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GENERAL INFORMATION

- LAB-PLUS is an online suite of tools designed to automate licensing tasks. This system has been customized specific to the needs of the OLS Personnel Licensing Program. We feel it will provide significant improvements to the user experience, enhance communication, and foster an overall sense of collaboration amongst our office, licensees, and laboratories.
- Licensees will be required to upload evidence of continuing education or request employer verification in order to renew.
- There is not a "back" button on the dashboard.
  - Using the back button in the browser will log you out.
- If you take any actions in the dashboard (update laboratory details, print licenses, pay fees, and add or remove employees from your roster), you will be logged out of your account upon completion and must login again, if necessary.
- If you have any issues or need technical assistance, please email dholsclp@wv.gov or call Dana at 304-205-8916.
- **Please save our email address (dholsclp@wv.gov) to your contact/safe senders list to ensure you receive all notifications.**

While you are in the form, please **do not** use the back button in your browser. If you need to make changes, please save your progress and log back in to update your application.

NAVIGATING THE SECTIONS OF THE LAB-PLUS HOMEPAGE

- Verifications: click the link to search for a license, download a roster of all licenses, or order an official verification
- Licensee Dashboard: track application status, renew a license, view/change personal or contact info, or register for an account
- Initial Applications: apply for a new license or continue a saved initial application
- Renewals: renew a license
- Laboratory Dashboard: manage employee information/roster, print licenses, and pay fees

LAB-PLUS (Laboratory Practitioner Licensing User Suite) Online Services

≔ Verifications
- Look up licensure by category, name or license number

ⓘ Licensee Dashboard
- Login to check application status, renew, or view/manage your information
- Register for a user account

📄 Initial Applications
- MLT, MLS, CT, H, and PA application
  - Continue saved application
- POCT application
  - Continue saved application
- Trainee application
  - Continue saved application

📄 Renewals
- Renew your license
- Renew your trainee license

⚗ Laboratory Dashboard
- Login to add/remove employees, pay employees' fees, print employees' licenses, and view/update details

LOGGING INTO YOUR LAB'S ACCOUNT/DASHBOARD

Enter the CLIA number and password contained in the laboratory notification letter. There is only one account per facility and you will need to share the login information with those in your organization who should have access.

Since CLIA numbers are public information, you are not able to request to change your password online. If your account becomes compromised or you want to change the password for any reason, please email us at dholsclp@wv.gov.

LAB-PLUS Laboratory Dashboard

While you are in the form, please **do not** use the back button in your browser. If you wish to exit the form at any time, please click the "Exit" button located at the bottom of the page.

Login

Please login below to access the laboratory dashboard.

CLIA ID:*   Password:*

> Submit & Continue

LABORATORY DASHBOARD

The dashboard is organized into sections.
- You can edit the data contained in the Laboratory Details section by using the Update button in the corner of the section header.
- You can print licenses and pay fees from the License Services section.
- You can add and remove affiliations with licensees.

LAB-PLUS Laboratory Dashboard

While you are in the form, please **do not** use the back button in your browser. If you wish to exit the form at any time, please click the "Exit" button located at the bottom of the page.

🧪 Laboratory Details   [✎ Update]

Name:	REALLY GREAT LAB
CLIA ID:	51D0000001

Payment Request Notifications
Email(s):   greatlab@test.org

General Laboratory Communications
Email(s):   greatlab@test.org

⚙ License Services

[🖨 Print Licenses]   [$ Pay Fees]

👥 Employees   [+ Add Employee]

To remove employee(s):
- Check the Unaffiliate box for the employee(s)
- Click the Remove button at the bottom of the page

First Name	Middle Name	Last Name	Suffix	License #	Expiration Date	Unaffiliate
HALLEYS		COMET		15943	12/14/2026	☐

LABORATORY DASHBOARD - UPDATE INFORMATION

The Laboratory Details section can be edited by using the Update button in the corner of the box. A lab may have three email addresses on file for payment notifications and three email addresses on file for general notifications; we plan to use this system to communicate CLIA updates en masse as well.

LABORATORY DASHBOARD - PRINT EMPLOYEE LICENSES

Click the Print Licenses button in the License Services section on the dashboard, choose the licenses you wish to print by marking the checkbox(es), and click the Print button.

Laboratory - Print Employees' Licenses

While you are in the form, please **do not** use the back button in your browser. If you wish to exit the form at any time, please click the "Exit" button located at the bottom of the page.
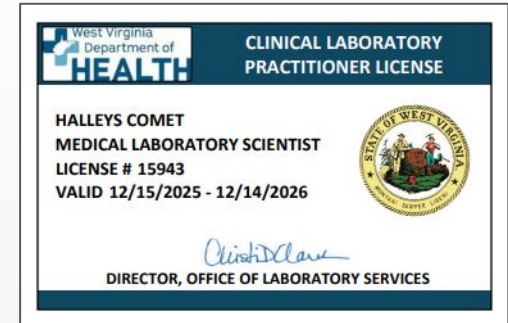
Laboratory Details

Name: REALLY GREAT LAB

CLIA ID: 51D0000001

Email(s): greatlab@test.org

Employees

To print license(s):

- Check the Print box for the employee(s)
- Click the Print button at the bottom of the page

First Name	Middle Name	Last Name	Suffix	License #	Expiration Date	Print
HALLEYS		COMET		15943	12/14/2026	☑

🖶 Print

LABORATORY DASHBOARD - PAY EMPLOYEE FEES

Click the Pay Fees button in the License Services section on the dashboard, choose the licenses you wish to pay by marking the checkbox(es), and select your method of electronic payment. If you will be sending a check (individual or bulk), please mark the applicable licensee checkboxes, print the screen, and mail it with the check. Please note that this system accommodates checks via ACH. Note: you will only see employees pending payment if they are renewing; you will receive an email for initial applicants.

LABORATORY DASHBOARD - ADD LICENSE AFFILIATIONS

To add a new employee, click the Add Employee button in the Employee section and choose the license type for the individual you are adding. A dropdown menu will appear and you can select the applicable employee. Note that the change is not automatic and has to be processed on the backend; please allow one week for processing.

There are limitations associated with this process: (1) the dropdown menu will only show those with currently active licenses, and (2) you can only select one person at a time. If you need to add an employee with an expired license or pending application or add multiple employees to your roster, please email us at dholsclp@wv.gov with a list including names and license numbers.

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LABORATORY DASHBOARD - REMOVE LICENSE AFFILIATIONS

To remove an employee from your roster, mark the applicable checkbox(es) in the Unaffiliate column in the roster, check the verification box, enter your contact information, and click the Remove button. Note that the change is not automatic and has to be processed on the backend; please allow one week for processing.

INFORMATION REGARDING EMPLOYEE RENEWALS - NOTIFICATIONS

If you want to receive email notifications when your employee is due for renewal, please ask them to add your email address within their account as seen here.

Contact Information

If you need to make changes to your contact information, please do so below.

Address Line 1*	Address Line 2
123 Main Street	

City*	State*	ZIP Code*
Charleston	WEST VIRGINIA	25304

Phone*	Primary Email Address*	Secondary Email Address
123-468-7905	greatlab@test.org	greatboss@test.org

Enter your supervisor's email here if they should receive renewal notices

INFORMATION REGARDING EMPLOYEE RENEWALS - CONTINUING EDUCATION

The employee is responsible for completing their renewal application; the employer currently does not have access to submit on their behalf. Continuing education for renewals must be accompanied by either copies of certificates or transcripts of completion or employer verification. If your facility provides CE, you may either provide the employee with a copy of their certificates/transcript to upload or ask them to note that you will verify on their behalf. If they select the latter, you will receive an email with a link to complete the verification process.

INFORMATION REGARDING EMPLOYEE APPLICATIONS/RENEWALS - EMPLOYER PAY

The employee is responsible for completing their renewal application; the employer currently does not have access to submit on their behalf. However, they can select the option to indicate that you will pay on their behalf. The email address(es) linked to payment notifications within your account will receive an email, so please be sure to update them as soon as you gain access to your dashboard. As the employer, you will have the option to pay online via credit/debit or ACH; we will also continue to accept physical checks. Both individual and bulk payments are accepted.

Additional Fee(s)

Licensure fees are nonrefundable, and licenses will not be granted/renewed until all applicable fees have been paid. **Please be aware that same-day requests are not processed on weekends or State holidays.**

Do you need same-day (within 24 hours) emergency issuance for $35?   ○ **Yes***   ○ **No***

Would you like a physical card with a badge holder mailed to you for $10?   ○ **Yes***   ○ **No***

Payment Method

Debit or Credit Card – 2.25% processing fee applies
Electronic Check (ACH) – No additional fee

○ **Debit or Credit Card (American Express, Discover, MasterCard or Visa)***

○ **Electronic Check (ACH)***

○ **Employer Will Make Payment on My Behalf***

○ **Personal Check or Money Order by Mail***