Requesting User Access as an Existing Licensee

1. Visit the portal by either visiting this link (https://vita-vdh.my.site.com/olcportal/s/) or clicking on the portal button on the Office of Licensure and Certification’s website:

   ![Click below to access application portal](image)

   VDH OLC Portal

2. In the upper right hand corner, click on “Login”:

   ![Login button on website](image)
3. On the Login screen, click on “Request Access”:

4. Provide your email address on the next screen and then click “Next”:

5. Provide your name, title, and phone number and then click “Next”: 
6. On the next screen, you need to identify your facility. Start typing your facility’s legal name and a list of suggestions will pop up:

Many facilities have very similar names so make sure you’ve picked the correct one.

**What do I do if my facility doesn’t show up in the list?**

**STOP** – do not file a user access request. This will cause duplicate information in our database and may cause issues with your license number. Email Rebekah Allen (rebekah.allen@vdh.virginia.gov) with the legal name of your facility, your “doing business as” or “DBA” name (if any), and your license number, and she will work with you to resolve the issue.
7. Select your facility and the remaining fields will auto-populate; grayed out fields cannot be edited here. WAIT FOR THE FIELDS TO AUTO-POPULATE BEFORE SUBMITTING YOUR REQUEST:

What do I do if my facility's details (e.g., address, etc.) aren’t correct?
PROCEED to file a user access request. Then email Rebekah Allen (rebekah.allen@vdh.virginia.gov) with the legal name of your facility, your “doing business as” or “DBA” name (if any), your license number, and what details are incorrect. She will work with you to resolve the issue.

8. You may also provide information about other persons who can request user access to make changes to your facility’s account and then click “Submit.” They will still have to request their own user access account, but this helps us process those requests when they come in.