



State of New Hampshire Office of Professional Licensure & Certification

7 Eagle Square, Concord NH 03301
Phone: 603-271-2152
customersupport@oplc.nh.gov

New Hampshire Online Licensing Help Guide

For assistance renewing, relinking your license to your account, or applying for a Temporary License

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Tips & Tricks

- If you cannot remember your login credentials or if you are locked out of your account, use the [Retrieve User ID](#) option to recover your account.
- Do not use the Safari Browser to access your account or complete your renewal (this is the standard browser on Apple products). We recommend using Google Chrome, Microsoft Edge, or Firefox.
- Use a PC or laptop to access your account for the best results.
- When entering your license number in the required fields, enter it exactly as it appears on your renewal notice or license documents. This includes alpha characters, dashes, and zeroes.
 - **Do NOT** add A, J, or M if you are an apprentice, journeyman, or master.
- Do not let your browser automatically complete your login information. To prevent issues accessing your account, please manually type your User ID and password.
- You cannot renew your license more than 60 days prior to your expiration date.
- Expired licenses cannot be renewed online. Please follow the process for reinstatement from the **application page** of your board: [Find a Board | NH Office of Professional Licensure and Certification](#)
 - At this time, personal Pharmacy licenses are the only license type that can be reinstated online. Pharmacy facilities are unable to be reinstated using the online portal.
- Add nh.licenses@doit.nh.gov to your email address book to help ensure that important notices and license documents emailed from OPLC appear in your primary inbox.
- If you are within your 60-day renewal window and have logged into the portal successfully, but cannot locate your license to renew, you will need to follow the steps in the Retrieve User ID section to relink your license to your account. Updating your User ID and password should help resolve the issue.
- Your registration code is issued via email in the renewal notice sent to you when your renewal window opens. You may choose to store this information where you store your username and password, as this information does not change each renewal period.



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Logging in to your account

Please log in to your account on to the [Online Licensing Portal](#) to facilitate your renewal. Following this link will bring up the New Hampshire Online Licensing homepage.

Enter your User ID and password. These will already be set up if you have renewed online in the past.

Do not use the Safari browser (standard on Apple products). Please use Google Chrome, Microsoft Edge, or Firefox.



Menu	
PERSON ACCOUNT	
Create an Account	
Reset Password	
Retrieve User ID	
BUSINESS ACCOUNT	
Create an Account	
Reset Password	
Retrieve User ID	

New Hampshire Online Licensing

If you have specific questions regarding the licensing process contact your licensing agency. If you have a problem using this web site send an email by clicking on the Contact Us link below. This mail is monitored during normal business hours.

User Id:

Password:

Login

Please ensure that you **manually** type in your User ID and password – do not let your browser auto-complete these credentials for you.

If you are encountering issues logging in, please proceed to the next section: [Retrieving your User ID](#)



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Retrieving your User ID

Use these instructions if you are:

- Having trouble logging into your account
- Locked out of your account
- Cannot remember your login credentials (User ID, password, etc.)
- Are within your renewal window, but...
 - Your license does not appear in your account
 - You receive an error message that states “you do not have any licenses to renew”

1. On the New Hampshire Online Licensing homepage, select **Retrieve User ID** option in the menu on the left.



New Hampshire Online Licensing

If you have specific questions regarding the licensing process contact your licensing agency. If you have a problem using this web site send an email by clicking on the Contact Us link below. This mail is monitored during normal business hours.

User Id:

Password:



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Retrieving your User ID (continued)

2. After selecting the **Retrieve User ID** option, the following screen will populate:

Menu
Login Page

Search for your Record

Read all instructions before beginning the registration process. You must complete this search process even if you do not have an existing license in New Hampshire.

Existing NH License :
Enter your last name, license number and registration code from your renewal notice in the fields below. Click the search button to retrieve your current person record.

Never Held a NH License:
Enter your last name. Enter a zero in the License number field and a zero in the registration code field.

Retrieve User ID:
Enter your last name, license number and registration code in the fields below. This will display your current User ID and question information. You can also change your password here.

Last Name:

License Number:

Registration Code:

NH.Gov | [Privacy Policy](#) | [Accessibility Policy](#) | [Contact Us Form](#)

You will be prompted to enter the following information:

- Your last name as it appears on your license
- Your license number
- Your registration code
 - This will be on your renewal notice that has been sent to you by email

Once you fill in the correct information, click **Search**.

Please ensure you enter your license number exactly as it appears on your renewal notice and/or license.

Do not omit alpha characters, dashes, or zeroes.

Do not add letters to your license number if they do not appear on your renewal notice and/or license.



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Retrieving your User ID (continued)

3. Update your credentials

If the information you provided is within our system, the following screen will populate:

Menu

- Login Page

Step 2: Create your User ID and Password

Read all instructions before continuing.

- If you see your personal information in the boxes below:
Enter user id and password information in the User ID section below. **Write down your user id, password and password question and answer and keep it in a safe place.**
- If you see a user id in the User ID section below:
You already have an account on the system. You can enter a new password, question and answer below.

All fields with an asterisk "*" are **REQUIRED** fields.

Name

First Name:

Middle Name:

Last Name:

Name Suffix:

Birth Date:

*Email:

User Account

*User ID:

User ID is limited to 25 characters

*Password:

Confirm Password*:

Passwords must be a minimum of 8 characters and must contain ALL of the following:
1 uppercase letter,
1 lowercase letter,
1 number,
and 1 of these special characters: @, &, %, !

*Password Question:

*Password Answer:

ex. Mother's maiden name? ex. Smith

Confirm this is your record by reviewing the information under the first section, **Name**.



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Retrieving your User ID (continued)

To change your login credentials, you will need to do the following in the second section, **User Account**:

- Update your User ID by at least one character
- Create a new password

Menu
Login Page

Step 2: Create your User ID and Password

Read all instructions before continuing.

• If you see your personal information in the boxes below:

Enter user id and password information in the User ID section below. **Write down your user id, password and password question and answer and keep it in a safe place.**

• If you see a user id in the User ID section below:

You already have an account on the system. You can enter a new password, question and answer below.

All fields with an asterisk "*" are **REQUIRED** fields.

Name

First Name:
Middle Name:
Last Name:
Name Suffix:
Birth Date:
*Email:

User Account

*User ID:

User ID is limited to 25 characters

*Password:

Confirm Password*:

Passwords must be a minimum of 8 characters and must contain ALL of the following:
1 uppercase letter,
1 lowercase letter,
1 number,
and 1 of these special characters: @, &, %, !

*Password Question:

*Password Answer:

ex. Mother's maiden name?

ex. Smith

Write down your updated login credentials and store in a safe place. Once you are ready to move on, select **Register**.



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Retrieving your User ID (continued)

- You will then be prompted to login to your account with your updated credentials. Upon successful login, you will be able to see your license information on the following page:

Menu
New Application
Reinstate License
Renew
Demographics Update
Pending Prereqs
Upload Documents
Payment History
Logout

Licensing Home Page

All licenses or permits/certifications/registrations currently held or being applied for are listed below.

To apply for a **NEW** license click the **New Application** menu item.

Choose **NEW APPLICATION** to apply for an **TEMPORARY LICENSE**

To **REINSTATE**, click the **Reinstate License** menu item on the left. *Only available for Pharmacists, Pharmacy Technicians and Interns at this time.

To **RENEW**, click the **Renew** menu item on the left.

To **UPLOAD DOCUMENTS** outside of any application process, click the **Upload Documents** menu item on the left. This option is not available for all license types.

If you started a **New** application and are returning to complete it, click the **Continue** link in the green bar above the license information below.

Name

Name: Jane M Doe

Address: 7 Eagle Sq
Concord NH
03301

Licenses/Permits/Registrations

Licensed Nursing Assistant		View Checklist			
Profession:	Nursing Assistant	License Number:	12345-01	License Status:	Active
Secondary Type:		Issue Date:	1/1/2018	Expiration Date:	1/24/2024
Not Licensed - REGISTRY ONLY					
Profession:	Nursing Assistant	License Number:	01NAR1234	License Status:	Inactive
Secondary Type:		Issue Date:	1/1/2018	Expiration Date:	1/24/2022
Registered Nurse					
Profession:	Nursing	License Number:	6789-02	License Status:	Active
Secondary Type:		Issue Date:	1/1/202	Expiration Date:	5/31/2025

Please proceed to the next section for information on [Renewing your License](#)



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Renewing your License

Once you have successfully logged into your account, you will be brought to the **Licensing Home Page**

1. To start your renewal, click the **Renew** option in the menu on the left.

DO NOT click the "View Checklist" option under the Licenses/Permits/Registrations section.

Menu	Licensing Home Page
New Application	All licenses or permits/certifications/registrations currently held or being applied for are listed below.
Reinstate License	To apply for a NEW license click the New Application menu item.
Renew	Choose NEW APPLICATION to apply for an TEMPORARY LICENSE
Demographics Update	To REINSTATE , click the Reinstate License menu item on the left. *Only available for Pharmacists, Pharmacy Technicians and Interns at this time.
Pending Prereqs	To RENEW , click the Renew menu item on the left.
Upload Documents	To UPLOAD DOCUMENTS outside of any application process, click the Upload Documents menu item on the left. This option is not available for all license types.
Payment History	
Logout	

If you started a New application and are returning to complete it, click the Continue link in the green bar above the license information below.

Name

Name:	Jane M Doe	Address:	7 Eagle Sq Concord NH 03301
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Licenses/Permits/Registrations DO NOT CLICK THIS OPTION

Licensed Nursing Assistant		View Checklist
Profession:	Nursing Assistant	License Number: 12345-01 License Status: Active
Secondary Type:		Issue Date: 1/1/2018 Expiration Date: 1/24/2024

Not Licensed - REGISTRY ONLY	
Profession:	Nursing Assistant License Number: 01NAR1234 License Status: Inactive
Secondary Type:	Issue Date: 1/1/2018 Expiration Date: 1/24/2022

Registered Nurse	
Profession:	Nursing License Number: 6789-02 License Status: Active
Secondary Type:	Issue Date: 1/1/202 Expiration Date: 5/31/2025



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Renewing your License (continued)

- On the following page, you will see your licenses that are eligible for renewal. Click **Continue** on the license you would like to renew to begin your renewal application.

Menu
License Home Page
Logout

License/Permit/Registration Renewal

Click on the word **Continue** in the green bar below. It is a clickable link that will start your renewal process.

If you have more than one license/permit/registration available to renew, complete the process for each license/permit/registration. You can only renew one license/permit/registration at a time.

Renewable Licenses/Permits

Licensed Nursing Assistant		Continue
Profession: Nursing Assistant	License Number: 12345-01	License Status: Active
Issued: 1/1/2018	Expiration Date: 1/24/2024	Renewed To:

- The next page will display your renewal application.

Menu
<input type="checkbox"/> DEMOGRAPHICS*
<input type="checkbox"/> EMPLOYMENT
<input type="checkbox"/> LICENSE UPDATE
<input type="checkbox"/> QUESTIONS*
<input type="checkbox"/> ATTACH DOCUMENTS
<input type="checkbox"/> FINISH
License Home Page
Logout

MyLicense Online Renewal - Renewal Checklist

Choose the first unchecked item from the side menu to start the renewal process.

To begin the renewal process, select **License Address** from the menu on the left.

If you have been selected for audit, complete [this audit form](#) and submit the completed form by uploading it under the **ATTACH DOCUMENTS** section of this renewal. Completed audits must be received on or before the expiration of your nursing/nursing assistant license.

If your license has expired, you cannot renew your license on this website – please go to <https://www.oplc.nh.gov/applications-lna> to obtain a Reinstatement Application.

You will need to select each checkbox in the top left menu. Update your information, if applicable, and save each section. As you progress through each section, the empty checkbox in the menu will be checked as the sections are completed. You will not be able to pay your renewal fee until each section is checked. Your application will not be submitted until your payment is complete.

You will not be able to submit payment if you are using the Safari browser.



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Applying for a Temporary License

This license type is for health care professionals **only**. Applicants must hold an out-of-state license in good standing. For more information on this license, please see our [Temporary Licenses page](#). **Do not apply until you have read all the information on this page.**

Not all facilities accept this license type, please contact your prospective employer prior to applying.

1. Use the following link to submit an application:

[Apply Online Now](#)

2. This will bring you to the New Hampshire Online Licensing homepage. Select the option **Create an Account** in the menu on the left side.



Menu
PERSON ACCOUNT
Create an Account
Reset Password
Retrieve User ID
BUSINESS ACCOUNT
Create an Account
Reset Password
Retrieve User ID

New Hampshire Online Licensing

If you have specific questions regarding the licensing process contact your licensing agency. If you have a problem using this web site send an email by clicking on the Contact Us link below. This mail is monitored during normal business hours.

User Id:

Password:

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Applying for a Temporary License (continued)

3. Follow the instructions in the section **Never Held a NH License** and then select **Search**



Search for your Record

Read all instructions before beginning the registration process. You must complete this search process even if you do not have an existing license in New Hampshire.

Existing NH License :

Enter your last name, license number and registration code from your renewal notice in the fields below. Click the search button to retrieve your current person record.

Never Held a NH License:.

Enter your last name. Enter a zero in the License number field and a zero in the registration code field.

Retrieve User ID:.

Enter your last name, license number and registration code in the fields below. This will display your current User ID and question information. You can also change your password here.

Last Name:	<input type="text" value="Doe"/>
License Number:	<input type="text" value="0"/>
Registration Code:	<input type="text" value="0"/>
<input type="button" value="Search"/>	

4. This will present you with an **Initial Registration** page. Enter in all of your information and ensure that it is accurate. Once complete, select **Register**.



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Applying for a Temporary License (continued)

- Once your account is created, you will be brought to the **Licensing Home Page**. In the menu on the top left, select the option **New Application**.

Menu
New Application
Reinstate License
Renew
Demographics Update
Pending Prereqs
Upload Documents
Payment History
Logout

Licensing Home Page

All licenses or permits/certifications/registrations currently held or being applied for are listed below.

To apply for a **NEW** license click the **New Application** menu item.

Choose **NEW APPLICATION** to apply for an **TEMPORARY LICENSE**

To **REINSTATE**, click the Reinstate License menu item on the left. *Only available for Pharmacists, Pharmacy Technicians and Interns at this time.

To **RENEW**, click the Renew menu item on the left.

To **UPLOAD DOCUMENTS** outside of any application process, click the Upload Documents menu item on the left. This option is not available for all license types.

If you started a New application and are returning to complete it, click the Continue link in the green bar above the license information below.

- On the **New Application** page, use the following options:
Profession: **Temporary/Emergency license**
License Type: **Temporary**
Obtained by: **Application**
- Complete the application and submit.

You will not be able to submit payment if you are using the Safari browser.