

# eLicense: Establish Account, Reset Password, Retrieve User ID

## A. Establish eLicense Account

1. Visit [eLicense Online](https://elicense2-secure.com.ohio.gov/) at <https://elicense2-secure.com.ohio.gov/> In the “Access Your Account” window, click “1<sup>st</sup> Time User” tab.

The screenshot shows the 'Access Your Account' page with the '1st Time User' tab selected. The 'User ID' and 'Password' fields are visible. A 'Log In' button is present. A 'Welcome' message is displayed on the right side of the page, stating: 'The Department of Commerce no longer accepts cash as of February 1, 2023. NMLS users will continue to pay solely via NMLS, and any other payments submitted to the Division will continue to be required in the form of a cashier's check or money order. Welcome to the Ohio Department Of Commerce eLicense Center. You may access the lookup function by clicking Online Lookup under ONLINE SERVICES to view a full search screen. This secure server encrypts all information that you transmit to us while using our site using Secure Sockets Layer - SSL. This includes your user name, password, billing information, credit card number, expiration date and all renewal information. This site requires the use of COOKIES and JAVASCRIPT enabled.'

2. Enter information into the appropriate fields - **all fields are required**. Then click “Log In”

The close-up screenshot shows the 'Access Your Account' page with the '1st Time User' tab selected. The 'Log In' button is highlighted with a red arrow. The fields for 'User ID', 'Email Address', 'Formatted Credential Number', and 'Tax ID/TIN (last four digits)' are visible. A link for 'instructions' is provided for first-time users.

3. Once logged in, you will see that the system shows notification of 3 issues that need resolved for the account to be established and accessible: a) Establish Security Questions, b) Verify Email Address, and c) Change Password (via “Forgot Password” for first-time users).
- a. **Establish Security Questions.** These are required to create and/or reset your password. Choose questions from the drop-down options and provide answers; click “Save” when completed. Document the information for future reference.

b. **Verify Email Address.**

- Make sure that your email is correct in the display as shown below, then click “Generate E-mail.”

- You will receive an email from “webmaster@com.state.oh.us” containing a link starting with “https://elicense2-secure.com.ohio.gov/Account/VerifyEmail.....”. Click the link to click to verify your email address; you will be directed to the screen shown below, with confirmation that your email has been verified.

The screenshot shows the 'User Account' page. At the top, there is a 'Logout' link with a black arrow pointing to it. The page header includes the 'License CENTER' logo and 'Ohio Department of Commerce Division of Financial Institutions eLicense Center'. Navigation links for 'HOME', 'MY ACCOUNT', and 'ONLINE SERVICES' are visible. A blue banner reads 'User Account'. Below this, a message states: 'Your e-mail address has now been verified. The Online Services link allows you to navigate our site by selecting the appropriate transaction you wish to accomplish. Online Services is located at top and bottom of this screen.' A pink box contains a warning: 'There is currently 1 issue with your account. Please resolve it before going further. First time users must change their password.' Below this is a table with account details:

User ID:	HAIR191121	<a href="#">Change User ID</a>
E-mail:	<input type="text"/>	<a href="#">Change Email</a>
Password:	<a href="#">Change Password</a>	
Security Questions:	<a href="#">Change Security Questions</a>	

- Establish New Password.** To establish a password, click “Logout” (as shown above) to return to the Home screen of the eLicense Center. You must then proceed with the following instructions for “Reset Password”

## B. Reset Password

- From the Home screen, click on the “Forgot Password?” link under the “Log In” button.

The screenshot shows the login page. At the top, there is a 'Login' link. The page header includes the 'License CENTER' logo and 'Ohio Department of Commerce Division of Financial Institutions eLicense Center'. Navigation links for 'HOME', 'MY ACCOUNT', and 'ONLINE SERVICES' are visible. A blue banner reads 'Access Your Account'. Below this, there are tabs for 'Account' and '1st Time User'. The 'Account' tab is selected. There are input fields for 'User ID' and 'Password', and a 'Log In' button. Below the 'Log In' button, the link 'Forgot Password?' is circled in red. To the right, a 'Welcome' message is displayed, including a notice about cash payments and a link to 'Online Lookup'.

2. Enter the Company's User ID and then Click "Next."

The screenshot shows the top navigation bar with the "License CENTER" logo, "Ohio Department of Commerce Division of Financial Institutions eLicense Center", and links for "HOME", "MY ACCOUNT", and "ONLINE SERVICES". Below this is a blue header with "Password Recovery". The main content area is titled "Step 1. Enter User ID" and contains a text input field labeled "User ID:". To the right of the input field are two buttons: "Next" and "Cancel". A white arrow points to the "Next" button.

3. Enter in the answers to the Security Questions (from Step 3 of "Establish Account") and click "Next."

The screenshot shows the top navigation bar and blue header. The main content area is titled "Step 2. Answer Security Questions" with the instruction "Answer the security questions to proceed:". There are two security questions, each with a text input field: "What is the middle name of your oldest grandchild?" and "What is the middle name of your youngest brother or sister?". To the right of the input fields are two buttons: "Next" and "Cancel". A white arrow points to the "Next" button.

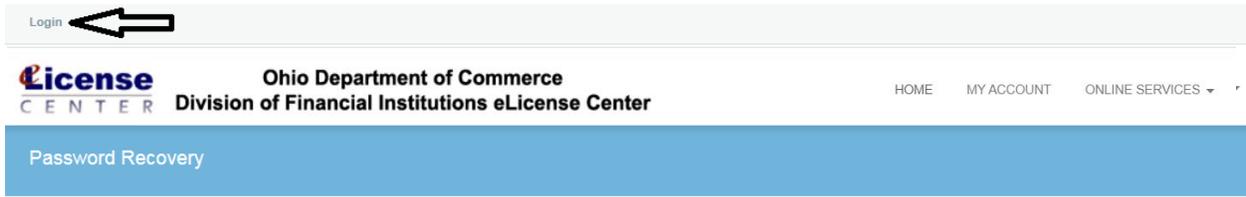
4. Enter the company's New Password that you wish to establish. Then click "Finish."

The screenshot shows the top navigation bar and blue header. The main content area is titled "Step 3. Reset Password" and contains two text input fields: "New Password" and "Re-type Password". To the right of the input fields are two buttons: "Finish" and "Cancel". A white arrow points to the "Finish" button.

**Note:** passwords must be between 8 and 25 characters in length and include at least 3 of the following:

- a. 1 lower case letter
- b. 1 upper case letter
- c. 1 number
- d. 1 special character

- Once the new password is accepted, you will be logged out of the eLicense Center. Click “Login” if you need to access your account.

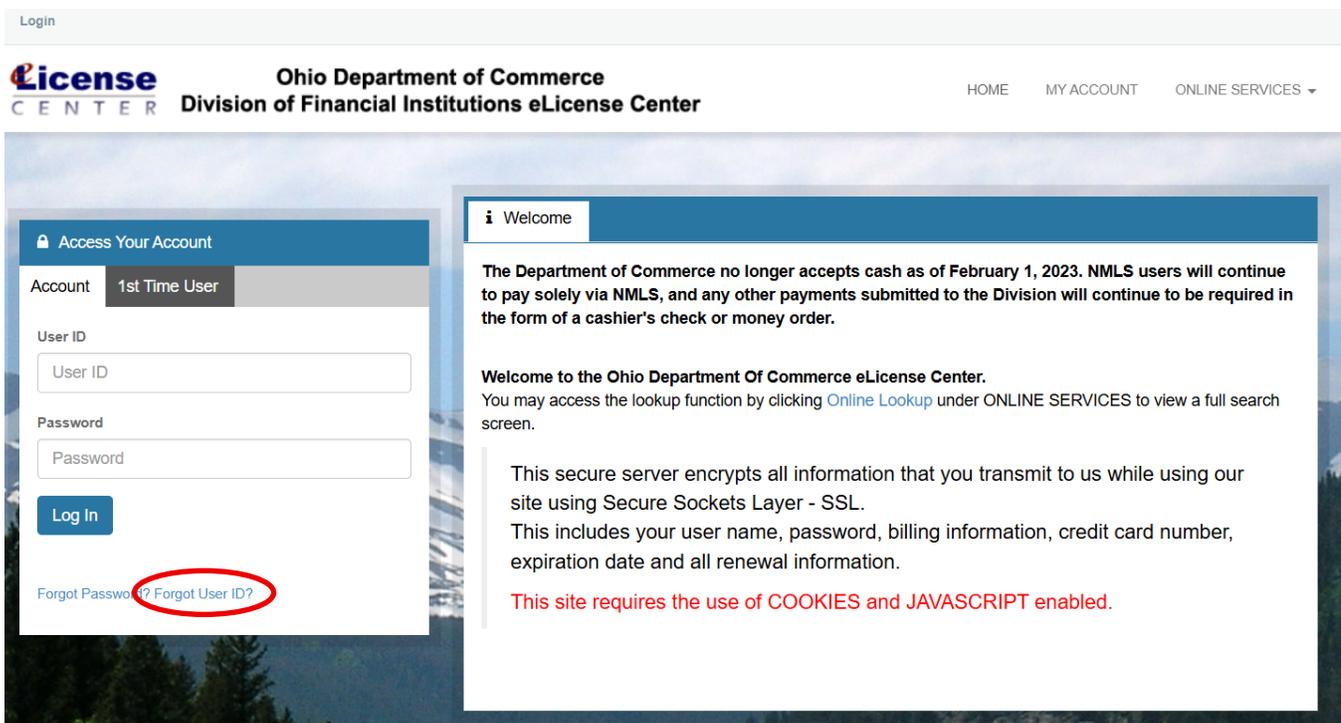


You should be able to login with your new password.

- Document and share** the User ID, and Company Password as necessary!
  - The User ID and Company Password may be needed for more than one function (ie: Company License print, Annual Report if required, etc).
  - Be sure that all pertinent Company employees know the User ID and Password.
  - If the Password is reset, be sure that all employees are informed of the change.

## C. Retrieve User ID

- From the Home screen, click on the “Forgot User ID?” link under the “Log In” button.



2. Enter the email address on file with the Division. (If you don't know, contact DFI at [WebDFI-CF@com.ohio.gov](mailto:WebDFI-CF@com.ohio.gov))

Login

**License** CENTER Ohio Department of Commerce  
Division of Financial Institutions eLicense Center HOME MY ACCOUNT ONLINE SERVICES ▾

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Login Recovery

Step 1. Enter E-mail

E-mail Address



3. Enter the answers to the Company-established Security Questions and then Click "Next." (If you don't know, contact DFI at [WebDFI-CF@com.ohio.gov](mailto:WebDFI-CF@com.ohio.gov))

Login

**License** CENTER Ohio Department of Commerce  
Division of Financial Institutions eLicense Center HOME MY ACCOUNT ONLINE SERVICES ▾

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Login Recovery

Step 2. Answer Security Questions  
Answer the security questions to proceed:

What was the destination of your first airplane trip?

What was the last name of your first teacher?



- Once you receive a confirmation message, obtain the User ID that was sent to the email address shown and then click the "Return to Main Page" link to proceed with eLicense Login.

Login



Ohio Department of Commerce  
Division of Financial Institutions eLicense Center

HOME

MY ACCOUNT

ONLINE SERVICES ▾

Login Recovery

Step 3. Reset User ID

Your user name has been sent to {EMAIL ADDRESS ON FILE}

~~Thank you.~~

[Return to Main Page](#)

Finish

Cancel