Frequently Asked Questions
Electronic Safety and Licensing Application – eSLA
https://esla.wi.gov

To better serve our customers, the Department of Safety and Professional Services is in the process of moving trades programs to an upgraded online system, the electronic Safety and Licensing Application, or eSLA.

What program areas are already using eSLA? Delegated Agents, Dwelling Contractor Certifications, Manufactured Homes Licenses and Titling, POWTS Plan Review, Soil Certifications, Uniform Dwelling Code (UDC) Certifications, and UDC Inspection Agency Registration. Public Lookup is also live for these programs in eSLA.

What program areas will begin using eSLA starting June 10, 2019? Amusement Rides, Ski Lifts & Tows, Public Safety, Mechanical Refrigeration, Pressure Vessels, Gas Systems, Public Swimming Pools, Plumbing, and Plumbing Products.

What programs areas have not yet been updated to eSLA? Buildings and Structures, Commercial Building Products, Electrical, Elevators, Explosives, Mines, Pits and Quarries, Fire Dues. We will notify customers in advance when these programs will move into eSLA.

How do customers access eSLA? Customers access eSLA via https://esla.wi.gov. There is no download required, although using Chrome as a web browser is recommended for a faster user experience.

What if I am a current or previous customer of DSPS but have never used eSLA? If you are not a current eSLA user, but you are a current or previous DSPS customer (i.e., you hold—or previously held—a credential or have conducted business with the Department) go to https://esla.wi.gov to create a new account. You will receive a unique security code to link your existing data from the old system to eSLA.

What if I am a new customer to DSPS? If you are a new customer to DSPS (i.e., you have never held a credential or conducted business with the Department) go to https://esla.wi.gov to create a new account.

Why is a Social Security Number (SSN) required to create an account? eSLA is a one-stop-shop for all DSPS customers applying for credentials and Plan Reviews. A social security number is

required to avoid duplicate customers. If you do not have a SSN, eSLA will prompt you to select the reason for not providing the SSN as "Foreign Applicant."

How will Personally Identifiable Information (PII) be protected? All data will be encrypted, and any changes made to data will be logged for historical purposes. Only the last 4 digits of a customer's SSN are shown, unless PII needs to be edited or viewed.

Can customers create multiple accounts in eSLA? No. eSLA will inform customers if they already have an account by searching their SSN and name in the system.

Can one business be associated to multiple SSNs and/or accounts? Yes. The customer can obtain the security code from the individual that originally created the business and link that business account during the application process.

What file types can be uploaded to eSLA? Any file that does not have an executable line of code can be uploaded. Allowable file types include Word documents, Excel spreadsheets, PDFs, JPEGs, PNGs, and more.

Can customers upload multiple documents? Yes. eSLA allows for multiple documents to be uploaded into the system.

Can customers reset their own passwords?
Yes. There is a "Forgot Password?" link located on the eSLA home page for customers to reset their own password. (Customers can also retrieve the email used to register for electronic licensing on the same page.) Once logged in, customers can also reset their own passwords on the "Manage Profile" page.

Can customers still submit paper applications? Yes.

What's the difference between a Mailing and Public Address? The mailing address is the location where the customer would like to receive all postal communications from the

Department. The public address is the location that will be viewable by the general public (via the Public Lookup) as it is the public record for the plan review or credential.

For customers applying for licenses, how will they receive their licenses after their application is approved? Licenses will be sent to the credential holder via email. Licenses will no longer be mailed unless the specific business process dictates otherwise.