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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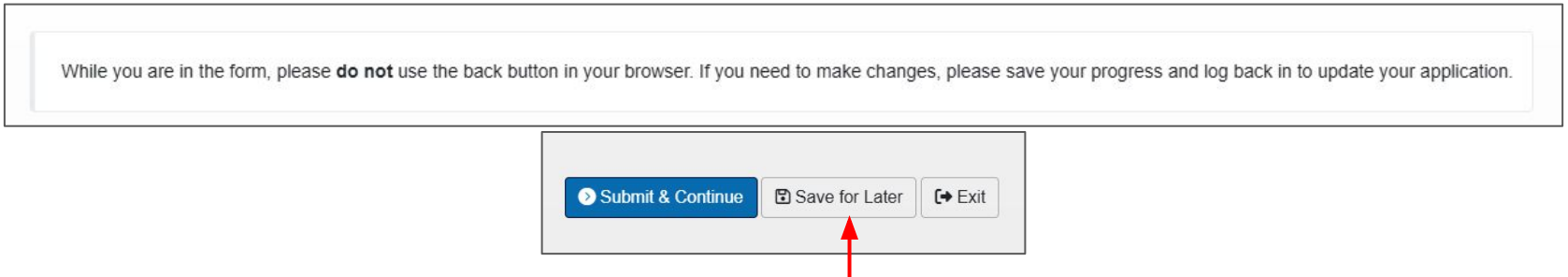
INTRODUCTION

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.**

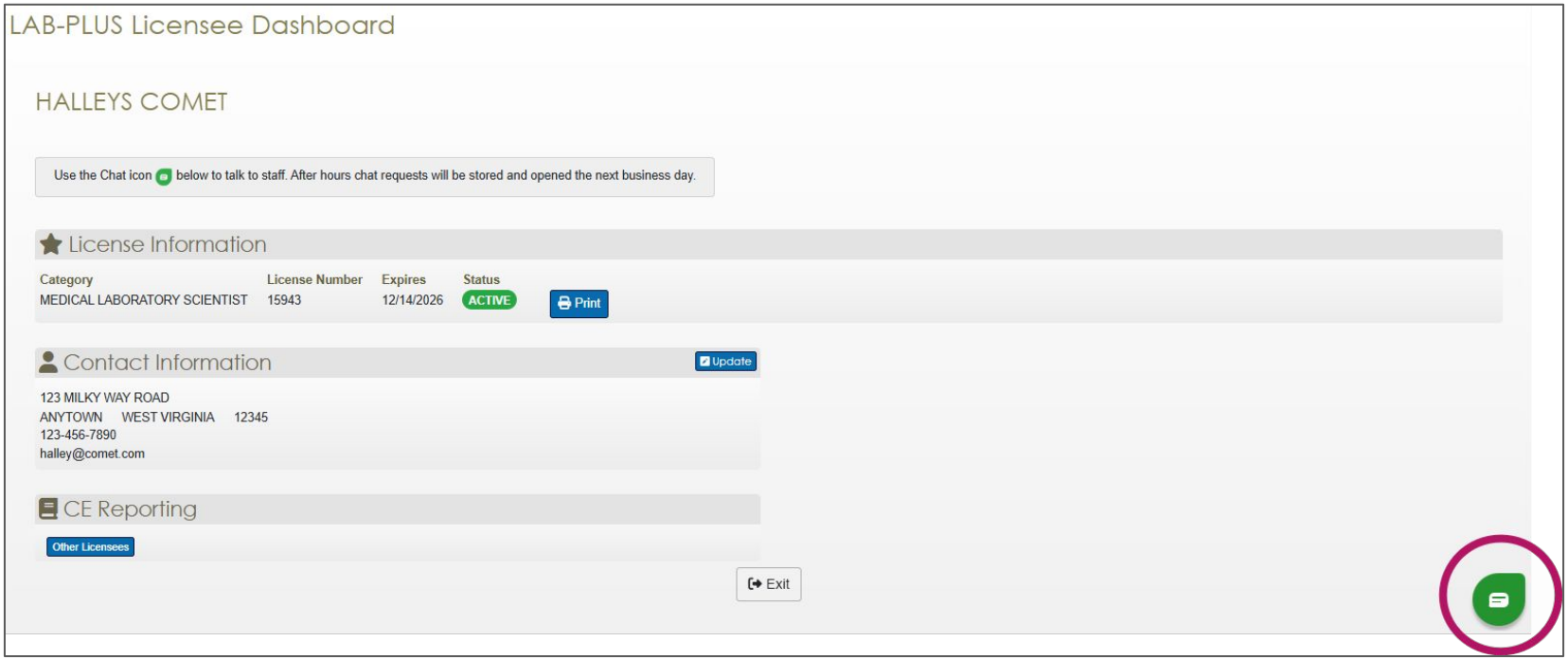


NAVIGATING THE SECTIONS OF THE LAB-PLUS HOMEPAGE

- 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

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.



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

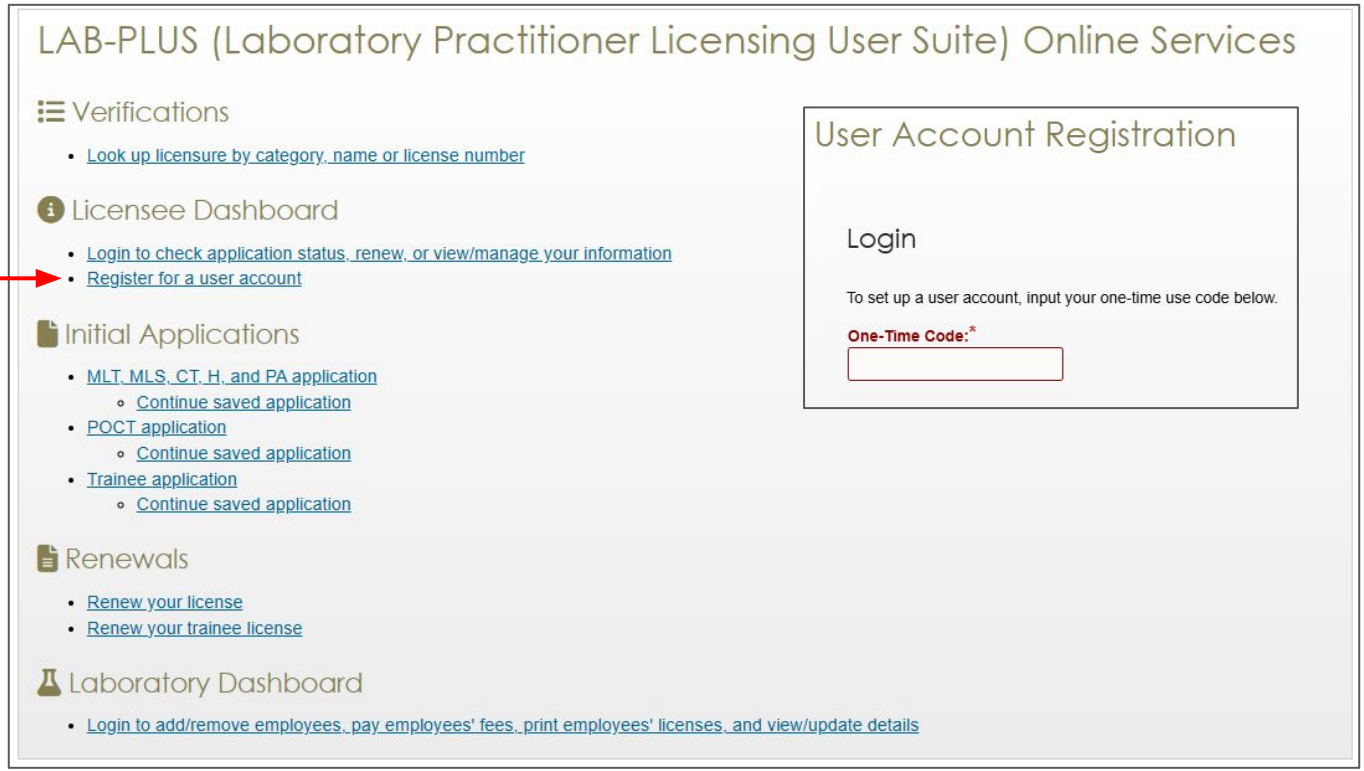
ALL USERS

- 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

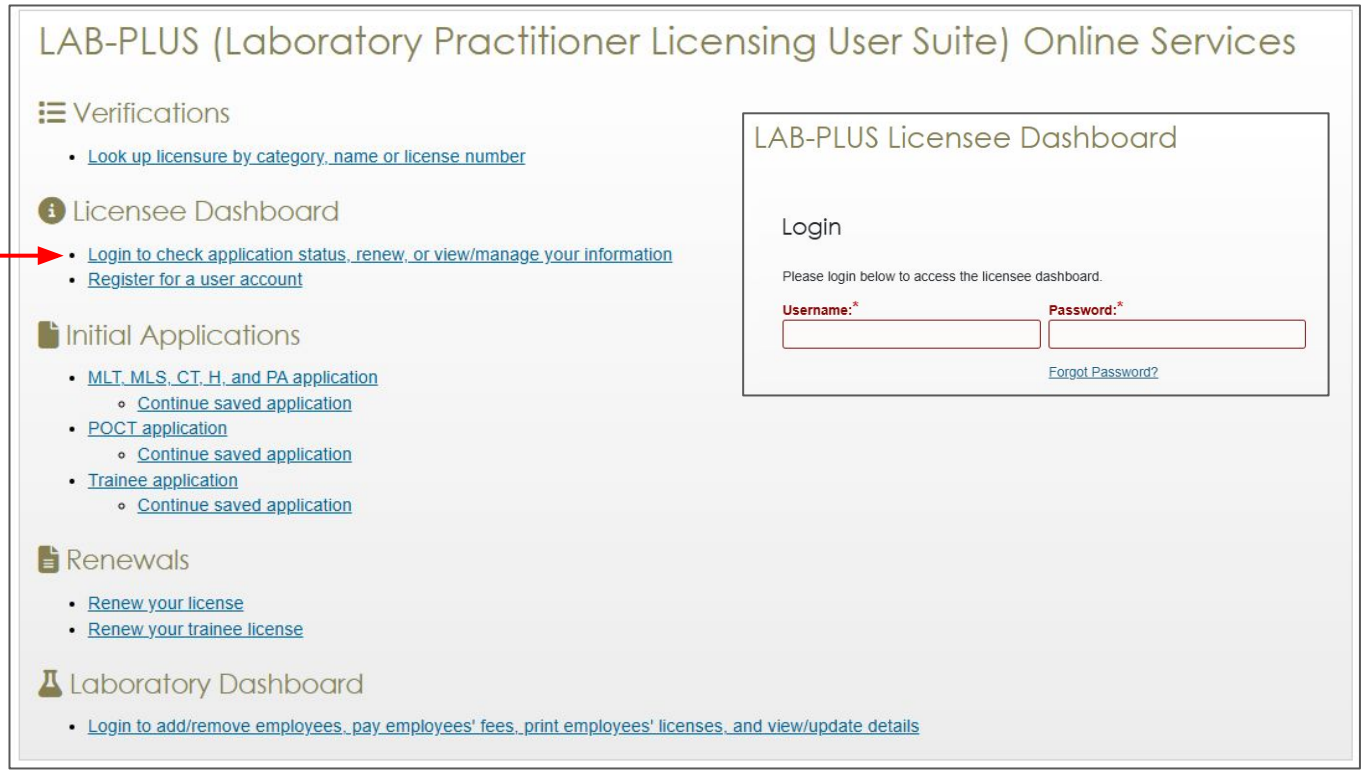
ACCOUNT REGISTRATION - CURRENT LICENSEES

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.



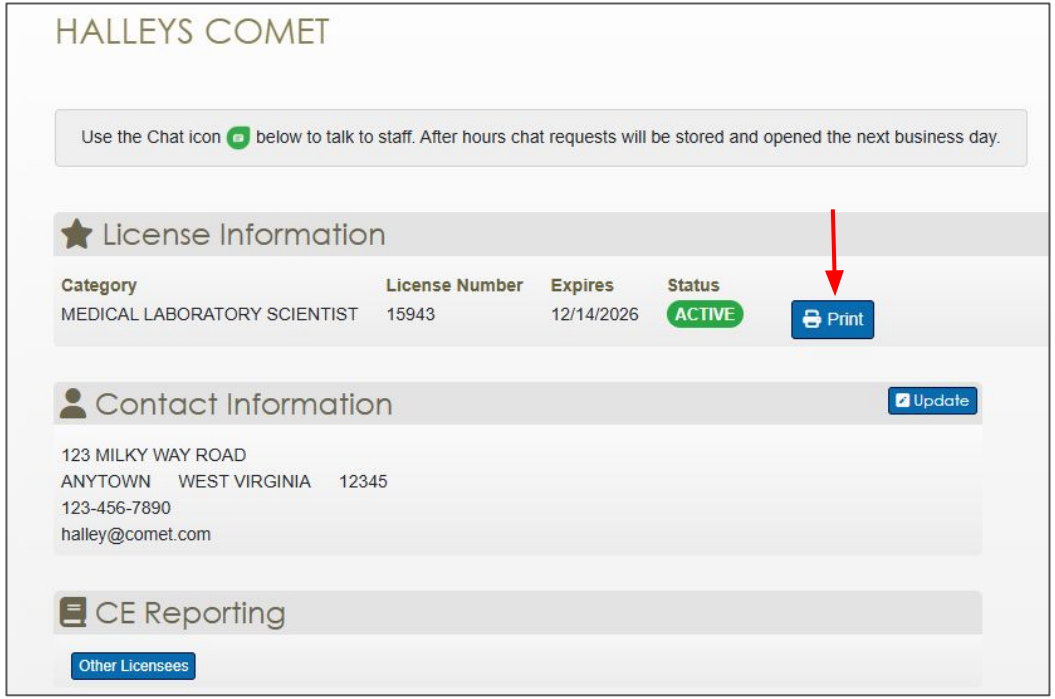
ACCOUNT LOGIN - CURRENT LICENSEES (AND NEW APPLICANTS AFTER SUCCESSFUL SUBMISSION)

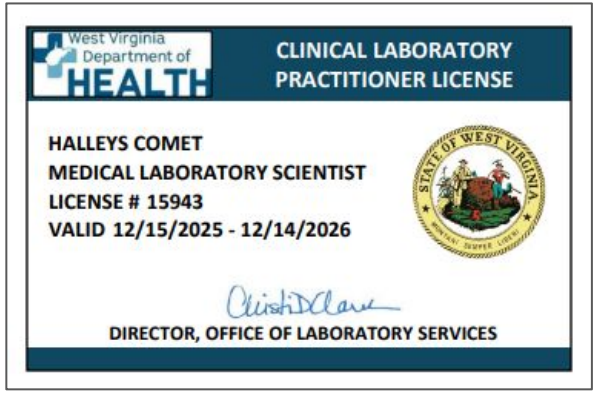
Once you have registered, use the Login link to access your account.



PRINT A LICENSE

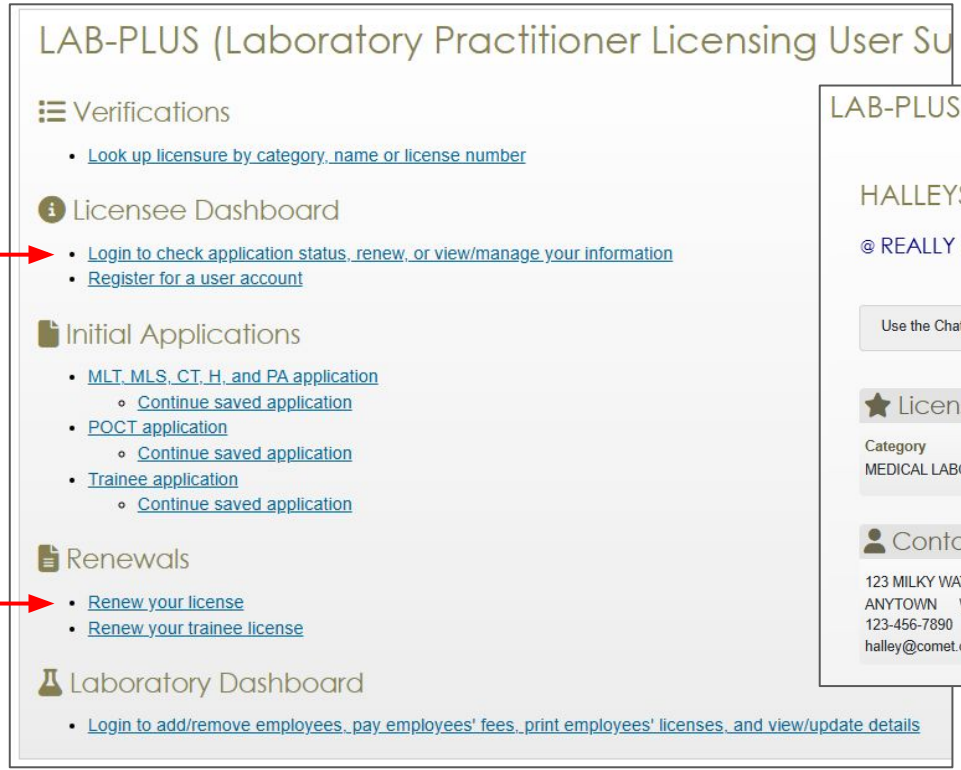
You can login to your dashboard and print your license; a physical copy will not be mailed. There is an option for a physical card with badge holder; the cost is currently $20 but we are working to lower the fee in Spring of 2026.

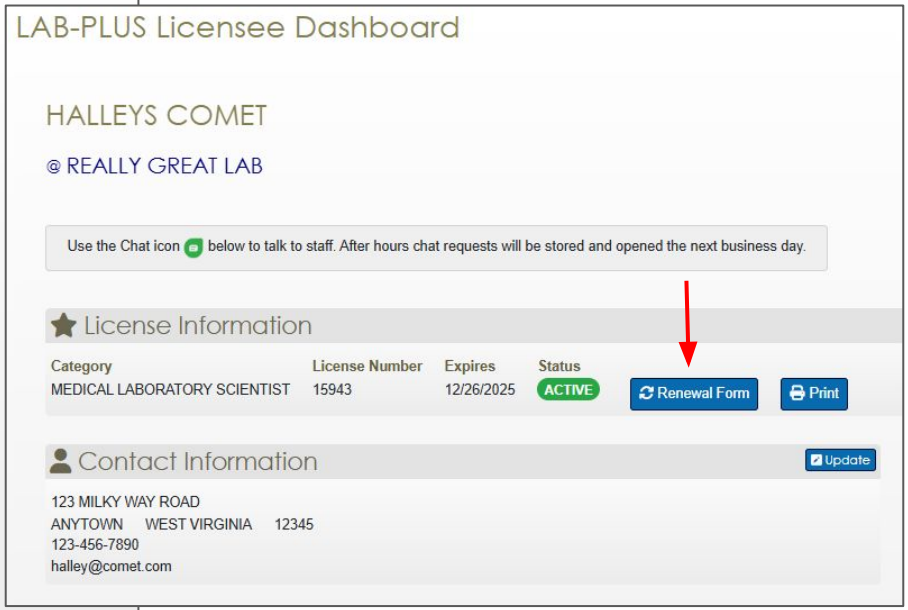




RENEW A LICENSE

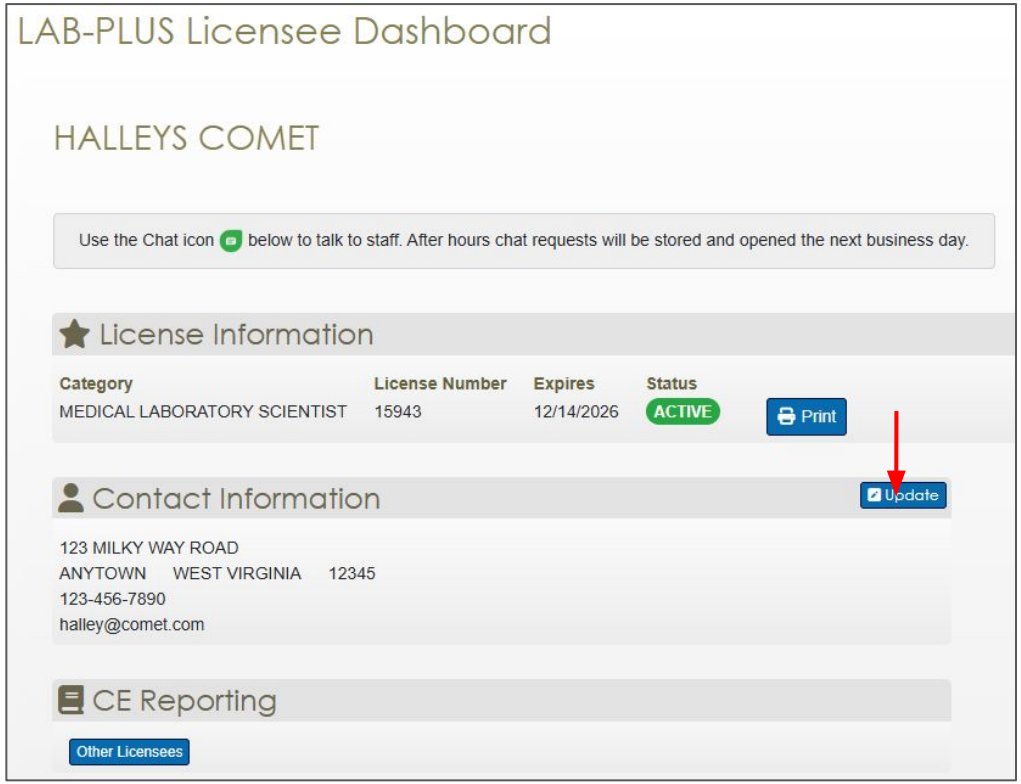
Login to the Licensee Dashboard or click the applicable link in the Renewals section.

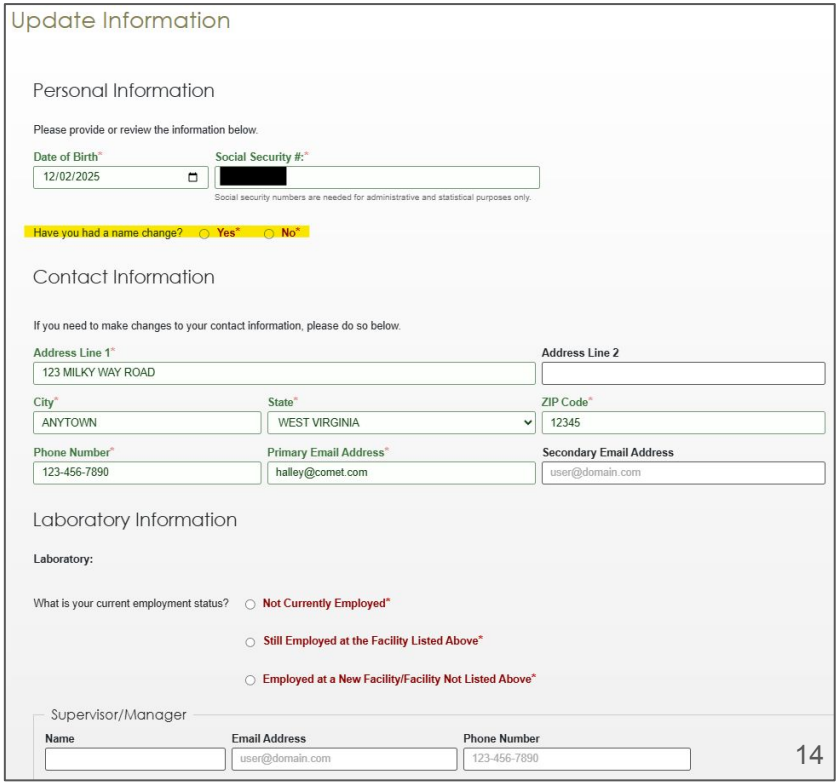




UPDATE PERSONAL, CONTACT, AND EMPLOYMENT INFORMATION

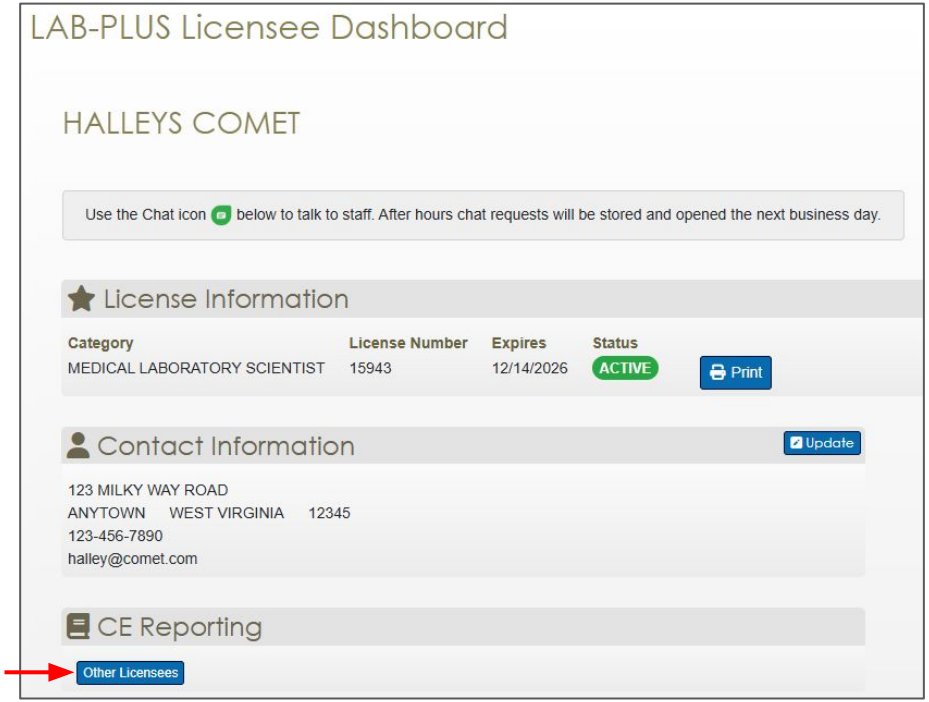
To update your information, including changing your name, click the Update button from your dashboard and edit the applicable fields.

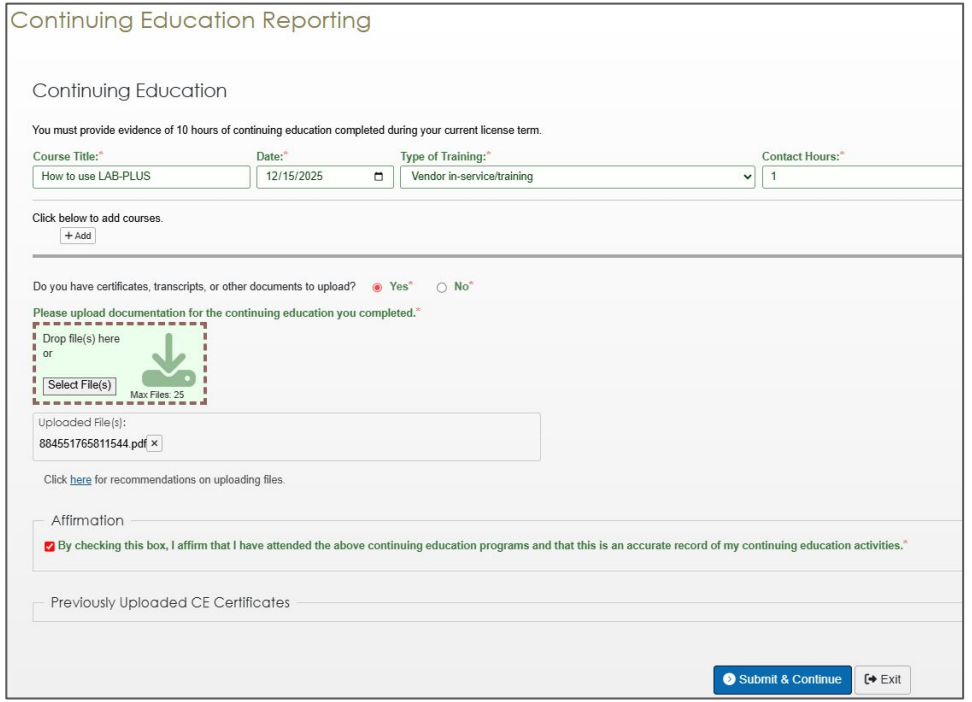




REPORT CONTINUING EDUCATION OUTSIDE OF YOUR RENEWAL PERIOD

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

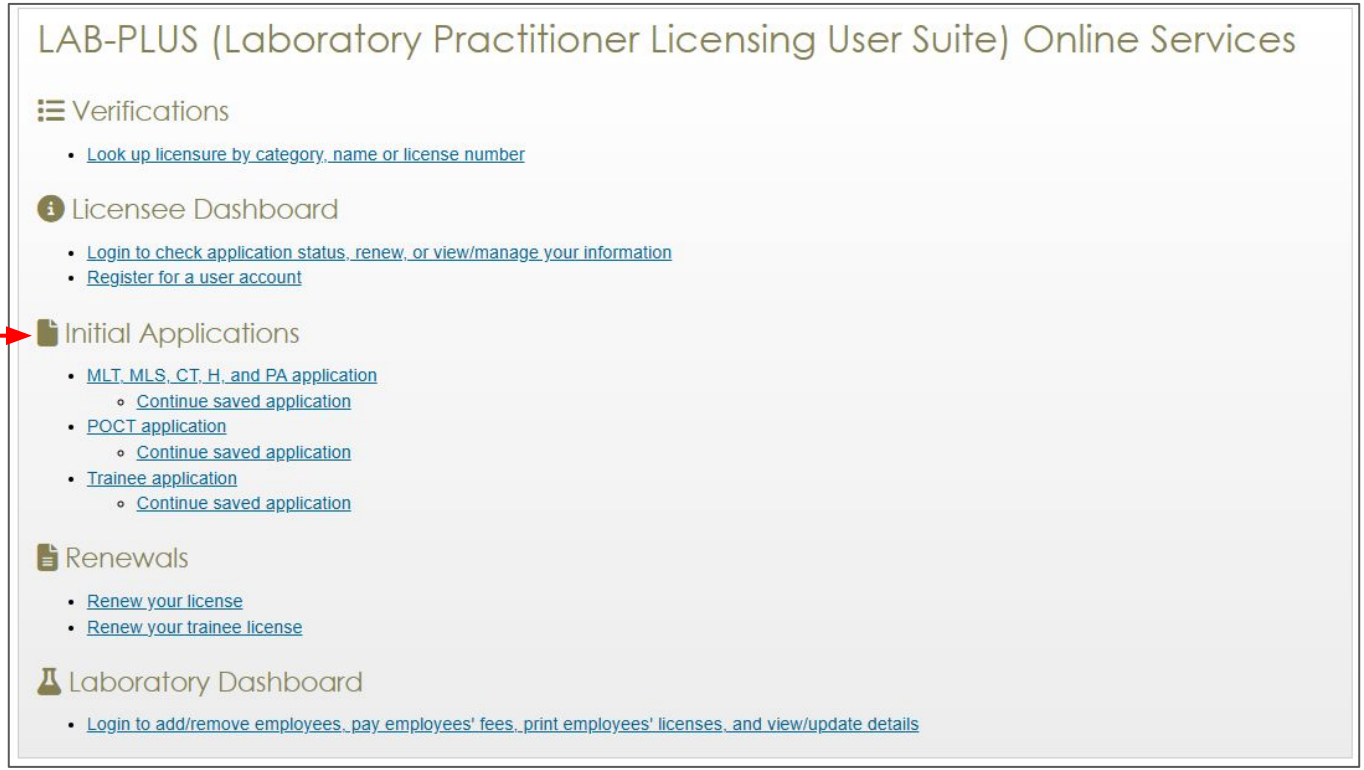




INITIAL APPLICANTS

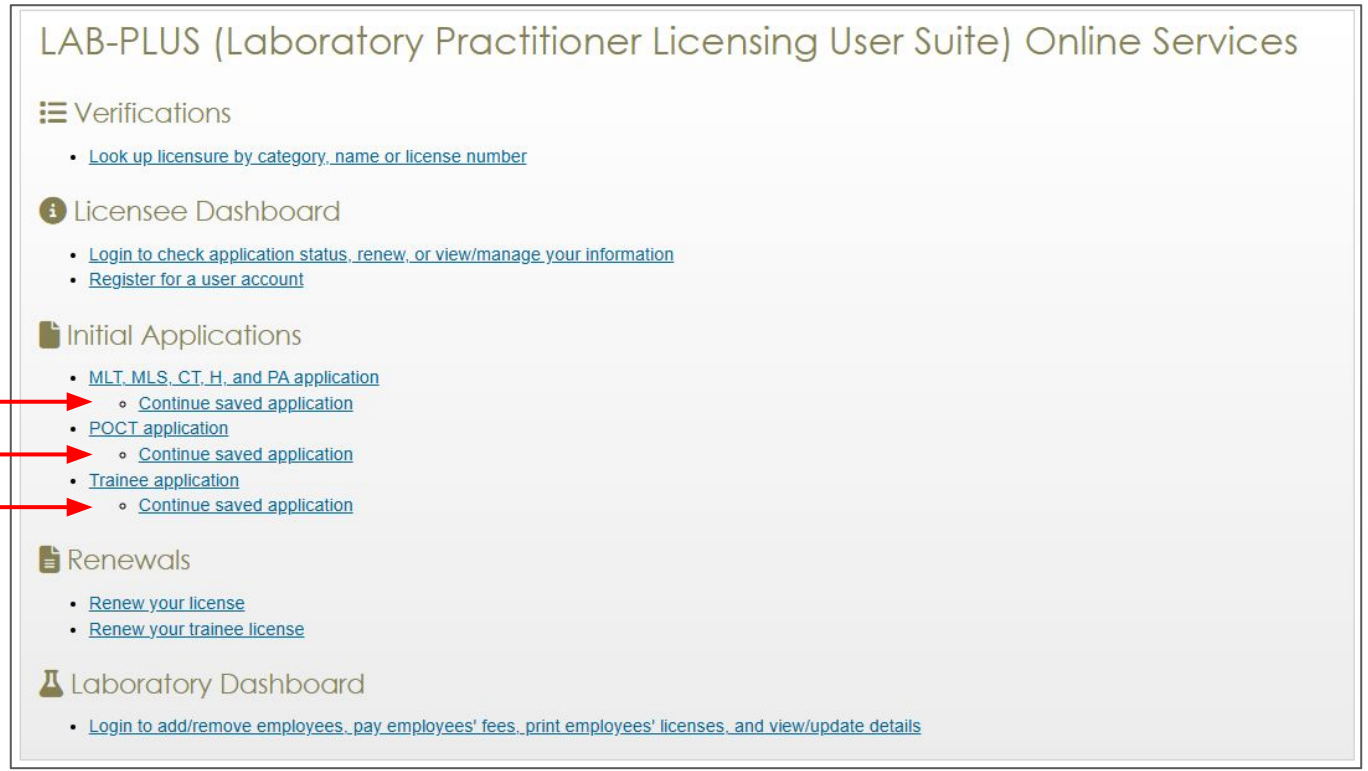
APPLY FOR A NEW LICENSE

Select the appropriate application type under the Initial Applications section.



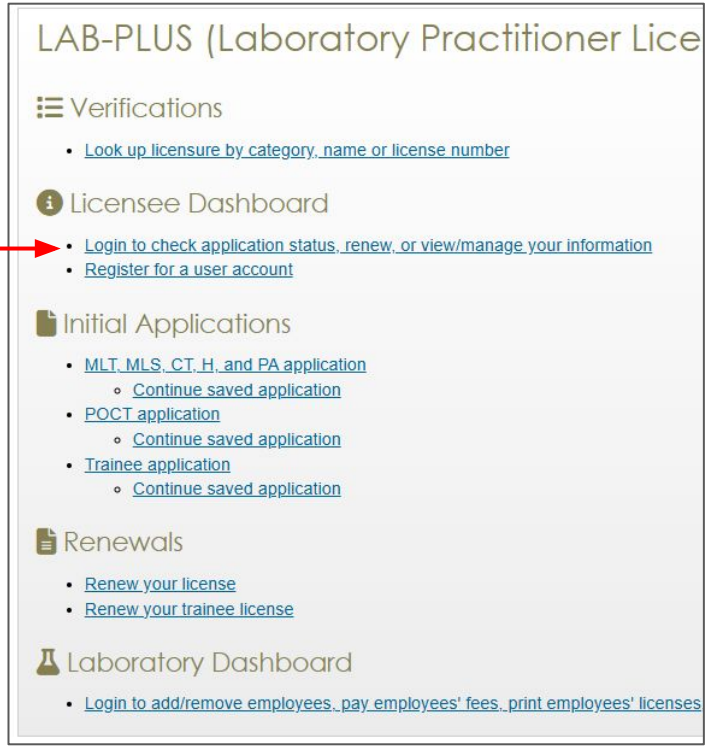
CONTINUE A SAVED INITIAL APPLICATION

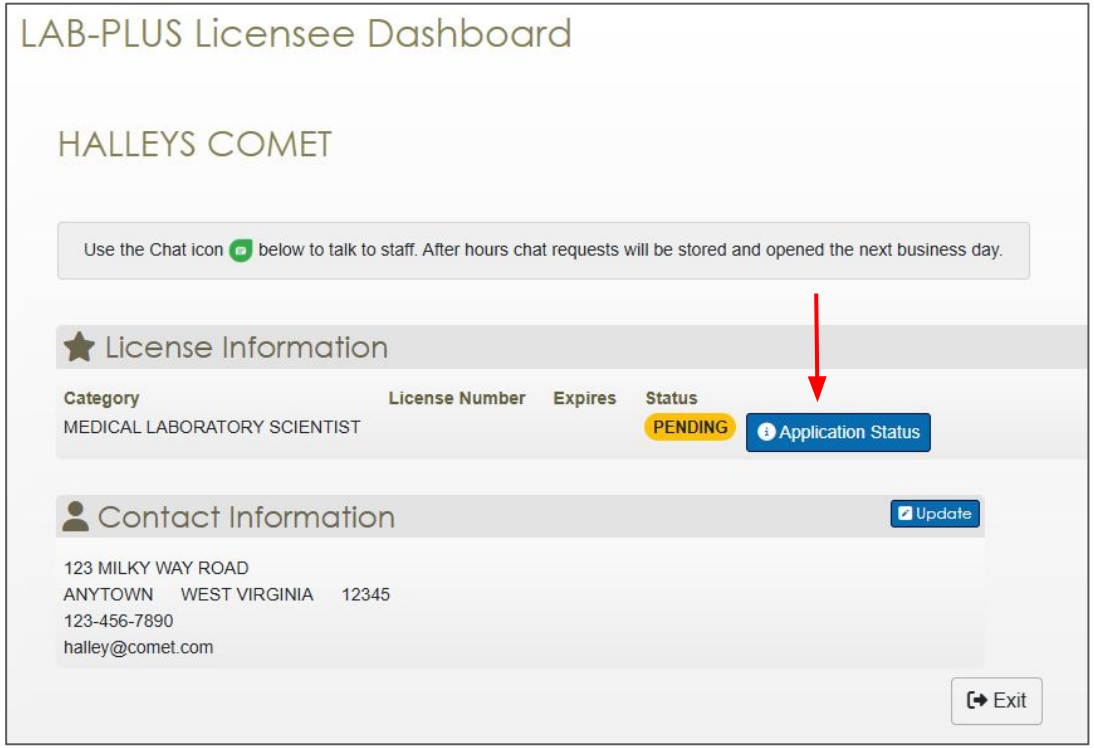
Select the applicable Continue Saved Application link.



CHECK THE STATUS OF YOUR INITIAL APPLICATION AFTER SUBMISSION

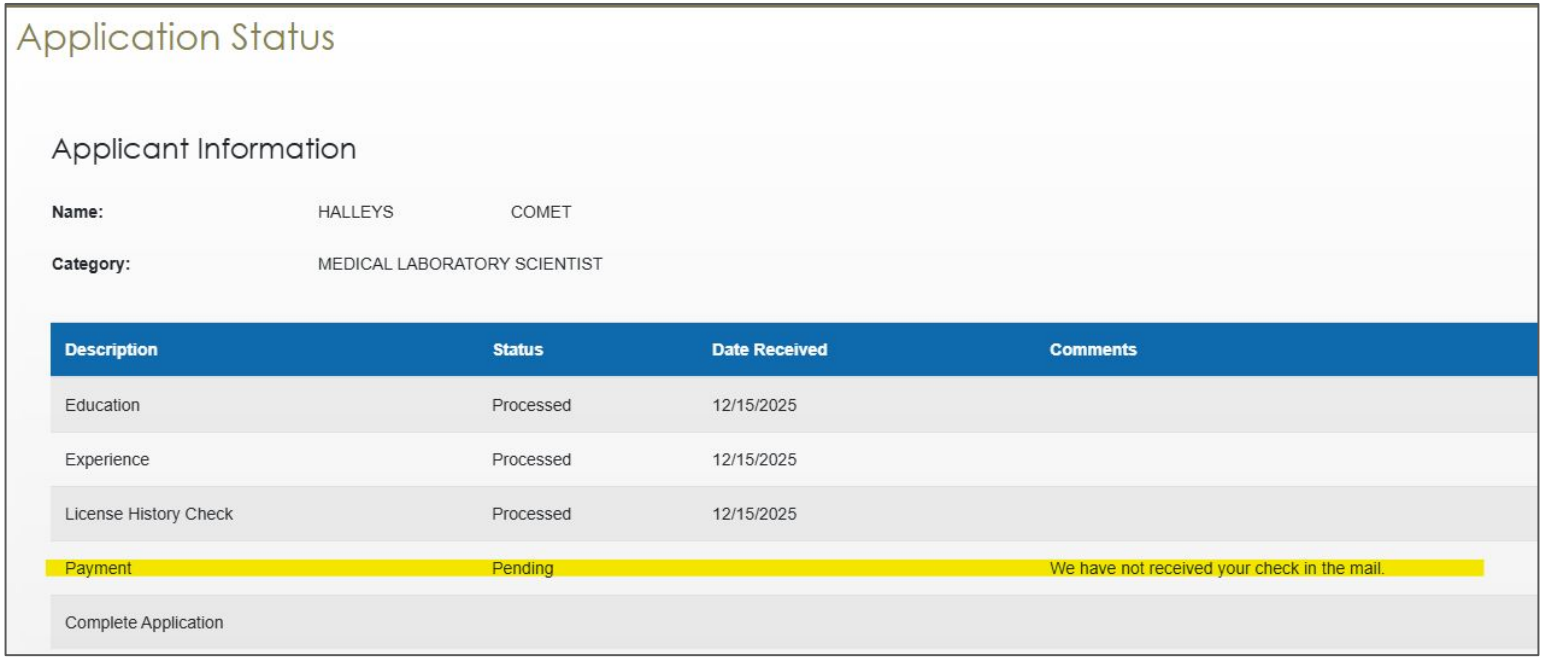
Login via the Licensee Dashboard and click the Application Status button.





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

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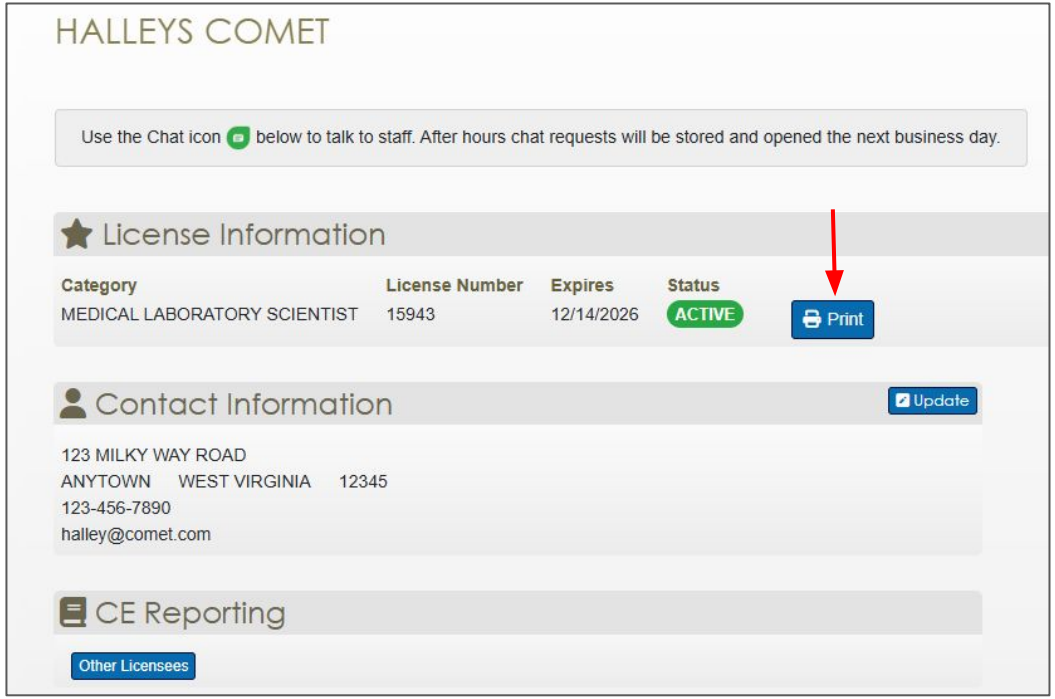

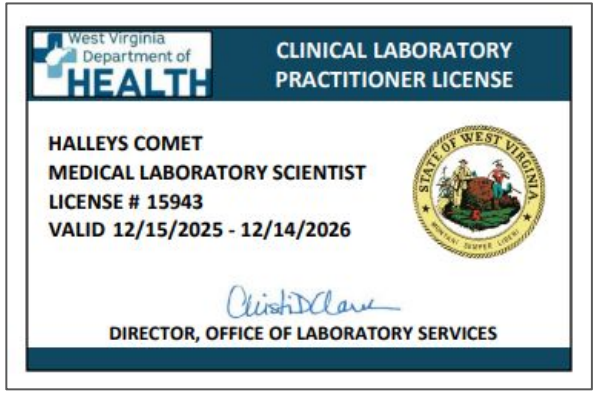

WEST VIRGINIA OFFICE OF LABORATORY SERVICES - PERSONNEL LICENSING PROGRAM

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