**First Time User Log In Procedure:**

1. Under the Access Your Account window, click on “1st Time User” tab

2. Enter the following information into the appropriate fields. All fields are required. Then click “Log In”.

   **Welcome**

   Welcome to the Ohio Department Of Commerce eLicense Center.
   You may access the lookup function by clicking Online Lookup under ONLINE SERVICES to view a full search screen.

   This secure server encrypts all information that you transmit to us while using our site using Secure Sockets Layer - SSL. This includes your user name, password, billing information, credit card number, expiration date and all renewal information.

   In order to use this site, you must have a browser capable of 128 bit encryption. The newest versions of Microsoft's Internet Explorer or Netscape can obtain this high level of encryption.

   This site requires the use of COOKIES and JAVASCRIPT enabled.
3. Once logged in, you will see that the system shows 2 issues with your account. These issues will need to be fixed before moving forward to reset your password. First, we will need to setup your secret questions. These will help you reset your password in the instance that you have forgotten it or in this case, are setting up your Division of Financial Institutions account. Once completed click “Save”.

4. Next, you will need to verify your email address. Make sure that your email is correct in the display as shown below, then click “Generate E-mail.”
5. At this time, you will soon receive an email containing a link that you will need to click to verify your email address with our system then return you to the below screen. Click “Logout” to return to the Home screen of the eLicense Center.

6. Once at the Home screen, click on the “Forgot Password?” link under the “Log In” button.

7. Enter your User ID and then Click “Next.”
8. Enter in the answers to the security questions that you completed in step 3 and click “Next.”

9. Now you will be able to enter in the password that you wish to use. Then click “Finish.”

10. Lastly, you will be logged out of the eLicense Center. Click on “Login” to access your account.