

SOUTH DAKOTA BOARD OF PHARMACY WHOLESALE AND OTHER DRUG DISTRIBUTORS AND 503b OUTSOURCING FACILITIES ONLINE LICENSING TROUBLESHOOTING TIPS

1. I'm having trouble getting through the licensing process?

- a) Try a different browser. Example: If you've tried Internet Explorer, switch to Google Chrome.
- b) This platform does not support the use of a mobile phone.
- c) If a tablet is being used, it must be Microsoft based. (Not an Apple product.)
- d) Be sure your pop-up blocker is turned off.
- e) Firewalls or anti-malware protections on your system may be preventing the ability to get through the licensing process.

2. How is a license or a receipt printed?

- a) If it is a **new** license, an account will need to be set up. Go to the SD Board of Pharmacy website at this link: <https://doh.sd.gov/boards/pharmacy/wholesalers.aspx>. Look for the document titled, How to Print a License or Receipt -- Directions on how to set up an account is included in this document. After your account has been set up:
 - i. To print a license, go under the Registration Information section, look to the right in that section, click the print button under the Certificate column. A pdf of your receipt will download.
 - ii. A license can only be printed from an account that has been set up. At the top of your license, if it includes "This is a Primary Source Verification" – **NOTE: THIS IS NOT YOUR LICENSE.**
 - iii. To print a receipt, go under the Payment History section, click on the printer in the receipt column. A pdf of your receipt will download.
- b) If it is a **renewed** license, log back into the account the license was renewed in.
 - i. To print a license, go under the Registration Information section, look to the right in that section, click the print button under the Certificate column. A pdf of your receipt will download.
 - ii. To print a receipt, go under the Payment History section, click on the printer in the receipt column. A pdf of your receipt will download.
 - iii. A license can only be printed from an account that has been set up. At the top of your license, if it includes "This is a Primary Source Verification" – **NOTE: THIS IS NOT YOUR LICENSE.**

Tips:

1. PDF documents are the preferred type of documents for required uploads.
2. Only upload documents during the licensing process. DO NOT UPLOAD on the MyProfile page for a new or renewal application.
3. This platform does not support the use of a mobile phone.