

**What to do if you are experiencing login Issues with the Licensing Portal:**

*Make sure you click on, "Create Account" the first time you go to the licensing portal (rather, than selecting login first). You will receive an email after setting up your password to verify the account (you may need to check your junk or spam for this email). Then you will be able to login to the Licensing Portal.*

*If following this step does not correct the issue, please send an email to [licensing@boa.alabama.gov](mailto:licensing@boa.alabama.gov)*

*Please include your license number and specific error information so we can better assist in the resolution of the issue. Thank you.*