



NLS User Guide for Industry



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Creation Date: March 2021
Revised 10/2022

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Registration Overview

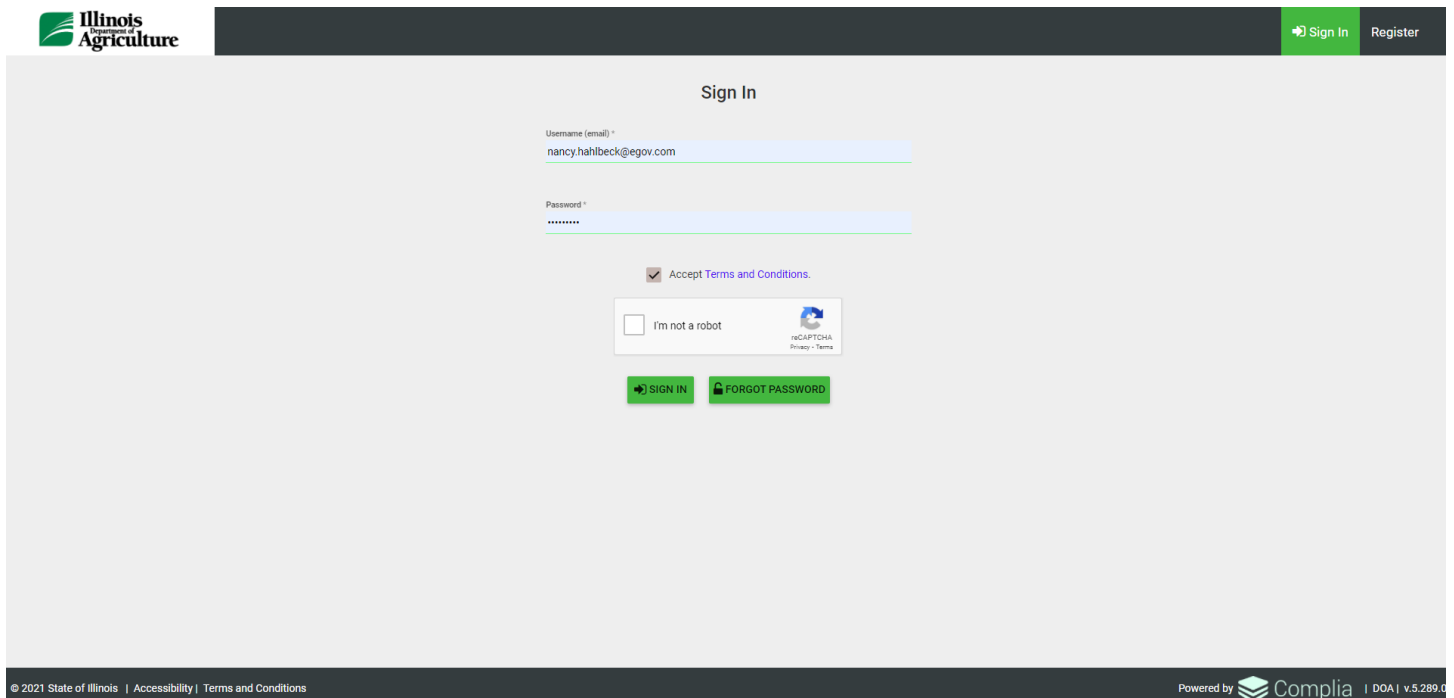
New users must first register by navigating to the Registration page:
<https://il-doa-public.mycomplia.com/#!/ildoa/register>

Once the registration information is submitted, confirm your email address by clicking the link sent to your inbox.

While registering, if the Captcha box doesn't appear asking you to check "I'm not a robot" then please refresh your screen till you see the checkbox.

Log In

Once your new account email has been verified, you can log in: <https://il-doa-public.mycompla.com/#!/signin>



Illinois Department of Agriculture


Sign In Register

Sign In


Username (email) *
nancy.hahlbeck@egov.com

Password *

Accept Terms and Conditions.

I'm not a robot 
reCAPTCHA
Privacy - Terms

[SIGN IN](#) [FORGOT PASSWORD](#)

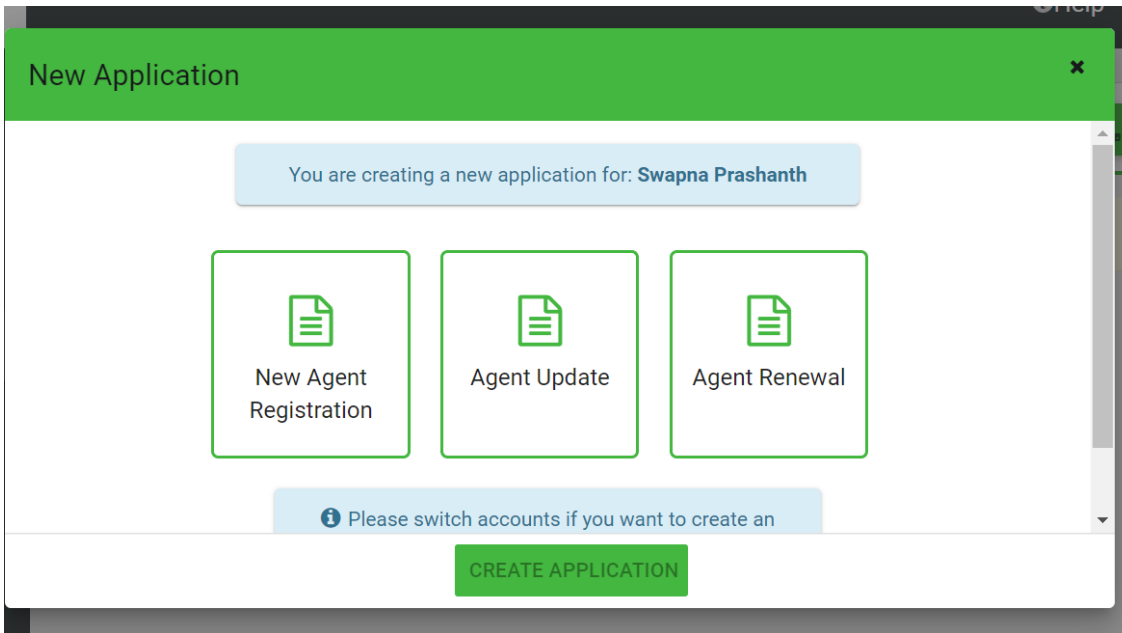
© 2021 State of Illinois | Accessibility | Terms and Conditions Powered by  Compla | DOA | v.5.289.0

If you forget your password, click the Forgot Password button, provide your email address, and follow the instructions.

Submit an Application

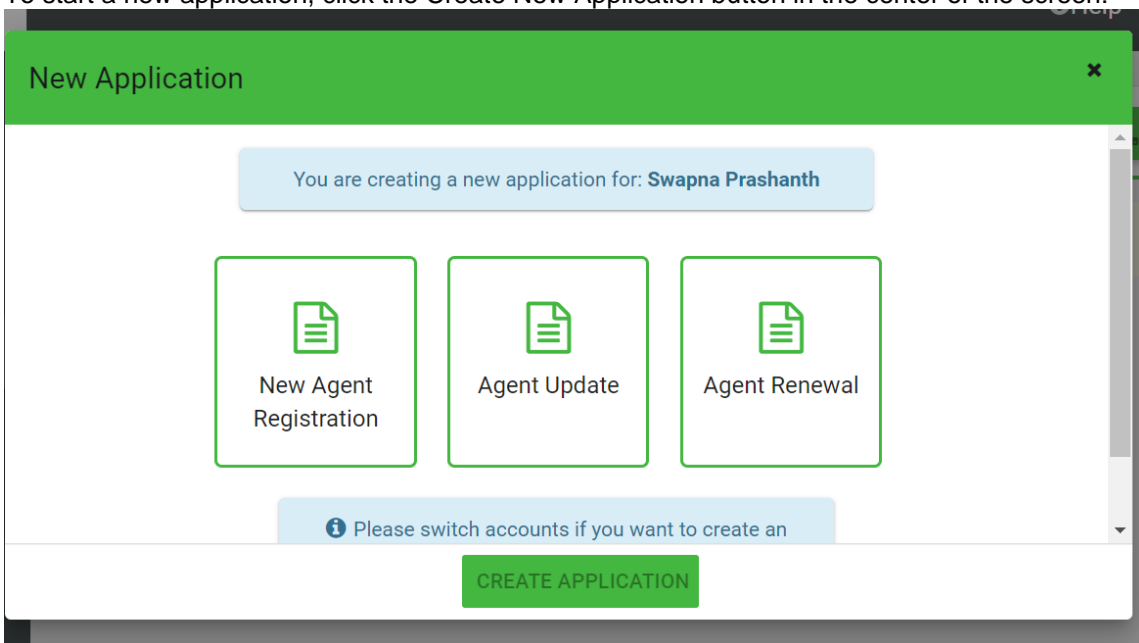
New Application

Choose the application type you'd like to create. Be sure to verify that you are working in the proper account by verifying the information in the blue box. Click Create Application to start the application.



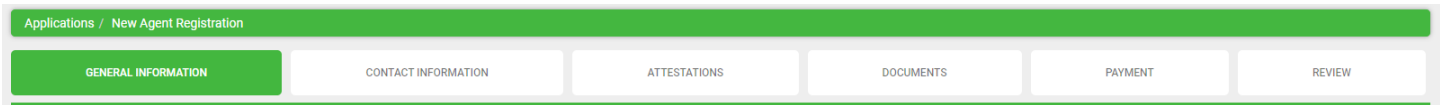
Create a New Agent Application

To start a new application, click the Create New Application button in the center of the screen:



Completing the Application

Once the application is created, please fill in all of 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 at a later time if you need more time. Simply click save and log off.

Once you get to the documents tab you will have to upload the following documents upon initial application.

- Digital Photo
- Valid Driver's License or State Issued Identification Card
- Proof of residency
- Copy of Social Security Card
- Fingerprint Consent Form

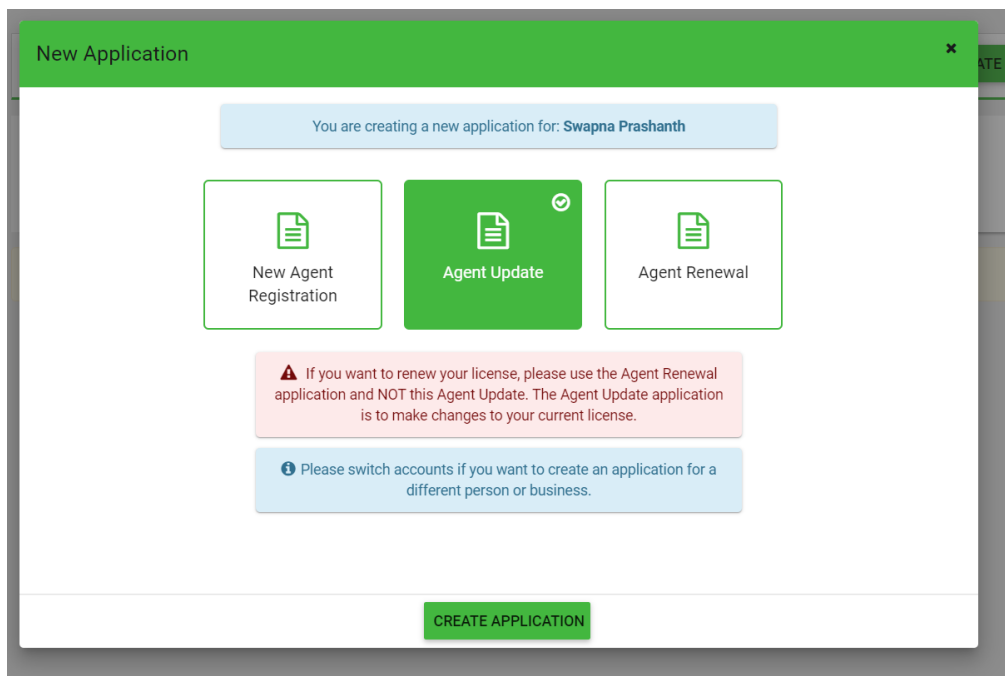
You must pay with credit card and there is an additional transaction fee

As your application is nearing completion, navigate to the Review tab to verify all required items are completed. If you see any red X's, you'll need to go back to the applicable tab to complete the missing item.

Once your application is submitted, it will be available for review by ILDOA. Please be sure to monitor your inbox for updates 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.

Update Applications

From time to time, a licensee may need to update information on file with the Department, such as name or address. To report such a change, select the Update application type and complete the required information:



Submit an Application



You will then need to complete the prompted fields with your original license information.

Applications / Agent Update

LICENSE INFORMATION GENERAL INFORMATION CONTACT INFORMATION ATTESTATIONS DOCUMENTS REVIEW

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. You may review the document requirements for each update type by clicking the tip icon.

License Number *

Please describe the nature of this update.

0 / 500

Does this Update application include a change to your name? No

Does this Update application include a change to your address? No

Does this Update application include a change to your gender? No

I would like to upload a new photo No

Are you submitting this Update application in order to deactivate your Agent ID license? No

Illinois Department of Agriculture

Help Nancy Hahlbeck

Applications / Agent Update

LICENSE INFORMATION GENERAL INFORMATION CONTACT INFORMATION ATTESTATIONS DOCUMENTS REVIEW

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. You may review the document requirements for each update type by clicking the tip icon.

License Number *

Please describe the nature of this update.

0 / 500

Does this Update application include a change to your name? No

Does this Update application include a change to your address? No

Selected Account: Nancy Hahlbeck

Switch Account

+ CREATE NEW APPLICATION

LICENSE DASHBOARD

APPLICATIONS

ACCOUNT

Renewal Applications

Agent licenses may be renewed by selecting the “Agent Renewal” option. Proceed through the screens and review your application carefully to ensure the information on file is accurate.

New Application

You are creating a new application for: Swapna Prashanth

New Agent Registration

Agent Update

Agent Renewal

Please switch accounts if you want to create an application for a different person or business.

CREATE APPLICATION

Applications / Agent Renewal

LICENSE INFORMATION

GENERAL INFORMATION

CONTACT INFORMATION

ATTESTATIONS

DOCUMENTS

PAYMENT

REVIEW

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. You may review the document requirements for each update type by clicking the tip icon.

License Number *

SAVE CANCEL

Submit an Application



Note the prepopulated information appears here:

| LICENSE INFORMATION | GENERAL INFORMATION | CONTACT INFORMATION | ATTESTATIONS | DOCUMENTS | PAYMENT | REVIEW |
|---------------------------------|-------------------------|--|--|--|-----------------|--------|
| First Name * | Nancy | Middle Name | | Last Name * | Hahlbeck | |
| Date of Birth * | 02/06/1991 | Are you at least 21 years of age or older? * | <input checked="" type="radio"/> Yes <input type="radio"/> No | Social Security Number * | 000-11-1222 | |
| Email Address * | nancy.hahlbeck@egov.com | Do you hold a valid drivers license? * | <input checked="" type="radio"/> Yes <input type="radio"/> No | Agent Type * | Agent in Charge | |
| Gender * | Female | Transaction Control Number * | 123 (TCN) from your Livescan Vendor | Authorizing Principal Officer or Agent in Charge * | Complia LLC | |
| Drivers license Issuing State * | Missouri | Drivers License Number * | 1234 | Authorizing Principal Officer or Agent in Charge * | Complia LLC | |
| Associated Business License * | IN00000001 | <input type="button" value="VERIFY LICENSE NUMBER"/> | | | | |
| Business License Name * | COMPLIA LLC | Associated Business License Type * | Infuser | | | |

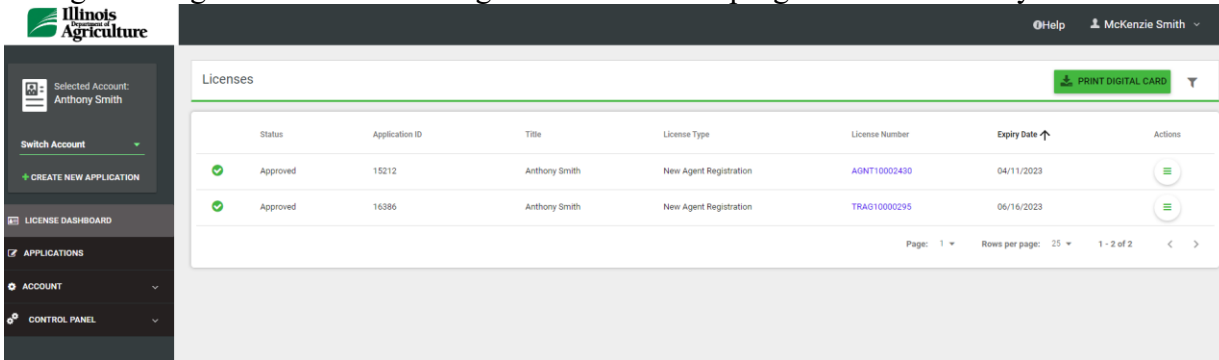
Please remember to review your application carefully to ensure all information is accurate.

Upon Renewal you will have to upload documentation

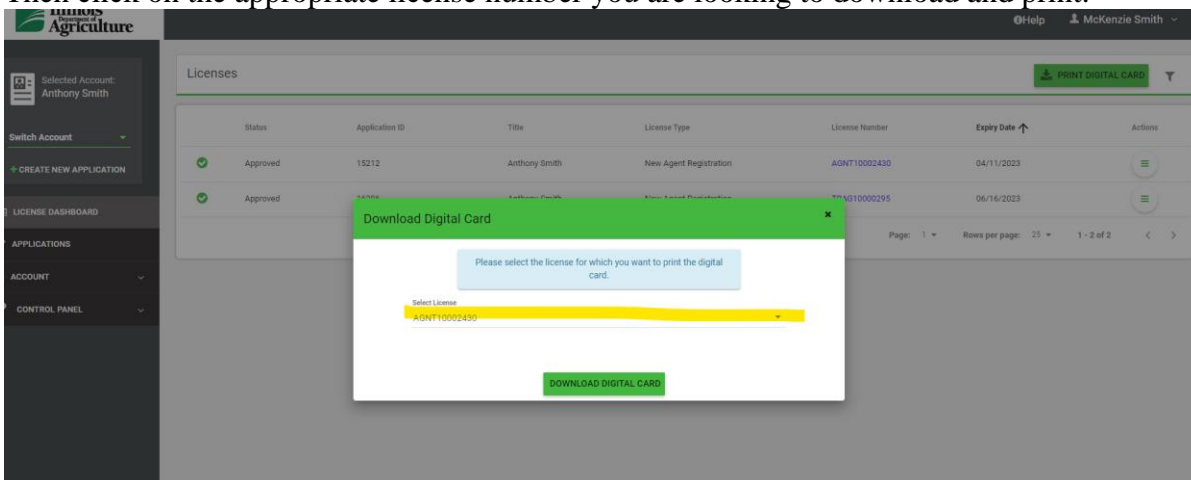
- Digital photo
- Valid Driver's License or State Issued Identification Card
- Proof of residency

How to Download Badge

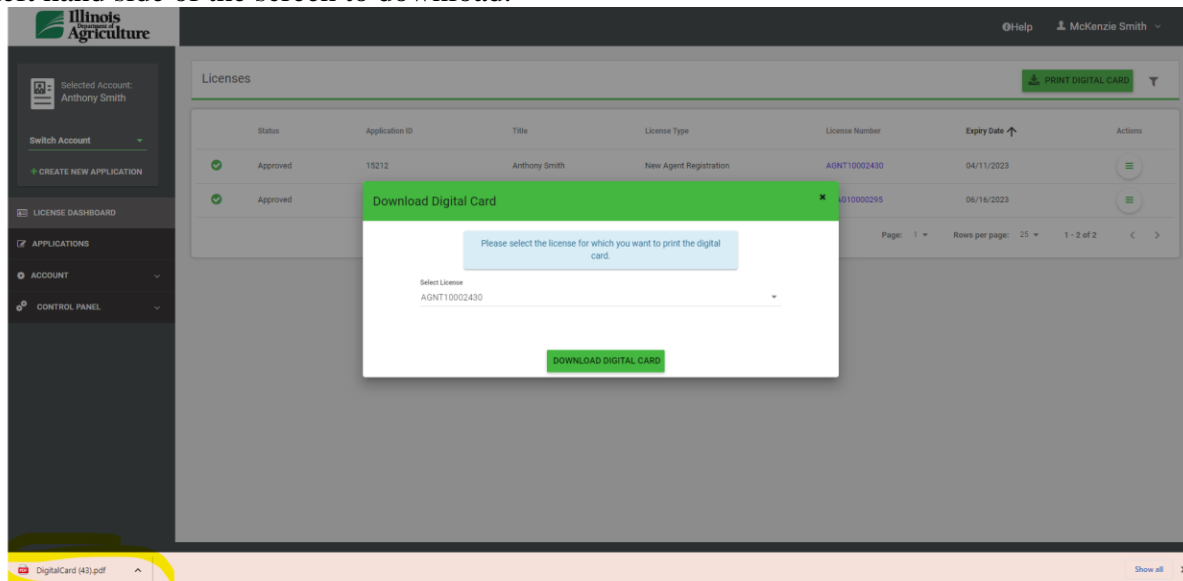
First go to the green button “Print Digital Card” in the top right hand corner of your dashboard.



Then click on the appropriate license number you are looking to download and print.

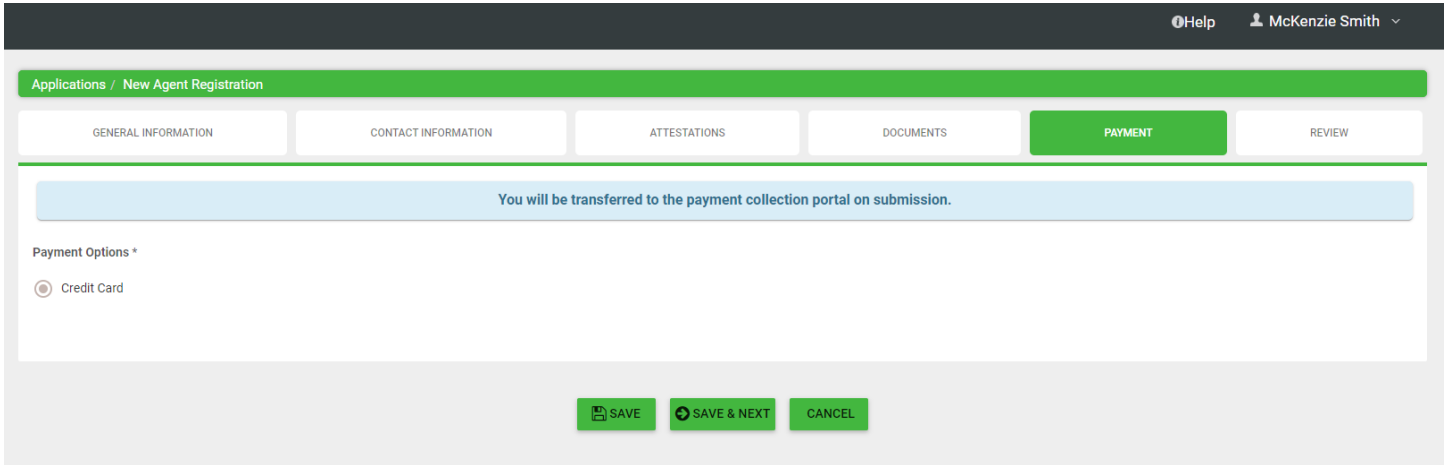


Once you click on “Download Digital Card” in the pop up then the download will usually appear in the bottom left hand side of the screen to download.



Payments

Most applications in NLS require the payment of fees as detailed by the ILDOA rules and regulations. Users are able to ONLY pay by credit card.



The screenshot shows a web application interface for 'New Agent Registration'. At the top right, there is a 'Help' icon and a user profile for 'McKenzie Smith'. Below this is a green navigation bar with the text 'Applications / New Agent Registration'. A horizontal menu contains six tabs: 'GENERAL INFORMATION', 'CONTACT INFORMATION', 'ATTESTATIONS', 'DOCUMENTS', 'PAYMENT' (which is highlighted in green), and 'REVIEW'. A light blue message box states: 'You will be transferred to the payment collection portal on submission.' Underneath, the section 'Payment Options *' contains a single radio button labeled 'Credit Card'. At the bottom of the form, there are three green buttons: 'SAVE' (with a floppy disk icon), 'SAVE & NEXT' (with a right arrow icon), and 'CANCEL'.

Support

Program Help

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

Technical Help

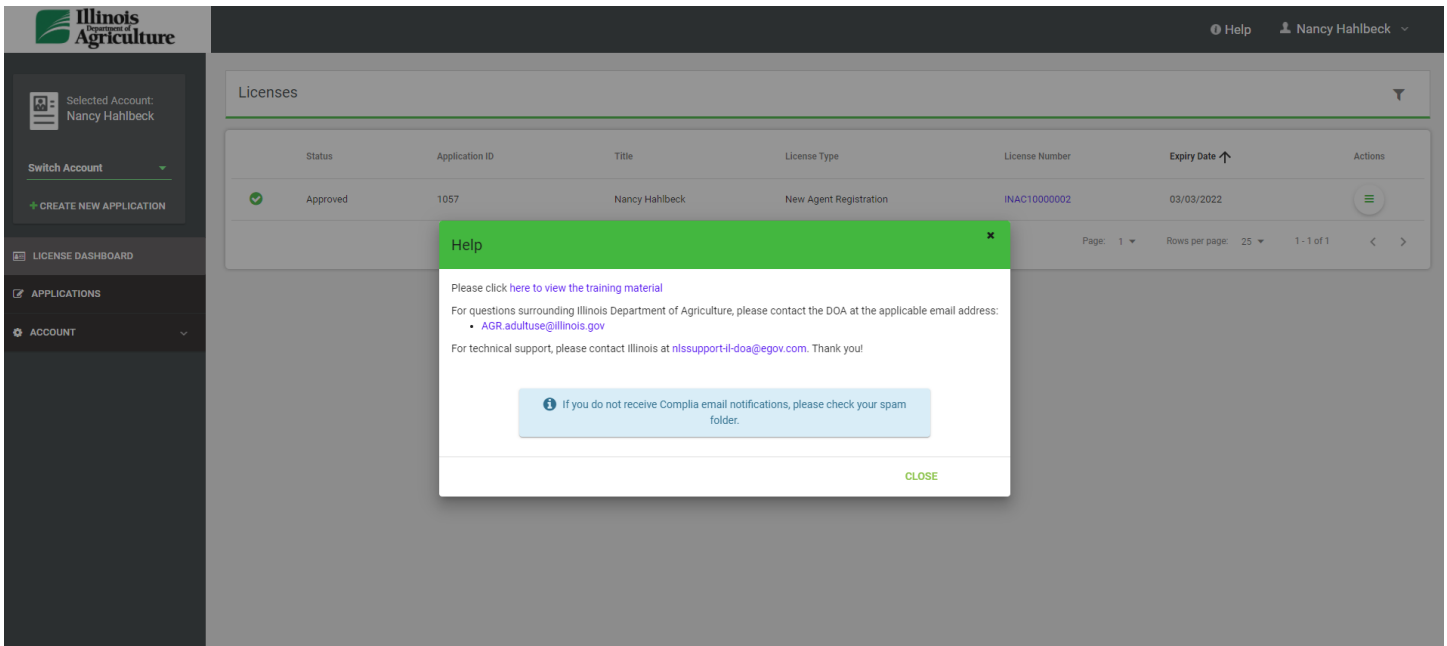
If you have technical support questions and need assistance with logging in, or utilizing the portal properly, please contact us at nlssupport-il-doa@egov.com for any further assistance.

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.

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

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.



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!

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

CLOSE

Resend Verification Email

Navigate to the registration screen, scroll to the bottom where it says, “If you didn’t receive your verification email, please click here.” Or you may use this link:

<https://il-doa-public.mycomplia.com/#!/resendVerifyAccountEmail>

Register to join Illinois DOA Portal.

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.

| | |
|---|---|
| Legal First Name * | Legal Last Name * |
| Email * | Confirm Email * |
| Phone Number * | |
| SSN * | Confirm SSN * |
| Date of Birth * <small>This field is required.</small> | Confirm Date of Birth * <small>This field is required.</small> |
| Password * | Re-enter Password * |

Please read and accept [Terms and Conditions](#) before proceeding.

I'm not a robot

REGISTER

[If you didn't receive your verification email, please click here.](#)

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. Or you may use this link:

Change Password

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

Proceed with the change instructions on the next screen.

User Tips and FAQs

This section contains miscellaneous reference and FAQ.

Legend

These icons are described here:



Pro Tips

Useful Information



Toggle Filer

Search Filters



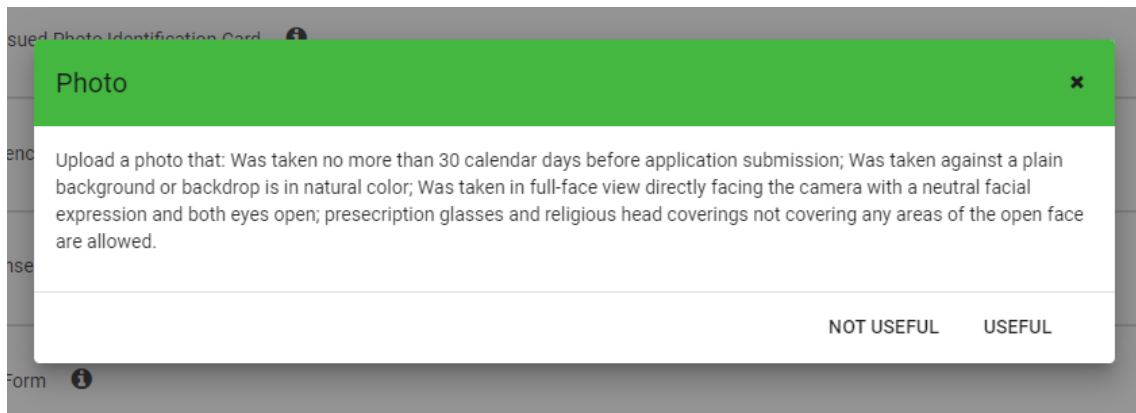
Actions

Actions shortcut on Specific Licenses

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 Tips for a “Photo Upload”:



Filters

The filter will sort the screen for viewing.

Licenses [Filter Icon]

Status: Approved, Deactivated, Expires Application Type: [Dropdown]

| Status | Application ID | Title | License Type | License Number | Expiry Date ↑ | Actions |
|--------|----------------|----------------|------------------------|----------------|---------------|----------------|
| | 1057 | Nancy Hahlbeck | New Agent Registration | INAC10000002 | 03/03/2022 | [Actions Icon] |

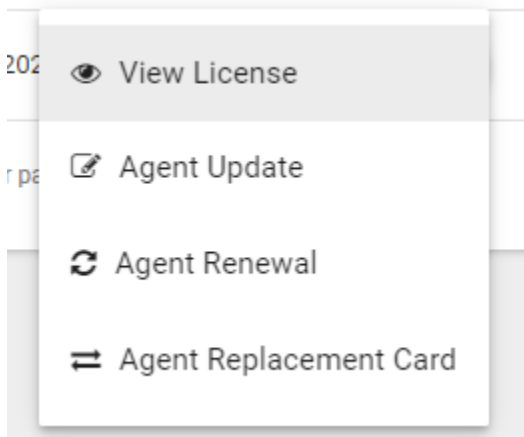
Page: 1 Rows per page: 25 1 - 1 of 1

Actions

The Actions button will provide shortcuts to actions on licenses.

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

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.



FAQs – Frequently Asked Questions

- **How do I change my name or mailing address?**

Submit an Update application.

- **How can I check on the status of my application?**

You can see the status by clicking on the Applications tab and carefully reviewing the “Status” column.

- **Where can I find my expiration date?**

On the License Dashboard tab, carefully review the “Expiry Date” column next to your license.

- **How do I know which documents should have been uploaded to my application?**

You will see a red x on the Review Screen before you submit.

- **How can I change the email address on my account?**

You may change your email on the account, by adding another email. Login to Account, Settings, Security and Add User. You will need to logout and login as the new user email and then remove the old email you are changing out. If you want to add an email back, simply View the Removed Users and restore the email.

- **Who do I call for help submitting an application?**

Contact the Program directly, as they will be able to assist you.

Program Help Contact Information

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 via email at agr.adultuse.illinois.gov

Technical Help Contact Information

If you have technical support questions and need assistance with logging in, switching accounts, or utilizing the portal properly, please contact us at nlssupport-il-doa@egov.com for any further 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 ticket is automatically created with your request details.