eLicense LPI Portal Job Aid

Department of Administrative Services

Ohio

Real Estate Professional Licensing (REPL)

October 2025

Table of Contents

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

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).

Accessing eLicense LPI Portal

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.elicense.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.

4 After creating your OHID, return to https://lpi.elicense.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.

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.

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

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.

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.

> **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.

10 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.
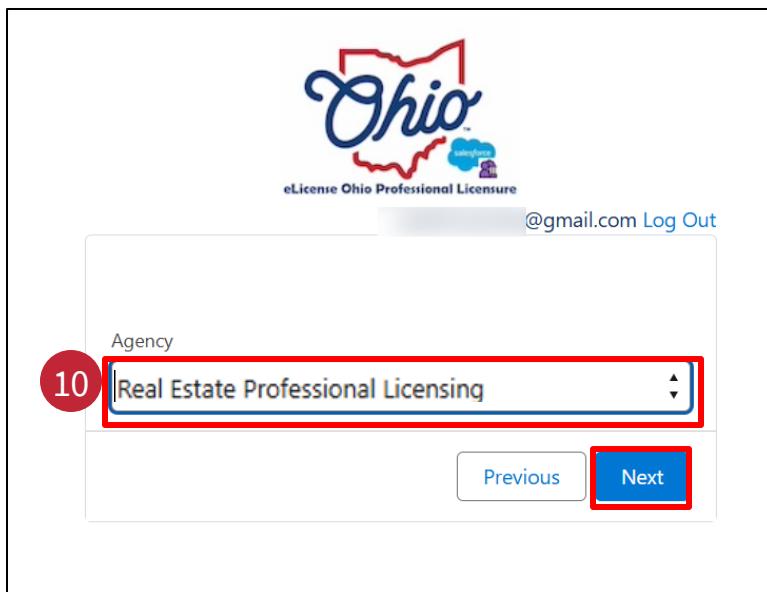
11 Enter the **License Number** (i.e. SAL.12345) and details, then click **Next** to add your licenses to your eLicense LPI Portal account.

Note: Dates entered should be the most recent.

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

☑	Name ⌄	Type ⌄	Agency Name ⌄
☑	SAL.2001002653	Salesperson	Real Estate Professional Licensing

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

Previous   Next

13 **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

14 **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**

> **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.elicense.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)

I am the **person** to submit an application for a business license

YES → Automatically listed as an Authorized Rep

NO → I am not an Authorized User for this business license

I am the person to claim a business license

YES → Automatically listed as an Authorized Rep

NO → I am not an Authorized User for this business license

I am the Principal Broker affiliated with a brokerage firm

YES → Automatically listed as an Authorized Rep

NO → I am not an Authorized User for this business license

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

Department of Administrative Services

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:
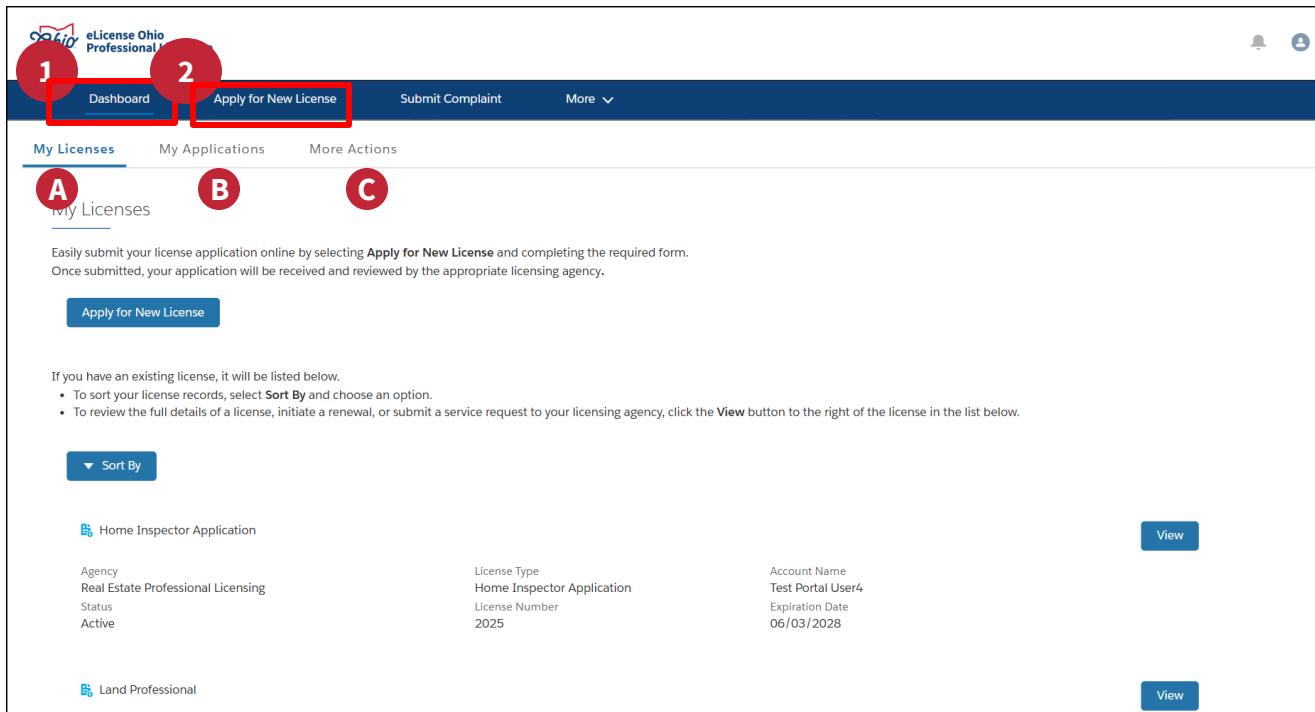
1. Under the **Dashboard** tab you'll find the following subtabs:
   A. **My Licenses -** View and manage all your current certification. You can also apply for a new license directly from this section if needed.
   B. **My Applications -** Track the status of all your submitted applications. From here, 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.

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.

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.

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 license

These options may vary depending on your license type and status.
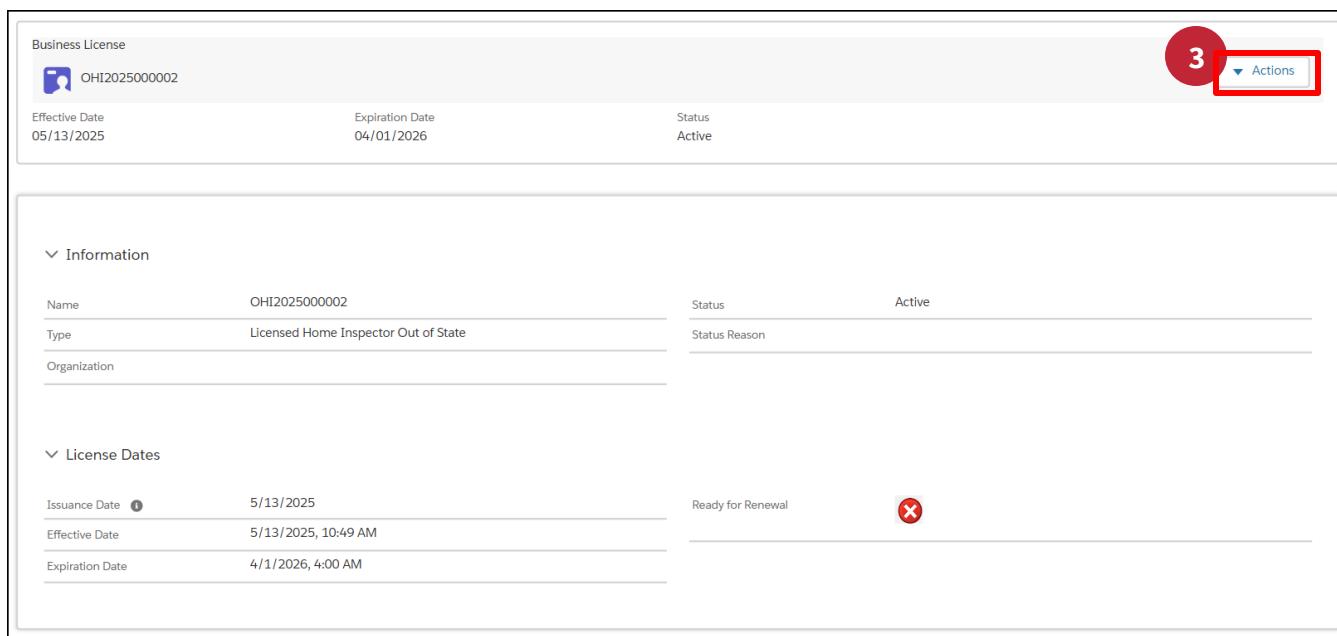
Business License

OHI2025000002

3 ▼ Actions

Effective Date	Expiration Date	Status
05/13/2025	04/01/2026	Active

∨ Information

Name	OHI2025000002	Status	Active
Type	Licensed Home Inspector Out of State	Status Reason	
Organization			

∨ License Dates

Issuance Date ⓘ	5/13/2025	Ready for Renewal	❌
Effective Date	5/13/2025, 10:49 AM		
Expiration Date	4/1/2026, 4:00 AM		

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.

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

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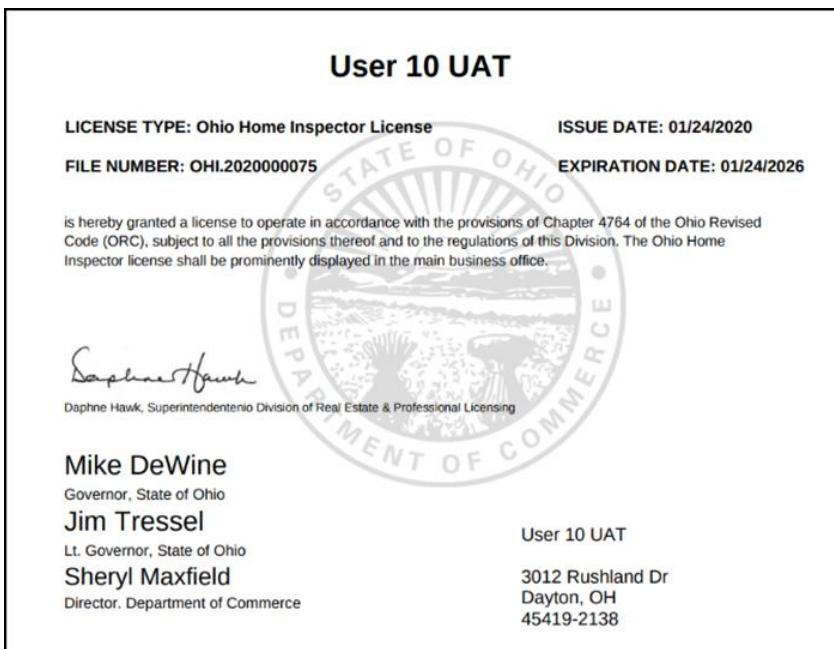
Applying for a New License

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.

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.

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.

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.

4 A list of submitted applications will appear.

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

6 A page appears displaying the application information.

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.

3 Click the **Actions** button on the selected certification to start the process:
- A. Select the **Renew** option from the dropdown menu.
- B. 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.

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.
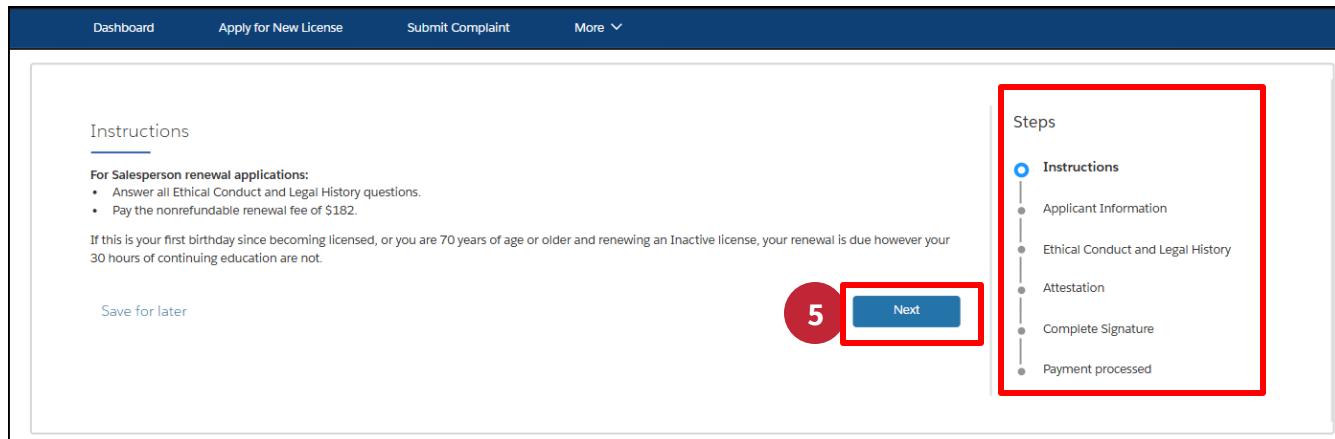
Adding Continuing Education (CE) Courses to Renewals

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.

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

3 Select **Upload Files** to add a copy of the certification.
   A.   Select **Add** to input additional courses within each section.
   B.   Select **Delete** to remove added courses.

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

Department of Administrative Services

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

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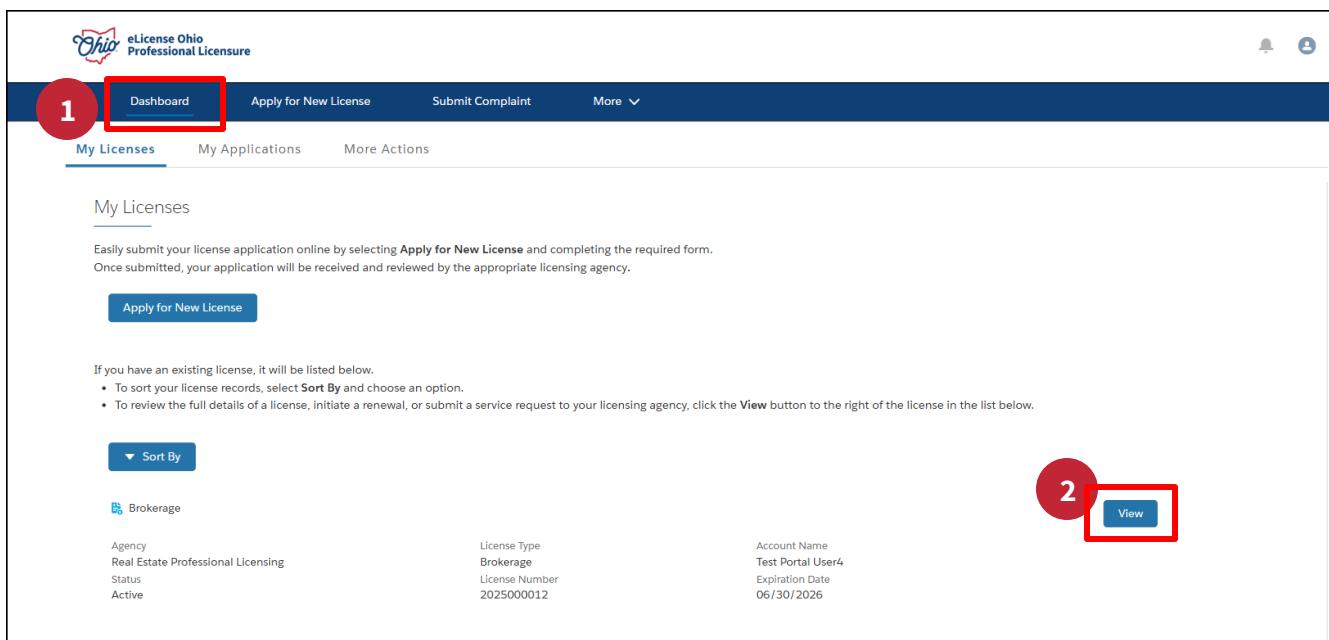
3   Click the **Actions** button on the selected certification and select the **New Service Request** option from the dropdown menu.

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 ∨
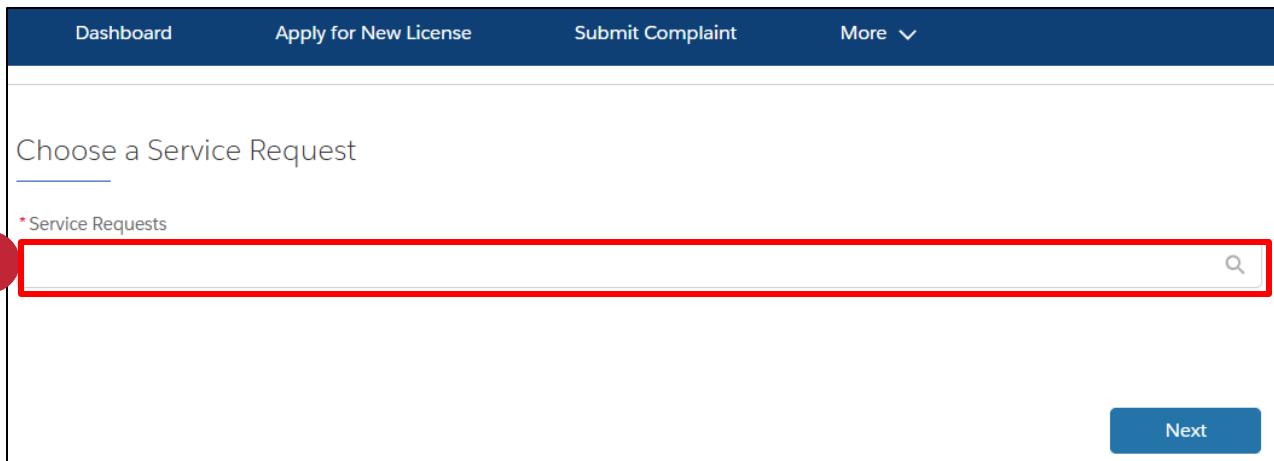
Choose a Service Request

* Service Requests

4 [🔍]

Next

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

Choose a Service Request

5 * Service Requests

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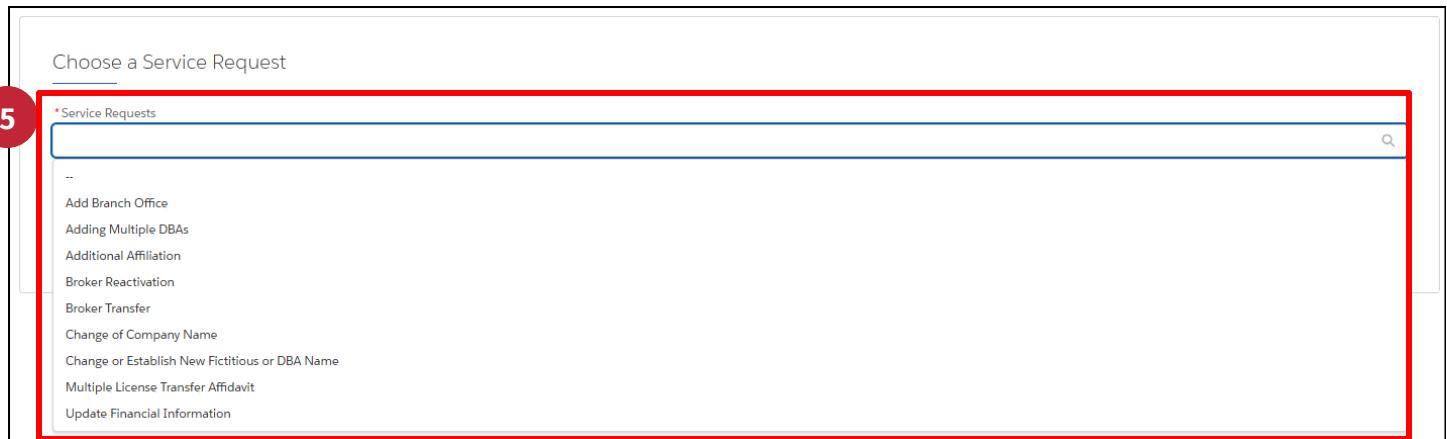
--
Add Branch Office
Adding Multiple DBAs
Additional Affiliation
Broker Reactivation
Broker Transfer
Change of Company Name
Change or Establish New Fictitious or DBA Name
Multiple License Transfer Affidavit
Update Financial Information

💡 **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**.

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

1 Change of Company Name

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.
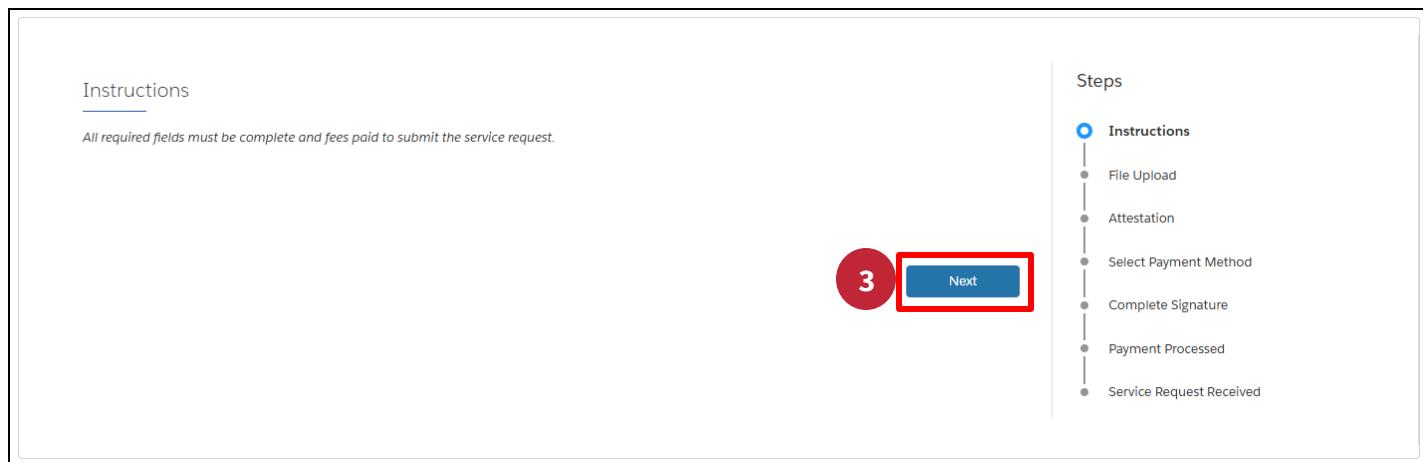
Instructions

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

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

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.

Select **Claim A License**.

2

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

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

5 Input the license details then select **Next** to search.
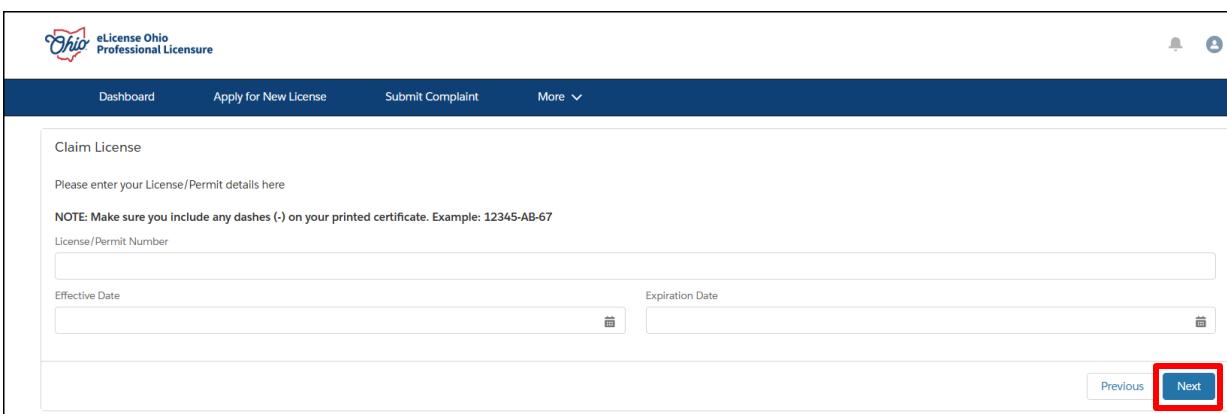
6 Once the license populates, ensure to select the **checkbox** to claim the license. Select **Next**.
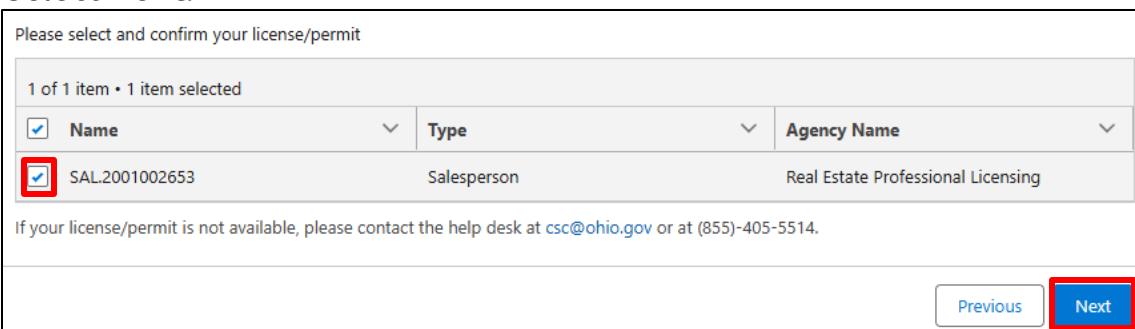
7 Repeat steps 5-6 to claim additional licenses. Once all licenses are claimed, select **No** to indicate no other licenses need to be claimed. Select **Next**.

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

Final Steps & Support

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
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