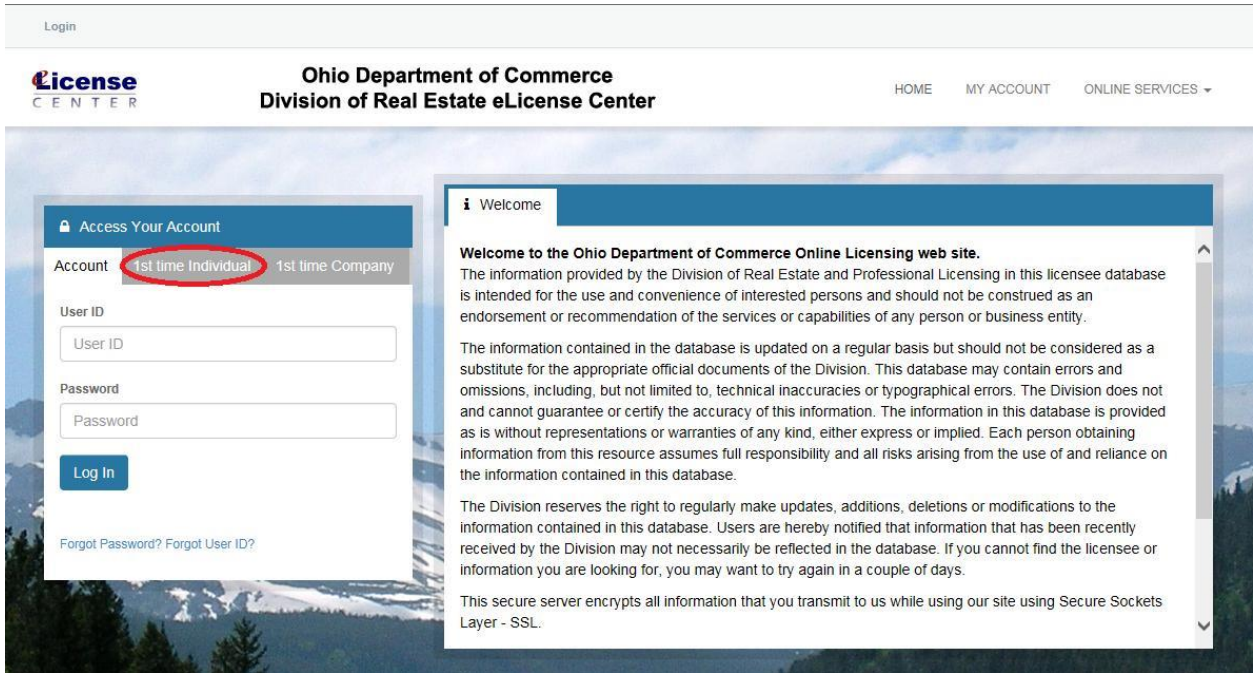


First Time Individual User Log In Procedure:

1. Under the Access Your Account window, click on "1st time Individual" tab



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

This image shows a close-up of the login form for a first-time user. The form is titled "Access Your Account" and has three tabs: "Account", "1st time Individual" (which is selected), and "1st time Company". Below the tabs, there is a message: "If you are a first time user, click here for instructions." followed by a link. The form contains four input fields: "User ID", "Email Address", "Formatted Credential Number" (with a help icon), and "SSN (Last four digits)". Below the fields is a "Log In" button, which is pointed to by a large white arrow. At the bottom of the form, 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 Real Estate account. Once completed click "Save".

Logout \$0.00 Checkout

License CENTER **Ohio Department of Commerce**
Division of Real Estate eLicense Center 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.

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

- 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."

Logout \$0.00 Checkout

License CENTER **Ohio Department of Commerce**
Division of Real Estate eLicense Center HOME MY ACCOUNT **1** ONLINE SERVICES ▾

User Account

In order to validate your account we have sent you a verification email to the address listed below. You must access your email account and click on the link provided. Once clicked you will be returned to your account and provided access.

⚠ 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:	000107622	<input type="button" value="Change User ID"/>
E-mail:	<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>	<input type="button" value="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.

Logout

License CENTER Ohio Department of Commerce Division of Real Estate eLicense Center HOME MY ACCOUNT ONLINE SERVICES

User Account

Your security questions have been changed successfully.

User ID:	000107622	Change User ID
E-mail:	<input type="text"/>	Change Email
Password:	Change Password	
Security Questions:	Change Security Questions	

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

Login

License CENTER Ohio Department of Commerce Division of Real Estate eLicense Center HOME MY ACCOUNT ONLINE SERVICES

Access Your Account

Account 1st time Individual 1st time Company

User ID

Password

Log In

[Forgot Password?](#) [Forgot User ID?](#)

Welcome

Welcome to the Ohio Department of Commerce Online Licensing web site.

The information provided by the Division of Real Estate and Professional Licensing in this licensee database is intended for the use and convenience of interested persons and should not be construed as an endorsement or recommendation of the services or capabilities of any person or business entity.

The information contained in the database is updated on a regular basis but should not be considered as a substitute for the appropriate official documents of the Division. This database may contain errors and omissions, including, but not limited to, technical inaccuracies or typographical errors. The Division does not and cannot guarantee or certify the accuracy of this information. The information in this database is provided as is without representations or warranties of any kind, either express or implied. Each person obtaining information from this resource assumes full responsibility and all risks arising from the use of and reliance on the information contained in this database.

The Division reserves the right to regularly make updates, additions, deletions or modifications to the information contained in this database. Users are hereby notified that information that has been recently received by the Division may not necessarily be reflected in the database. If you cannot find the licensee or information you are looking for, you may want to try again in a couple of days.

This secure server encrypts all information that you transmit to us while using our site using Secure Sockets Layer - SSL.

7. Enter your User ID and then Click “Next.”

Login

License CENTER Ohio Department of Commerce Division of Real Estate eLicense Center HOME MY ACCOUNT ONLINE SERVICES

Password Recovery

Step 1. Enter User ID

User ID:

Next Cancel

8. Enter in the answers to the security questions that you completed in step 3 and click “Next.”

Login


License CENTER Ohio Department of Commerce
Division of Real Estate eLicense Center 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?



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

Login


License CENTER Ohio Department of Commerce
Division of Real Estate eLicense Center HOME MY ACCOUNT ONLINE SERVICES ▾

Password Recovery

Step 3. Reset Password

New Password


Re-type Password



**Please note that passwords must be at least 8 characters in length and meet 3 of the 4 below 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 

License CENTER Ohio Department of Commerce
Division of Real Estate eLicense Center HOME MY ACCOUNT ONLINE SERVICES ▾

Password Recovery

You should be able to login with your new password.