

WEST VIRGINIA OFFICE OF LABORATORY SERVICES

PERSONNEL LICENSING PROGRAM

**CLINICAL LABORATORY PRACTITIONER
LICENSING USER SUITE (LAB-PLUS)**

INDIVIDUAL ACCOUNT USER GUIDE



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INTRODUCTION

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.
- Please gather necessary information and documents before you start an application. Initial applicants will be required to upload qualification documents pertaining to the desired license type; a chart with more information can be found [here](#). 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 application forms.
 - If you need to return to a previous page, please click “Save for Later,” exit the form, and use the applicable link to continue your application; it will open to the first page upon returning.
 - Using the back button in the browser will take you out of the application without saving.
- If you leave the dashboard in order to access a form (contact/employment info updates, CE reporting), you will be logged out of your account and must login again, if necessary.
- **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.

Submit & Continue

Save for Later

Exit

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](#)

QUESTIONS? NEED TECHNICAL SUPPORT?


Please contact us if you have questions or technical difficulties with LAB-PLUS. You can email dholsclp@wv.gov, call 304-205-8914 and leave a message, or chat with us from your dashboard by clicking the green icon in the bottom right corner. Chats are answered by OLS staff during regular business hours.

LAB-PLUS Licensee Dashboard


HALLEYS COMET

Use the Chat icon  below to talk to staff. After hours chat requests will be stored and opened the next business day.

★ License Information


Category	License Number	Expires	Status	
MEDICAL LABORATORY SCIENTIST	15943	12/14/2026	ACTIVE	 Print


👤 Contact Information


 Update

123 MILKY WAY ROAD
ANYTOWN WEST VIRGINIA 12345
123-456-7890
halley@comet.com

☰ CE Reporting

 Other Licensees

 Exit



FREQUENTLY ASKED QUESTIONS

LICENSED INDIVIDUALS

- Will my license number change?
 - No.
- Will my expiration date change?
 - It depends. If your license is renewed on time, it will expire on the existing schedule. If your license expires and is reinstated, the issue date will be equal to the date of reinstatement and expiration date will be 364 days after.
- Will I still receive renewal reminders in the mail?
 - The first time you are due to renew in LAB-PLUS, you will receive a notice via mail that contains a one-time account registration code. After renewing your license online, you will receive annual reminders 60 days prior to expiration via email.
- Can I send in a paper renewal application?
 - No. While we will still accept physical checks and money orders, applications must be submitted online.
- What if I don't receive the registration notice?
 - Due to the large number of actively licensed individuals, please do not contact us for your registration code unless you do not receive your letter by **4 weeks prior to expiration**. If your address has changed or you want to verify the address on file, please email your name, license number, and correct mailing address to dholsclp@wv.gov as soon as possible.

NEW APPLICANTS

- Can I send in a paper application?
 - No. While we will still accept physical checks and money orders, applications must be submitted online.
- Can I check the status of my application? What about my employer?
 - Individuals can check the status via their dashboard; please refer to the instructions included in this document. Employers will not have access to the status of a pending application.

FREQUENTLY ASKED QUESTIONS


ALL USERS

- Will I receive a physical card in the mail?
 - Only if you order a physical license for a fee. Otherwise, you will have to print your license from your account. Your employer, if applicable, will also be able to download and print your license. This service is available 24/7.
- Are there additional fees for using this system?
 - Not for access to your account or license; the only additional fee is 2.25% for credit/debit payment processing, which is already assessed by your financial institution and is not changing (the processing fee for a \$25 license renewal is \$0.56). There is also an option to pay via ACH transaction at no additional cost.
- My employer wants to pay for my license. Is this possible?
 - Yes. If your employer has agreed to pay for your license, you will select the applicable option within your application and they will receive an email notification that your payment is due.
- Will my license be instantly issued/renewed at the time I submit the application?
 - No. OLS staff must still review and approve applications. However, automations and conditional logic built into the LAB-PLUS system should significantly decrease turnaround times and reduce processing delays.
- I got married/divorced and changed my name. How can I update my license?
 - Simply login to your dashboard to update your personal information; please refer to the instructions included in the “Update Personal, Contact, And Employment Information” section.
- Do I need to provide a copy of my marriage certificate or divorce decree in order to change my name?
 - No.
- Is there a fee or approval process required to change my name?
 - No. Once you submit the information your license will be automatically regenerated with your new name and available to download and print.

CURRENT LICENSEES

ACCOUNT REGISTRATION - CURRENT LICENSEES

Use the one-time code you received in your renewal notice letter to register your account. You may also request your code ahead of time by completing this [form](#). You will then be prompted to create a username and password.



The screenshot displays the LAB-PLUS (Laboratory Practitioner Licensing User Suite) Online Services portal. On the left, a sidebar menu lists several categories: Verifications, Licensee Dashboard, Initial Applications, Renewals, and Laboratory Dashboard. A red arrow points to the 'Register for a user account' link under the Licensee Dashboard section. The main content area on the right is titled 'User Account Registration' and includes a 'Login' section with instructions to input a one-time use code. A text input field is provided for the 'One-Time Code'.

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](#)

User Account Registration

Login







To set up a user account, input your one-time use code below.

One-Time Code: *

ACCOUNT LOGIN - CURRENT LICENSEES (AND NEW APPLICANTS AFTER SUCCESSFUL SUBMISSION)

Once you have registered, use the Login link to access your account.

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

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LAB-PLUS Licensee Dashboard

Login

Please login below to access the licensee dashboard.


Username:* **Password:***

[Forgot Password?](#)


PRINT A LICENSE

You can login to your dashboard and print your license; a physical copy will not be mailed. There is an option for a physical card with badge holder; the cost is currently \$20 but we are working to lower the fee in Spring of 2026.

HALLEYS COMET

Use the Chat icon  below to talk to staff. After hours chat requests will be stored and opened the next business day.

★ License Information

Category	License Number	Expires	Status	
MEDICAL LABORATORY SCIENTIST	15943	12/14/2026	ACTIVE	

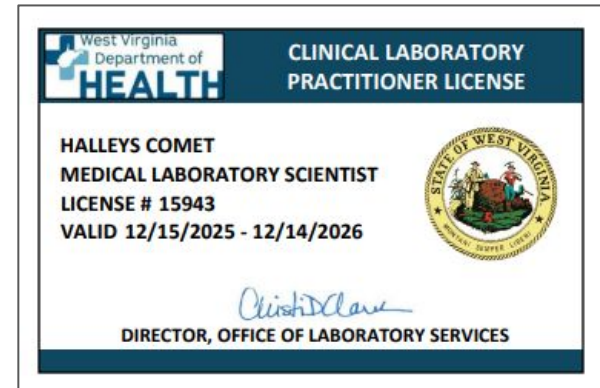
👤 Contact Information

Update

123 MILKY WAY ROAD
ANYTOWN WEST VIRGINIA 12345
123-456-7890
halley@comet.com

📄 CE Reporting

Other Licensees



RENEW A LICENSE

Login to the Licensee Dashboard or click the applicable link in the Renewals section.

LAB-PLUS (Laboratory Practitioner Licensing User Su

☰ 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](#)

LAB-PLUS Licensee Dashboard

HALLEYS COMET

© REALLY GREAT LAB

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★ License Information

Category	License Number	Expires	Status	
MEDICAL LABORATORY SCIENTIST	15943	12/26/2025	ACTIVE	Renewal Form Print

👤 Contact Information

[Update](#)


123 MILKY WAY ROAD
ANYTOWN WEST VIRGINIA 12345
123-456-7890
halley@comet.com

UPDATE PERSONAL, CONTACT, AND EMPLOYMENT INFORMATION

To update your information, including changing your name, click the Update button from your dashboard and edit the applicable fields.

LAB-PLUS Licensee Dashboard

HALLEYS COMET

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★ License Information

Category	License Number	Expires	Status
MEDICAL LABORATORY SCIENTIST	15943	12/14/2026	ACTIVE



Contact Information

123 MILKY WAY ROAD
ANYTOWN WEST VIRGINIA 12345
123-456-7890
halley@comet.com

CE Reporting

[Other Licensees](#)



Update Information

Personal Information

Please provide or review the information below.

Date of Birth*	Social Security #:
12/02/2025	

Social security numbers are needed for administrative and statistical purposes only.

Have you had a name change? ☐ Yes* ☐ No*

Contact Information

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

Address Line 1*		Address Line 2
123 MILKY WAY ROAD		
City*	State*	ZIP Code*
ANYTOWN	WEST VIRGINIA	12345
Phone Number*	Primary Email Address*	Secondary Email Address
123-456-7890	halley@comet.com	user@domain.com

Laboratory Information

Laboratory:

What is your current employment status? ☐ Not Currently Employed*

☐ Still Employed at the Facility Listed Above*

☐ Employed at a New Facility/Facility Not Listed Above*

Supervisor/Manager


Name	Email Address	Phone Number
	user@domain.com	123-456-7890

REPORT CONTINUING EDUCATION OUTSIDE OF YOUR RENEWAL PERIOD

Click the button under the CE Reporting section to access the CE reporting form.

LAB-PLUS Licensee Dashboard

HALLEYS COMET

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★ License Information

Category	License Number	Expires	Status
MEDICAL LABORATORY SCIENTIST	15943	12/14/2026	ACTIVE

Print

👤 Contact Information

Update

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123-456-7890
halley@comet.com

☰ CE Reporting

Other Licensees

Continuing Education Reporting

Continuing Education

You must provide evidence of 10 hours of continuing education completed during your current license term.

Course Title:*	Date:*	Type of Training:*	Contact Hours:*
How to use LAB-PLUS	12/15/2025	Vendor in-service/training	1


Click below to add courses.

Add

Do you have certificates, transcripts, or other documents to upload? ☒ Yes* ☐ No*

Please upload documentation for the continuing education you completed.*

Drop file(s) here
or
Select File(s)


Max Files: 25

Uploaded File(s):
884551765811544.pdf x

Click [here](#) for recommendations on uploading files.

Affirmation

☒ By checking this box, I affirm that I have attended the above continuing education programs and that this is an accurate record of my continuing education activities.*

Previously Uploaded CE Certificates

Submit & Continue






Exit

INITIAL APPLICANTS

APPLY FOR A NEW LICENSE

Select the appropriate application type under the Initial Applications section.






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CONTINUE A SAVED INITIAL APPLICATION

Select the applicable Continue Saved Application link.

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CHECK THE STATUS OF YOUR INITIAL APPLICATION AFTER SUBMISSION

Login via the Licensee Dashboard and click the Application Status button.

LAB-PLUS (Laboratory Practitioner License)

☰ Verifications

- [Look up licensure by category, name or license number](#)

ℹ 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](#)

LAB-PLUS Licensee Dashboard

HALLEYS COMET

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★ License Information

Category	License Number	Expires	Status
MEDICAL LABORATORY SCIENTIST			PENDING

Application Status

👤 Contact Information

Update

123 MILKY WAY ROAD
ANYTOWN WEST VIRGINIA 12345
123-456-7890
halley@comet.com

Exit

CHECK THE STATUS OF YOUR INITIAL APPLICATION

In this example, the application is pending payment and a description of the reason for the delay is provided. Once all of the status options have been marked as processed by our office, your license will be issued and you will receive a notice via email.

Application Status

Applicant Information

Name: HALLEYS COMET


Category: MEDICAL LABORATORY SCIENTIST

Description	Status	Date Received	Comments
Education	Processed	12/15/2025	
Experience	Processed	12/15/2025	
License History Check	Processed	12/15/2025	
Payment	Pending		We have not received your check in the mail.
Complete Application			


PRINT A LICENSE

You can login to your dashboard and print your license; a physical copy will not be mailed. There is an option for a physical card with badge holder; the cost is currently \$20 but we are working to lower the fee in Spring of 2026.

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Category	License Number	Expires	Status	
MEDICAL LABORATORY SCIENTIST	15943	12/14/2026	ACTIVE	

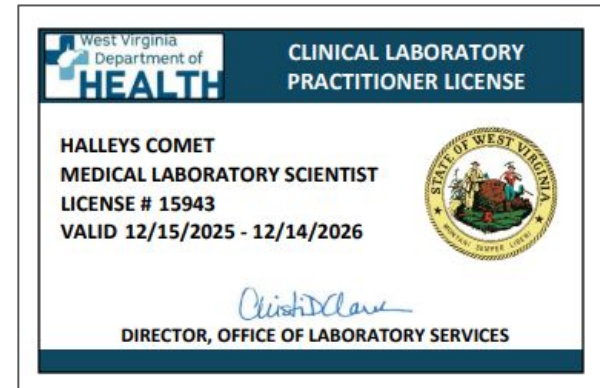
👤 Contact Information

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123-456-7890
halley@comet.com

📄 CE Reporting

Other Licensees



WEST VIRGINIA OFFICE OF LABORATORY SERVICES - PERSONNEL LICENSING PROGRAM

CLINICAL LABORATORY PRACTITIONER LICENSING USER SUITE (LAB-PLUS)



INDIVIDUAL ACCOUNT USER GUIDE