MyDBPR Self-Service Licensing Portal

LINK YOUR LICENSE

Quick Reference Guide

If you are a returning user, when you setup your MyDBPR account, please use the same email address that you used in the previous system. We have migrated your account into MyDBPR, you will be prompted to enter a PIN and reset our password.

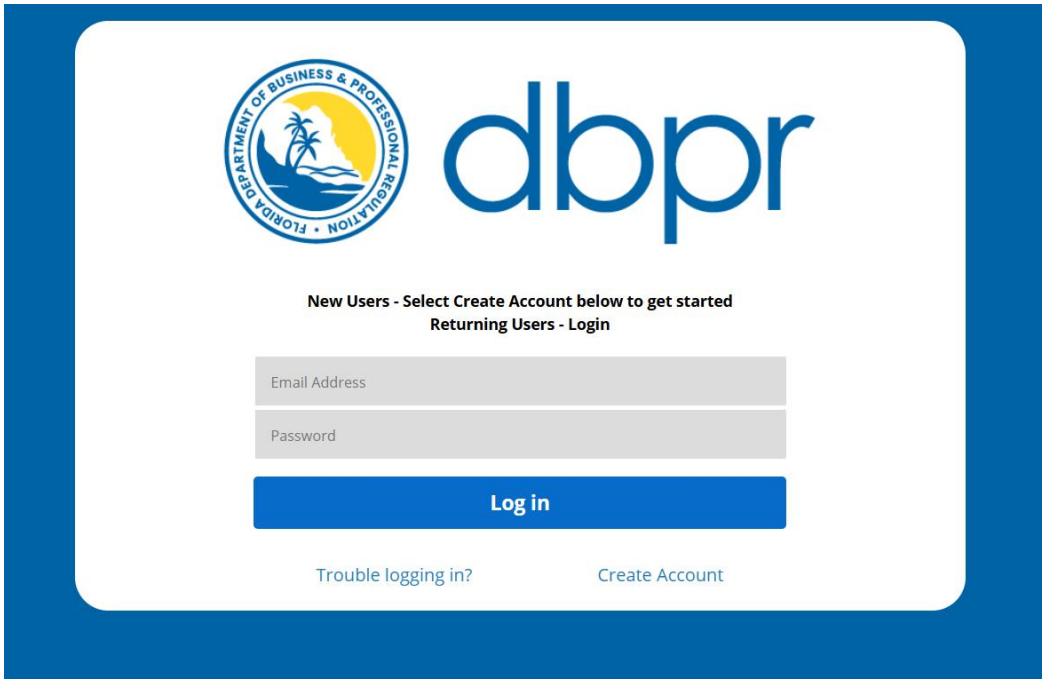
For newly created MyDBPR accounts, the dashboard won't display any license records initially. Use this guide to link an existing license to your newly created account so that it appears on your dashboard.

Before you begin:

1. Confirm that you have created a new account in MyDBPR.
2. Make sure you have access to the email address used when you created your MyDBPR account.

If you **need to create** a MyDBPR account, please return to the DBPR Licensing home page and follow the necessary steps to Create an Account.

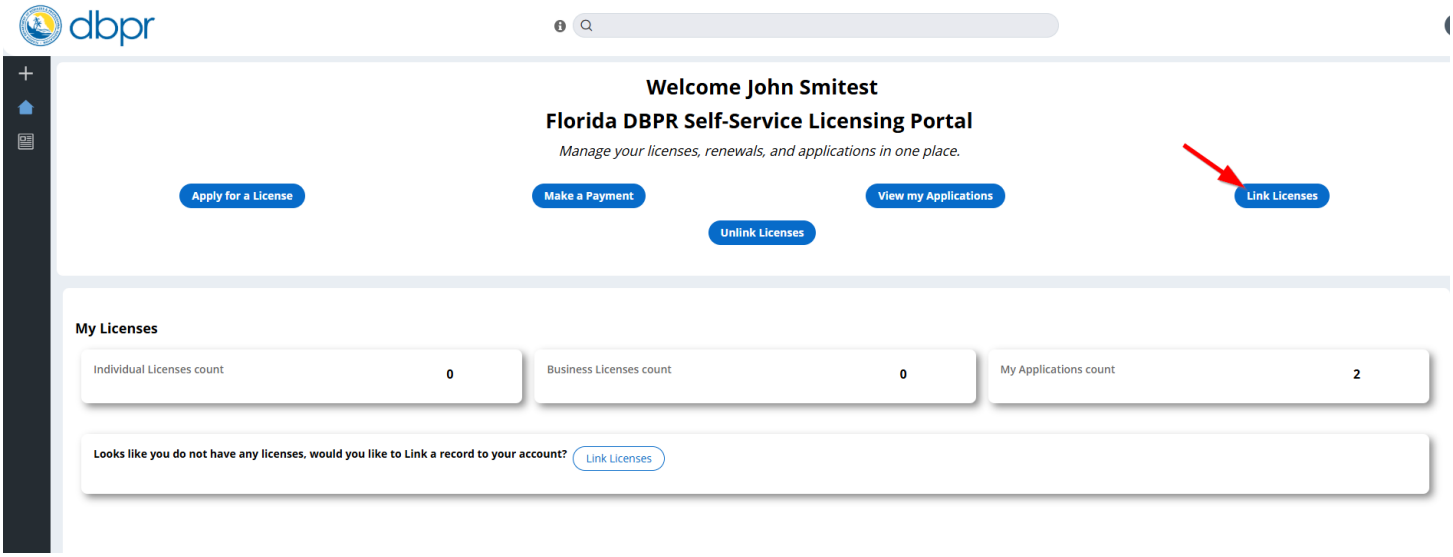
Troubleshooting: Section at the end of this document is to provide guidance on common issues.



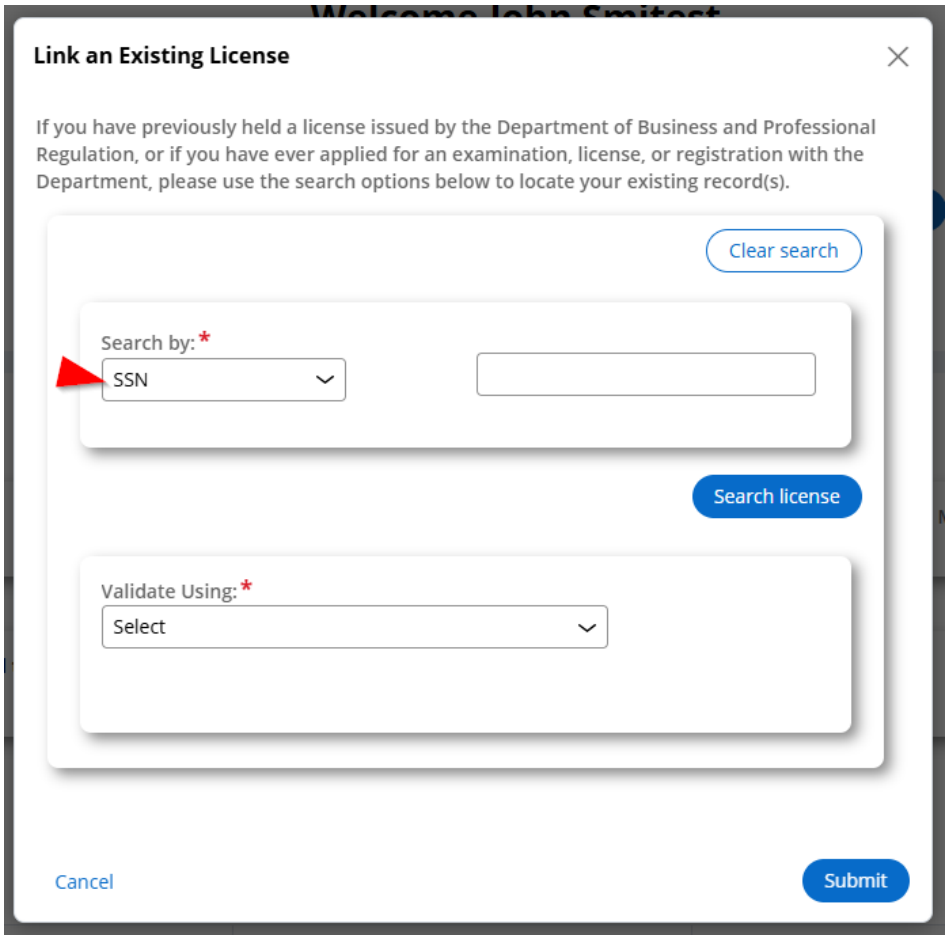
Link a License

For newly created accounts, the home dashboard won't display any license records initially. To link an existing license to your new account, follow these steps:

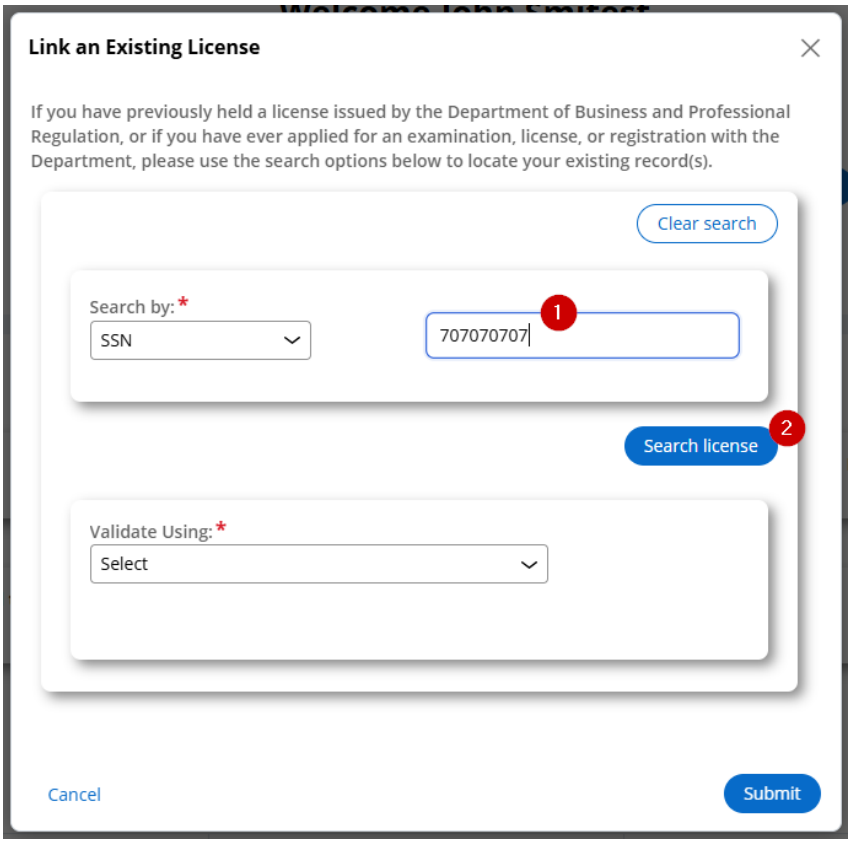
1. On the Home dashboard, click on “Link Licenses”.



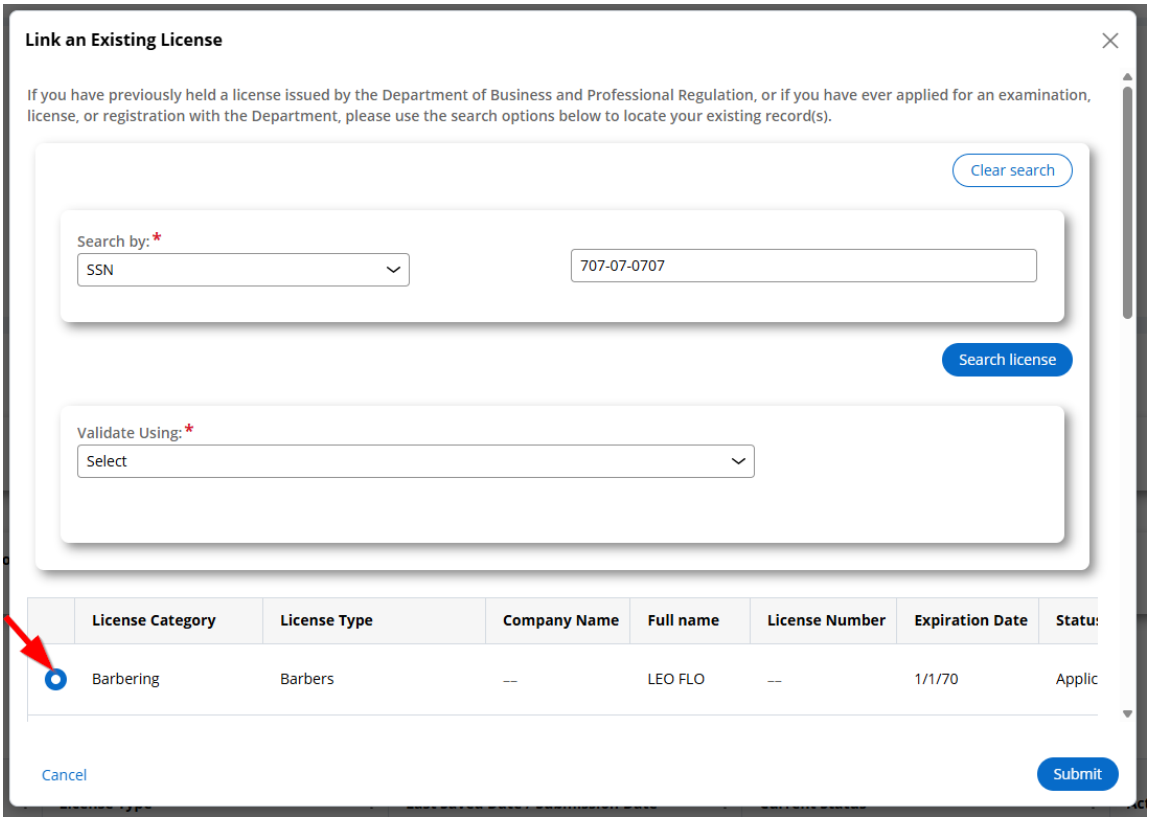
2. The search license screen will be displayed, and you can select any of the available combinations to search for the license that you want to add. In this case, the “SSN” Option was selected.



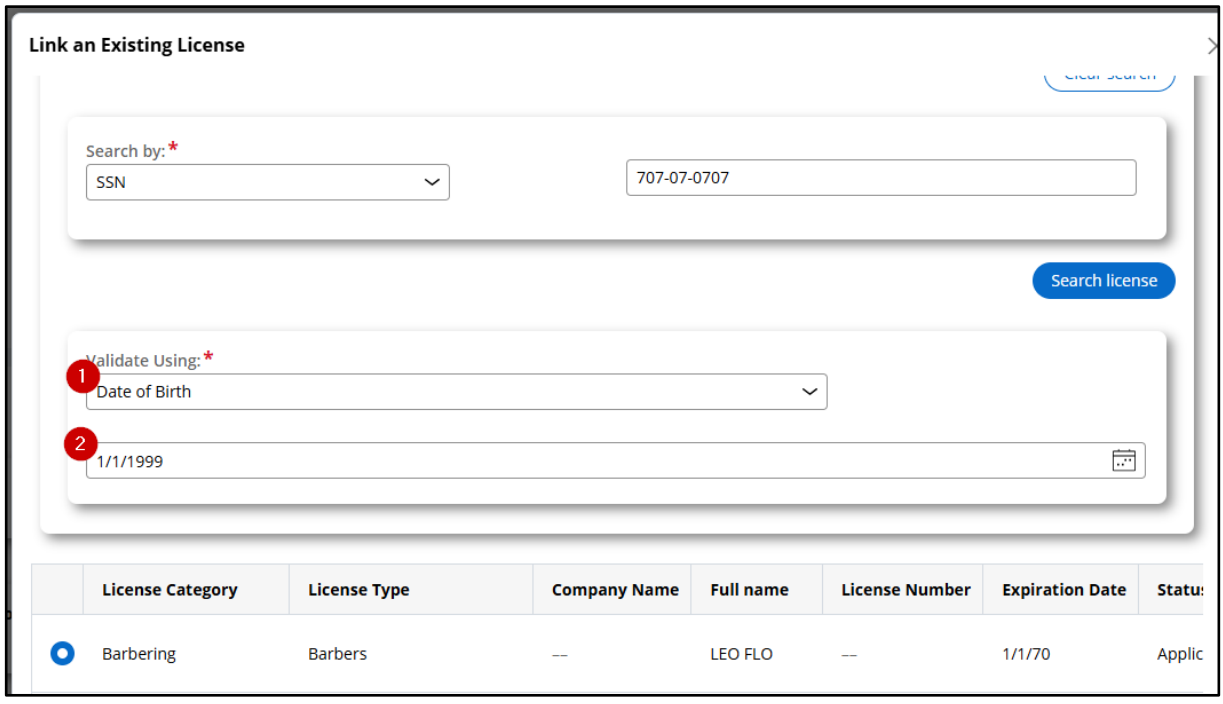
3. Enter the value to perform the action (1) and then click “Search license” (2).



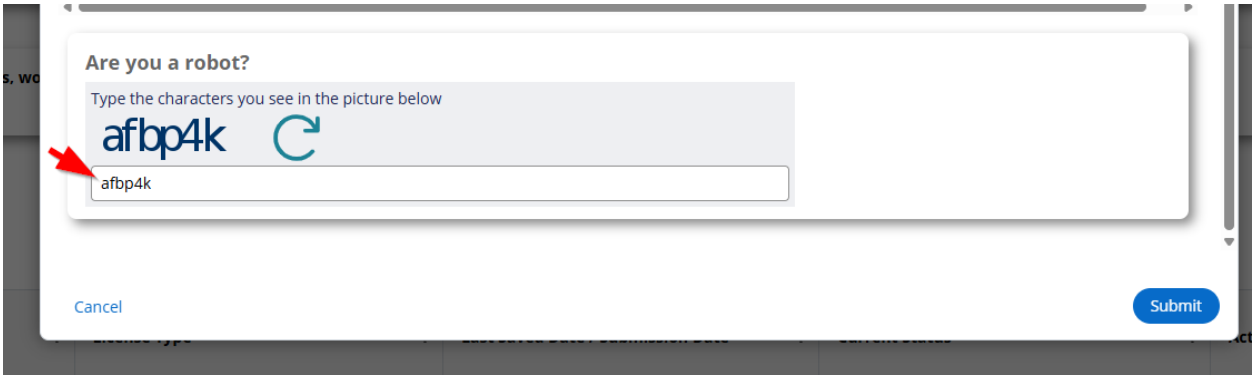
4. The license related to the specified value will be displayed, Select the license that needs to be added.



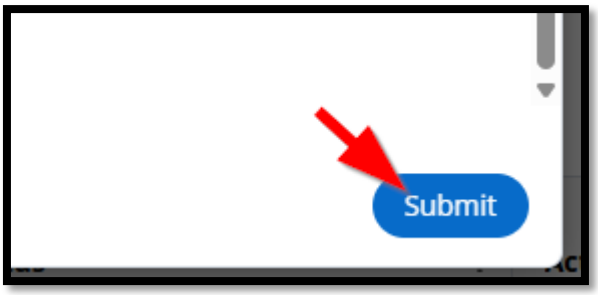
5. In “Validate Using:” select any option to validate the selected license, in this example the selected value is “Date of Birth” (1), then enter the date value in the displayed field (2).



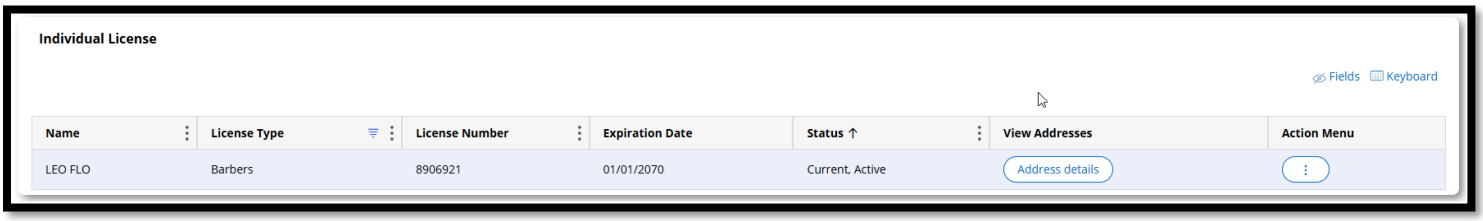
6. Scroll down to complete the captcha; once the captcha is confirmed, it will disappear.



7. Click “Submit”.



8. The license will be added to the profile; it will be displayed in the corresponding section of the dashboard (Individual or business license table).



Troubleshooting

Quick solutions for common account access issues

Issue	What to do
No license found	Verify that the search information was entered correctly and matches the information on file. Confirm that the correct search method was selected and try the search again.
License is already linked to an account	Confirm that the correct license was chosen from the search results. The Department's Customer Contact Center, 850.487.1395 can assist you with unlinking licenses from other accounts. In this process they can identify the email address associated with the license. If you still have access to that email address, please create a MyDBPR account with that address.
Validation information is not accepted	Verify the information entered matches the license record. Re-enter the information and try again.
CAPTCHA does not disappear	Wait a few moments for verification to complete. If the CAPTCHA remains visible, refresh the page and complete the CAPTCHA again.
Unable to submit the request	Confirm that all required fields have been completed, and the CAPTCHA has been successfully verified. Review the page for any validation messages and try again.
License does not appear on the dashboard after submission	Refresh the dashboard or sign out and sign back in. If the license still does not appear, contact support for assistance.
Search results do not contain the expected license	Verify that the search criteria match the license record. If the license cannot be located using available search methods, contact support.
Self-service does not resolve the issue	Contact 850.487.1395 and provide a brief description of the issue and any error messages received.

Important: Use the registered email address for activation, login, verification codes, and password reset. Never share a password or verification code.