MOPRO Portal

Frequently Asked Questions (FAQs)

(Last Update: 12/04/2025)

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What do I do if I am experiencing technical issues with the MOPRO website?

a. Verify you are using Google Chrome or Mozilla Firefox as your browser on a desktop or laptop device
b. Note that your MOPRO portal session will end after 15 minutes of inactivity
c. Important to note that the MOPRO portal can only be open and active in one browser session at a time
d. If the system is slow or unresponsive, clear your browser cache and cookies and ensure you are using a supported browser like Chrome or Firefox

Who do I contact if I need help registering?

If you need help registering for your MOPRO account, click here to watch a short video tutorial or contact your board for assistance, click here.

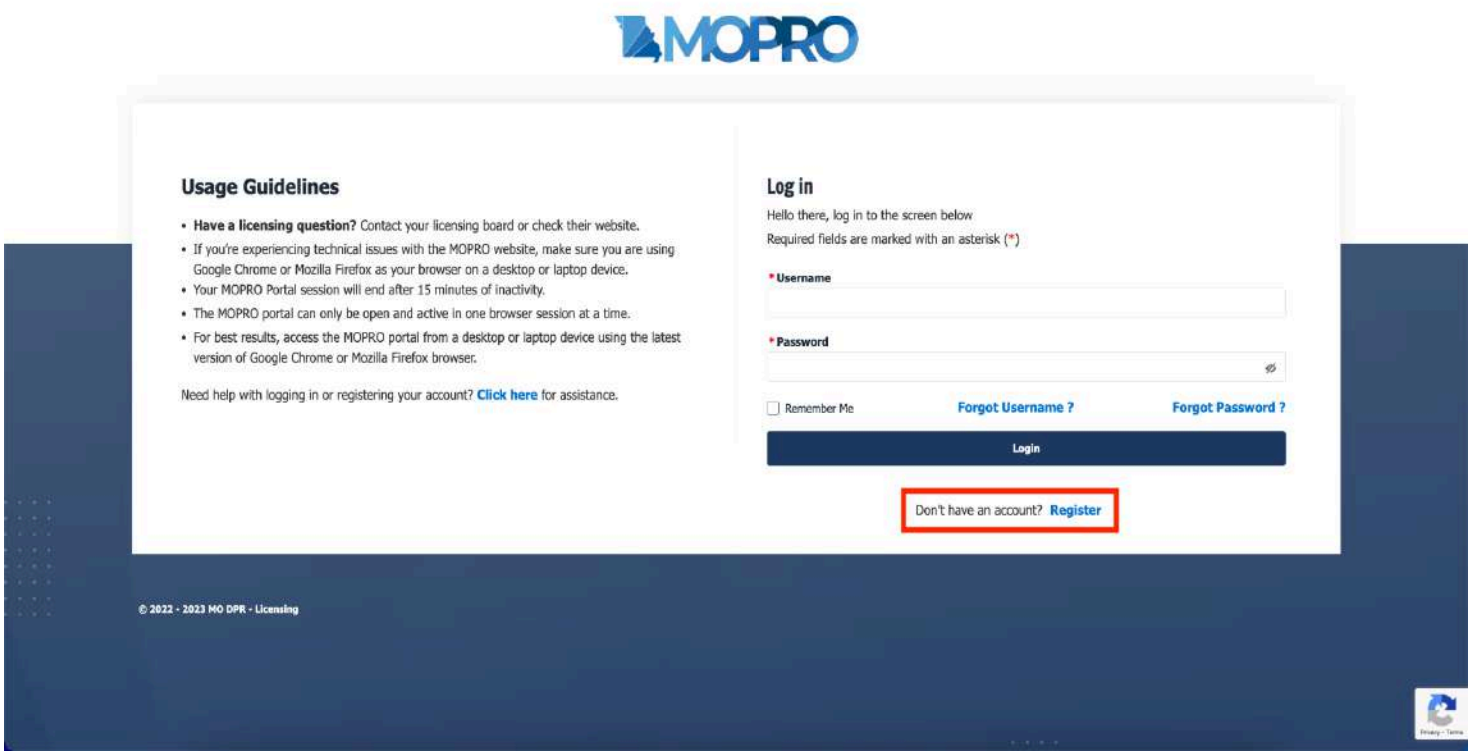
Who do I contact if I have specific questions about my license?

If you have questions about your license, contact information, or other board-specific questions, click here for assistance.

How do I register on the MOPRO portal so I can apply for an individual license for the first time?

a. If you currently do not have a license in the State of Missouri, visit the website https://mopro.mo.gov/license/s/

b. Click **Register**



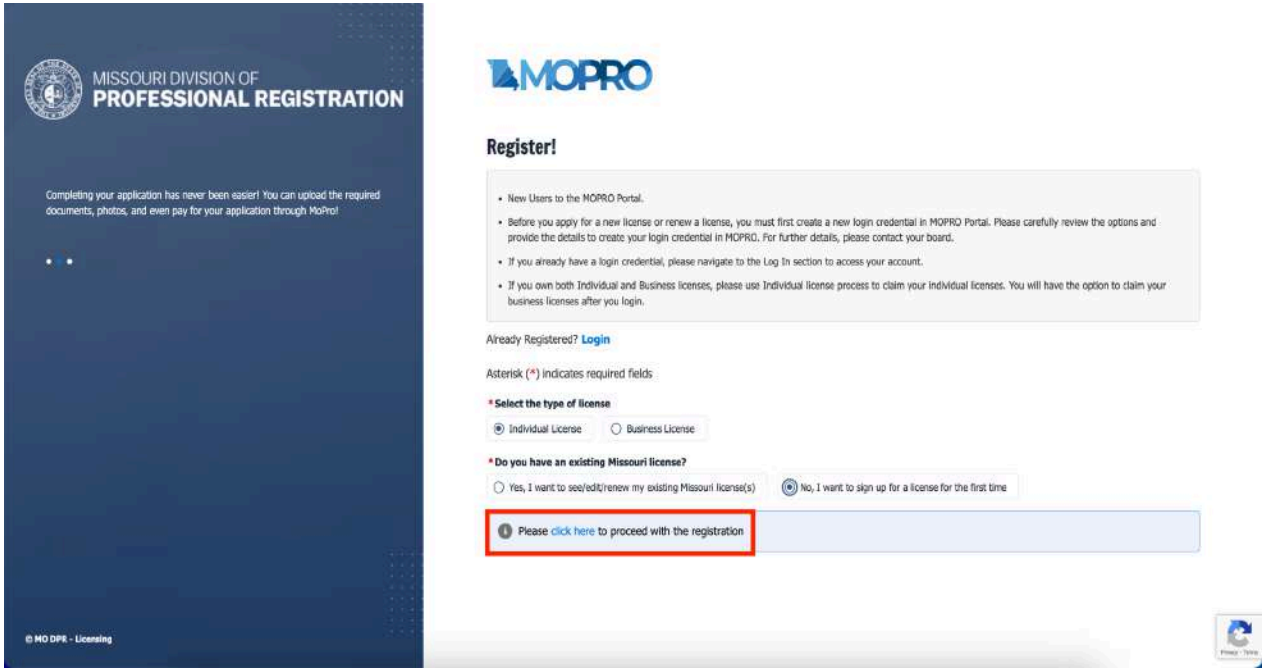
c. You will be redirected to the **Registration Form.**

i. Select the License Type:

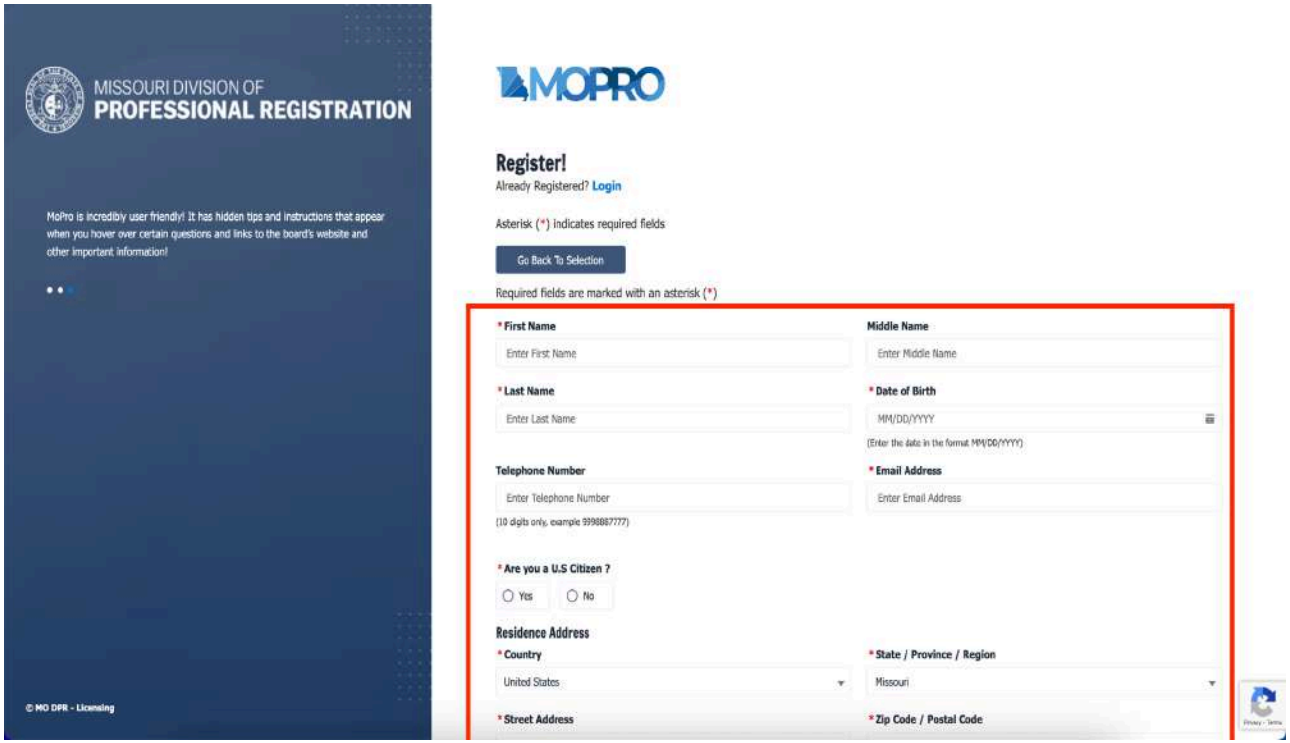
☐ Choose “Individual License” from the available options.

ii. For the question, “Do you have an existing Missouri License?”, select “No, I want to sign up for a license for the first time.”

iii. To proceed with the Individual Registration process, click the hyperlink labelled “Click here”.



d. You will be redirected to enter the basic Information required for registration.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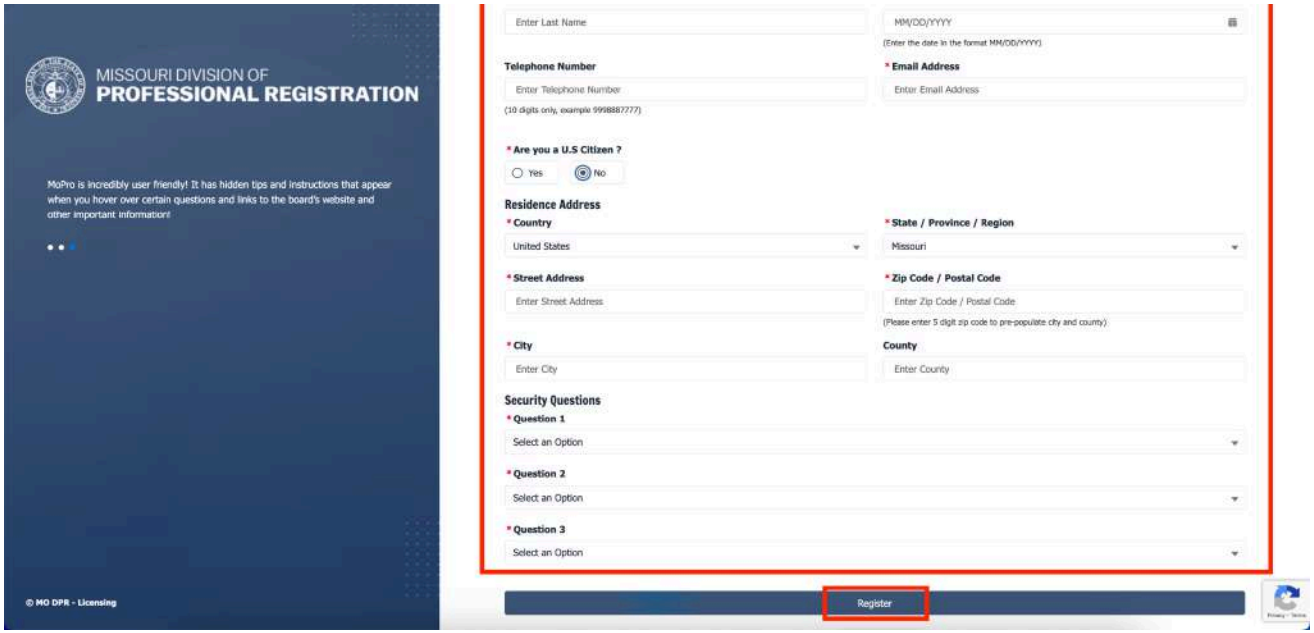
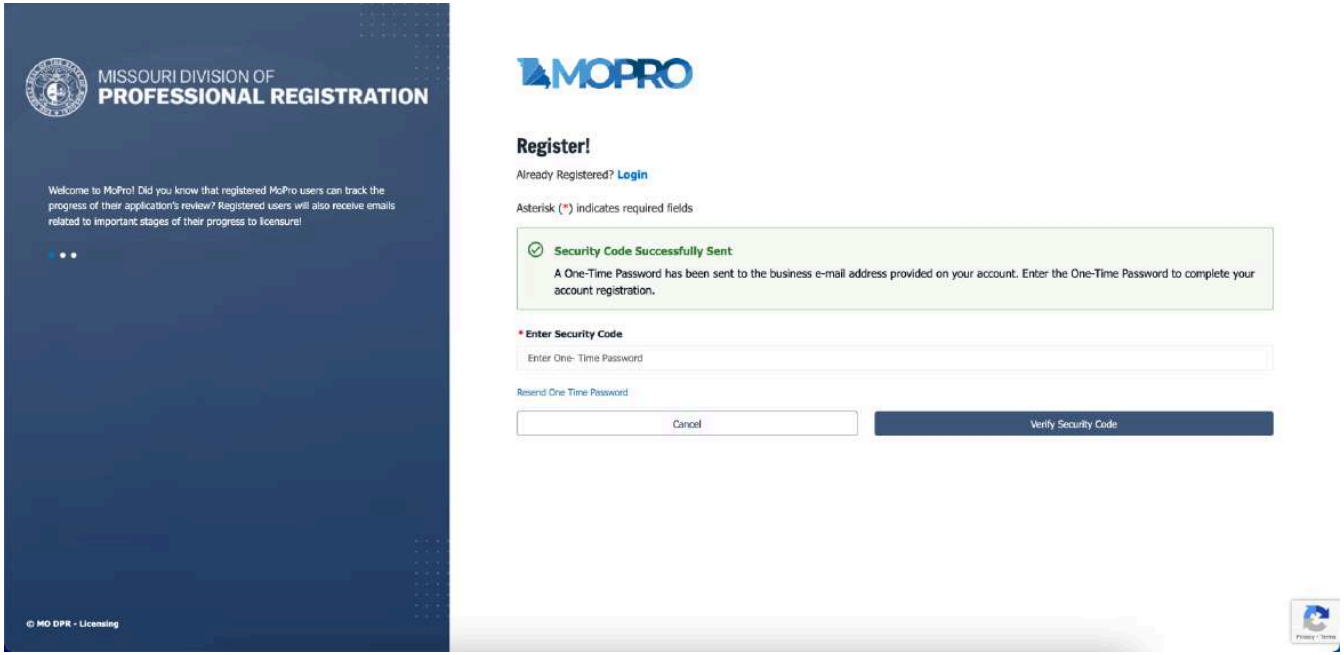
MOPRO
Register!
Already Registered? Login
Asterisk (*) indicates required fields
Go Back To Selection
Required fields are marked with an asterisk (*)
* First Name
Enter First Name
Middle Name
Enter Middle Name
* Last Name
Enter Last Name
* Date of Birth
MM/DD/YYYY
(Enter the date in the format MM/DD/YYYY)
Telephone Number
Enter Telephone Number
(10 digits only, example 9998887777)
* Email Address
Enter Email Address
* Are you a U.S Citizen ?
Yes
No
Residence Address
* Country
United States
* State / Province / Region
Missouri
* Street Address
* Zip Code / Postal Code



e. Once all the required information has been entered, click the Register button.

f. A security code will be sent to the email address you provided during the registration process. Enter the Security Code and click the “Verify Security Code” button.



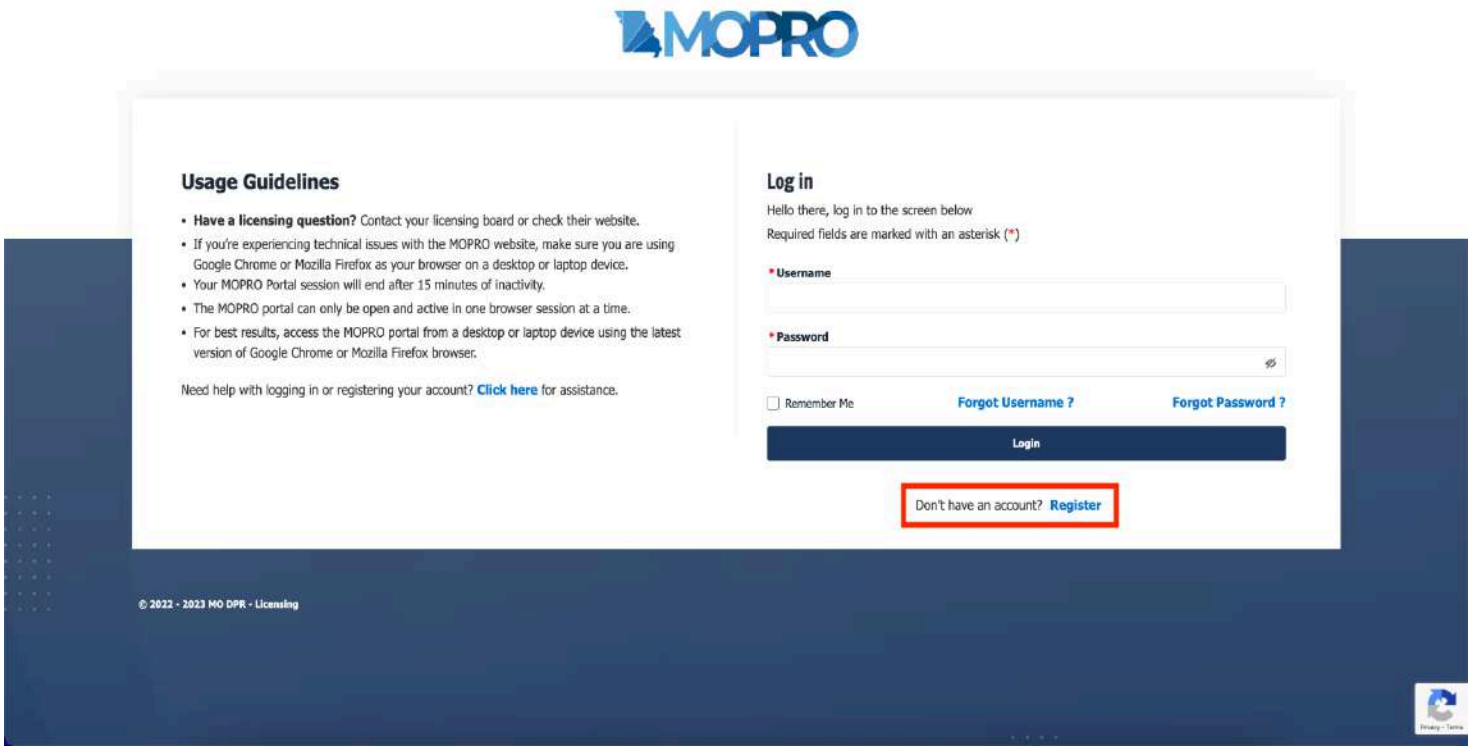
g. After verifying the security code, you will be sent a Welcome email indicating your account has been created.

h. Change your password for the first time using the link in the Welcome email.

How do I register on the MOPRO Portal to apply for a license for business for the first time?

a. Visit the website https://mopro.mo.gov/license/s/

b. Click **Register**



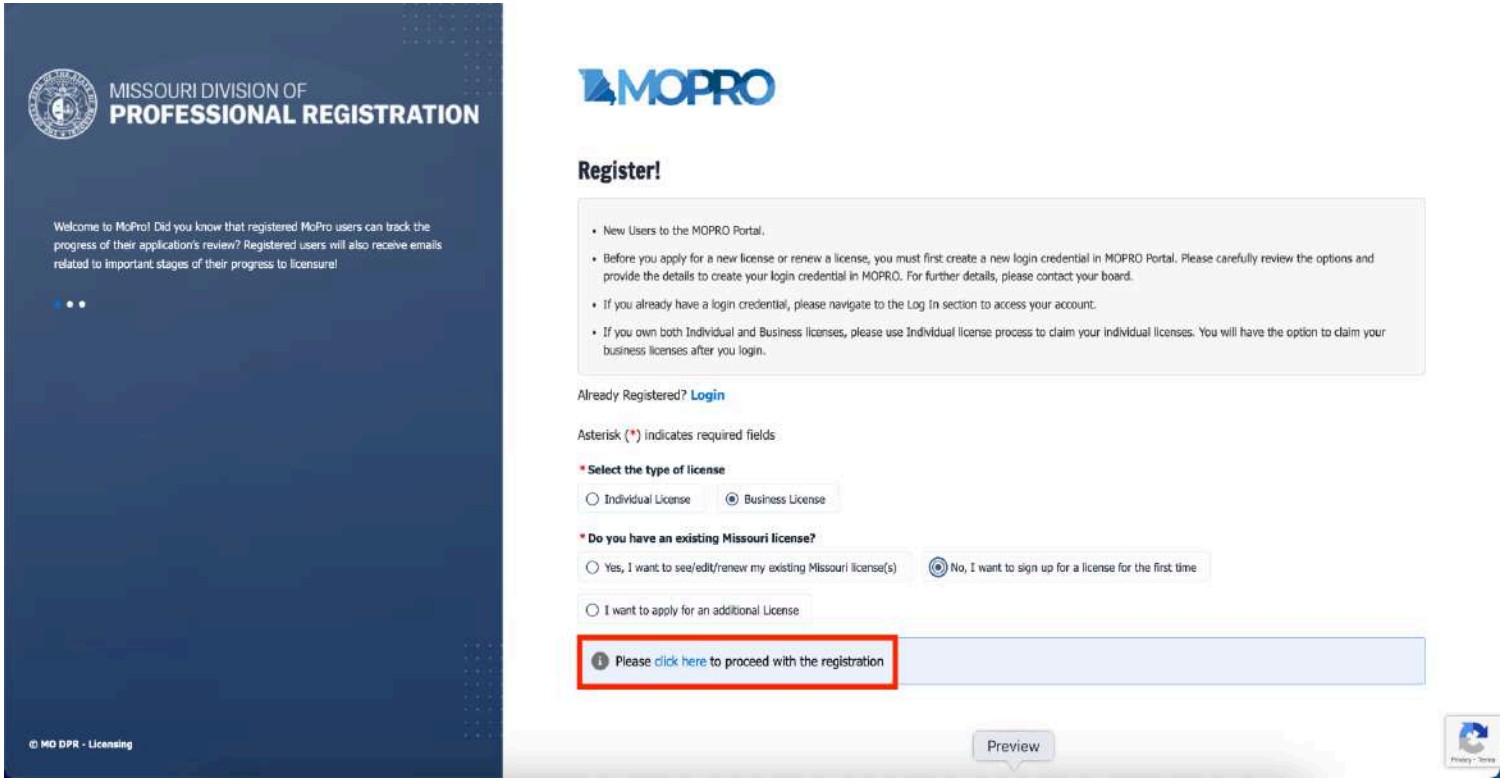
c. You will be redirected to the **Registration Form.**

   i. Select the License Type:

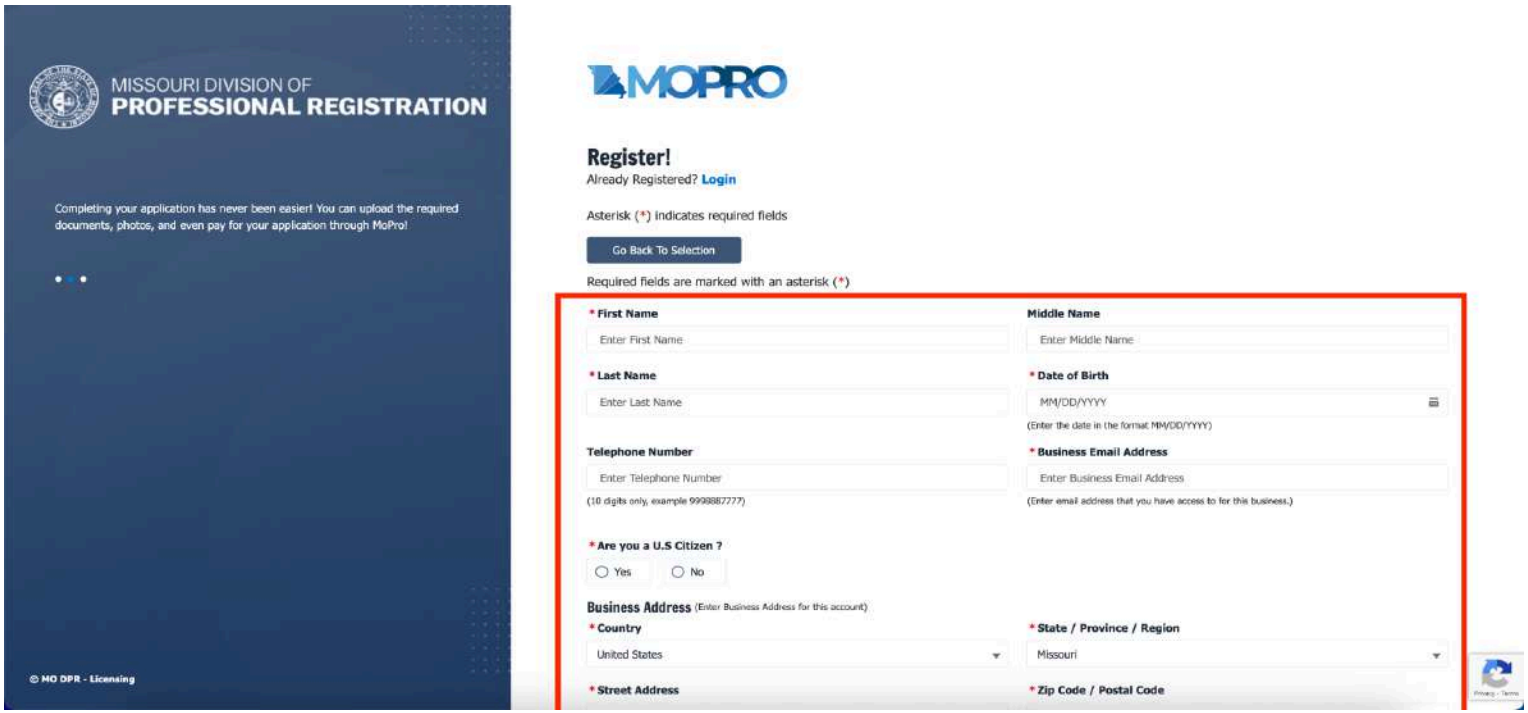
☐ Choose “Business License” from the available options.

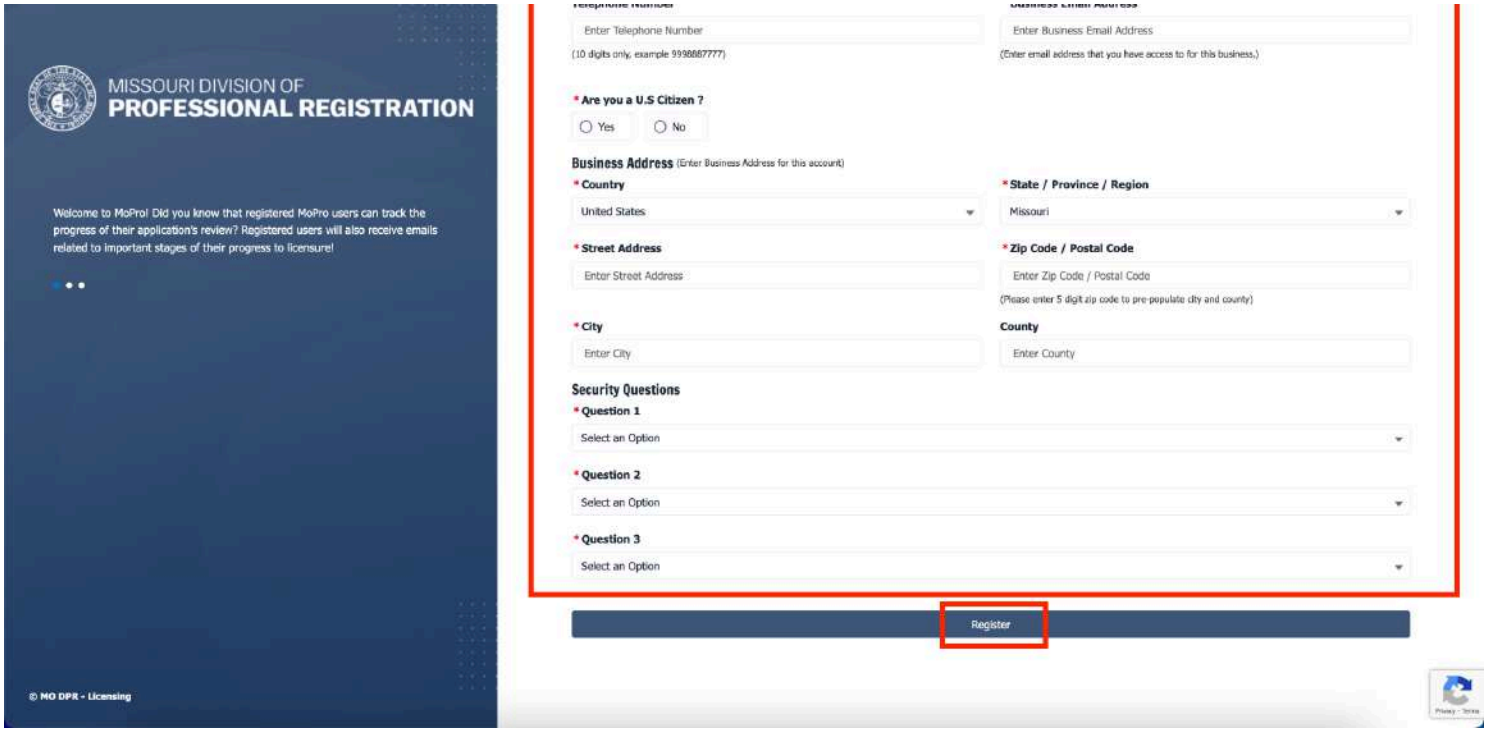
ii. For the question, “Do you have an existing Missouri License?”, **select** “No, I want to sign up for a license for the first time.” or “I want to apply for an additional License”

iii. To proceed with the Business License Registration process, click the hyperlink labelled “Click here”.



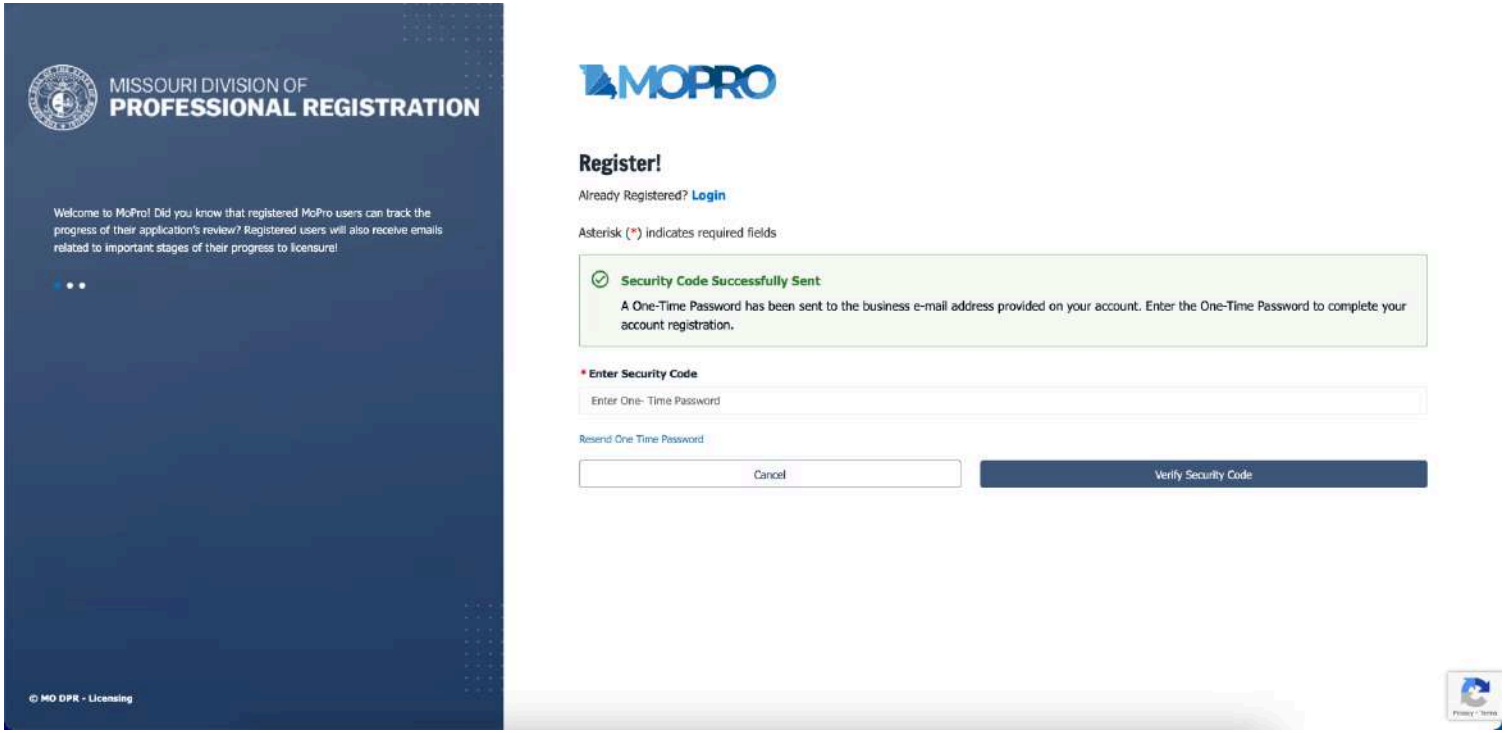
d. You will be redirected to enter the basic Information required for Business License registration.





e. Click the Register button, once all the required information has been entered.

f. A security code will be sent to the email address you provided during the registration process. Enter the Security Code and click the “Verify Security Code” button.



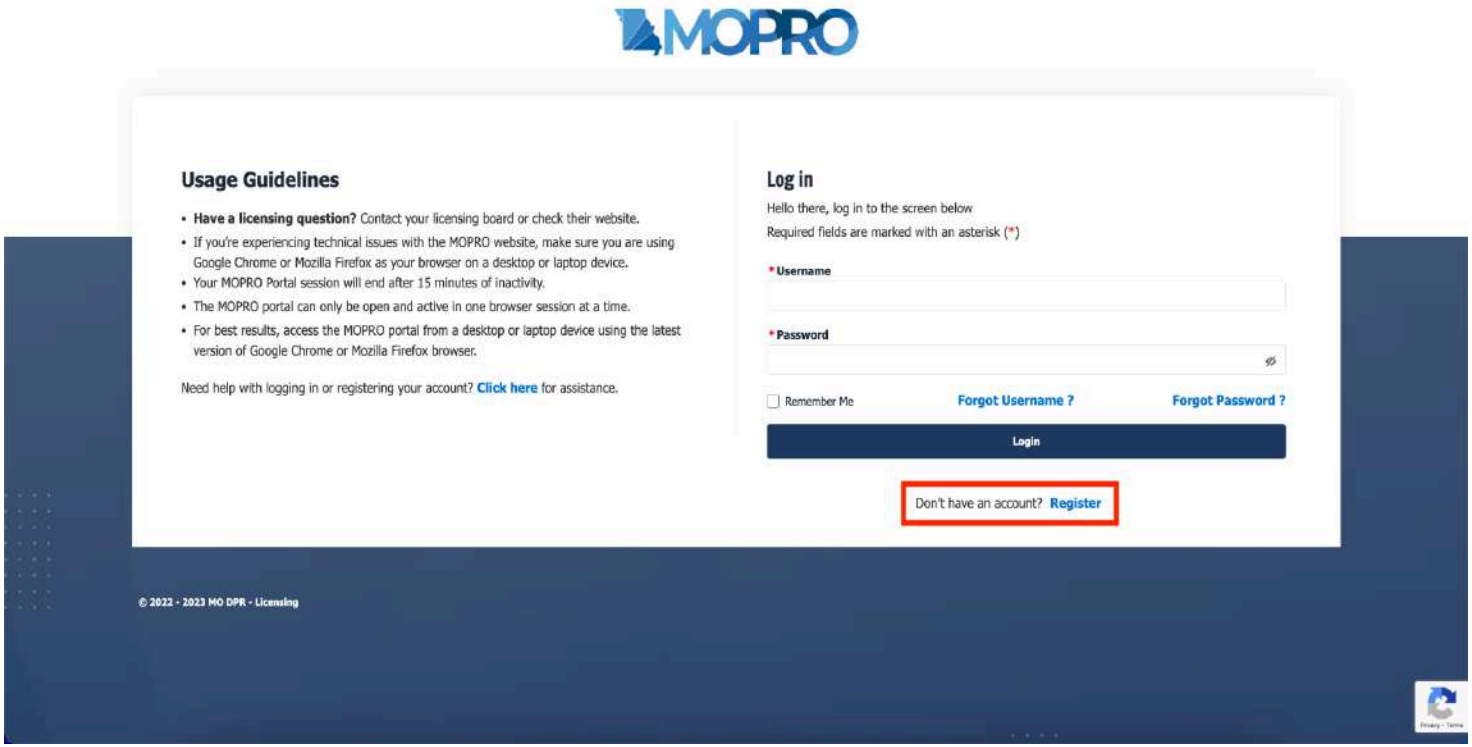
g. After verifying the security code, you will be sent a Welcome email indicating your account has been created.

h. Change your password for the first time using the link in the Welcome email.

If I already have an individual license(s), how do I access it through the MOPRO Portal?

a. Visit the website https://mopro.mo.gov/license/s/

b. Click **Register**



c. You will be redirected to the **Registration Form.**

   i. Select the License Type:

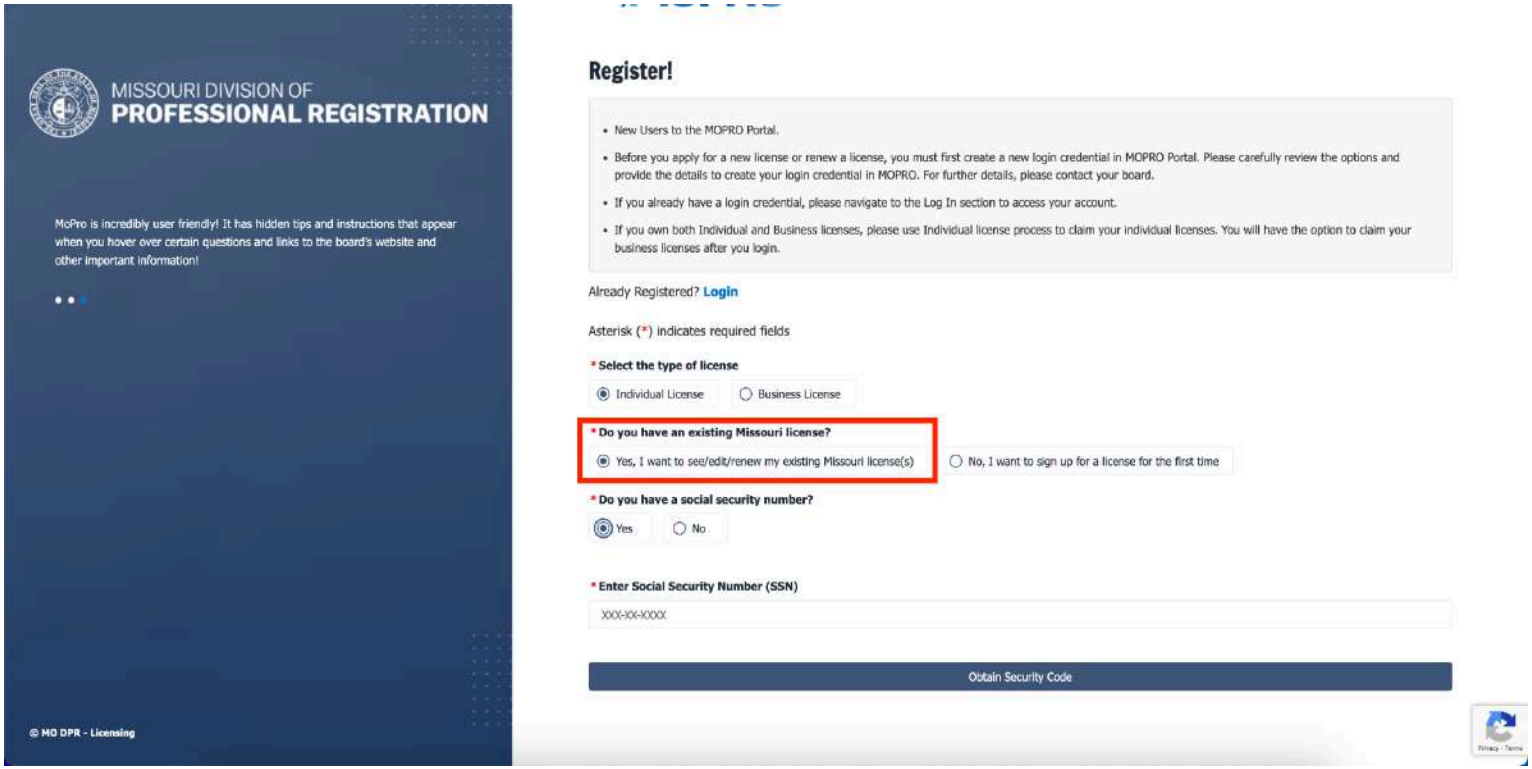
- ☐ Choose “Individual License” from the available options.

ii. For the question, “Do you have an existing Missouri License?”, **select** “Yes, I want to see/edit/renew my existing Missouri license(s)”.

iii. Enter your Social Security Number (SSN)

iv. If you don't have a SSN, you will be required to provide your Date of Birth and the email address you used when you applied for your license.

v. Once the required fields are entered, request a Security Code by clicking the “Obtain Security Code” button.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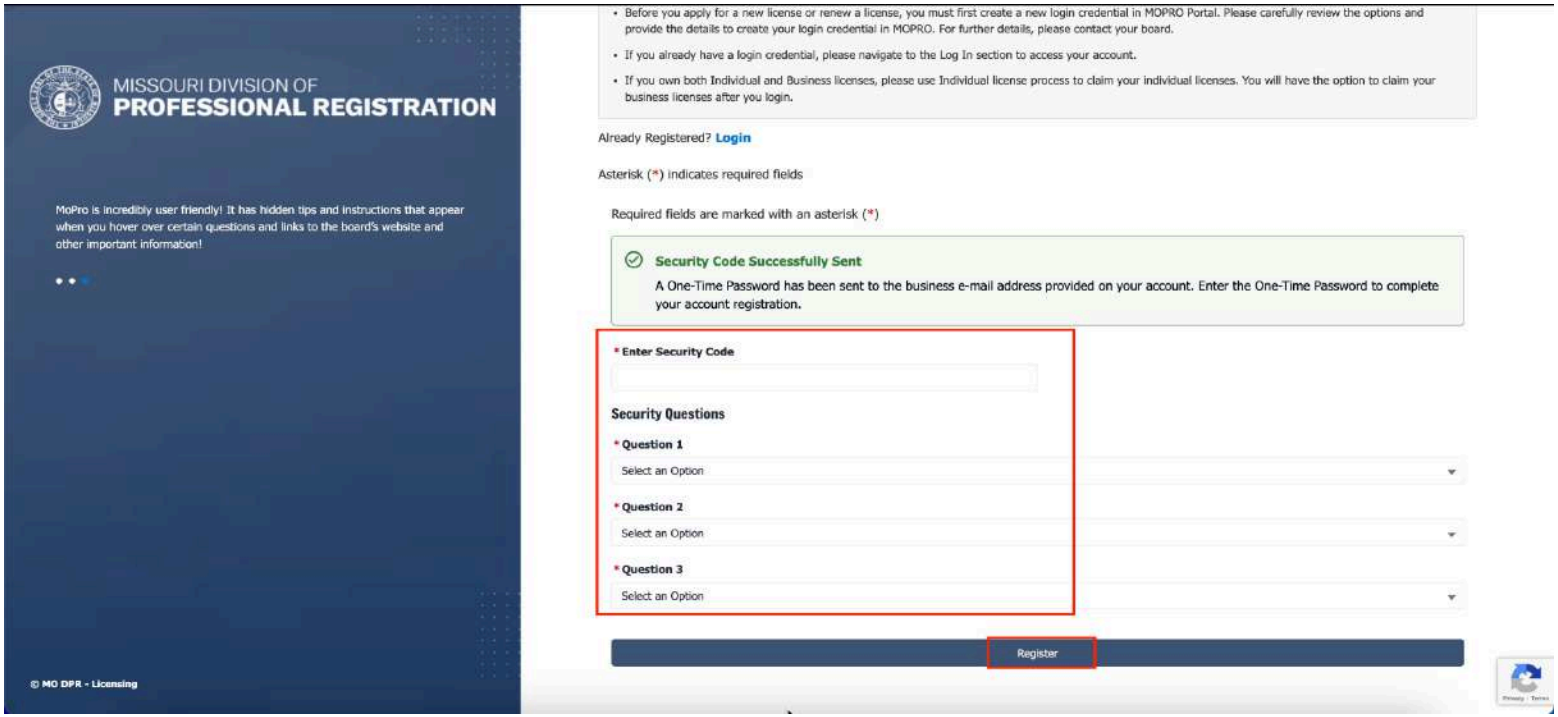
Register!
• New Users to the MOPRO Portal.
• Before you apply for a new license or renew a license, you must first create a new login credential in MOPRO Portal. Please carefully review the options and provide the details to create your login credential in MOPRO. For further details, please contact your board.
• If you already have a login credential, please navigate to the Log In section to access your account.
• If you own both Individual and Business licenses, please use Individual license process to claim your individual licenses. You will have the option to claim your business licenses after you login.
Already Registered? Login
Asterisk (*) indicates required fields
* Select the type of license
Individual License
Business License
* Do you have an existing Missouri license?
Yes, I want to see/edit/renew my existing Missouri license(s)
No, I want to sign up for a license for the first time
* Do you have a social security number?
Yes
No
* Enter Social Security Number (SSN)
XXX-XX-XXXX
Obtain Security Code



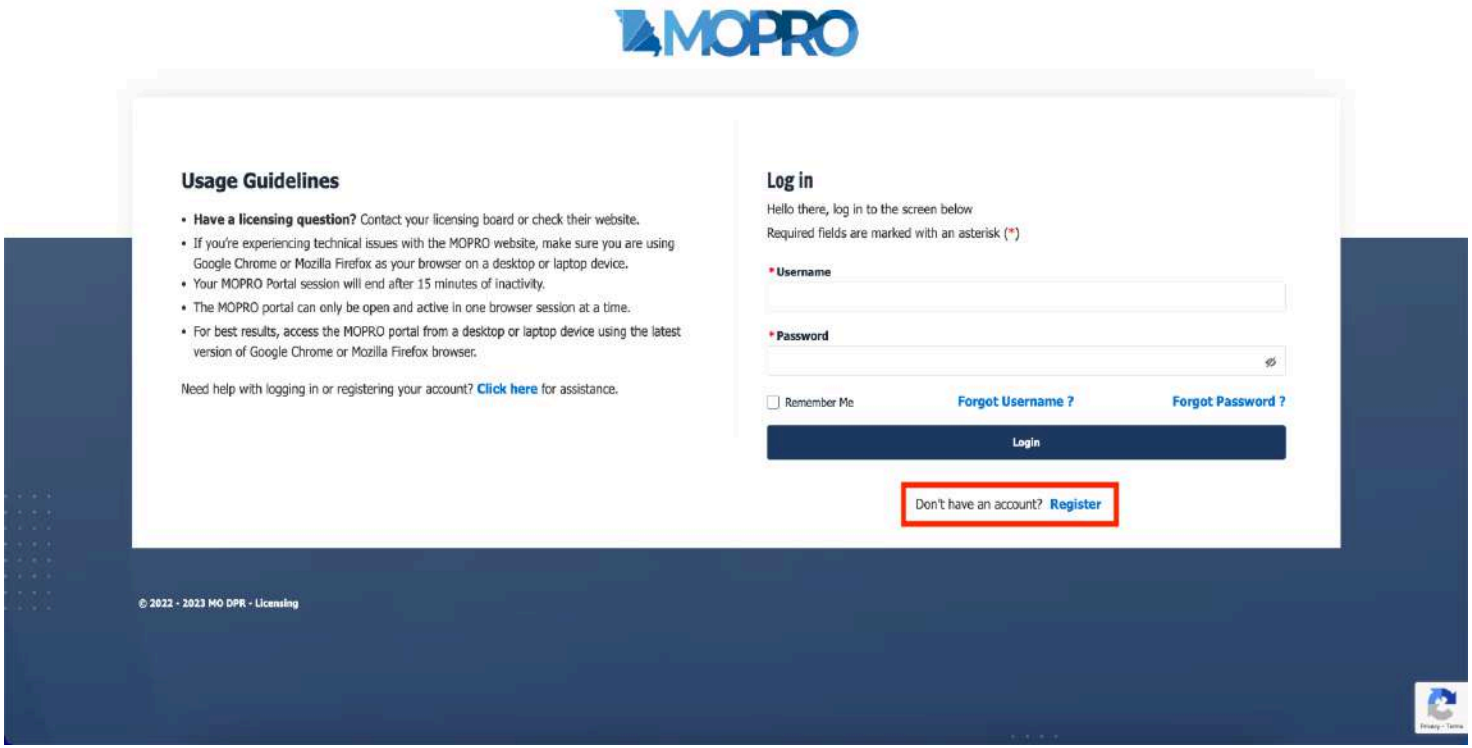
vi. After verifying the security code, and establishing security questions, click the "Register" button. You will be sent a Welcome email indicating your account has been created.

vii. Change your password for the first time using the link in the Welcome email.

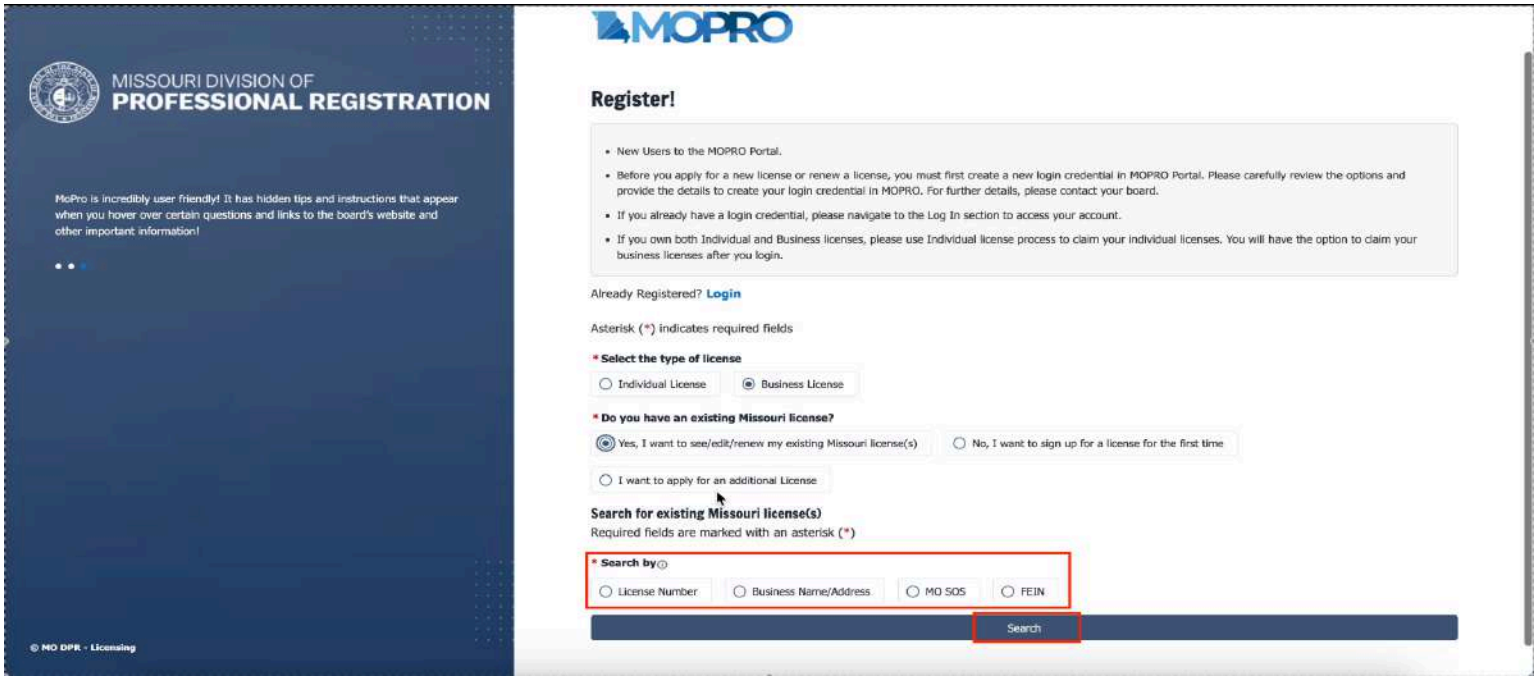
If I already have a business license(s), how do I access it through the MOPRO Portal?

IMPORTANT: If you have an individual license(s) as well as a business license(s), please “Claim your Individual Log In credentials” first. Once you have claimed your individual log in credentials and logged in to the MOPRO portal, click on the “Claim your license(s) button” to claim your business licenses as well.

a. Visit the website https://mopro.mo.gov/license/s/
b. Click **Register**



c. You will be redirected to the Registration Form.
d. Select the License Type:
    i. Choose “Business License” from the available options.
e. For “Do you have an existing Missouri License?”, select: “Yes, I want to see/edit/renew my existing Missouri license(s)”.
f. Search for Your Business license:
    i. You can search using one of the following methods:
        - License Number
        - Business Name/Address
        - MO SSN
        - FEIN
g. Complete the relevant fields based on your selected search method.
h. Click the “Search” button to locate your Business license.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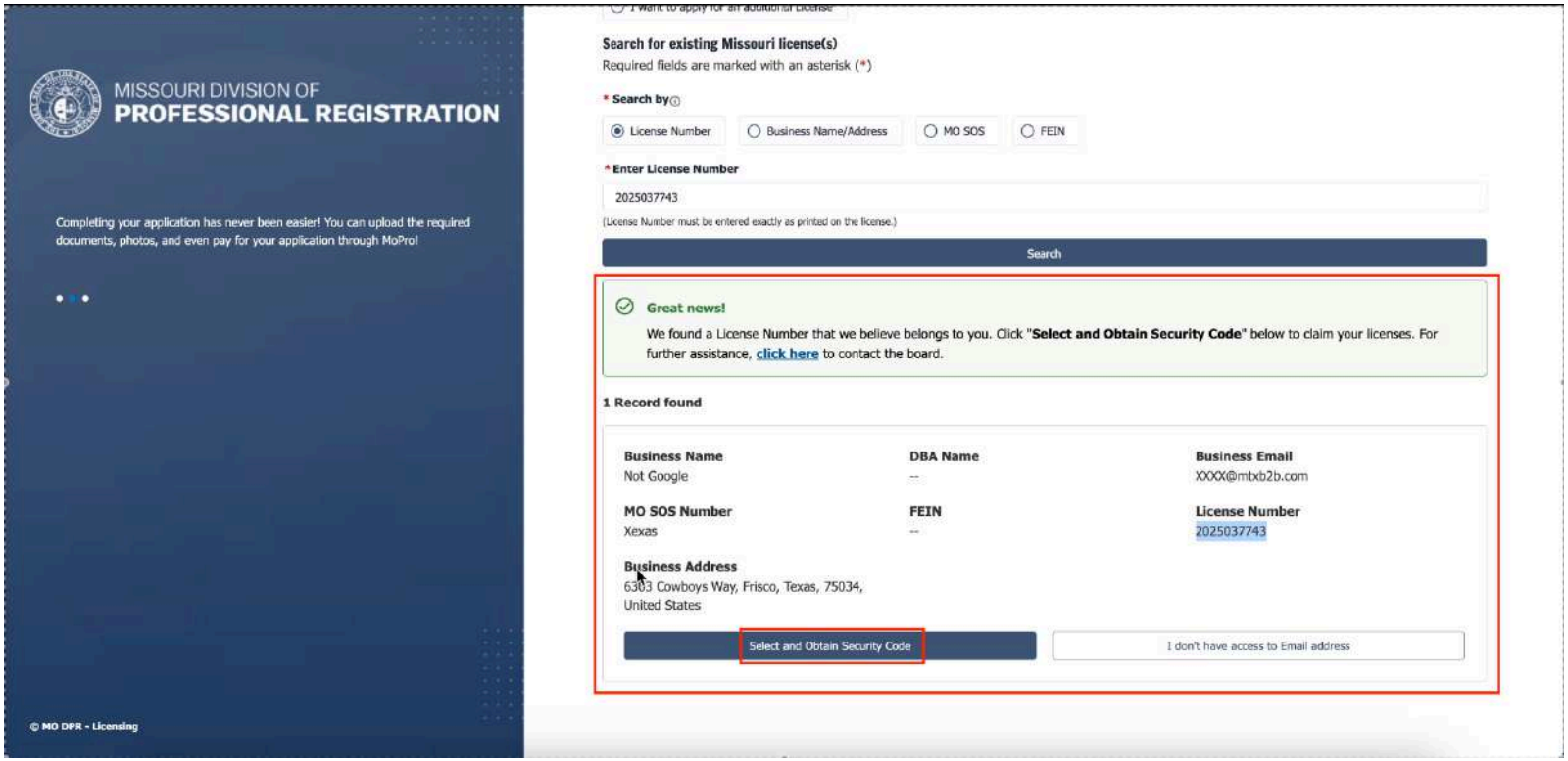
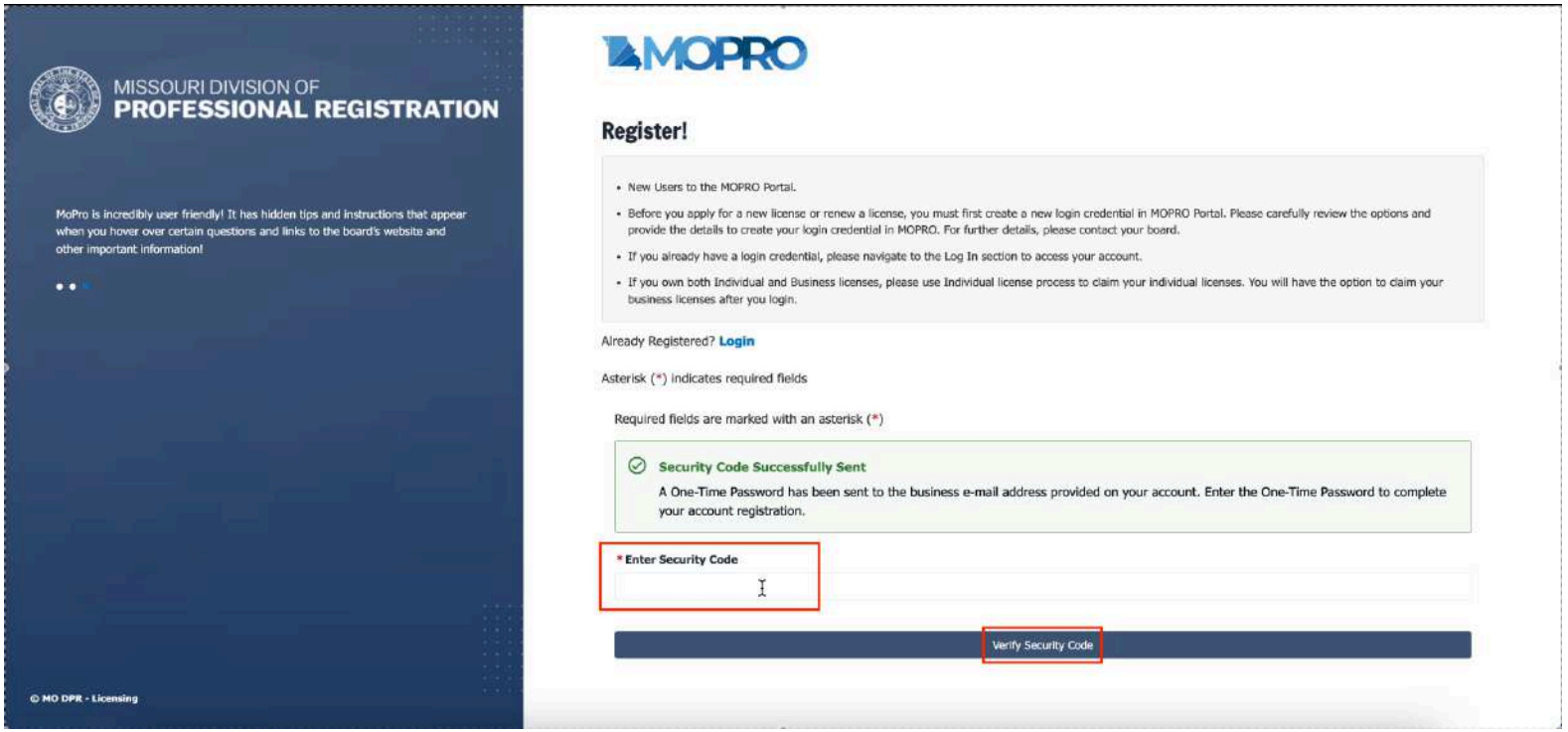
If you already have a login credential, please navigate to the Log In section to access your account.
If you own both Individual and Business licenses, please use Individual license process to claim your individual licenses. You will have the option to claim your business licenses after you login.
Already Registered? Login
Asterisk (*) indicates required fields
* Select the type of license
Individual License
Business License
* Do you have an existing Missouri license?
Yes, I want to see/edit/renew my existing Missouri license(s)
No, I want to sign up for a license for the first time
I want to apply for an additional License
Search for existing Missouri license(s)
Required fields are marked with an asterisk (*)
* Search by
License Number
Business Name/Address
MO SOS
FEIN
Search

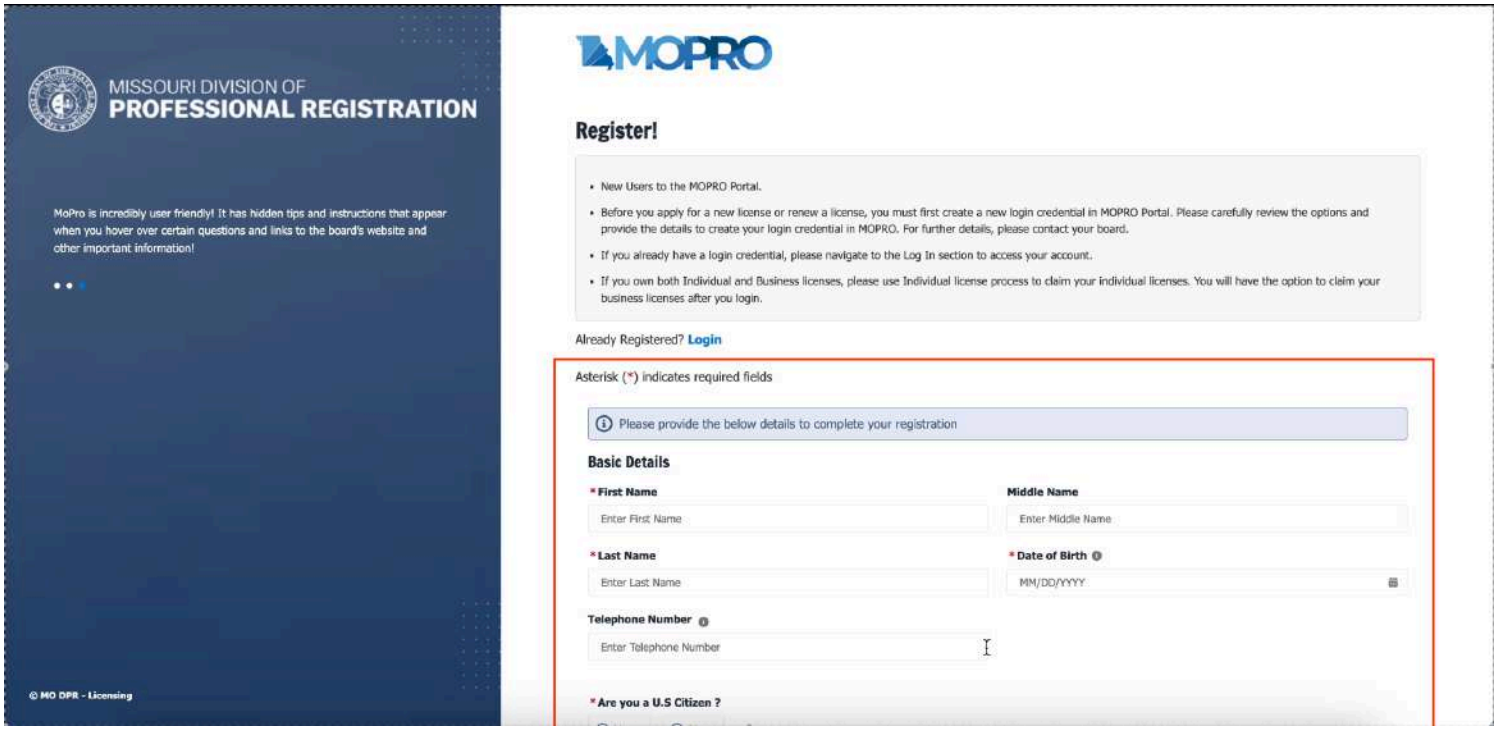


i. From the search results, choose your Business license then click the “Select and Obtain Security Code”.

ii. A security code will be sent to the email address associated with the business license.



iii. Enter the security code and select “Verify Security Code”.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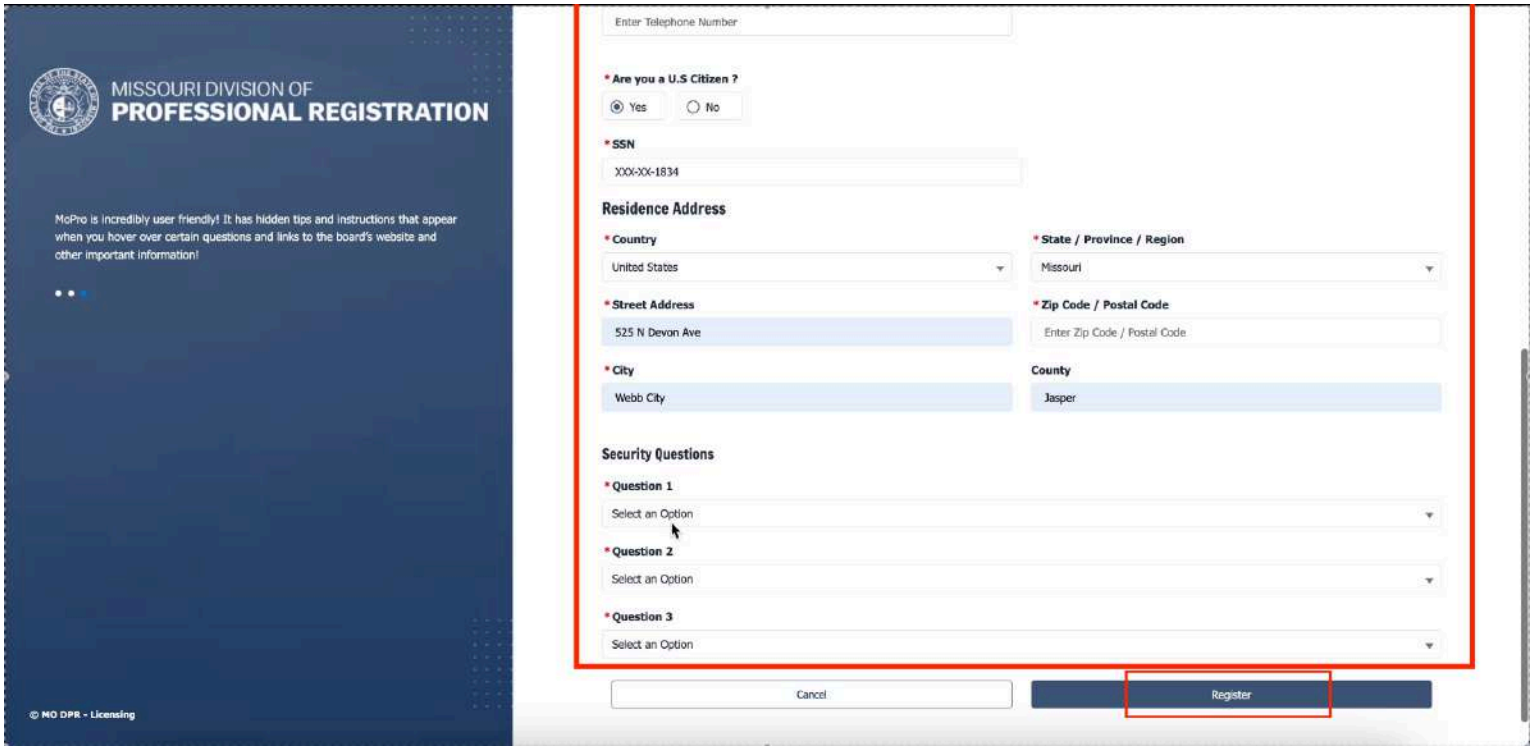
If you own both Individual and Business licenses, please use Individual license process to claim your individual licenses. You will have the option to claim your business licenses after you login.
Already Registered? Login
Asterisk (*) indicates required fields
Please provide the below details to complete your registration
Basic Details
*First Name
Enter First Name
Middle Name
Enter Middle Name
*Last Name
Enter Last Name
*Date of Birth
MM/DD/YYYY
Telephone Number
Enter Telephone Number
*Are you a U.S Citizen ?



iv. Enter the required information, answer security questions and click the “Register” button to finish setting up the user credentials.

v. You will be sent a Welcome email indicating your user credentials have been created.

vi. Change your password for the first time using the link in the Welcome email.

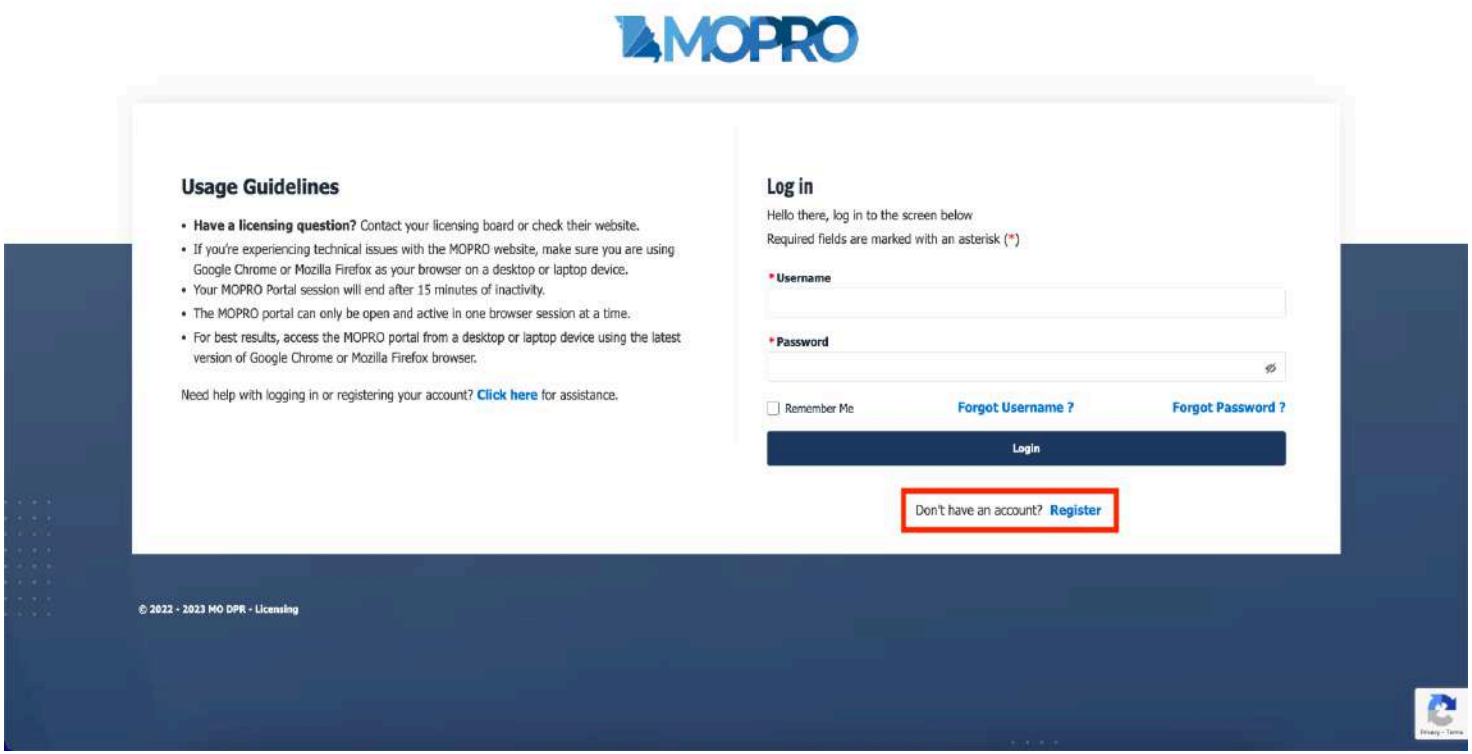
Can I register with MOPRO if I have a pending application for an individual license?

If you have an application pending with a board, but do not have a current Missouri license, click on Register from the home page and when asked, choose the “Individual License” option to claim your user log in credentials.

NOTE: You must have provided a social security number, date of birth and email address on your paper application in order to claim your log in credentials.

a. Visit the website https://mopro.mo.gov/license/s/

b. Click **Register**



c. You will be redirected to the **Registration Form.**

i. Select the License Type:

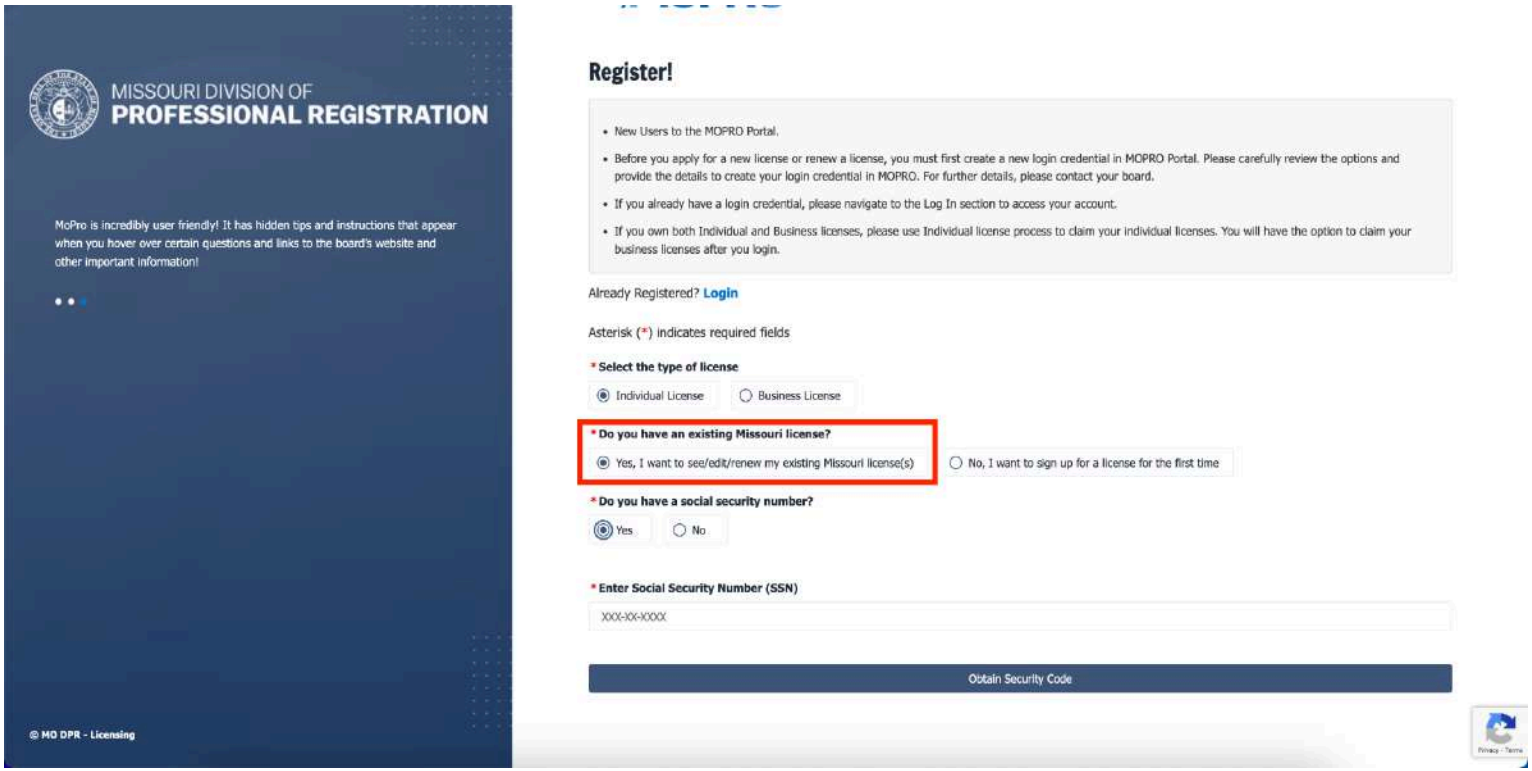
☐ Choose “Individual License” from the available options.

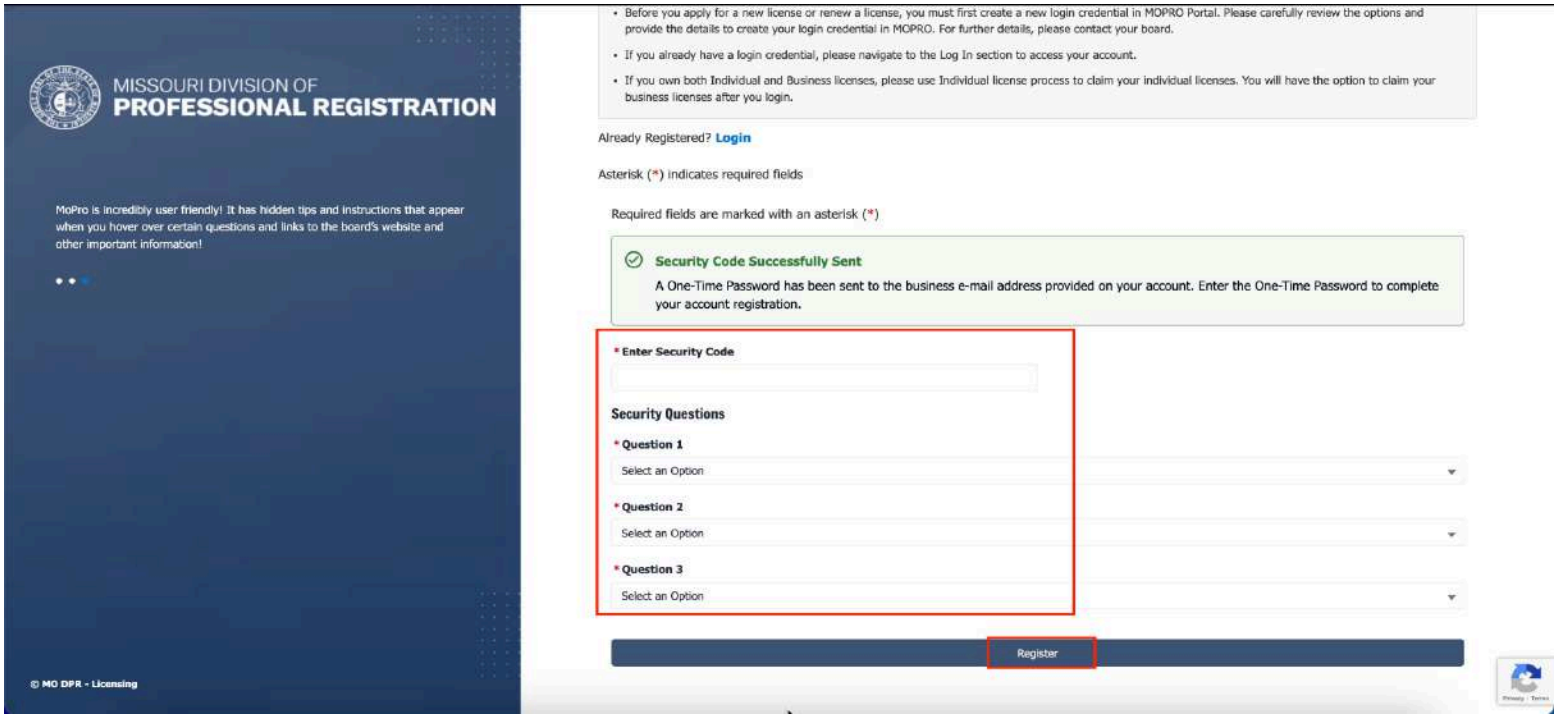
ii. For the question, “Do you have an existing Missouri License?”, **select** “Yes, I want to see/edit/renew my existing Missouri license(s)”.

iii. Enter your Social Security Number (SSN)

iv. If you don't have a SSN, you will be required to provide your Date of Birth and the email address you used when you applied for your license.

v. Once the required fields are entered, request a Security Code by clicking the “Obtain Security Code” button.





vi. After verifying the security code, and establishing security questions, click the "Register" button. You will be sent a Welcome email indicating your account has been created.

vii. Change your password for the first time using the link in the Welcome email.

How do I respond to the military question about serving on active duty in the Armed Forces?

Regarding the following question, (1) Have you ever served on active duty in the Armed Forces of the United States and separated from such service under conditions other than dishonorable?

These questions, pursuant to section 42.051, RSMo, offer assistance and services, including those by the Missouri Veterans Commission, to veterans of the Armed Forces of the United States.

- Please answer “yes” if you have served and separated under any one of the following: honorable discharge; general discharge under honorable conditions; other than honorable discharge; entry-level separation; or medical separation.
- Please answer “no” if you were dishonorably discharged.

What type of documentation is required to prove lawful presence?

NOTE: Proof of lawful presence will be required for all new applications and reinstatements (from a lapsed, inactive, or expired status) after January 14, 2025.

U.S. Citizenship

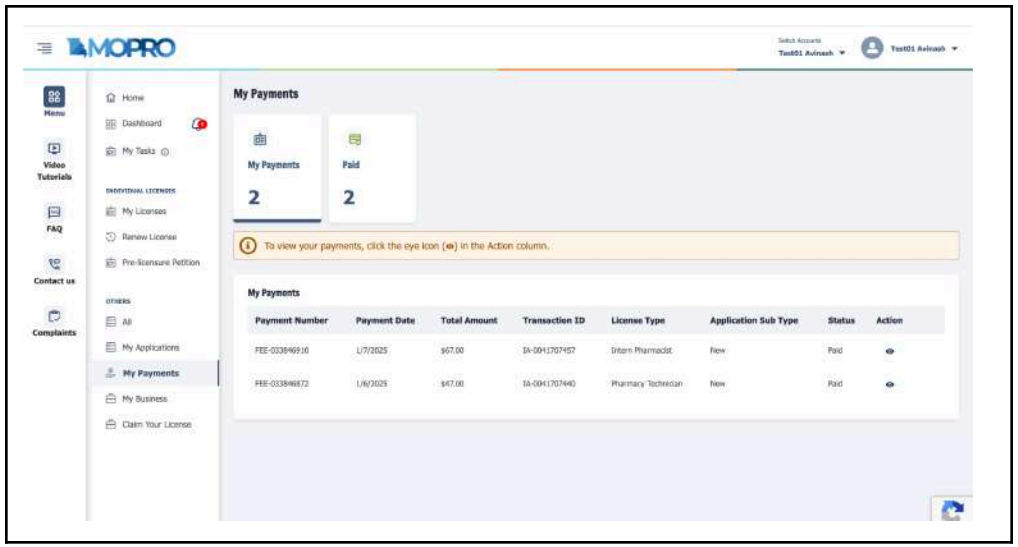
(1) A REAL ID driver's license
(2) A birth certificate showing birth in one of the 50 states or territories of the United States
(3) A signed United States passport; current or expired.

Foreign Citizen Proof of Lawful Presence

(1) F1 Student Visa
(2) H1B Visa
(3) U.S. Permanent Resident Card
(4) U.S. Permanent Resident Card Expired – Extension Granted
(5) VISA with stamped date of U.S. entry

How do I get a receipt for a payment made via MOPRO?

1. Click on My Payments
2. Click on Eye Icon
3. Click on Download Receipt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Test01 Avinash
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Video Tutorials
FAQ
Contact us
Complaints
Home
Dashboard
My Tasks
My Licenses
Renew License
Pre-licensure Petition
All
My Applications
My Payments
My Business
Claim Your License
My Payments
My Payments
2
Paid
2
To view your payments, click the eye icon ( ) in the Action column.
My Payments
Payment Number
Payment Date
Total Amount
Transaction ID
License Type
Application Sub Type
Status
Action
FEE-033846910
1/7/2025
$67.00
IA-0041707457
Intern Pharmacist
New
Paid
FEE-033846872
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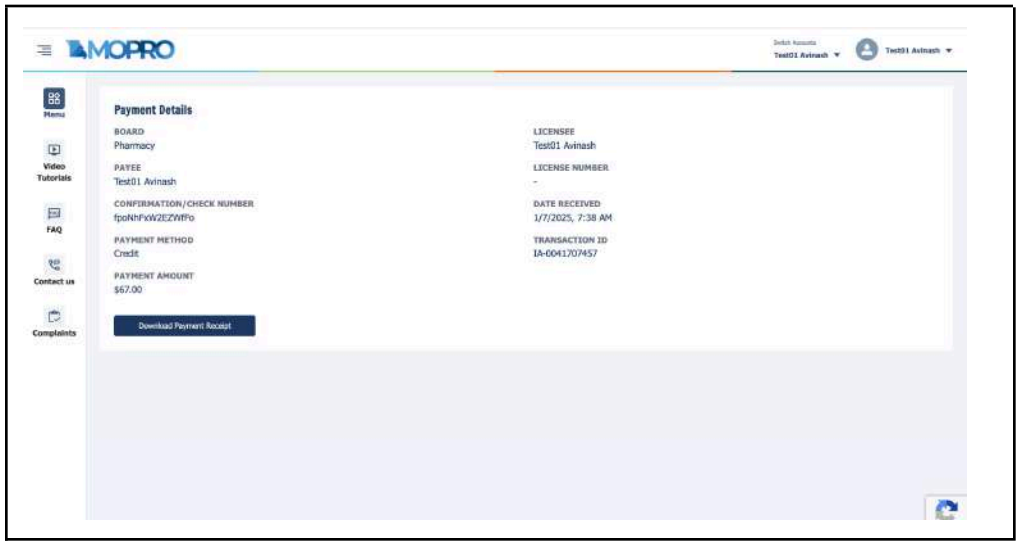
$47.00
IA-0041707440
Pharmacy Technician
New
Paid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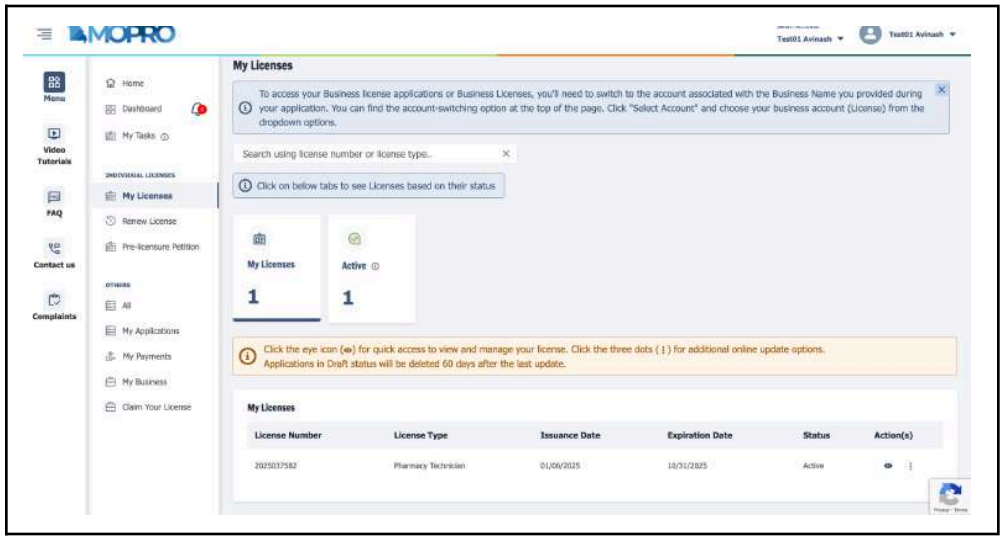
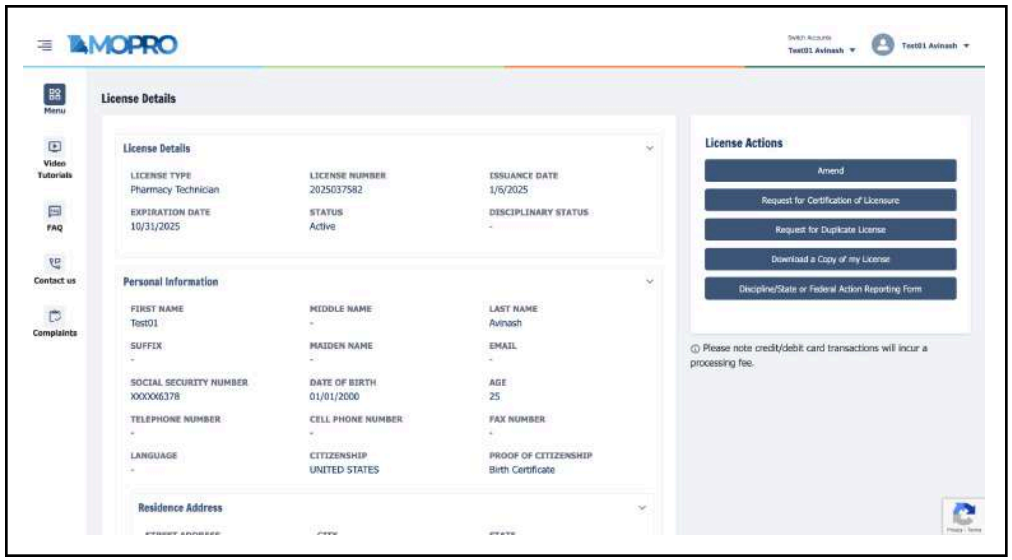
Payment Details
BOARD
Pharmacy
PAYEE
Test01 Avinash
CONFIRMATION/CHECK NUMBER
fpoNhFxW2EZWfFo
PAYMENT METHOD
Credit
PAYMENT AMOUNT
$67.00
LICENSEE
Test01 Avinash
LICENSE NUMBER
-
DATE RECEIVED
1/7/2025, 7:38 AM
TRANSACTION ID
IA-0041707457
Download Payment Receipt

How do I change the name on my license?

1. Click on My Licenses
2. Select the license you want to change
3. Click the Eye Icon
4. Click the Amend Button
5. Select Change of Name

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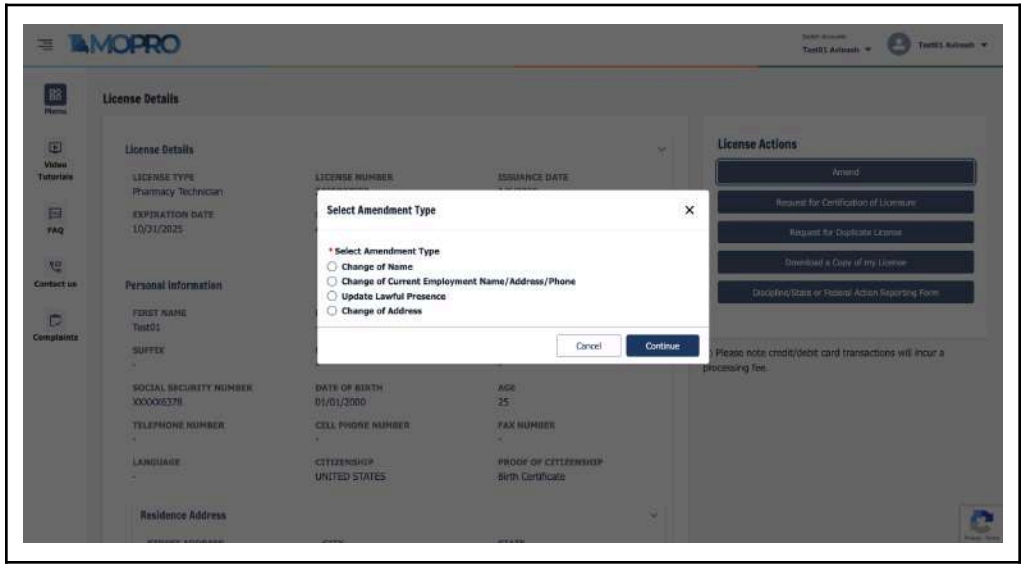
FAQ
Contact us
Complaints
License Details
License Details
LICENSE TYPE
Pharmacy Technician
LICENSE NUMBER
2025037582
ISSUANCE DATE
1/6/2025
EXPIRATION DATE
10/31/2025
STATUS
Active
DISCIPLINARY STATUS
-
Personal Information
FIRST NAME
Test01
MIDDLE NAME
-
LAST NAME
Avinash
SUFFIX
-
MAIDEN NAME
-
EMAIL
-
SOCIAL SECURITY NUMBER
XXXXX6378
DATE OF BIRTH
01/01/2000
AGE
25
TELEPHONE NUMBER
-
CELL PHONE NUMBER
-
FAX NUMBER
-
LANGUAGE
-
CITIZENSHIP
UNITED STATES
PROOF OF CITIZENSHIP
Birth Certificate
Residence Address
License Actions
Amend
Request for Certification of Licensure
Request for Duplicate License
Download a Copy of my License
Discipline/State or Federal Action Reporting Form
Please note credit/debit card transactions will incur a processing fee.

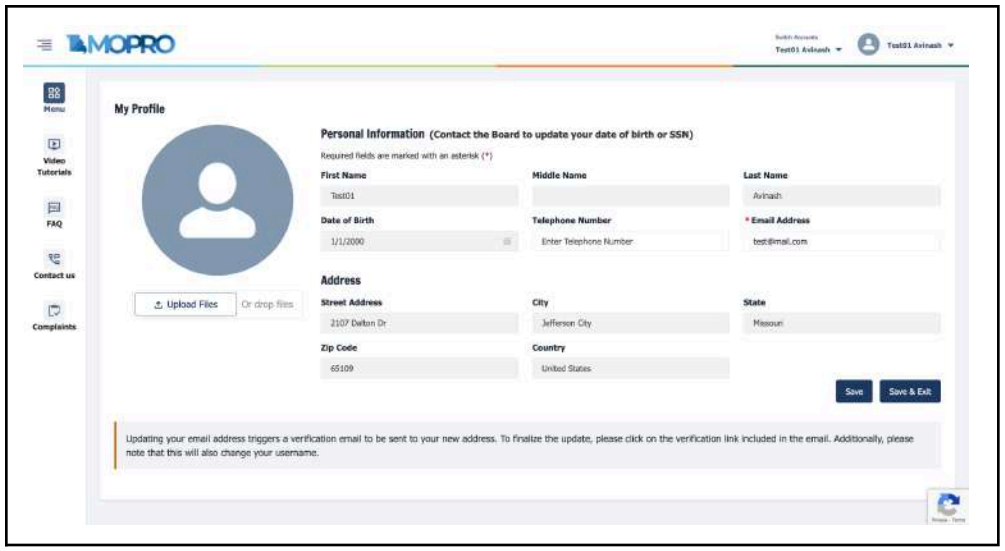

MOPRO
Test01 Avinash
License Details
Select Amendment Type
* Select Amendment Type
Change of Name
Change of Current Employment Name/Address/Phone
Update Lawful Presence
Change of Address
Cancel
Continue
License Actions
Amend
Request for Certification of Licensure
Request for Duplicate License
Download a Copy of my License
Discipline/State or Federal Action Reporting Form

How do I change the address on my account?

Contact the board directly to change the address on the account

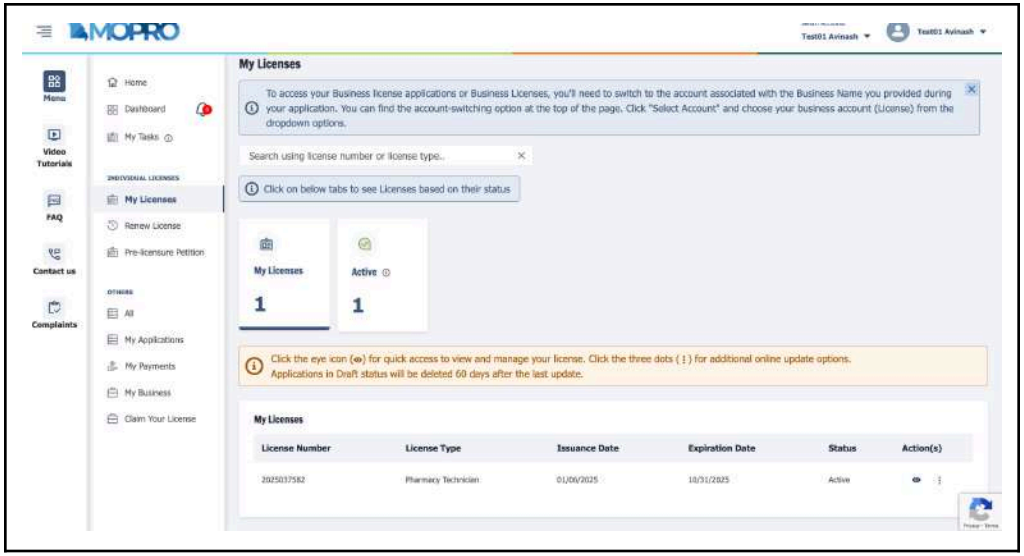
How do I change my email address?

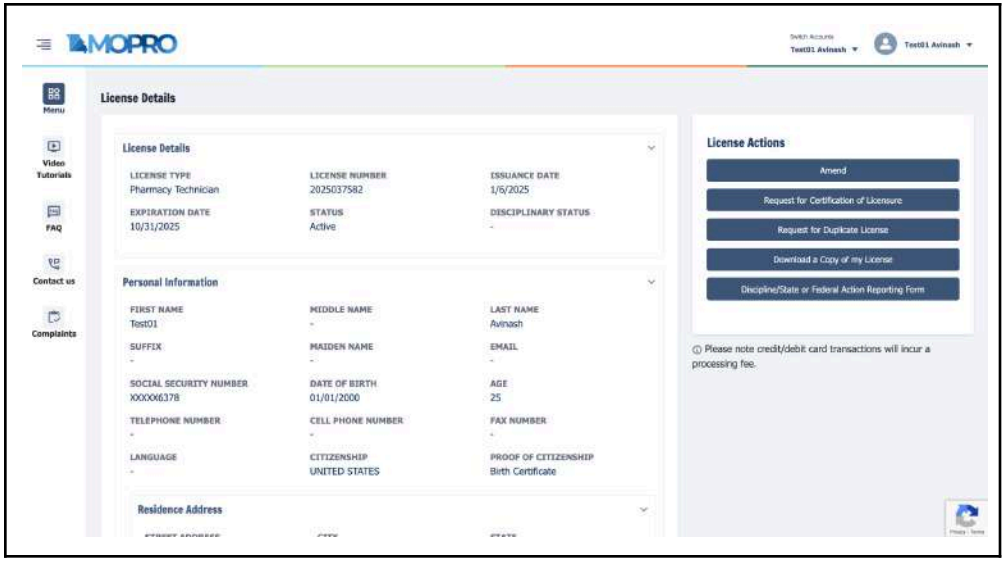
1. Click on the Profile Icon available on the top right corner of the page
2. Select “My Profile”
3. Enter the new Email Address in the Personal Information Page
4. Click on Save or Save and Exit
5. A verification email will be sent to your new Email Address
6. Click on the link to Verify



How do I change my mailing and/or residence address on my license?

1. Click on My Licenses
2. Select the license you wish to change the address on.
3. Click on Eye Icon
4. Click on Amend Button
5. Select Change of Address
6. Choose the type of address you want to change by clicking on the checkboxes


MOPRO
Test01 Avinash
Menu
Video Tutorials
FAQ
Contact us
Complaints
Home
Dashboard
My Tasks
My Licenses
Renew License
Pre-licensure Petition
All
My Applications
My Payments
My Business
Claim Your License
My Licenses
To access your Business license applications or Business Licenses, you'll need to switch to the account associated with the Business Name you provided during your application. You can find the account-switching option at the top of the page. Click "Select Account" and choose your business account (License) from the dropdown options.
Search using license number or license type..
Click on below tabs to see Licenses based on their status
My Licenses
1
Active
1
Click the eye icon (👁) for quick access to view and manage your license. Click the three dots (⋮) for additional online update options.
Applications in Draft status will be deleted 60 days after the last update.
My Licenses
License Number
License Type
Issuance Date
Expiration Date
Status
Action(s)
2025037582
Pharmacy Technician
01/06/2025
10/31/2025
Active


MOPRO
Test01 Avinash
Menu
Video Tutorials
FAQ
Contact us
Complaints
License Details
License Details
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Pharmacy Technician
LICENSE NUMBER
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ISSUANCE DATE
1/6/2025
EXPIRATION DATE
10/31/2025
STATUS
Active
DISCIPLINARY STATUS
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Personal Information
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MIDDLE NAME
-
LAST NAME
Avinash
SUFFIX
-
MAIDEN NAME
-
EMAIL
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SOCIAL SECURITY NUMBER
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DATE OF BIRTH
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AGE
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TELEPHONE NUMBER
-
CELL PHONE NUMBER
-
FAX NUMBER
-
LANGUAGE
-
CITIZENSHIP
UNITED STATES
PROOF OF CITIZENSHIP
Birth Certificate
Residence Address
License Actions
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Request for Certification of Licensure
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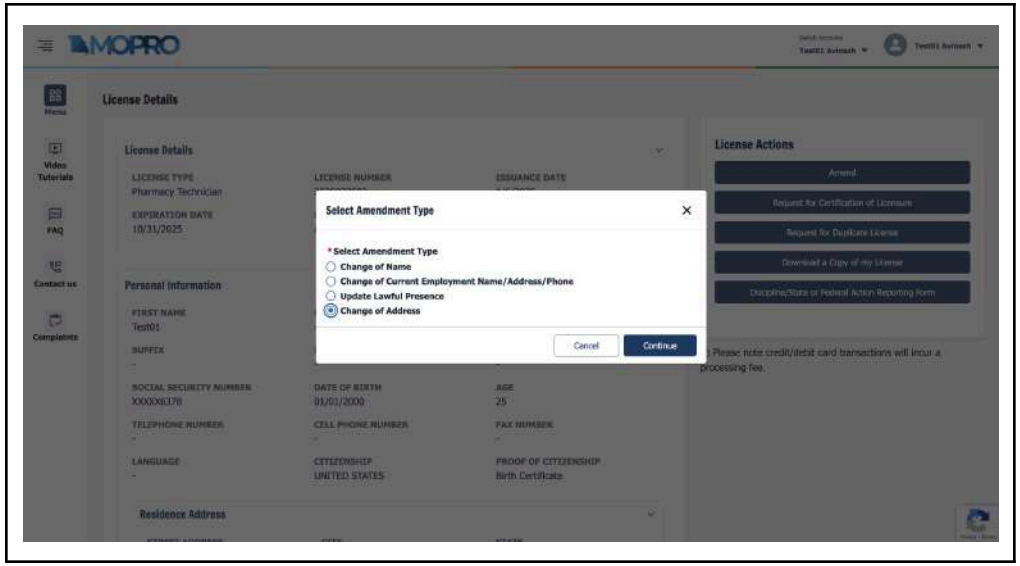
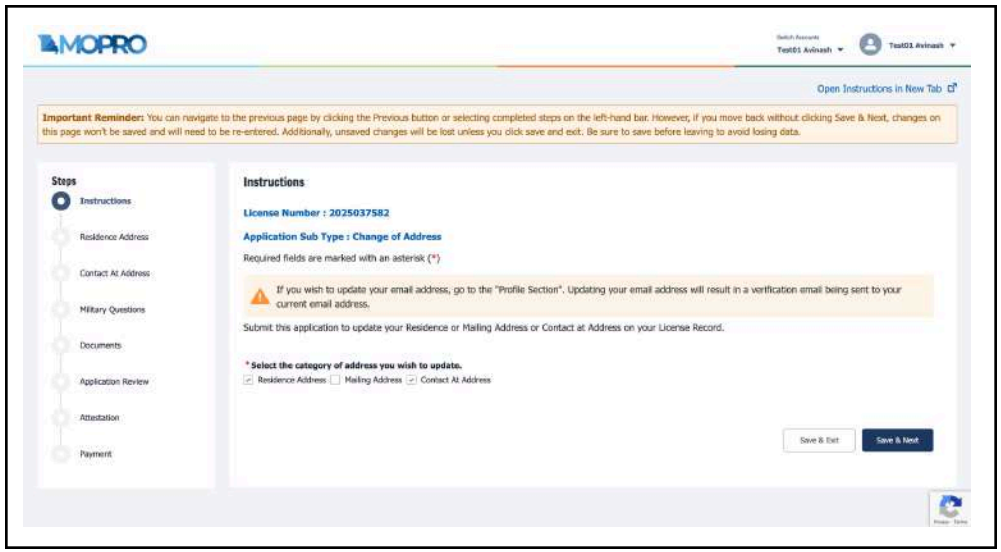

MOPRO
License Details
License Details
LICENSE TYPE
Pharmacy Technician
LICENSE NUMBER
ISSUANCE DATE
EXPIRATION DATE
10/31/2025
Personal Information
FIRST NAME
Test01
SUFFIX
SOCIAL SECURITY NUMBER
XXXXX6378
DATE OF BIRTH
01/01/2000
AGE
25
TELEPHONE NUMBER
CELL PHONE NUMBER
FAX NUMBER
LANGUAGE
CITIZENSHIP
UNITED STATES
PROOF OF CITIZENSHIP
Birth Certificate
Residence Address
Select Amendment Type
* Select Amendment Type
Change of Name
Change of Current Employment Name/Address/Phone
Update Lawful Presence
Change of Address
Cancel
Continue
License Actions
Amend
Request for Certification of Licensure
Request for Duplicate License
Download a Copy of my License
Discipline/State or Federal Action Reporting Form
Please note credit/debit card transactions will incur a processing fee.
Video Tutorials
FAQ
Contact us
Complaints



How do I change the name on my MOPRO account?

1. Contact the board directly to make changes to the name on your MOPRO account

How do I upload a document?

1. Click on Upload button
2. Select the file
3. Click on Submit

How do I change my password?

1. Click on Forgot Password

2. Enter the username (which is the email address)

3. An email will be sent with a link to set up the new password

4. Click on the link in the email

5. Enter a new password

6. Confirm the new password

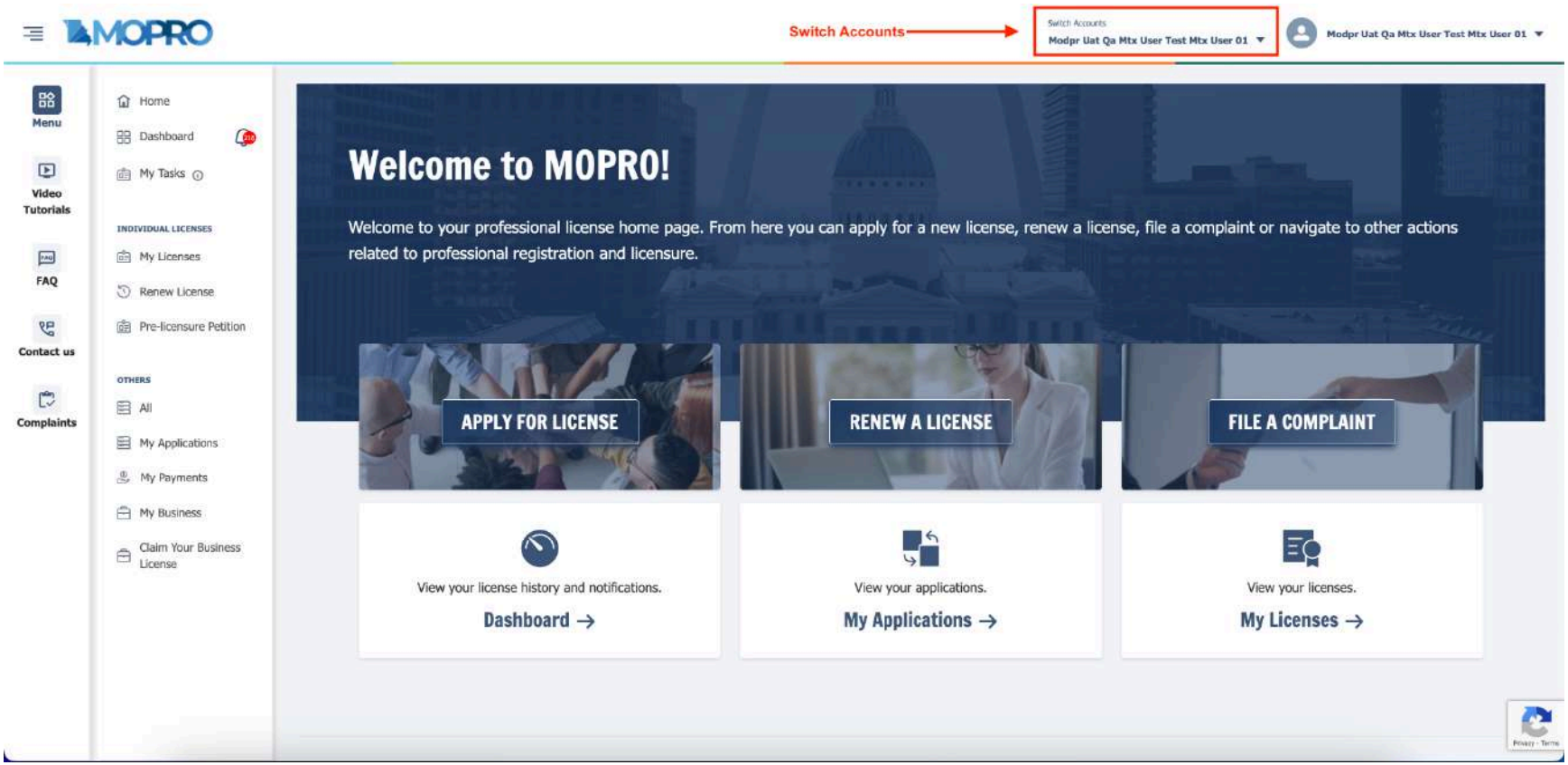
7. Click on Submit to log into the system

How do I know my information is safe in MOPRO?

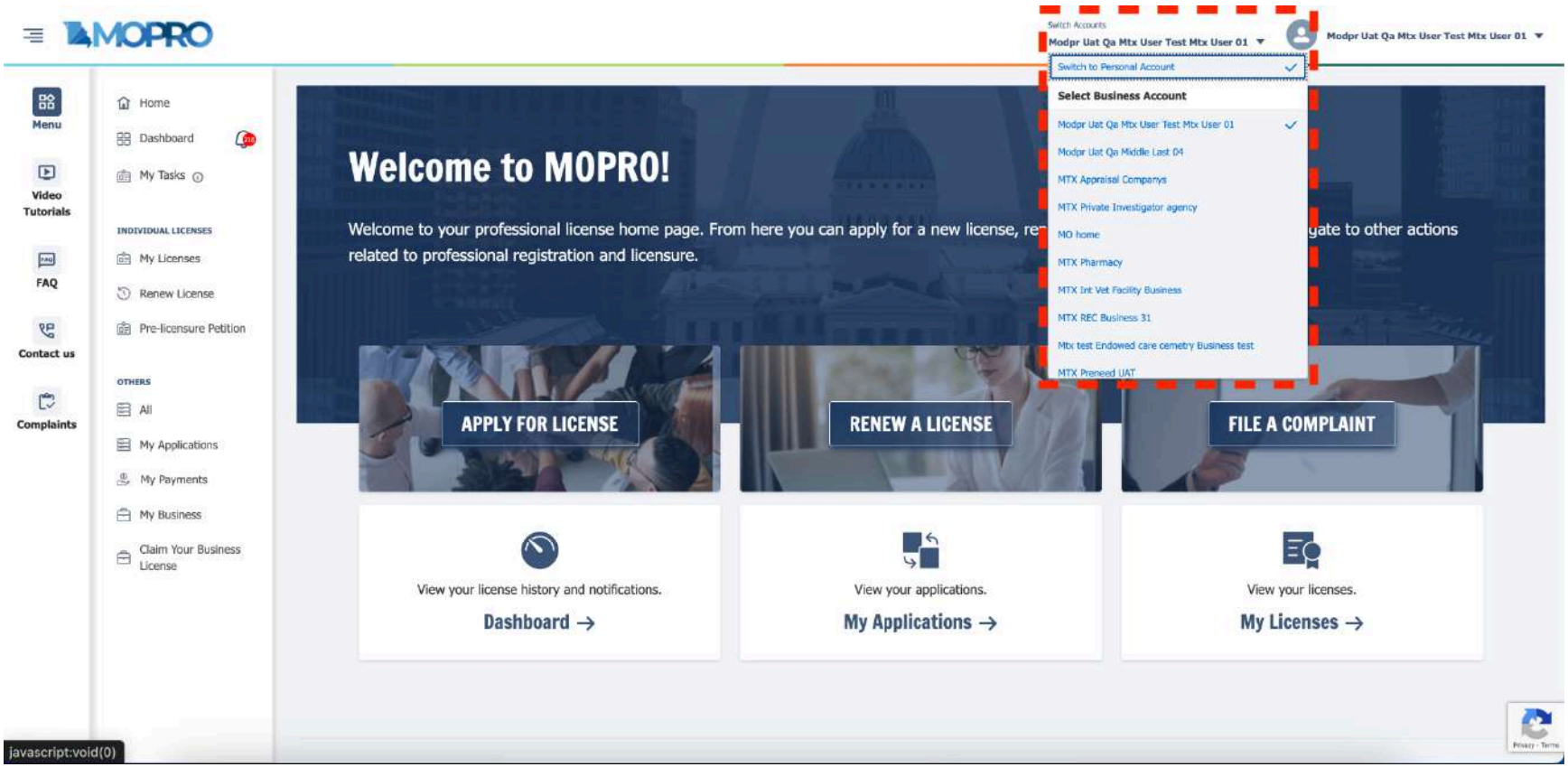
MOPRO is built on a FedRAMP certified platform (SalesForce) and is hosted by a FedRAMP certified cloud services provider (Amazon Web Services). The MOPRO architecture was reviewed and approved by the Missouri State Chief Information Security Officer.

How do I toggle between accounts?

1. Log in to the MOPRO portal.
2. Click on the **"Switch Accounts"** dropdown located at the top right corner next to the User Icon.
    a. *Note: Individual Accounts hold an Individual License, whereas Business Accounts hold a Business License.*



3. Select the desired account from the list to switch.



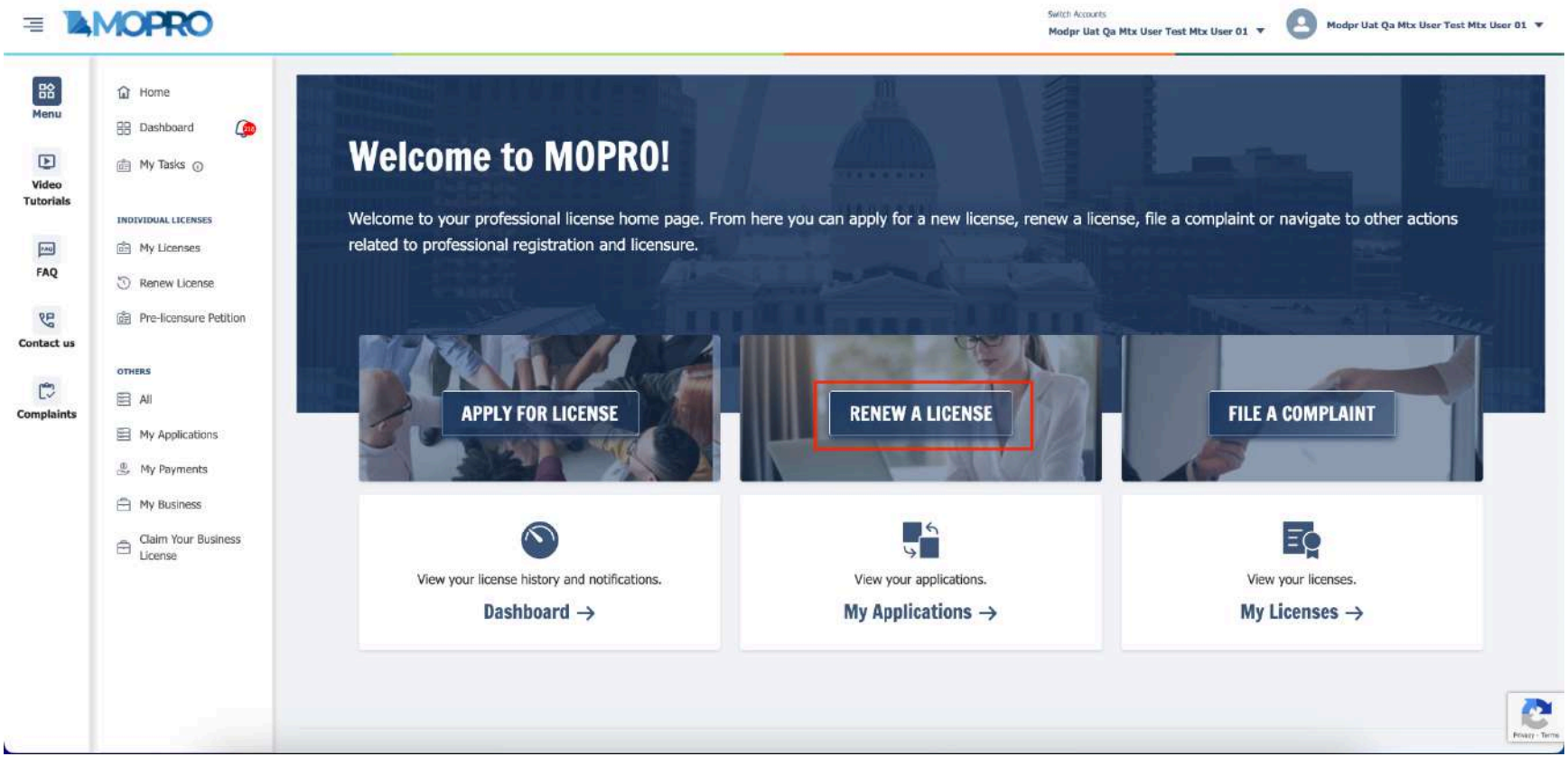
How do I access a Renewal Application?

1. **Log in** to the MOPRO portal.
2. **Switch to the account** that holds the license requiring renewal.

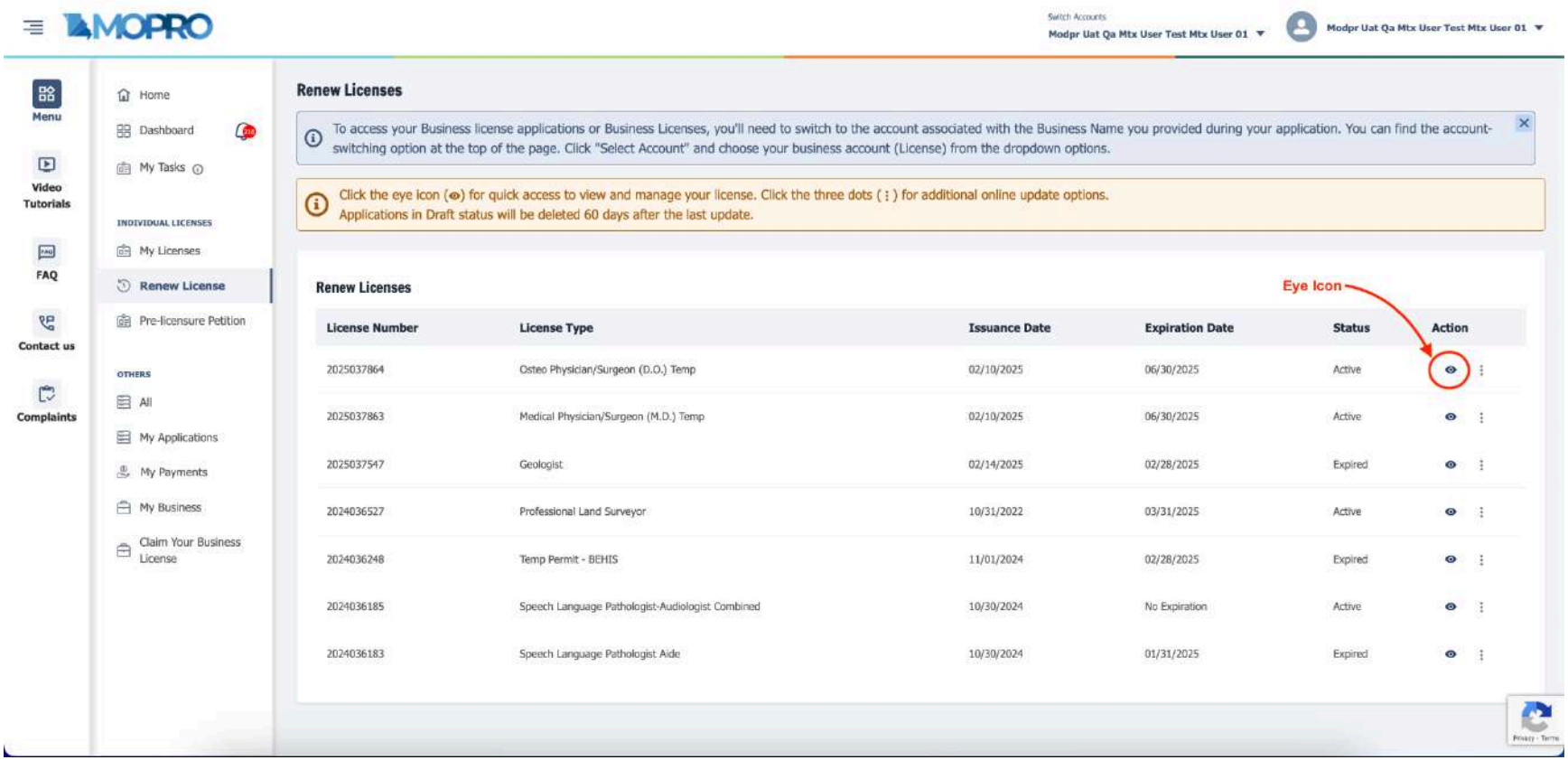
a. *Note: Refer to How to toggle between Individual Accounts and Business Accounts.*

3. On the **homepage**, click the **"RENEW A LICENSE"** button. This will display eligible licenses currently in the **Renewal Period**.

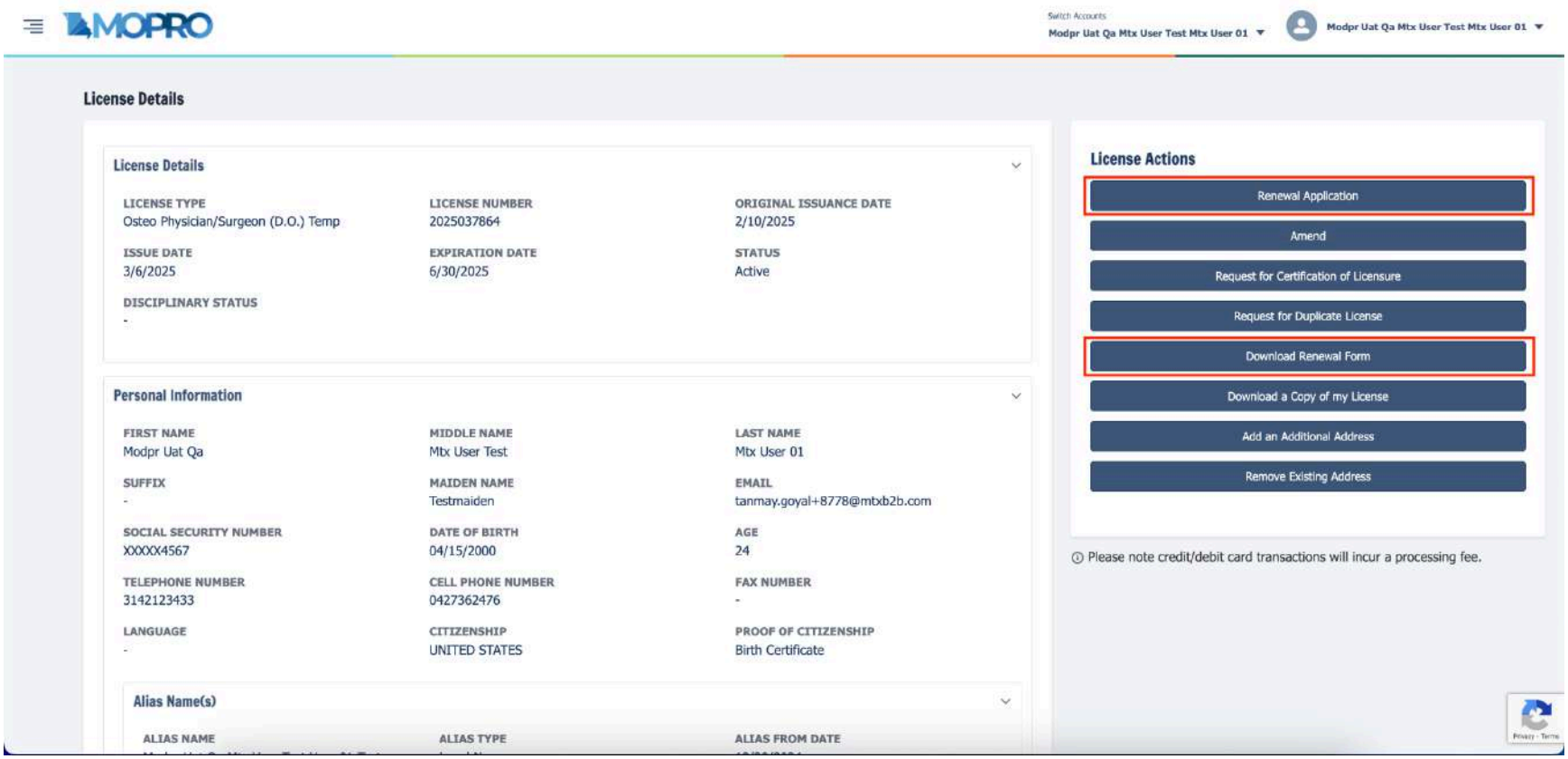
Note: If you are not seeing the License under the Renewal List, contact the Board Staff.



4. Click the **Eye Icon** to view license details.

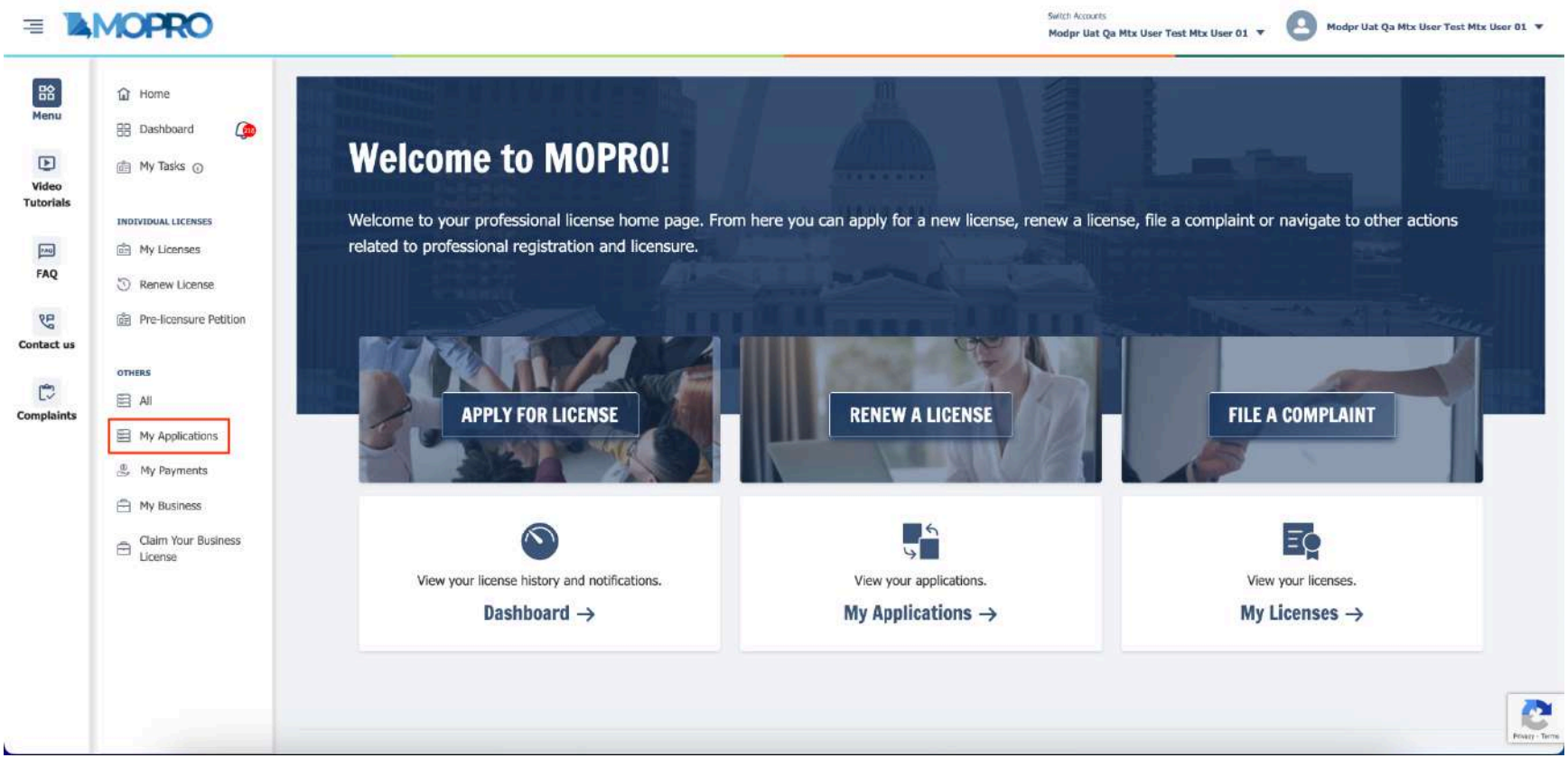


5. Choose one of the following options:
    a. Click **"Renewal Application"** to start the **Online Renewal Application**.
    b. Click **"Download Renewal Form"** to download and submit a **paper renewal form** to the **DPR office**.

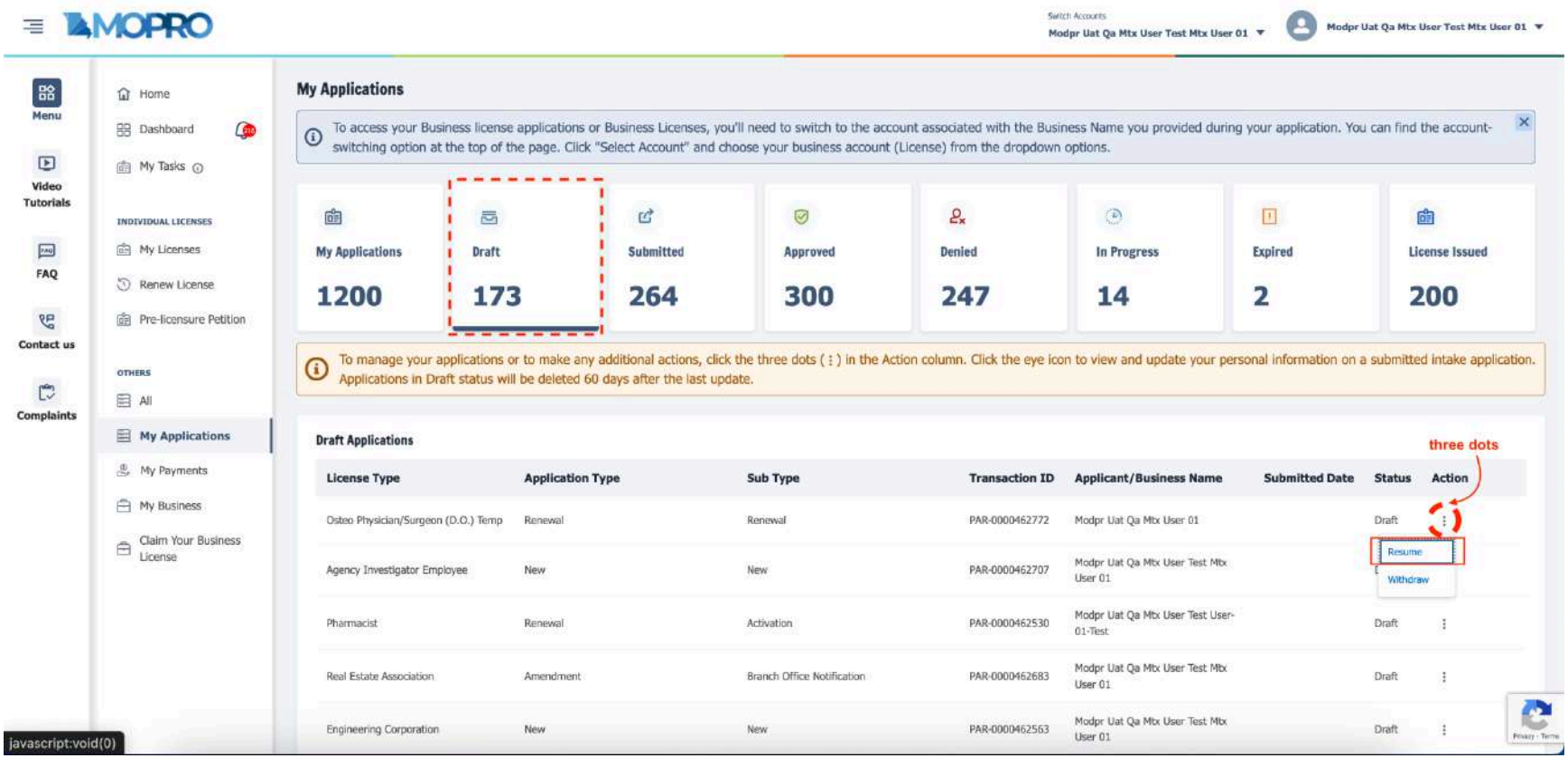


How do I resume a draft application?

1. Click on the **"My Applications"** from the menu.

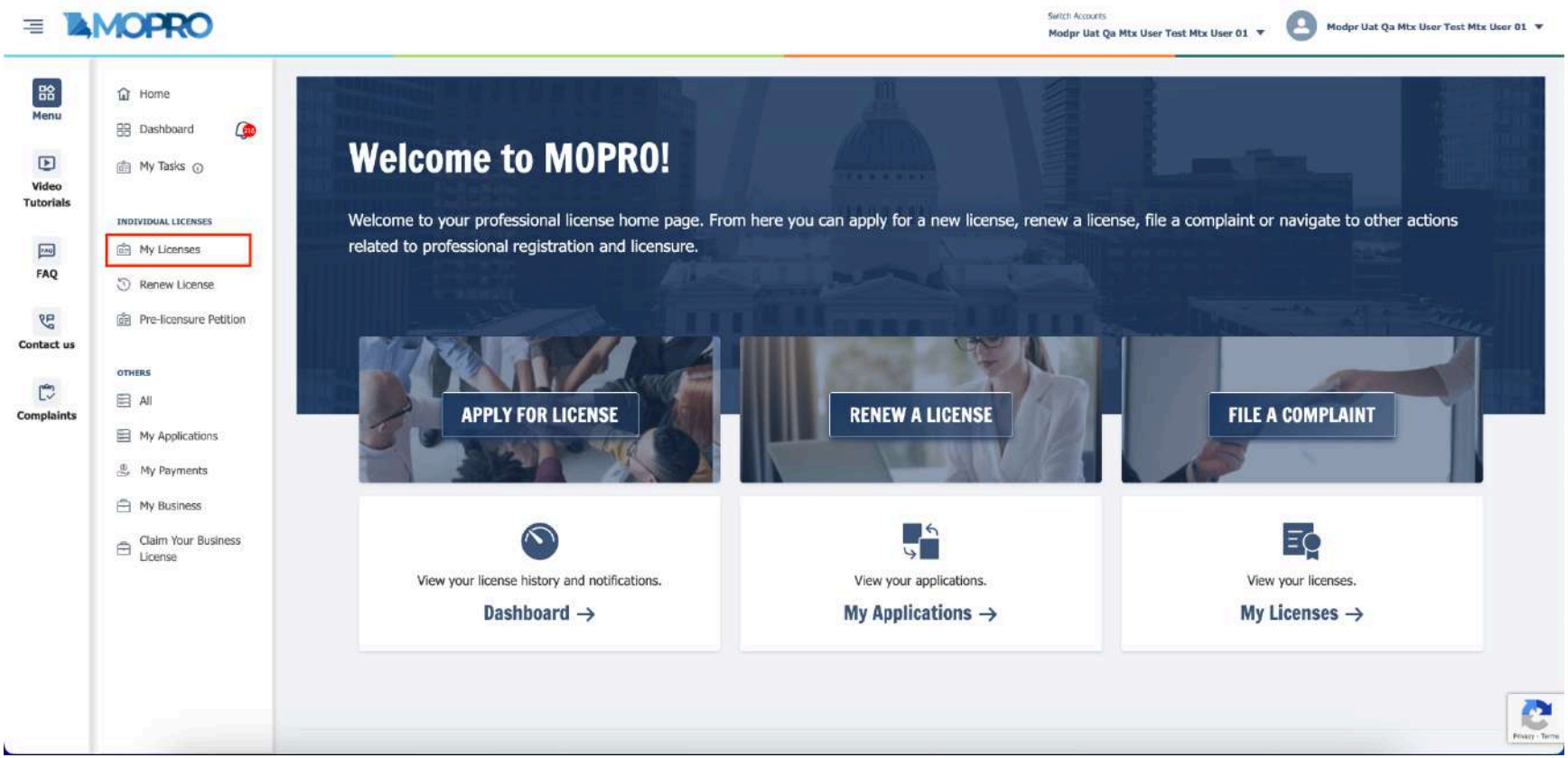


2. Locate the card labeled **"Draft"** to view all draft applications.
3. Click the **three dots** under the **Action** column for the application you want to resume.
4. Select **"Resume"** to continue your application.

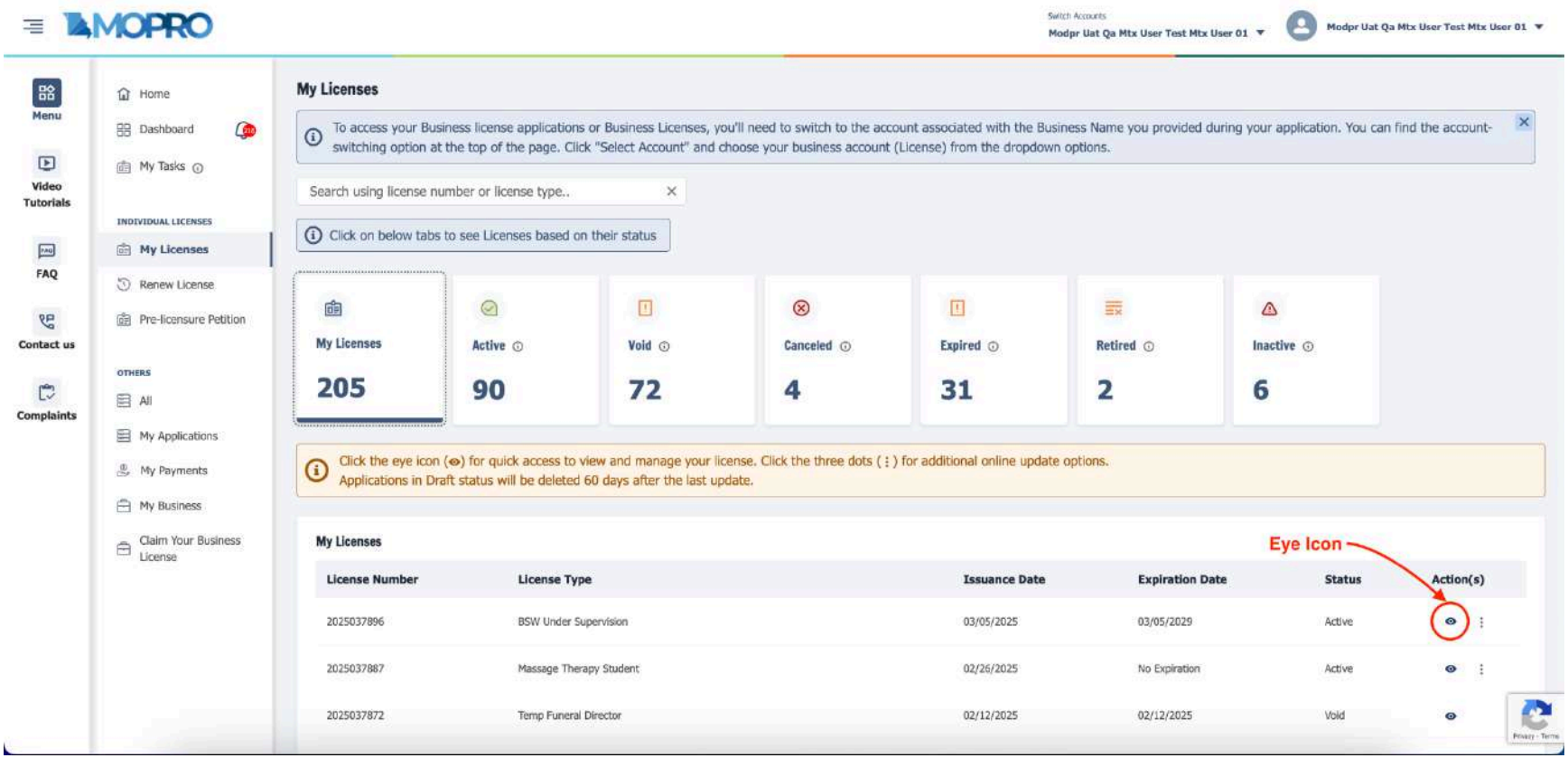


How do I download my license?

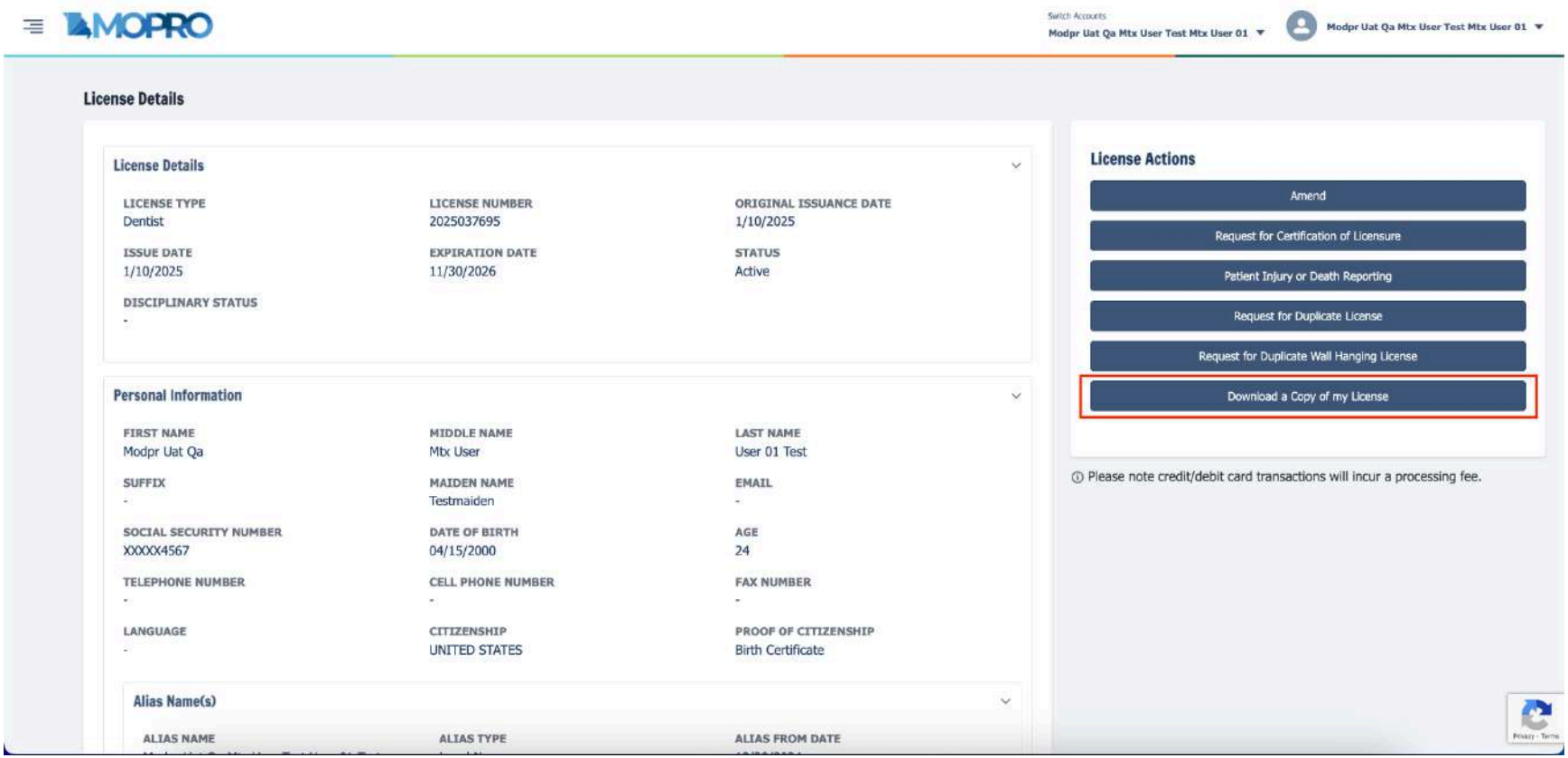
1. Log in to the **MOPRO** portal.
2. Switch to the account that holds the license you want to download.
3. Click on **"My Licenses"** from the menu.



4. Click the **Eye Icon** to view the details of the license you want to download.

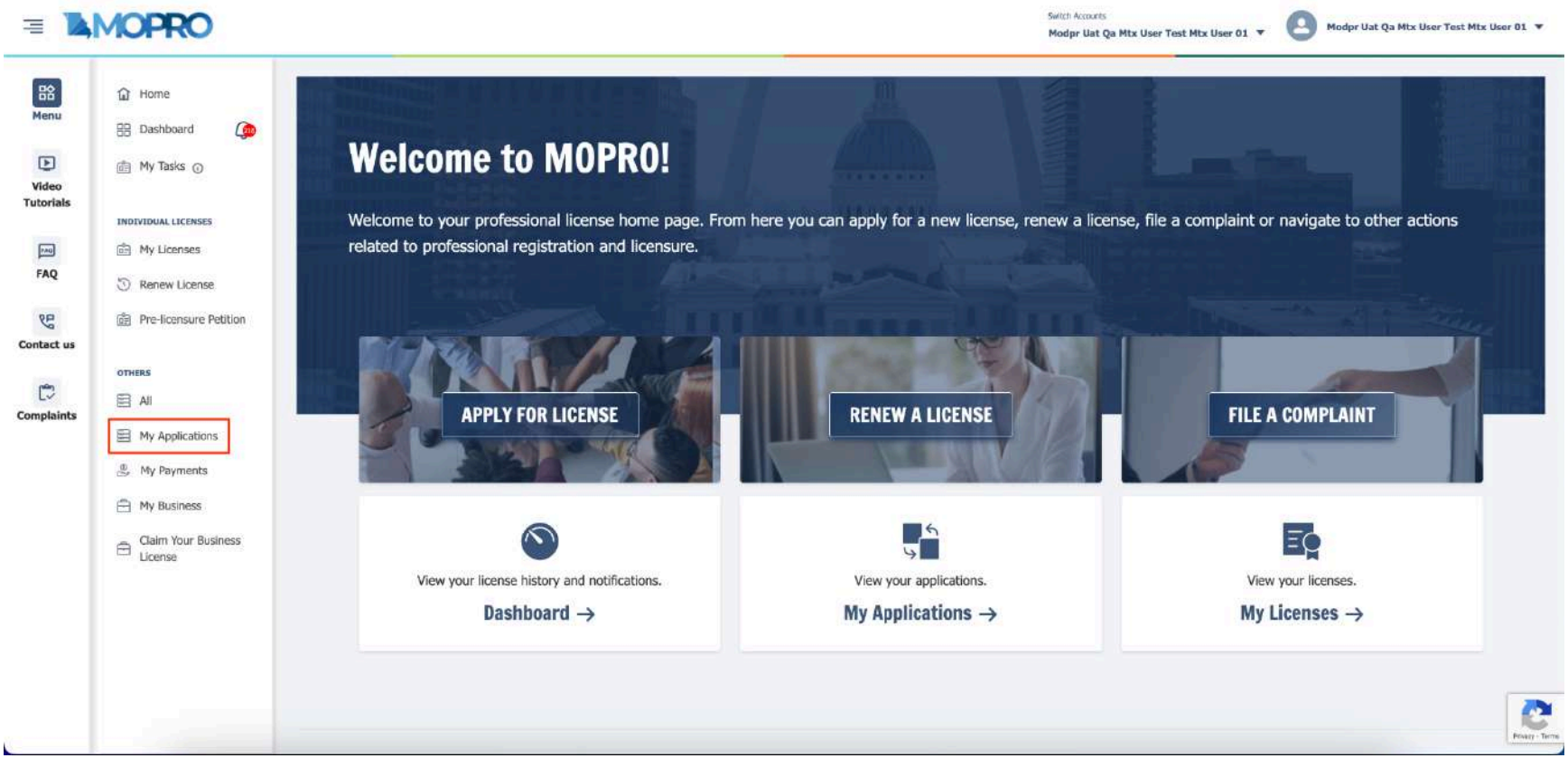


5. Under License Actions click **"Download a Copy of My License"** to download the PDF version.

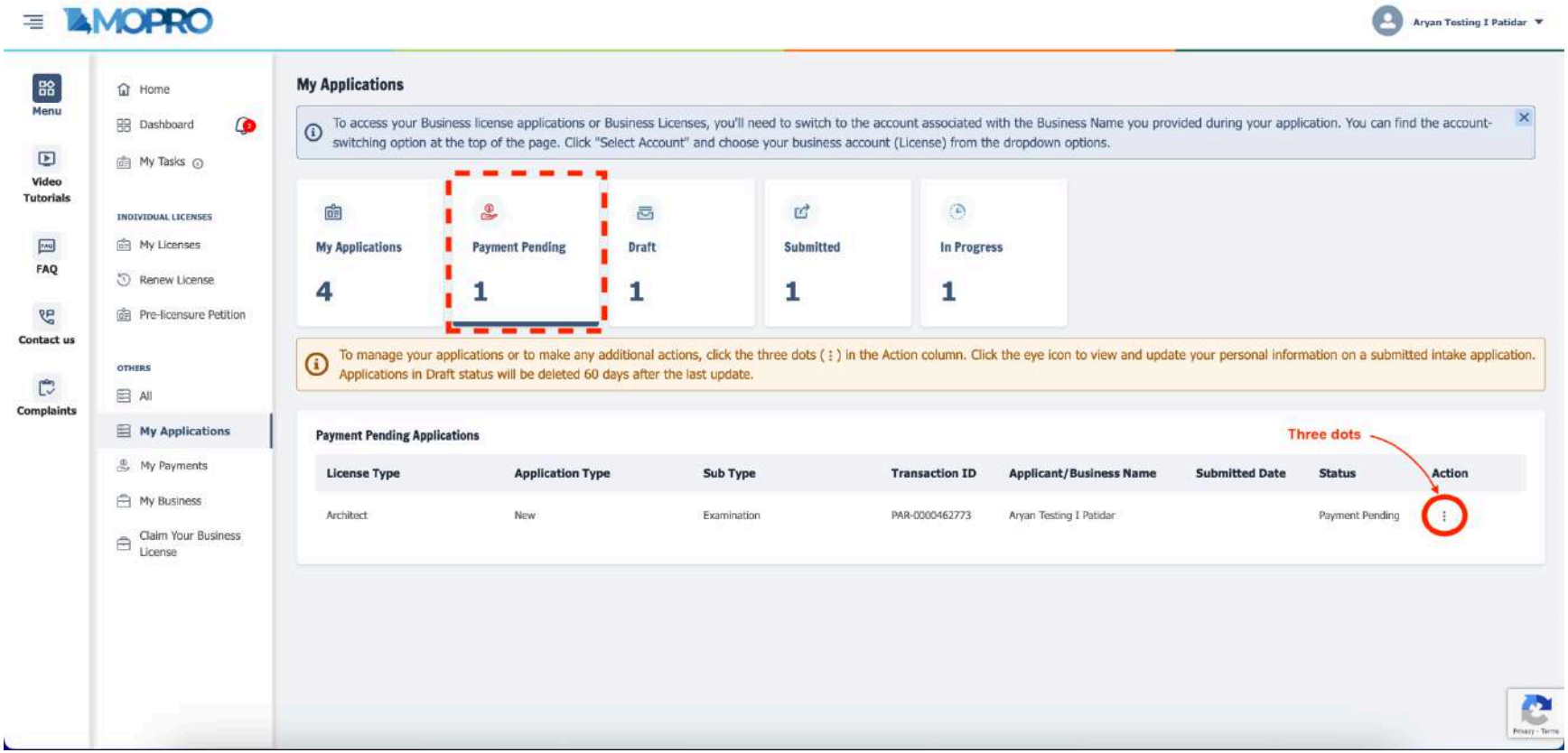


What do I do if the payment page glitches?

1. Click on **"My Applications"** from the menu.

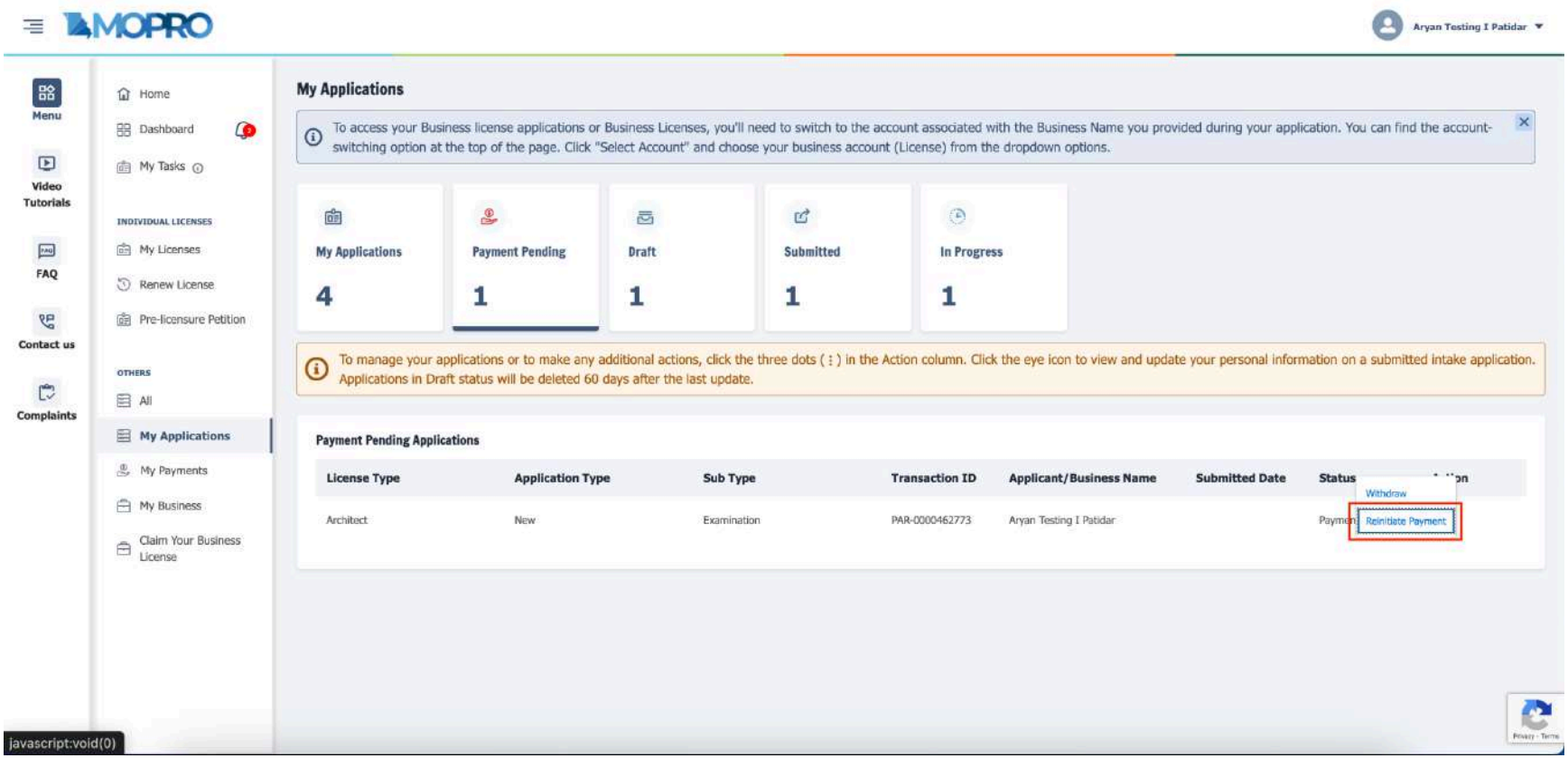


2. Click on the **"Payment Pending"** card to view all applications with pending payments.
3. Click the **three dots** under the Action column for the relevant application.



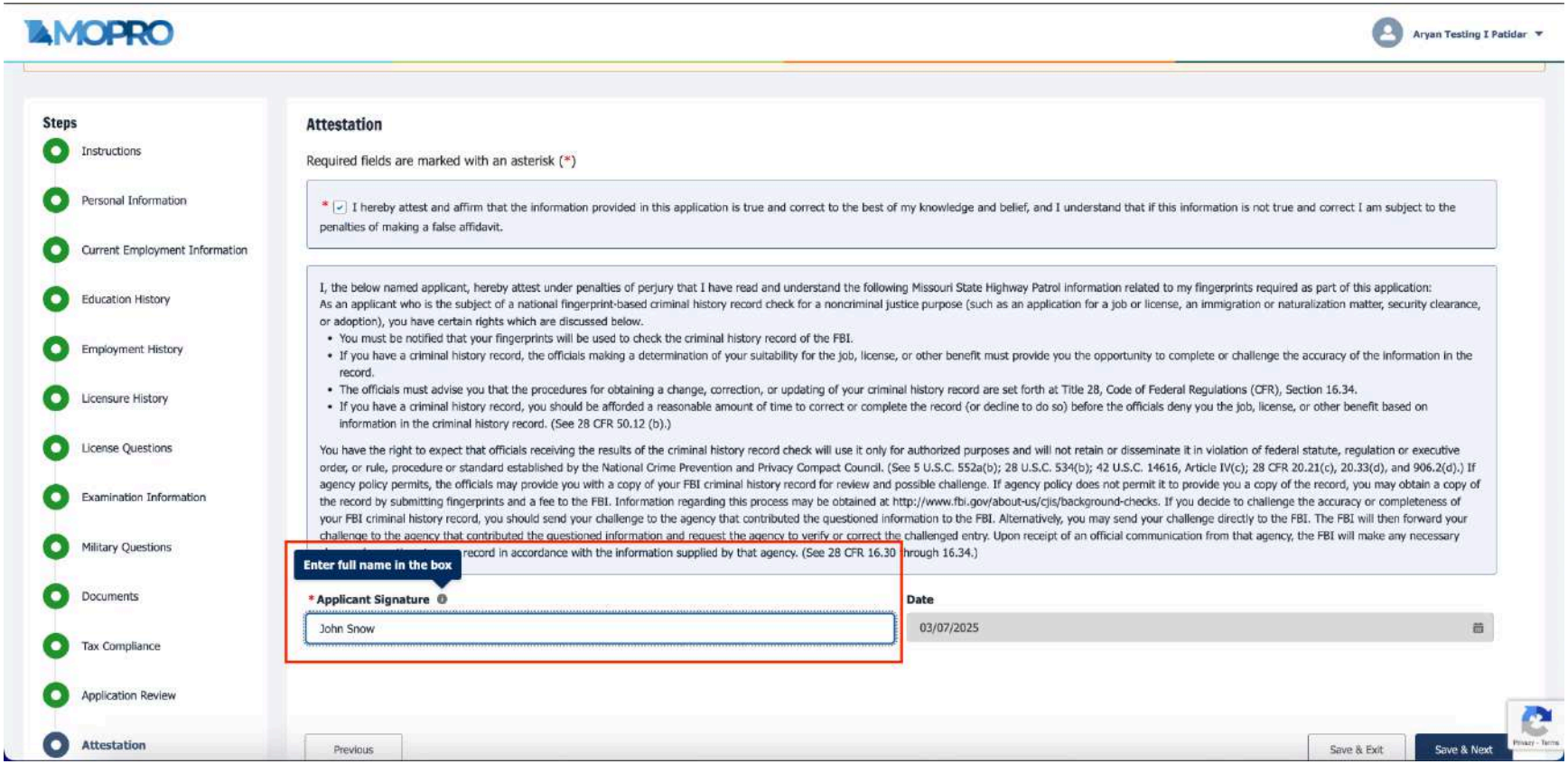
4. Select **"Reinitiate Payment"** to reopen the payment page.

   Note: You can only reinitiate a failed payment after **24 hours**.



How do I “type in” my signature when done with their application?

1. Enter your full name in the box asking for Applicant Signature.



How do I address issues with the Chrome browser?

1. Clear Cache and Cookies

- **Scenario:** You log in to the web app, but it's not loading properly, showing outdated data, or behaving unexpectedly (e.g., buttons not working, incorrect information).
- **Action:** Clear cache and cookies to remove old stored data and refresh the session.

    - Open Chrome and click on the **three dots** in the top-right corner.
    - Go to **Settings > Privacy and Security > Clear browsing data**.
    - Select **Cookies and other site data** and **Cached images and files**.
    - Click **Clear Data**, then restart Chrome and try again.

2. Enable Pop-ups and Permissions

- **Scenario:** You try to download a document, open a payment page, or access a new window, but nothing happens.
- **Action:** Enable pop-ups and site permissions (e.g., microphone, camera, location) to allow necessary functionalities.
    - Open **Chrome Settings**.
    - Go to **Privacy and Security > Site Settings**.
    - Scroll down to **Pop-ups and Redirects** and allow them for the web app.
    - Under **Permissions**, ensure the app has access to necessary features like the microphone, camera, and location if needed.

3. Switch to Incognito Mode

- **Scenario:** The app is not working as expected, and you suspect stored data or browser extensions may be causing issues.
- **Action:** Open **Incognito Mode** to check if the issue is related to cached data or browser extensions.
    - Press **Ctrl + Shift + N** (Windows) or **Cmd + Shift + N** (Mac) to open an **Incognito** window.
    - Open the app in **Incognito mode** and check if the issue persists.

4. Restart Chrome & Computer

- **Scenario:** The web app becomes unresponsive, freezes, or crashes unexpectedly.
- **Action:** Restart Chrome first, and if the issue persists, restart your computer to refresh system resources.
    - Close all **Chrome windows** and reopen the browser.
    - If the issue persists, **restart your computer** and try again.

5. Update Chrome

- **Scenario:** The app is showing compatibility errors, or features are not working as expected.
- **Action:** Ensure Chrome is updated to the latest version for optimal performance.

- Click on the **three dots** in Chrome.
- Go to **Help > About Google Chrome**.
- If an update is available, **install it** and restart Chrome.