

First Time User Log In Procedure:

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

The screenshot shows the login interface for the Ohio Department of Commerce eLicense Center. At the top, there is a 'Login' header and a navigation bar with 'HOME', 'MY ACCOUNT', and 'ONLINE SERVICES'. The main content area is divided into two panels. The left panel, titled 'Access Your Account', has two tabs: 'Account' and '1st Time User'. The '1st Time User' tab is circled in red. Below the tabs are input fields for 'User ID' and 'Password', a 'Log In' button, and links for 'Forgot Password?' and 'Forgot User ID?'. The right panel, titled 'Welcome', contains a message: '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.**

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

The screenshot shows the 'Access Your Account' page for a first-time user. The '1st Time User' tab is selected. Below the tabs, there is a message: 'If you are a first time user, click here for [instructions](#)'. The form contains the following fields: 'User ID', 'Email Address', 'Formatted Credential Number' (with a help icon), and 'Tax ID/TIN (last four digits)'. A 'Log In' button is located at the bottom of the form, with a black arrow pointing to it. At the bottom of the page, there are links for 'Forgot Password?' and 'Forgot User ID?'.

- 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".

AMY TESTCASE Logout \$0.00 Checkout

Division of Financial Institutions HOME MY ACCOUNT **2** ONLINE SERVICES ▾

Change Security Questions

There are currently 2 issues with your account.
Please resolve them before going further.

Your email address has not been verified. If you have not yet received an email to do this, please follow the instructions below.
[No Secret Answers.](#)

Security Questions

You must **answer 3 different security questions** below.

<p>Question 1</p> <input style="width: 90%;" type="text" value="What is the middle name of your oldest grandchild?"/>	<p>Answer 1*</p> <input style="width: 90%;" type="text" value="Answer 1"/>
<p>Question 2</p> <input style="width: 90%;" type="text" value="What is the middle name of your youngest brother or sister?"/>	<p>Answer 2*</p> <input style="width: 90%;" type="text" value="Answer 2"/>
<p>Question 3</p> <input style="width: 90%;" type="text" value="What was the destination of your first airplane trip?"/>	<p>Answer 3*</p> <input style="width: 90%;" type="text" value="Answer 3"/>

Save
Cancel

- 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."

AMY TESTCASE Logout \$0.00 Checkout

Division of Financial Institutions HOME MY ACCOUNT **1** ONLINE SERVICES ▾

User Account

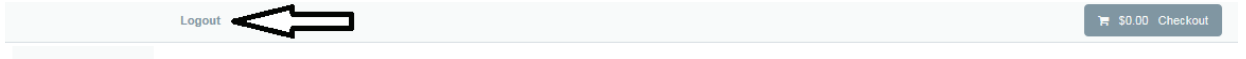
Your security questions have been changed successfully.

There is currently 1 issue with your account.
Please resolve it before going further.

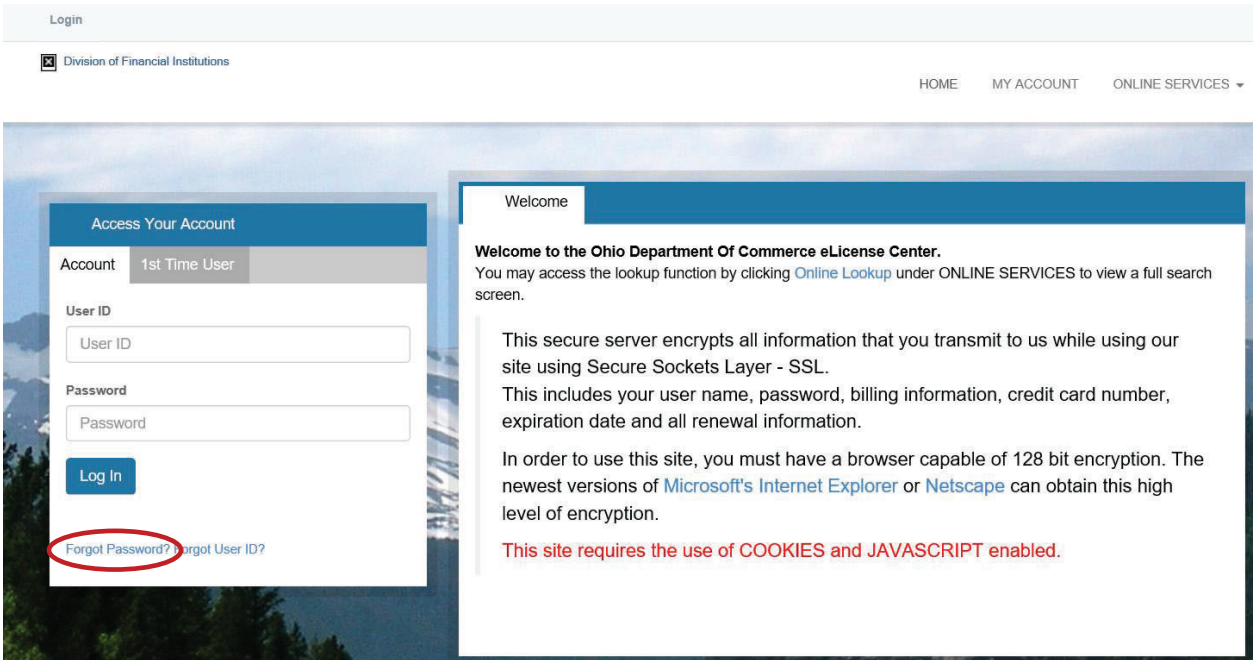
Your email address has not been verified. If you have not yet received an email to do this, please follow the instructions below.

User ID:	test2019	Change User ID
E-mail:	<p>TEST@COM.STATE.OH.US</p> <p>Your account or new email address has not yet been verified. You have been sent a verification email by the system to your email address of record. You may have to check your SPAM filter. Click on the link provided in the email. Once clicked you will be returned to your account and provided access.</p> <p>If you have not yet received the email, you may click the below button labeled "Generate E-mail" and a new one will be sent to you. Please note: When you click the "Generate E-mail" button any older verification emails will be invalid. Ensure that you click the link in the most recently received email.</p> <p><input style="width: 80%;" type="button" value="Generate E-mail"/></p>	Change Email
Password:	Change Password	
Security Questions:	Change Security Questions	

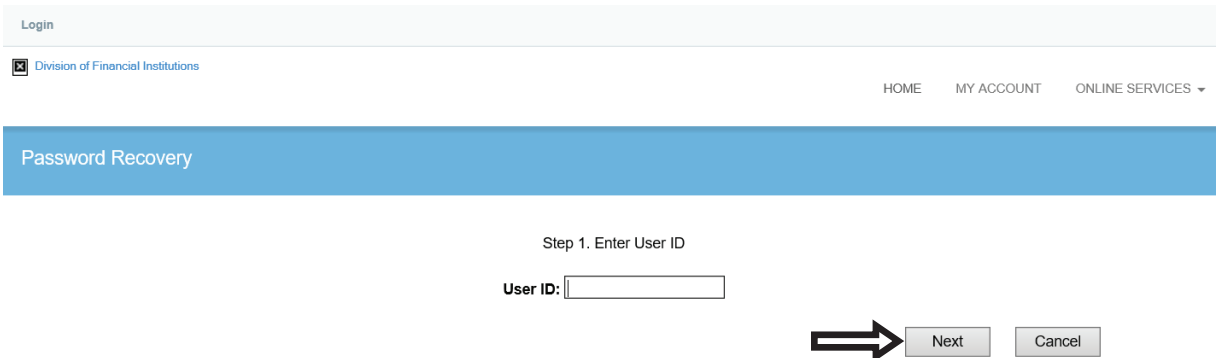
5. At this time, you will soon receive an email containing a link that you will need to click to verify your email address with our system then return you to the below screen. Click “Logout” to return to the Home screen of the eLicense Center.



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.”

Login

Division of Financial Institutions

HOME MY ACCOUNT ONLINE SERVICES

Password Recovery

Step 2. Answer Security Questions
Answer the security questions to proceed:

What is the middle name of your oldest grandchild?

What is the middle name of your youngest brother or sister?

Next Cancel

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

Login

Division of Financial Institutions

HOME MY ACCOUNT ONLINE SERVICES

Password Recovery

Step 3. Reset Password

New Password

Re-type Password

Cancel

Password Requirements:
Your password must contain at least 3 of the following 4 requirements:

- 1 lower case letter.
- 1 upper case letter.
- 1 number.
- 1 special character.

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

Login

Division of Financial Institutions

HOME MY ACCOUNT ONLINE SERVICES

Password Recovery

You should be able to login with your new password.