u>https://elicense.ohio.gov/oh\_communitieslogin</u>.
- 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**.

77 S. High Street, 17<sup>th</sup> Floor Columbus, OH 43215 U.S.A. Phone: 614 | 466 4143 Fax: 614 | 752 4836



Ũ	Board of Pharmacy Pharmacist 03442892	ACTIVE	EXP DATE 9/15/2025	OPTIONS V
1	Board of Pharmacy <b>Terminal - Pharmacy - Category 3</b> 0232000206 PRX Test Business (New)	ACTIVE	<b>EXP DAT</b> 3/31/2027	Renew Reinstate Apply for an endorsement Change Address Change Name Send License Verification Duplicate Wall Certificate Submit Additional Documentation
	Board of Pharmacy			Manage Affiliations

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 03442892 License Type Pharmacist	
	* 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.

Submissi	on List for	this service requ	uest		
Please either upload will send the docume name of the file attac attachment extensio	an electronic copy of ents to the Board by of chment is less than 8 n, such as (.doc) and	f the documents by clicking the 'Up clicking the 'Acknowledge' button. If 0 characters in length for it to be red I (.pdf). The file size limit for attachn	load' button, or Acknowle uploading an attachmer ceived successfully. The nents is 10MB.	edge that you or the app it as a submission, it is r character limit does inc	propriate third party necessary that the lude the file
Action	Title	Description	Acknowledge	Uploads	Complete
Upload	Submit Additional Documentation	Submit Additional Documentation	I		
CANCEL	SUBMIT				

Select the <u>blue Upload</u> button to select the files for uploading.

Submission Please either upload a will send the documer name of the file attach attachment extension	on List for th an electronic copy of the nument is less than 80 ch , such as (.doc) and (.po	to the file size limit for attachm	Iest oad' button, or Acknowle uploading an attachmen zeived successfully. The nents is 10MB.	dge that you or the app t as a submission, it is n character limit does incl	ropriate third party lecessary that the ude the file
Action	Title	Description	Acknowledge	Uploads	Complete
Submit Additi Documentat	ional Choose	File No file chosen			
Upload	Submit Su Additional Documentation	ubmit Additional Documentation			
CANCEL	SUBMIT				

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.

		Description	Acknowledge	opiodua		complete
Upload	Submit Su Additional Do	bmit Additional cumentation		.TEST.txt	â	R
CANCEL	BMIT					

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: <b>SR-988954</b>
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.

Welcome to your eLicense Dashboard				
+ APPLY FOR A NEW LICENSE	+ ADD BUSINESS ACCOUNT	MORE ACTIONS -		
Your Licenses		My History Pending Service Requests		
To renew, edit, or update your license, please click on the Options button. Applications for a license are also shown on the bottom of the dashboard page.				

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

History	
The 'History' page exhibits v beyond payment history, sin	arious activities and transactions associated with your eLicense account. By default, it presents your payment history. To access additional information ply click on "Select History By" to explore service requests or endorsement history.
Select History By  Payments Service Requests	Service Requests
Endorsements	Search

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 <u>licensing@pharmacy.ohio.gov</u>.

For help <u>logging in</u> to an eLicense account, <u>registering</u>, or <u>any other technical issues</u> with eLicense Ohio, please call the eLicense Customer Service Center at 855-405-5514, Monday – Friday, 8:00am to 5:00pm ET.