



## eLICENSE GUIDE: LICENSE INACTIVATION

Updated 4-23-2018

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If you need help logging in, registering, creating an account, or have any other technical issues with eLicense Ohio, please call the eLicense Customer Service Center at 855-405-5514, Monday-Friday, 8:00am to 5:00pm.

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To request license inactivation, you must access the portal using the eLicense system at <https://elicense.ohio.gov/>

Once you navigate to the main page, click on the button over the picture that says: "LOG IN, CREATE YOUR ACCOUNT."



If this is your **FIRST TIME** using the new eLicense Ohio portal, you will need to register your contact information. To do so, follow the instructions in **PART A** and **PART B** of this guide.

If you have **ALREADY** created an account, follow the instructions in **PART B** of this guide.



## **PART A: CREATING AN ACCOUNT FOR AN EXISTING BOARD OF PHARMACY LICENSE**

If you have an existing license with the Board of Pharmacy, select "I HAVE A LICENSE." If you are seeking to apply for a new license, select "I DON'T HAVE A LICENSE" and follow the instructions.

**New Users**

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**Create a New Account**

Register here for a new [eLicense.Ohio.gov](#) account.

If you currently have a license or previously applied for a license or certificate in Ohio and do not have a login through this portal, please select "I have a License".

If you currently do not have a license or have not previously applied for a license or certificate in Ohio, please select "I don't have a License".

**I HAVE A LICENSE**   **I DON'T HAVE A LICENSE**

Do you need help registering? [Click here](#)

To register your existing license with the system, you will need **your social security number** and the **security code** provided to you by the Board of Pharmacy.

You can retrieve your security code by clicking the blue button next to the security code field, but it can only be sent to email address on file with the Board of Pharmacy.

**Existing License**

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Register here for a new eLicense.Ohio.Gov account associated with your existing Ohio professional licenses. In the event you do not have the required security code, click the 'Obtain Security Code' button.

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](#)

\* Social Security Number    I don't have a Social Security Number

\* Security Code   **OBTAIN SECURITY CODE**

\* Date of Birth

After registration, you will then be directed to your dashboard and can continue to **PART B** of this guide.

## **PART B: REQUEST LICENSE INACTIVATION**

After logging in, you will be directed to your eLicense Dashboard.

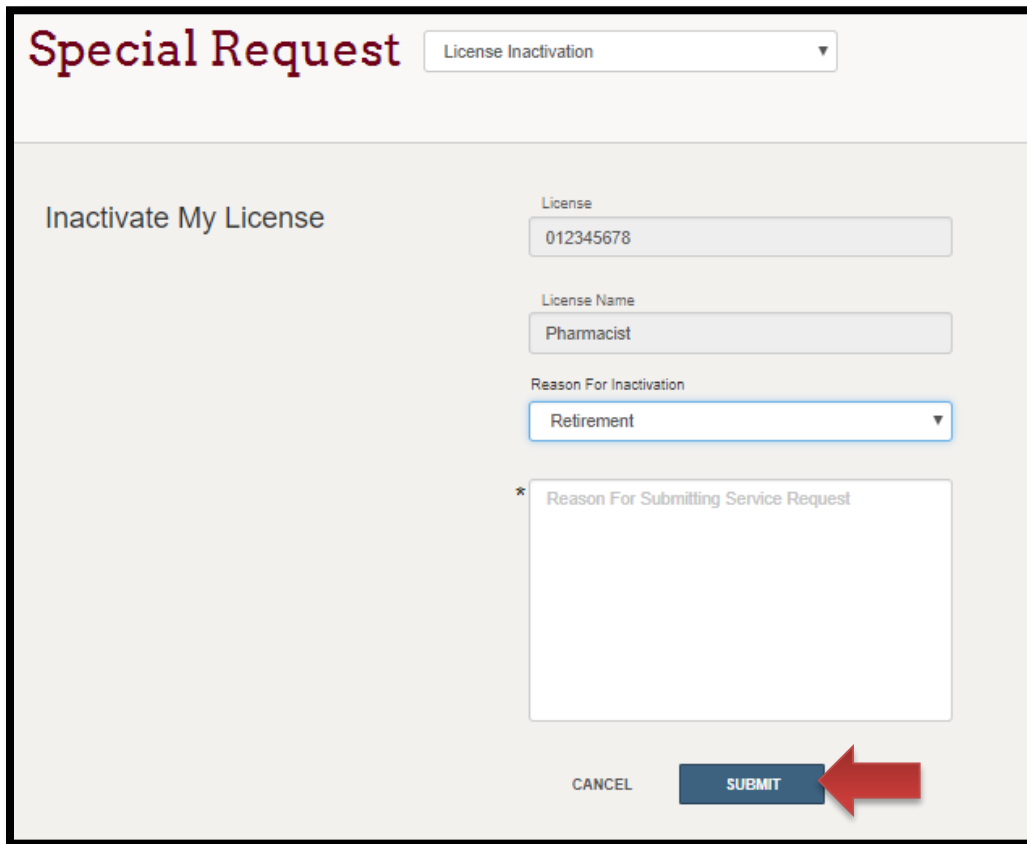
From your license tile, select options, then select **LICENSE INACTIVATION**.

The screenshot displays the 'Welcome to your eLicense Dashboard' interface. At the top, there are two buttons: '+ APPLY FOR A NEW LICENSE' and 'MY HISTORY'. Below these is a link: 'Are you looking to apply for a new business license? First, add your business by clicking here before applying.' The main section is titled 'Your Licenses' and includes a 'SORT BY' dropdown. A table lists three licenses:

License Type	Status	Exp. Date	Options
Board of Pharmacy <b>Pharmacist</b> 012345678   Board of Pharmacy	ACTIVE	9/15/2018	OPTIONS ▾
Board of Pharmacy <b>Pharmacy Intern - Graduate</b> 06000010   Board of Pharmacy	ACTIVE	9/15/2018	OPTIONS ▾
Board of Pharmacy <b>Terminal - Non-Resident Pharmacy - Category 2</b> 0010000000   Board of Pharmacy Soleo Health, Inc. (NRP)	ACTIVE	EXP. DATE	OPTIONS ▾

The 'OPTIONS' menu for the 'Terminal - Non-Resident Pharmacy - Category 2' license is open, showing the following options: Renew, Reinstatement, Change Address, Change Name, Duplicate Wall Certificate, License Inactivation, Manage Affiliations, Send License Verification, and Submit Additional Documentation. A red arrow points to the 'License Inactivation' option.

Next, fill out all required fields and select **SUBMIT**

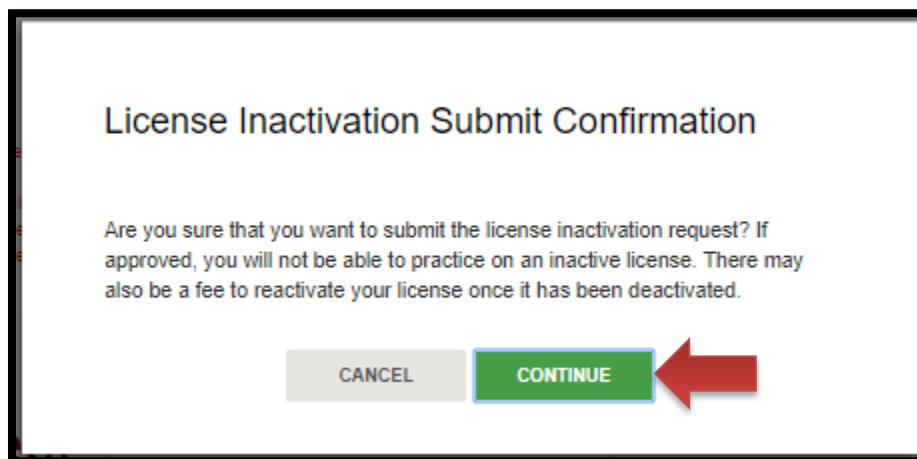


The screenshot shows a web form titled "Special Request" with a dropdown menu set to "License Inactivation". The form is titled "Inactivate My License" and contains the following fields:

- License:** Text input field containing "012345678".
- License Name:** Text input field containing "Pharmacist".
- Reason For Inactivation:** Dropdown menu set to "Retirement".
- \* Reason For Submitting Service Request:** A large empty text area.

At the bottom of the form, there are two buttons: "CANCEL" and "SUBMIT". A red arrow points to the "SUBMIT" button.

You will be asked to confirm, select **CONTINUE**

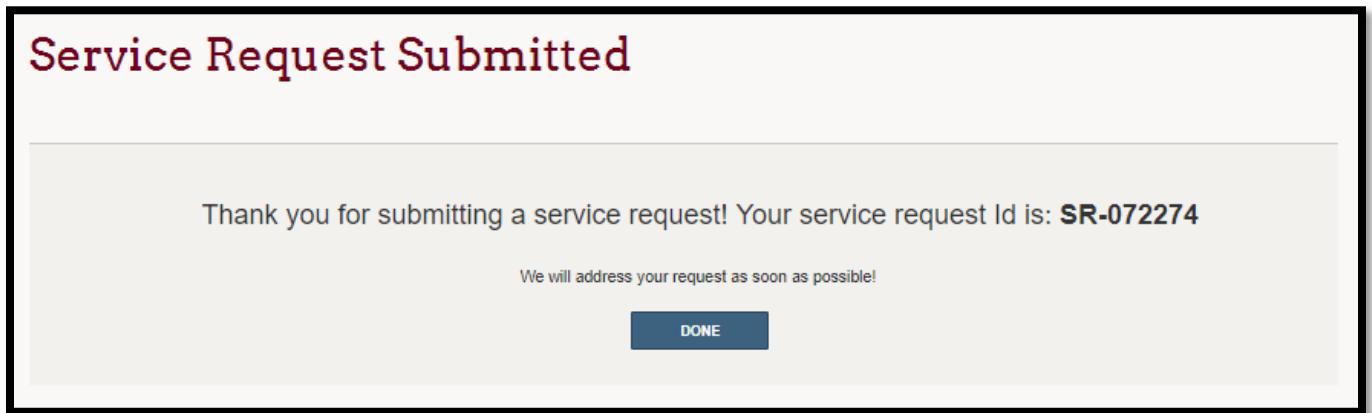


The screenshot shows a confirmation dialog box titled "License Inactivation Submit Confirmation". The text inside reads:

Are you sure that you want to submit the license inactivation request? If approved, you will not be able to practice on an inactive license. There may also be a fee to reactivate your license once it has been deactivated.

At the bottom of the dialog, there are two buttons: "CANCEL" and "CONTINUE". A red arrow points to the "CONTINUE" button.

Then you will receive a confirmation that your request has been submitted.

A screenshot of a confirmation message for a submitted service request. The message is enclosed in a black border. At the top, the text "Service Request Submitted" is displayed in a dark red font. Below this, a horizontal line separates the header from the main content. The main content area has a light gray background and contains the text "Thank you for submitting a service request! Your service request Id is: **SR-072274**". Underneath this, in a smaller font, it says "We will address your request as soon as possible!". At the bottom center of the message, there is a dark blue button with the word "DONE" in white capital letters.

**Service Request Submitted**

Thank you for submitting a service request! Your service request Id is: **SR-072274**

We will address your request as soon as possible!

**DONE**

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