

## FREQUENTLY ASKED QUESTIONS

Below are the most frequently asked questions regarding the Board's licensure process and how individuals can quickly and easily check on the status of their license application from the Ohio eLicense portal at any time.

### **How to I register and create a user account to apply for a license?**

- Note: new users must complete a one-time registration process to create a user account in order to apply for a license. To create a user account, go to the Ohio eLicense portal homepage at: <https://elicense.ohio.gov>
- You must use a newer version of Google Chrome, Safari or Firefox web browsers. Internet Explorer users must use IE 11 or Edge. The Google Chrome browser is recommended for best results.
- Click on the "Login/Create Your Account" box/button in the middle of the screen.
- To complete the one-time registration process, select the option called "I Don't Have a License" if you have never been licensed by the board.
- Once you have registered, you will be able to access your Ohio eLicense User Dashboard and apply for the appropriate license by selecting our board name.

### **What is the status of my application?**

You can find out the status of your application by logging into your user account on the Ohio eLicense portal at: [https://elicense.ohio.gov/OH\\_CommunitiesLogin](https://elicense.ohio.gov/OH_CommunitiesLogin).

- An application in "PENDING" status has not been completed and submitted;
- An application in "SUBMITTED" status has been received;
- An application in "IN REVIEW" status are under review and will remain in this status until all documents are received.
- You will receive an e-mail if any required documents are missing at the time of review.

### **When does the Board approve licensure?**

Under the new Ohio eLicense system, applications are reviewed on a daily basis. Once all required items are received, reviewed, and deemed complete, you should anticipate receiving your license approval e-mail within ten business days.

### **How will I know when my application has been approved?**

Once your application is approved, you will receive an e-mail confirming you have a license in active status. Your licensure wall certificate will be mailed within thirty days.