



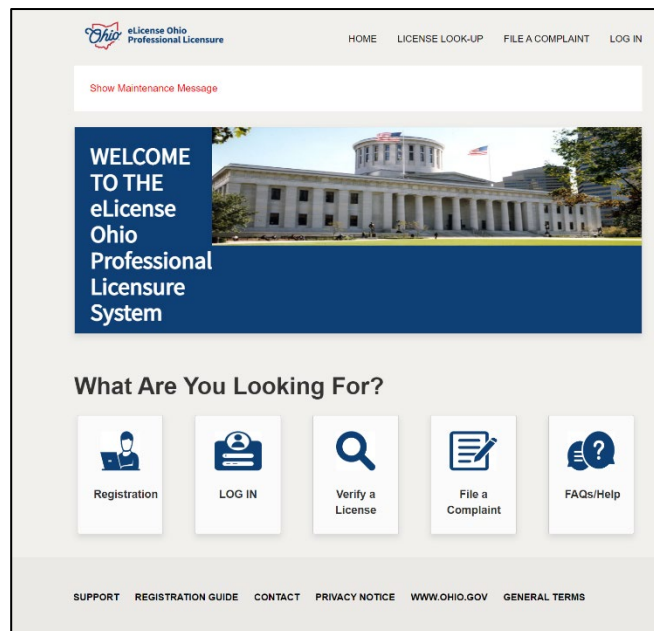
## **Instructions for Renewing Your Manufactured Home Park Operator License**

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### **Logging in to the eLicense Portal**

1. Open an internet browser window (the State of Ohio recommends you use Google Chrome or Mozilla Firefox when visiting the eLicense Portal) on your device.
2. Go to the eLicense Portal (<https://elicense.ohio.gov/>).
3. If you already have an existing eLicense account:
  - a. Click on the “LOG IN” button.



- b. Enter the e-mail address that your existing account is under in the first box with “Email” in it. Then enter your password for your eLicense account.

The screenshot shows the eLicense Ohio Professional Licensure website. At the top, there is a navigation bar with links: HOME, LICENSE LOOK-UP, FILE A COMPLAINT, and LOG IN. Below the navigation bar is a red button labeled "Show Maintenance Message". The main content area is titled "Access your existing eLicense Ohio account" and includes a red link "Sign In here to apply, renew or update your license". There are two input fields: "Email" and "Password", both marked with an asterisk. Below the fields is a blue "LOGIN" button. Under the login button, there are links: "Don't have an account? Register", "Reset Password?", and "Forgot User ID?". At the bottom of the main content area, there are four bullet points: "Your eLicense session will end after 30 minutes of inactivity.", "The eLicense application can only be open and active in one browser session at a time.", "For best results, access the eLicense application from a desktop or laptop device using the latest version of Google Chrome or Mozilla Firefox browser.", and "The eLicense application can only be open and active in one browser session at a time." At the very bottom of the page, there is a footer with links: SUPPORT, REGISTRATION GUIDE, CONTACT, PRIVACY NOTICE, WWW.OHIO.GOV, and GENERAL TERMS.

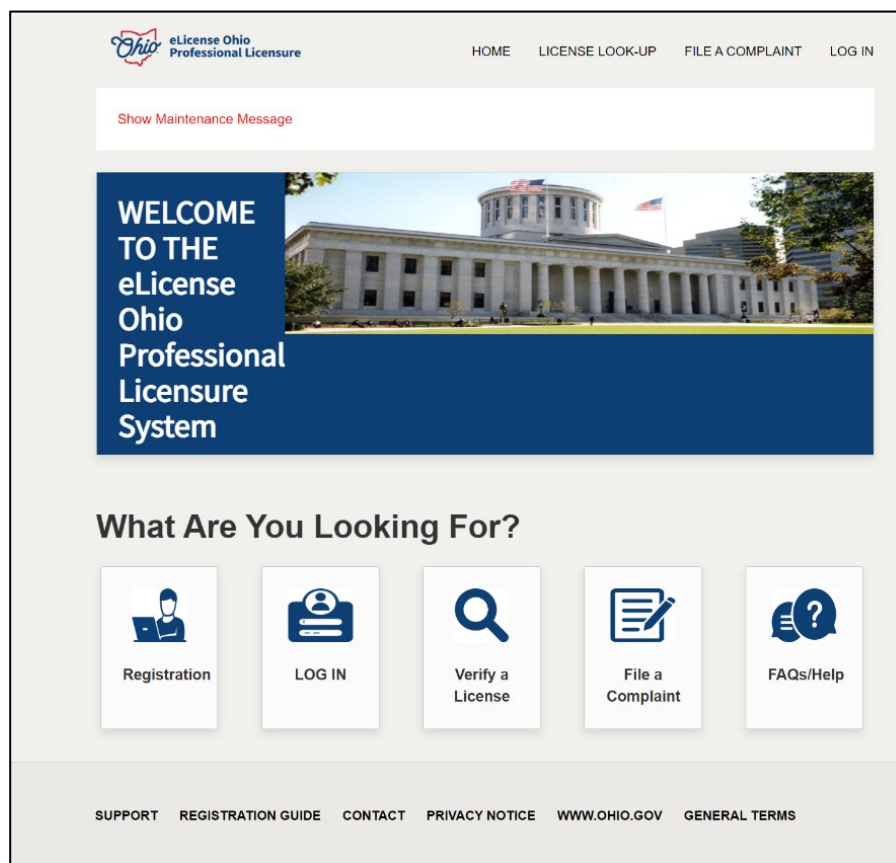
**NOTE: Passwords expire after 1 year. You will be required to reset your password for security purposes.**

- c. If you do not remember your password or your login e-mail address for your eLicense account, click on “Reset Password?” or “Forgot User ID?,” whichever is applicable. Follow the applicable instructions to reset your password or retrieve your login e-mail address.

This is a duplicate of the screenshot above, showing the eLicense Ohio Professional Licensure website login page. It includes the navigation bar, maintenance message, login form with email and password fields, a login button, and links for registration, password reset, and user ID recovery. It also includes a footer with various support and policy links.

The screenshot shows the "Reset Password" page on the eLicense Ohio Professional Licensure website. The page has a large heading "Reset Password" in red. Below the heading, there is a text block: "Please enter your email and click the Submit button to reset your password. A link with instructions will be sent to your registered email." There is an input field for "Email" marked with an asterisk. Below the field is a blue button labeled "CLICK SUBMIT". At the bottom of the page, there is a footer with links: SUPPORT, REGISTRATION GUIDE, CONTACT, PRIVACY NOTICE, WWW.OHIO.GOV, and GENERAL TERMS.

- d. Once you reset your password or retrieve your login e-mail address, go back to the login page and enter your e-mail address and your password for your user account.
  - e. Once you successfully log in to the eLicense Portal, go to [Connecting Your eLicense Account to Your Manufactured Home Park Operator License](#).
4. If you do not have an existing eLicense account:
- a. Click on the “Registration” button.



5. Under “Registering for?,” click on the “License/Certificate” option.”

### New Users to the eLicense Ohio Professional Licensure Portal

#### Create a New eLicense.Ohio.Gov Account

Before you apply for or renew a license, you must first create a new account on eLicense.Ohio.Gov. Please carefully review the options below before proceeding with your account creation. For further details, refer to the [registration guide](#).

If you already have an eLicense account, please navigate to the [Log In](#) section to access your account.

#### Registering for?

##### License / Certificate

Click here to register if you have never held a License/Certificate in Ohio.

##### Casino Control Commission New Applicants

Click here to register as Casino Control Commission New Applicants.

##### Education Institutions


Click here to upload transcripts or program completion documents on behalf of an educational institute.  
\*\*\*This registration option is NOT for Individuals applying for a license.\*\*\*

##### Register using Security Code

Click here to register if you have an eLicense Security code.

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- a. You will be taken to a “First time Registration” page, where you will need to follow the instructions to register for a new account. **Make sure the e-mail address you choose for the account is active and one to which you have access.**

HOME LICENSE LOOK-UP FILE A COMPLAINT LOG IN

Show Maintenance Message

## First time Registration

Create a registration for the first time in eLicense Ohio.

Your social security number is required for accurate identification under federal and state child support enforcement law (42 U.S.C. §666 and §3123.50, O.R.C.)

Need help Registering? Click here

**Password Specifications:**  
Passwords must be at least **10 characters** long.  
Passwords cannot be longer than 50 characters.  
Password must contain:  
1 uppercase letter (A-Z)

\* First Name

Middle Name

\* Last Name

\* Social Security Number

☐ I don't have a Social Security Number

\* Date of Birth

1 lowercase letter (a-z)  
1 number  
1 special character (.,!,"\$%&[]\_&#@<>?)

\* Email

\* Confirm Email

Passwords expire after 1 year.

\* Password

\* Confirm Password

Password must NOT contain your First Name, Last Name, User Name or be from the last 15 previous passwords.

Password must contain:  
☐ 10 or More Characters  
☐ 1 Uppercase Letter  
☐ 1 Lowercase Letter  
☐ 1 Number  
☐ 1 Special Character (e.g. % ^ & #)

Password must not contain:  
☐ User's First and/or Last Name

Legal Information: Ohio public records law requires state agencies, boards, and commissions to disclose most documents and records, including electronic records. Therefore, information submitted through this web site may be subject to disclosure pursuant to a public records request unless the information is made confidential or otherwise exempted from disclosure pursuant to state or federal law. Please be aware that for public records, Ohio law requires us to disclose the records despite your requests to keep information confidential.

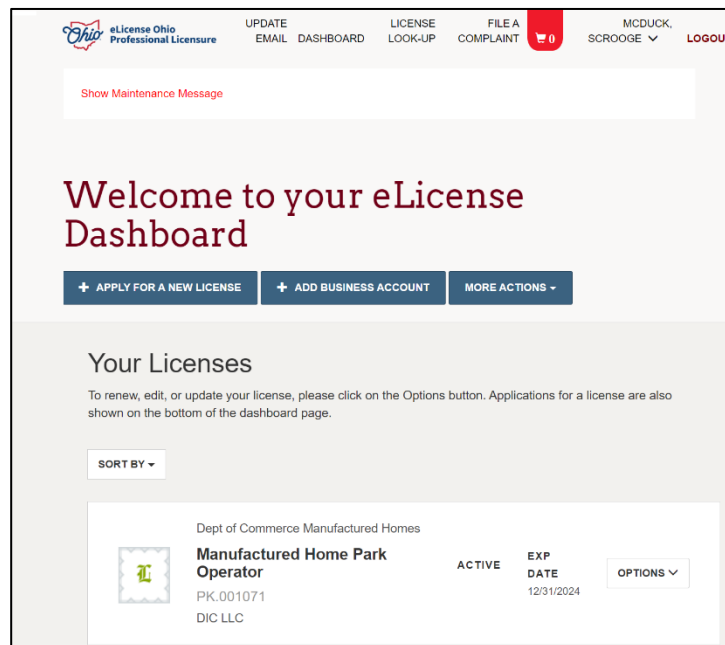
SUBMIT

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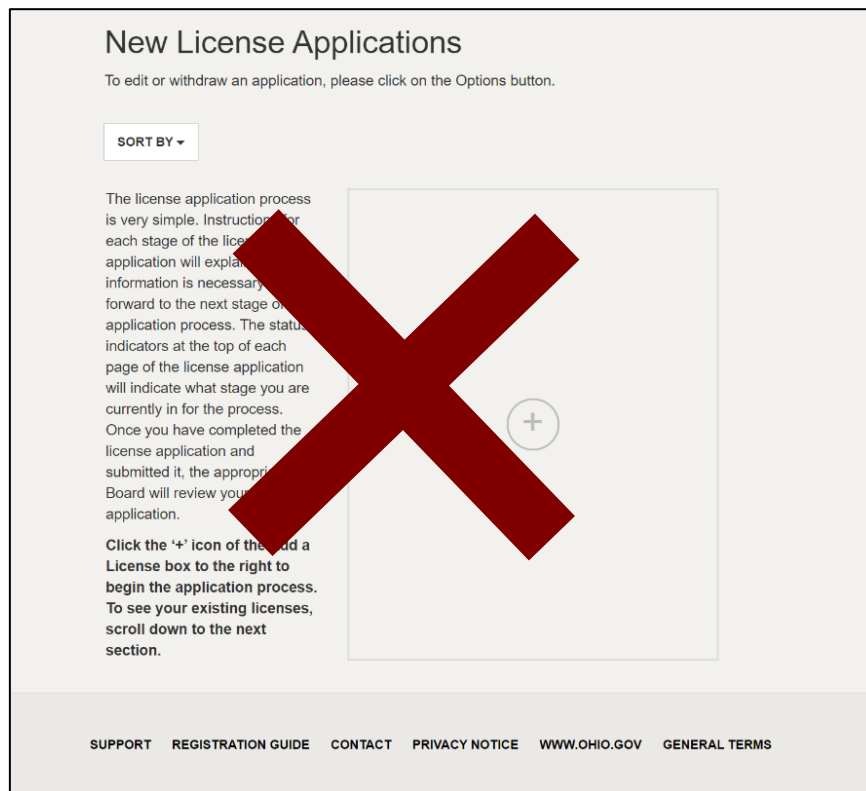
6. Once you have registered for your own individual user account, go back to the login page and enter your e-mail address and your password for your newly created user account.
7. Once you successfully log in to the eLicense Portal, go to [Connecting Your eLicense Account to Your Manufactured Home Park Operator License](#).

### **Connecting Your eLicense Account to Your Manufactured Home Park Operator License**

1. Once you have logged in to the eLicense Portal, you will be taken to your eLicense Dashboard.
  - a. If a manufactured home park operator license is already connected to your eLicense account, you will see it under a section called “Your Licenses,” which will look like below:
    - i. If the license(s) listed under “Your Licenses” is/are correct, go to [Renewing Your License](#).



- b. If you do not see your manufactured home park operator license(s) listed under “Your Licenses,” you will need to request the license(s) be connected to your eLicense account. **Please do not select the + icon in the New License Applications box.**



- c. To make the request, send an e-mail to [MHPProgram@com.ohio.gov](mailto:MHPProgram@com.ohio.gov) with the subject line: "Request to Connect License to eLicense Account." In the body of the e-mail, please include the following:
- i. Name of the park operator
  - ii. Park operator license number (PK.00XXXX)
  - iii. Name of the individual on the eLicense user account you want connected to the license
  - iv. E-mail address of the eLicense user account you want connected to the licensed.
- d. You will receive an e-mail response once the license(s) has/have been connected to your eLicense account. Go to [Renewing Your License](#) once all licenses have been connected.

## Renewing Your License

1. On your eLicense Dashboard, under “Your Licenses,” click on the “OPTIONS” button on the right side of the license. A drop-down menu will appear, and the top action is “Renew.” Click on “Renew.”

Welcome to your eLicense Dashboard

+ APPLY FOR A NEW LICENSE MY HISTORY

Are you looking to apply for a new business license? First, add your business by clicking here before applying.

### Your Licenses

To renew, edit, or update your license, please click on the Options button. Applications for a license are also shown on the bottom of the dashboard page.

SORT BY ▾

	Dept of Commerce Manufactured Homes	INACTIVE Lapsed	EXP DATE 12/31/2020	OPTIONS ▾
<b>Manufactured Home Park Operator</b>				
PK 001616   Dept of Commerce Manufactured Homes				
Industrial Compliance, LLC (DIC Manufactured Home Park)				

- Renew
- Reinstate
- Change Address
- Duplicate/Replacement Wall Certificate
- Park Closing
- Submit Additional Documentation

New License Applications

2. Then follow the instructions to fill out and complete the manufactured home park operator license renewal application.
  - a. Please review all the information and update as necessary. Once completed, select the “SAVE AND CONTINUE” button.

### License Renewal Application

Business Information

Provide the necessary personal information in the fields to the right. All fields with (\*) are required and must be completed to continue the application process.

Business Name: Industrial Compliance, LLC

Park Phone Number: (514) 644-2223

Park Fax Number: Park Email: community@section

Community Manager Information

Provide the necessary additional information in the fields to the right. All fields with (\*) are required and must be completed to continue the application process.

First Name: John

Last Name: Doe

Phone: (514) 644-2223

Email: community@section.com

Emergency Contact Information

Provide the necessary additional information in the fields to the right. All fields with (\*) are required and must be completed to continue the application process.

Emergency Contact Name: Janey Doe

Emergency Contact Phone: 614-644-2223

Emergency Contact Email: MHP@com.state.oh.us

Emergency Contact Alternate Phone: 614-644-2223

### License Mailing Address

Select a license mailing address by clicking the appropriate checkbox to the right (this is the address used for all postal communications from the Division for this license). To add a new address, click Add Address, complete the required fields, and click Save.

ADDRESS SAVED SUCCESSFULLY

### License Public Address


The License Public Address is the physical address of the manufactured home park and may not be changed without permission by the Division of Industrial Compliance. To request a change to the physical address of the manufactured home park for any reason, please contact the Division at 614-644-2223, option 4.

ADDRESS SAVED SUCCESSFULLY

SAVE & FINISH LATER SAVE AND CONTINUE DOWNLOAD APPLICATION

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- b. Answer the questions on the “Questions” page then select the “SAVE AND CONTINUE” button.
- Number of lots currently occupied (i.e., number of lots that currently have a tenant/resident living on the lot).
  - Have any physical changes to the park been made since your last application or renewal (i.e., addition of lots, installation or replacement of electrical pedestals, changes to park streets, etc.)?
  - What type of water supply does the park use? Select “Public Community” if the park operates its own public water system regulated by the Ohio EPA. Select “Public Non-Community” if the park does not operate its own water system, but instead connects into and is a customer of a public water system. Select “Private” if the park operates its own private water system regulated by the local health department.
  - Has the park operator submitted proof of corrections for all violations listed in any inspection reports for the park since the last application or renewal? If no violations were listed in any inspection reports for the park since the last application or renewal, select “Yes.”
  - How many homes have been installed in the park since the last application or renewal?
  - Do you or a third-party agency on your behalf bill the residents for water?
  - Have you sold or rent to own 5 or more manufactured homes in a 12-month period?



## License Renewal Application

Questions

### Questions

Answer the following questions by selecting the appropriate answer for each question. Once completed, click Save and Continue.

Number of lots currently occupied (i.e., number of lots that currently have a tenant/resident living on the lot).

Have any physical changes to the park been made since your last application or renewal (i.e., addition of lots, installation or replacement of electrical pedestals, changes to park streets, etc.)?

☐ Yes ☐ No

What type of water supply does the park use?  
Select “Public Community” if the park operates its own public water system regulated by the Ohio EPA. Select “Public Non-Community” if the park does not operate its own water system, but instead connects into and is a customer of a public water system. Select “Private” if the park operates its own private water system regulated by the local health department.

Has the park operator submitted proof of corrections for all violations listed in any inspection reports for the park since the last application or renewal? If no violations were listed in any inspection reports for the park since the last application or renewal, select “Yes.”

☐ Yes ☐ No

How many homes have been installed in the park since the last application or renewal?

Do you or a third party agency on your behalf bill the residents for water?

☐ Yes ☐ No

Have you sold or rent to own 5 or more manufactured homes in a 12 month period?

☐ Yes ☐ No

SAVE & FINISH LATER


SAVE AND CONTINUE

DOWNLOAD APPLICATION

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- c. Attachments are not required for the renewal of your Park Operator License. You may select the “SAVE AND CONTINUE” button without including any attachments.



## License Renewal Application

Business Information

Questions

Attachments

Review + Submit

### Attachments

If applicable, upload the Attachments for your license application by clicking the Add Attachment button(s). If uploading an attachment as a submission, it is necessary that the name of the file attachment is less than 80 characters in length for it to be received successfully. The character limit does include the file attachment extension, such as (.doc) and (.pdf). For documentation that needs to be submitted directly to the Division or by hardcopy, please acknowledge by clicking the Attest button(s). If no attachment or attestation items appear, please click the Save and Continue button.

SAVE & FINISH LATER

SAVE AND CONTINUE

DOWNLOAD APPLICATION

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- d. To proceed, click the box by “I accept” to consent to an electronic signature and type your first and last name exactly how it appears below the electronic signature box. Select the “SUBMIT” button to checkout and pay the license renewal fees.



## License Renewal Application

Business Information

Questions

Attachments

Review + Submit

Application Review

Completed

Attestation

I hereby certify that I am the authorized representative of the community listed above. I agree to abide by the rules pursuant to ORC and OAC 4781 that apply for this license and all other rules pertaining to the installation of manufactured homes in this community. I understand that the failure to abide by all applicable laws and rules will constitute a violation under my license and may result in fines, suspension, and or revocation of this license.

Consent to Electronic Signature

☒ I accept

Type your First Name and Last Name as they appear on the application to sign electronically.

Janey Doe

(Janey Doe)

Submit your Application

After clicking the 'Submit' button below, you will no longer be able to change this application. **PLEASE DO NOT USE THE BROWSER'S BACK BUTTON AS THAT MAY OVERWRITE YOUR DATA.** If you want to return to your application, simply log out and log back in.

If this application requires payment you will be prompted to begin the payment process. You must complete the payment process before the board will review your application. If this application does not require payment, you will be navigated back to the eLicense home page and the board will review your application.

SAVE & FINISH LATER

SUBMIT

SUPPORT

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3. You will be taken to the Items page of the Cart, which will display the total amount owed for the license renewal fees. Click the box next to “Select All” then select the “CONTINUE” button to proceed.

## Scrooge McDuck's Cart

PLEASE DO NOT USE THE BROWSER'S BACK BUTTON AS THAT MAY OVERWRITE YOUR DATA.  
Payment processing can be delayed. Please allow 24 hours for the system to register your payment.  
If you want to return to your application, simply log out and log back in.  
To continue paying, select the appropriate board and any fee or fees you wish to pay, and then press the continue button.  
Click [here](#) for more information on eLicense Transaction Fee  
Please Note: Due to system capacity constraints, you can only pay for a maximum of 12 fees at a time.

ITEMS > CHECKOUT > CONFIRMATION

Select a board:  

Dept of Commerce Manufactured Homes

☒ Select All

☒ License Renewal/Reinstatement Fee for PK.001071

Type	Created Date	Licensee Name	Total	Outstanding	Waived	State/Province	Reason for Submitting Service Request
DOCMH Renewal Fee	7/26/2024 10:05 AM	DIC LLC	\$150.00	\$150.00			
Lot Fee	7/26/2024 10:05 AM	DIC LLC	\$377.65	\$377.65			
eLicense System Transaction Fee	7/26/2024 10:05 AM	DIC LLC	\$3.50	\$3.50	\$0.00		

Total Due: **\$531.15**

CONTINUE

Selected Fees: 3  
Please Note: Due to system capacity constraints, you can only pay for a maximum of 12 fees at a time.

**IMPORTANT:** Your name and billing address information (street number and zip code) must match what is on file with your bank EXACTLY or your payment will be declined for fraud protection reasons. If this happens, please contact your bank to verify your information on file.

- a. Select the “CONTINUE” button on the Checkout page in the cart to proceed to the payment method.

## Scrooge McDuck's Cart

PLEASE DO NOT USE THE BROWSER'S BACK BUTTON AS THAT MAY OVERWRITE YOUR DATA.  
Payment processing can be delayed. Please allow 24 hours for the system to register your payment.  
If you want to return to your application, simply log out and log back in.  
To continue paying, select the appropriate board and any fee or fees you wish to pay, and then press the continue button.  
Click [here](#) for more information on eLicense Transaction Fee  
Please Note: Due to system capacity constraints, you can only pay for a maximum of 12 fees at a time.

ITEMS > CHECKOUT > CONFIRMATION

Total Amount: \$531.15  
You will be redirected to a payment gateway to complete this transaction

BACK

CONTINUE

**IMPORTANT:** Your name and billing address information (street number and zip code) must match what is on file with your bank EXACTLY or your payment will be declined for fraud protection reasons. If this happens, please contact your bank to verify your information on file.

- a. Select whether you will be paying by credit card or electronic check.
- b. For payment by credit card, fill in the appropriate information and select the “CONTINUE” button once completed.

## Department of Commerce Manufactured Homes

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### Select Payment Method

Please select a payment method.

☐ Credit Card

☐ Electronic Check

### Technical Support

If you need technical support for this online payment processing application, please send an email to [cpssupport@cbossinc.com](mailto:cpssupport@cbossinc.com).

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**Note: the payment and billing information should match the information connected to the credit card.**

Department of Commerce Manufactured Homes

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:

[i Locate Card Security Code](#)

DoC Manufactured Homes - UAT Payment Summary

Total			
\$554.13			
Quantity	Description	Price	Total
1	DOCMH Renewal Fee	\$150.00	\$150.00
1	DOCMH Late Renewal Fee	\$110.13	\$110.13
1	Lot Fee	\$290.50	\$290.50
1	eLicense System Transaction Fee	\$3.50	\$3.50

Payment Information

\* Credit Card Number

\* Credit Card Type

\* Expiration Month

\* Expiration Year

\* Card Security Code

### Billing Information

First Name

Middle Name

\* Last/Business Name

\* Phone

\* Address Line 1

Address Line 2

\* City

\* State/Province/Region

\* Zip/Postal Code

Country

Email

Continue

### Technical Support

If you need technical support for this online payment processing application, please send an email to [cppsupport@cbossinc.com](mailto:cppsupport@cbossinc.com).

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- c. For payment by electronic check, fill in the appropriate information and select the “CONTINUE” button once completed.

**Note: the payment and billing information should match the information connected to the bank account.**

Department of Commerce Manufactured Homes

Enter Payment Information

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

Your checking account number **should not** include the 4 digit check number that usually appears on your check either before or after the checking account number. For assistance locating the checking account information, please select the following:

[i Locate Checking Account Information](#)

DoC Manufactured Homes - UAT Payment Summary

Total			
\$554.13			

Quantity	Description	Price	Total
1	DOCMH Renewal Fee	\$150.00	\$150.00
1	DOCMH Late Renewal Fee	\$110.13	\$110.13
1	Lot Fee	\$290.50	\$290.50
1	eLicense System Transaction Fee	\$3.50	\$3.50

Payment Information

\* Bank Routing Number

\* Confirm Routing Number

\* Bank Account Number

\* Confirm Account Number

\* Bank Account Type

### Billing Information

First Name

Middle Name

\* Last/Business Name

\* Phone

\* Address Line 1

Address Line 2

\* City

\* State/Province/Region

\* Zip/Postal Code

Country

Email

Continue

### Technical Support

If you need technical support for this online payment processing application, please send an email to [cppsupport@cbossinc.com](mailto:cppsupport@cbossinc.com).



Cart #X-2020-01-13\_02-01-03

Print Receipt Email Receipt Return to eLicense Logout

To continue with eLicense business please click the 'Return to eLicense' button. To close your eLicense session please click the 'Logout' button.

Items Checkout Confirmation

Your payment was successful.

Order Status: Successful  
Applied Payment: \$554.13  
Contact: Janey Doe  
Operator: Barb Brown  
Process Date: 2/16/2022 4:03 PM

Type	Licensee Name	Amount	Amount Outstanding	Waived Amount	Payment Amount
DOCMH Renewal Fee	Industrial Compliance, LLC	\$150.00	\$0.00		\$150.00
DOCMH Late Renewal Fee	Industrial Compliance, LLC	\$110.13	\$0.00		\$110.13
Lot Fee	Industrial Compliance, LLC	\$290.50	\$0.00		\$290.50
eLicense System Transaction Fee	Industrial Compliance, LLC	\$3.50	\$0.00	\$0.00	\$3.50

Print Receipt Email Receipt Return to eLicense Logout

- d. Once you have submitted the payment, you will see the message below. You will then be taken to the confirmation page.

Please wait while your payment is being processed. It may take a few minutes.

**⚠ Do not click the browser back button and submit another payment. Doing so may result in multiple charges to your account.**

Payment processing can be delayed. Please allow 24 hours for the system to register your payment. To confirm your payment was processed, check back at a later time and look for the receipt on the My History page.

If the receipt is not found please call the eLicense Ohio Help Desk at (855) 405-5514.

- e. If you have multiple manufactured home park operator licenses or need to renew the park license for more than one year, you will need to go through steps 1, 2 and 3 of [Renewing Your License](#) for each license and/or each year.
- f. Upon completion of the renewal application and payment, a Renewal Approval Notice with a PDF of the renewed license certificate for the next license year will be e-mailed to the business e-mail address on record from [elicense-noreply@das.ohio.gov](mailto:elicense-noreply@das.ohio.gov).

Sandbox: Renewal Approval Notice

No Reply - elicense <elicense-noreply@das.ohio.gov>  
To: COM - DIC - Community Inspections

You forwarded this message on 2/17/2022 9:45 AM.

OCILB\_PK\_Wall\_Certificate\_Renewal\_20220216.pdf  
230 KB

This message is auto-generated by the Ohio Division of Industrial Compliance. \*Please do not reply to this email\*

Dear Industrial Compliance, LLC:

Your certificate/license to practice as a Manufactured Home Park Operator has been successfully renewed.

For your convenience, your certificate/license information is listed below:  
Number: PK.001616  
License Type: Manufactured Home Park Operator  
Effective Date: 2/16/2022  
Expiration Date: 12/31/2021

You may also verify your certification/license online at the Ohio eLicense

### **Updating Park Contact Information**

Contact the Division at [MHPProgram@com.ohio.gov](mailto:MHPProgram@com.ohio.gov) or (614) 644-2223, option 4, option 1 to update the contact information on record.

### **Troubleshooting, Questions, or Issues**

For any and all troubleshooting, questions, or issues, please contact:

- Phone: (614) 644-2223, option 4, option 1
- E-mail: [MHPProgram@com.ohio.gov](mailto:MHPProgram@com.ohio.gov)