



eLicense FAQs

(7/6/2017)

Login and Registration

1. When can I register in eLicense?

If you are currently a licensee or registrant (e.g. trainee), or you have a pending application, you will receive a registration e-mail from the Board. Registration e-mails are being sent out in batches based on renewal dates. The Board anticipates sending all of the messages by the end of June.

If a Licensee, registrant, or current applicant wishes to register before receiving a registration e-mail he/she can navigate to https://elicense.ohio.gov/oh_communitieslogin, select "I have a License", and enter all of the required information and click "Obtain Security Code". A code will be sent to you. Enter the code to complete registration.

2. Which browser works best with eLicense?

Answer: Google Chrome  is the recommend browser for use in accessing eLicense.

3. If I have a pending application or am a Trainee, how should I register in eLicense?

Answer: if you have a pending license application, are an active licensee, or are a registered trainee, you will receive a registration e-mail from the Board. This message will be sent from elicense-noreply@das.ohio.gov. This is a no reply e-mail address. Please send any questions to the e-mail address in the body of the registration e-mail.

Use the security code in the registration e-mail to register in eLicense. Navigate to https://elicense.ohio.gov/oh_communitieslogin, and click on "I have a license" under New Users. Follow the prompts. Please be sure to note your password.

4. I have a license with another board and have already registered in eLicense. Do I have to register again?

Answer: if you have an account in eLicense because you are licensed with another board currently using eLicense, your CSWMFT licensure information will appear on your dashboard. Login using the username and password you created when you registered. If you forgot your password, please click the “forgot password” link on https://elicense.ohio.gov/oh_communitieslogin.

5. I do not have a license and want to register to submit an application. What do I do?

Answer: Navigate to https://elicense.ohio.gov/oh_communitieslogin. Click on “I don’t have a license” under New Users. Follow the prompts to create an account. Please be sure to note your password.

6. When registering, do I have to provide all of the information requested?

Answer: Yes, to register as a licensee or current applicant, or to create a new account, all of the requested information must be supplied. The eLicense relies upon the latest IT security tools to ensure your information is highly secure.

7. I received my registration e-mail but it had the wrong name. I thought I changed it with the Board.

Answer: In converting data, the Board has found that some contacts in its database were merged with older records. If you think we have the incorrect name, please contact the Board at elicense@cswb.ohio.gov or cswmft.info@cswb.ohio.gov. The Board will make the appropriate change and re-send a registration e-mail with the correct name.

License Verification

1. How can I verify my license?

From the [eLicense](https://elicense.ohio.gov/OH_HomePage) home page - https://elicense.ohio.gov/OH_HomePage - select “License Look-Up” or navigate to https://elicense.ohio.gov/oh_verifylicense. Enter your name and click on “search”. Scroll down and click on the license number. Click “View More Info”. Additional information is shown as is a “Printer Friendly Version” button. Clicking on this button will create license verification.

The online license verification is the primary means of license verification. The results of the online verification include the license type(s) held by the licensee, the status of the

license, and if any board action (discipline) has been taken that is subject to public review. Online license verifications may be printed for submission to employers, insurers, and others.

2. How do I request a verification if I am moving out of state and need the verification to apply for a license in another jurisdiction?

Answer: Login to eLicense. From the license tile on the dashboard, select under Options “Send Verification” and complete the online form. There is a \$25 charge for license verifications prepared by the Board.

Renewing a License

1. How do I renew into inactive status?

Answer: After registering in eLicense, select Options, Special Request, and then License Inactivation. Once the request is received by the Board, your license will be set up to renew in inactive status. Please allow several days for processing.

2. My license is currently in escrow status, how do I renew into active status so I can practice again?

Answer: After registering in eLicense, select Options, and then Reinstatement. Follow the prompts and submit all required documentation.

Wall Certificates

1. I was recently issued a new license. How will I receive my wall certificate?

Answer: The wall certificate (“wall cert”) was attached to the e-mail notifying you that your new license was now active. The PDF may be printed on paper of your choice for framing.

2. How do I request a replacement wall cert?

Answer: Login to eLicense. From the dashboard, select “Duplicate Wall Certificate” under options. Follow the prompts to complete the request. Wall certif

3. Is there a charge for wall cert replacements?

Answer: No, replacement wall certs are issued at no charge. Please note that any replacement wall certificates will be sent as a PDF or Word document and will be in the new wall cert format.

4. I am a Supervisor. What is this not included on my wall certificate?

Answer: The supervision designation will not appear on your official wall certificate since it is an endorsement to your license, not a separate license. The wall certificate will show your license type and the date you originally received that license, but not the supervision designation.

5. My wall certificate does not show my renewal dates.

Answer: The wall certificates do not contain renewal dates, only the original licensure date. Wall cards, which were discontinued in November 2014 contained renewal dates.

Renewal dates can be verified using the online license look up available at https://elicense.ohio.gov/oh_verifylicense.

Name Changes

1. How do I change my name with the Board?

Answer: Once registered in eLicense, a licensee or applicant can click on “Options” on the license tile on the Dashboard. Select name change and follow the prompts. Please note: If you hold more than one CSWMFT license, you need only submit one name change request. There is no need to submit a separate Duplicate Wall Certificate service request if you note in the comments of your Name Change that you require a new certificate. There is a \$15 charge for name changes initiated by the licensee.

Applying for a License

1. I recently sent in a paper application. It was returned to me with instructions to apply online. Why?

Answer: the eLicense system relies on applicants and licensees establishing password secured accounts. Board staff cannot register applicants in the eLicense. If you are planning to apply, be sure to go to https://elicense.ohio.gov/oh_communitieslogin and follow the instructions regarding registering and applying.

2. Where can I find the license application?

Answer: If you have not yet registered in eLicense, please navigate to https://elicense.ohio.gov/oh_communitieslogin and register. Once registered, navigate to the dashboard. On the dashboard is a link to apply for a new license. Select the appropriate license and follow the prompts.