

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 “1st Time User” tab.

The screenshot shows the 'Access Your Account' page on the Ohio Department of Commerce eLicense Center. The '1st Time User' tab is highlighted with a red circle. The page contains a 'Welcome' message, a 'Log In' button, and a 'Forgot Password? Forgot User ID?' link. A red box highlights the '1st Time User' tab.

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

The screenshot shows the 'Access Your Account' page with the '1st Time User' tab selected. The page includes a 'Log In' button, a 'Forgot Password? Forgot User ID?' link, and a red arrow pointing to the 'Log In' button.

User ID: Provided separately.

Email Address: must be the email address on file with the Division.

Formatted Credential (Ohio License) number: Your Ohio license/registration number. Hover over the blue circle with question mark for examples.

Tax ID / TIN (last 4 digits): the last four numerical digits of the Company’s Federal Tax ID number.

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 then “**LOG OUT**” of eLicense, 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, which you will do in a moment. Choose questions from the drop-down options and provide answers; click “Save” when completed. Document the information for immediate and future reference.

Logout \$0.00 Checkout

License CENTER Ohio Department of Commerce
Division of Financial Institutions eLicense Center

HOME MY ACCOUNT ONLINE SERVICES ▾

Change Security Questions

⚠ There are currently 3 issues with your account.
Please resolve them before going further.

Your email address has not been verified. If you have not yet received an email to do this, please follow the instructions below.
No Secret Answers.
First time users must change their password.

Security Questions

You must answer 3 different security questions below.

Question 1: What is the middle name of your oldest grandchild? Answer 1*

Question 2: What is the middle name of your youngest brother or sister? Answer 2*

Question 3: What was the destination of your first airplane trip? Answer 3*

Save Cancel

b. **Verify Email Address.**

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

Logout \$0.00 Checkout

License CENTER Ohio Department of Commerce
Division of Financial Institutions eLicense Center

HOME MY ACCOUNT ONLINE SERVICES ▾

User Account

Your security questions have been changed successfully.

⚠ There are currently 2 issues with your account.
Please resolve them before going further.

Your email address has not been verified. If you have not yet received an email to do this, please follow the instructions below.
First time users must change their password.

User ID:	HAIR191121	Change User ID
E-mail:	Your account or new email address has not yet been verified. You have been sent a verification email by the system to your email address of record. You may have to check your SPAM filter. Click on the link provided in the email. Once clicked you will be returned to your account and provided access. If you have not yet received the email, you may click the below button labeled "Generate E-mail" and a new one will be sent to you. Please note: When you click the "Generate E-mail" button any older verification emails will be invalid. Ensure that you click the link in the most recently received email.	Change Email
Password:	Change Password	
Security Questions:	Change Security Questions	

- 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.
- **Immediately** return to eLicense and click “**LOG OUT**”

- Establish New Password.** To establish a password, you must “Logout” and then return to the Home screen of the eLicense Center. You don’t know your ‘old’ password, so you must return to the home screen by logging out, and then click “Forgot Password.” Proceed with the following instructions for “Reset Password”

B. Reset Password

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

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 same top navigation bar and blue header as in Step 1. The main content area is titled "Step 2. Answer Security Questions" and includes 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.

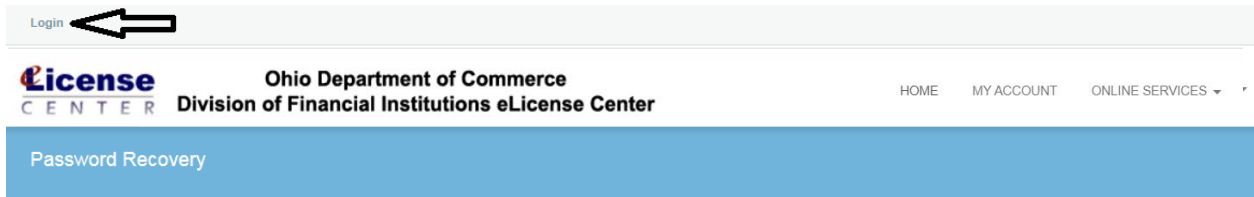
4. Enter the company's New Password that you wish to establish. Then click "Finish."

The screenshot shows the same top navigation bar and blue header as in previous steps. 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.

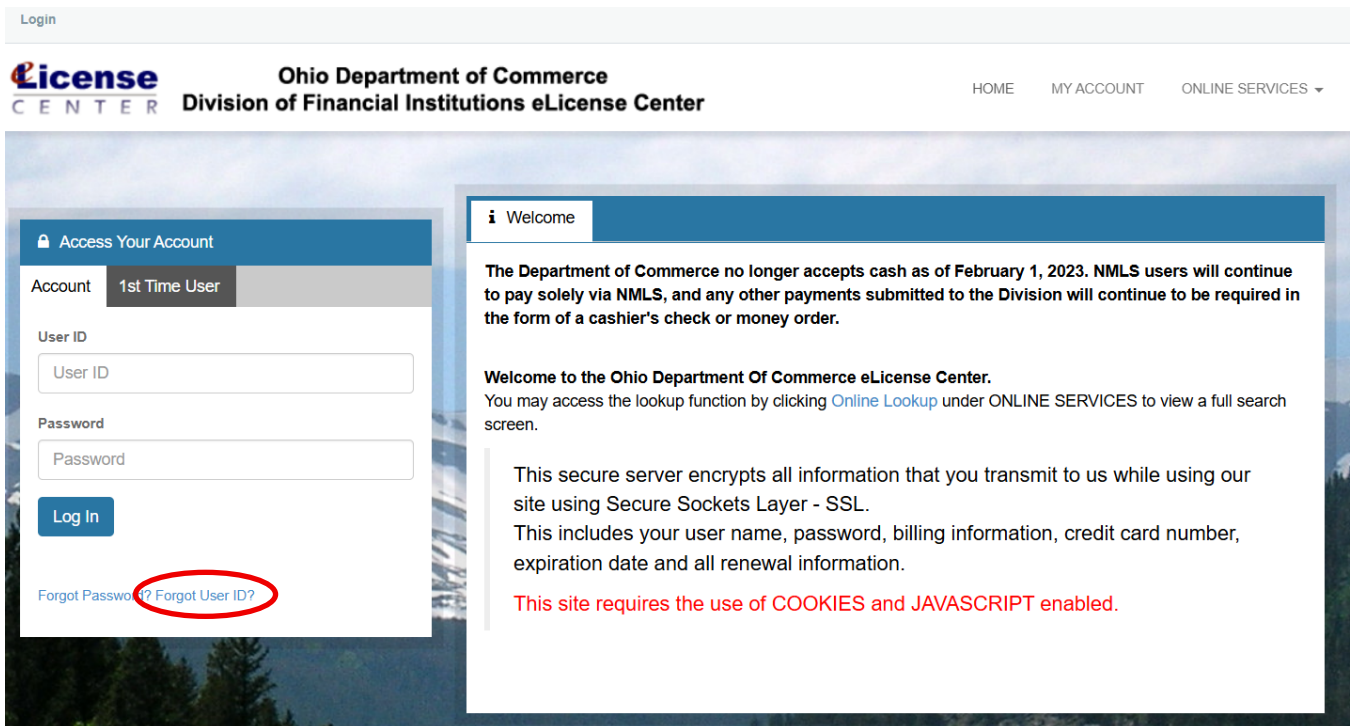


You should be able to login with your new password.

- 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)

Login

License CENTER Ohio Department of Commerce
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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)

Login


License CENTER Ohio Department of Commerce
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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