Department of Administrative Services

How to Submit a Service Request
(i.e. name change, address change, change in brokerage, etc.)

How to Submit a Service Request (1 of 3)

The eLicense LPI Portal allows you to submit Service Requests.

Service Requests are forms applicants and licensees use to ask for support or maintenance from their licensing agency. Portal users have a list of service request options for each application and certification in their Dashboard.
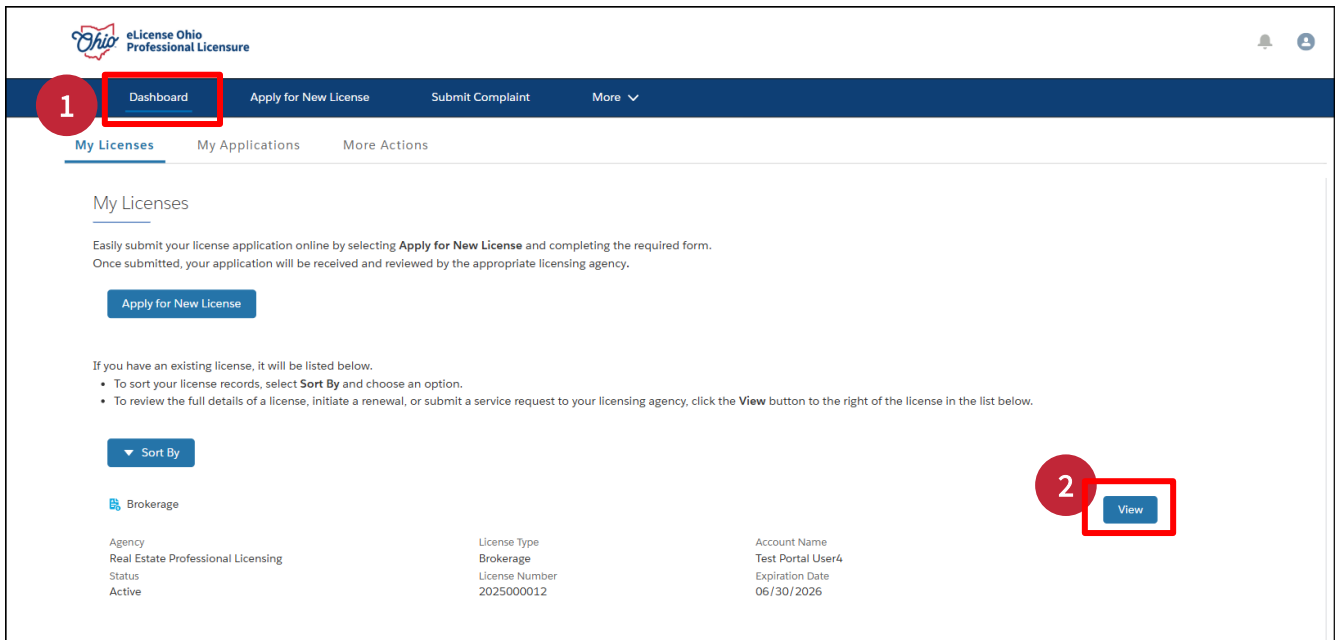
Note:

You will only see a Service Request when it is relevant to the application or license being viewed, based on conditions like:
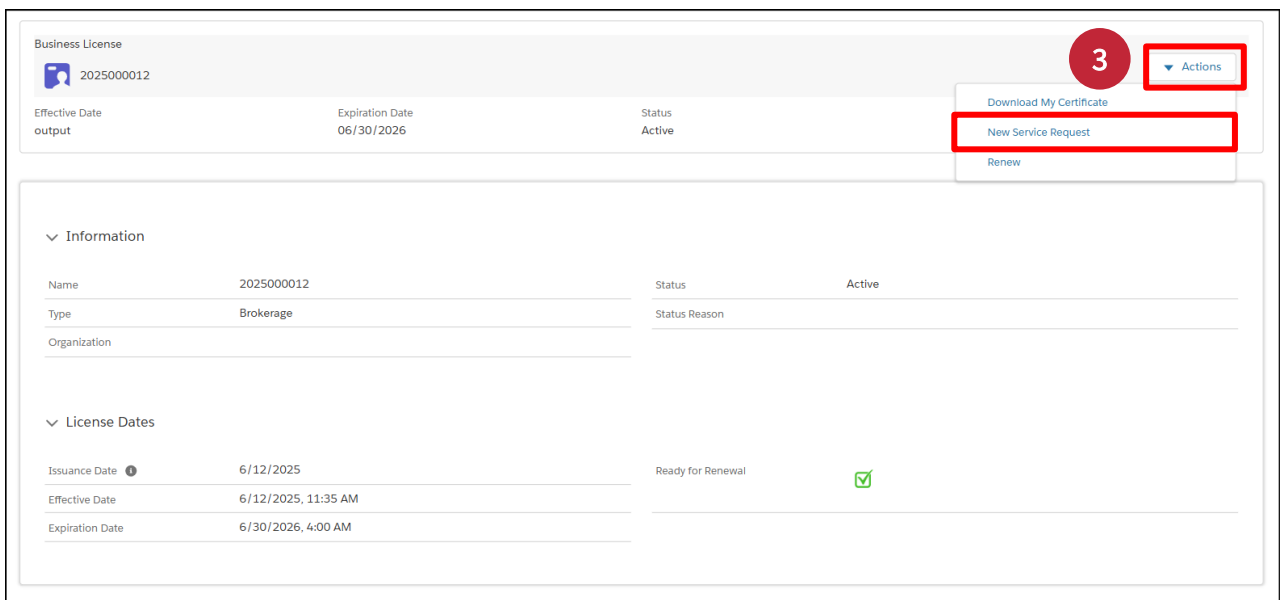- Issuing agency
- Certification type
- Status
- Time to expiration

Once you log in the eLicense LPI Portal, you will land on the Homepage. The following steps will walk you through the process to submit a Service Request:

1   Click the **Dashboard** tab, then navigate to the **My Licenses** subpage.

2   Click the **View** button on the certification that needs a Service Request.
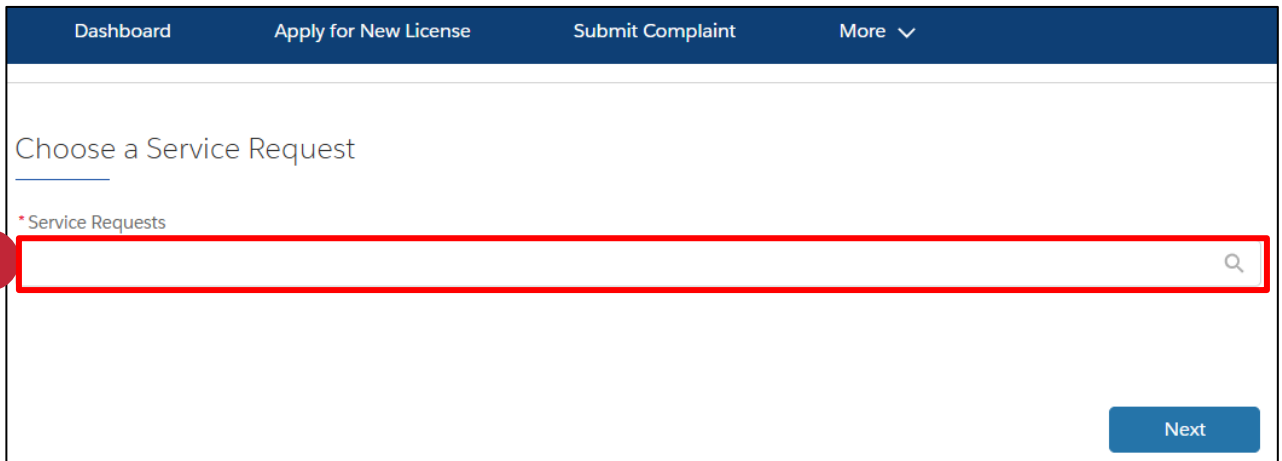

3   Click the **Actions** button on the selected certification and select the **New Service Request** option from the dropdown menu.
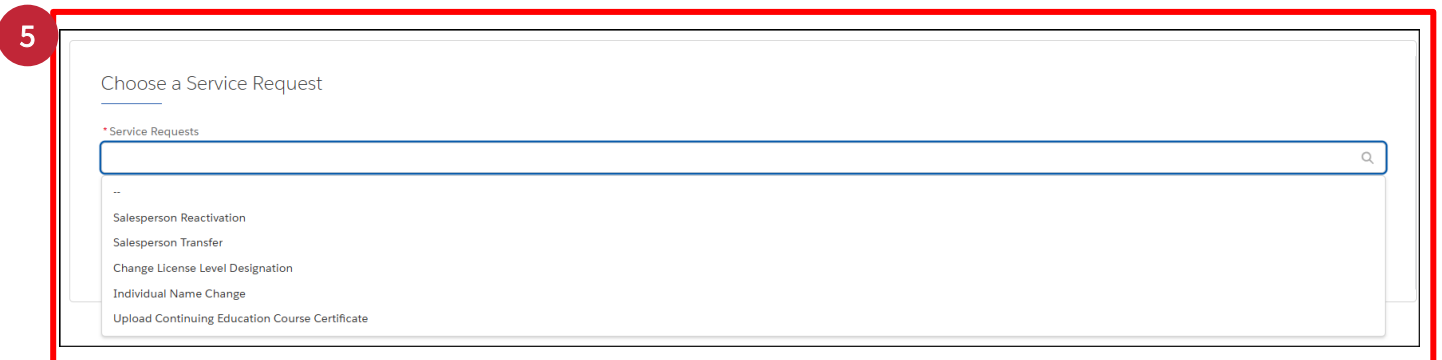
4 The **Choose a Service Request** page appears.
Click the blank **Service Requests** field to see a dropdown list of Service Request options available to the licensee.

Dashboard	Apply for New License	Submit Complaint	More ⌄

Choose a Service Request

* Service Requests

🔍

Next

5 Select the type of Service Request to submit from the dropdown list.

Choose a Service Request

* Service Requests

🔍

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Salesperson Reactivation
Salesperson Transfer
Change License Level Designation
Individual Name Change
Upload Continuing Education Course Certificate

Note About The Steps for Submitting Service Requests

The general steps for completing each section of a Service Request are similar. Licensees will complete all relevant fields for the requested change and click **Submit**.

This job aid provides an example using one scenario: **Salesperson Transfer**

How to Change the Company Name of a Brokerage Firm:

1   For this example, **Change of Company Name** was selected from the dropdown list. Click the **Next** button.

Choose a Service Request

Service Requests

Salesperson Transfer

Next

2   **License Information** for the selected licenses and **Steps** to complete the Service Request appears on the page.

3   Review each page and input the required information. Click the **Next** button to proceed.

Instructions

Instructions:
All required fields must be complete and fees paid to submit.

Next

Steps

- ○ **Instructions**
- ● Ethical Conduct and Legal History
- ● Sponsoring Brokerage Information
- ● Attestation
- ● Complete Signature
- ● Submitted Successfully

4 Once all steps are completed, you will be redirected to the Central Payment Portal to submit payment.

Central Payment Portal

Enter Payment Information

Please enter your credit card payment and billing information below. All of the fields marked with an asterisk are required.

For assistance locating the card security code, please select the following:

Locate Card Security Code

Default [BETA] Payment Summary

5 Once the payment processes, a page appears confirming successful submission of the Service Request. Click the **Return to eLicense Dashboard** button.

Payment processed

Payment Information

Payment Status: Paid
Payment Amount: $25.31
Applicant Name: Test Portal User4

Payment Date: 8/18/2025 2:54:08 PM
Confirmation Number: 1381

5 Return to eLicense dashboard

Note About The Steps for Submitting Service Requests

The general steps for completing a Service Request in the eLicense LPI Portal are similar, regardless of the type of request. Licensees will be asked to provide details or a reason for the change, complete the relevant fields, submit payment (if applicable) and click the **Submit** button to complete the request