

# eLicense LPI Portal Job Aid



Department of  
Administrative  
Services

Real Estate Professional Licensing (REPL)

October 2025



## Need more help?

If you need further assistance navigating the eLicense LPI Portal, setting up your OHID, or are having technical issues applying, please contact the Customer Service Center at **(855)-405-5514** (Monday through Friday from 8 am to 5 pm EST).

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## Quick Search Tip

To quickly search within the job aid, select *CTRL + F* on your keyboard and enter the key word(s) to be redirected.

# Introduction

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## Overview:

This job aid is designed to help you efficiently navigate the eLicense LPI Portal. Whether you're applying for a new license, or renewing an existing license, this guide provides clear, step-by-step instructions to assist you.



## Learning Objectives:

By the end of this job aid, you will be able to:

- Access the eLicense LPI Portal
- Navigate the eLicense LPI Portal Homepage
- View Your Certification Details in the eLicense LPI Portal
- Download Your License/Certification
- Apply for a New License
- Submit a Renewal Application
- Add Continuing Education Courses to Renewals
- Submit a Service Request
- Claim a License Post-Registration
- Submit a Complaint



## Need more help?

If you need further assistance navigating the eLicense LPI Portal, setting up your OHID, or are having technical issues applying, please contact the Customer Service Center at **(855)-405-5514** (Monday through Friday from 8 am to 5 pm EST).



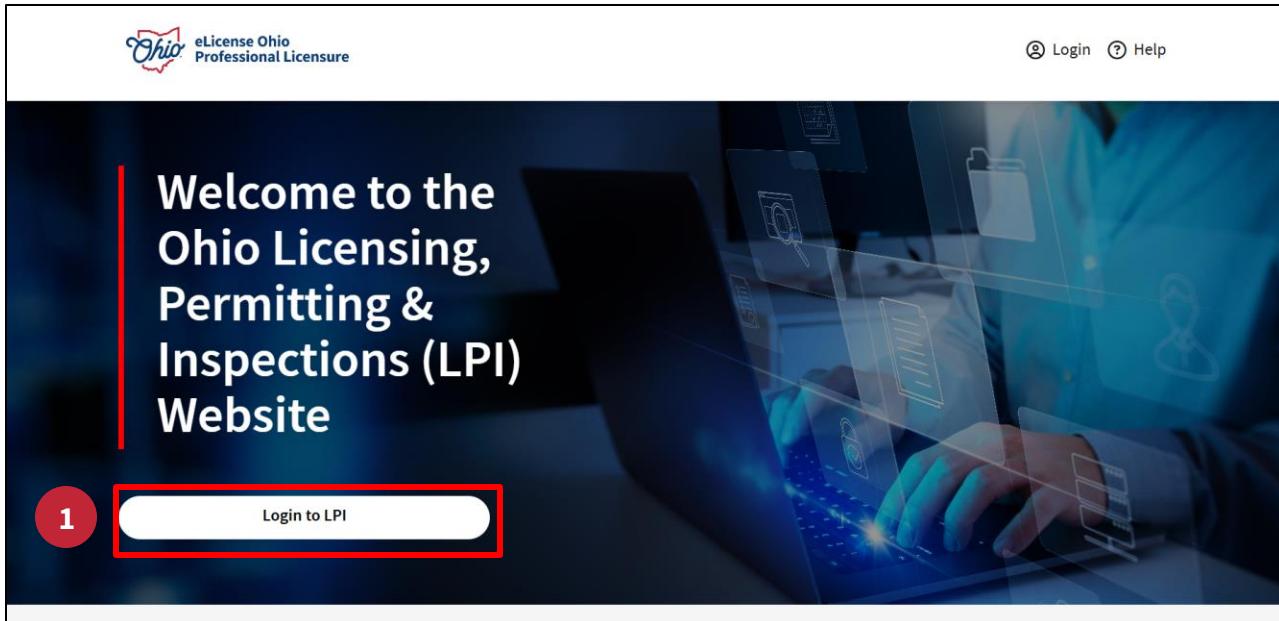
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# Accessing eLicense LPI Portal

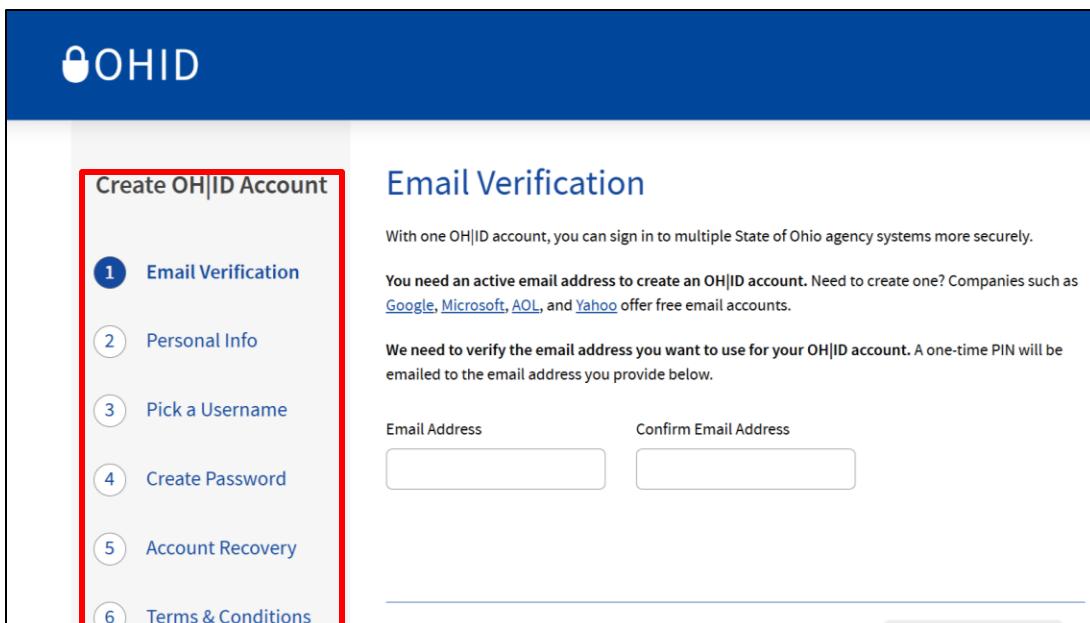
# Accessing eLicense LPI Portal and Locating Current Licenses (1 of 8)

Applicants and licensees must have a Citizen OHID to access the eLicense LPI Portal. Follow these steps to access the eLicense LPI Portal:

- 1 Navigate to <https://lpi.license.ohio.gov> and click the **Login to LPI** button, then use your OHID to log in.



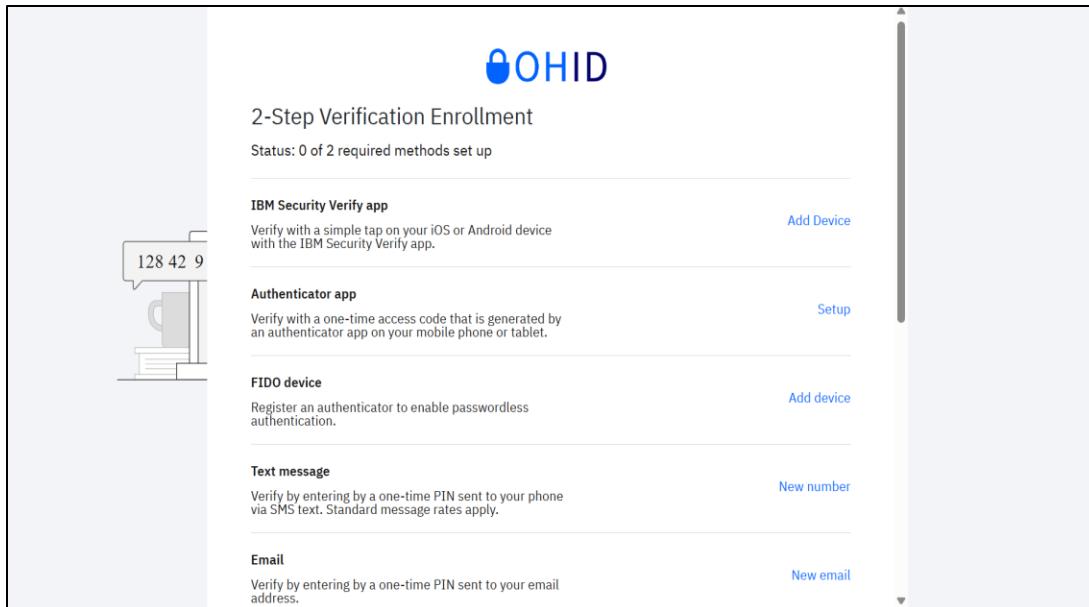
- 2 If you don't have an OHID, click **Create Account** to access the eLicense LPI Portal.
- 3 If you are creating an account, you will be redirected to OHID to complete the registration. Follow all steps to successfully set up your OHID account.
  - **Note:** If you are using an Ohio.gov email account, you will need to create a separate OHID account with a different email address.



# Accessing eLicense LPI Portal and Locating Current Licenses (2 of 8)

4 After creating your OHID, return to <https://lpi.license.ohio.gov> and enter your OHID credentials to log in.

5 Once you log in, you will be prompted to set up **two step verification method** to enhance account security. You can choose from the following options: IBM Security Verify app, Authenticator app, FIDO device, Text message, Email and Phone call.



# Accessing eLicense LPI Portal and Locating Current Licenses (3 of 8)

6 After completing the verification enrollment, proceed to fill in all required fields to register for the eLicense LPI portal. This step confirms your personal information, which will be used to create your Portal user account and appear on your applications and licenses.

User Login Registration

Please ensure the full name provided is accurate. This is the name that will be placed on all approved licenses.

Salutation

--None--

\*First Name

Sally

Middle Name

\*Last Name

Simpson

Suffix ⓘ

\*Date of Birth

Jan 1, 2001

\*Social Security Number

\*\*\*\*\*

\*Please confirm your Social Security Number

\*\*\*\*\*

I don't have a Social Security Number

\*Email

sallysimpson.salesforce@gmail.com

This is my work email

\*Phone

9999999999

This is a mobile phone.

Other Phone

This is a mobile phone.

**Next**

# Accessing eLicense LPI Portal and Locating Current Licenses (4 of 8)

7 Complete the required fields marked with a red asterisk (\*) which includes:

- \*First Name
- \*Last Name
- \*Date of Birth
- \*Social Security Number
- \*Email
- \*Phone Number

7

User Login Registration

Please ensure the full name provided is accurate. This is the name that will be placed on all approved licenses.

Salutation

--None--

\*First Name

Sally

Middle Name

\*Last Name

Simpson

Suffix

\*Date of Birth

Jan 1, 2001

\*Social Security Number

\*\*\*\*\*

\*Please confirm your Social Security Number

\*\*\*\*\*

I don't have a Social Security Number

\*Email

sallysimpson.salesforce@gmail.com

This is my work email

\*Phone

9999999999

This is a mobile phone.

Other Phone

This is a mobile phone.

8

Next

If you enter a cell phone number in the **Phone** field, make sure to check the box labeled **'This is a mobile phone'**.

8

Click the **Next** button to continue with the registration process.

# Accessing eLicense LPI Portal and Locating Current Licenses (5 of 8)

9

A new **User Login Registration** page will appear, asking whether you have existing licenses or certificates. The question “**Do you have other credentials not shown above that you need access to?**” defaults to **Yes**.

- If you are a **current licensee** and your license is not listed, keep **Yes** selected and click the **Next** button.
- If you are a **new applicant** and do not have a license, select **No** and click the **Next** button.

The screenshot shows the 'User Login Registration' page. At the top, there is a logo for 'eLicense Ohio Professional Licensure' featuring the state of Ohio and the word 'Ohio'. Below the logo, there is a 'Log Out' link. The main heading is 'User Login Registration'. The text instructions are:  
If you are a new applicant and do not have any credentials to connect to, select 'No' below, then click 'Finish'.  
If you are a current credential holder and your credential is not displayed below, continue with the 'Yes' selected and click 'Finish'. You will be prompted to enter your credential number. Repeat for each of your credentials.  
Once all credentials have been selected, select 'No' below, then click 'Finish'.  
Below these instructions is a table with columns for 'Name', 'Type', and 'Agency ...'. The table shows '0 of 0 items • 0 items selected' and 'No items to display.'  
A red box highlights the question 'Do you have other credentials not shown above that you need access to?' with two radio button options: 'Yes' (selected) and 'No'.  
At the bottom, there are 'Previous' and 'Next' buttons. A red circle with the number '9' is positioned to the right of the 'Next' button.

## Note:

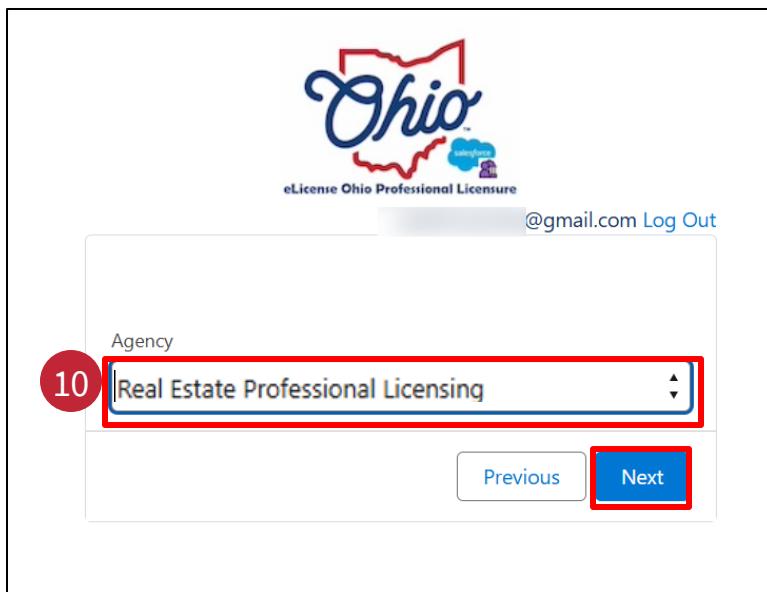
If you do not claim your license during registration, your licenses will not populate within the dashboard. If this occurs, you will have to claim your license utilizing the portal.

# Accessing eLicense LPI Portal and Locating Current Licenses (6 of 8)

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This step confirms which Agency you are applying to or where your license is held.

Select **Real Estate Professional Licensing** from the Agency dropdown and click the **Next** button.



11

Enter the **License Number** (i.e. SAL.12345) and details, then click **Next** to add your licenses to your eLicense LPI Portal account.

**Note:** Dates entered should be the most recent.

Please enter your License/Permit details here

**NOTE: Make sure you include any dashes (-) on your printed certificate. Example: 12345-AB-67**

License/Permit Number

Effective Date  Expiration Date

# Accessing eLicense LPI Portal and Locating Current Licenses (7 of 8)

12

Next, your current license should appear. Click the **checkboxes to claim** and confirm the license you want to associate to your Portal account. Click the **Next** button to proceed to the eLicense LPI Portal.

- Once redirected, select **No** if all licenses have been claimed and proceed to finish.

Please select and confirm your license/permit

1 of 1 item • 1 item selected

<input checked="" type="checkbox"/> Name	Type	Agency Name
<input checked="" type="checkbox"/> SAL.2001002653	Salesperson	Real Estate Professional Licensing

If your license/permit is not available, please contact the help desk at [csc@ohio.gov](mailto:csc@ohio.gov) or at (855)-405-5514.

[Previous](#) [Next](#)

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**Individual License:** Follow steps 1 - 12 in this job aid to claim additional licenses to your Portal account. Please see below for a list of REPL license types:

- Salesperson
- Broker
- Brokerage Firm
- Appraiser
- VSA
- Continuing Education Provider
- Federal AMC
- Home Inspector
- Cemetery
- FRE Dealer
- FRE Salesperson
- AMC

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**Business License and Authorized Representatives:**

- Users who complete the business license or claim the license first will automatically be affiliated as an **Authorized Representative**.
- Individuals who are a Principal Broker will be made an **Authorized Representative**

# Accessing eLicense LPI Portal and Locating Current Licenses (8 of 8)

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## Need more help?

If you need further help with creating an OHID or completing the MFA process, please visit the following site to access the **Common Questions** section of the LPI eLicense website: <https://lpi.license.ohio.gov/help-center/common-questions>

# eLicense LPI Portal Registration Process for a New LPI Portal User (Reference Sheet)



## 1. Go to Portal

Visit the eLicense LPI Portal:  
<https://lpi.elicense.ohio.gov>

## 2. Sign in or Create an OHID

- Have a Citizen OHID? Use it to log in
- If not, follow the steps to set up a Citizen OHID

## 3. Set Up Verification Methods



## 4. Fill Out User Login Registration

Complete required personal information fields (marked with \*)



## 5. Confirm You Have Existing Certifications

- New applicant? Select “No”
- Current licenses? Select “Yes”



## 6. Select Your Licensing Agency

Select “Real Estate Professional Licensing”



## 7. Enter License Number

Enter the entire license number, including any dashes printed on the certificate



## 8. Claim Your Licenses

Select the checkboxes to claim your licenses and associate them to your eLicense LPI Portal account



## 9. Use the eLicense LPI Portal to Manage Your Licenses

Claimed licenses will appear within your dashboard.



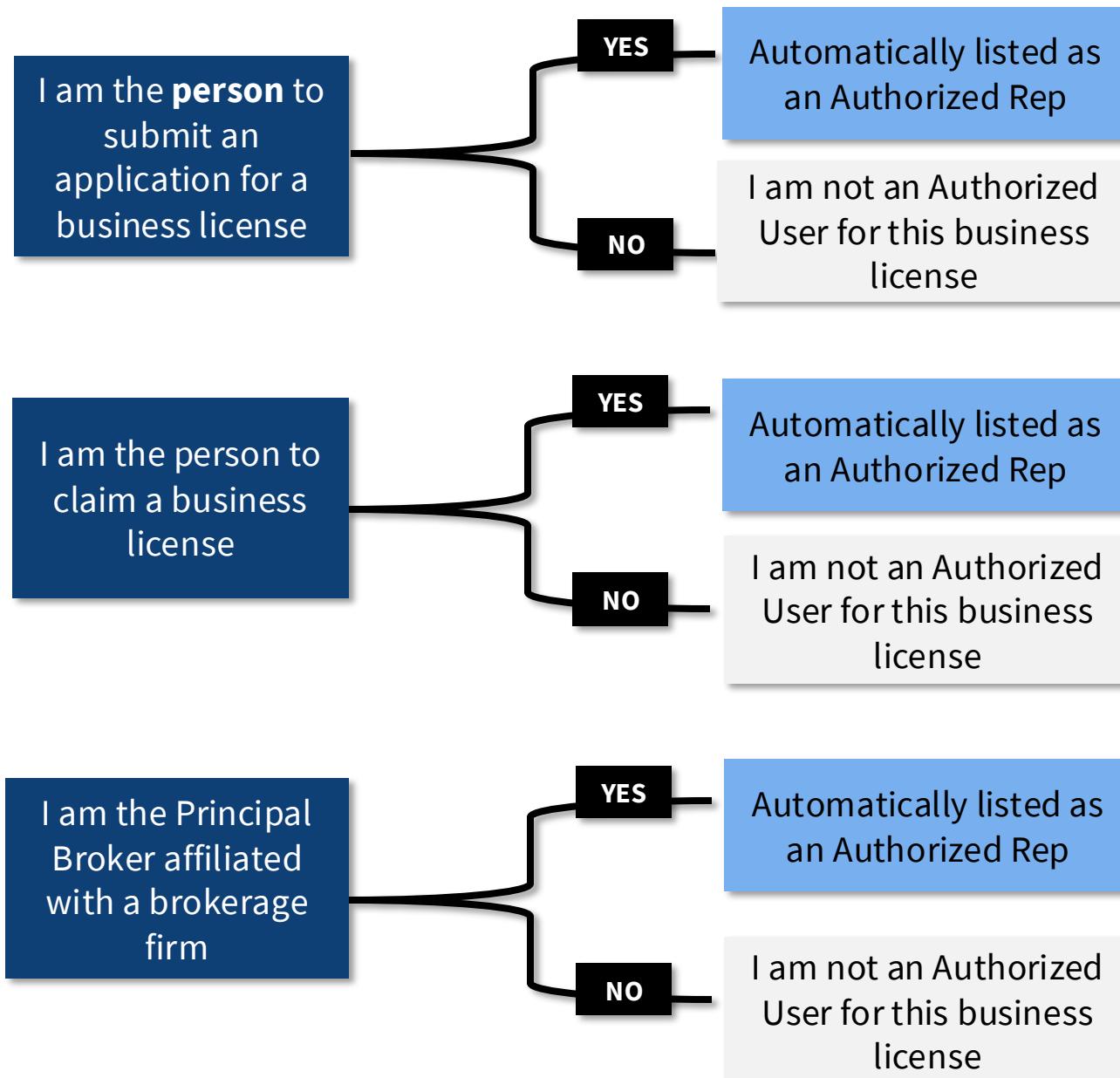
Associating your License number(s) with your eLicense LPI Portal account is an important first step in using the eLicense LPI Portal. For any reason you do not claim a license during registration, please reference the Claim a License Post- Registration within the job aid.



## Need more help?

If you need further assistance navigating the eLicense LPI Portal, setting up your OHID, or are having technical issues applying, please contact the Customer Service Center at **(855)-405-5514** (Monday through Friday from 8 am to 5 pm EST).

# Process of Becoming an Authorized Representative (1 of 1)



If **none** of these situations are applicable, please contact Real Estate Professional Licensing Customer Service at **(614) 466-4100**.

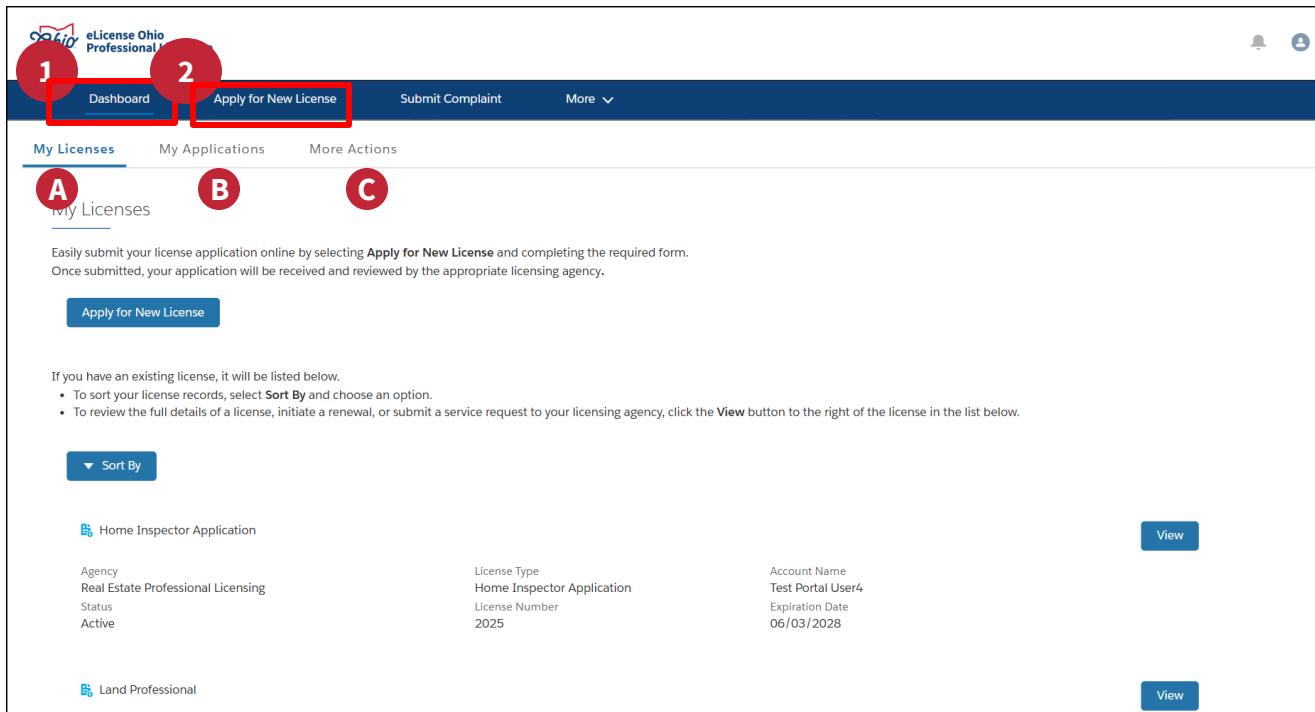


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# eLicense LPI Portal Homepage

# eLicense LPI Portal Homepage Tabs

Once you log in, you will land on the Homepage of the eLicense LPI Portal. This page will walk you through the two tabs in the navigation menu:



1

Under the **Dashboard** tab you'll find the following subtabs:

- A. **My Licenses** - View and manage all your current certification. You can also apply for a new license directly from this section if needed.
- B. **My Applications** - Track the status of all your submitted applications. From here, you can also apply for a new license by initiating a new application process.
- C. **More Actions** - This section provides additional tasks you can perform, including:
  - **Service Request History**: View the history of all your service requests.
  - **Calendar**: Access your calendar to view important dates and events related to your certifications and applications.
  - **Claim a License**: Claim your licenses after initial registration.

2

The **Apply for New License** tab allows you to start a new application for a license and track the status of your ongoing applications.

# eLicense LPI Portal Homepage - Footer

Once you log in, you will land on the Homepage of the eLicense LPI Portal. This page will walk you through the links in the footer.

Agency	License Type	Account Name
Real Estate Professional Licensing	Home Inspector Application	Test Portal User4
Status	License Number	Expiration Date
Active	OHI.2025000058	04/01/2026

Agency	License Type	Account Name
Real Estate Professional Licensing	Limited Liability Company	Test Portal User4
Status	License Number	Expiration Date
Active	LLC2025000087	06/30/2026

Agency	License Type	Account Name
Real Estate Professional Licensing	Military Temporary	Test Portal User4
Status	License Number	Expiration Date
Active	SAL.2025000011	02/26/2026

**3** **A** **B** **C** **D** **E**

**Support** **Privacy Notice** **WWW.OHIO.GOV** **General Terms** **FAQ**

**3** The **footer** of the page contains helpful links that provide users with additional resources and support. These links include:

- A. Support** – This section provides resources to address both technical and licensing-related inquiries.
- B. Privacy Notice** - Information around what data is gathered, how it is used, and relevant policy and contact information.
- C. WWW.OHIO.GOV** - Direct link to the Ohio government site.
- D. General Terms** - A collection of general terms as they are related to the eLicense portal.
- E. FAQ** - Frequently asked questions to help users quickly find answers to common inquiries about the system, processes, and troubleshooting steps.



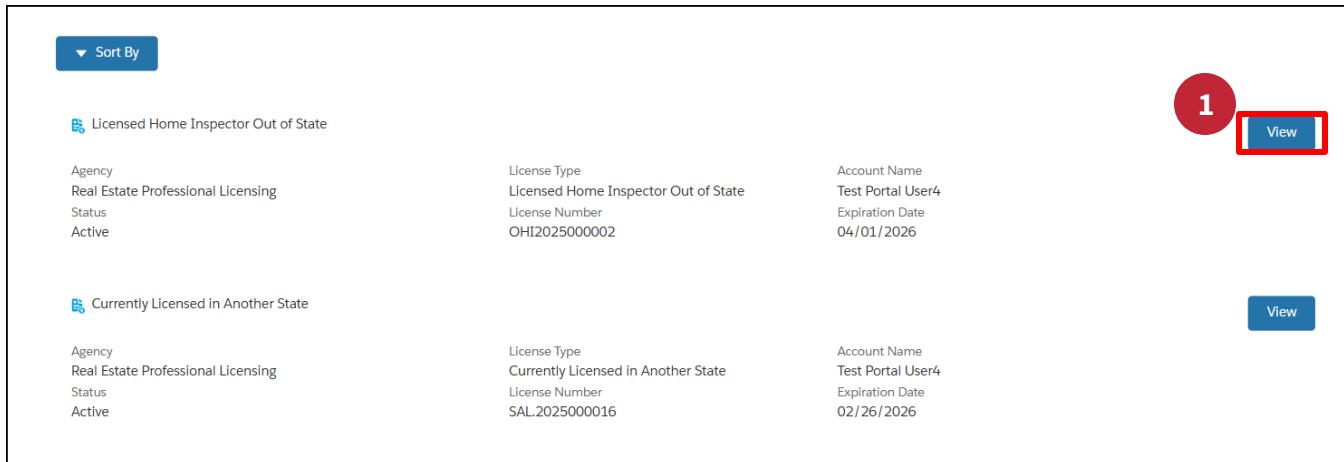
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# **How to View Your License Details in the eLicense LPI Portal**

# How to View Your Certification Details in the eLicense LPI Portal (1 of 2)

This page will walk you through how to view your certification details in the eLicense LPI Portal.

- 1 From the Homepage, you will see a list of licenses associated with your account. Click the **View** button next to the license you want to view.

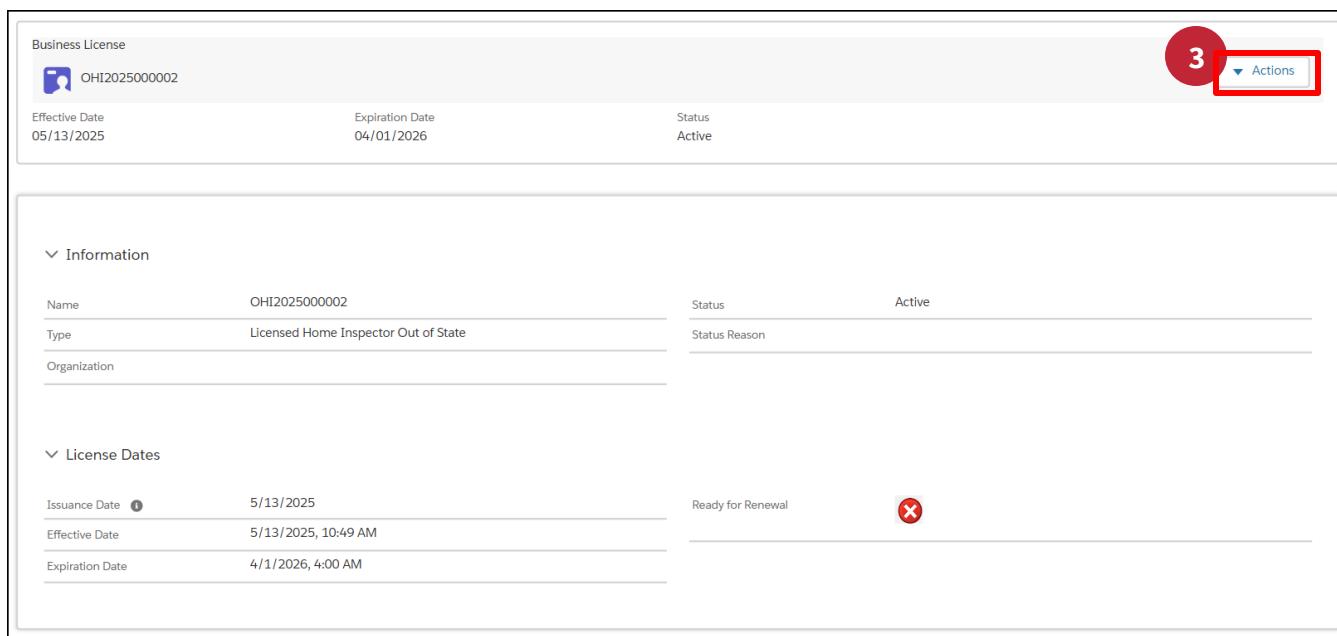


Sort By		
 Licensed Home Inspector Out of State	<b>View</b>	1
Agency Real Estate Professional Licensing Status Active	License Type Licensed Home Inspector Out of State License Number OHI2025000002	Account Name Test Portal User4 Expiration Date 04/01/2026
 Currently Licensed in Another State	<b>View</b>	
Agency Real Estate Professional Licensing Status Active	License Type Currently Licensed in Another State License Number SAL.2025000016	Account Name Test Portal User4 Expiration Date 02/26/2026

# How to View Your Certification Details in the eLicense LPI Portal (2 of 2)

This page will walk you through how to view your certification details in the eLicense LPI Portal.

- 2 On the **License Details** page, you can view information for the license such as Status, Effective Date and Expiration Date.
- 3 Click the **Actions** button to take additional actions such as:
  - Download your certificate (if applicable)
  - Submit a new Service Request
  - Renew your licenseThese options may vary depending on your license type and status.



The screenshot shows a 'Business License' page for license OHI202500002. At the top, it displays the license number and basic details: Effective Date (05/13/2025), Expiration Date (04/01/2026), and Status (Active). A red circle with the number '3' is overlaid on the 'Actions' button in the top right corner. Below this, the 'Information' section is expanded, showing Name (OHI202500002), Type (Licensed Home Inspector Out of State), and Organization. The 'License Dates' section is also expanded, showing Issuance Date (5/13/2025), Effective Date (5/13/2025, 10:49 AM), and Expiration Date (4/1/2026, 4:00 AM). A red 'X' icon is next to the 'Ready for Renewal' status.



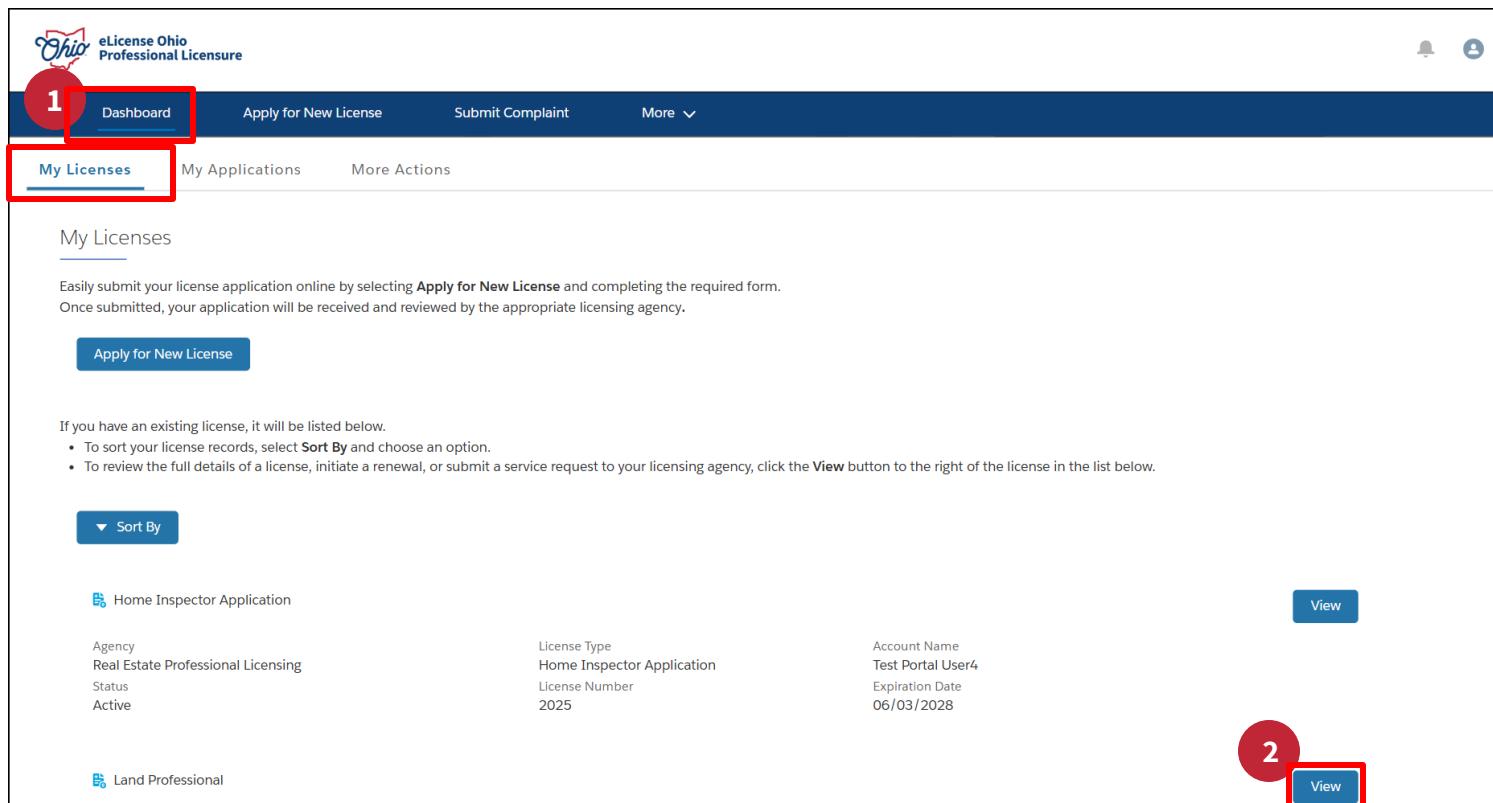
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# **How to Download Your License/Certificate**

# Download Your Licenses/Certificate (1 of 2)

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

- 1 Click the **Dashboard** tab, then navigate to the **My Licenses** subtab.
- 2 Click the **View** button next to the license you want to download.

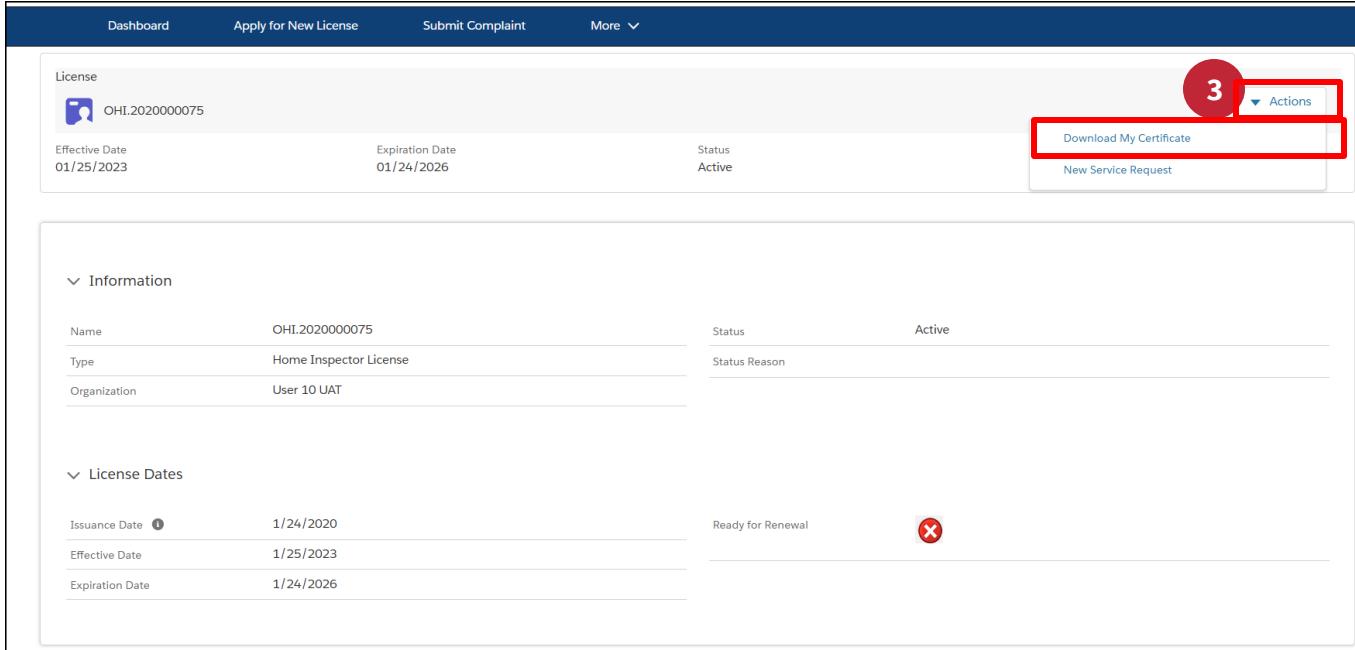


The screenshot shows the eLicense Ohio Professional Licensure homepage. The top navigation bar includes the Ohio state logo, the eLicense Ohio Professional Licensure logo, a bell icon, and a user icon. The main menu has tabs for Dashboard, Apply for New License, Submit Complaint, and More. Below the menu, there are sub-tabs: My Licenses (which is underlined and highlighted with a red box), My Applications, and More Actions. The 'My Licenses' section is titled 'My Licenses' and contains a sub-instruction: 'Easily submit your license application online by selecting **Apply for New License** and completing the required form. Once submitted, your application will be received and reviewed by the appropriate licensing agency.' It features a blue 'Apply for New License' button. Below this, there is a note: 'If you have an existing license, it will be listed below.' followed by a bulleted list: 'To sort your license records, select **Sort By** and choose an option.' and 'To review the full details of a license, initiate a renewal, or submit a service request to your licensing agency, click the **View** button to the right of the license in the list below.' A 'Sort By' button with a downward arrow is shown. The license list displays two entries: 'Home Inspector Application' and 'Land Professional'. The 'Home Inspector Application' entry is detailed with columns for Agency (Real Estate Professional Licensing), Status (Active), License Type (Home Inspector Application), License Number (2025), Account Name (Test Portal User4), and Expiration Date (06/03/2028). The 'View' button for this entry is highlighted with a red box and a red circle containing the number '2'. The 'Land Professional' entry is partially visible.

Agency	License Type	Account Name
Real Estate Professional Licensing	Home Inspector Application	Test Portal User4
Status	License Number	Expiration Date
Active	2025	06/03/2028

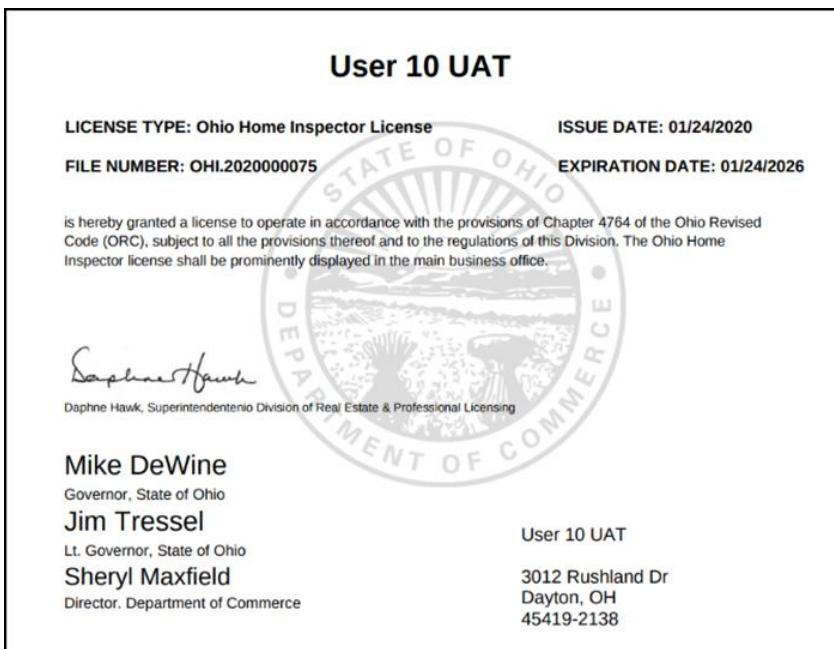
# Download Your Licenses/ Certificate (2 of 2)

3 Click the **Actions** button on the selected certification and select the **Download My Certificate** option from the dropdown menu.



The screenshot shows a user interface for managing a license. At the top, there are navigation links: Dashboard, Apply for New License, Submit Complaint, and More. Below this, a license card is displayed with the following details: License number OHI.2020000075, Effective Date 01/25/2023, Expiration Date 01/24/2026, and Status Active. To the right of the card is a red box containing the 'Actions' button, which is further expanded to show the 'Download My Certificate' option. The main content area below the card shows sections for 'Information' and 'License Dates'. The 'Information' section includes fields for Name (OHI.2020000075), Type (Home Inspector License), and Organization (User 10 UAT). The 'License Dates' section shows Issuance Date (1/24/2020), Effective Date (1/25/2023), and Expiration Date (1/24/2026). A note indicates 'Ready for Renewal' with a red 'X' icon.

4 A PDF copy of the license will download to your computer. Once downloaded to your device, you can then print.





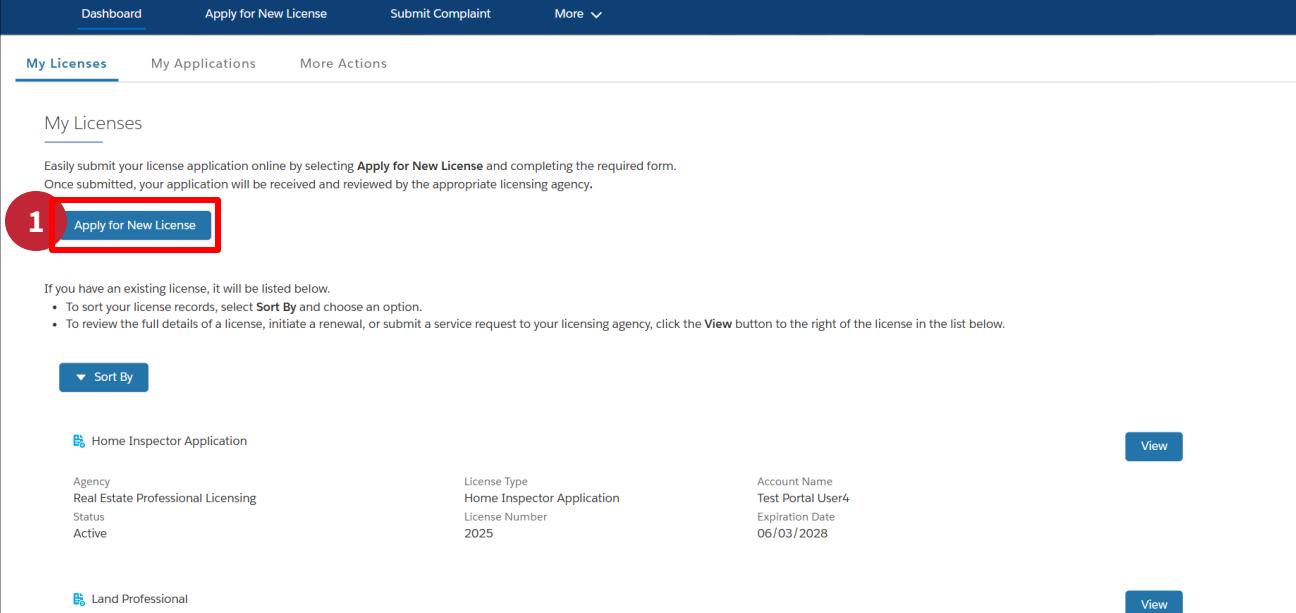
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# Applying for a New License

# Applying for a New License (1 of 2)

How to apply for a new license:

- 1 Click the **Apply for New License** tab (or the **Dashboard** tab) and click the **Apply for a New License** button to initiate the application process.



The screenshot shows a user interface for managing licenses. At the top, there are navigation tabs: Dashboard, Apply for New License (which is highlighted in blue), Submit Complaint, and More. Below the tabs, there are three buttons: My Licenses (underlined in blue), My Applications, and More Actions. The main section is titled 'My Licenses' and contains a brief instruction: 'Easily submit your license application online by selecting **Apply for New License** and completing the required form. Once submitted, your application will be received and reviewed by the appropriate licensing agency.' Below this, a red circle highlights the 'Apply for New License' button, which is enclosed in a red box. The text '1' is placed to the left of this button. Further down, there is a note: 'If you have an existing license, it will be listed below.' followed by a list of bullet points: 'To sort your license records, select **Sort By** and choose an option.' and 'To review the full details of a license, initiate a renewal, or submit a service request to your licensing agency, click the **View** button to the right of the license in the list below.' A 'Sort By' button is shown with a dropdown arrow. The license list includes two entries: 'Home Inspector Application' and 'Land Professional'. Each entry has a 'View' button to its right. The 'Home Inspector Application' entry is detailed with: Agency (Real Estate Professional Licensing), Status (Active), License Type (Home Inspector Application), License Number (2025), and Account Name (Test Portal User4). The 'Expiration Date' is listed as 06/03/2028.

- 2 In the **Select a License Application** page, you will need to choose the appropriate options for your application from the following three dropdown menus:
  - **Select Agency** - Click the dropdown arrow to choose the **Real Estate Professional Licensing**
  - **Permit/License Type**: Select either **Salesperson, Broker, Brokerage, Land Professional, Foreign Real Estate, Home Inspector, Appraiser, Appraiser Management Company, Cemetery, Video Service Authorization** from the dropdown.
  - **Application Type**: Choose the appropriate license type.
- 3 Click the **Next** button to continue.



The screenshot shows a 'Select a License/Permit Application' page. At the top, there is a header 'Select a License/Permit Application'. Below it, there are three dropdown menus:

- \* Select Agency: Real Estate Professional Licensing
- \* Permit/License Type: Real Estate
- \* Application Type: Salesperson

Each dropdown has a small search icon to its right. At the bottom right of the page is a blue 'Next' button. A red circle highlights the 'Next' button, and a red box encloses the entire set of dropdowns. The number '2' is placed to the left of the dropdowns, and the number '3' is placed to the left of the 'Next' button.

# Applying for a New License (2 of 2)

## How to apply for a new license:

- 4 Enter the required information at each step of the process (e.g., Eligibility Questions, Instructions, Applicant Information).
- 5 Click the **Next** button to proceed to the following step. When the information is completed, click the **Next** button.

The screenshot shows the eLicense Ohio Professional Licensure application interface. The top navigation bar includes links for Dashboard, Apply for New License, Submit Complaint, and More. The main content area is titled "Apply for a License or a Permit" and contains a section for "Eligibility Questions". This section includes three questions with radio button options. Below the questions is a "Save for later" link. To the right of the form is a vertical list of "Steps" for the application process, each represented by a colored circle and a step name. The steps are: Application Type (green), Eligibility Questions (blue), Instructions (grey), Applicant Information (grey), Ethical Conduct and Legal History (grey), Education History (grey), Sponsoring Brokerage Information (grey), Instructions (grey), Attestations (grey), Select Payment Method (grey), Complete Signature (grey), and Payment Processed (grey). The "Eligibility Questions" step is highlighted with a red circle and the number 5, and the "Next" button at the bottom of the form is also highlighted with a red box and the number 5.

Ohio eLicense Ohio Professional Licensure

Dashboard Apply for New License Submit Complaint More ▾

Apply for a License or a Permit

Eligibility Questions

\* I am at least 18 years old.  
 Yes  No

\* I am a United States Citizen or alien lawfully admitted to the United States.  
 Yes  No

\* I have a high school diploma or equivalent.  
 Yes  No

Save for later

Previous **Next**

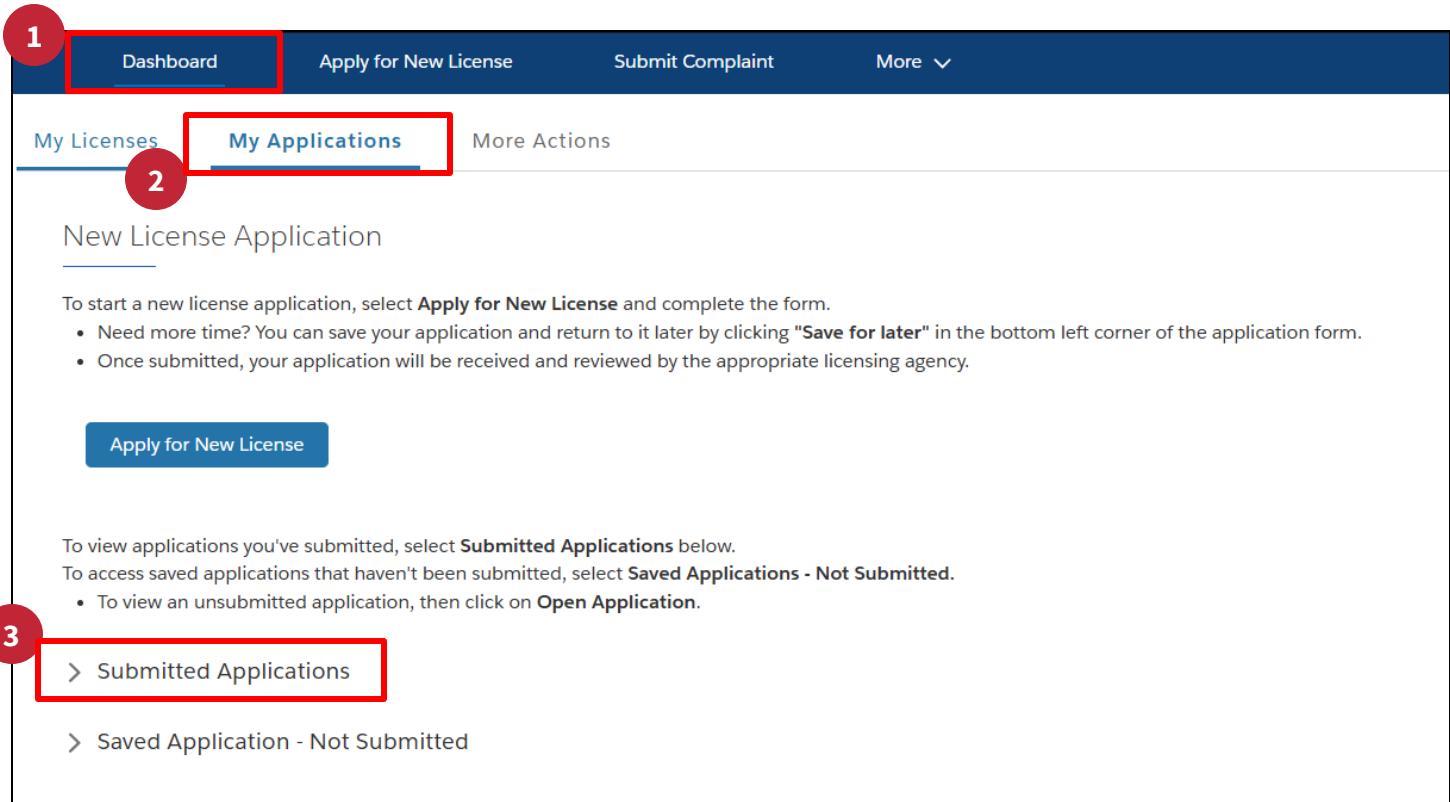
Steps

- 4 Application Type
- 5 Eligibility Questions
- Instructions
- Applicant Information
- Ethical Conduct and Legal History
- Education History
- Sponsoring Brokerage Information
- Instructions
- Attestations
- Select Payment Method
- Complete Signature
- Payment Processed

# How to Check Application Status (1 of 2)

## How to check the status of a submitted application:

- 1 Click the **Dashboard** tab to return to the Dashboard homepage after completing the steps to renew a license.
- 2 From the **Dashboard** tab, navigate to the **My Applications** subtab.
- 3 Click the **Submitted Applications** dropdown to view the status of submitted applications.



The screenshot shows the Dashboard homepage with the following interface elements:

- Header:** Dashboard, Apply for New License, Submit Complaint, More ▾
- Subheader:** My Licenses, My Applications (highlighted with a red box and a red number 2), More Actions
- Section:** New License Application
  - Description: To start a new license application, select **Apply for New License** and complete the form.
  - List
    - Need more time? You can save your application and return to it later by clicking "Save for later" in the bottom left corner of the application form.
    - Once submitted, your application will be received and reviewed by the appropriate licensing agency.
  - Apply for New License** button
- Section:** To view applications you've submitted, select **Submitted Applications** below.
- Section:** To access saved applications that haven't been submitted, select **Saved Applications - Not Submitted**.
- Dropdown:** 3 > Submitted Applications (highlighted with a red box and a red number 3)
- Dropdown:** > Saved Application - Not Submitted

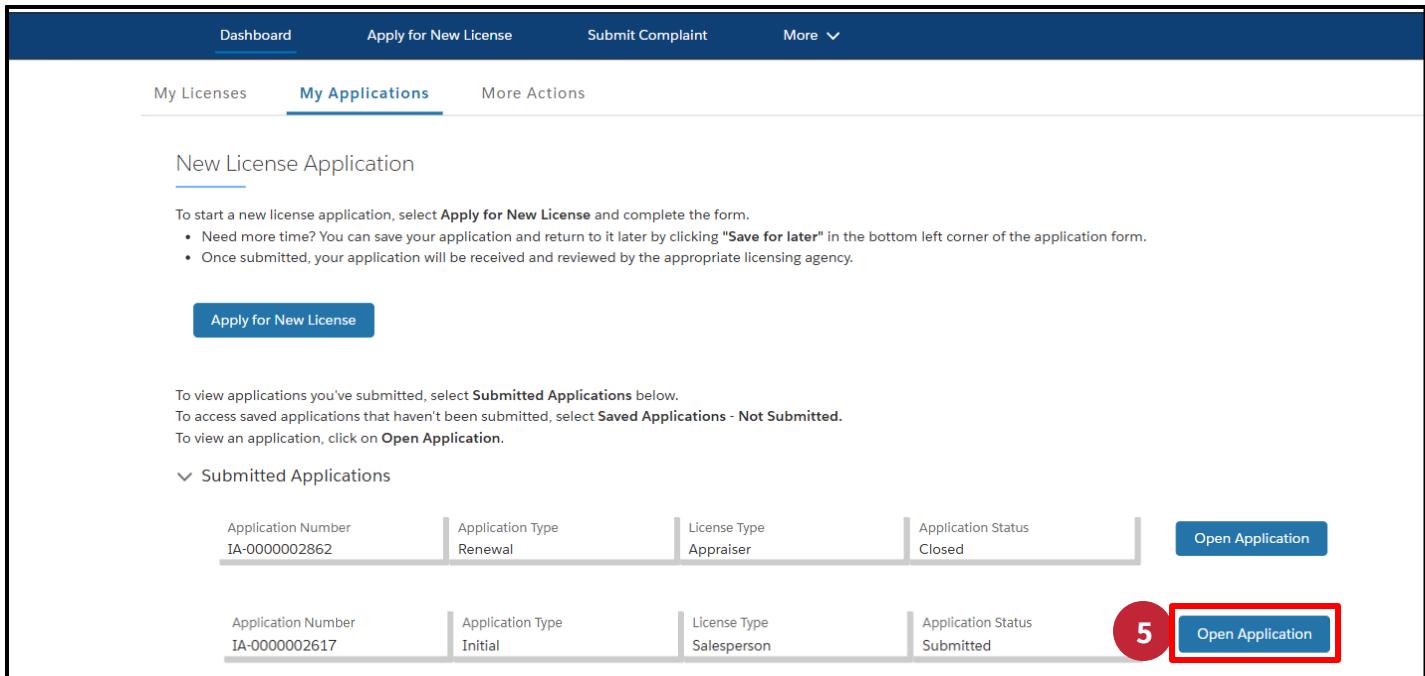
# How to Check Application Status (2 of 2)

4

A list of submitted applications will appear.

5

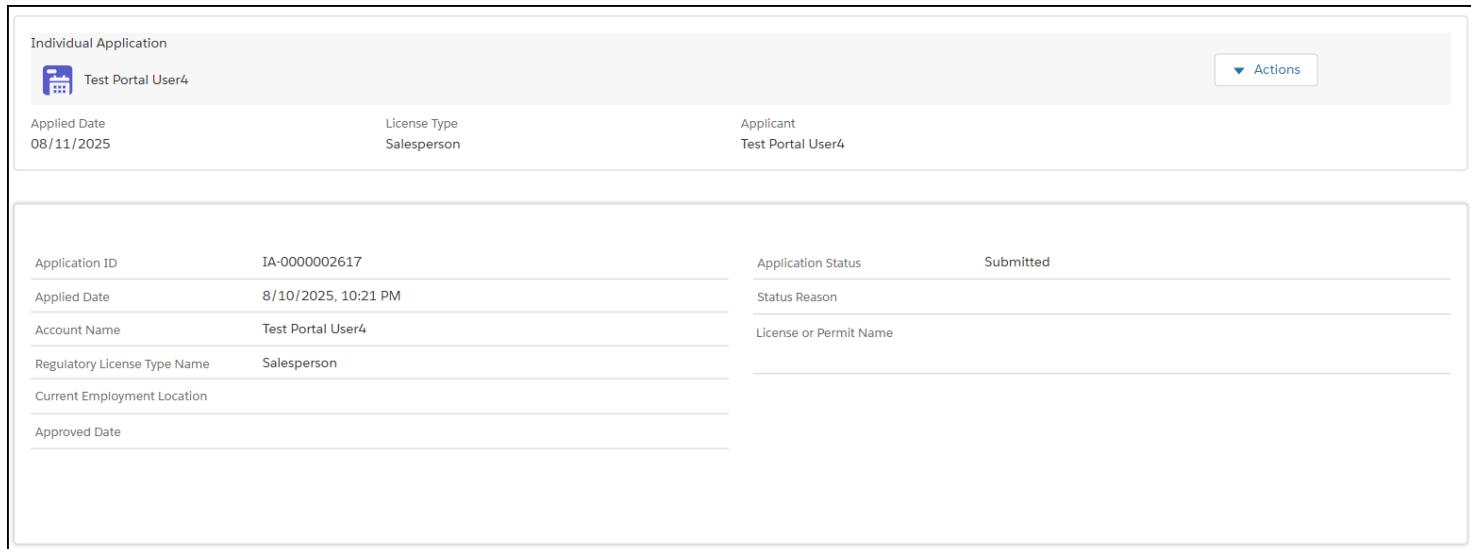
Click the **Open Application** button next to the submitted application to view its status information.



The screenshot shows a user interface for managing applications. At the top, there are navigation links: Dashboard, Apply for New License, Submit Complaint, and More. Below this, a sub-navigation bar includes My Licenses, My Applications (which is underlined in blue), and More Actions. The main content area is titled 'New License Application'. It contains instructions for starting a new license application and a note about saved applications. A large blue button labeled 'Apply for New License' is present. Below this, there are two application rows. The first row is for a 'Renewal' application with an 'Appraiser' license type and 'Closed' status. The second row, which is highlighted with a red box and circled '5', is for an 'Initial' application with a 'Salesperson' license type and 'Submitted' status. Each row has an 'Open Application' button to its right.

6

A page appears displaying the application information.



The screenshot shows a detailed view of an individual application. At the top, it displays the 'Individual Application' section with the applicant's name 'Test Portal User4'. Below this, the 'Applied Date' is listed as '08/11/2025', the 'License Type' as 'Salesperson', and the 'Applicant' as 'Test Portal User4'. A 'Actions' button is located in the top right corner. The main content area is titled 'Application ID: IA-0000002617'. It contains several data rows: 'Applied Date: 8/10/2025, 10:21 PM', 'Account Name: Test Portal User4', 'Regulatory License Type Name: Salesperson', 'Current Employment Location' (empty), 'Approved Date' (empty), 'Application Status: Submitted', 'Status Reason' (empty), and 'License or Permit Name' (empty). The 'Open Application' button from the previous screenshot is circled with a red box and labeled '5'.



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# **How to Submit a Renewal Application**

# How to Submit a Renewal Application (1 of 2)

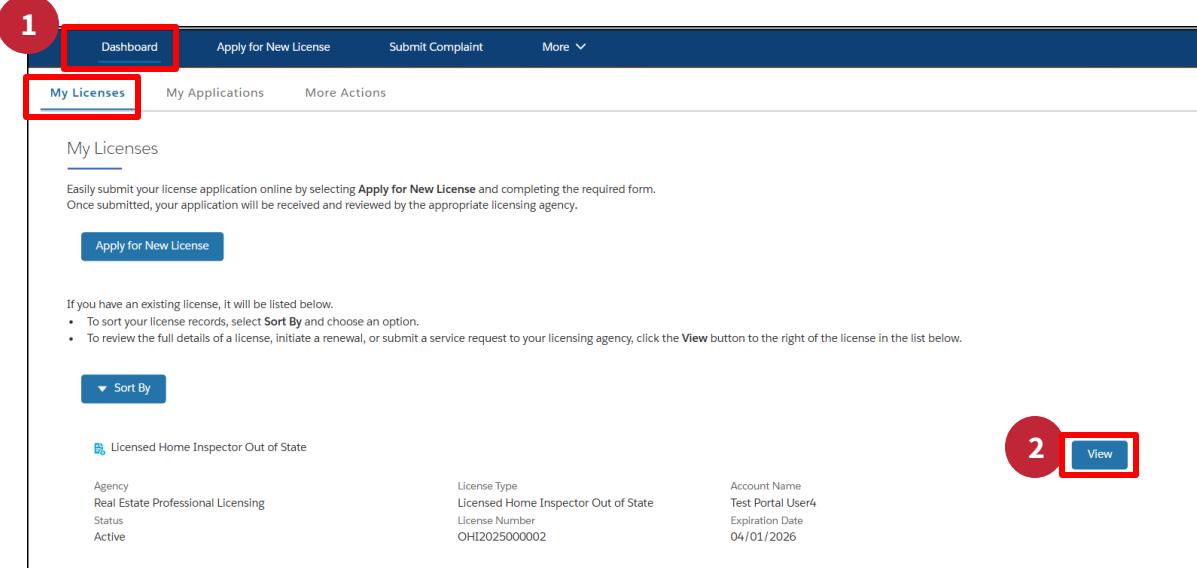
## How to Renew your license:

1

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

2

Click the **View** button on the license that is nearing its expiration date.



My Licenses

Easily submit your license application online by selecting **Apply for New License** and completing the required form. Once submitted, your application will be received and reviewed by the appropriate licensing agency.

**Apply for New License**

If you have an existing license, it will be listed below.

- To sort your license records, select **Sort By** and choose an option.
- To review the full details of a license, initiate a renewal, or submit a service request to your licensing agency, click the **View** button to the right of the license in the list below.

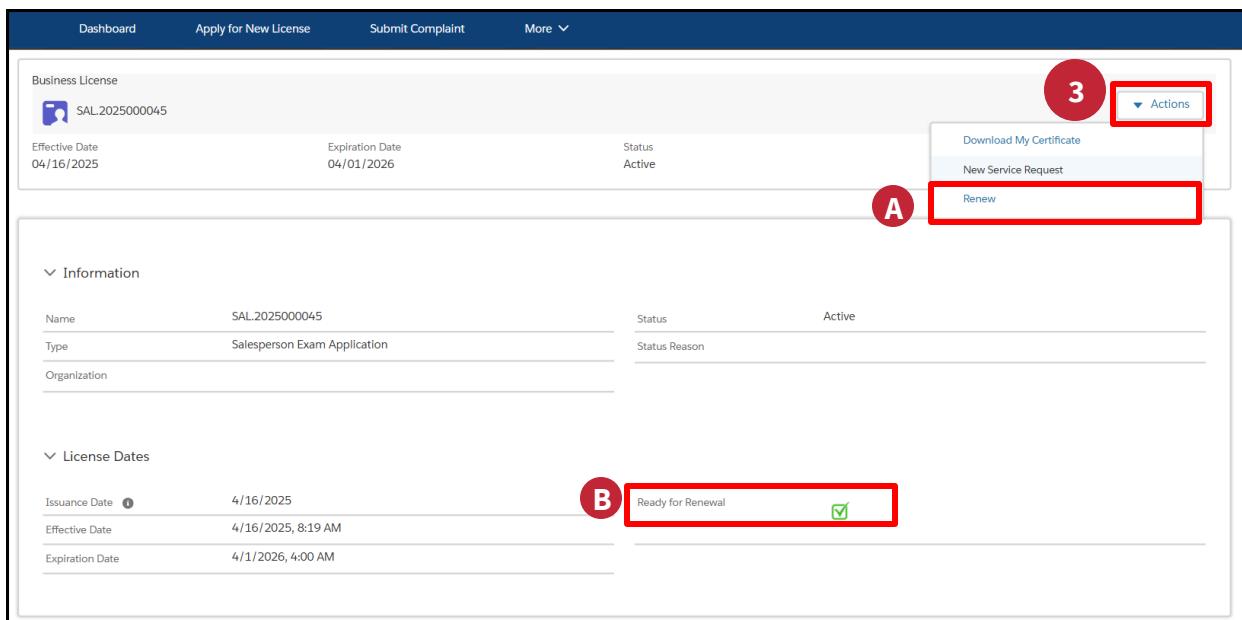
**Sort By**

Licensed Home Inspector Out of State	Agency	License Type	Account Name
	Real Estate Professional Licensing	Licensed Home Inspector Out of State	Test Portal User4
	Status	License Number	Expiration Date
	Active	OHI202500002	04/01/2026

3

Click the **Actions** button on the selected certification to start the process:

- Select the **Renew** option from the dropdown menu.
- A **Green Checkbox** will appear next to the Ready for Renewal field when the license is eligible for renewal. If the license is not ready for renewal, a Red 'X' will be displayed instead.



Business License

SAL.2025000045

Effective Date	Expiration Date	Status
04/16/2025	04/01/2026	Active

**Actions**

Download My Certificate  
New Service Request  
Renew

**Information**

Name	Type	Status	Active
SAL.2025000045	Salesperson Exam Application	Status Reason	
Organization			

**License Dates**

Issuance Date	Effective Date	Expiration Date	Ready for Renewal
4/16/2025	4/16/2025, 8:19 AM	4/1/2026, 4:00 AM	<input checked="" type="checkbox"/>

# How to Submit a Renewal Application (2 of 2)

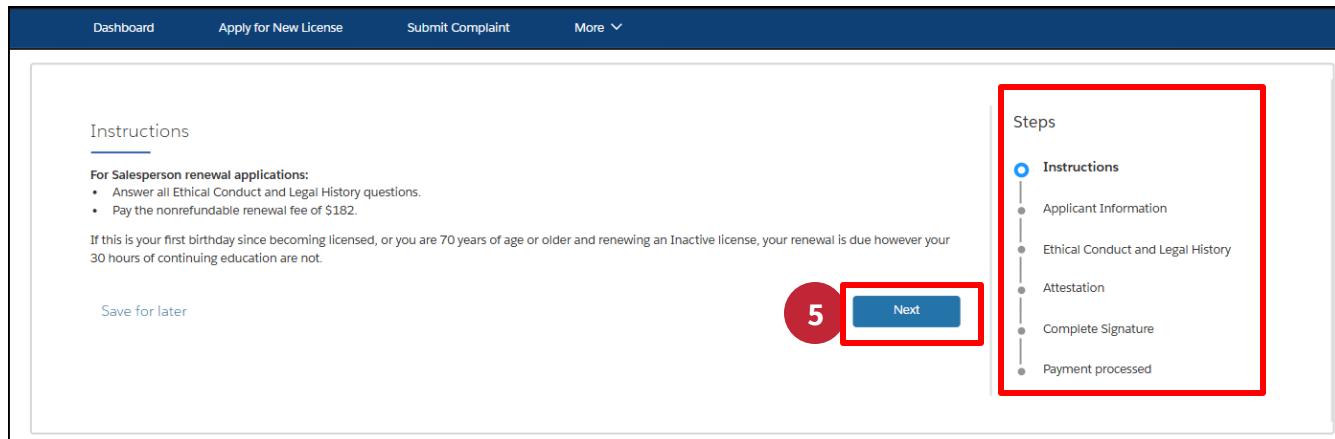
## How to Renew your license:

4

Enter the required information at each step of the process (e.g., Instructions, Questions, and Background).

5

Click the **Next** button to proceed to the following step. When the information is completed, click the **Submit** button.





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# **Adding Continuing Education (CE) Courses to Renewals**

# Adding CE Courses to Renewals

During the renewal process, completed courses sent by Providers will populate. Additional courses can be added by completing the following:

- 1 Select **Yes** to input additional courses for each relevant section.

Continuing Education

To complete this section:

- Verify all required courses submitted by providers for this reporting period. If there is an issue with the information the provider provided, please contact the provider directly to correct the roster error.
- If applicable, enter any required courses taken that have not been reported for this period by selecting 'Yes' to the question *Do you have additional courses to add?* in the appropriate course category. Please upload a copy of your course certificate.
- Continuing Education Course Certificates must be maintained for a period of at least 6 years.

Below is a list of your Continuing Education sent to us by the Provider.

✓ Civil Rights Course (Minimum 3 Hours)

Ohio Certification Number	Course Title	Course Provider	Completion Date	Hours

Add

1 Do you have additional Civil Rights courses to add?  
 Yes  No

\* You have not included enough Civil Rights Course hours to submit your renewal

Steps

- Instructions
- Applicant Information
- Ethical Conduct and Legal History
- Continuing Education
- Continuing Education - Electives
- Attestation
- Select Payment Method
- Complete Signature
- Payment Processed

- 2 Enter the **Ohio Certification Number** and **Completion Date**.

- 3 Select **Upload Files** to add a copy of the certification.

- Select **Add** to input additional courses within each section.
- Select **Delete** to remove added courses.

✓ Civil Rights Course

Ohio Certification Number

Completion Date

Hours Course Provider

Course Title

\* Please attach a copy of education certificates.

Upload Files Or drop files

## Note:

Reference steps 4 and 5 in the **How to Submit a Renewal Application** section to complete the renewal process.



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# How to Submit a Service Request

# 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:**

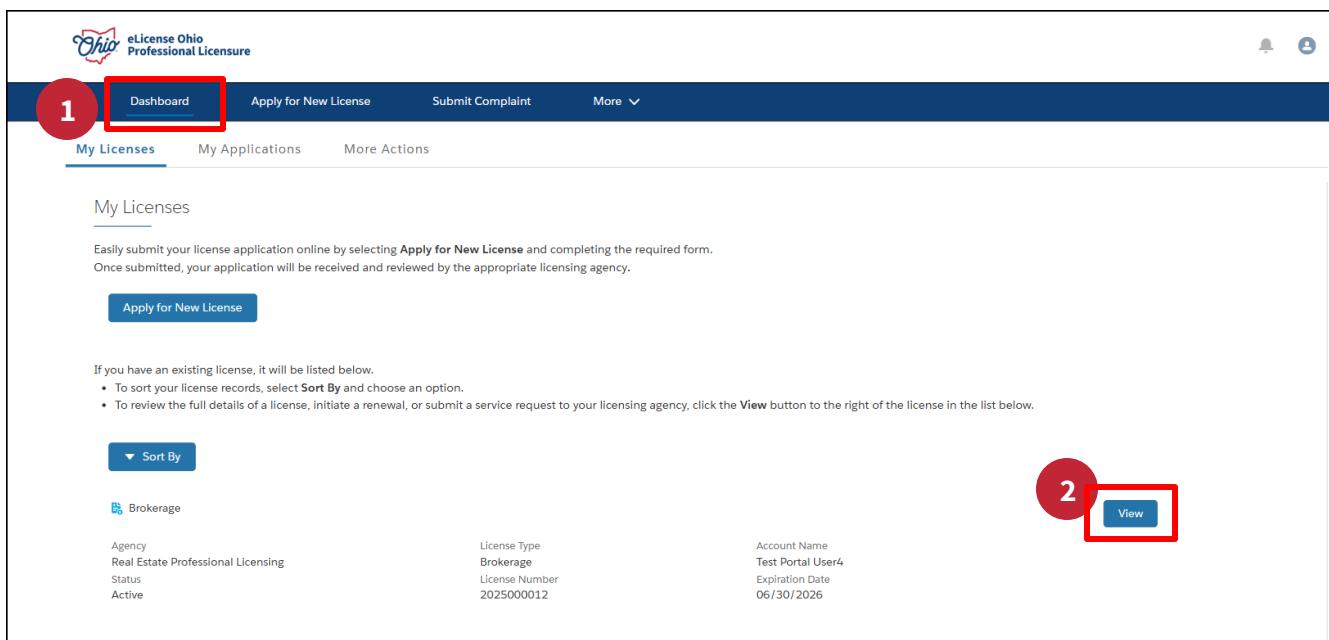
You will only see a Service Request when it is relevant to the application or license being viewed, based on conditions like:

- Issuing agency
- Certification type
- Status
- Time to expiration

# Part 1: How to Submit a Service Request (2 of 3)

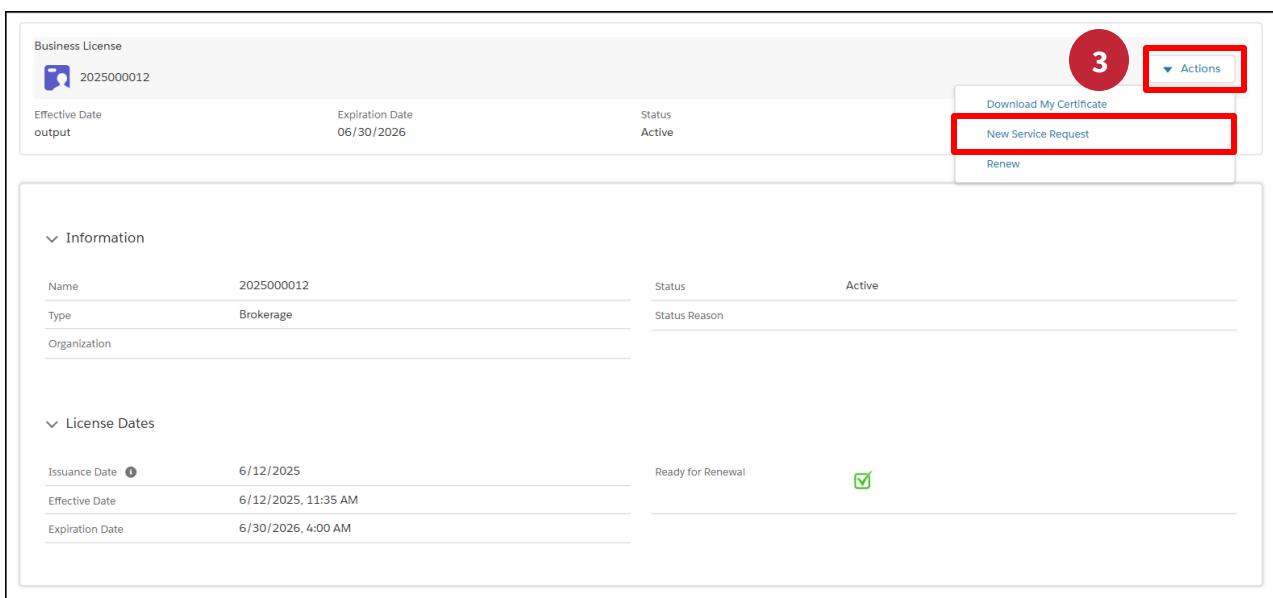
Once you log in the eLicense LPI Portal, you will land on the Homepage. The following steps will walk you through the process to submit a Service Request:

- 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.



The screenshot shows the eLicense Ohio Professional Licensure homepage. The 'My Licenses' tab is selected, and the 'Brokerage' license is listed. The 'View' button for this license is highlighted with a red box and a circled '2'. The 'Dashboard' tab is also highlighted with a red box and a circled '1'.

- 3 Click the **Actions** button on the selected certification and select the **New Service Request** option from the dropdown menu.



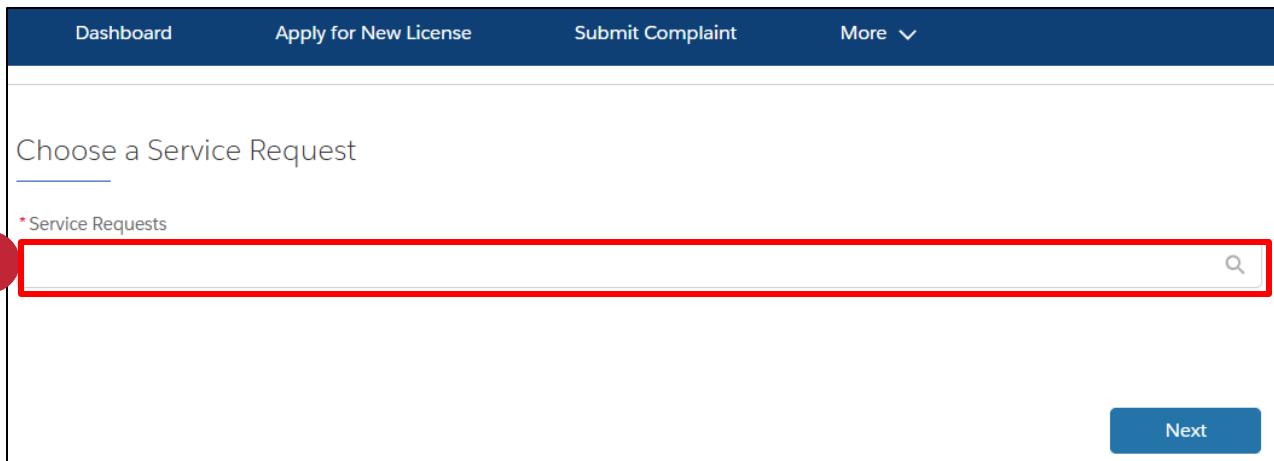
The screenshot shows the details of a selected certification. The 'Actions' dropdown menu is open, and the 'New Service Request' option is highlighted with a red box and a circled '3'.

# Part 1: How to Submit a Service Request (3 of 3)

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.



Choose a Service Request

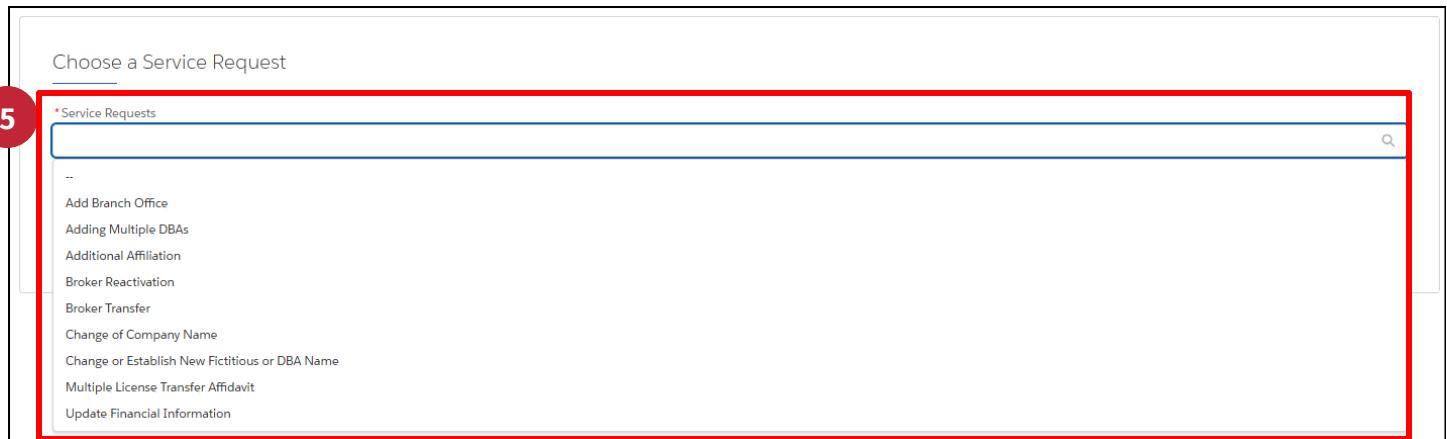
\* Service Requests

4

Next

5

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



Choose a Service Request

\* Service Requests

5

- 
- Add Branch Office
- Adding Multiple DBAs
- Additional Affiliation
- Broker Reactivation
- Broker Transfer
- Change of Company Name
- Change or Establish New Fictitious or DBA Name
- Multiple License Transfer Affidavit
- Update Financial Information



## 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: **Change of Company Name**.

## Part 2: How to Submit a Service Request (1 of 2)

### 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

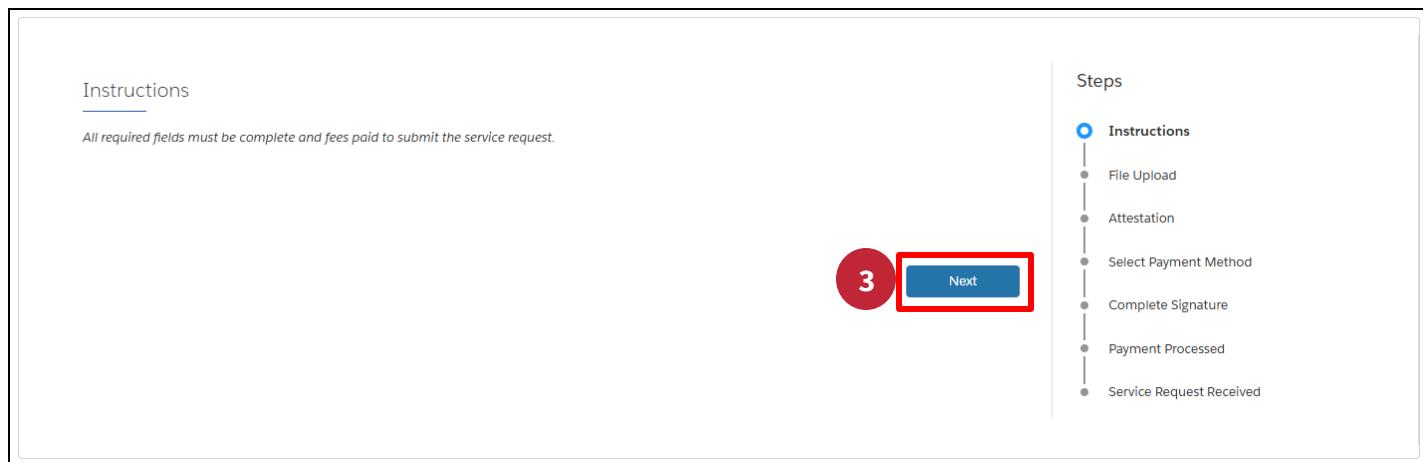
Change of Company Name

1

1

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

All required fields must be complete and fees paid to submit the service request.

3

Next

Steps

- Instructions
- File Upload
- Attestation
- Select Payment Method
- Complete Signature
- Payment Processed
- Service Request Received

## Part 2: How to Submit a Service Request (2 of 2)

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

**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



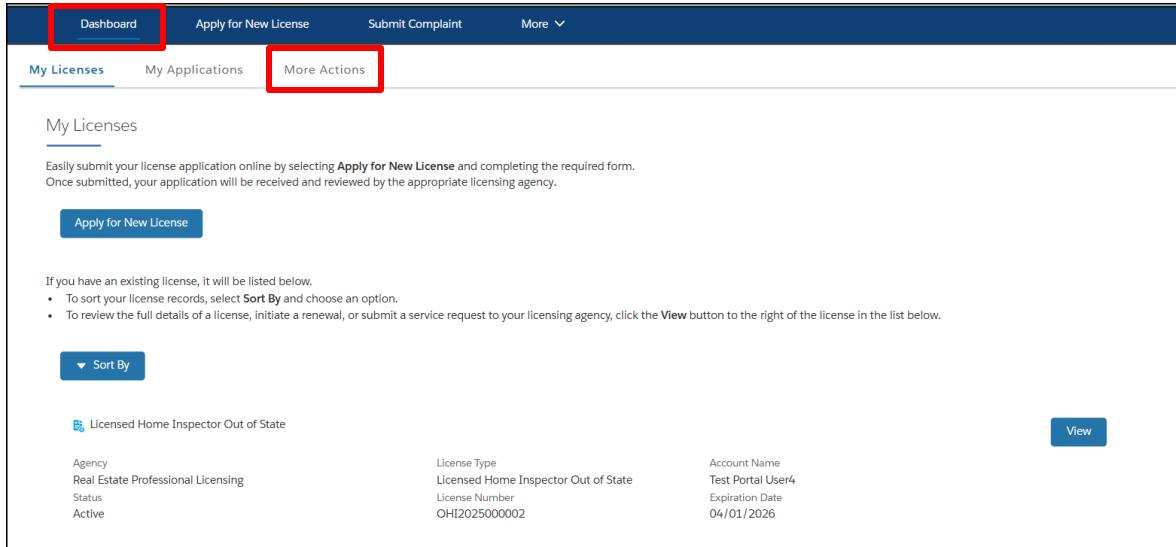
**Department of  
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Services**

# Claiming a License Post-Registration

# Claiming a License Post-Registration (1 of 3)

If you did not claim your license during registration, you can claim your license from the Portal:

- 1 Click the **Dashboard** tab, then navigate to the **More Actions** subtab.



My Licenses

Easily submit your license application online by selecting **Apply for New License** and completing the required form. Once submitted, your application will be received and reviewed by the appropriate licensing agency.

**Apply for New License**

If you have an existing license, it will be listed below.

- To sort your license records, select **Sort By** and choose an option.
- To review the full details of a license, initiate a renewal, or submit a service request to your licensing agency, click the **View** button to the right of the license in the list below.

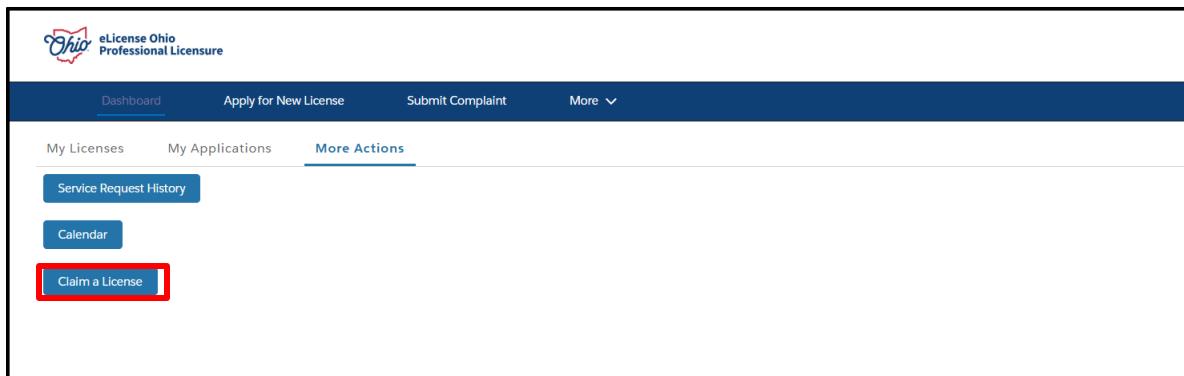
**Sort By**

Agency	License Type	Account Name
Real Estate Professional Licensing	Licensed Home Inspector Out of State	Test Portal User4
Status	License Number	Expiration Date
Active	OHI2025000002	04/01/2026

**View**

## Select **Claim A License**.

- 2



eLicense Ohio  
Professional Licensure

Dashboard Apply for New License Submit Complaint More

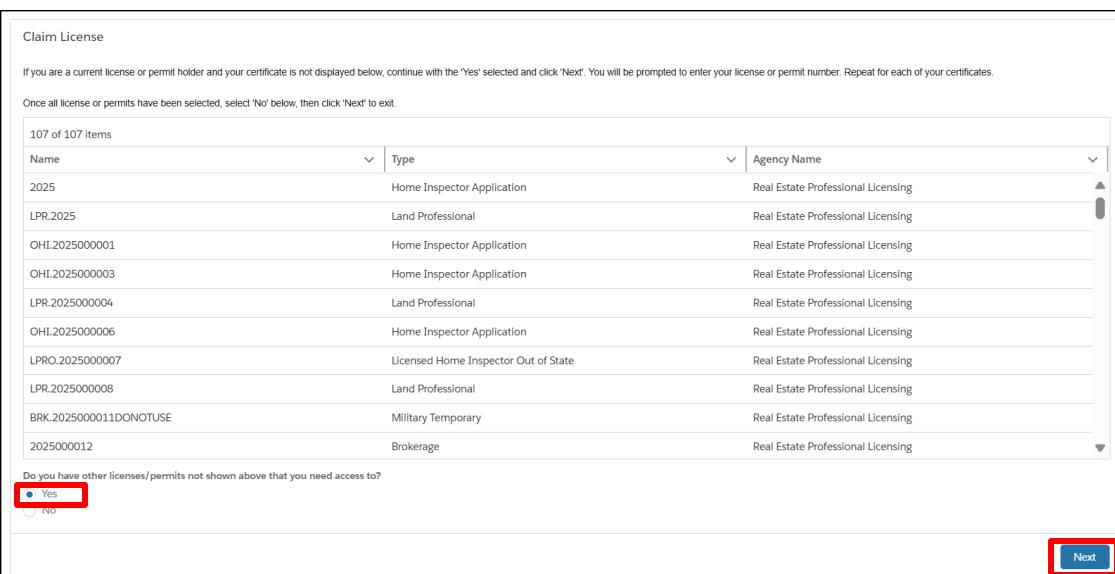
My Licenses My Applications **More Actions**

**Service Request History**

**Calendar**

**Claim a License**

- 3 Select **Yes** to claim additional licenses and then **Next**.



Claim License

If you are a current license or permit holder and your certificate is not displayed below, continue with the 'Yes' selected and click 'Next'. You will be prompted to enter your license or permit number. Repeat for each of your certificates.

Once all license or permits have been selected, select 'No' below, then click 'Next' to exit.

Name	Type	Agency Name
2025	Home Inspector Application	Real Estate Professional Licensing
LPR.2025	Land Professional	Real Estate Professional Licensing
OHI.202500001	Home Inspector Application	Real Estate Professional Licensing
OHI.202500003	Home Inspector Application	Real Estate Professional Licensing
LPR.202500004	Land Professional	Real Estate Professional Licensing
OHI.202500006	Home Inspector Application	Real Estate Professional Licensing
LPRO.202500007	Licensed Home Inspector Out of State	Real Estate Professional Licensing
LPR.202500008	Land Professional	Real Estate Professional Licensing
BRK.2025000011DONOTUSE	Military Temporary	Real Estate Professional Licensing
2025000012	Brokerage	Real Estate Professional Licensing

Do you have other licenses/permits not shown above that you need access to?

Yes

No

**Next**

# Claiming a License Post-Registration (2 of 3)

4

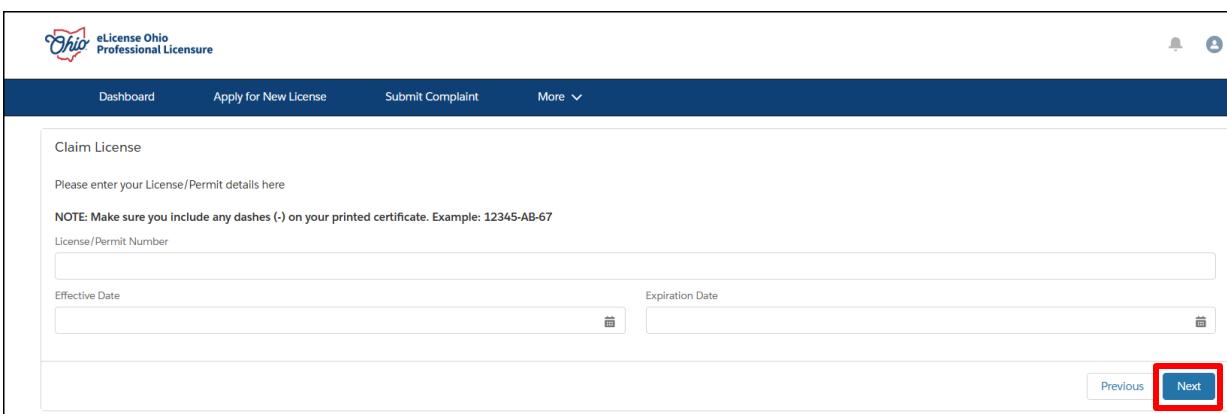
Input Real Estate Professional Licensing and select **Next**.



The screenshot shows the 'Claim License' section of the eLicense Ohio website. At the top, there is a navigation bar with links for 'Dashboard', 'Apply for New License', 'Submit Complaint', and 'More'. Below the navigation bar, the 'Claim License' section is titled 'Claim License'. A dropdown menu labeled 'Agency' is open, showing the option '-None-'. At the bottom right of the section, there are 'Previous' and 'Next' buttons, with the 'Next' button being highlighted by a red box.

5

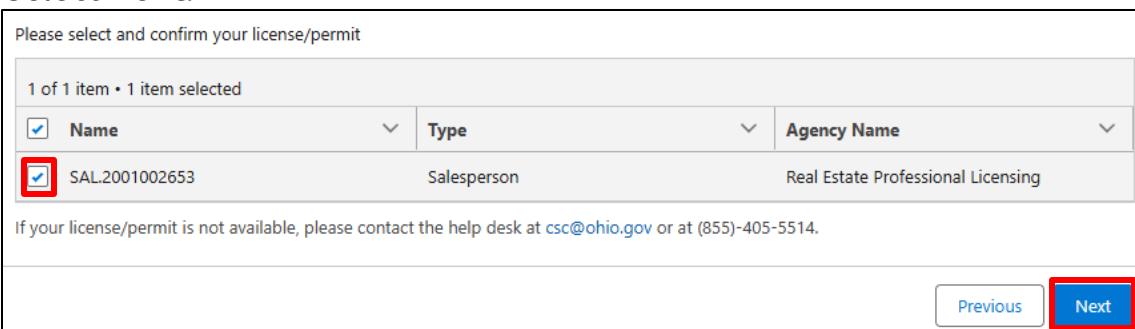
Input the license details then select **Next** to search.



The screenshot shows the 'Claim License' section of the eLicense Ohio website. The 'License/Permit Number' field is empty. Below it, there are fields for 'Effective Date' and 'Expiration Date'. At the bottom right of the section, there are 'Previous' and 'Next' buttons, with the 'Next' button being highlighted by a red box.

6

Once the license populates, ensure to select the **checkbox** to claim the license. Select **Next**.



The screenshot shows a confirmation step where the user is asked to 'Please select and confirm your license/permit'. It displays a table with one item selected: 'Name' (SAL.2001002653), 'Type' (Salesperson), and 'Agency Name' (Real Estate Professional Licensing). A checkbox next to the name is checked and highlighted with a red box. At the bottom, there is a note about contacting the help desk if the license is not available, and at the very bottom right, there are 'Previous' and 'Next' buttons, with the 'Next' button being highlighted by a red box.

# Claiming a License Post-Registration (3 of 3)

7 Repeat steps 5-6 to claim additional licenses. Once all licenses are claimed, select **No** to indicate no other licenses need to be claimed. Select **Next**.

Claim License

If you are a current license or permit holder and your certificate is not displayed below, continue with the 'Yes' selected and click 'Next'. You will be prompted to enter your license or permit number. Repeat for each of your certificates.

Once all license or permits have been selected, select 'No' below, then click 'Next' to exit.

107 of 107 items		
Name	Type	Agency Name
2025	Home Inspector Application	Real Estate Professional Licensing
LPR.2025	Land Professional	Real Estate Professional Licensing
OHI.2025000001	Home Inspector Application	Real Estate Professional Licensing
OHI.2025000003	Home Inspector Application	Real Estate Professional Licensing
LPR.2025000004	Land Professional	Real Estate Professional Licensing
OHI.2025000006	Home Inspector Application	Real Estate Professional Licensing
LPRO.2025000007	Licensed Home Inspector Out of State	Real Estate Professional Licensing
LPR.2025000008	Land Professional	Real Estate Professional Licensing
BRK.2025000011DONOTUSE	Military Temporary	Real Estate Professional Licensing
2025000012	Brokerage	Real Estate Professional Licensing

Do you have other licenses/permits not shown above that you need access to?

Yes

No

**Next**

8 Select **Finish** to complete the claiming process.

eLicense Ohio  
Professional Licensure

Claim License

You are about to exit the Claim a License process.

To finish: Click **Finish** to submit your request and return to the main portal. You can view all your claimed licenses or permits on the [My Licenses](#) page.

To go back: Click [Previous](#) to return to the last step and continue searching for or claiming a license.

**Previous** **Finish**

# Final Steps & Support

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## Key Takeaways:

By now, you should be able to:

- Access the eLicense LPI Portal
- Navigate the eLicense LPI Portal Homepage
- View Your Certification Details in the eLicense LPI Portal
- Download Your License/Certification
- Apply for a New License
- Submit a Renewal Application
- Add Continuing Education Courses to Renewals
- Submit a Service Request
- Claim a License Post-Registration
- Submit a Complaint



## Need more help?

If you need further assistance navigating the eLicense LPI Portal, setting up your OHID, or are having technical issues applying, please contact the Customer Service Center at **(855)-405-5514** (Monday through Friday from 8 am to 5 pm EST).