



## Renewal Instructions for PA Pharmacy and Nonresident Pharmacy Licensees (Rev. 8/7/17)



1. If you already have a user ID and password for the pharmacy from the previous online renewal, you may skip step 2. Note: If you created a user ID and password at [www.pals.pa.gov](http://www.pals.pa.gov), you will need to complete step 2 and create an entirely new, different user ID and password at [www.mylicense.pa.gov](http://www.mylicense.pa.gov).

**Troubleshooting:** It is not possible to create an initial registration for the pharmacy at [www.pals.pa.gov](http://www.pals.pa.gov). The initial registration is for a person only and cannot be used to connect with the pharmacy's record. The only way to connect to the pharmacy's record is to create a new and different user ID and password at [www.mylicense.pa.gov](http://www.mylicense.pa.gov). Do NOT re-use a user ID and password that was previously used.

2. If you do not already have a user ID and password for the pharmacy from the last online renewal or you have forgotten what they are, you will need to create a user ID and password first by going to MyLicense Registration Page [Click Here](#).
  - a. Enter the pharmacy's license number and registration code then click on the "Search" button. The license number and registration code are printed on the pharmacy's wallet card (attached to the larger license) and were provided on the renewal notice that was mailed to the pharmacy the week of July 17, 2017.
  - b. Enter the user ID and password that you would like to use then click on the "Register" button to save your information. Note: The system may ask you to enter other information, if any information is missing, before it allows you to register.
  - c. It may take up to 15 minutes for the MyLicense web site information that was entered to sync with the PALS web site.
3. Go to the web site [www.pals.pa.gov](http://www.pals.pa.gov) and click on "Login" (located on the left hand side).

4. Enter the user ID and password and click on the “Login” button.

**Troubleshooting:** If you receive an error message, you may need to allow additional time for the information to sync between the web sites or contact technical support by clicking [here](#).

5. Enter the contact person’s information on this page except for the social security number. Where the social security number is located, click on the box to indicate that this registration is for a facility. Once you have provided the requested information for the pharmacy’s contact person, click on the box near the bottom of the page to agree to the terms and then click on the “Save Changes” button. You will then be forwarded to the log in page.

**Troubleshooting:** If the “Save Changes” button does not function, look for a discrepancy with the information that you entered. Correct any discrepancies and click on the “Save Changes” button again. If “Save Changes” still does not function, click on the “Cancel Changes” button. This will take you to step 7 of the directions where you can access the pharmacy’s renewal.

6. Log in to the pharmacy’s dashboard by entering the user ID and password that was just created for the contact person and then click on the “Login” button. The pharmacy’s dashboard will appear.
7. Look for the banner entitled “Professional License Details.” On the right-hand side of the screen under this banner, click on “Apply/Request” to see the options. Click on “Renew” or “Renewal” to access the renewal form.

**Troubleshooting:** If you do not see the option to renew the license, it could be because:

- a. The user ID and password were not correctly created at [www.mylicense.pa.gov](http://www.mylicense.pa.gov) and the pharmacy record could not properly link to that user ID and password. Return to step 2 and create a completely new and different user ID and password.
  - b. If someone already started the renewal process and chose to “Save” the renewal as outlined in step 12, the saved renewal can be accessed if you scroll further down the page.
8. You are not permitted to make any changes to the pharmacy’s information. If the pharmacy has undergone a change in location, title, ownership, controlling interest or pharmacist in charge, a separate application and application fee must be submitted. These applications are available at [www.dos.pa.gov/pharm](http://www.dos.pa.gov/pharm).
  9. Scroll down to review the legal questions and provide the appropriate response to each question. Note: A “Yes” response to some questions requires you to upload a detailed explanation **and** copies of relevant Board and/or legal documents. **Once you select the appropriate file to be uploaded, be sure to click on the “Upload” button to attach the documents to the online renewal.**
  10. Under the “Verification Statement” banner, you must click the box to confirm that you have read and agree to the outlined terms.

11. Provide your electronic signature by typing your name in the signature box. The current date will pre-populate.
12. If the renewal application is complete and you are ready to submit it, **click on the “Review” button located on the right hand side at the bottom of the page**. If you need to obtain additional documents in order to complete the renewal, click on the “Save” button instead. The “Save” button will save the information but the renewal will not be submitted at this time. You will be able to log back into the system to complete the renewal at a later time.
13. If you clicked on the “Review” button and submitted the required uploads/information, you will be provided with a copy of the renewal. If you are satisfied with your renewal, click on the “Add to Cart” button located at the bottom right hand corner. Note: If you are not satisfied with a section of your renewal, you may edit the appropriate section by clicking on the “Edit” link located on the right-hand side of that section’s banner.
14. On the next web page, click on the box near the left-hand side of the screen to select the Facility Renewal Application. The total fee due will then populate.
15. Click on the “Proceed to Payment” button. You will be navigated to the third-party credit card payment website for [the Commonwealth of Pennsylvania](#).
16. Enter your credit card information and then click on the “Pay with Your Credit Card” button.
17. If your payment is accepted, you will receive a payment confirmation.
18. You may now exit the pharmacy’s dashboard by clicking on the “Exit” icon (door with arrow) located near the upper left hand side of the web page.
19. Your online renewal must be imported and reviewed before the pharmacy permit will be renewed. If there are any discrepancies with the renewal, the contact person will receive an e-mail from the Board office once the renewal is evaluated.
20. You may verify the status of the license renewal at [www.pals.pa.gov/verify](http://www.pals.pa.gov/verify). If the pharmacy permit has been renewed, the pharmacy permit’s expiration date will have changed to 8/31/2019.