



Changing Your Email in the Ohio eLicense System

An additional level of security regarding changing email addresses in eLicense has been implemented, effective February 13, 2021. It requires you to take an additional action to confirm your email address change. As you are aware, eLicense uses your email address to generate communications AND serves as your user ID for login/accessing your license information.

Step 1 – When you change your current email to a new one via your Manage Profile page, a notification is sent to the current email asking you to confirm that you requested the change.

Step 2 – Once you confirm the request, a notification will be sent to your new email confirming that the change has been made.

If you have questions or need assistance, call the Customer Service Center at (614) 466-3947 and select “Option 1” (weekdays 8am-5pm, except for holidays).