



Electronic Safety and Licensing Application
<https://esla.wi.gov>



Frequently Asked Questions (FAQs)

General

I do not feel comfortable processing an application online. Where can I go to download a paper form?

Please refer to the dps.wisconsin.gov website or contact your licensure Division for appropriate links where you can download paper applications, if available.

How do customers access eSLA?

Customers can access eSLA via <https://esla.wi.gov>. There is no download required, although a login is required for all application types except Uniform Dwelling Code permits.

What guidance documents are available to help me get started in eSLA?

Videos and reference guides are available to help you get set up in eSLA here: <https://dps.wi.gov/Pages/eSLAResources.aspx>. This page will be updated periodically with more resources.

I am not receiving email notifications from eSLA. What should I do?

Receiving an email notice may take up to ten minutes. For instance, when you reset your password, it may take up to ten minutes to receive the password reset email and link. Be sure to check your junk or spam folder. If the email notice is still not in your inbox or spam folder, this means you either do not have an email address on file with DPS, or the email address does not match DPS records.

Which web browsers are supported by eSLA?

- Google Chrome (recommended).
- Mozilla Firefox
- Microsoft Internet Explorer (Version 11)

Registering or Logging into eSLA

Should I register as an Existing Applicant or as a New Applicant?

If you currently hold or have ever held a Credential*, Permit, or Plan Review, OR if you had an application for one of them on file, register as an 'Existing Applicant.'

If you have never held a Credential, Permit, or Plan Review, or submitted an application to DPS, register as a 'New Applicant.'

If you can't find your security code or did not receive an email with a security code, please contact DPS to determine if you need to apply as a new applicant.

*Please note only some credentials have moved to eSLA. As of 8/1/2021, this only applies to individuals with a past or current credential for dwelling contractors, UDC inspectors, manufactured homes, and soil professions.

Why does eSLA require a social security number (SSN) to create a login profile?

A social security number is required to avoid duplicate customer logins. In addition, federal and state child support enforcement law requires collection of SSNs as part of the application and renewal process. SSNs and other personally identifiable information data are encrypted to prevent anyone other than its intended recipient from viewing. If you do not have a SSN, eSLA will prompt you to select the reason for not providing the SSN as "Foreign Applicant."

When I am attempting to register on the eSLA portal, I receive an error message stating: "Error(s) in Existing Registration: It looks like you are already registered." Why is this?

A login profile already exists in the eSLA system for a user with the same SSN or email address. If you are having trouble registering, please contact DSPS.

Can I have multiple login profiles in eSLA?

No. eSLA will inform customers if they already have an account by searching name in the system.

I am having trouble logging in to eSLA. What should I do?

You may need to reset your password when you attempt to log in. To reset your password, click 'Forgot Password' and a password reset link will be emailed to you. Follow the directions in the email to reset your password. Once the password reset link is generated it is only valid for 24 hours. If you have any questions or require assistance, please contact DSPS.

The Email Password Reset Link in eSLA is taking me to the forgotten password page. What should I do?

Clear your cache and cookies in the browser and see if that resolves the issue. If not, attempt to reset your password with another browser and see if that resolves the issue. Your last login is hanging thus causing the link to revert back to the forgotten password page.

User Profile Management

What type of "Business Account" should I associate to my user profile?

The business account associated to your Credential, Permit, or Plan Review is based on your business' policies and procedures. However, DSPS recommends the following:

- A design or construction plan review or permit is often submitted by the supervising professional, designer, etc. In that case, the plan should be submitted under the applicant's employer/company business account. The company is likely the point of contact over the life of the project. Therefore this is the best way for that company to maintain access to the permit or plan review in the event the submitting individual (applicant) leaves the company.
- For an application such as a boiler permit or equipment that needs to be connected to the site/building owner for the life of the equipment, this application should be submitted under the owner's business account. This will ensure the owner has access to perform future renewal applications.

Can one business be associated to multiple accounts?

Yes. A customer can obtain the security code from the individual that originally created the business account and then link that business account to the customer's login profile.

When I registered as a 'New Applicant,' I can't see my past Credentials, Permits, or Plan Reviews. Why?

If you have or previously held a Credential, Permit, Plan Review or application, you should have registered as an 'Existing Applicant.' Contact DSPS for assistance organizing your profiles and past credentials, permits, and plan reviews.

What is the difference between a Mailing and Public Address?

The mailing address is the location where the customer would like to receive all postal communications from the Department. The public address is the location that will be viewable by the public (via the Public Lookup tool) as it is the public record for the plan review, permit, or credential.

How do I change my mailing address or public address on my Credential/Permit/Plan Review?

You may change a mailing or physical address by clicking on the 'Options' button on your dashboard and selecting the 'Change Address' option. If you do not see this option, you may not be able to change your address online and may need to contact DSPS for assistance.

Why can't I change my name on my individual profile?

Name changes on profiles require the submission of a service request, which can be found on your dashboard after clicking 'Options.' Depending on your Credential/Permit/Plan Review, a specific form of documentation may be required to be uploaded in the service request. If you cannot find this option, your Credential Type or Program Area may not allow online name changes. Please contact DSPS for more information.

For customers applying for licenses or permits, how will they receive their document after their application is approved?

Licenses and permits will be sent to the applicant via email. Hard copies of permits and licenses will no longer be mailed.

Working in eSLA

Why can't I renew my permit/credential on my dashboard?

Users can only renew during the open renewal period. For more information, please visit the DSPS website or contact DSPS directly.

I saved my application to work on at a future date. When I came back to continue working on the application, I was asked to validate each section that I had already completed. Why do I have to re-validate previously entered information?

The system was designed to make sure the application contains the most current information. To make sure this happens, the applicant is asked to validate the previously entered information even if there are no changes. To skip already completed pages, click on the blue chevrons at the top of the application.

After I submitted my application, I realized I forgot to add important information. Where in the system can I add additional information to a previously submitted application?

Once the application is submitted, you can no longer add or change information. However, you may submit additional documentation by clicking the 'Options' button on the application tile and select 'Submit Additional Documentation.' Please contact your DSPS to provide or revise other information.

How do I check the status of my application or Credential/Permit/Plan Review?

On your eSLA dashboard, go to the Credential/Permit/Plan Review tile where your status will be listed.

- PENDING indicates that an application is still being completed by the applicant and it is not yet in the DSPS queue. Choose Options > Edit Application to complete and submit your application.
- GENERATE FEE indicates that payment of a fee is required. You can pay the fee in your eSLA shopping cart.

How do I check the status of a service request?

In your eSLA dashboard, go to 'My History.' In the dropdown menu, select 'Service Request' to see a history of your service requests, service request reference numbers, type of request, and submitted date. There are only two statuses, 'Submitted' and 'Complete.' Please contact DSPS for further information on your service request. When contacting DSPS, have your service request number available.

What file types can be uploaded to eSLA?

Allowable file types include Word documents, Excel spreadsheets, PDFs, JPEGs, and PNGs.

Can customers upload multiple documents?

eSLA allows for multiple documents to be uploaded into the system, depending on the application type.

When I use public search, I am having trouble finding the record I am searching for.

For a successful search, enter the least amount of data possible to make sure you get a match. The more information you enter, the greater the chance that one of the fields won't be an exact match and you won't get a full set of results.

- For an individual, enter the last name and first initial of the first name of the person you are searching.
- Enter the full permit/application number only (including and prefix, suffix, or punctuation).

How do I add a school to education information?

When applying or renewing, you may have to submit education information. To add an educational institution to your profile, click the 'Add Education' button. Begin typing the name of the school into the Education Institution field. As you type, the name of your school should auto-populate. Once it does, click on it to select it.

If your school does not auto-populate, type the word 'Other' into the Education Institution field, then select the list item 'Other.' Repeat this process for all education entries. All fields marked with (*) are required. Once finished, continue with the next Background sections or click the 'Save and Continue' button.