Illinois Department of Agriculture Cannabis Licensing-Business Module Public User Guide
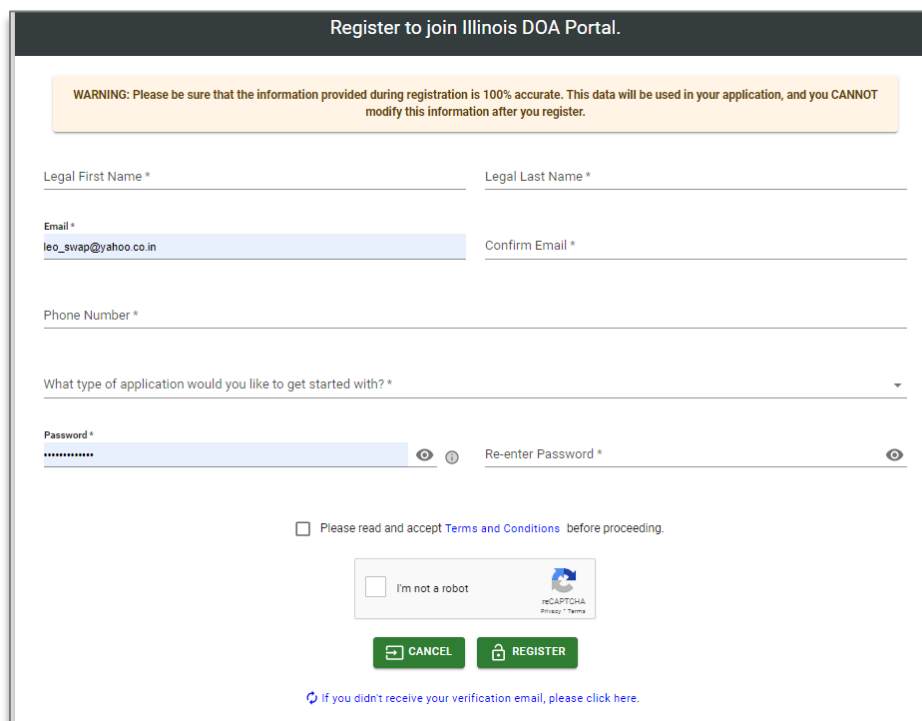
Table of Contents

1. IL- DOA WEB PORTAL SOLUTION-TYLER TECHNOLOGIES

1.1 Overview

Tyler's Cannabis Licensing solution is the official web portal for the Illinois Department of Agriculture (IL-DOA). Industry stakeholders can utilize the portal to manage their license and agent applications and update and renew their previously submitted and approved applications.

1.2 Register

- New users must first register by navigating to the registration page.
  https://il-doa-public.nls.egov.com/register
- Fill out all the required form fields.
- Be sure to select "Business" for the type of application.
- Read the **terms and conditions.**
- Click **Register** once all form fields are complete and the terms and conditions are read.
- Once the registration information is submitted, confirm your email address by clicking the link sent to your inbox.

1.3 Log-In

- Sign in to https://il-doa-public.nls.egov.com/#!/signin
- Enter the email address for the **Username** and **Password.**
- Check the box to **Accept** the terms and conditions
- Click **Sign In** once all form fields are complete, and the Terms and Conditions have been accepted.
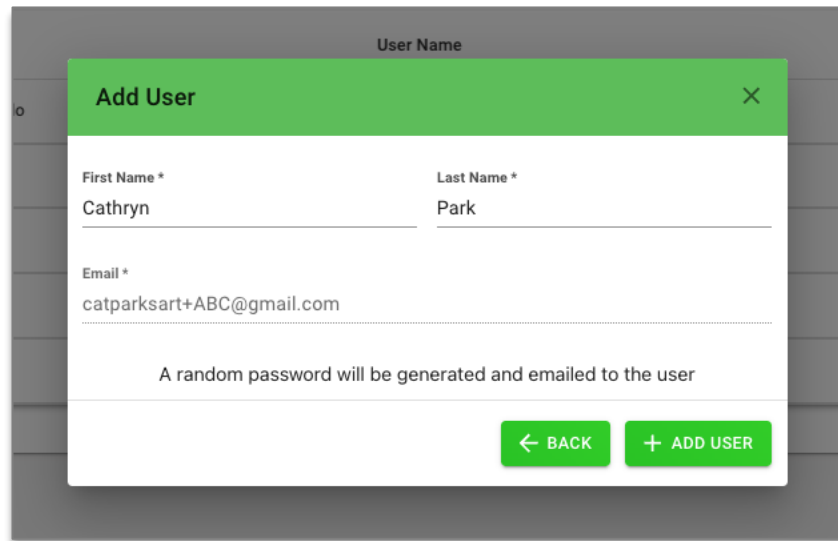
1.4   Add user

- To add a new user to an existing account, click **Account >> Settings >>Security Tab**.
- Select **Add User** on the right side of the window.
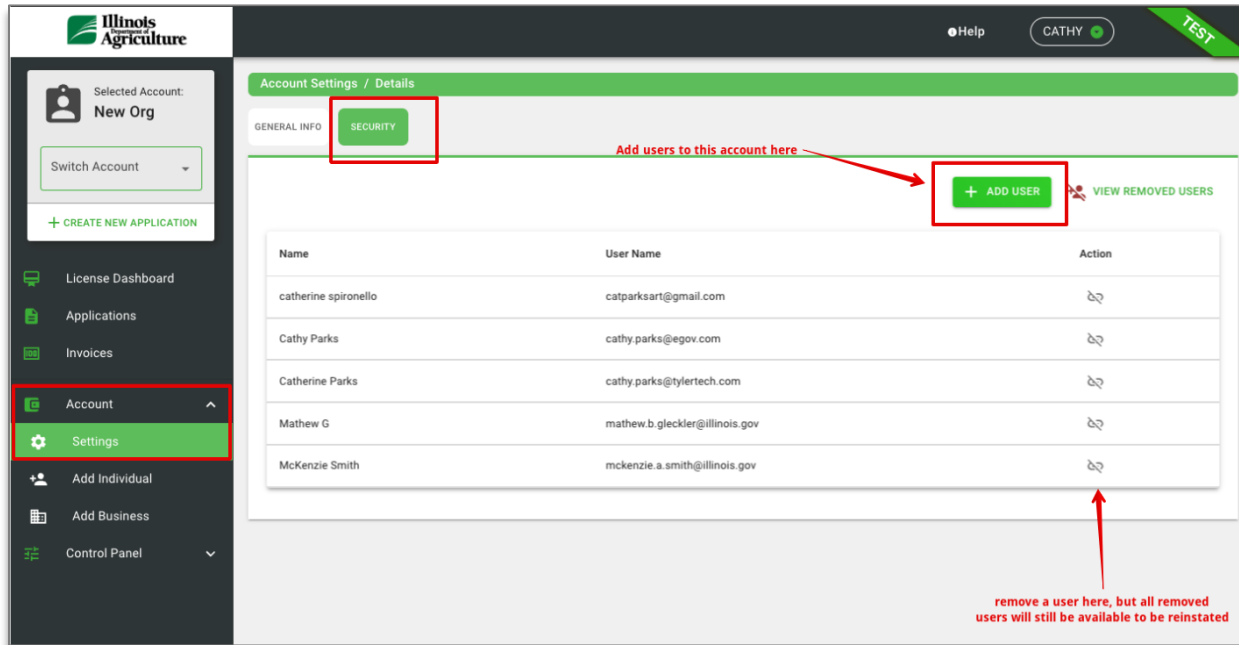
- Once you click **Add User**, Enter the user's email address in the new window, as shown below.
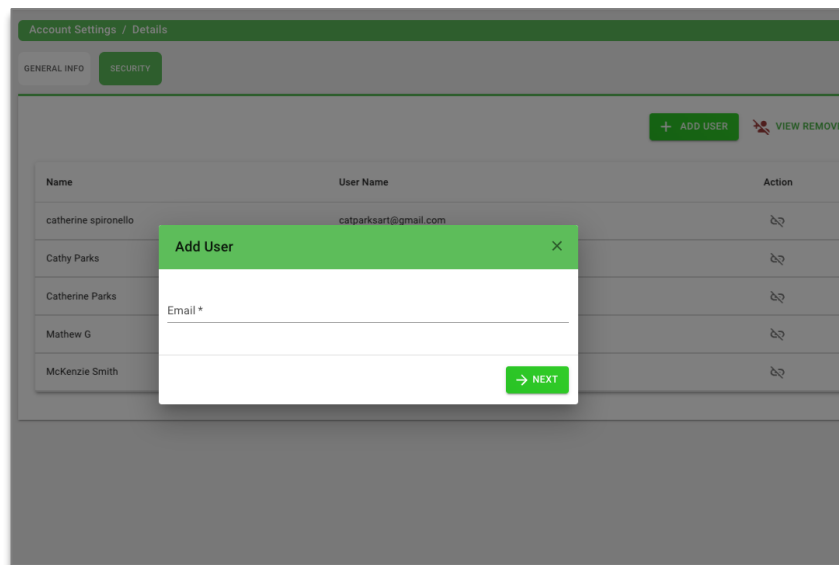
- Once the Email ID gets added, The added user will receive an email as shown below:
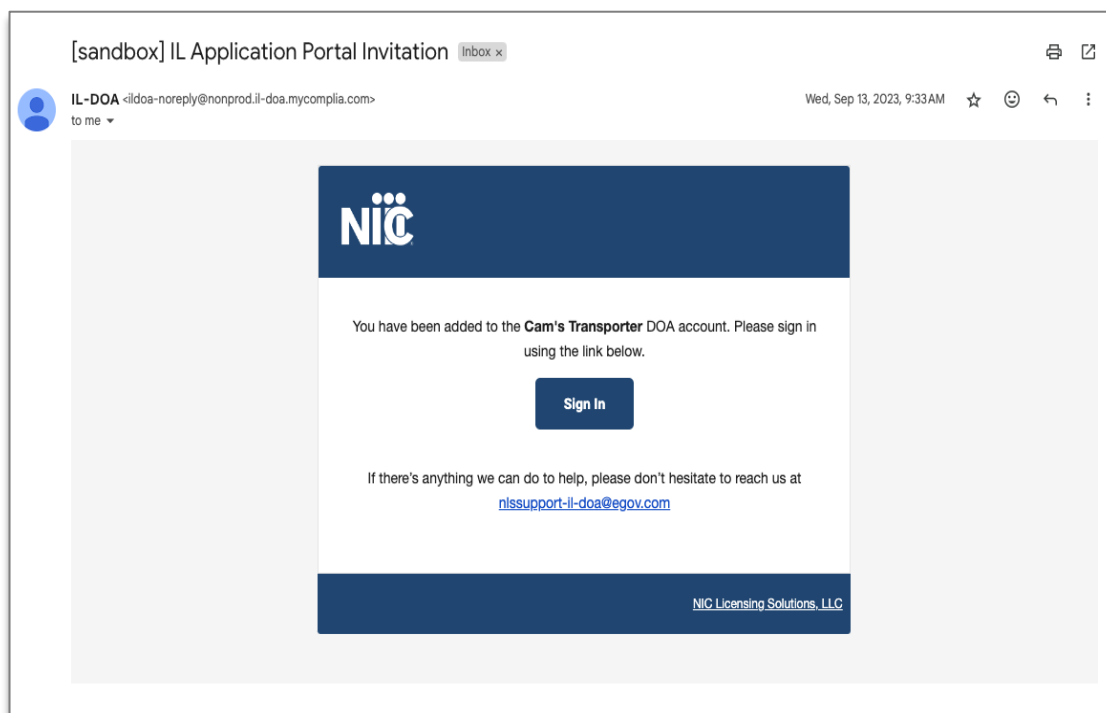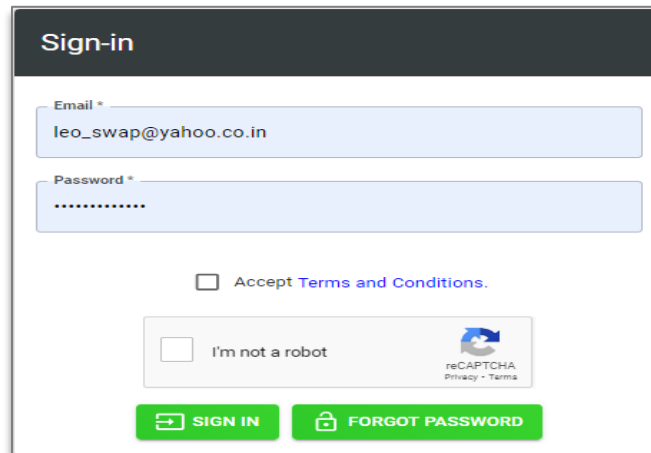
- The added user must confirm the email address by clicking the link sent to their inbox confirming that the user has been added to the business account.

2. PASSWORDS

2.1 Forgot Password

- If you forget your password, simply go to the Sign-In screen, click **the 'Forgot Password'** button, and proceed by entering your **'REGISTERED'** email ID on the following screen to request a **'Send reset password'** email.

2.2 Change Password

- When logged in, clicking on your name in the upper right corner of the window will reveal the "**Change Password"** link.
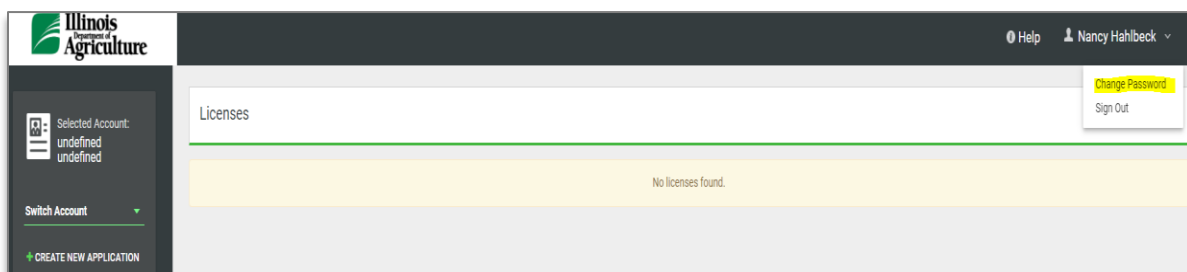
- Proceed with the change instructions on the next screen and click Change Password to proceed.

Change Password

Current Password *

Current Password

New Password *

New Password

Re-enter Password *

Re-enter Password

CHANGE PASSWORD

3. SOCIAL EQUITY AND NEW BUSINESS LICENSE

3.1   Overview

Entities seeking a cannabis business license as a social equity applicant should complete two applications. First, they must submit a no-cost **Social Equity** application to determine if they qualify. Second, they must complete a **New Business License** application requiring a non-refundable submission fee.

3.2   Social Equity

Applicants who do not complete the *Social Equity* application first cannot be considered for social equity status and consequently cannot be provided points associated with such status. **Applicants not qualifying for social equity status can still apply for the cannabis business license**; however, they will not receive the additional points associated with such a status.

3.3   New Business License

A new application needs to be submitted to start a new business license. Please refer to **Section 4** for the submission procedure for the new business license (NBL) application.

4. SUBMIT A NEW APPLICATION FOR NBL

- To start a new application, click the **Create New Application** button from the menu on the left or from the top right corner of the page:
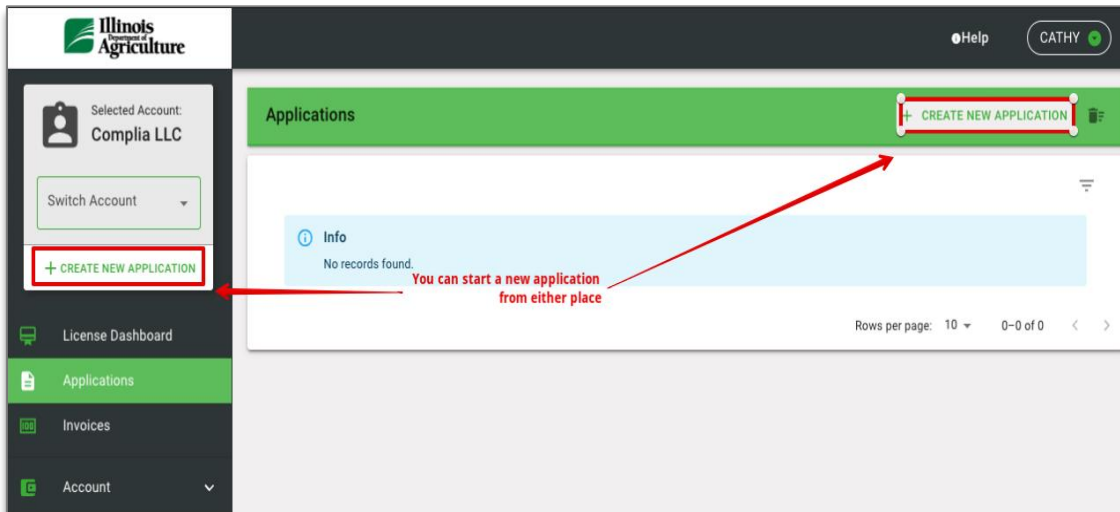
- Next, choose the application type you'd like to create. Check the information in the blue box to verify that you are working in the proper account. Click **Create Application** to start the application.
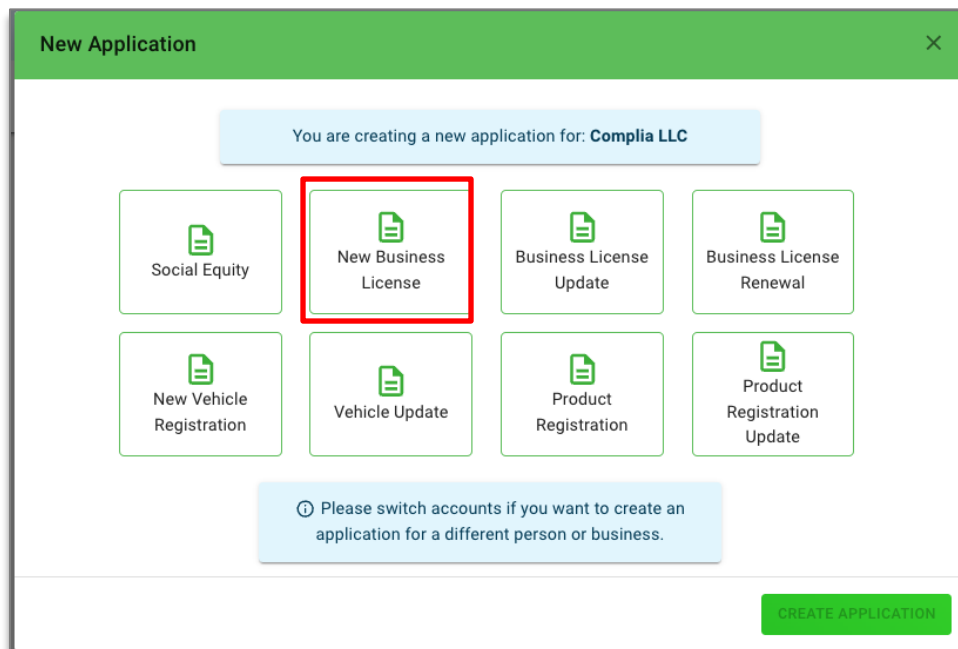
- Once the application is created, please fill in all the required information. Each application contains required data fields, question responses, and document uploads:

- You are welcome to save the application and return to it later if you need more time. Simply click **Save** and log off. **This will NOT submit the application.**
- As your application nears completion, navigate to the Review tab to verify that all required items have been completed.
- If you see any **red X's,** return to the applicable tab to complete the missing items.

- Once your application is submitted, it will be available for review by the Illinois Department of Agriculture. Please monitor your inbox for updates as your application is reviewed.
- If the agency finds any potential issues with your application, it may be rejected for correction. You will receive an email notification when this occurs. **Rejected applications must be corrected and resubmitted through the portal.**

5. PAYMENT

- Some applications require the payment of fees on submissions, as detailed by the IL DOA rules and regulations. If applicable, users will be redirected to the State of Illinois Third-Party Payer system after applying.
- New Business License requires payment of fees upon submission. Refer to **Application and Fees Table.pdf** for the Fees chart.

6. UPDATING YOUR RECORDS

- The portal allows users to update or renew their previously submitted and approved applications.
- To update an agent's Registration Identification Card or License, select the appropriate "Update" application. In this case, **select Business License Update**. The other 2 Update options available are Vehicle Update and Product Registration Update.
- To renew a Business License, select the Business License renewal.
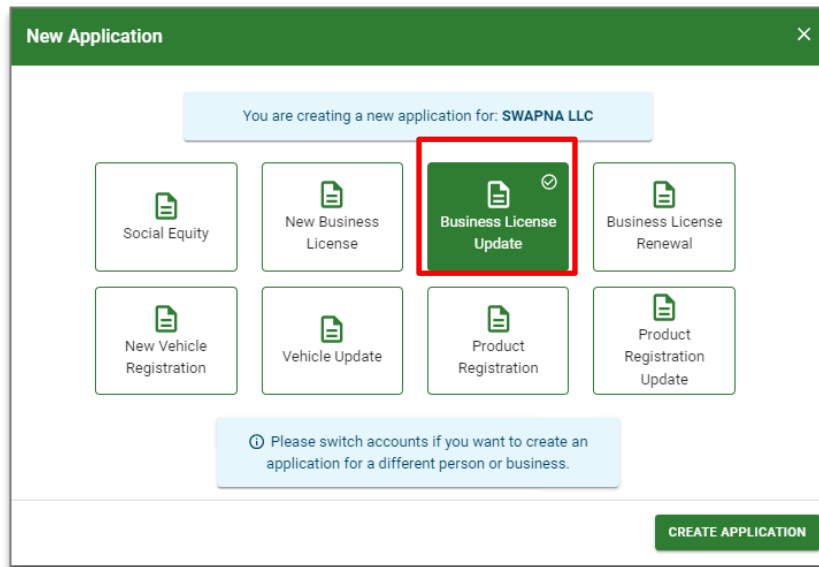
- You may start an update application by clicking on the "actions" icon next to your previously approved application.
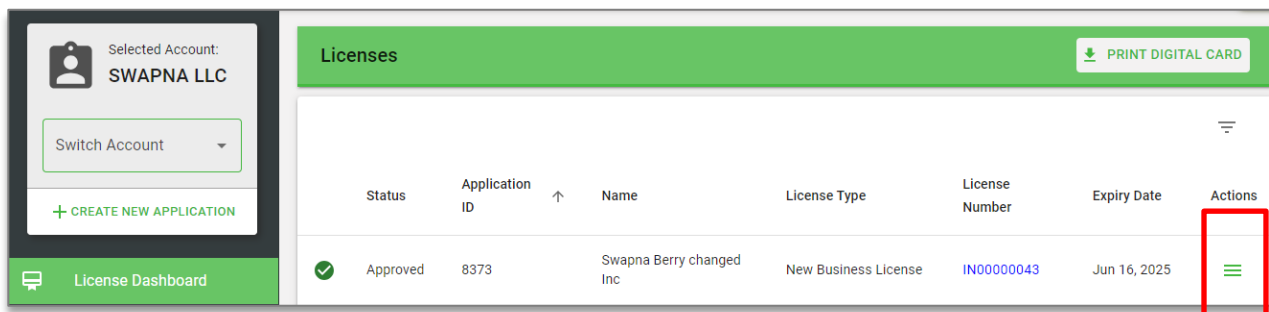
- Or you can start by clicking the **"+Create New Application**" icon on the left-hand navigation bar.
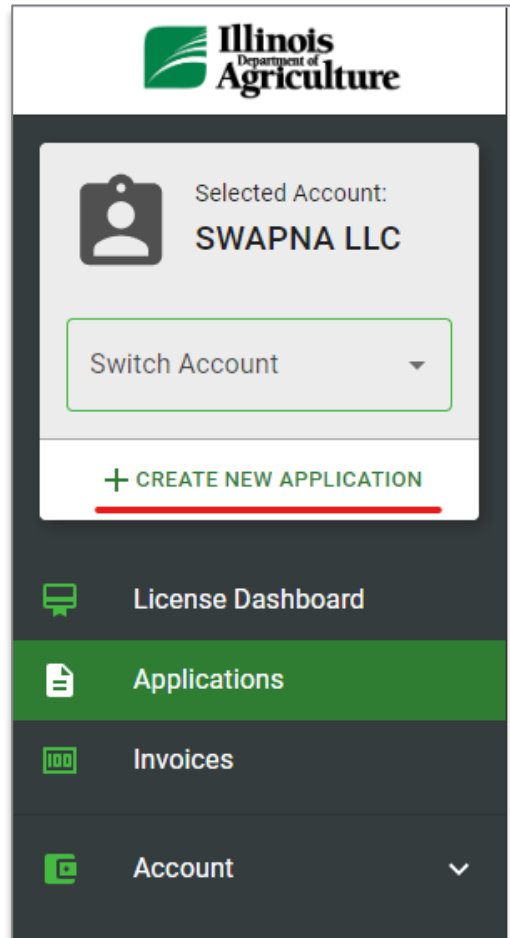
7. BUSINESS LICENSE UPDATE

- Businesses may update their licenses by selecting the Business License Update option. Use a Business License Update Application for information that needs to be updated.
- Select **Business License Update. Then,** Click **Create Application** to start the application.
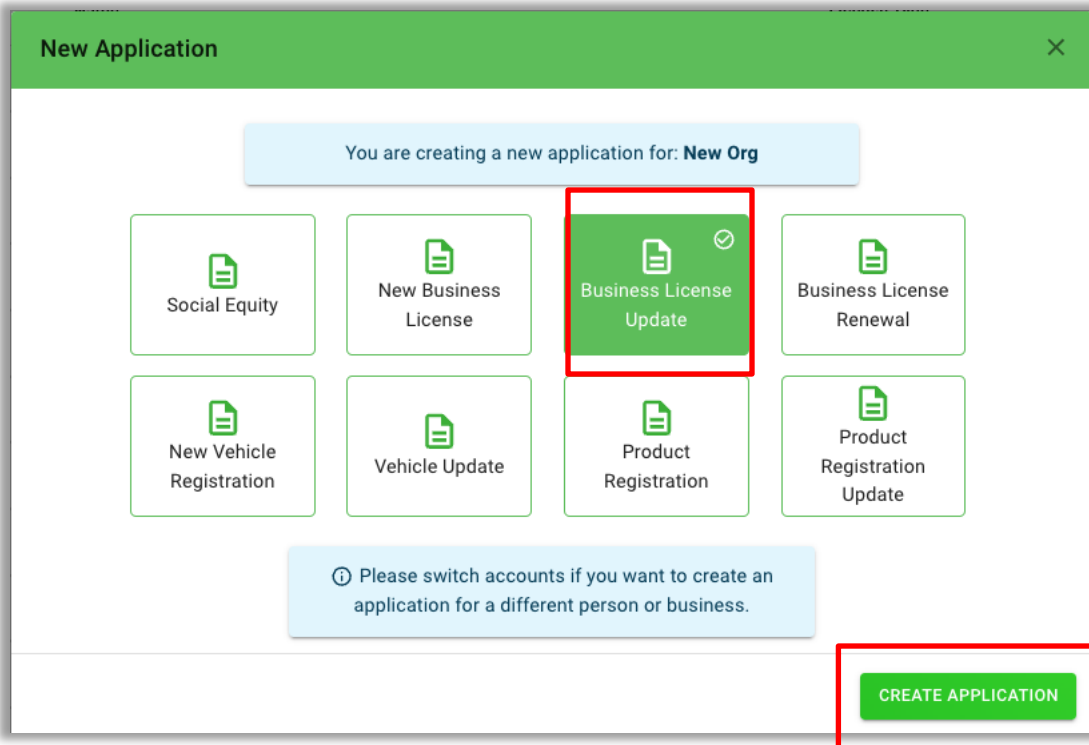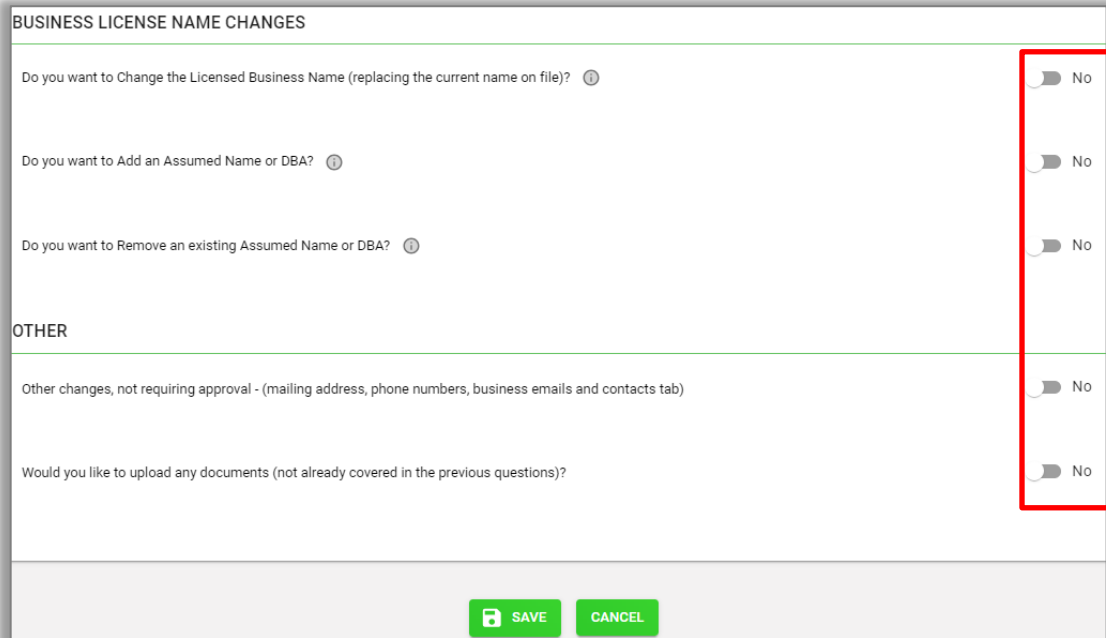
- This action will open a new window, as displayed below. Within this window, choose an active **License Number** from the drop-down menu in the **License Information** Tab.
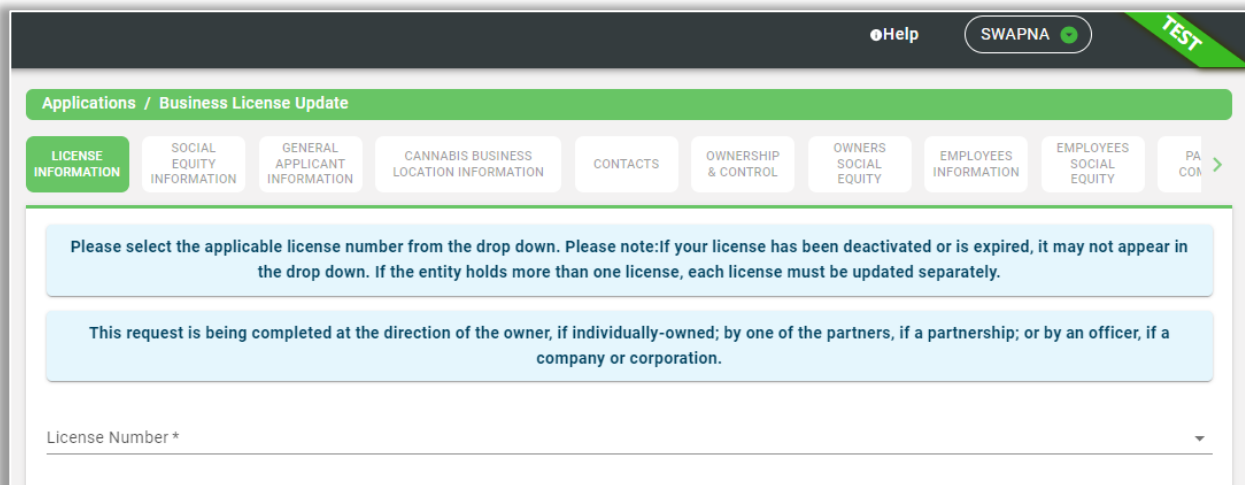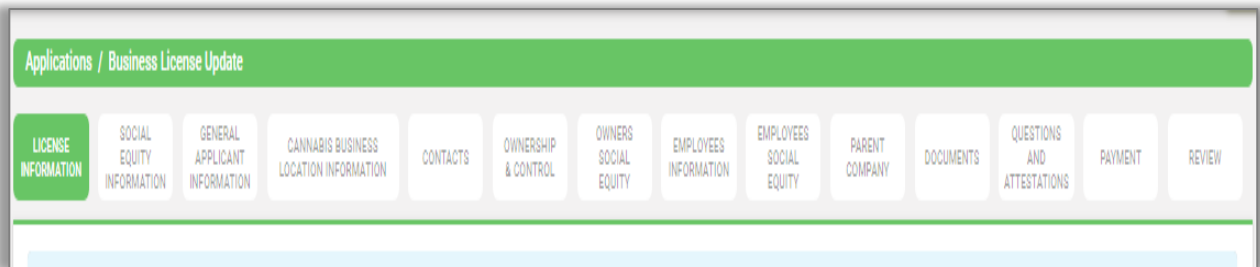
- The first tab on your update application is a set of qualifying questions.

- Answer the questions in the **Business License Name Changes Section** and the **Other** section relevant to your Business license update request using the **yes/no** button. Then Click the **Save** Button.

- Once you save your selections on this tab, the required information will appear on the subsequent tabs.
- Depending on your selection of questions from the **Business License name change** section and the **Other** section, the relevant tabs open for entering information

- Once you save your selections, you may not change them. **If you need to start the application over, simply delete this application from your dashboard and begin again.**
- Please note that some fields will be greyed out, as the user cannot change them.

Tip: Selecting the Update Toggles

- The Update Application form will copy the information from your record on file. You will select which questions (toggles) relate to what you want to update.

7.1 Business License Update Scenario Explained

Please select the applicable license number from the drop down. Please note:If your license has been deactivated or is expired, it may not appear in the drop down. If the entity holds more than one license, each license must be updated separately.

This request is being completed at the direction of the owner, if individually-owned; by one of the partners, if a partnership; or by an officer, if a company or corporation.

License Number *

BUSINESS LICENSE NAME CHANGES

Do you want to Change the Licensed Business Name (replacing the current name on file)? ⓘ   **Name Changes**   No

Do you want to Add an Assumed Name or DBA? ⓘ   **Adding Name/DBA**   **If you are unsure of which toggles to select, you may select all of them and then make the changes as needed.**   No

Do you want to Remove an existing Assumed Name or DBA? ⓘ   **Removing Name/DBA**   **If you submit an Update Application, you cannot submit another one until the first one is resolved.**   No
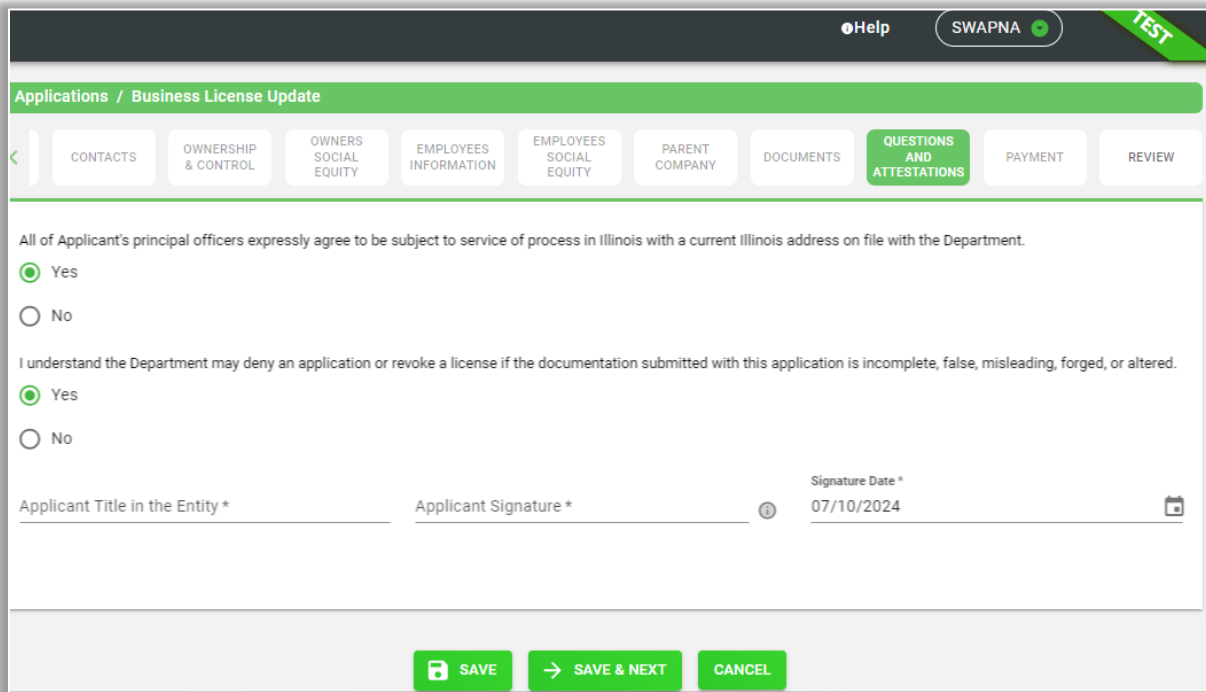
OTHER

Other changes, not requiring approval - (mailing address, phone numbers, business emails and contacts tab)   **General Changes that are approved**   No

Would you like to upload any documents (not already covered in the previous questions)?   **This will give you all the document categories to use as needed, they are all optional.**   No

SAVE   CANCEL
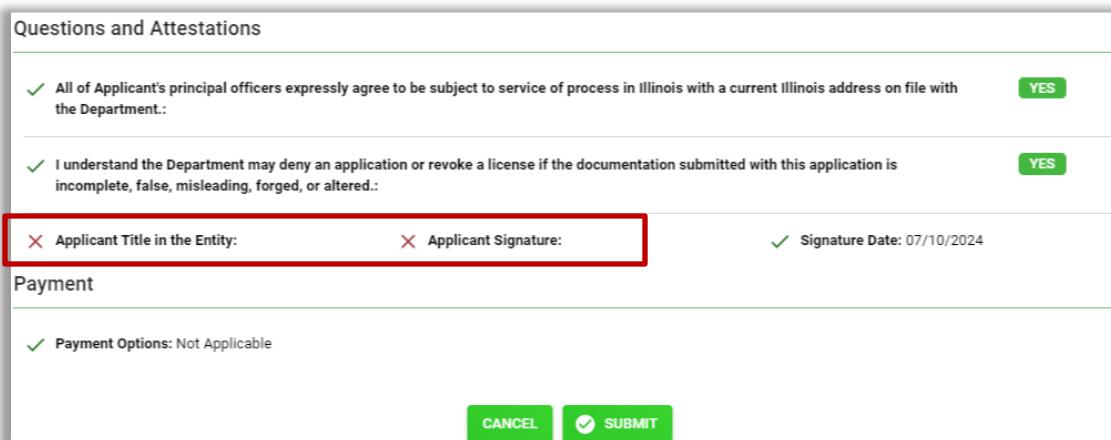
- Fill out the required form fields and update the account by changing it in the fields as needed and selecting **Save** or **Save & Next** box.

SAVE   → SAVE & NEXT   CANCEL
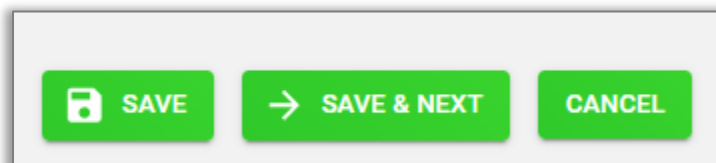
- In the **Attestations** section, the applicant must respond to all attestation statements.
- Make sure to fill in the Applicant title, Applicant Signature and Signature Date.

- Click on **SAVE** to save this section's data, then click **SAVE & NEXT** to save and advance to the following tab: **REVIEW**.
- In the Review section, verify if all the required fields are completed for each section. Please review the fields in the application for accuracy and completeness.
- If you encounter any **red X marks,** please return to the relevant tab (by clicking on the tab up top or clicking on the Section Header) to address the incomplete item.

7.2   Completing the Application

- Once you've generated the application, please provide all the necessary information. Each application comprises mandatory data fields, responses to questions, and document uploads.
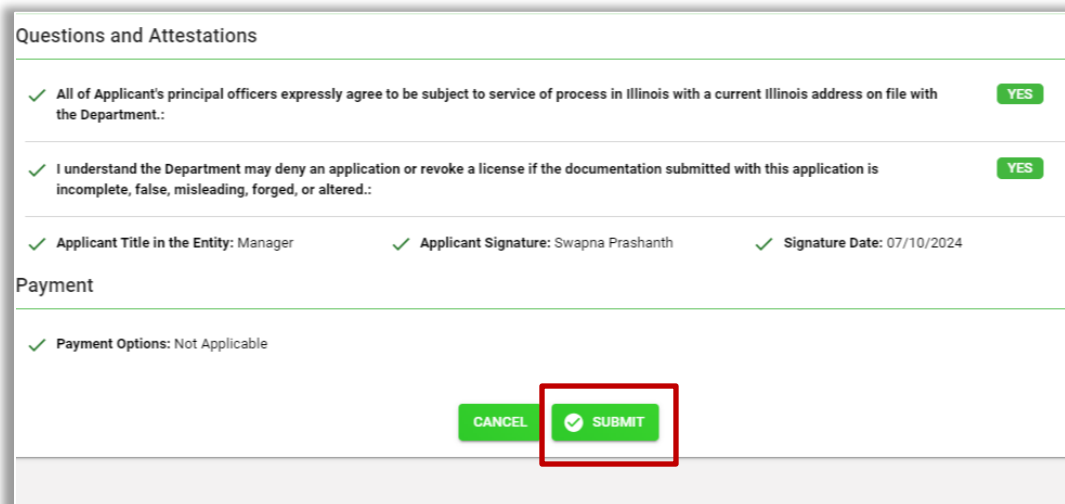

- If you need more time to complete the required sections, save the application and revisit it at your convenience.
- Once your application is submitted, it cannot be modified (unless the IDOA reviewer rejects it). Please make sure your application is final and complete before submitting it.

7.3   Submitting the Application

- Click **SUBMIT** once the application is successfully reviewed.

- Once your application is submitted, it will be available for review by ILDOA.
- Please monitor your inbox for updates (such as submitted, rejected, resubmitted, denied) as your application is reviewed.

- If ILDOA finds any potential issues with your application, it may be rejected. You will receive an email notification when this occurs. Rejected applications must be corrected and resubmitted through NLS for further review.
- Continue through the tabs to complete your updated information. Make sure your data is correct before applying. Be sure to select "Save" before exiting to save any progress.

8. BUSINESS LICENSE RENEWAL

- Businesses may renew their license by selecting the **Business License Renewal option.**
- The Renewal application is to pay and request your new annual license issuance. Information cannot be changed at this time. If you need to update your business license information, please use the Business License Update option. Contact the agency for more guidance if you have questions about this process.
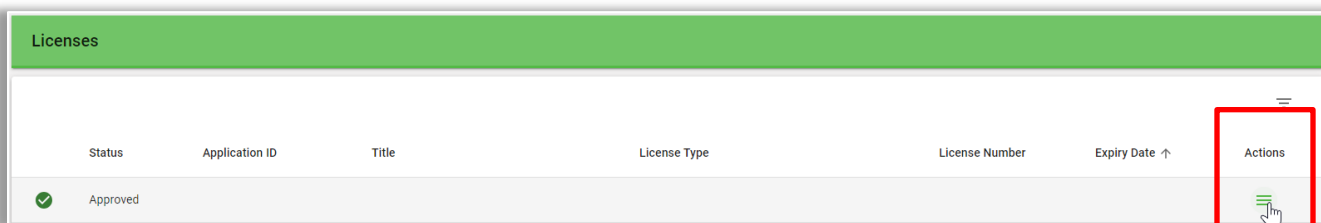- To renew a Business License, Select **Business License Renewal** from the new application page**. Then,** Click **Create Application** to start the application.
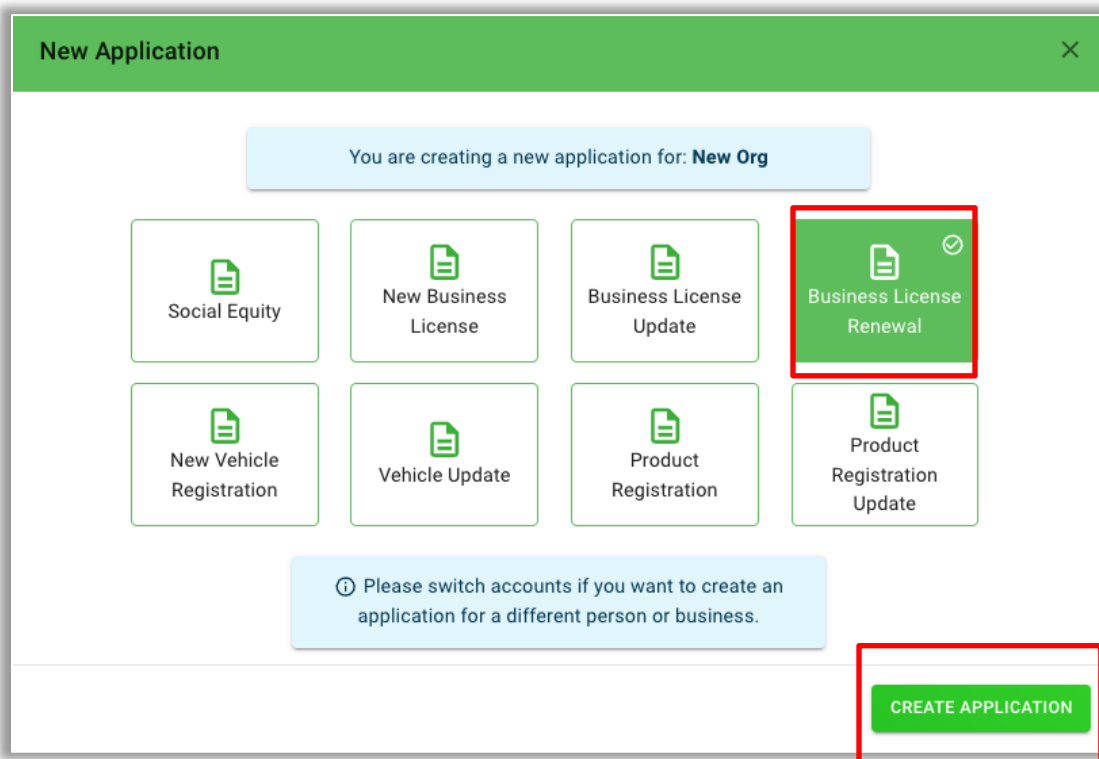
- Or you can renew by accessing your application via the License Dashboard by clicking on the green lines of the "actions" icon:
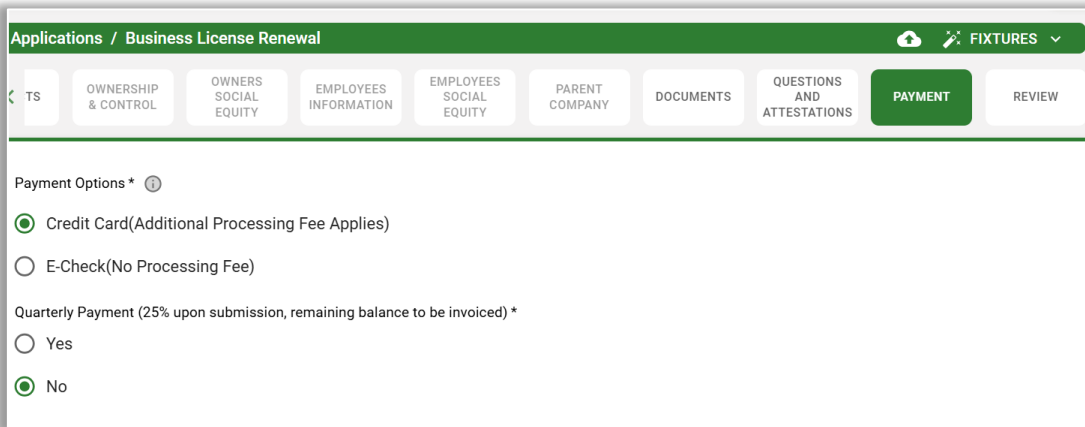
- This action will open a new window, as displayed below. Within this window, choose an active **License Number** from the drop-down menu in the License Information Tab.

- Continue through the tabs to complete your updated information. Make sure your data is correct before applying. Be sure to select "Save" before exiting to save any progress.
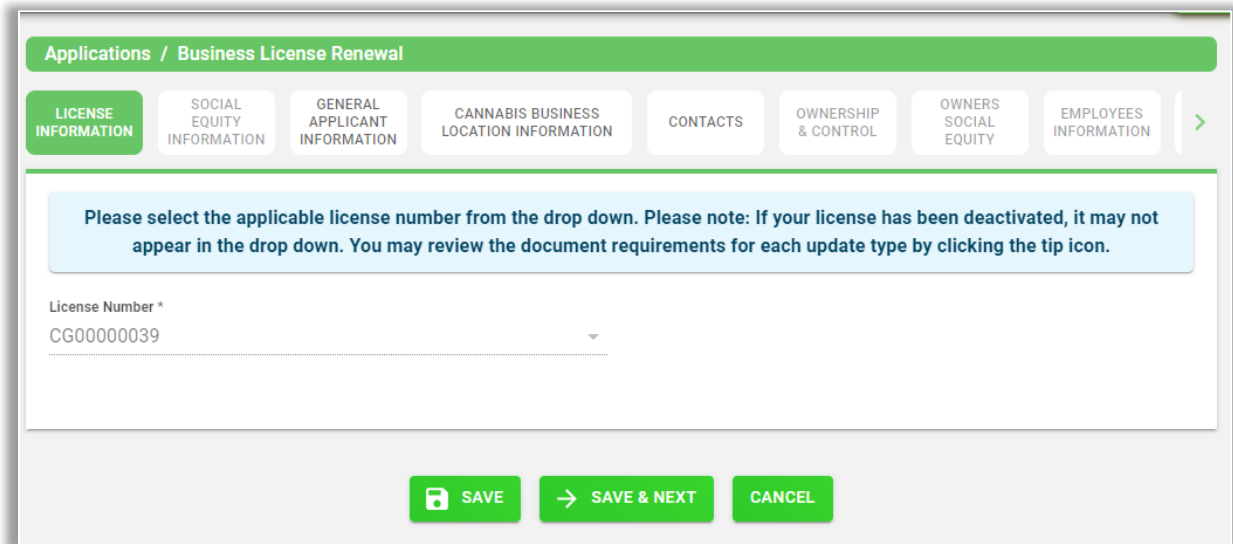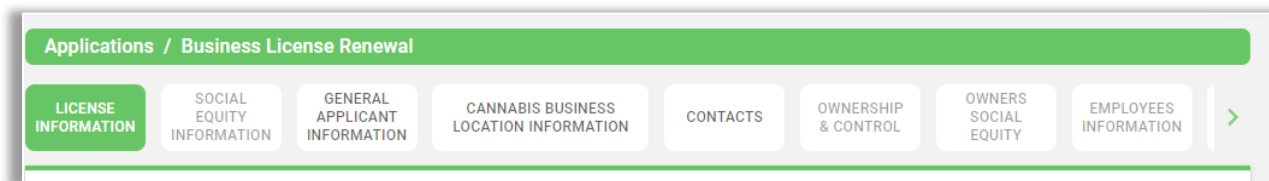

- Some applications require the payment of fees on submissions, as detailed by the IL DOA rules and regulations. If applicable, users will be redirected to the State of Illinois Third-Party Payer system after applying.
- Business License Renewal requires a payment. Refer to **Application and Fees Table.pdf** for the Fees chart.

- Review your application carefully to ensure the information on file is accurate.

6   In the Review section, verify if all the required fields are completed for each section. Please review the fields in the application for accuracy and completeness.

7   If you encounter any **red X marks,** please return to the relevant tab (by clicking on the tab up top or clicking on the Section Header) to address the incomplete item.

Questions and Attestations

✓ All of Applicant's principal officers expressly agree to be subject to service of process in Illinois with a current Illinois address on file with the Department.: **YES**

✓ I understand the Department may deny an application or revoke a license if the documentation submitted with this application is incomplete, false, misleading, forged, or altered.: **YES**

✓ **Applicant Title in the Entity:** coo   ✓ **Applicant Signature:** swapna m   ✗ **Signature Date:** 06/25/2024
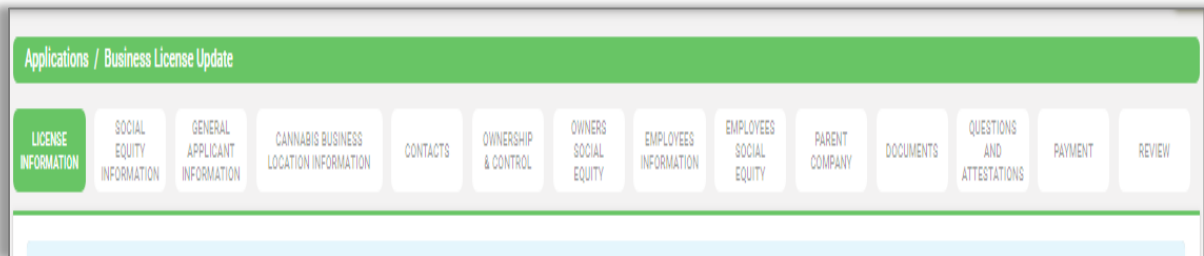
Payment

✓ **Payment Options:** Credit Card

CANCEL   ✓ **PAY & SUBMIT**

8.1   Completing the Application

- Once you've generated the application, please provide all the necessary information. Each application comprises mandatory data fields, responses to questions, and document uploads.

- If you need more time to complete the required sections, save the application and revisit it at your convenience.
- Once your application is submitted, it cannot be modified (unless the IDOA reviewer rejects it). Please make sure your application is final and complete before submitting it.

8.2   Submitting the Application

- Click **SUBMIT** once the application is successfully reviewed.
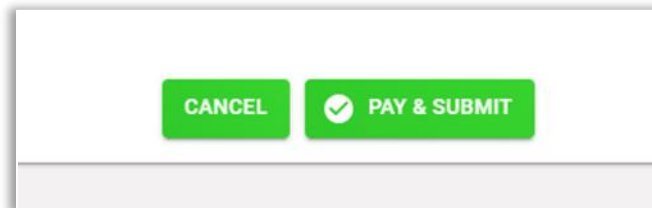
- Once your application is paid and submitted, it will be available for review by ILDOA.
- Please monitor your inbox for updates (such as submitted, rejected, resubmitted, denied) as your application is reviewed.
- If ILDOA finds any potential issues with your application, it may be rejected. You will receive an email notification when this occurs. Rejected applications must be corrected and resubmitted through NLS for further review.

9. SUPPORT

- Please contact the Illinois Department of Agriculture with all non-technical questions.
- For questions regarding application requirements, acceptable documentation, the status of your application, rules, regulations, policy, or other program-specific questions, please get in touch with the Illinois Department of Agriculture directly via email at **agr.adultuse@illinois.gov**
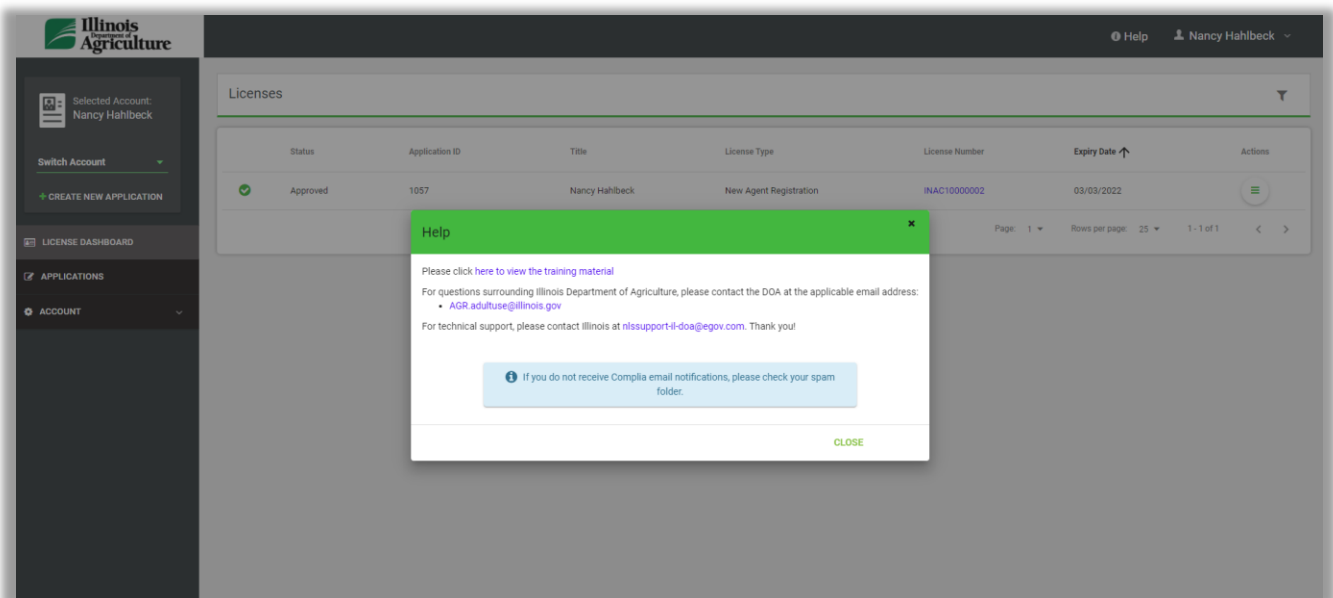
9.1 Technical Help

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

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

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

9.2 Help Screen and Online User Guides

The portal contains help information, contact numbers, emails, and this user guide. To access them, click the **Help** button at the top right of your screen.

Help

Please click here to view the training material

For questions surrounding Illinois Department of Agriculture, please contact the DOA at the applicable email address:

- AGR.adultuse@illinois.gov

For technical support, please contact Illinois at nlssupport-il-doa@egov.com. Thank you!

ℹ️ If you do not receive Complia email notifications, please check your spam folder.

CLOSE

10. USER TIPS & FAQS

10.1 Legend of Icons in the System

These icons are described here:

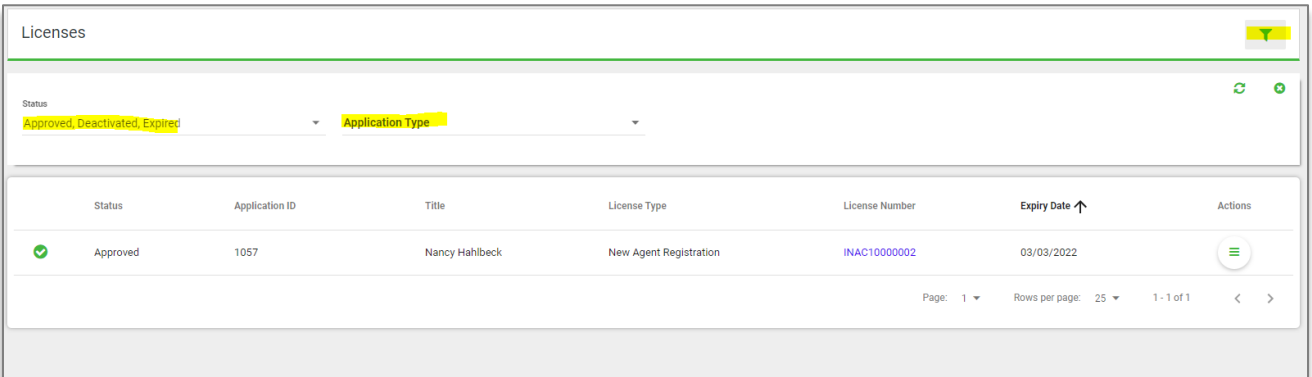|		
	Pro Tips	Useful Information
	Toggle Filter	Search Filters
	Actions	Actions shortcut on Specific Licenses

i. 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":
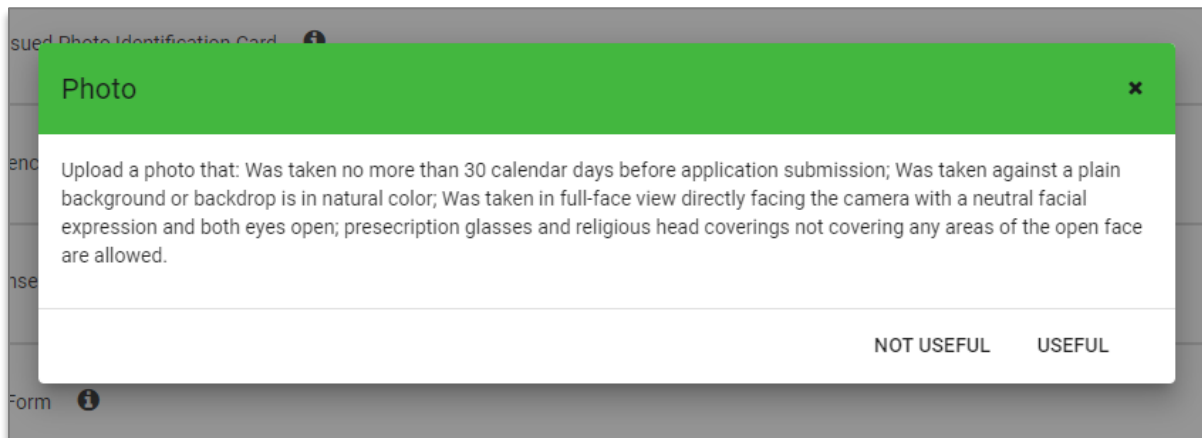
ii. Filters

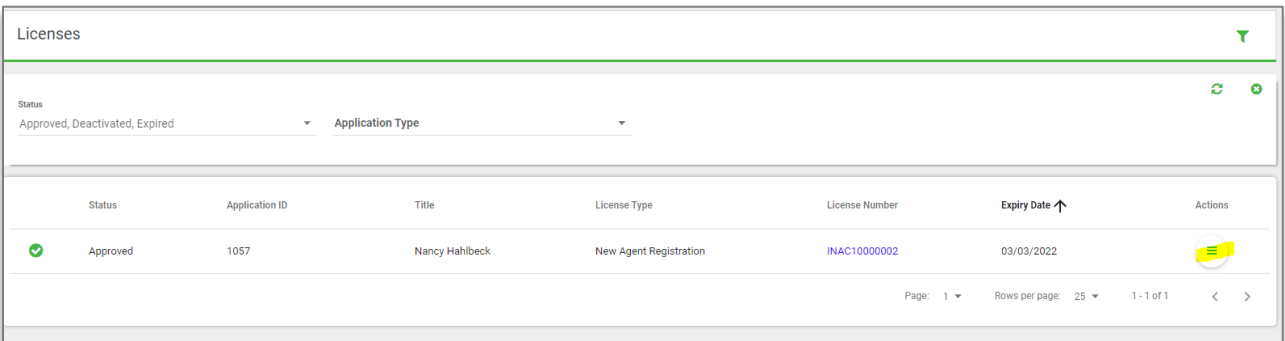- The filter will sort the screen for viewing.

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

Licenses — Status: Approved, Deactivated, Expired — Application Type

Page: 1 ▾ Rows per page: 25 ▾ 1 - 1 of 1 < >

iii. Actions

- The Actions button will provide shortcuts to actions on licenses. 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.
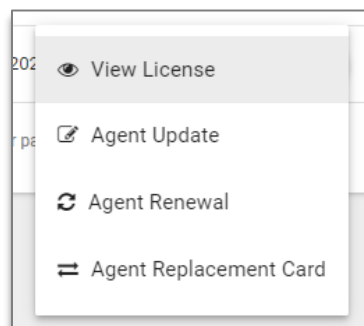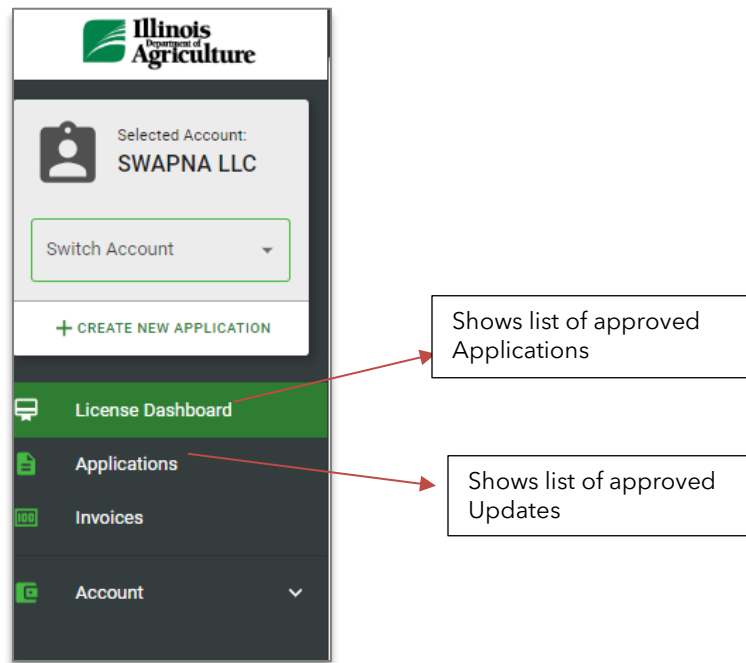
Status	Application ID	Title	License Type	License Number	Expiry Date ↑	Actions
✔ Approved	1057	Nancy Hahlbeck	New Agent Registration	INAC10000002	03/03/2022	≡

Licenses — Status: Approved, Deactivated, Expired — Application Type

Page: 1 ▾ Rows per page: 25 ▾ 1 - 1 of 1 < >

👁 View License

✏ Agent Update

↻ Agent Renewal

⇄ Agent Replacement Card
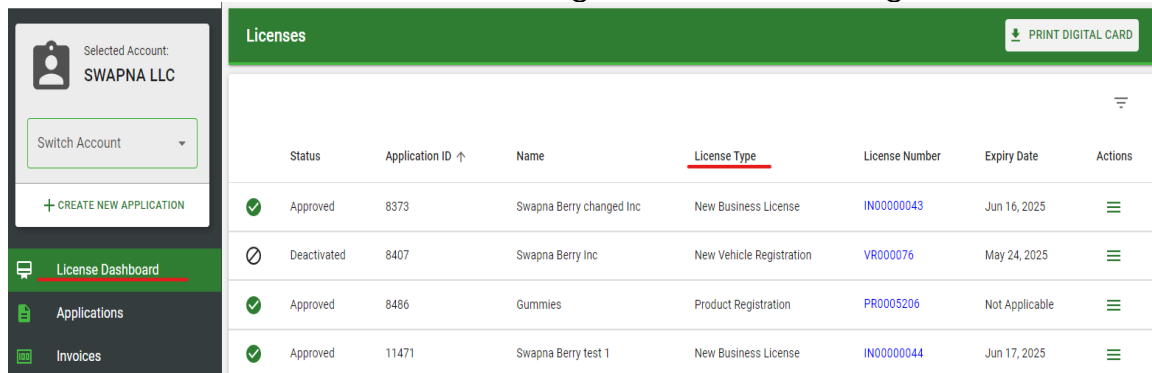
10.2 License Dashboard and Application section explained

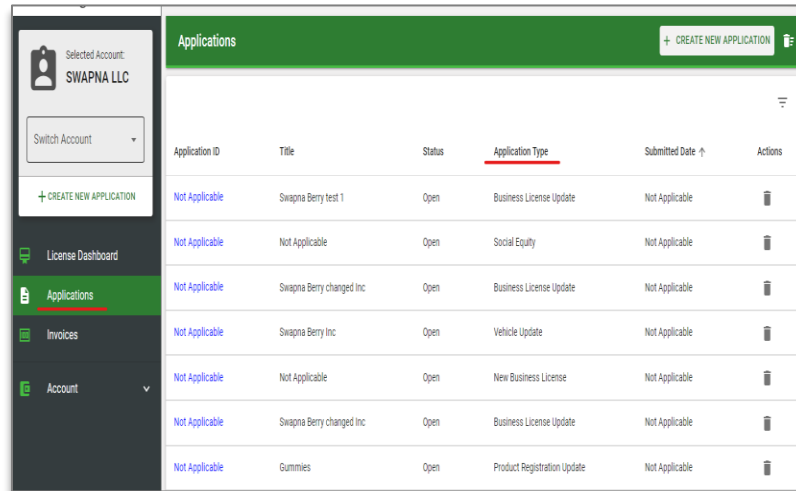Shows list of approved Applications

Shows list of approved Updates

- The License dashboard section only shows the approved applications such as New Business License, New Vehicle Registration, Product Registration

	Status	Application ID ↑	Name	License Type	License Number	Expiry Date	Actions
✓	Approved	8373	Swapna Berry changed Inc	New Business License	IN00000043	Jun 16, 2025	≡
⊘	Deactivated	8407	Swapna Berry Inc	New Vehicle Registration	VR000076	May 24, 2025	≡
✓	Approved	8486	Gummies	Product Registration	PR0005206	Not Applicable	≡
✓	Approved	11471	Swapna Berry test 1	New Business License	IN00000044	Jun 17, 2025	≡

- Social Equity and other Approved, Open, Processing, Paid, Submitted, Rejected, and Denied Updates for New Business Licenses, Vehicle registrations, Product Registrations, Business License Updates, Business License renewals, and Vehicle Updates show up in the Applications section.

10.3 Frequently asked questions

- Please refer to the **FAQs** section for more frequently asked questions for Business Modules.