



GETTING STARTED WITH ACCOUNT ACCESS AND MANAGEMENT



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1. GETTING STARTED

1.1 Register User

New users must first register by navigating to the Registration page: <https://il-doa-public.nls.egov.com/#!/il-doa/register>

- **Single Registration:**
 - Each email address is limited to one registration.
- **Multiple Accounts Access:**
 - If you need access to multiple accounts:
 - **Option 1:** Add your email to an existing account.
 - **Option 2:** Create a new account from inside the portal after logging in.
- **Email Management:**
 - Your email address can be easily added or removed from multiple accounts.
- **New Registration:**
 - If you have never registered, then Register with your email address as an individual or a business.
- **Existing Registration:**
 - If you have registered (as an agent or a business):
 - Log in first with your email and then continue.

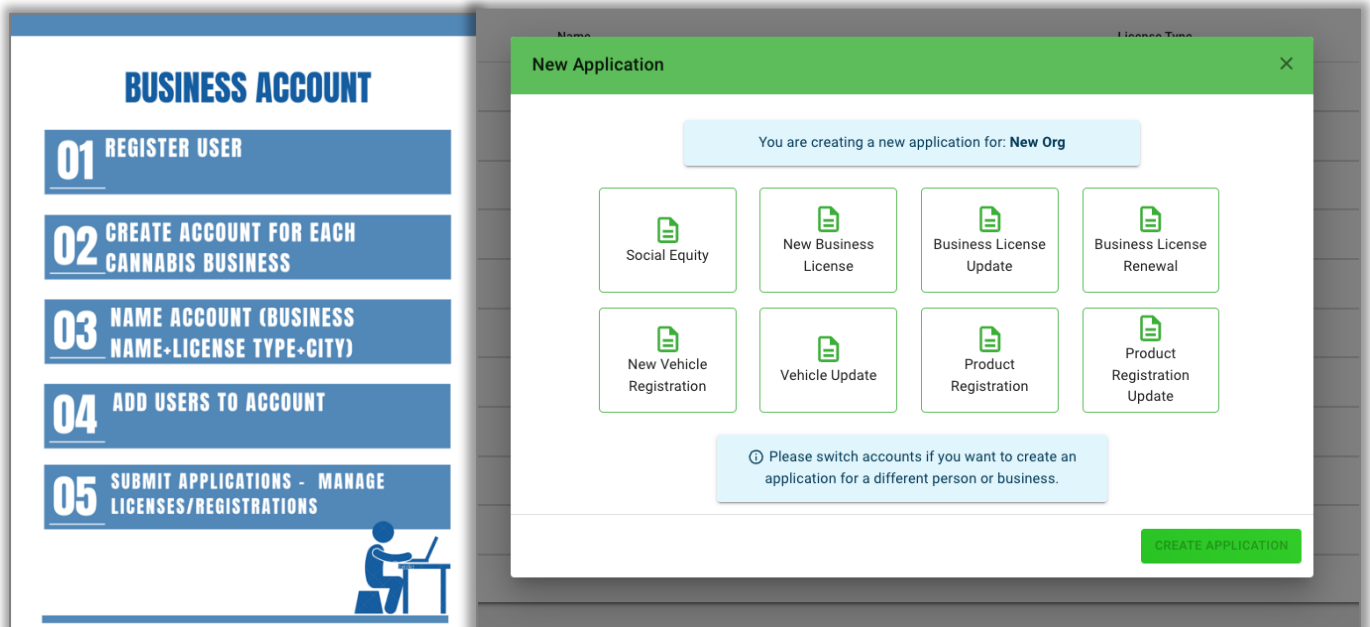


Tip on Registration: If you are an owner of a business and you would like to obtain your agent credential, then go to **“Add Individual”** within your business account. It does not matter which way you initially register, as you can add the other type inside the portal. An example is a business owner that also has an agent card could have a need to manage business licenses and individual licenses in the licensing system.

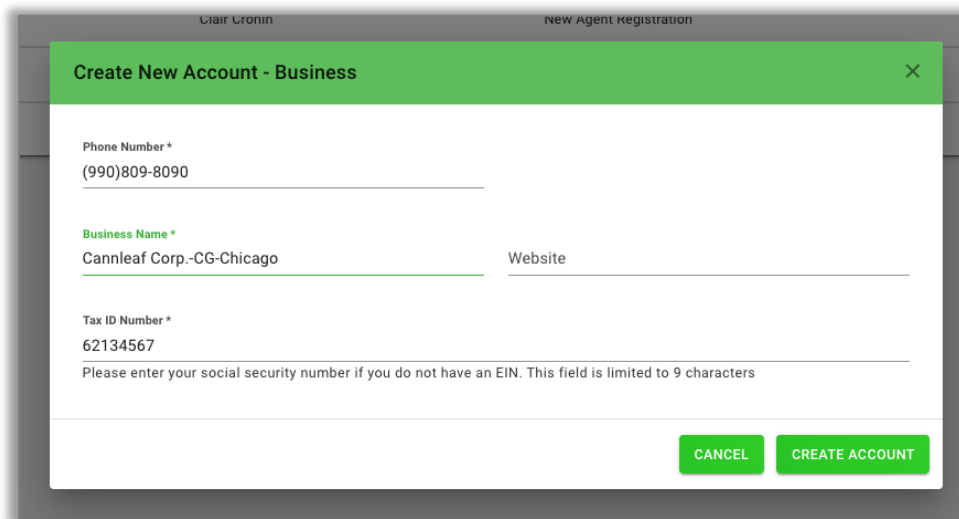
2. ACCOUNT TYPES

2.1 Business Accounts

- Business accounts are set up for adding a Cannabis Business and submitting all related business applications.



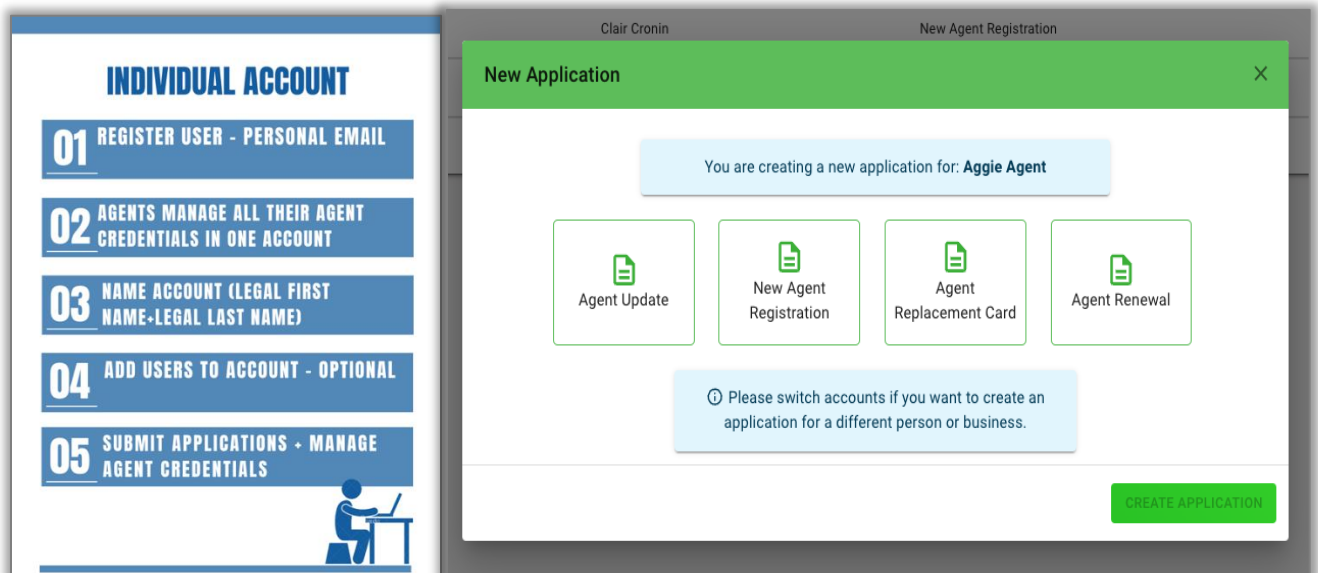
The image shows two overlapping screenshots from a web application. The left screenshot is a vertical flowchart titled "BUSINESS ACCOUNT" with five numbered steps: 01 REGISTER USER, 02 CREATE ACCOUNT FOR EACH CANNABIS BUSINESS, 03 NAME ACCOUNT (BUSINESS NAME+LICENSE TYPE+CITY), 04 ADD USERS TO ACCOUNT, and 05 SUBMIT APPLICATIONS - MANAGE LICENSES/REGISTRATIONS. The right screenshot is a "New Application" modal window. It displays a message: "You are creating a new application for: New Org". Below this are eight application options in a grid: Social Equity, New Business License, Business License Update, Business License Renewal, New Vehicle Registration, Vehicle Update, Product Registration, and Product Registration Update. A note at the bottom says: "Please switch accounts if you want to create an application for a different person or business." A green "CREATE APPLICATION" button is at the bottom right.



The image shows a "Create New Account - Business" form. The form fields are: Phone Number * (990)809-8090, Business Name * Cannleaf Corp.-CG-Chicago, Website (empty), and Tax ID Number * 62134567. Below the Tax ID field is a note: "Please enter your social security number if you do not have an EIN. This field is limited to 9 characters". At the bottom right are two buttons: "CANCEL" and "CREATE ACCOUNT".

2.2 Individual Accounts

- Individual Accounts are used to apply, update, manage, and renew their Agent Cards. (refer to agent credentialing user guide for more details)
<https://cannabis.illinois.gov/content/dam/soi/en/web/cannabis/documents/idoa/user-guides/public/il-public-user-guide.pdf>



The image shows two screenshots from a web application. The left screenshot is a navigation menu titled "INDIVIDUAL ACCOUNT" with five numbered steps: 01 REGISTER USER - PERSONAL EMAIL, 02 AGENTS MANAGE ALL THEIR AGENT CREDENTIALS IN ONE ACCOUNT, 03 NAME ACCOUNT (LEGAL FIRST NAME-LEGAL LAST NAME), 04 ADD USERS TO ACCOUNT - OPTIONAL, and 05 SUBMIT APPLICATIONS + MANAGE AGENT CREDENTIALS. The right screenshot is a "New Application" window for "Clair Cronin" showing options: "Agent Update", "New Agent Registration", "Agent Replacement Card", and "Agent Renewal". A message states "You are creating a new application for: Aggie Agent" and another note says "Please switch accounts if you want to create an application for a different person or business." A "CREATE APPLICATION" button is at the bottom right.



Tip on Account's FEIN: Each Cannabis Business should have its own account, even if they share the same FEIN.

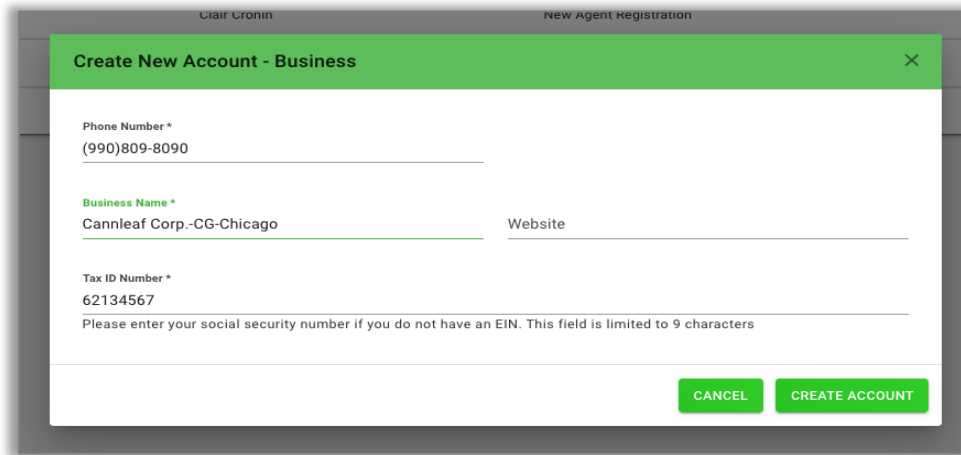
Business Name + License Type + City

Can leaf Corp. - CG - Chicago

Can leaf Corp. - TR - Chicago

Can leaf Corp. - IN - Chicago

Can leaf Corp. - CC - Chicago



Clair Cronin New Agent Registration

Create New Account - Business [X]

Phone Number *
(990)809-8090

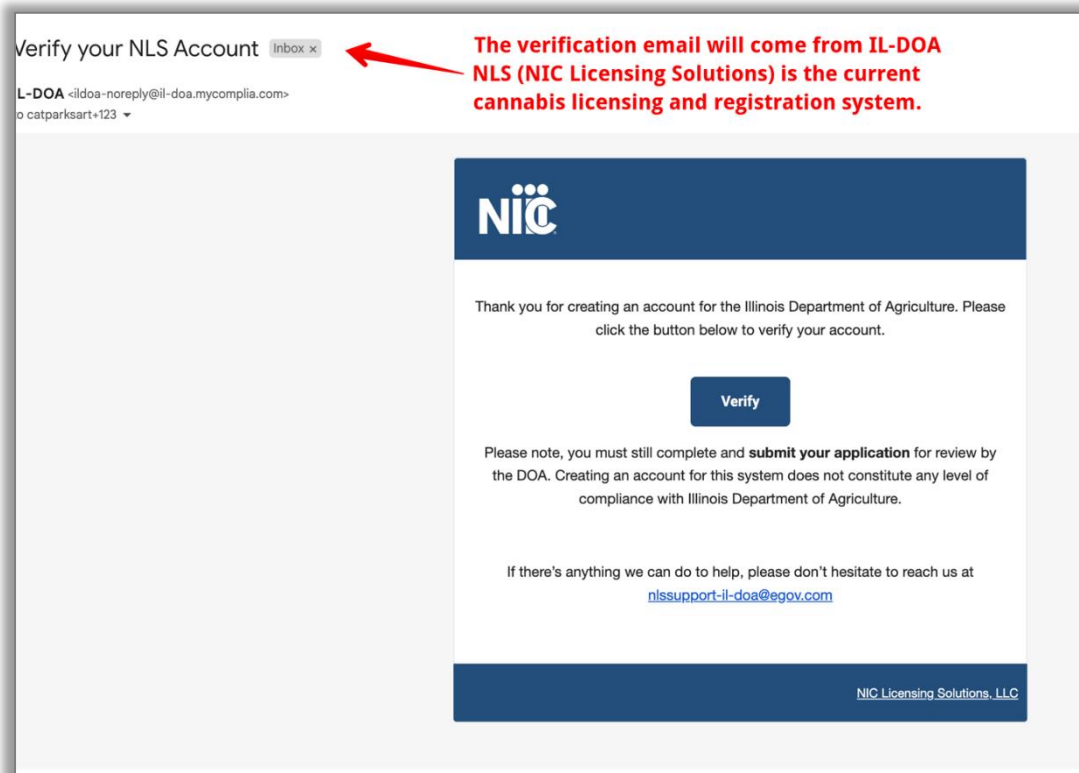
Business Name *
Cannleaf Corp.-CG-Chicago Website

Tax ID Number *
62134567
Please enter your social security number if you do not have an EIN. This field is limited to 9 characters

CANCEL CREATE ACCOUNT

2.3 Email Verification

- Upon registration submission, you should expect to see a verification email in your inbox, like the one shown below:

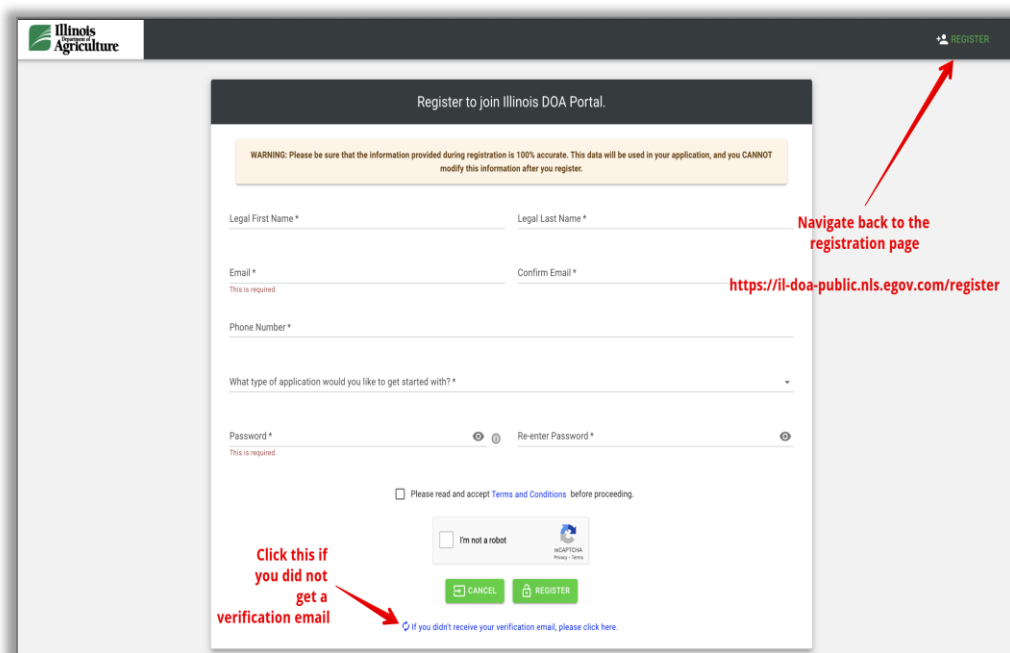




Tip on Email Verification: If you do not receive your Verification Email, 1) resend the verification code, 2) email technical support to assist with verification at nlssupport-il-doa@tylertech.com

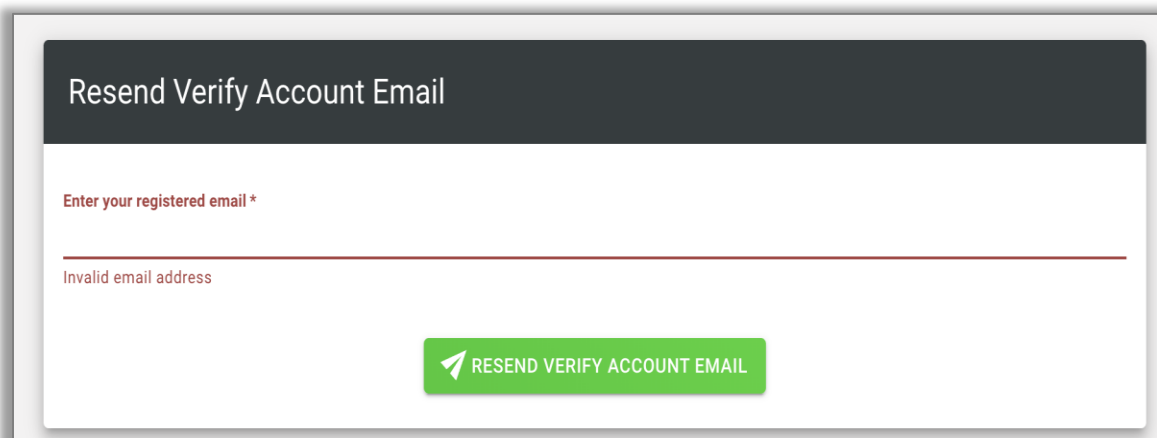
2.4 Verification Email - Troubleshooting

- Navigate to the Registration Page <https://il-doa-public.nls.egov.com/register> and click the hyperlink to resend the verification code to your email.



The screenshot shows the registration page for the Illinois DOA Portal. The page title is "Register to join Illinois DOA Portal." There is a warning message: "WARNING: Please be sure that the information provided during registration is 100% accurate. This data will be used in your application, and you CANNOT modify this information after you register." The form fields include: Legal First Name *, Legal Last Name *, Email *, Confirm Email *, Phone Number *, and a dropdown for "What type of application would you like to get started with?". There are also fields for Password * and Re-enter Password *. Below the form, there is a checkbox for "Please read and accept Terms and Conditions before proceeding." and a CAPTCHA "I'm not a robot". At the bottom, there are "CANCEL" and "REGISTER" buttons. A red arrow points to the "REGISTER" button in the top right corner with the text "Navigate back to the registration page" and the URL "https://il-doa-public.nls.egov.com/register". Another red arrow points to a link that says "If you didn't receive your verification email, please click here." with the text "Click this if you did not get a verification email".

- Once you click on the hyperlink, enter your registered email address.

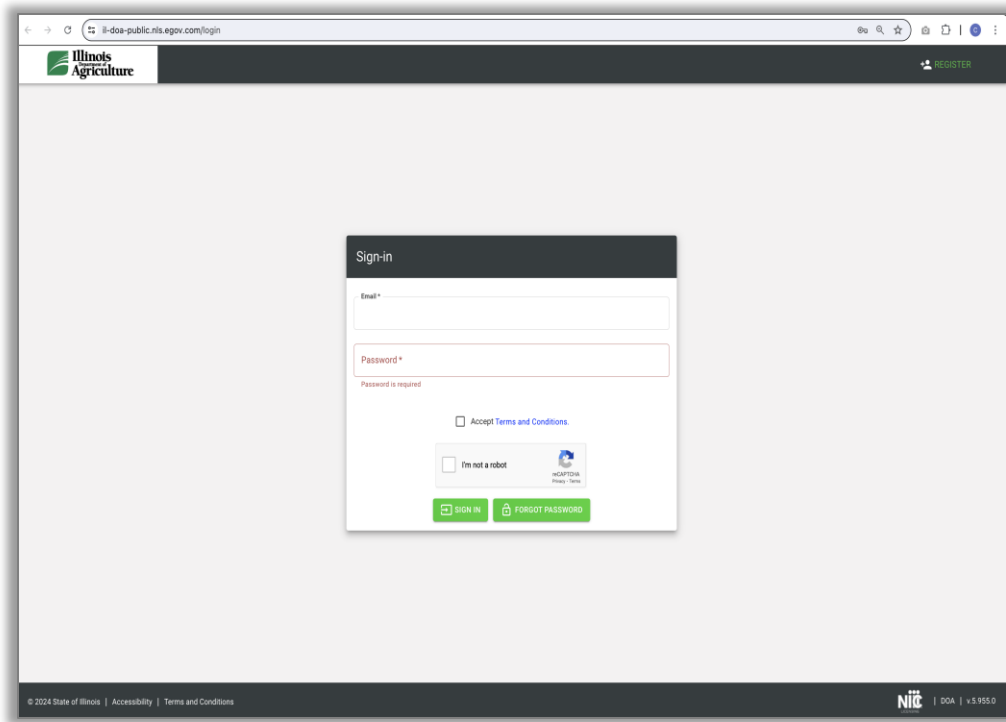


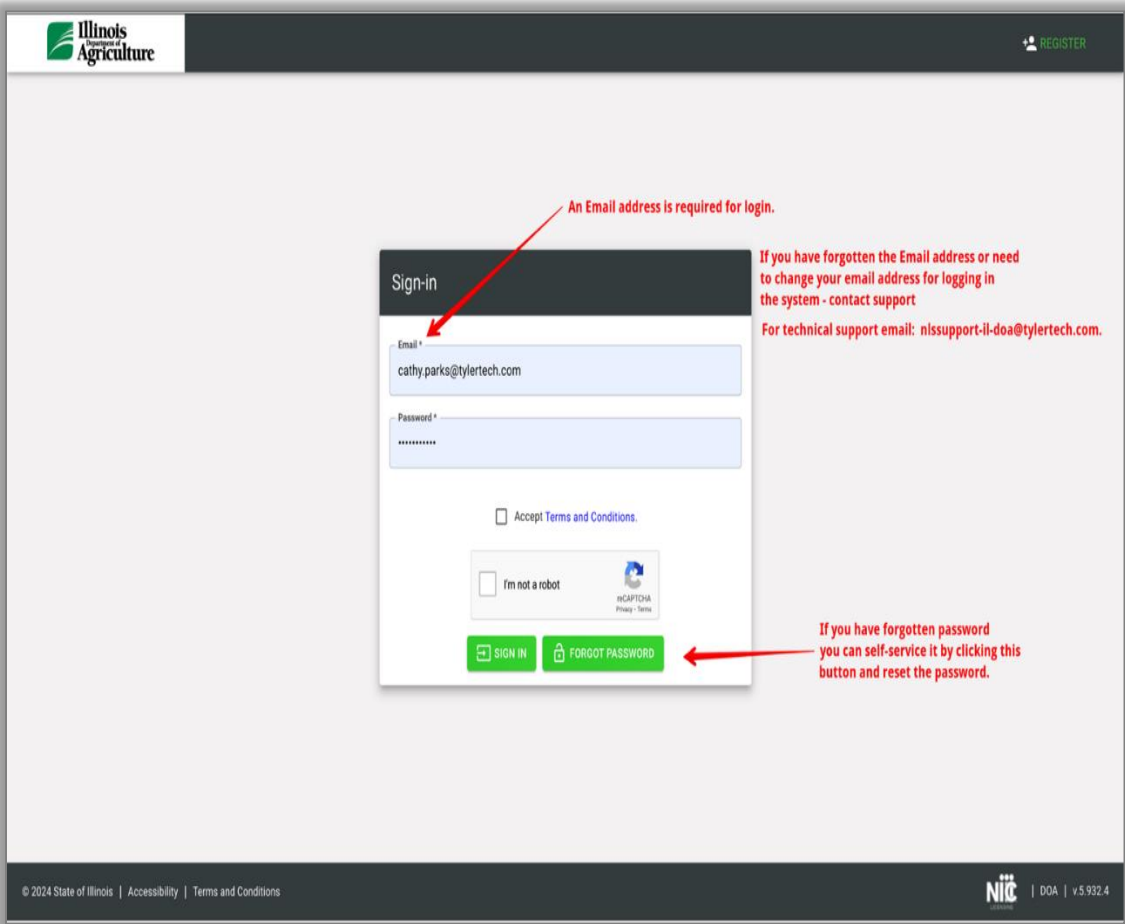
The screenshot shows the "Resend Verify Account Email" page. The page title is "Resend Verify Account Email". There is a red error message: "Enter your registered email *". Below the error message, there is a text input field containing "Invalid email address". At the bottom, there is a green button with a white arrow icon and the text "RESEND VERIFY ACCOUNT EMAIL".

- After you enter your registered email, and click resend verify button, a message will appear ***“Your request has been received. You will receive a new verification email if there is an account associated with this email address.”***
- If you need technical assistance to verify your email registration - nlssupport-il-doa@tylertech.com

2.5 Log In to the Public Portal

- Once your new account email has been verified, you can log in: <https://il-doa-public.nls.egov.com/login>





The screenshot shows a web page for signing in. At the top left is the Illinois Department of Agriculture logo. At the top right is a 'REGISTER' link. The main content area is a 'Sign-in' form with the following elements:

- An 'Email' input field containing 'cathy.parks@tylertech.com'. A red arrow points to this field with the text: "An Email address is required for login."
- A 'Password' input field with masked characters '*****'.
- A checkbox labeled 'Accept Terms and Conditions'.
- A CAPTCHA widget with the text 'I'm not a robot' and a 'reCAPTCHA' logo.
- Two green buttons: 'SIGN IN' and 'FORGOT PASSWORD'. A red arrow points to the 'FORGOT PASSWORD' button with the text: "If you have forgotten password you can self-service it by clicking this button and reset the password."

Additional text on the right side of the page:

- "If you have forgotten the Email address or need to change your email address for logging in the system - contact support"
- "For technical support email: nlssupport-il-doa@tylertech.com."

At the bottom of the page, there is a footer with the text: "© 2024 State of Illinois | Accessibility | Terms and Conditions" on the left and "NIC | DOA | v.5.932.4" on the right.

3. ADD USERS TO THE ACCOUNT & CREATING NEW ACCOUNT

- The navigation bar of the public portal is shown below:

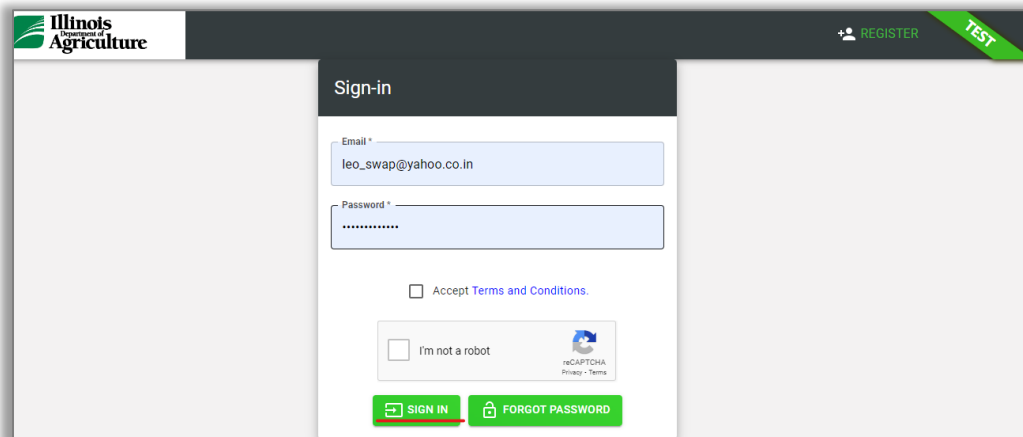


- **Account** - is where you manage the account, the users, and create new individual or business accounts on your current email login.
- **Settings** - The General Info tab of the Account Settings displays the details entered on the initial registration of the account. Changes to this information are allowed on a Business Update application or by emailing your request to the agency.

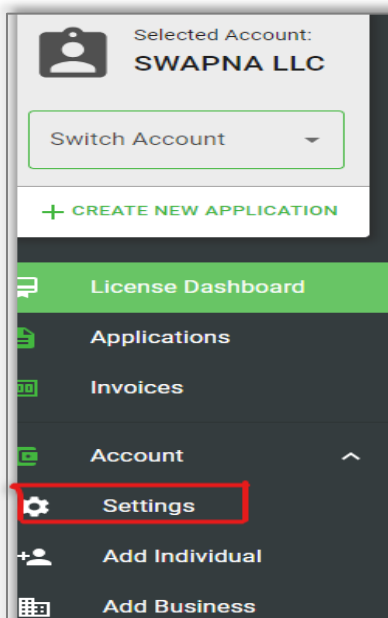
4. HOW TO ADD EMAIL ID OR AGENT CREDENTIAL OR BUSINESS TO AN ACCOUNT

4.1 How to add Email Id to an Account.

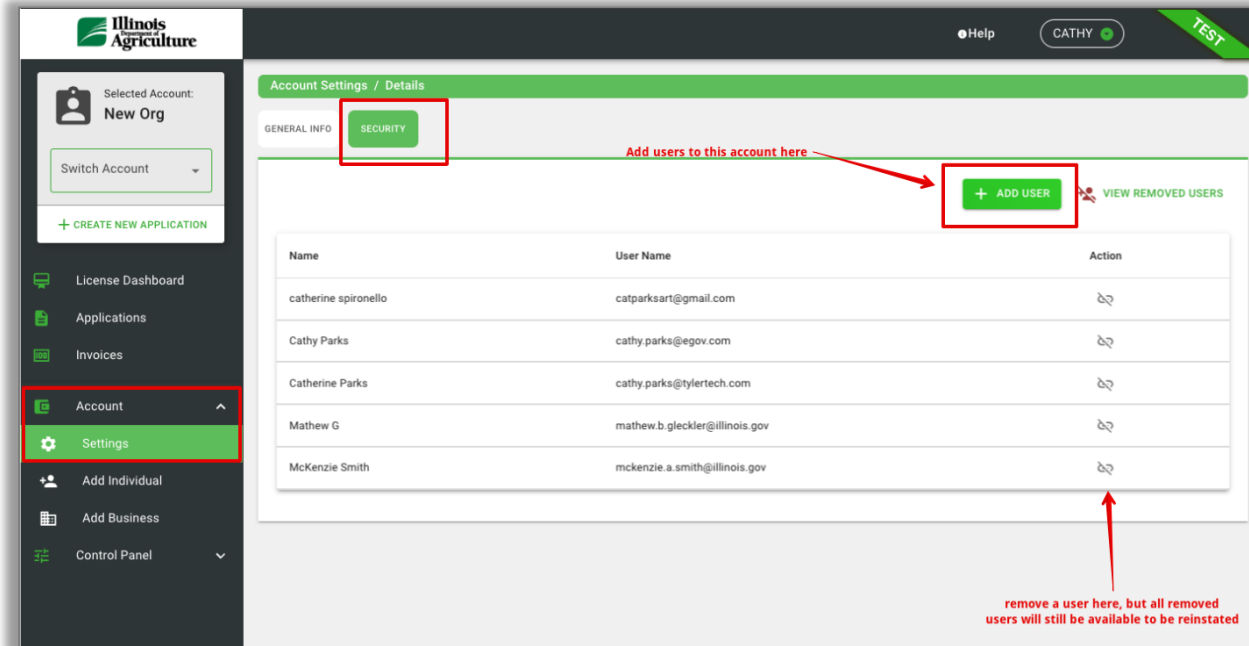
- Login with your User Id and Password.



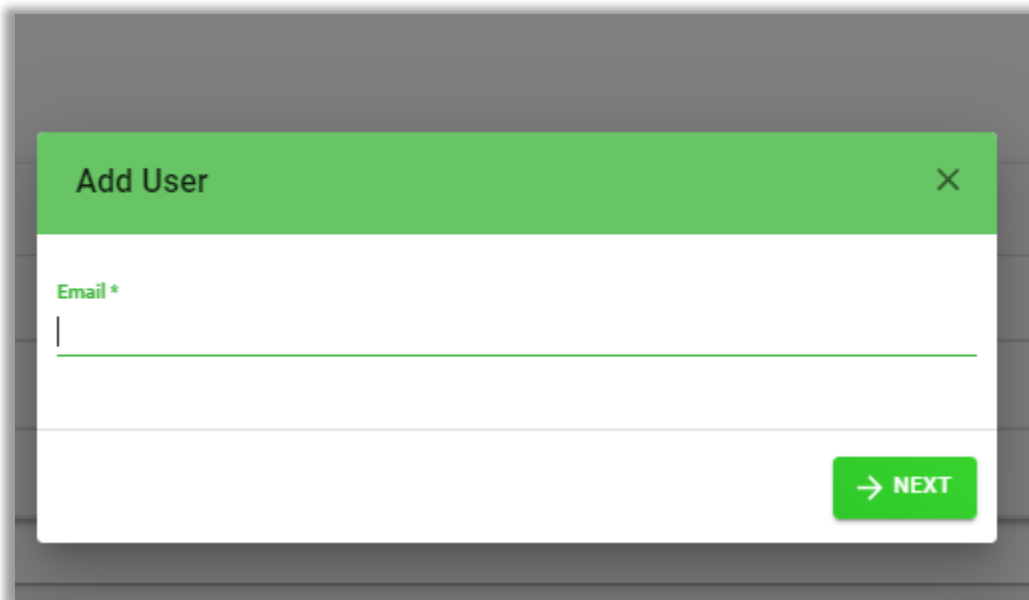
- Select **Account** on the left side tab. Then click Settings.



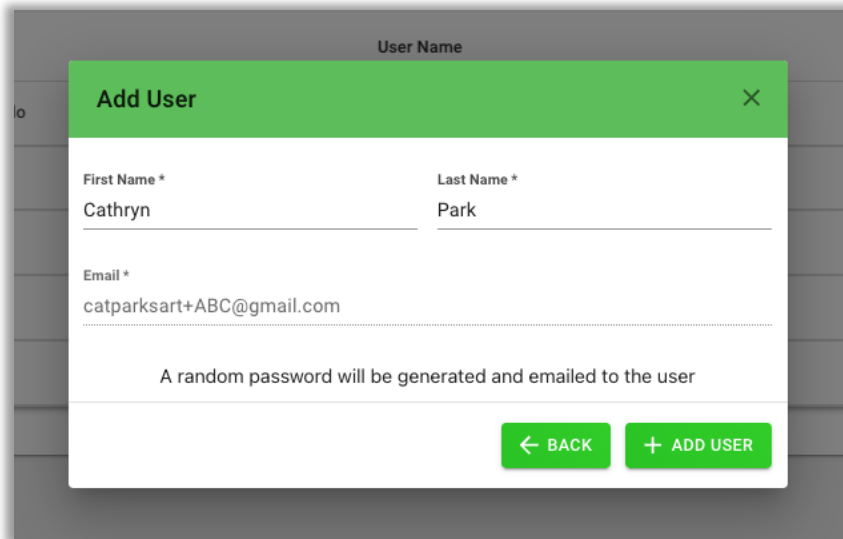
- Click Security on the right side as shown in the screenshot below. Select **Add user**.



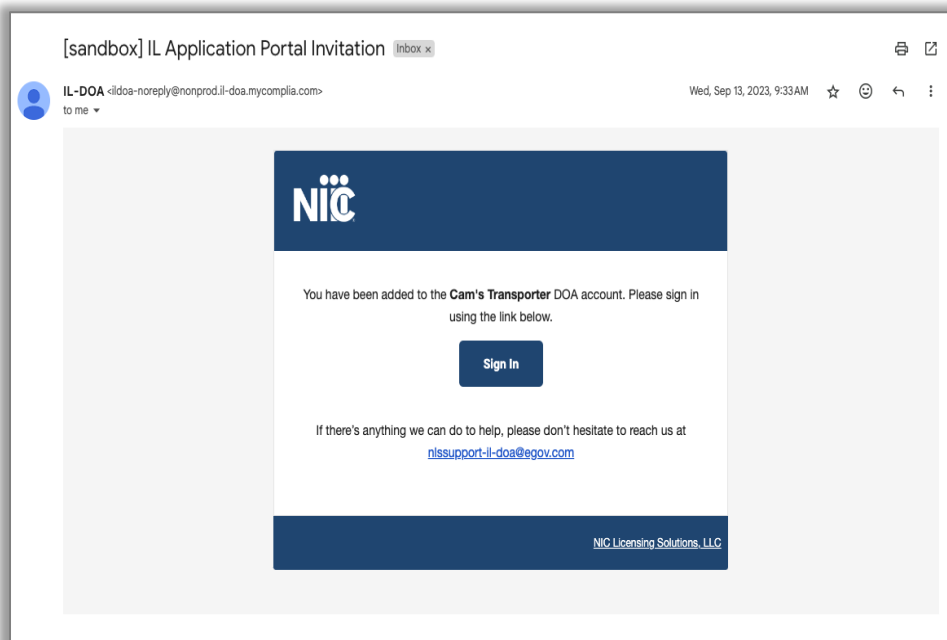
- Enter the Email address that needs to be added and click Next.



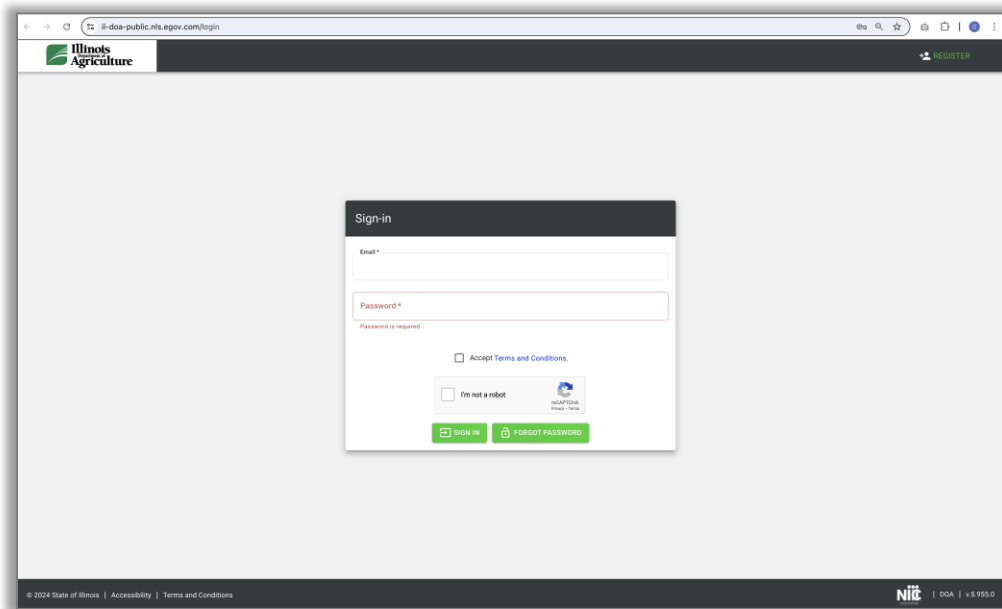
- Fill in the required details for Add User.



- The added user will receive an email that looks like this:

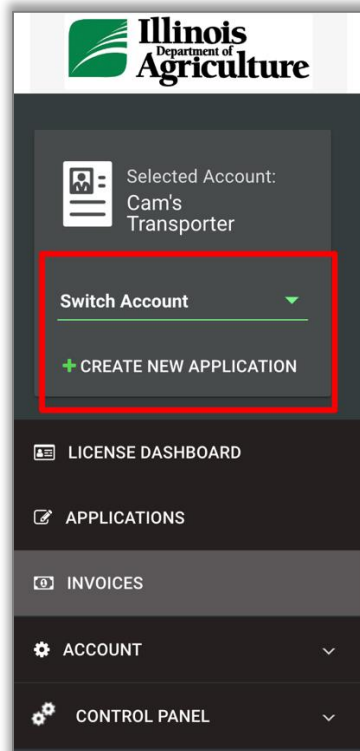


- Once your new account email has been verified, you can log in: <https://il-doa-public.nls.egov.com/login>

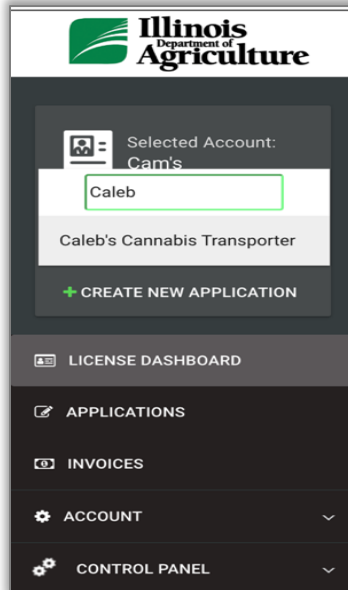


4.2 How to add agent credential to an account who is an owner

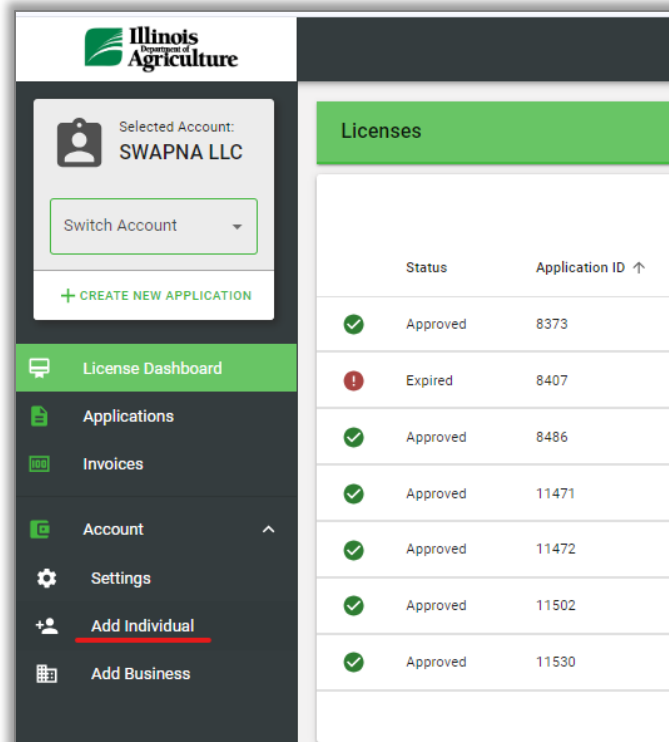
- If you need to manage multiple individual and/or business accounts, you will need ONLY one login email. Use the Switch Account feature to “switch between the account dashboards.”



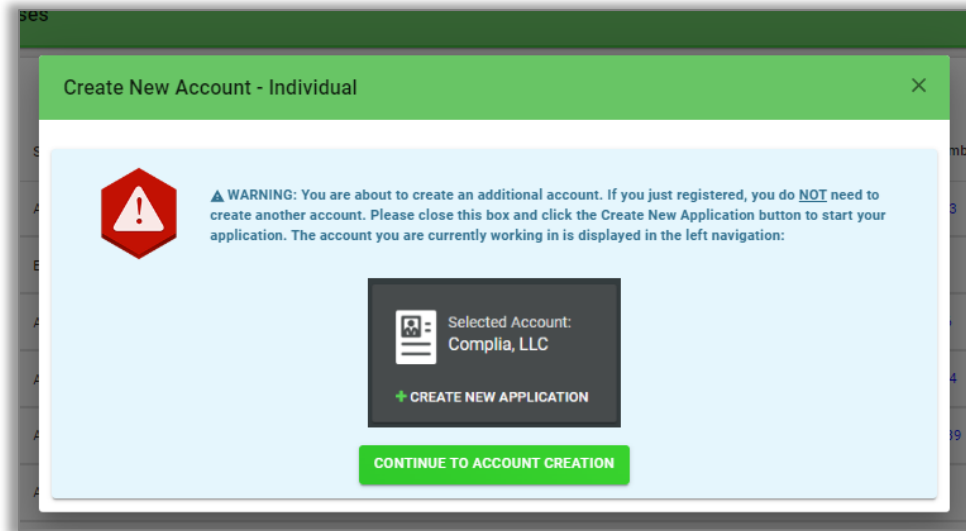
- Type in the name of the other license and you will get a drop-down list of all the accounts that you have permissions to view.



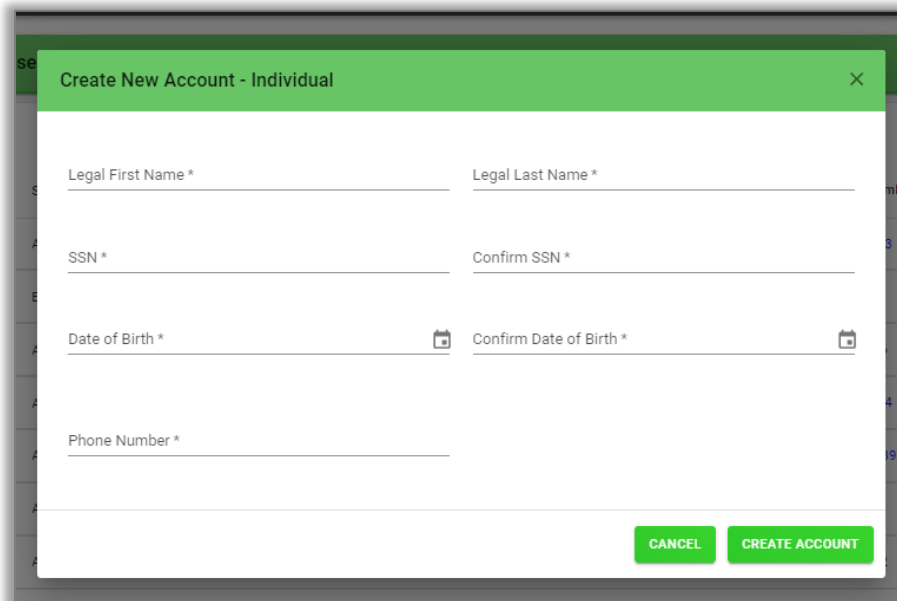
- Select Add Individual from the left side tab.



- Once you select Add Individual, the below page opens up. Click **Continue to Account creation**.



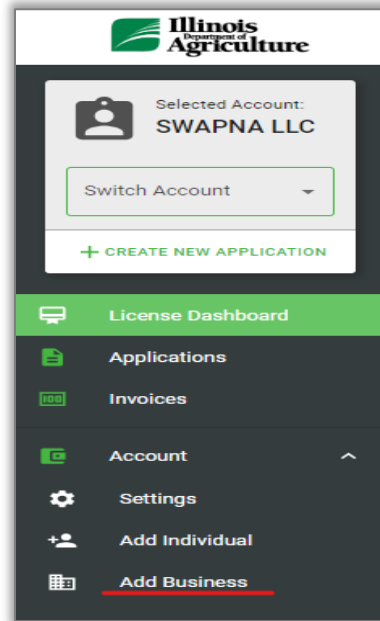
- Once you click **Continue to Account creation**, the below page opens up. Enter the required information such as the First name, Last name, SSN, DOB and Phone number. Then Click **Create Account**. This creates a new agent credential within the account who is an owner.



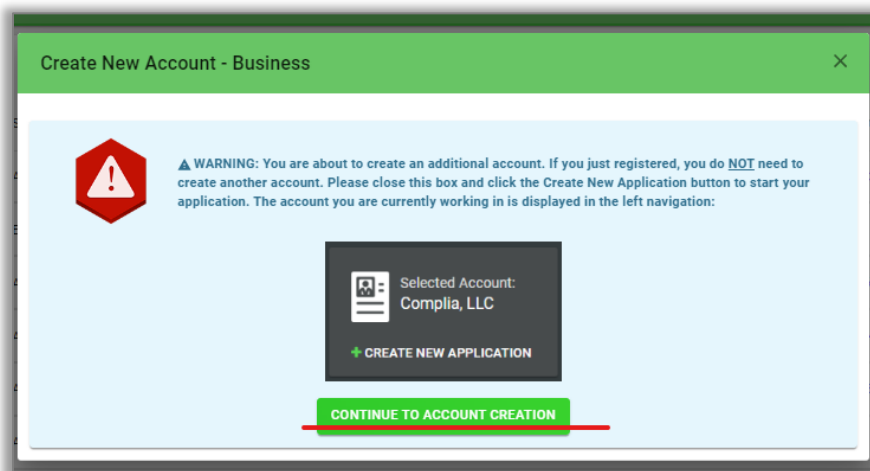
The screenshot shows the same "Create New Account - Individual" dialog box, but now it contains a form with the following fields: "Legal First Name *", "Legal Last Name *", "SSN *", "Confirm SSN *", "Date of Birth *", "Confirm Date of Birth *", and "Phone Number *". Each field has a corresponding input line. The "Date of Birth" and "Confirm Date of Birth" fields include a calendar icon. At the bottom right of the form are two green buttons: "CANCEL" and "CREATE ACCOUNT".

4.3 How to add another business account with same login credentials

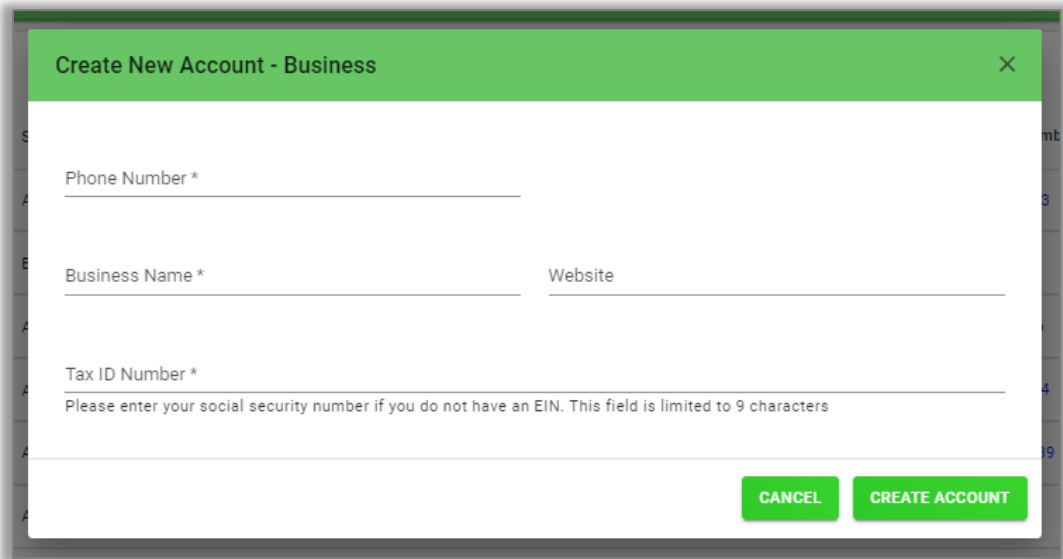
- To add another business account under the same login, use the **"Add Business"** option. This will create a new business account. Note this will only add the current logged in user to the account. If you wish to add more users to access the new business account, you will need to follow **Section 4.1 (How to add Email Id to an Account)**.



- Once you select **Add Business**, a new page opens up to create a new account. Click **Continue to Account Creation**.



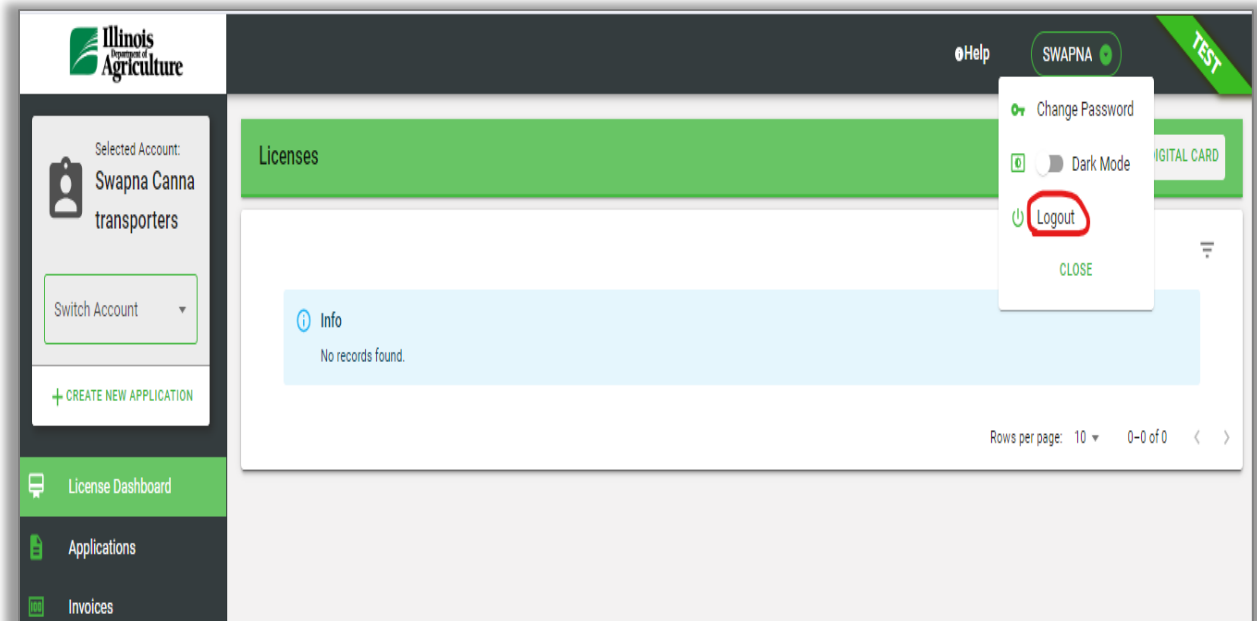
- Enter all the required information in the **Create new account Business Page**. Then Click **Create account**. This creates a new business account with similar ownership.



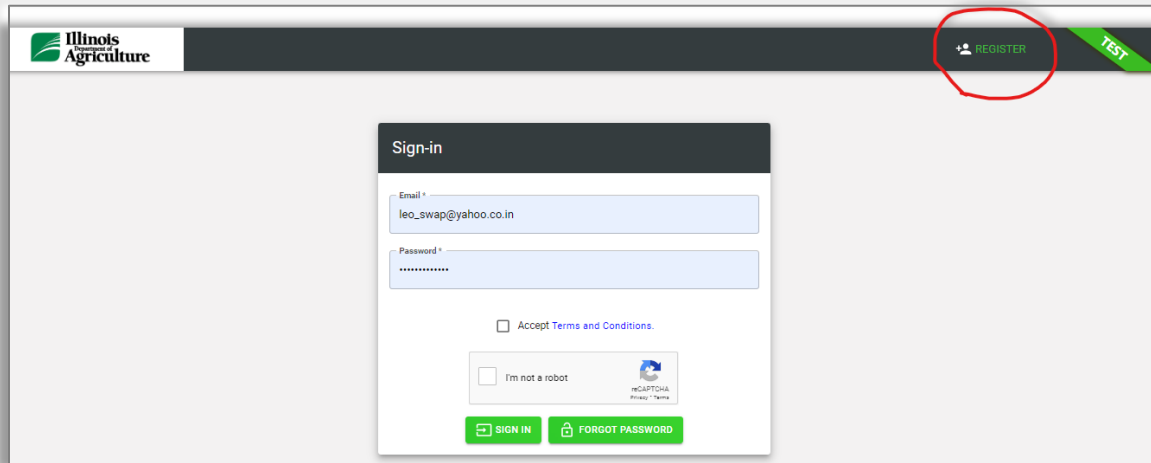
The screenshot shows a web form titled "Create New Account - Business". It contains the following fields: "Phone Number *", "Business Name *", "Website", and "Tax ID Number *". Below the "Tax ID Number *" field, there is a note: "Please enter your social security number if you do not have an EIN. This field is limited to 9 characters". At the bottom right of the form, there are two buttons: "CANCEL" and "CREATE ACCOUNT".

4.4 How to add another business account with separate login credentials

- To add another business account with different login credentials you will need to **create an entirely new account using a different email address.**
- In order to do that, logout from the existing account.

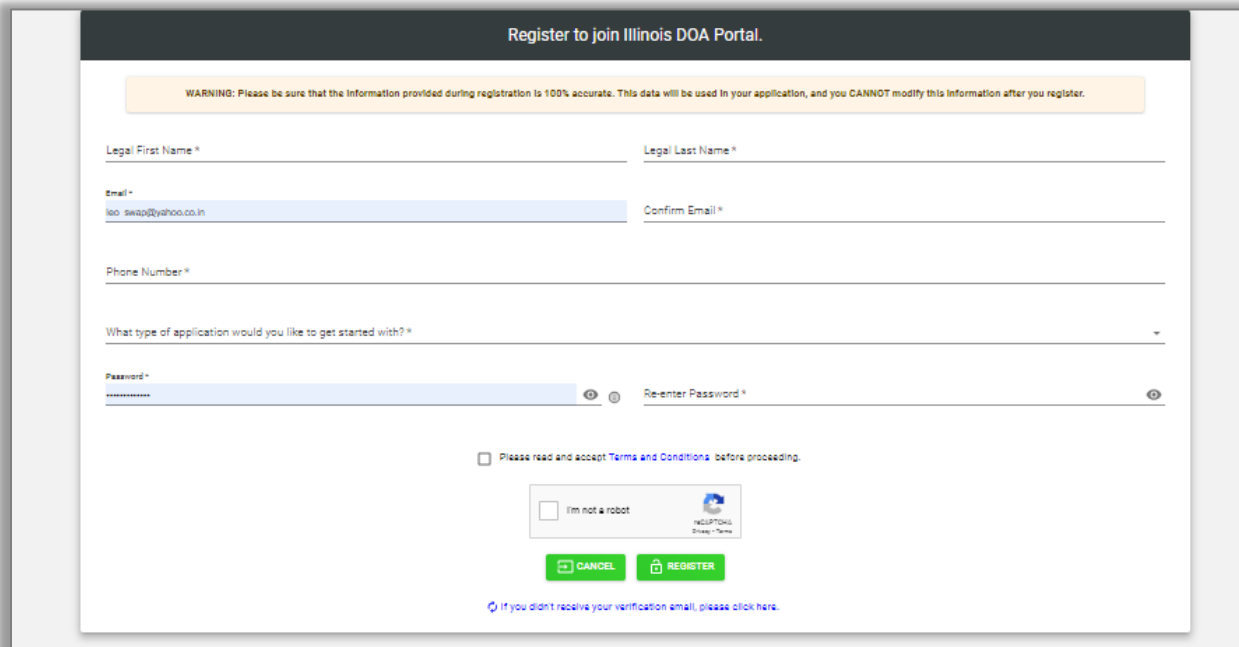


- Once logged out, click **Register** on the top right side of the page.



The screenshot shows the top navigation bar of the Illinois Department of Agriculture portal. The 'REGISTER' button is circled in red. Below the navigation bar is a 'Sign-in' form with fields for Email (leo_swap@yahoo.co.in) and Password (masked with dots). There are checkboxes for 'Accept Terms and Conditions' and 'I'm not a robot' (with a reCAPTCHA logo). At the bottom of the form are 'SIGN IN' and 'FORGOT PASSWORD' buttons.

- Enter all the required information in the Register page. **Please be sure that the information provided during registration is 100% accurate. This data will be used in your application, and you cannot modify this information after you register.**

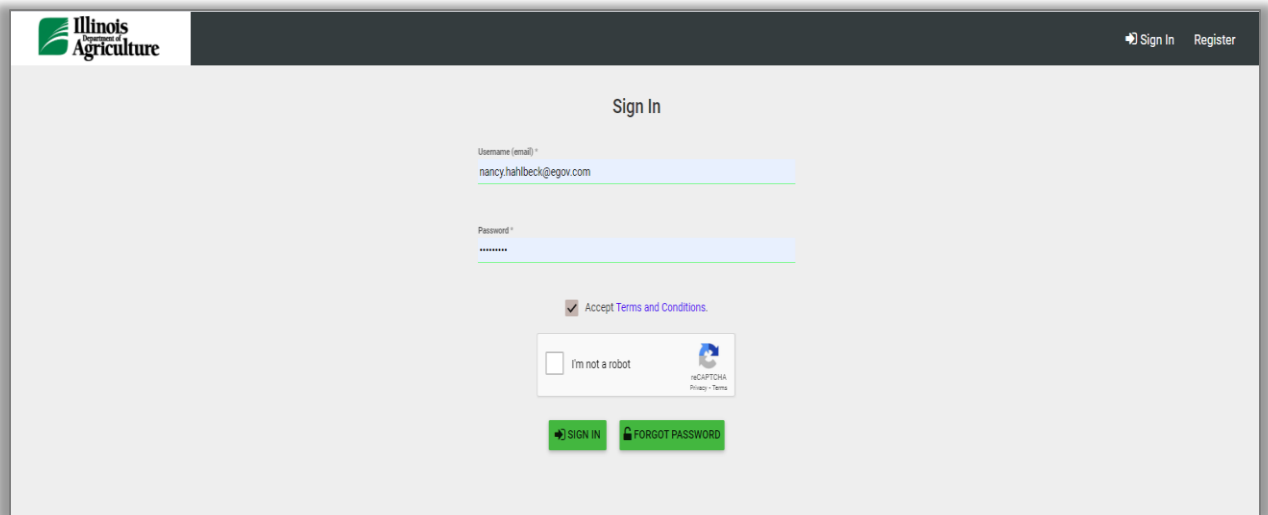


The screenshot shows the 'Register to join Illinois DOA Portal' form. At the top, there is a warning message: 'WARNING: Please be sure that the information provided during registration is 100% accurate. This data will be used in your application, and you CANNOT modify this information after you register.' The form includes fields for Legal First Name, Legal Last Name, Email (leo_swap@yahoo.co.in), Confirm Email, Phone Number, and a dropdown menu for 'What type of application would you like to get started with?'. There are also Password and Re-enter Password fields. At the bottom, there are checkboxes for 'Please read and accept Terms and Conditions before proceeding.' and 'I'm not a robot' (with a reCAPTCHA logo). The form has 'CANCEL' and 'REGISTER' buttons. A link at the bottom says 'If you didn't receive your verification email, please click here.'

5. PASSWORDS

5.1 Forgot Password

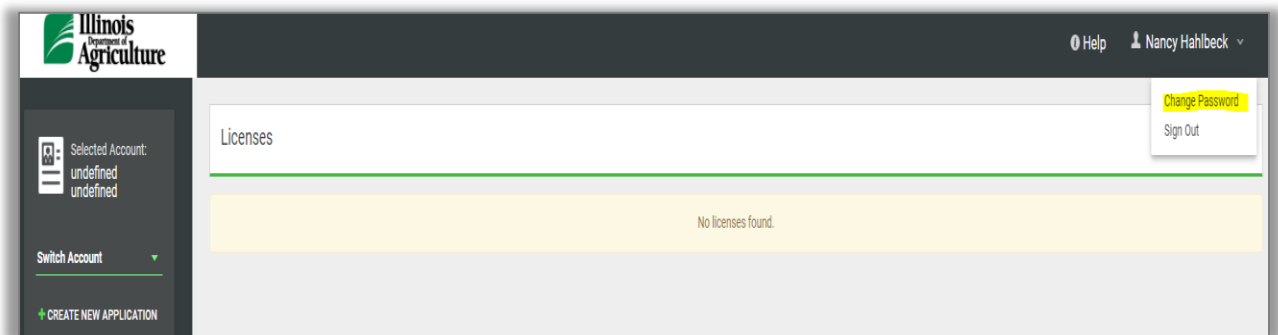
- Navigate to the Sign In screen, click the **“Forgot Password”** button. You will need to enter your **“registered”** email on the next screen to request a **“send Rest Password”** email.



The screenshot shows the 'Sign In' page of the Illinois Department of Agriculture system. At the top left is the logo, and at the top right are links for 'Sign In' and 'Register'. The main heading is 'Sign In'. Below it are two input fields: 'Username (email)*' with the value 'nancy.hahlbeck@egov.com' and 'Password*'. A checkbox for 'Accept Terms and Conditions' is checked. Below the password field is a CAPTCHA area with the text 'I'm not a robot' and a CAPTCHA image. At the bottom are two buttons: 'SIGN IN' and 'FORGOT PASSWORD'.

5.2 Change Password

- While logged in, you will find **“Change Password”** when you click on your name in upper right corner.



The screenshot shows the user profile page of the Illinois Department of Agriculture system. At the top left is the logo. At the top right are links for 'Help' and the user name 'Nancy Hahlbeck' with a dropdown arrow. On the left side, there is a sidebar with 'Selected Account: undefined undefined', 'Switch Account', and 'CREATE NEW APPLICATION'. The main content area has a heading 'Licenses' and a message 'No licenses found.' In the top right corner of the main content area, there is a dropdown menu with 'Change Password' and 'Sign Out' options.

- Proceed with change Instructions on the next screen

Change Password

Current Password *
Current Password




New Password *
New Password

Re-enter Password *
Re-enter Password


6. User Tips and FAQs

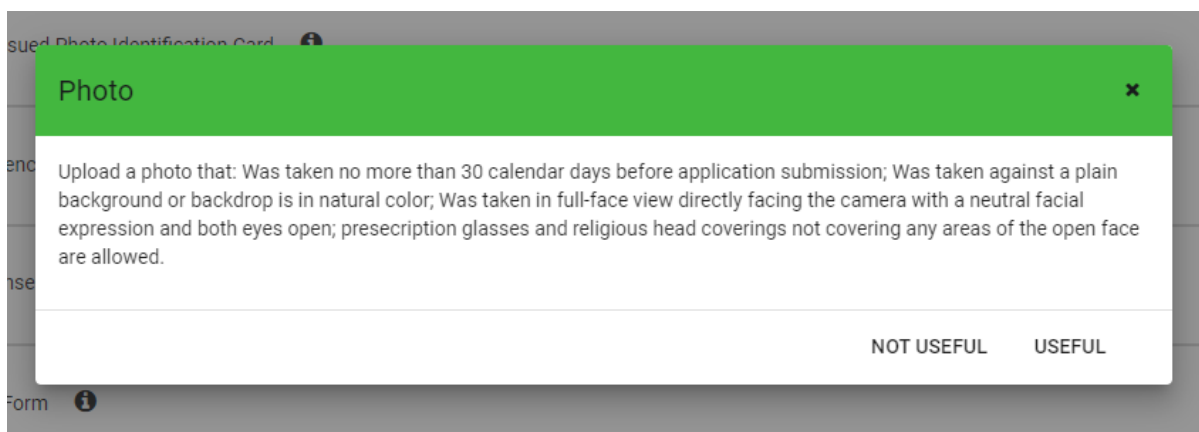
6.1 Legend of icons in the system

These Icons are described here:

	Pro Tips	Useful Information
	Toggle Filer	Search Filters
	Actions	Actions shortcut on Specific Licenses

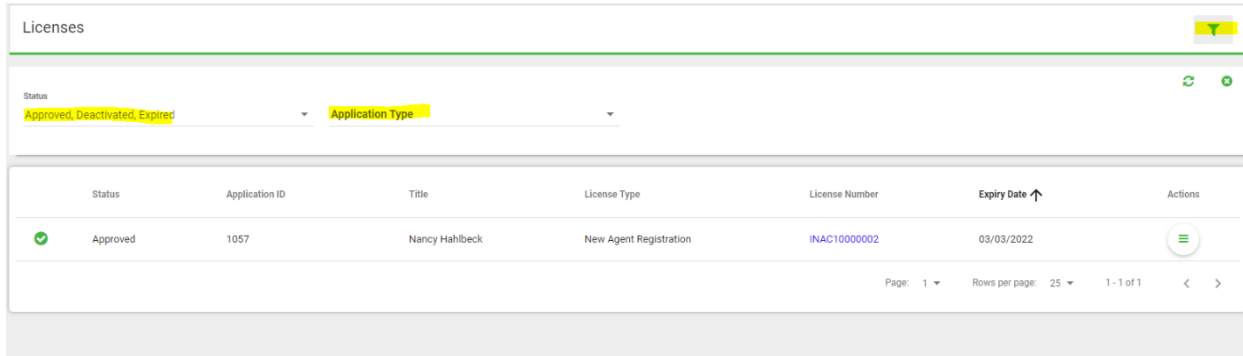
6.2 Pro Tips

- Pro Tips are found throughout the software, where additional information may be helpful. Some Pro Tips have hyperlinks to download documents.
- When you click on the  icon, a window will open. Here is a sample Pro Tip for a "Photo Upload":



6.3 Filters

- The filter will sort the screen for viewing.

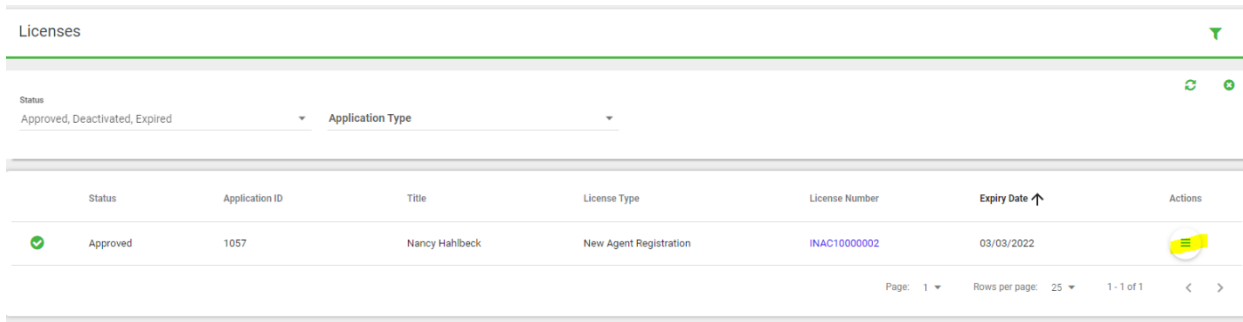


The screenshot shows a dashboard titled "Licenses". At the top right is a search icon. Below the title is a filter section with "Status" (options: Approved, Deactivated, Expired) and "Application Type". Below the filters is a table with the following columns: Status, Application ID, Title, License Type, License Number, Expiry Date, and Actions. The table contains one row of data for Nancy Hahlbeck. At the bottom right, there are pagination controls: Page: 1, Rows per page: 25, and 1 - 1 of 1.

Status	Application ID	Title	License Type	License Number	Expiry Date ↑	Actions
Approved	1057	Nancy Hahlbeck	New Agent Registration	INAC10000002	03/03/2022	

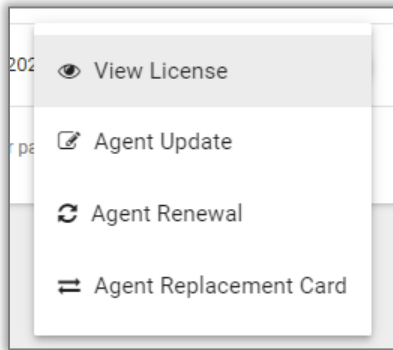
6.4 Actions

- The Actions button will provide shortcuts to actions on licenses.



This screenshot is identical to the one above, but the "Actions" button in the table row is highlighted with a yellow background, indicating it is the focus of the section.

- Each time the actions icon appears, the choices may be different. In this license dashboard, the actions available are to "view license" and license options.



7. Support

Please contact Illinois Department of Agriculture for all non-technical questions.



Tip on Support: For questions regarding application requirements, acceptable documentation, the status of your application, rules, regulations, policy, or other program specific questions, please contact the Illinois Department of Agriculture directly at via email at agr.adultuse@illinois.gov

7.1 Technical Help

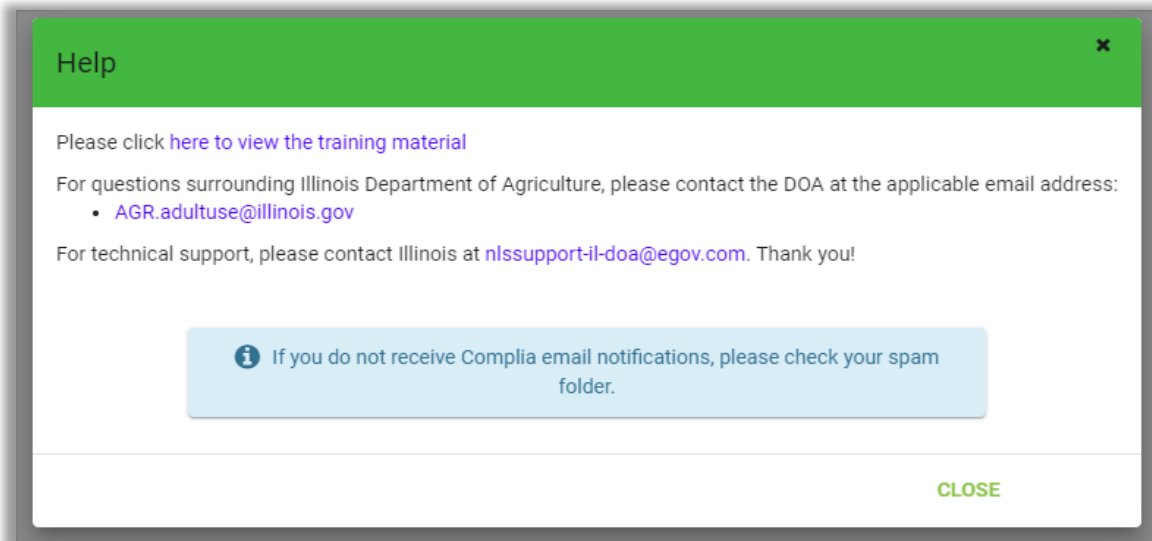
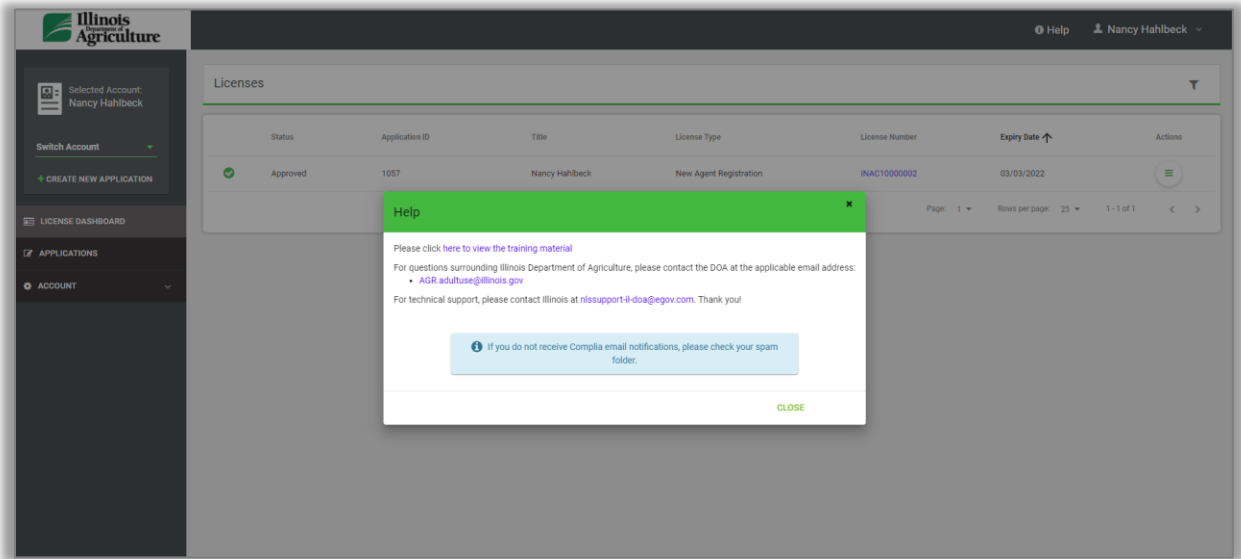
If you have technical support questions and need assistance with logging in, or utilizing the portal properly, please contact us at nlssupport-il-doa@tylertech.com for assistance.

Please provide your license number or application ID number, your name, and as many details as possible when contacting technical support. When you email support, a support ticket is automatically created with your request details.

Technical support is not able to provide status updates on submitted applications. Please do not contact Technical support to ask about the status of your application.

7.2 Help Screens and Online User Guides

Help information, contact numbers, emails and this user guide are located in the portal. Click on the Help button in upper right of your screen.



7.3 FAQs - Frequently Asked Questions

Will be updated by IDOA when FAQs are done.