Updating a Pharmacy's Employment using the Online Licensing System

A Pharmacist-in-Charge or Administrator can add a Pharmacy License to their online account to update employment relationships by following the below instructions.

1. **Go to the State of Texas Online Licensing System** located at: https://vo.licensing.hpc.texas.gov/datamart/login.do. Alternatively, go to the Texas State Board of Pharmacy website (http://www.pharmacy.texas.gov) and click on the blue "Login" button found of the left hand side of the screen.
2. **If you are a new user to the Online Licensing System**, click "Begin Here for Sign-up" to create an account.
   If you are a returning user, log in with your User ID (Email Address associated with the account) and Password.
3. **Once logged in**, you will be on the Quick Start Menu or Main Menu, check to see if you've already added the license to your online account.
   a. **If you have already added the Pharmacy to your Online Account**, you will see the Pharmacy License Number and Name under "Manage your License Information." If you click on the drop-down menu, there will be a choice for Updating Pharmacy Employment Relationships. Choosing that option will allow you to update employment for the pharmacy.
   b. **If you haven't added the Pharmacy to your Online Account,** scroll down to the bottom and click on "Add Licenses to Registration" which can be found under Additional Activities and follow steps 4-7.
4. **Answer the questions** as follows:
   a. Are you Currently Licensed?: Yes
   b. Board: Texas State Board of Pharmacy
   c. License Type: Pharmacy – Licensed Pharmacy
5. **Provide the Pharmacy Facility's identifying information**:
   a. The License Number
   b. Zip Code of the Facility's Physical Location
   c. Phone Number – NOTE: The Phone Number MUST be entered in the following format: (555) 555-5555
      NOTE: There is a SPACE after the parenthesis. If the phone number is NOT entered in the format above, you will get an error message and not be able to proceed.
   d. Captcha Code provided on the screen
6. **If you receive the following ERROR Messages**:
   a. **Entity already associated with another USER ID, cannot proceed**: the license is already linked to another email account. Click the Blue Contact Us Link at the Bottom of the Page. Fill out the form and someone from the Online Licensing System will contact you. **Allow up to 48 hours for a response**.
   b. **No Records Matching your Information were Found:** Either the Zip Code or Phone number do not match the information that TSBP has on file. Ensure that the phone number was entered in the correct format. If you continue to receive a rejection, contact phcyrenewals@pharmacy.texas.gov with the Pharmacy Name, License Number, Zip Code, and Phone Number. This email will be responded to within a business day.
7. **Once the license has been added to the account**, it will show up under "Manage your license information" and this account can now update Pharmacy Employment Relationships.

Employment changes should be reported to TSBP within 10 days of the change by the employee; however, pharmacies can update employment for Staff Pharmacist, Pharmacy Technicians, or Technicians-in-Training by following these instructions at any time.

Additional questions regarding updating employment changes can also be emailed to mailing@pharmacy.texas.gov. Allow up to a business day for a response.