

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



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?

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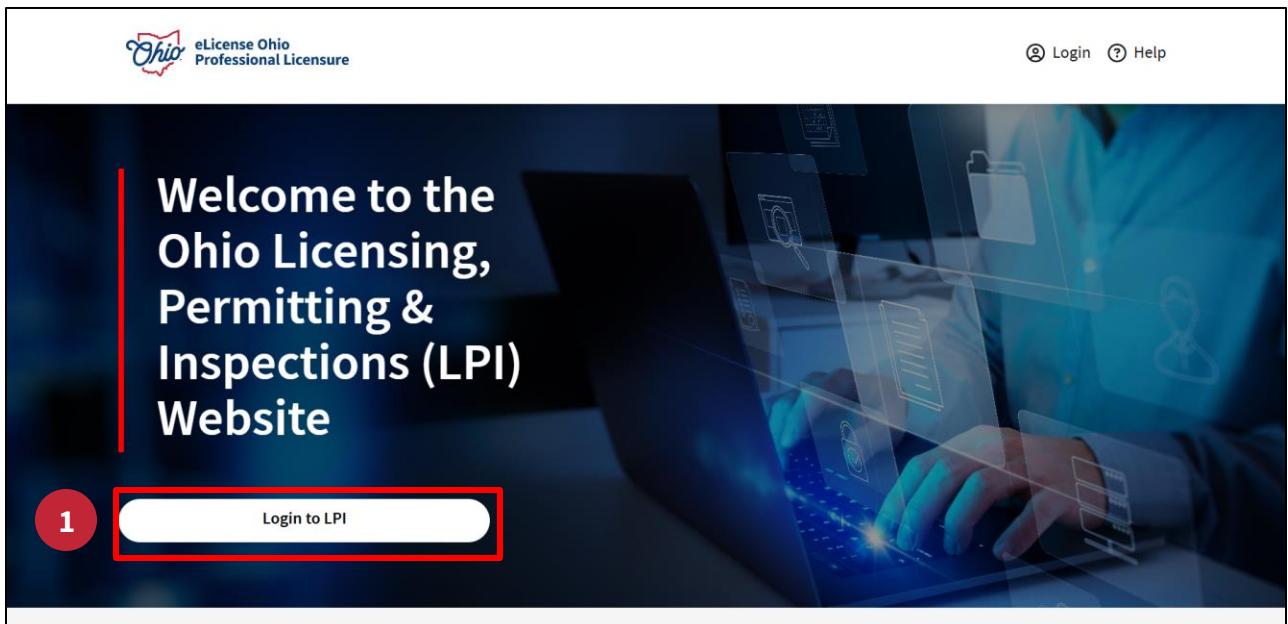
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Accessing eLicense LPI Portal

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.

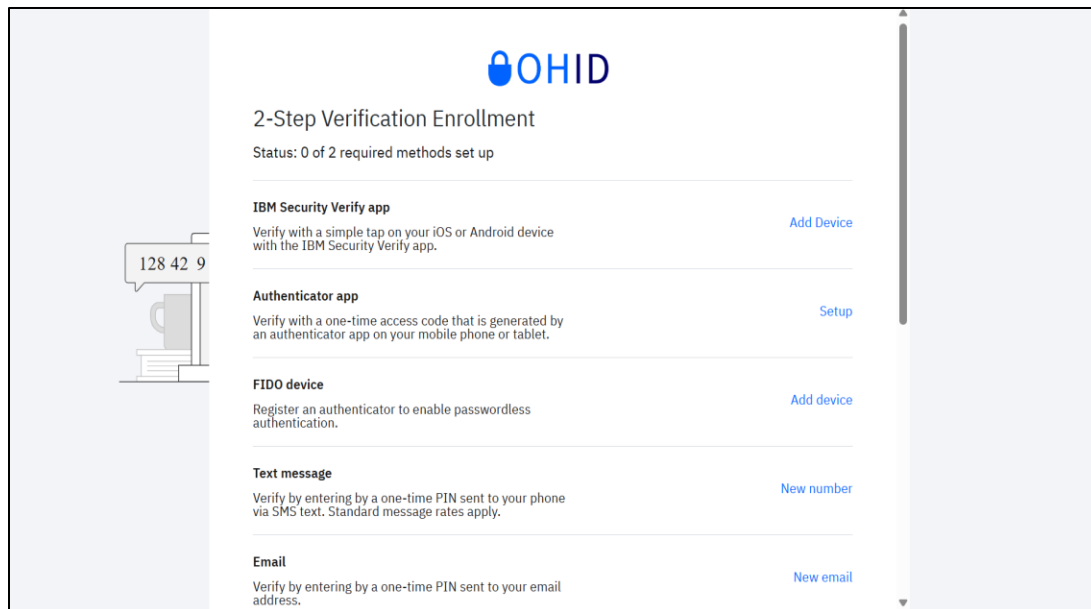
Accessing eLicense LPI Portal and Locating Current Licenses (2 of 8)

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
999999999 ☐ 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.

Ohio
eLicense Ohio Professional Licensure

Log Out

User Login Registration

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'.

0 of 0 items • 0 items selected

<input type="checkbox"/>	Name	Type	Agency ...
No items to display.			

Do you have other credentials not shown above that you need access to?

☒ Yes
☐ No

Previous Next

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)

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

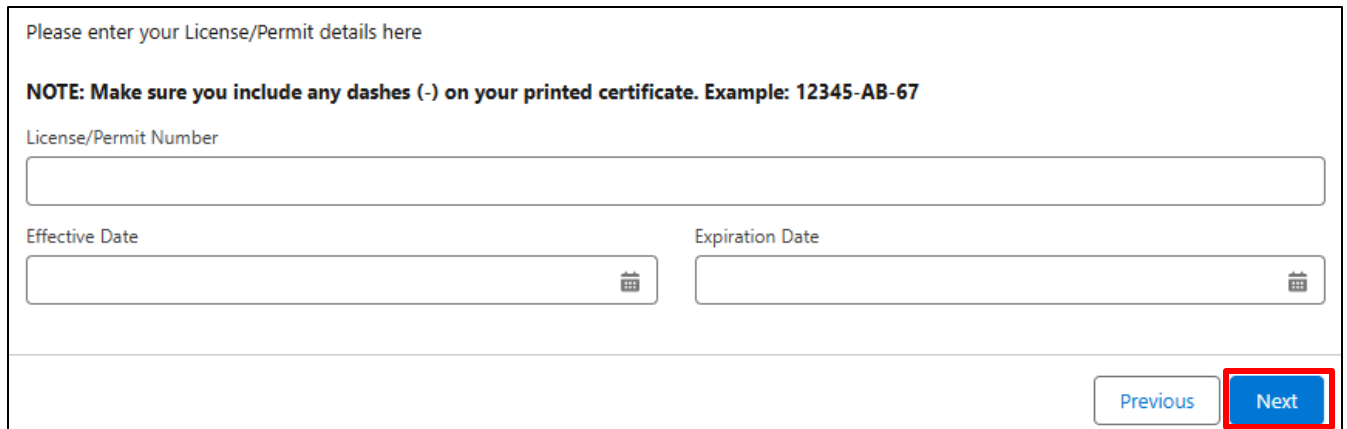
Select **Real Estate Professional Licensing** from the Agency dropdown and click the **Next** button.



The screenshot shows the eLicense Ohio Professional Licensure portal. At the top is the Ohio eLicense logo. Below it, a user is logged in as '@gmail.com' with a 'Log Out' link. The main form area has a label 'Agency' above a dropdown menu. The dropdown menu is open, showing 'Real Estate Professional Licensing' as the selected option. A red box highlights the dropdown menu, and a red circle with the number '10' is next to it. Below the dropdown are two buttons: 'Previous' and 'Next'. The 'Next' button is highlighted with a red box.

- 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.



The screenshot shows the 'Please enter your License/Permit details here' form. It includes a note: 'NOTE: Make sure you include any dashes (-) on your printed certificate. Example: 12345-AB-67'. The form has three main input fields: 'License/Permit Number', 'Effective Date', and 'Expiration Date'. The 'Effective Date' and 'Expiration Date' fields have calendar icons. At the bottom right, there are two buttons: 'Previous' and 'Next'. The 'Next' button is highlighted with a red box.

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 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**

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



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.



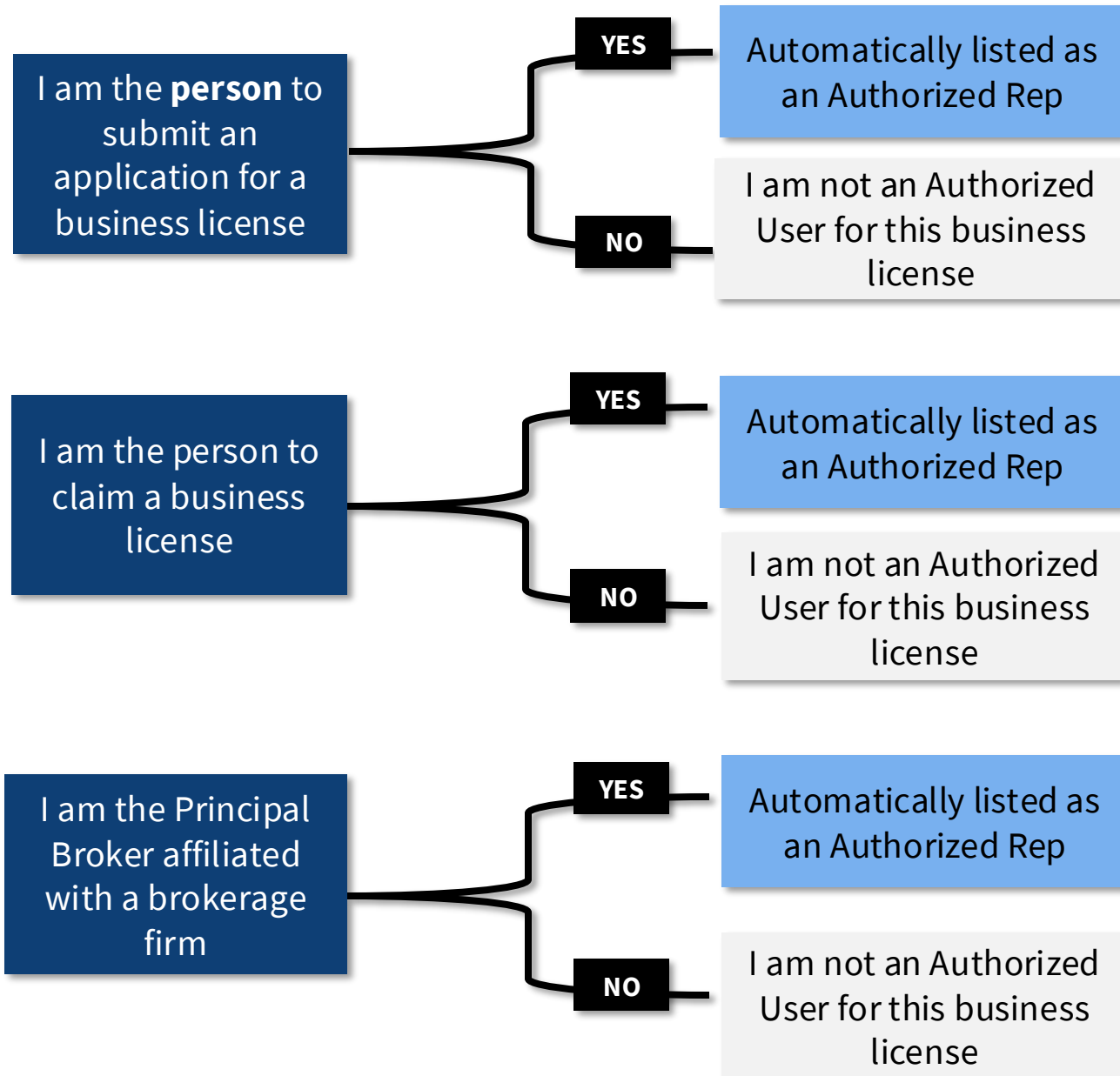
Associating your License number(s) with your eLicense LPI Portal account is an important first step in using the eLicense LPI Portal. For any reason you do not claim a license during registration, please reference the Claim a License Post- Registration within the job aid.



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**.

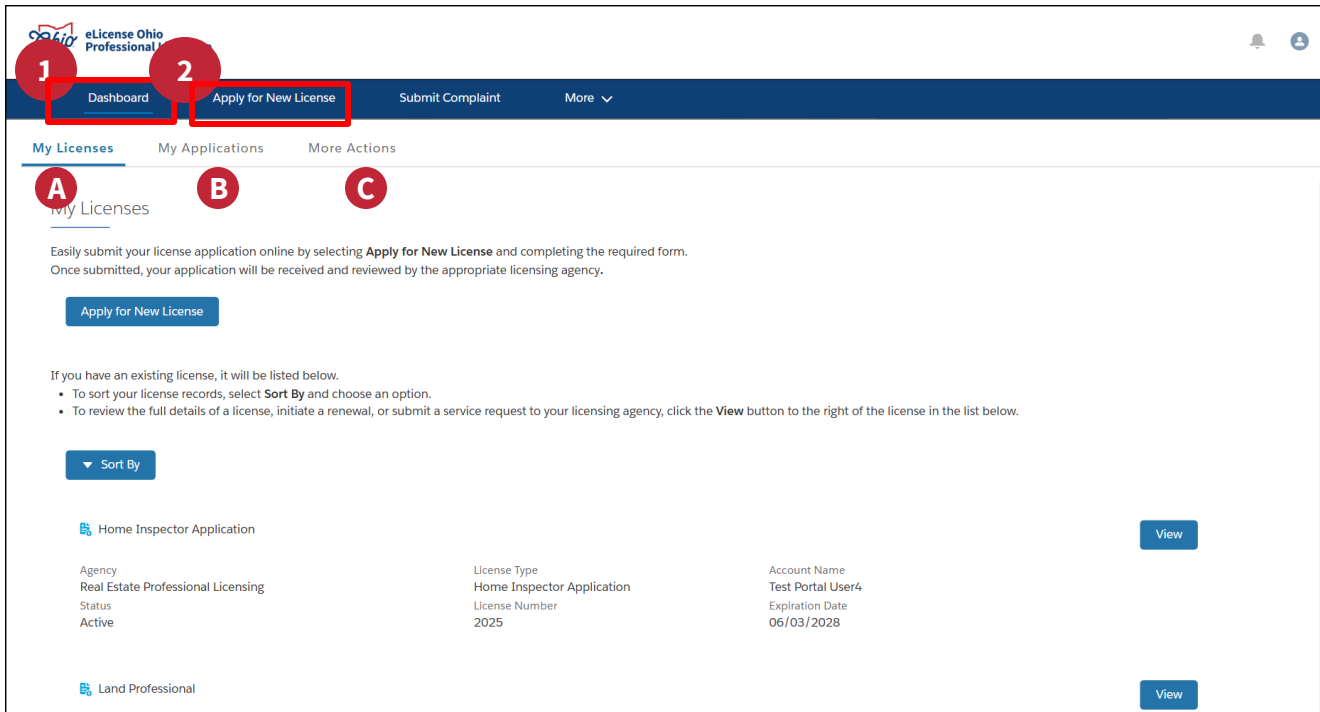


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eLicense LPI Portal Homepage

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.

Home Inspector Application

Agency
Real Estate Professional Licensing
Status
Active

License Type
Home Inspector Application
License Number
OHI.2025000058

Account Name
Test Portal User4
Expiration Date
04/01/2026

View

Limited Liability Company

Agency
Real Estate Professional Licensing
Status
Active

License Type
Limited Liability Company
License Number
LLC.2025000087

Account Name
Test Portal User4
Expiration Date
06/30/2026

View

Military Temporary

Agency
Real Estate Professional Licensing
Status
Active

License Type
Military Temporary
License Number
SAL.2025000011

Account Name
Test Portal User4
Expiration Date
02/26/2026

View

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.


<div>Sort By</div>			1
Licensed Home Inspector Out of State			View
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			View
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 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

Type

Licensed Home Inspector Out of State

Organization

Status

Active

Status Reason

License Dates

Issuance Date ⓘ

5/13/2025


Effective Date

5/13/2025, 10:49 AM

Expiration Date

4/1/2026, 4:00 AM

Ready for Renewal





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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.

eLicense Ohio Professional Licensure

1 Dashboard Apply for New License Submit Complaint More ▾

My Licenses My Applications More Actions

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 Real Estate Professional Licensing Status Active	License Type Home Inspector Application License Number 2025
	Account Name Test Portal User4 Expiration Date 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 web interface for managing licenses. At the top, there's a navigation bar with links: Dashboard, Apply for New License, Submit Complaint, and More. Below this, a license card for 'OHI.2020000075' is displayed. The card shows the Effective Date (01/25/2023), Expiration Date (01/24/2026), and Status (Active). To the right of the card, there's an 'Actions' button. A red box highlights the 'Actions' button and its dropdown menu, which contains two options: 'Download My Certificate' and 'New Service Request'. A red circle with the number '3' is placed over the 'Actions' button. Below the license card, there's a section titled 'Information' with fields for Name (OHI.2020000075), Type (Home Inspector License), and Organization (User 10 UAT). Another section titled 'License Dates' shows Issuance Date (1/24/2020), Effective Date (1/25/2023), and Expiration Date (1/24/2026). A 'Ready for Renewal' status is shown 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.

The PDF document is a license for 'User 10 UAT'. It includes the following information:

- LICENSE TYPE:** Ohio Home Inspector License
- ISSUE DATE:** 01/24/2020
- FILE NUMBER:** OHI.2020000075
- EXPIRATION DATE:** 01/24/2026

The text states: 'is hereby granted a license to operate in accordance with the provisions of Chapter 4764 of the Ohio Revised Code (ORC), subject to all the provisions thereof and to the regulations of this Division. The Ohio Home Inspector license shall be prominently displayed in the main business office.'

The document is signed by Daphne Hawk, Superintendent of the Division of Real Estate & Professional Licensing. It also includes the signatures and names of Mike DeWine (Governor, State of Ohio), Jim Tressel (Lt. Governor, State of Ohio), and Sheryl Maxfield (Director, Department of Commerce).

The license is issued to 'User 10 UAT' at 3012 Rushland Dr, Dayton, OH 45419-2138.



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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 the 'My Licenses' page in a web application. At the top, there is a navigation bar with tabs: 'Dashboard', 'Apply for New License', 'Submit Complaint', and 'More'. Below this, there are sub-tabs: 'My Licenses', 'My Applications', and 'More Actions'. The 'My Licenses' sub-tab is active. The main content area has a heading 'My Licenses' and 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.' A red circle with the number '1' highlights a blue button labeled 'Apply for New License'. Below this, there is a section for existing licenses. It says 'If you have an existing license, it will be listed below.' and provides two 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.' There is a 'Sort By' dropdown menu. Below it, there is a table of existing licenses. The first row is for 'Home Inspector Application' with details: Agency: Real Estate Professional Licensing, License Type: Home Inspector Application, License Number: 2025, Account Name: Test Portal User4, Expiration Date: 06/03/2028, and a 'View' button. The second row is for 'Land Professional' with a 'View' button.

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 the 'Select a License/Permit Application' page. It has three dropdown menus: '* Select Agency' with 'Real Estate Professional Licensing' selected, '* Permit/License Type' with 'Real Estate' selected, and '* Application Type' with 'Salesperson' selected. A red circle with the number '2' highlights the first dropdown menu. A red circle with the number '3' highlights a blue button labeled 'Next' at the bottom right of the form.

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 displays 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 heading is 'Apply for a License or a Permit'. The 'Eligibility Questions' section contains three questions with radio button options for 'Yes' or 'No':

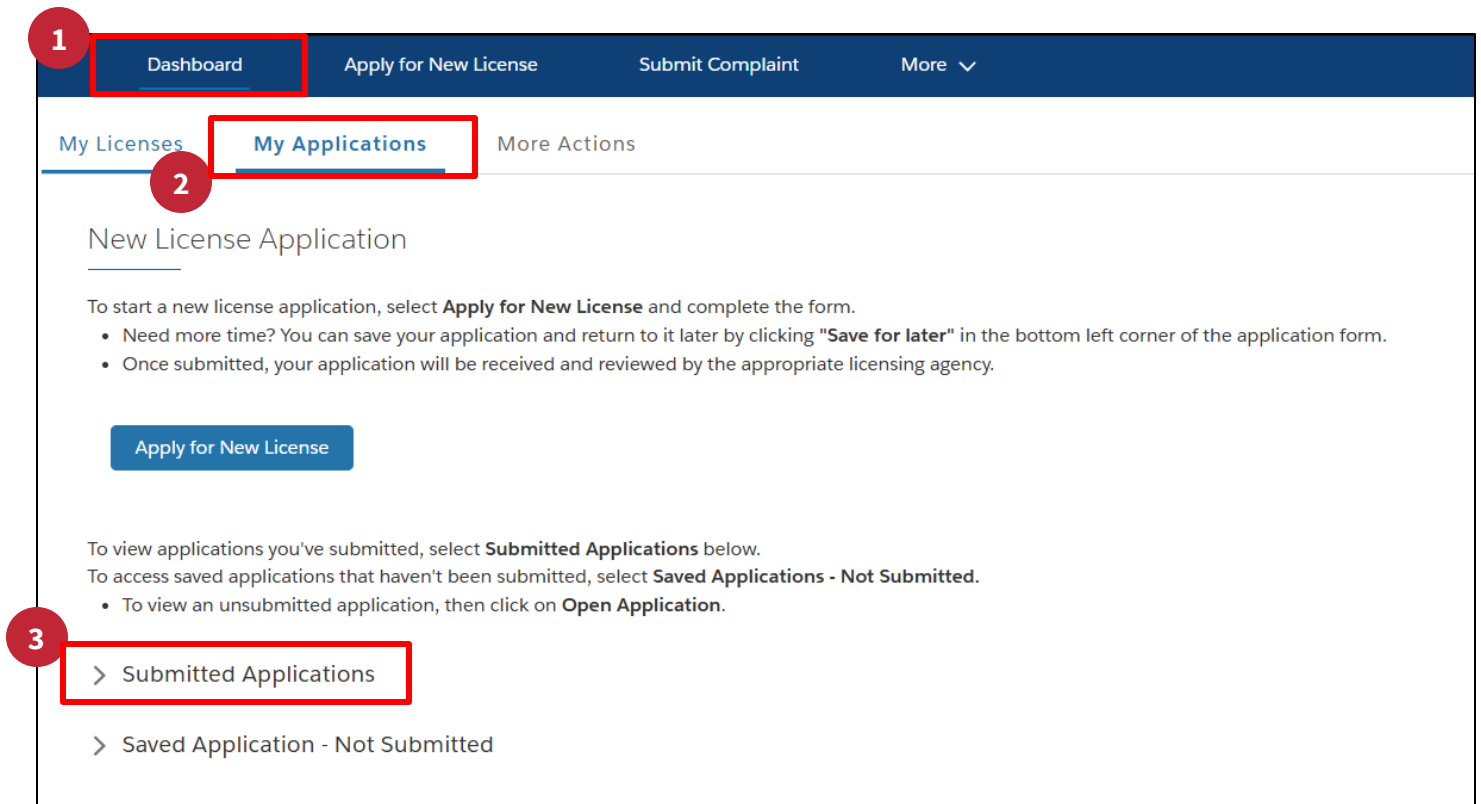
- *I am at least 18 years old.
☐ Yes ☐ No
- *I am a United States Citizen or alien lawfully admitted to the United States.
☐ Yes ☐ No
- *I have a high school diploma or equivalent.
☐ Yes ☐ No

Below the questions is a 'Save for later' link. At the bottom right of the main content area are 'Previous' and 'Next' buttons. A red box highlights the 'Next' button, with a red circle containing the number 5 next to it. To the right, a 'Steps' sidebar lists the application process steps: Application Type, Eligibility Questions, Instructions, Applicant Information, Ethical Conduct and Legal History, Education History, Sponsoring Brokerage Information, Instructions, Attestations, Select Payment Method, Complete Signature, and Payment Processed. A red box highlights the 'Eligibility Questions' step, with a red circle containing the number 4 next to it.

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.



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 the 'My Applications' page with a navigation bar at the top containing 'Dashboard', 'Apply for New License', 'Submit Complaint', and 'More'. Below the navigation bar, there are tabs for 'My Licenses', 'My Applications' (selected), and 'More Actions'. The main content area is titled 'New License Application' and includes instructions on how to start a new application and how to view submitted applications. A table lists submitted applications with columns for Application Number, Application Type, License Type, and Application Status. The application with ID IA-0000002617 is highlighted, and its 'Open Application' button is circled in red with a red circle containing the number 5.

Application Number	Application Type	License Type	Application Status	Action
IA-0000002862	Renewal	Appraiser	Closed	Open Application
IA-0000002617	Initial	Salesperson	Submitted	Open Application

6

A page appears displaying the application information.

The screenshot shows the 'Individual Application' page for application ID IA-0000002617. The page header includes the user name 'Test Portal User4' and an 'Actions' button. The main content area displays application details in a table format.

Field	Value
Applied Date	08/11/2025
License Type	Salesperson
Applicant	Test Portal User4
Application ID	IA-0000002617
Applied Date	8/10/2025, 10:21 PM
Account Name	Test Portal User4
Regulatory License Type Name	Salesperson
Current Employment Location	
Approved Date	
Application Status	Submitted
Status Reason	
License or Permit Name	



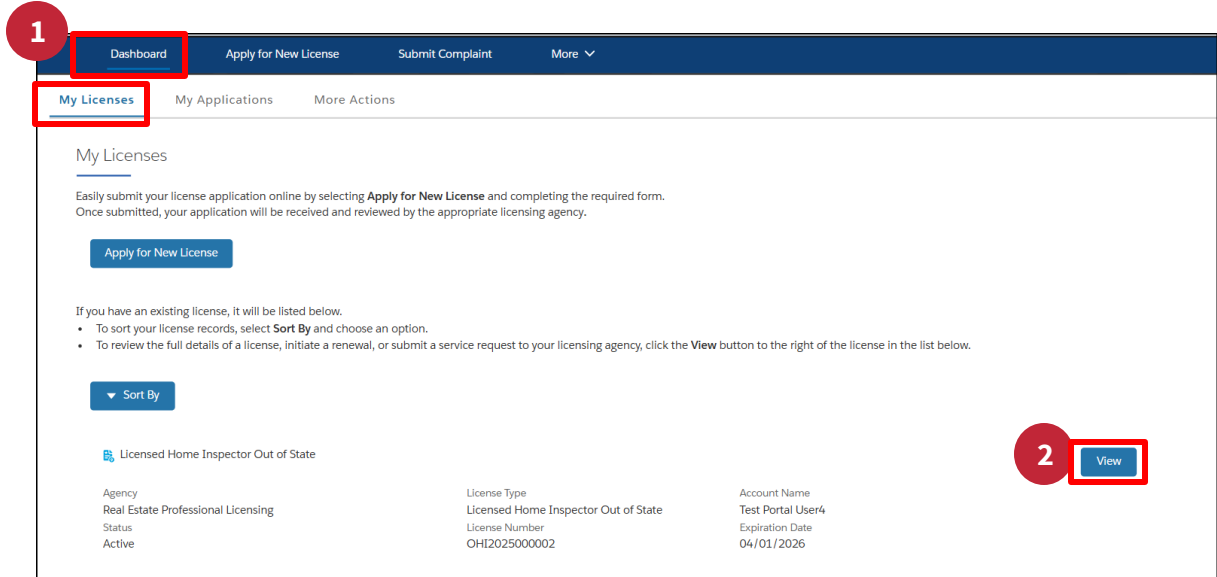
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How to Submit a Renewal Application

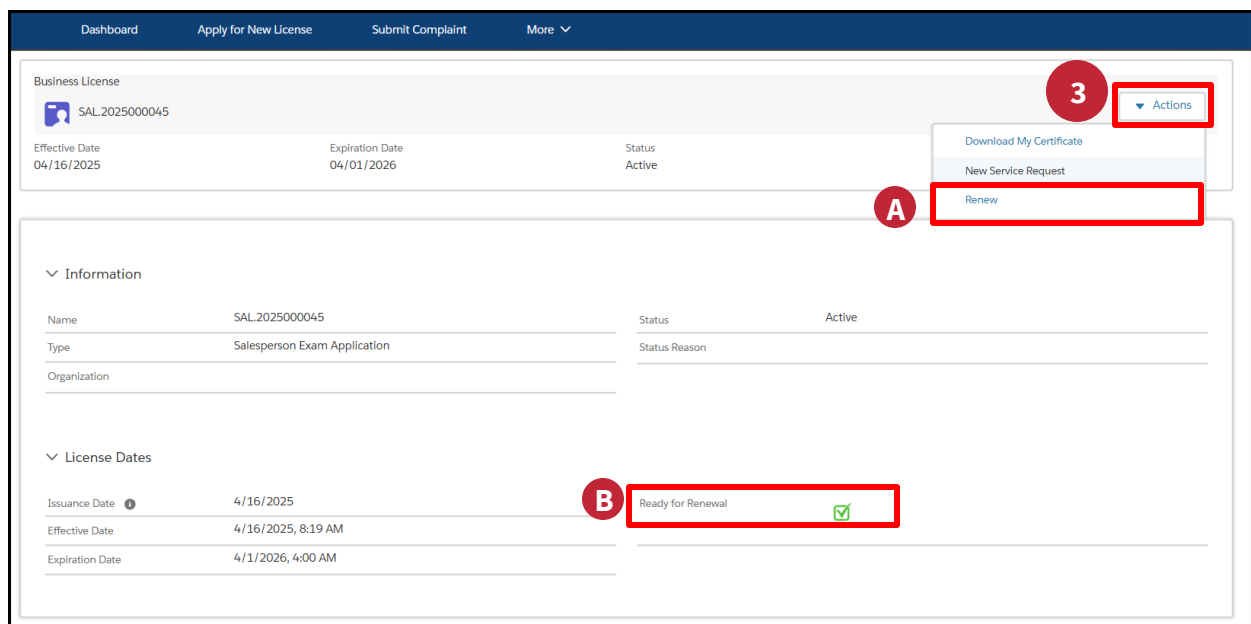
How to Submit a Renewal Application (1 of 2)

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.



- 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 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.

The screenshot displays a web application interface for license renewal. At the top, a dark blue navigation bar contains links: 'Dashboard', 'Apply for New License', 'Submit Complaint', and 'More'. The main content area is titled 'Instructions' and includes the following text:

For Salesperson renewal applications:

- Answer all Ethical Conduct and Legal History questions.
- Pay the nonrefundable renewal fee of \$182.

If this is your first birthday since becoming licensed, or you are 70 years of age or older and renewing an Inactive license, your renewal is due however your 30 hours of continuing education are not.

Below the instructions is a 'Save for later' link. To the right, a 'Steps' sidebar lists the application process: 'Instructions' (current step, marked with a blue circle), 'Applicant Information', 'Ethical Conduct and Legal History', 'Attestation', 'Complete Signature', and 'Payment processed'. A red box highlights the 'Next' button, which is preceded by a red circle containing the number '5'.



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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.

The screenshot shows the 'Continuing Education' section of a renewal application. The top navigation bar includes 'Dashboard', 'Apply for New License', 'Submit Complaint', and 'More'. The main content area is titled 'Continuing Education' and includes instructions for completing the section. A table lists 'Civil Rights Course (Minimum 3 Hours)' with columns for 'Ohio Certification Number', 'Course Title', 'Course Provider', 'Completion Date', and 'Hours'. A red circle with the number '1' highlights the 'Do you have additional Civil Rights courses to add?' question, where the 'Yes' radio button is selected. A red prohibition sign and message state: 'You have not included enough Civil Rights Course hours to submit your renewal'. A 'Steps' sidebar on the right lists the application process steps, with 'Continuing Education' highlighted.

- 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.

The screenshot shows the 'Civil Rights Course' form. A red box highlights the 'Ohio Certification Number' and 'Completion Date' fields, with a red circle '2' next to it. A red box highlights the 'Add' and 'Delete' buttons, with red circles 'A' and 'B' next to them. A red circle '3' highlights the 'Upload Files' button, with a red box around it. The form includes fields for 'Hours', 'Course Provider', and 'Course Title'. A note at the bottom states: '* Please attach a copy of education certificates.'

Note:

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



**Department of
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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:

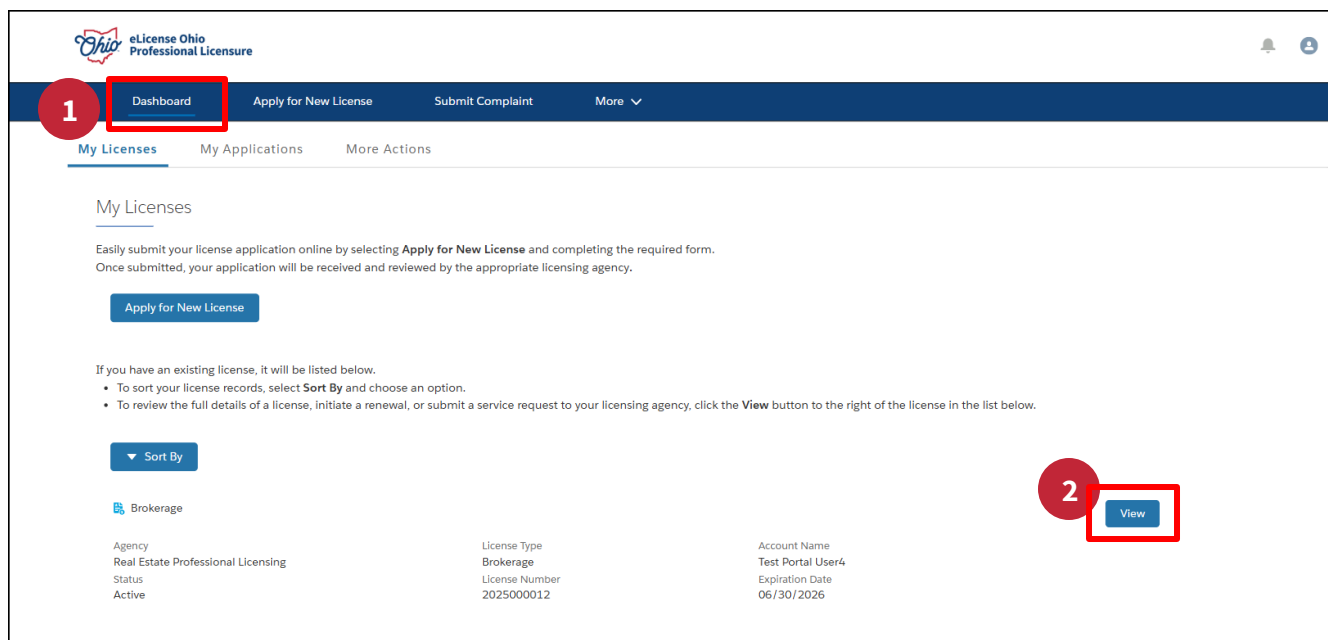
You will only see a Service Request when it is relevant to the application or license being viewed, based on conditions like:

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

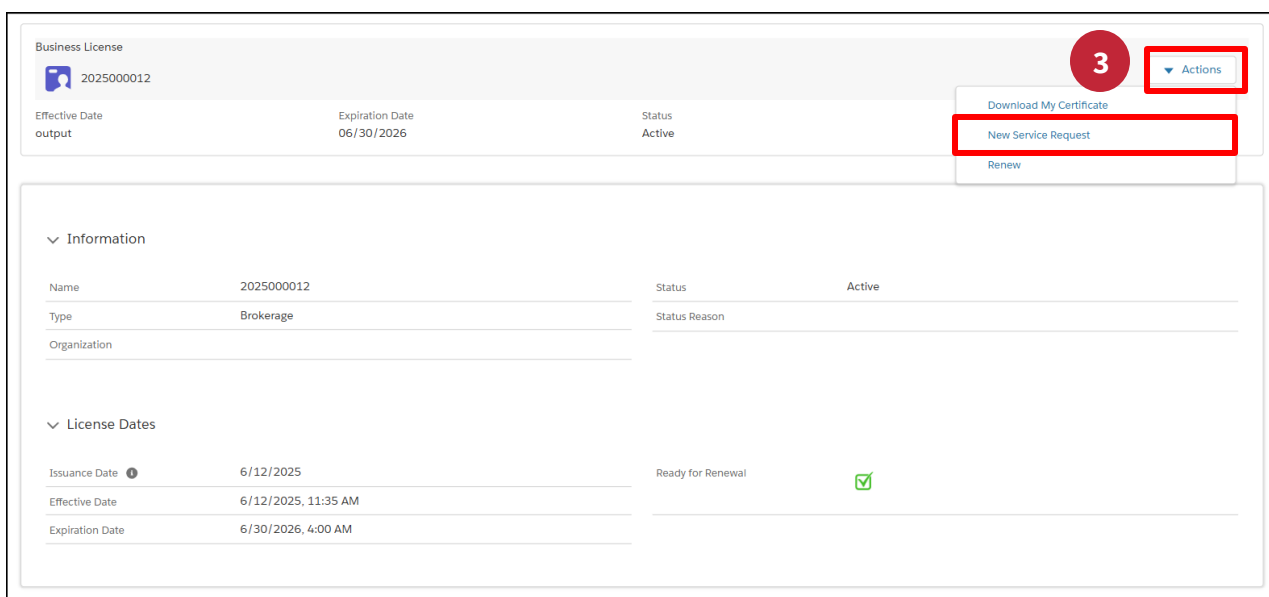
Part 1: How to Submit a Service Request (2 of 3)

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.

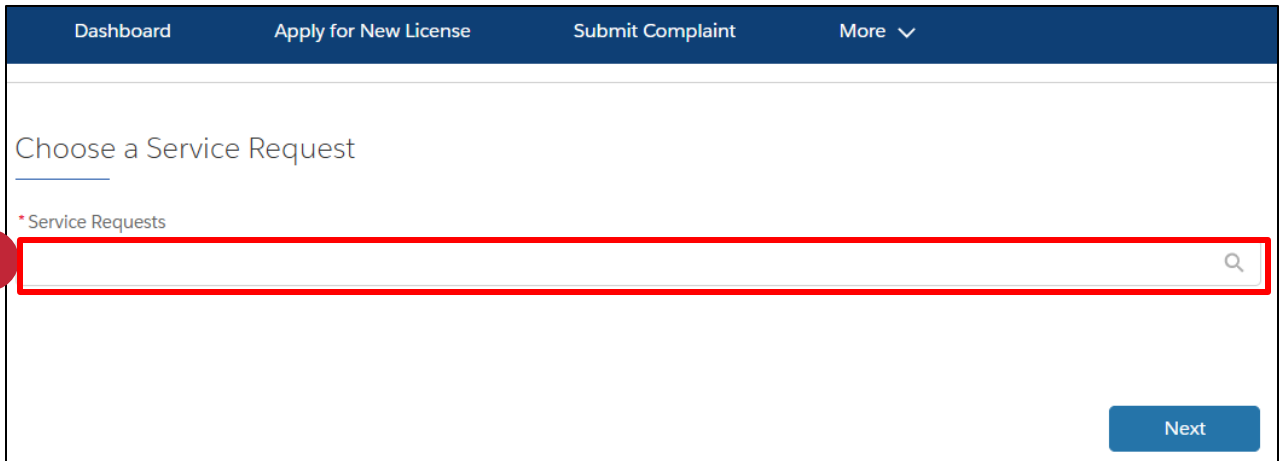


- 3 Click the **Actions** button on the selected certification and select the **New Service Request** option from the dropdown menu.

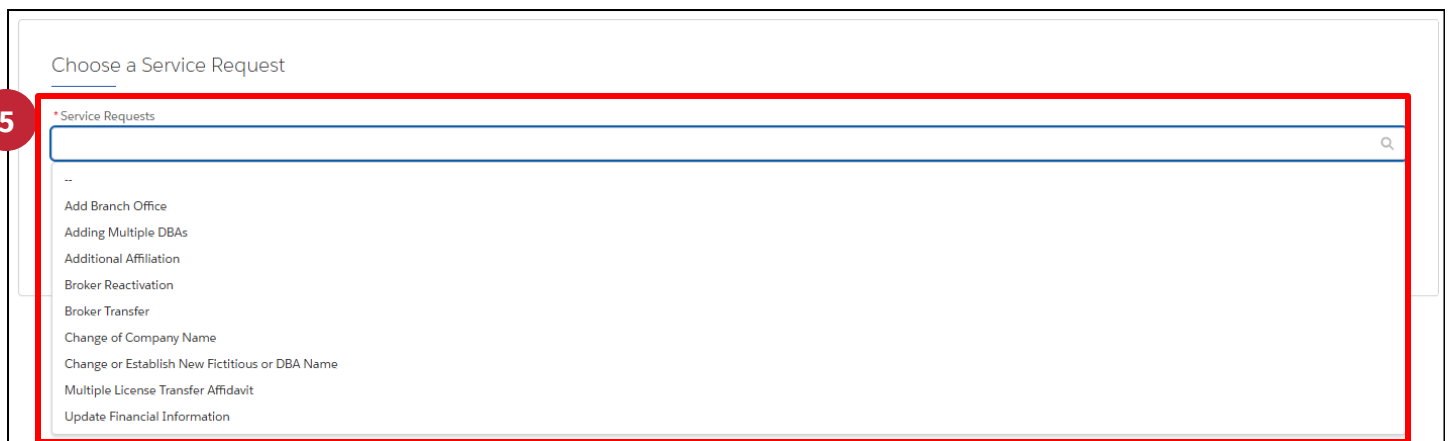


Part 1: How to Submit a Service Request (3 of 3)

- 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.



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



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.

The screenshot shows a web interface with a section titled "Choose a Service Request". Below this title is a dropdown menu. A red circle with the number "1" is placed to the left of the dropdown. The dropdown is open, showing a search bar with the text "Change of Company Name" and a magnifying glass icon on the right. Below the search bar, a list of service requests is visible, with "Change of Company Name" highlighted. In the bottom right corner of the interface, there is a blue button labeled "Next", which is also highlighted with a red circle and the number "1".

- 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.

The screenshot shows a web interface with a section titled "Instructions" and a "Steps" sidebar. The "Instructions" section contains the text: "All required fields must be complete and fees paid to submit the service request." The "Steps" sidebar lists the following steps: "Instructions", "File Upload", "Attestation", "Select Payment Method", "Complete Signature", "Payment Processed", and "Service Request Received". The "Instructions" step is currently selected and highlighted with a blue circle. In the center of the interface, there is a blue button labeled "Next", which is highlighted with a red circle and the number "3".

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 Date: 8/18/2025 2:54:08 PM
Payment Amount: \$25.31	Confirmation Number: 1381
Applicant Name: Test Portal User4	

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



**Department of
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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.

Dashboard Apply for New License Submit Complaint More ▾

My Licenses My Applications **More Actions**

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 [View](#)

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

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.

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](#)

Claiming a License Post-Registration (2 of 3)

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

The screenshot shows the 'Claim License' page. At the top, there's a navigation bar with 'Dashboard', 'Apply for New License', 'Submit Complaint', and 'More'. Below this, the 'Claim License' section has a dropdown menu for 'Agency' which is currently set to '-None-'. At the bottom right, there are 'Previous' and 'Next' buttons, with the 'Next' button highlighted by a red box.

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

The screenshot shows the 'Claim License' page with the following details entered: License/Permit Number, Effective Date, and Expiration Date. A note states: 'NOTE: Make sure you include any dashes (-) on your printed certificate. Example: 12345-AB-67'. At the bottom right, there are 'Previous' and 'Next' buttons, with the 'Next' button highlighted by a red box.

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

The screenshot shows the 'Please select and confirm your license/permit' page. It displays a table with one item selected: SAL.2001002653, Salesperson, Real Estate Professional Licensing. The checkbox for this item is checked and highlighted with a red box. Below the table, there is a note: 'If your license/permit is not available, please contact the help desk at csc@ohio.gov or at (855)-405-5514.' At the bottom right, there are 'Previous' and 'Next' buttons, with the 'Next' button 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.

Name	Type	Agency Name
2025	Home Inspector Application	Real Estate Professional Licensing
LPR.2025	Land Professional	Real Estate Professional Licensing
OHL.2025000001	Home Inspector Application	Real Estate Professional Licensing
OHL.2025000003	Home Inspector Application	Real Estate Professional Licensing
LPR.2025000004	Land Professional	Real Estate Professional Licensing
OHL.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



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).