

User Guide for 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.

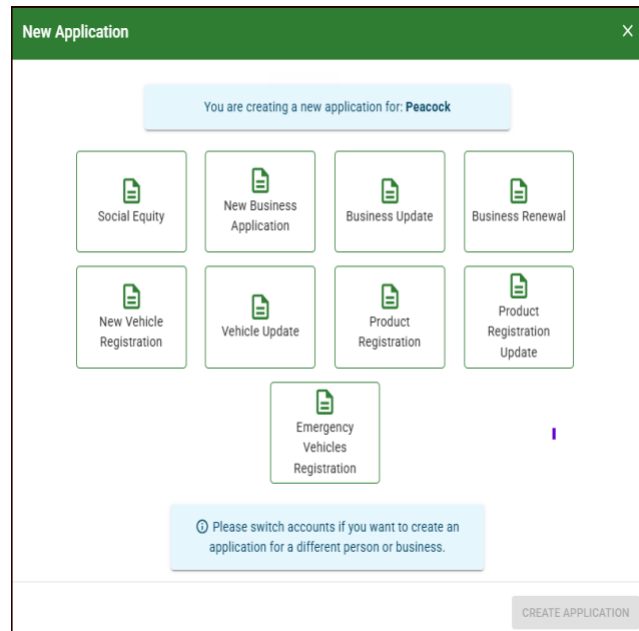


Tip on Registration: If you are an owner of a business and you would like to obtain your agent credential, then go to **Add Individual** within your business account. It does not matter which way you initially register, as you can add the other type inside the portal. An example is a business owner who also has an agent card, who 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.



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

2.2 Individual Accounts

- Individual Accounts are used to apply, update, manage, and renew their Agent Cards. (Refer to the Agent Credentialing user guide for more details.)

INDIVIDUAL ACCOUNT

- 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
- 05** SUBMIT APPLICATIONS + MANAGE AGENT CREDENTIALS



Clair Cronin
New Agent Registration
✕

New Application

You are creating a new application for: **Aggie Agent**


Agent Update


New Agent Registration


Agent Replacement Card


Agent Renewal

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

CREATE APPLICATION

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.

What type of application would you like to get started with? *

Individual (If you are applying as an employee/agent to get your credentials to work in a cannabis business.)

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

☐ I'm not a robot



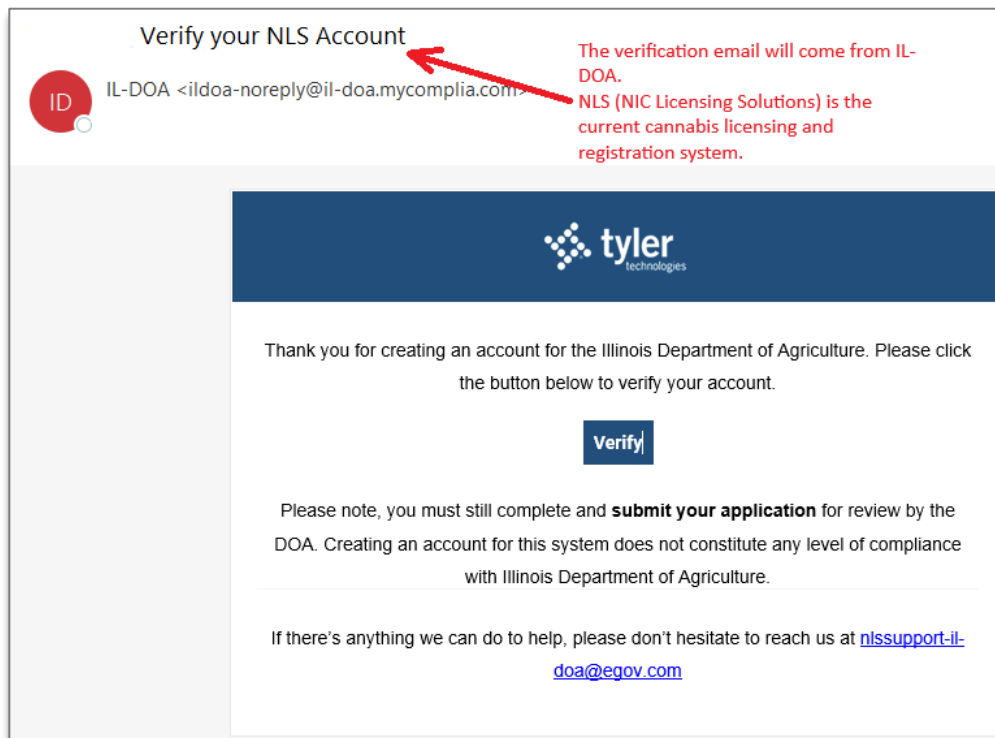
CANCEL

REGISTER

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

2.3 Email Verification

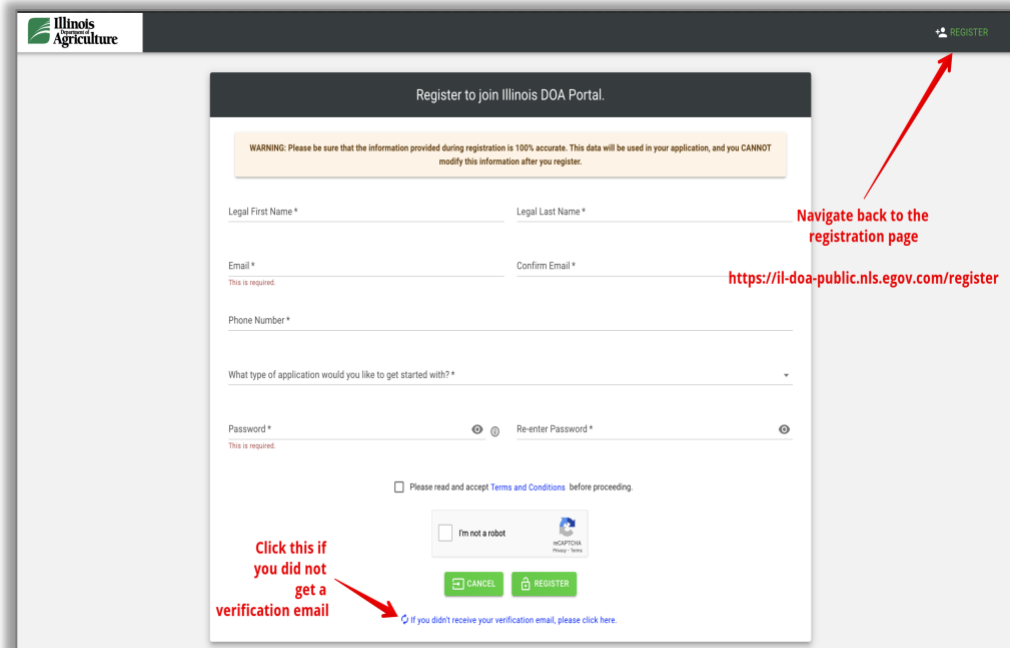
- Upon registration submission, you should expect to see a verification email in your inbox, like the one shown below:



Tip on Email Verification: If you do not receive your Verification Email, 1) resend the verification code, 2) For technical support, please contact Tyler Cannabis Licensing Support at <https://cannabislicensing.zendesk.com/hc/en-us/requests/new>

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.



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 *

What type of application would you like to get started with? *

Password * Re-enter Password *

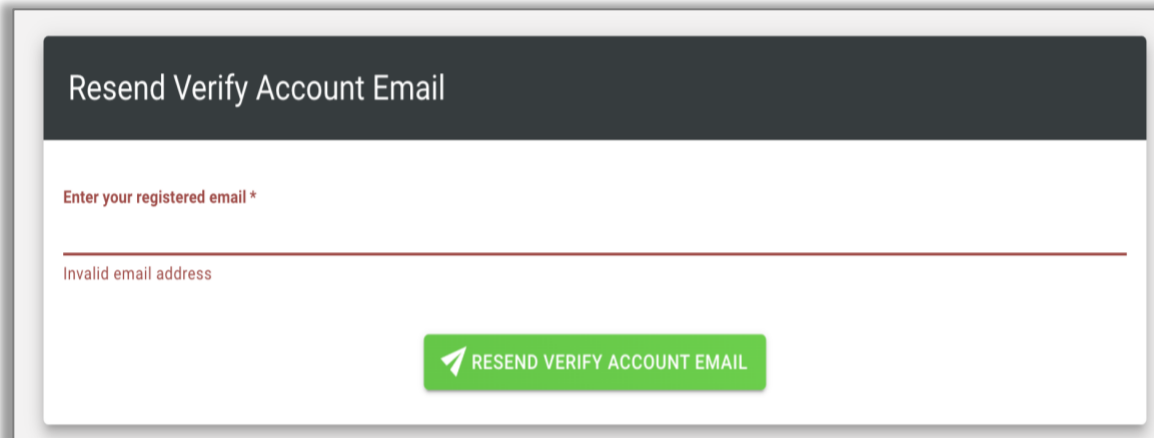
☐ Please read and accept [Terms and Conditions](#) before proceeding.

☐ I'm not a robot

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

[https://il-doa-public.nls.egov.com/register](#)

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



Resend Verify Account Email

Enter your registered email *

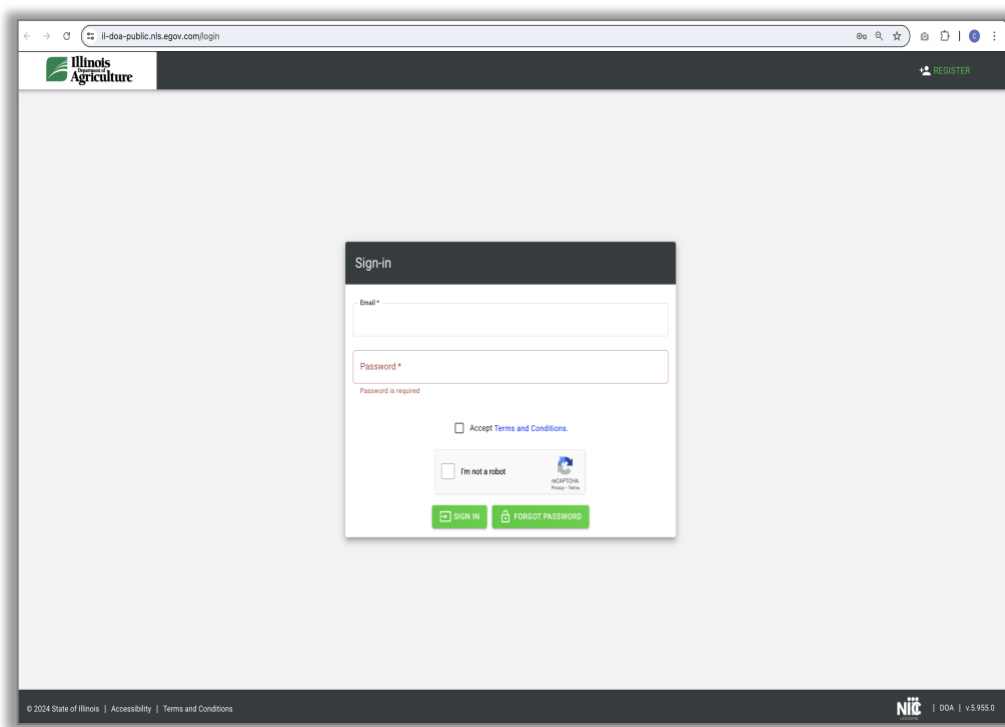
Invalid email address

RESEND VERIFY ACCOUNT EMAIL

- After you enter your registered email and click the **resend verify account email** 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.**
- For technical support, please contact Tyler Cannabis Licensing Support at <https://cannabislicensing.zendesk.com/hc/en-us/requests/new>

2.5 Login to the Public Portal

- Once your new account email has been verified, you can log in: [**https://il-doa-public.nls.egov.com/login**](https://il-doa-public.nls.egov.com/login)



Sign-in

Email*

Password*

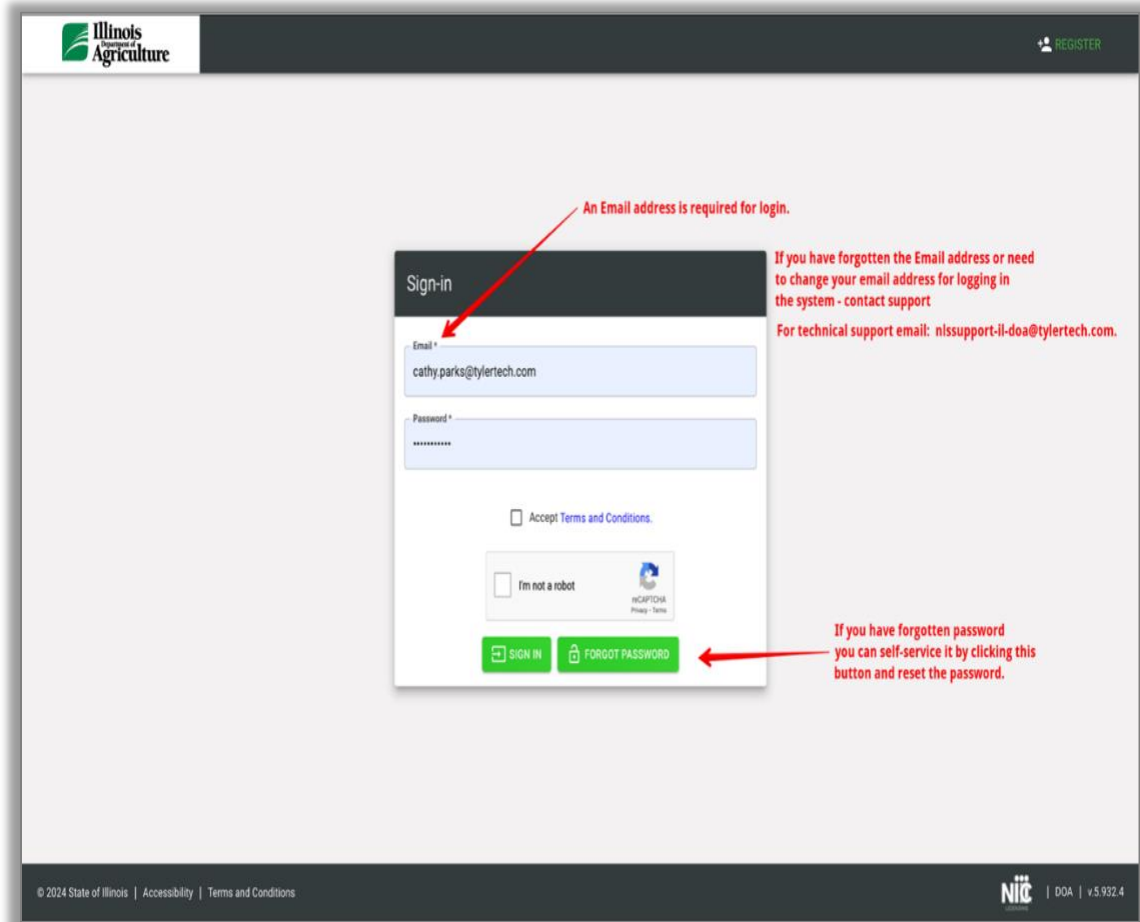
Password is required

☐ Accept Terms and Conditions.

☐ I'm not a robot 

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

© 2024 State of Illinois | Accessibility | Terms and Conditions  | DOA | v5.955.0



Sign-in

Email *

cathy.parks@tylertech.com

Password *

☐ [Accept Terms and Conditions.](#)

☐ I'm not a robot 

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

REGISTER

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NiC | DOA | v.5.932.4

An Email address is required for login.

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: nissupport-il-doa@tylertech.com.

If you have forgotten password you can self-service it by clicking this button and reset the password.

3. ADD USERS TO THE ACCOUNT & CREATE A NEW ACCOUNT

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

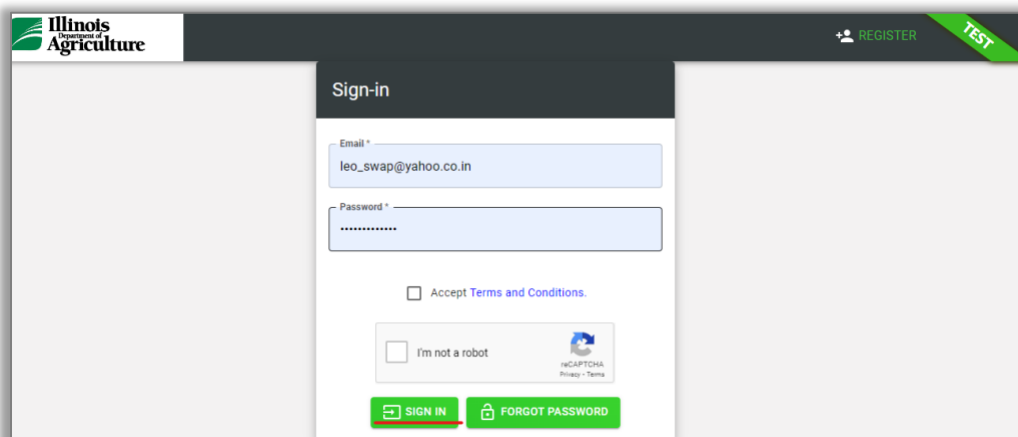


- **Account** - is where you manage the account, the users, and create new individual or business accounts on your current email login.
- **Settings** - The General Info tab of the Account Settings displays the details entered on the initial registration of the account. Changes to this information are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

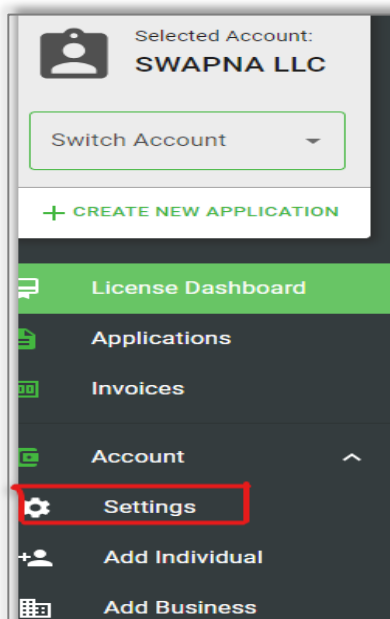
4. HOW TO ADD EMAIL ID OR AGENT CREDENTIAL OR BUSINESS TO AN ACCOUNT

4.1 How to add an Email ID to an Account.

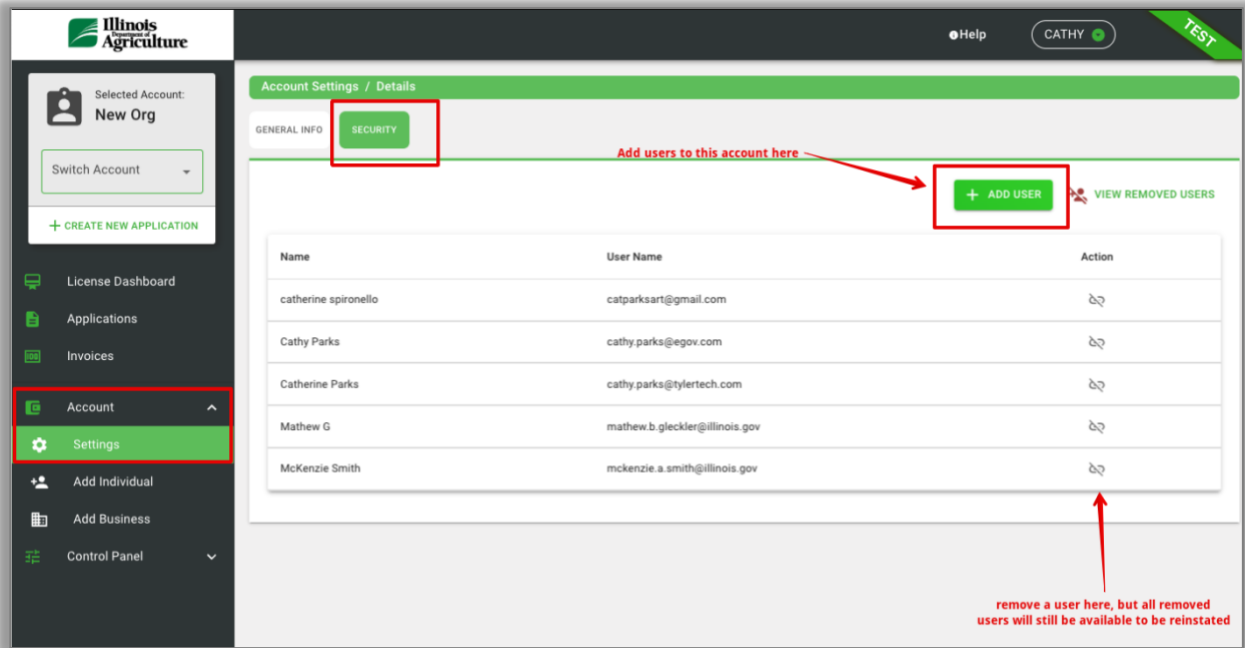
- Login with your User ID and Password.



- 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**.



Account Settings / Details

GENERAL INFO SECURITY

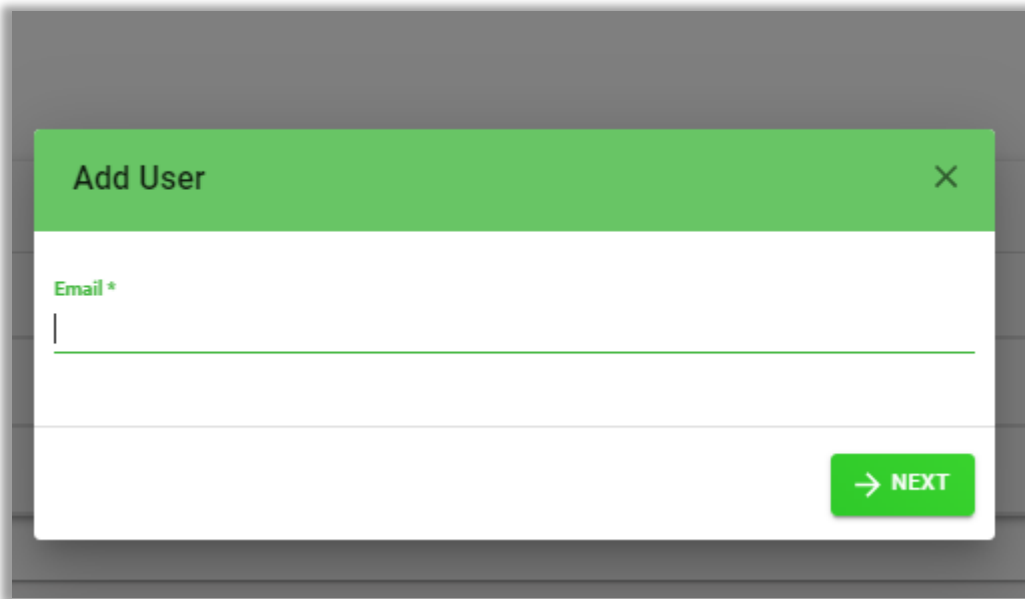
Add users to this account here

+ ADD USER VIEW REMOVED USERS

Name	User Name	Action
catherine spironello	catparksart@gmail.com	
Cathy Parks	cathy.parks@egov.com	
Catherine Parks	cathy.parks@tylertech.com	
Mathew G	mathew.b.gleckler@illinois.gov	
McKenzie Smith	mckenzie.a.smith@illinois.gov	

remove a user here, but all removed users will still be available to be reinstated

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

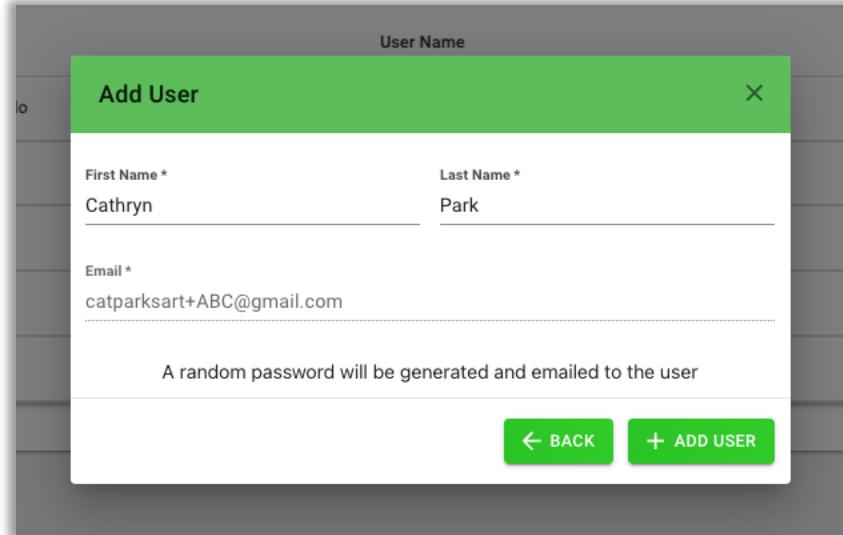


Add User

Email *

→ NEXT

- Fill in the required details for Add User.

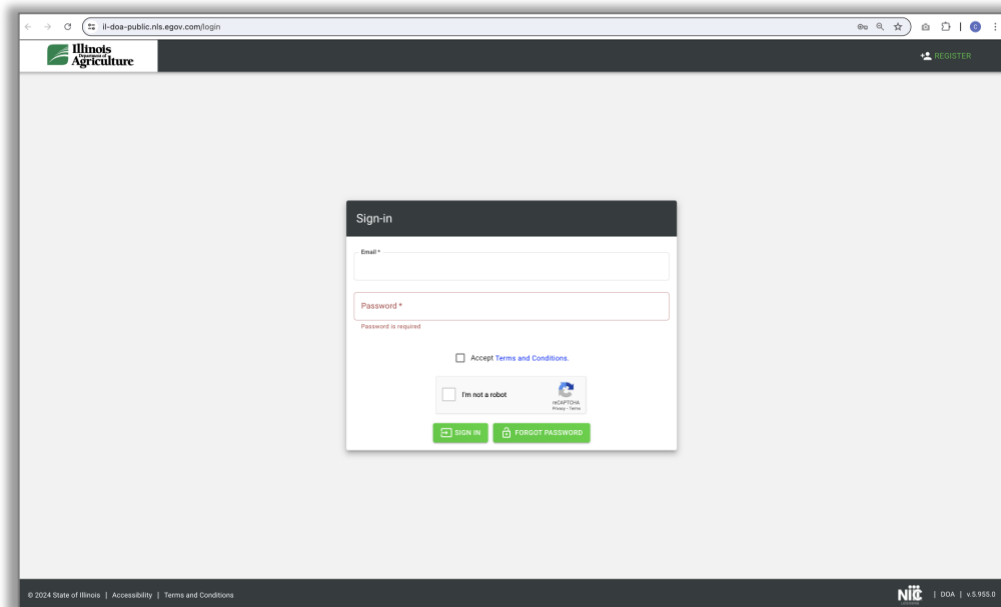


The image shows a modal window titled "Add User" with a green header and a close button (X). The form contains the following fields:

- First Name ***: Cathryn
- Last Name ***: Park
- Email ***: catparksart+ABC@gmail.com

Below the email field, a message states: "A random password will be generated and emailed to the user". At the bottom right, there are two green buttons: "← BACK" and "+ ADD USER".

- The added user will receive an email notification regarding the application portal invitation
- Once your new account email has been verified, you can log in: <https://il-doa-public.nls.egov.com/login>



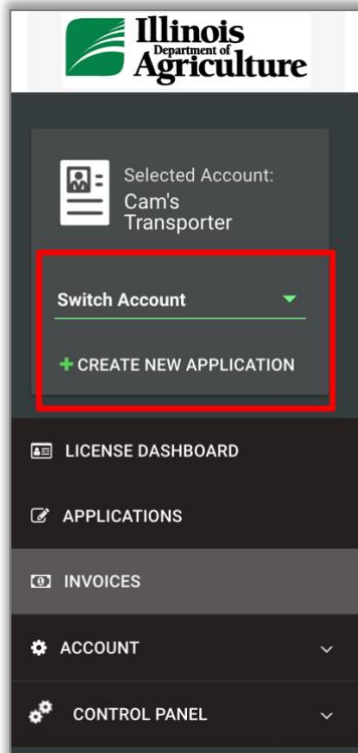
The image shows a web browser window displaying the sign-in page for the Illinois Department of Agriculture. The URL in the address bar is "il-doa-public.nls.egov.com/login". The page features a "Sign-in" modal with the following elements:

- Email ***: Input field
- Password ***: Input field with a red error message "Password is required"
- ☐ [Accept Terms and Conditions.](#)
- ☐ I'm not a robot (Captcha)
- [SIGN IN](#) button
- [FORGOT PASSWORD](#) button

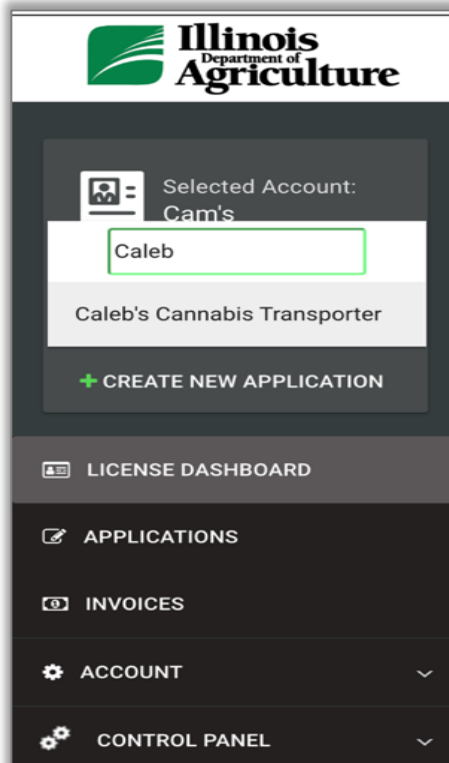
The footer of the page includes "© 2024 State of Illinois | Accessibility | Terms and Conditions" and the "NLS" logo with "DOA | v.5.955.0".

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

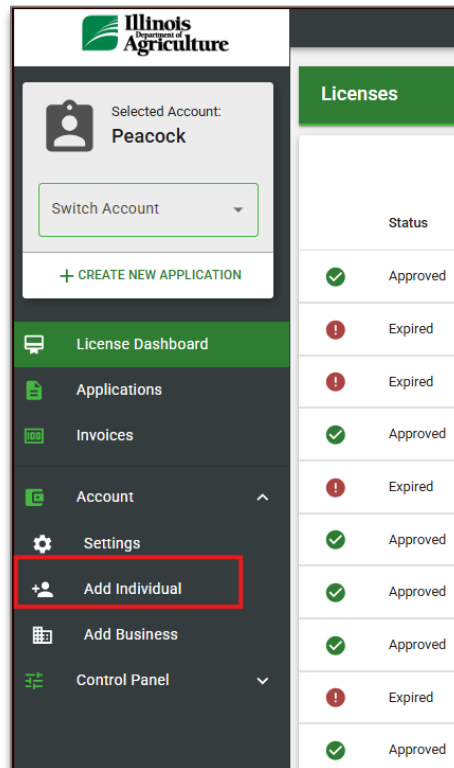
- If you need to manage multiple individual and/or business accounts, you will need ONLY one login email. Use the Switch Account feature to "switch between the account dashboards."



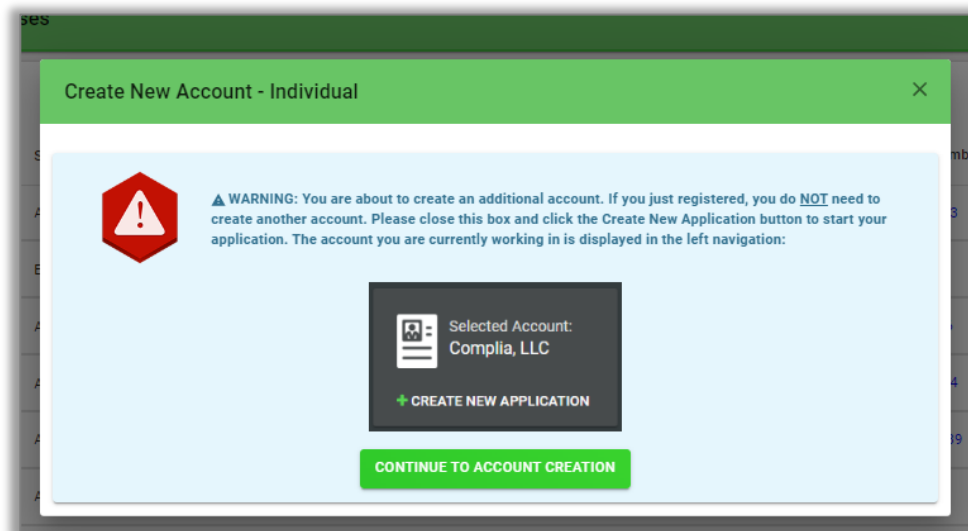
- Type in the name of the other license, and you will get a drop-down list of all the accounts that you have permissions to view.



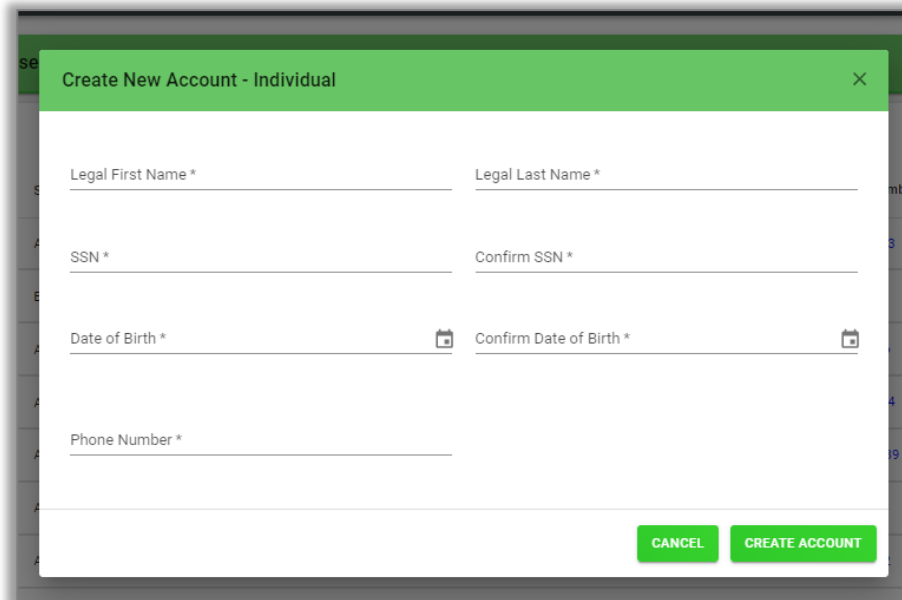
- Select **Add Individual** from the left side tab.



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



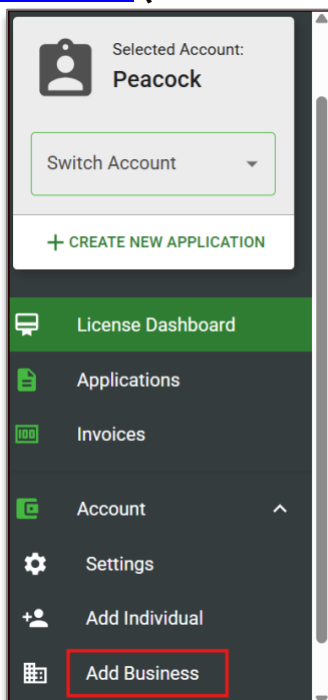
- Once you click **Continue to Account creation**, the page below opens up. Enter the required information, such as the First name, Last name, SSN, DOB, and Phone number. Then Click **Create Account**. This creates a new agent credential within the account who is an owner.



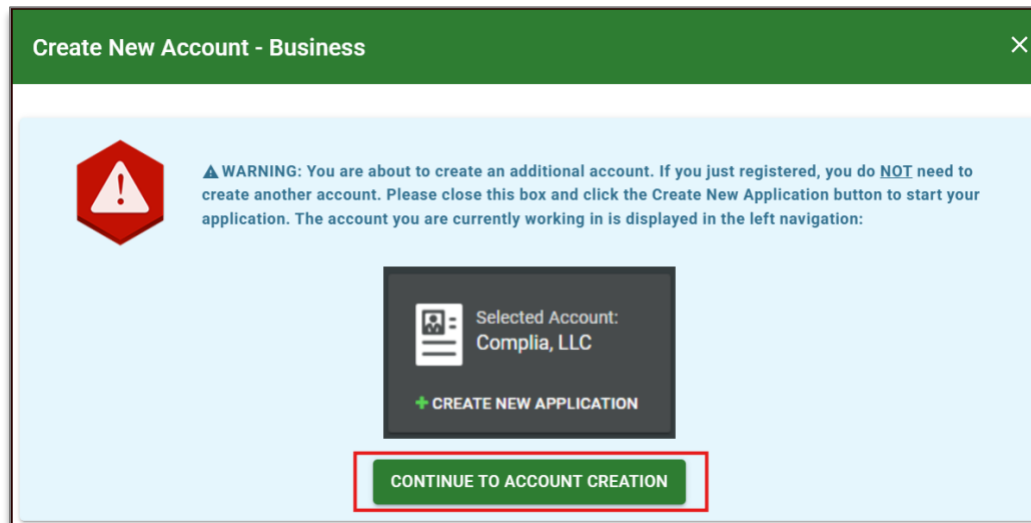
The image shows a 'Create New Account - Individual' form. It has a green header bar with the title and a close button. The form contains several input fields: 'Legal First Name *', 'Legal Last Name *', 'SSN *', 'Confirm SSN *', 'Date of Birth *' (with a calendar icon), 'Confirm Date of Birth *' (with a calendar icon), and 'Phone Number *'. At the bottom right, there are two green buttons: 'CANCEL' and 'CREATE ACCOUNT'.

4.3 How to add another business account with the same login credentials

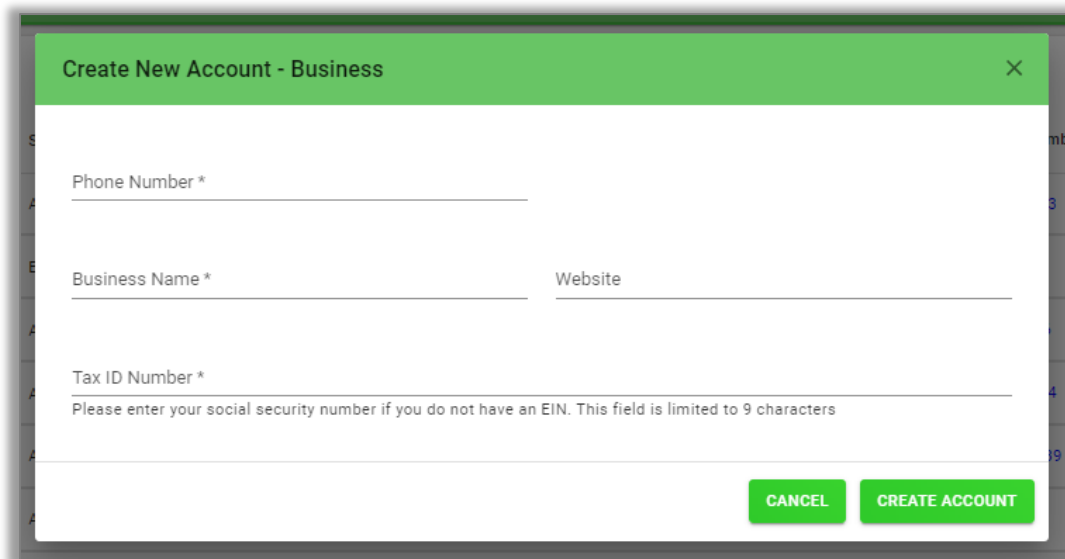
- To add another business account under the same login, use the **Add Business** option. This will create a new business account. Note that this will only add the current logged-in user to the account. If you wish to add more users to the new business account, follow [Section 4.1 \(How to add Email ID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



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

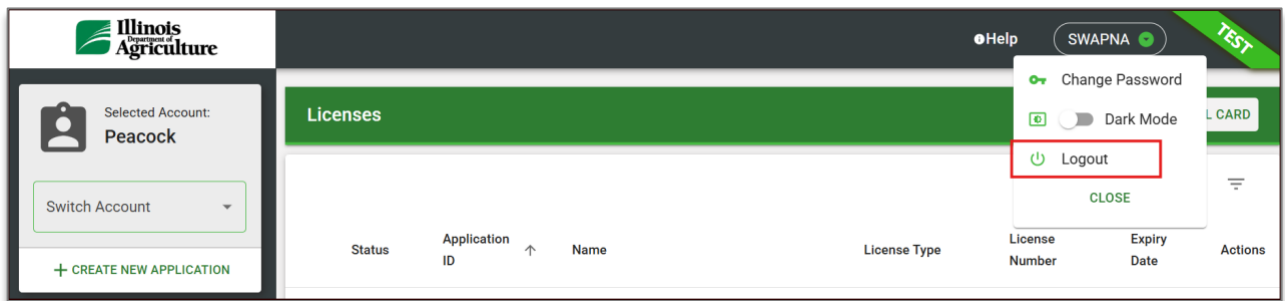


- Enter all the required information in the **Create new account Business Page**. Then Click **Create account**. This creates a new business account with similar ownership.

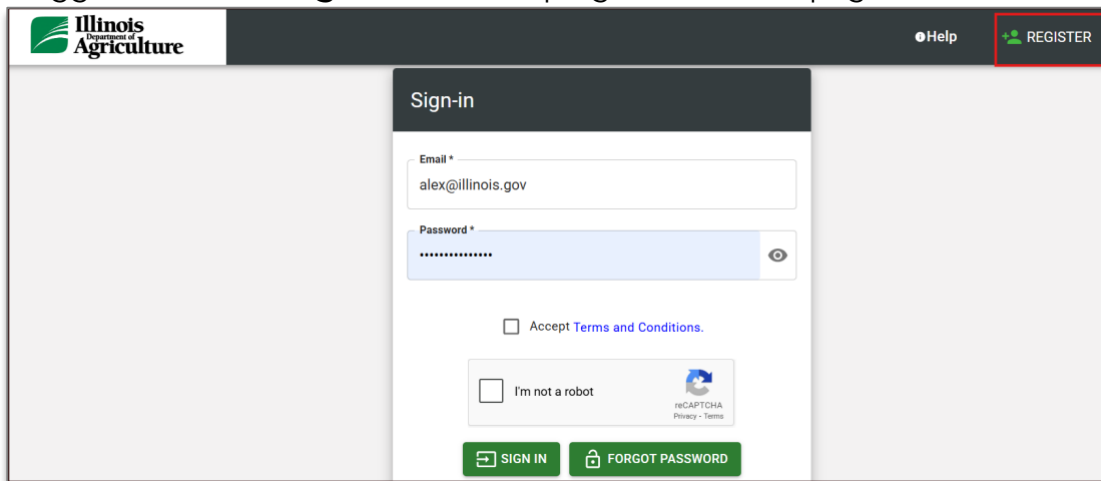


4.4 How to add another business account with separate login credentials

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



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



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

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 *

leo_swag@yahoo.co.in

Confirm Email *

Phone Number *

What type of application would you like to get started with? *

Password *

Re-enter Password *

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

☐ I'm not a robot


reCAPTCHA
Privacy - Terms

CANCEL

REGISTER

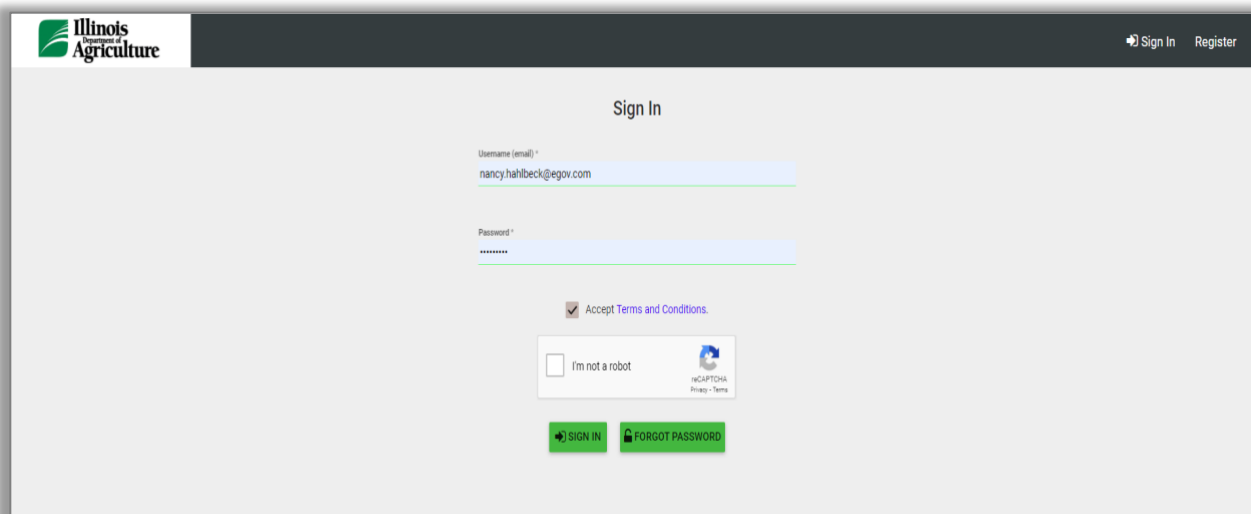
[If you didn't receive your verification email, please click here.](#)

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5. PASSWORDS

5.1 Forgot Password

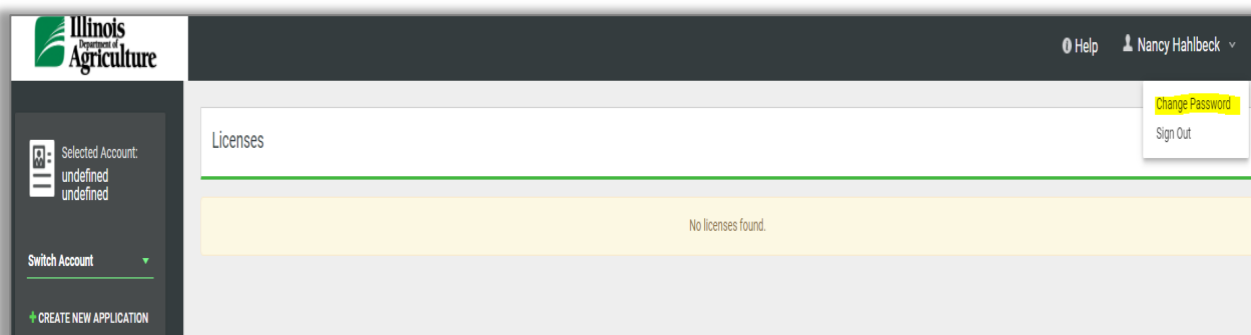
- Navigate to the Sign In screen, click the **Forgot Password** button. You will need to enter your **registered** email on the next screen to request a **Send Rest Password** email.



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, there are two input fields: 'Username (email) *' with the value 'nancy.hahlbeck@egov.com' and 'Password *' with masked characters. Below the password field is a checkbox for 'Accept Terms and Conditions.' and a reCAPTCHA widget with the text 'I'm not a robot'. At the bottom are two green 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 the upper right corner.



The screenshot shows the user profile menu after logging in. The top right corner shows 'Help' and the user's name 'Nancy Hahlbeck' with a dropdown arrow. The dropdown menu is open, showing 'Change Password' (highlighted in yellow) and 'Sign Out'. The main content area shows a 'Licenses' section with a message 'No licenses found.' The left sidebar contains a 'Selected Account' section with 'undefined' and a 'Switch Account' button, and a 'CREATE NEW APPLICATION' button at the bottom.

- Proceed with change Instructions on the next screen

Change Password

Current Password *

Current Password

New Password *

New Password

Re-enter Password *

Re-enter Password

 CHANGE PASSWORD

6. User Tips and FAQs

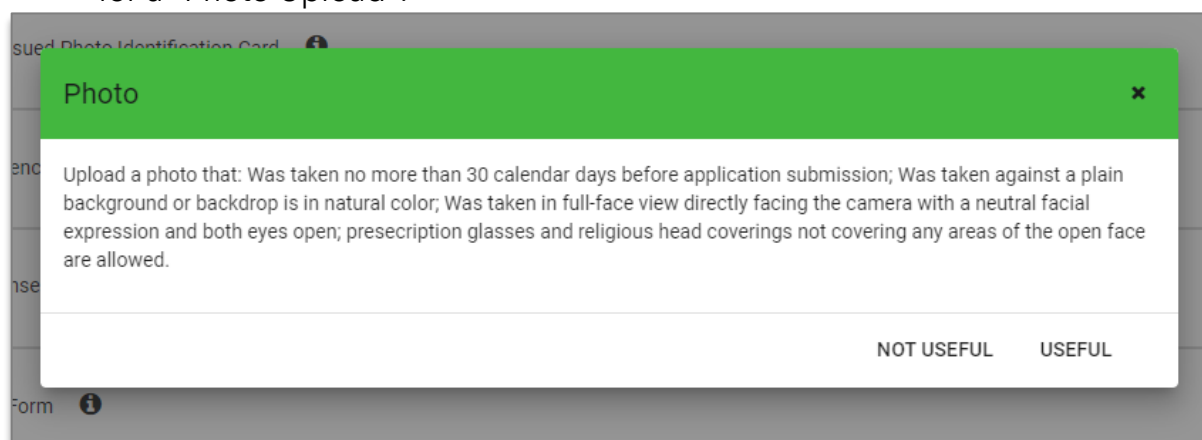
6.1 Legend of icons in the system

These Icons are described here:

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

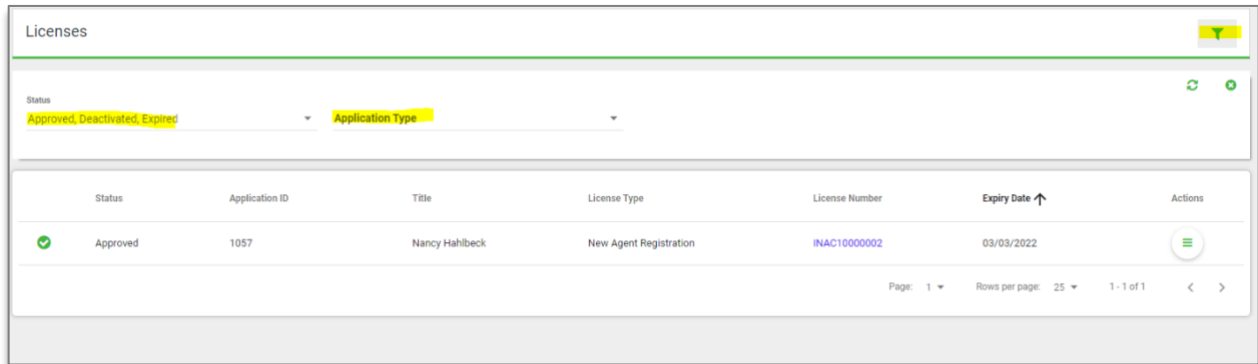
6.2 Pro Tips

- 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, the window will open. Here is a sample Pro Tip for a "Photo Upload":



6.3 Filters

- The filter will sort the screen for viewing.

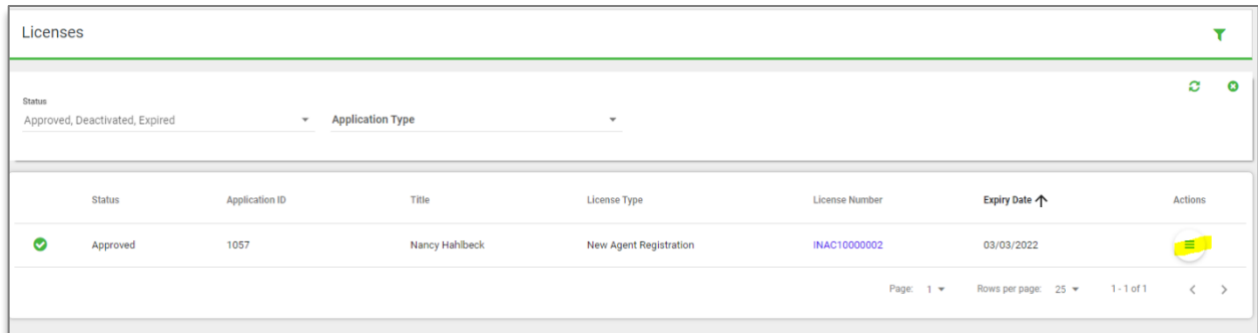


The screenshot shows a dashboard titled "Licensures". At the top right is a search icon. Below it are two filter dropdowns: "Status" with options "Approved, Deactivated, Expired" and "Application Type". Below the filters is a table with the following columns: Status, Application ID, Title, License Type, License Number, Expiry Date, and Actions. The table contains one row for an "Approved" license with Application ID 1057, Title "Nancy Hahlbeck", License Type "New Agent Registration", License Number "INAC10000002", and Expiry Date "03/03/2022". 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	

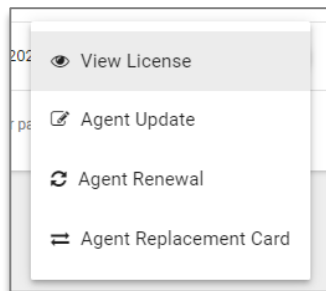
6.4 Actions

- 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 box.

- 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 the 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 via email at agr.adultuse@illinois.gov

7.1 Technical Help

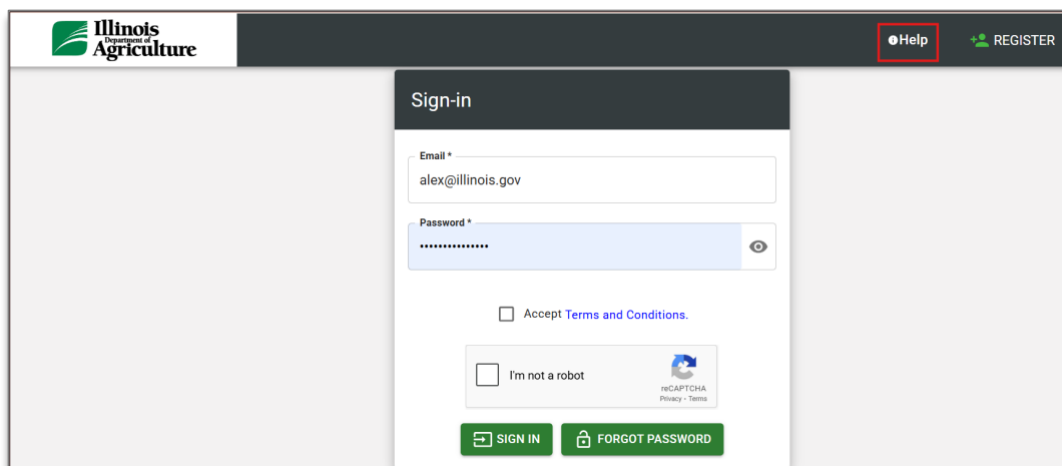
For technical support, please contact Tyler Cannabis Licensing Support at <https://cannabislicensing.zendesk.com/hc/en-us/requests/new>

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

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

The help section contains the support emails and user guides on the portal. Click on the Help button in the upper right of your screen.



The screenshot shows the Illinois Department of Agriculture portal. In the top right corner, there is a 'Help' button with a question mark icon, which is highlighted with a red box. Next to it is a 'REGISTER' button with a plus icon. Below the header, there is a 'Sign-in' form. The form includes fields for 'Email *' (containing 'alex@illinois.gov') and 'Password *' (masked with dots). Below the password field is a checkbox for 'Accept Terms and Conditions.' and a CAPTCHA section with the text 'I'm not a robot' and a 'RECAPTCHA' logo. At the bottom of the form are two green buttons: 'SIGN IN' and 'FORGOT PASSWORD'.

7.3 FAQs - Frequently Asked Questions

- Q. What documents are required to update information on an agent badge?
- Update the **name** in the application
 - To update your name, you will need a **valid Driver's License or state-issued ID Card**.
 - Update the **address** in the application
 - To update your address, you will need **Proof of residency** (and any address change documentation). Refer to this link for accepted documents:
 - [Requirements for Agent Apply, Renew, or Update.pdf](#)
 - Update the **gender** in the application
 - To update your gender, you will need a Digital Photo, a Valid Driver's License, or a State-issued ID Card. Refer to this link for accepted documents:
 - [Requirements for Agent Apply, Renew, or Update.pdf](#)
 - Update the **photo** in the application
 - To update your photo, you will need a Digital Photo. Refer to this link for accepted documents:
 - [Requirements for Agent Apply, Renew, or Update.pdf](#)
 - Update the application to **deactivate** the agent ID license
 - Select yes for the deactivate the agent ID license question in the License Information Tab of the Agent Update page.
 - Update the application to **change your race/ethnicity** or **disability** responses
 - No documents are required.
 - Update application to include an upload of **Social Security Card** (Temporary or Permanent)
 - Please upload the signed Social Security Card.
 - Update application to include a **valid Driver's License or State Issued ID** (Temporary or Permanent)
 - Please upload the Driver's License or State Issued ID.