

User Guide for Agent Credentialing

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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>.

➤ **New Registration:**

- If you have never registered, then register with your email address as an individual.

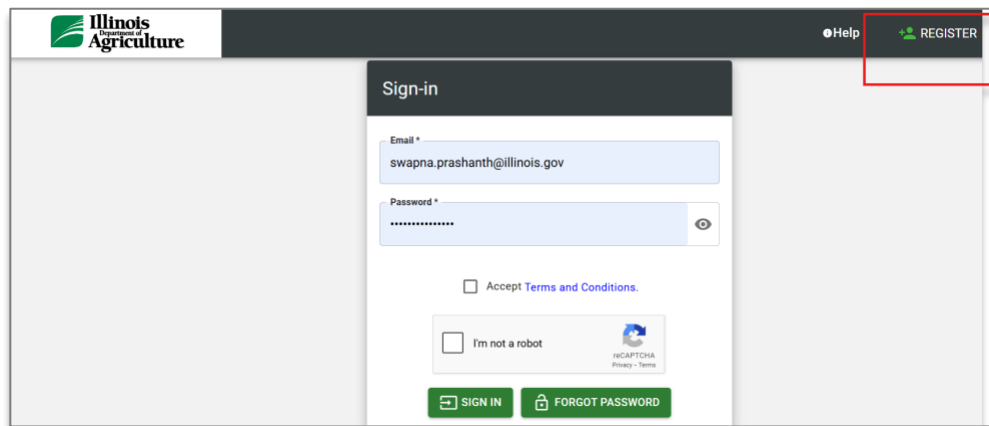
➤ **Existing Registration:**

- If you have registered (as an agent or a business):
 - Log in first with your email and then continue.

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



Tip on Registration: If you are a business owner and would like to obtain your agent credential, 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 may need to manage business licenses and individual licenses in the licensing system.



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_swap@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.

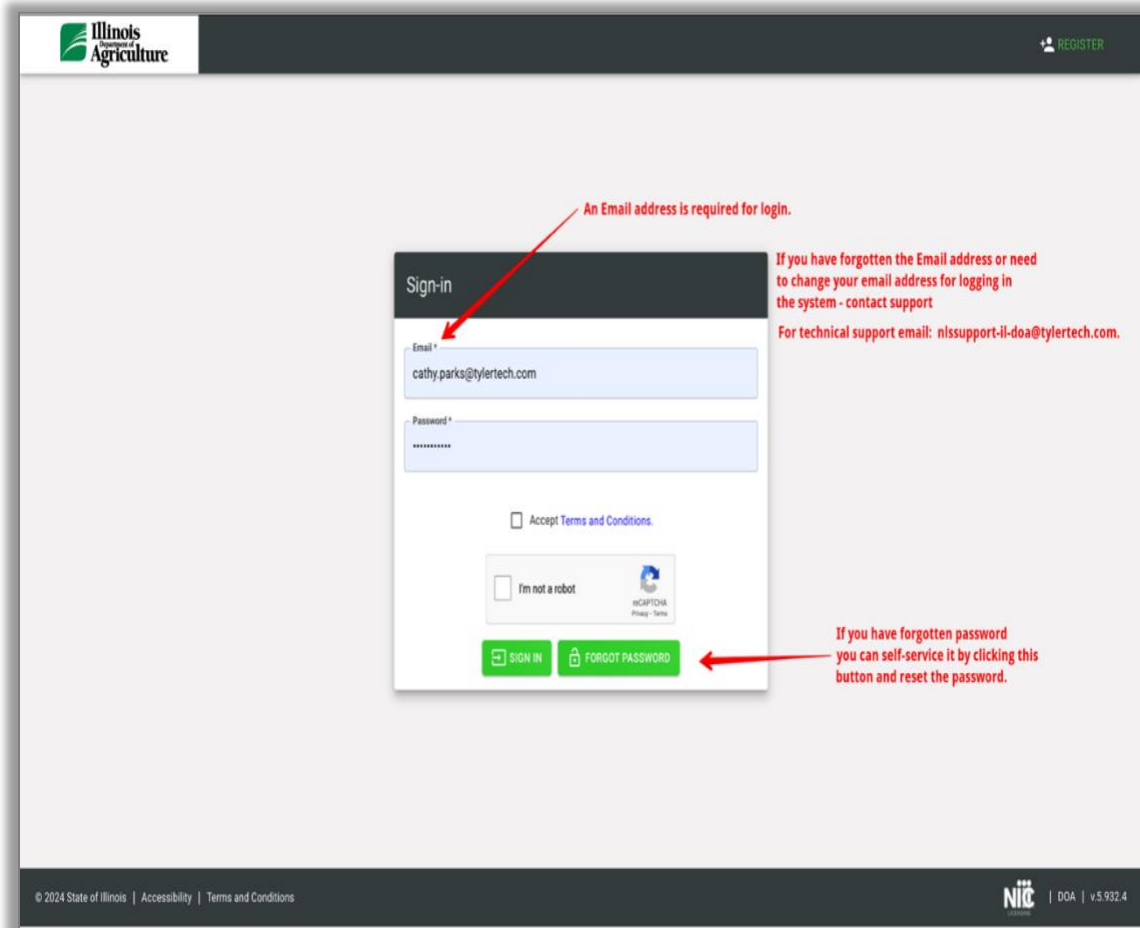
☐ I'm not a robot 

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

1.2 Log In

Once your new account email has been verified, proceed with the following steps:

- Sign in to <https://il-doa-public.nls.egov.com/#!/signin>
- Enter the email address for the **Username** and enter the **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.



Sign-in

Email *

cathy.parks@tylertech.com

Password *

☐ Accept Terms and Conditions.

☐ I'm not a robot

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

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.

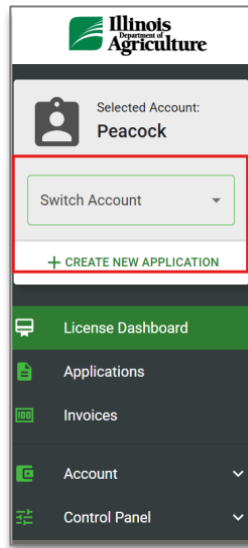
If you have forgotten password you can self-service it by clicking this button and reset the password.

© 2024 State of Illinois | Accessibility | Terms and Conditions

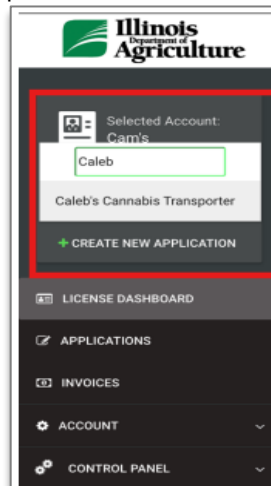
NIC | DOA | v.5.932.4

1.3 Navigating between Individual and Business Accounts

- 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 permission to view.



1.4 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.

Sign-in

Email *

leo_swap@yahoo.co.in

Password *

.....

☐ Accept [Terms and Conditions](#).

☐ I'm not a robot


 reCAPTCHA
[Privacy](#) • [Terms](#)

SIGN IN

FORGOT PASSWORD

1.5 Change Password

- When logged in, clicking on your name in the upper right corner of the window will reveal the **Change Password** link.



Help

Nancy Hahlbeck

Selected Account: undefined

Switch Account

CREATE NEW APPLICATION

Licenses

No licenses found.

Change Password

Sign Out

- Proceed with the change instructions on the next screen and click **Change Password** to continue.

Change Password

Current Password *

Current Password

New Password *

New Password

Re-enter Password *

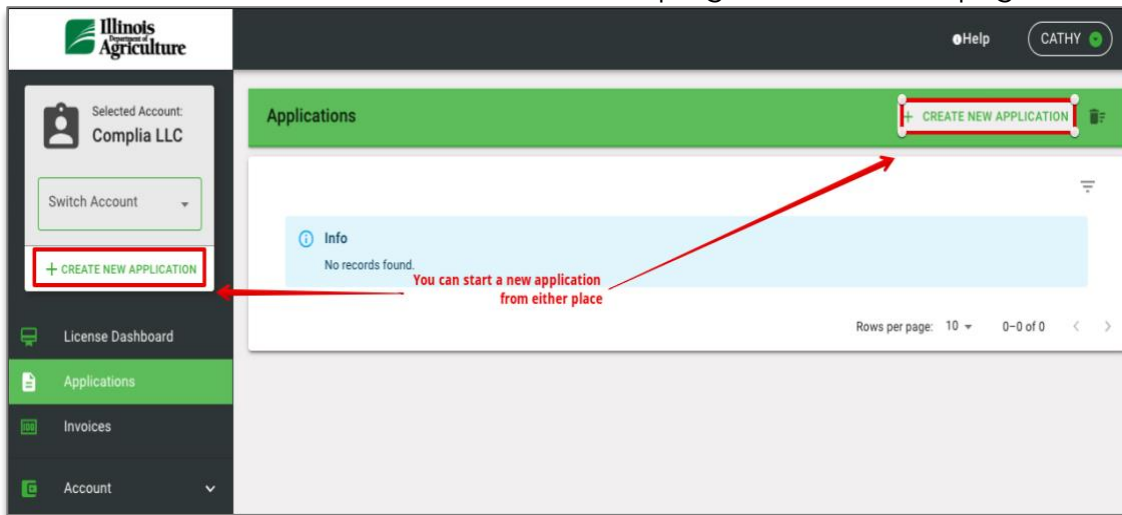
Re-enter Password

CHANGE PASSWORD

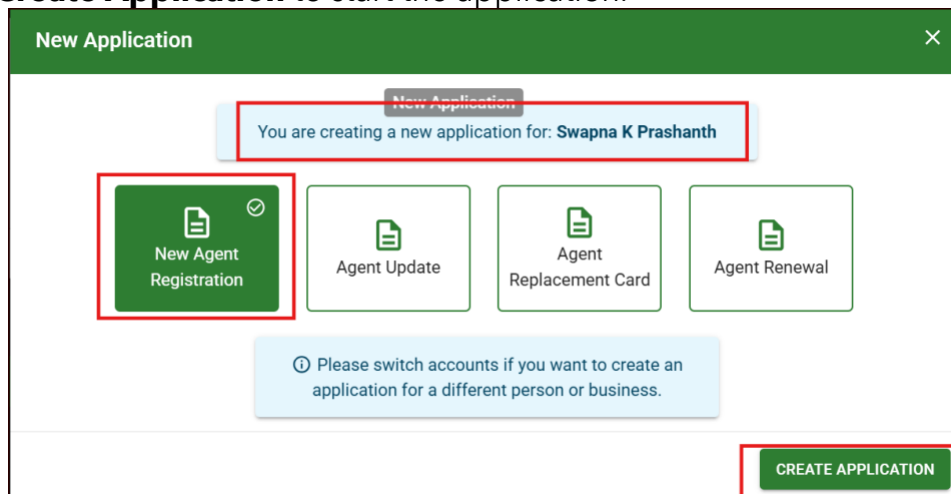
2. TYPES OF AGENT APPLICATION

2.1 New Agent Application

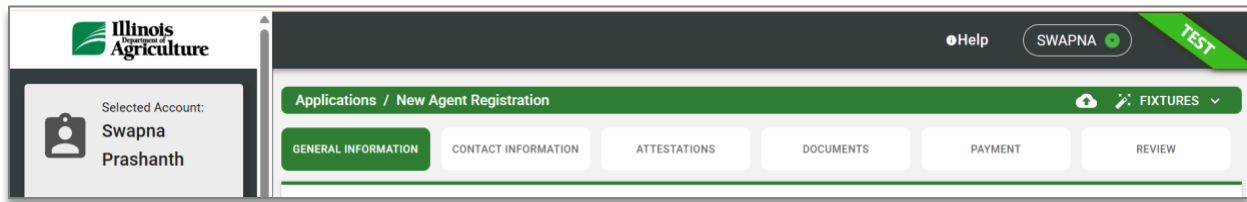
- To start a new application, click the **Create New Application** button from the menu on the left or from the top right corner of the page:



- 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 in the tabs. Each application contains required data fields, document uploads, and a payment associated with it:



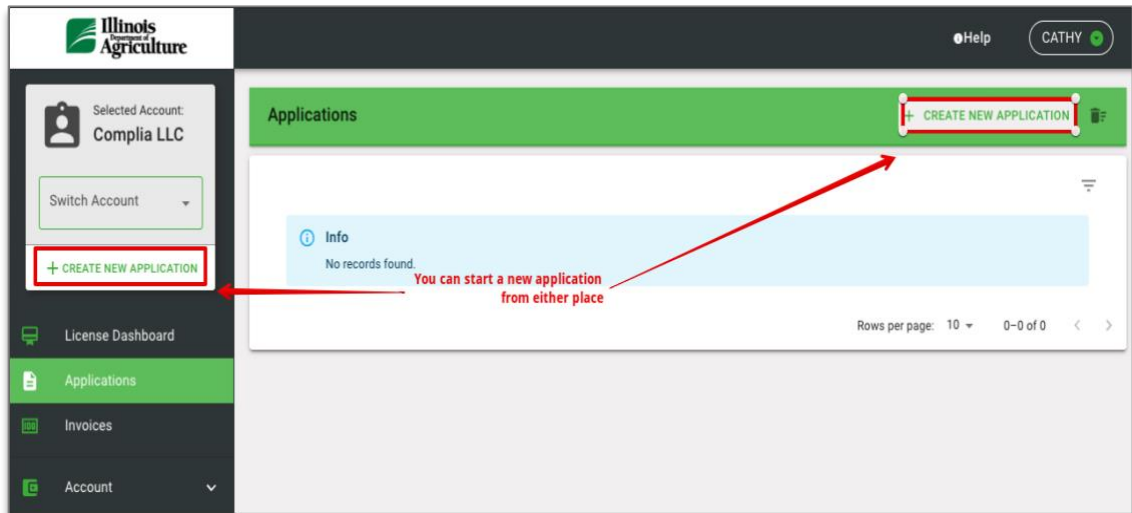
- You are welcome to save the application and return to it later if you need more time. Simply click **Save** and log off. This will **not submit the application**.
- As your application nears completion, navigate to the Review tab to verify that all required items have been completed.
- If you see any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

General Information		
✓ First Name: Sam	Middle Name:	✓ Last Name: Steere
✓ Date of Birth: 08/07/1981	✓ Social Security Number: XXX-XX-XXXX	✓ Email Address: swapna.prashanth@illinois.gov
✓ Gender Identity: Male	✗ Race Ethnicity:	✗ Disability:
✓ Type of Work: HR	✓ Agent Type: Agent (Non Management)	✓ Authorizing Principal Officer or Agent in Charge: TOM HANKS
✗ Transaction Control Number:	✗ Initial Background Check Date:	
✗ Associated Business License Type:	✗ Associated Business:	
✗ Associated Business Name:	✓ Associated Business City: Springfield	

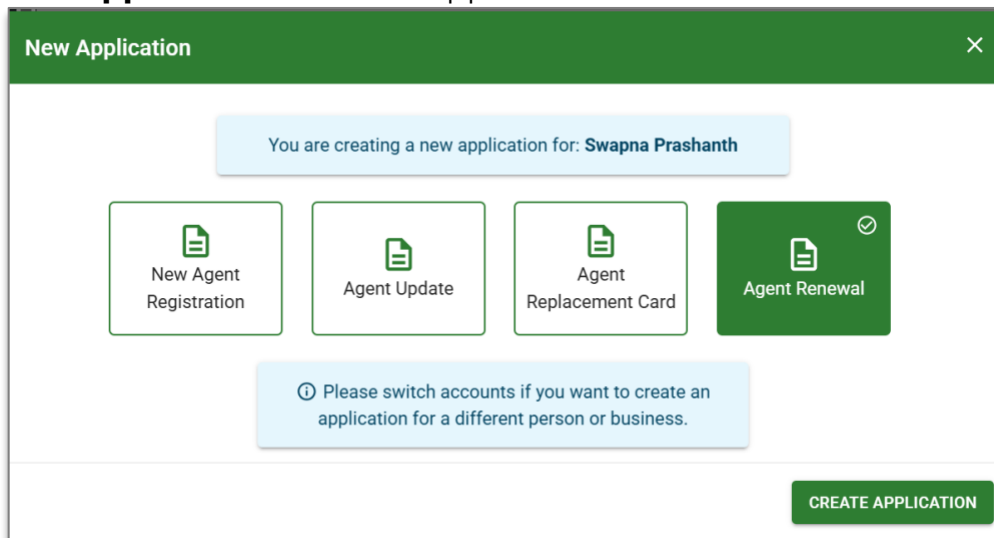
- Once your application is submitted, it will be available for review by the IDOA. Please monitor your inbox for updates as your application is reviewed.
- If the agency finds any potential issues with your application, it may be returned for action. You will receive an email notification when this occurs. Returned for Action applications must be corrected and resubmitted through the portal.

2.2 Agent Renewal

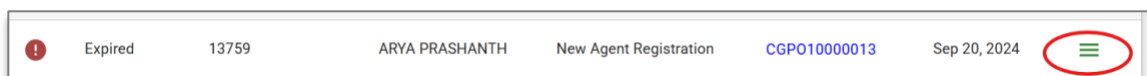
- The portal allows users to renew their previously submitted and approved agent applications.
- To renew an Agent License, click the **Create New Application** button from the menu on the left or from the top right corner of the page:

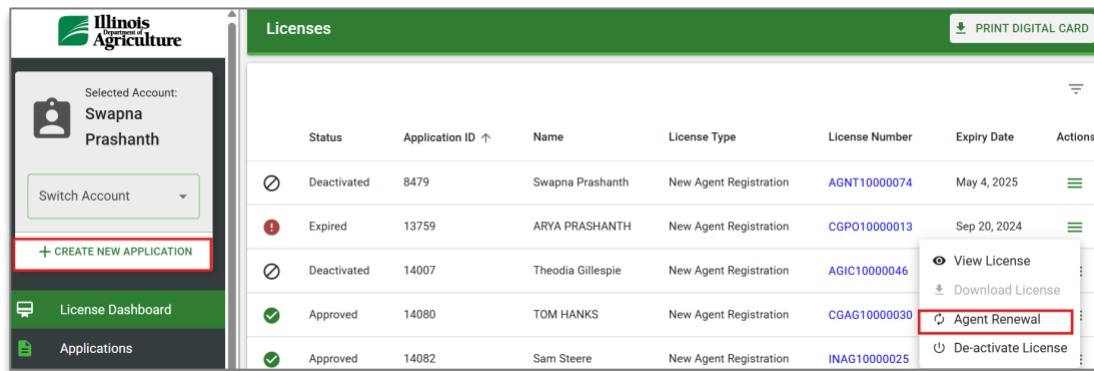


- Next, choose the **Agent Renewal** application type. Check the information in the blue box to verify that you are working in the proper account. Click **Create Application** to start the application.

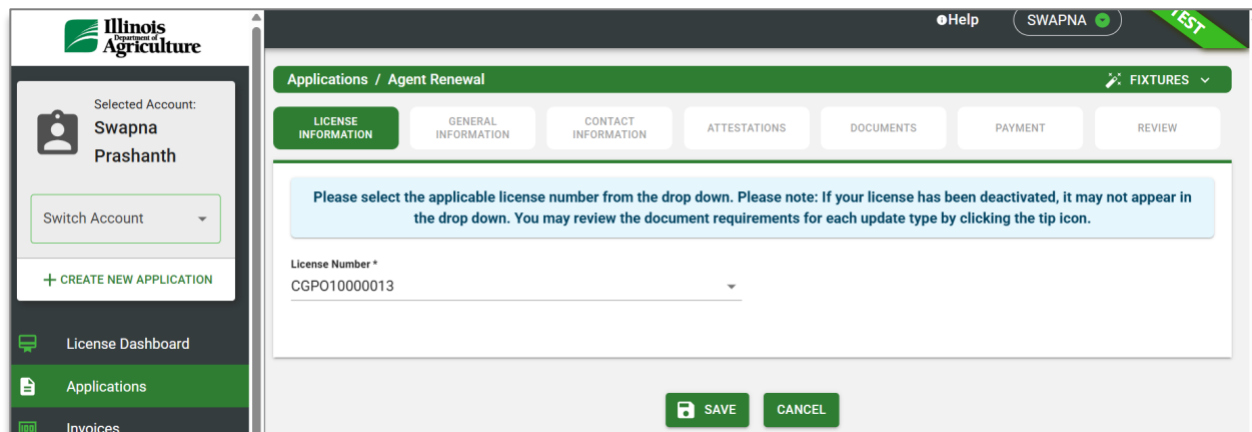


- You may also start an agent renewal application by clicking on the **Actions** icon next to your previously approved application.

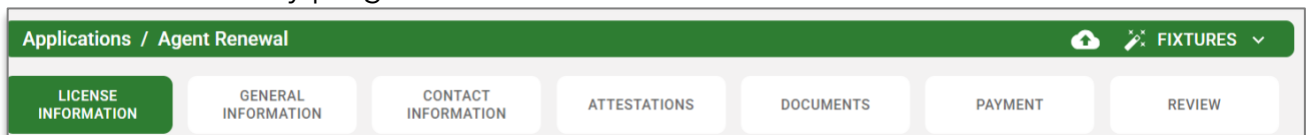




- This action will open a new window, as displayed below. Within this window, choose an active **License Number** from the drop-down menu in the License Information Tab.



- Continue through the tabs to complete your updated information. Ensure your data is accurate before applying. Be sure to select **Save** before exiting to save any progress.



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

Applications / Agent Renewal

LICENSE INFORMATION GENERAL INFORMATION CONTACT INFORMATION ATTESTATIONS DOCUMENTS PAYMENT **REVIEW**

Please review the application for accuracy and completeness. If you have any items marked with a red X, your application will not be accepted. Please review these items to ensure accuracy. WARNING: Once your application is submitted, it cannot be modified. Please make sure your application is final and complete before submitting.

License Information

✓ License Number: CGAG10000030

General Information

✓ First Name: Swapna	✓ Middle Name: K	✓ Last Name: Prashanth
✓ Date of Birth: 01/01/1977	✓ Social Security Number: XXX-XX-XXXX	✓ Email Address: naswap15434@gmail.com
✓ Gender Identity: Female	✓ Race Ethnicity: Hispanic/Latina/Latino/Latinx	✓ Disability: No
✗ Type of Work:	✓ Agent Type: Agent (Non Management)	✓ Authorizing Principal Officer or Agent in Charge: nate johnson
✓ Transaction Control Number: 61542466587655	✓ Initial Background Check Date: 06/17/2020	

- Click **SUBMIT** once the application is successfully reviewed.
- Once your application is submitted, it will be available for review by IDOA.
- Please monitor your inbox for updates (such as Submitted, Approved, Returned for Action, Resubmitted, Denied, or Forfeited) as your application is reviewed.
- If IDOA finds any potential issues with your application, it may be returned for action. You will receive an email notification when this occurs. Returned for Action applications must be corrected and resubmitted through the IDOA Portal for further review.

Payment

✓ Payment Options: Credit Card OR E-Check

[Fee Details](#)

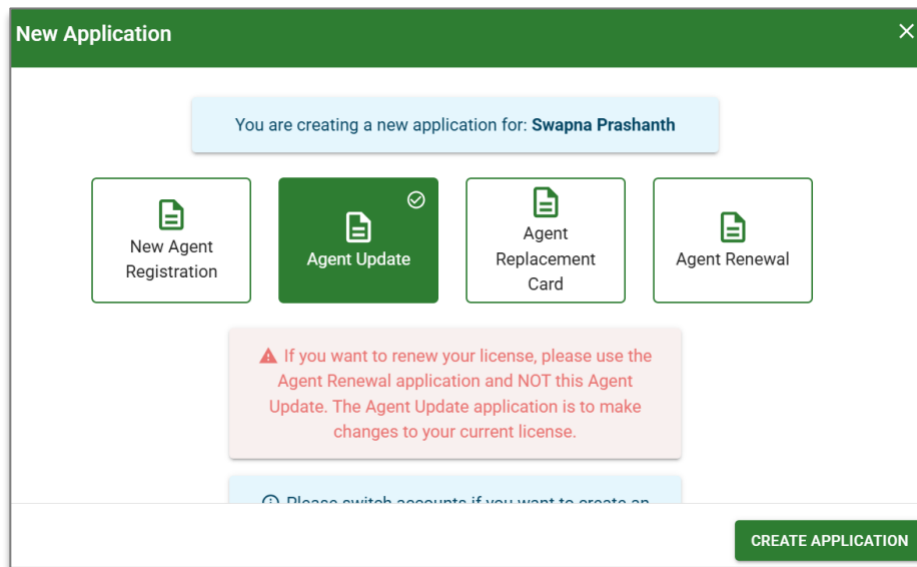
Agent Renewal	\$100
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[CANCEL](#) [PAY & SUBMIT](#)

2.3 Agent Update

- To update an Agent's Registration Identification Card or License, select the appropriate Update application. In this case, choose **Agent Update**.

Note: The Agent Update is to make changes to your current approved license. You cannot renew or promote an agent using the Agent Update application.



New Application

You are creating a new application for: **Swapna Prashanth**

New Agent Registration

Agent Update

Agent Replacement Card

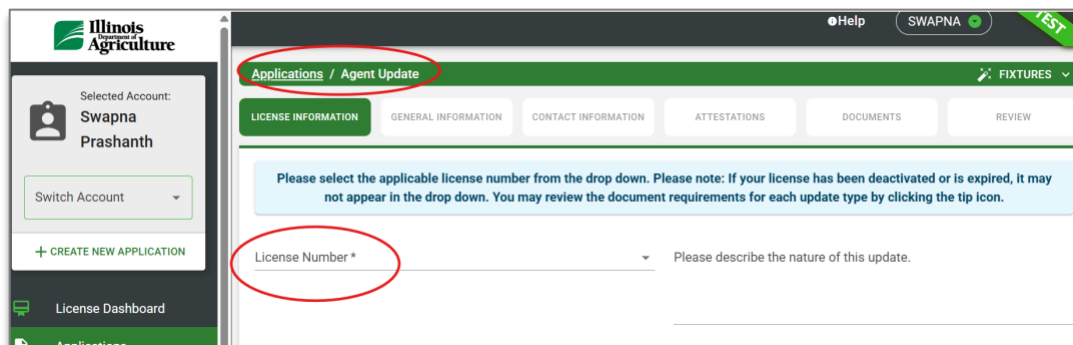
Agent Renewal

⚠ If you want to renew your license, please use the Agent Renewal application and NOT this Agent Update. The Agent Update application is to make changes to your current license.

Please switch accounts if you want to create an

CREATE 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**.



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.

- The first tab on your update application is a set of qualifying questions.
- Answer the questions in the Agent Update's **License information** section relevant to your Agent update request using the **yes/no** button. Then Click the **Save** Button.

License Number * Please describe the nature of this update.

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 identity? ☐ 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

Does this Update Application include a change to your race ethnicity or disability responses? ☐ No

Does this Update Application include an Upload of a Social Security Card (Temporary or Permanent) ☐ No

Does this Update Application include an Upload of a Valid Driver's License or State Issued ID (Temporary or Permanent) ☐ No

- 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 **License Information** section, the relevant tabs open for entering information.

Applications / Agent Update FIXTURES

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 *
TRAG10000023 Please describe the nature of this update.

- Continue through the tabs to complete your updated information. Ensure your data is accurate before submitting your application. Be sure to select **Save** before exiting to save any progress. See [FAQs](#) below for the required documents for each type of Agent Update.
- Once all the tabs are completed, proceed to the Review section and 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.

Applications / Agent Update

LICENSE INFORMATION GENERAL INFORMATION CONTACT INFORMATION ATTESTATIONS DOCUMENTS REVIEW

Please review the application for accuracy and completeness. If you have any items marked with a red X, your application will not be accepted. Please review these items to ensure accuracy. WARNING: Once your application is submitted, it cannot be modified. Please make sure your application is final and complete before submitting.

License Information

✓ License Number: CGA01000030 Please describe the nature of this update:

✓ Does this Update application include a change to your name?: Yes

✓ Does this Update application include a change to your address?: Yes

✓ Does this Update application include a change to your gender identity?: 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

✓ Does this Update Application include a change to your race ethnicity or disability responses?: No

✓ Does this Update Application include an Upload of a Social Security Card (Temporary or Permanent): No

✓ Does this Update Application include an Upload of a Valid Driver's License or State issued ID (Temporary or Permanent): No

General Information

✓ First Name: TOM Middle Name: Last Name: HANKS

✓ Date of Birth: 01/01/1977 ✓ Social Security Number: XXX-XX-XXXX ✓ Email Address: agent@agent.com

✓ Gender Identity: Male ✗ Race Ethnicity: ✗ Disability:

- Click **SUBMIT** once the application is successfully reviewed.
- Once your application is submitted, it will be available for review by IDOA.
- Please monitor your inbox for updates (such as Submitted, Approved, Returned for Action, Resubmitted, Denied, or Forfeited) as your application is reviewed.
- If IDOA finds any potential issues with your application, it may be returned for action. You will receive an email notification when this occurs. Returned for Action applications must be corrected and resubmitted through the IDOA Portal for further review.

Attestations

✓ 1. By entering my name in the below field, I certify that I have not been charged with or have been convicted of an Excluded Offense as defined under Section 10(l) of the Compassionate Use of Medical Cannabis Pilot Program Act. Or, if I have been convicted of an Excluded Offense as defined under 10(1) of the Compassionate Use of Medical Cannabis Pilot Program Act, I am applying for an identification card for employment at a cannabis business entity licensed under the Cannabis Regulation and Taxation Act operations (CRTA). 10(l) of the Compassionate Use of Medical Cannabis Pilot Program Act defines an excluded offense as: (1) A violent crime defined in Section 3(c) of the Rights of Crime Victims and Witnesses Act or a substantially similar offense that was classified as a felony in the jurisdiction where the person was convicted; or (2) A violation of a state or federal controlled substance law that was classified as a felony in the jurisdiction where the person was convicted, except that the registering Department may waive this restriction if the person demonstrates to the registering Department's satisfaction that his or her conviction was for the possession, cultivation, transfer, or delivery of a reasonable amount of cannabis intended for medical use. Section 3(c) of the Rights of Crime Victims and Witnesses Act defines Violent Crime as: 'Violent Crime' means any felony in which force or threat of force was used against the victim, or any offense involving sexual exploitation, sexual conduct or sexual penetration, or a violation of Section 11-20.1, 11-20.1B, or 11-20.3 of the Criminal Code of 1961 or the Criminal Code of 2012, domestic battery, violation of an order of protection, stalking, or any misdemeanor which results in death or great bodily harm to the victim or any violation of Section 9-3 of the Criminal Code of 1961 or the Criminal Code of 2012, or Section 11-501 of the Illinois Vehicle Code, or a similar provision of a local ordinance, if the violation resulted in personal injury or death, and included any action committed by a juvenile that would be a violent crime if committed by an adult. For the purposes of this paragraph, 'personal injury' shall include any Type A injury as indicated on the traffic accident report completed by a law enforcement office that requires immediate professional attention in either a doctor's office or medical facility. A Type A injury shall include severely bleeding wounds, distorted extremities, and injuries that require the injured party to be carried from the scene.

YES

✓ 2. If I am applying for an identification card for employment at a cannabis business entity licensed under the Compassionate Use of Medical Cannabis Pilot Program Act, I agree that I will not divert medical cannabis to any individual or person who is not allowed to possess medical cannabis pursuant to 410 ILCS 130. Any activity not sanctioned by the Act or the Department's administrative rules may be a violation of State or Federal law and could result in arrest, prosecution, conviction, or incarceration. By entering my name in the below field, I certify that the information provided in this application is true and accurate to the best of my knowledge.

Yes

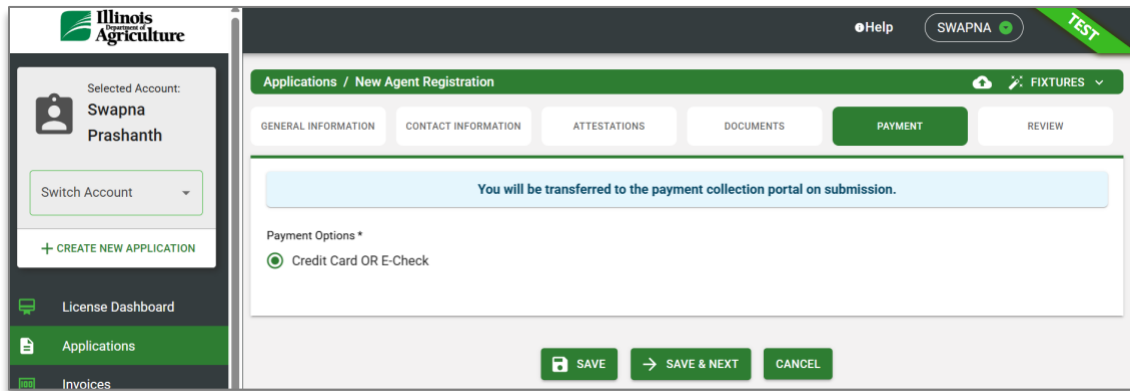
Documents

✓ Valid Driver's License or State Issued Identification Card: Document(s) Uploaded

CANCEL SUBMIT

3. PAYMENTS

- New Agent and Agent Renewal 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 completing the application.
- Refer to [Fees and Fines](#) for the Fees Chart



The screenshot shows the 'New Agent Registration' application form in the 'PAYMENT' tab. The left sidebar displays the user's account information: 'Selected Account: Swapna Prashanth', a 'Switch Account' dropdown, and a '+ CREATE NEW APPLICATION' button. Below this are links for 'License Dashboard', 'Applications' (highlighted), and 'Invoices'. The main content area has a green header 'Applications / New Agent Registration' and a 'FIXTURES' dropdown. A navigation bar includes 'GENERAL INFORMATION', 'CONTACT INFORMATION', 'ATTESTATIONS', 'DOCUMENTS', 'PAYMENT' (active), and 'REVIEW'. A blue notification box states: 'You will be transferred to the payment collection portal on submission.' Under 'Payment Options *', the 'Credit Card OR E-Check' option is selected with a radio button. At the bottom, there are three buttons: 'SAVE', 'SAVE & NEXT', and 'CANCEL'. The top right of the interface includes a 'Help' link, a 'SWAPNA' user indicator, and a 'TEST' button.

4. User Tips and FAQs

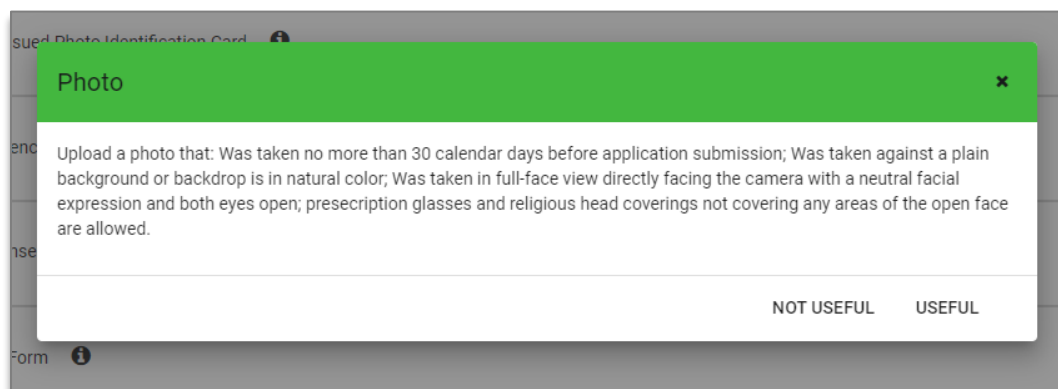
4.1 Legend of icons in the system

- These Icons are described here:

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

4.2 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":



4.3 Filters

- The filter will sort the screen for viewing.

Licenses

Status

Approved, Deactivated, Expired

Application Type

Status

Application ID

Title

License Type

License Number

Expiry Date ↑

Actions

✓

Approved

1057

Nancy Hahlbeck

New Agent Registration

INAC10000002

03/03/2022

Page: 1

Rows per page: 25

1 - 1 of 1

4.4 Actions

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

Licenses

Status

Approved, Deactivated, Expired

Application Type

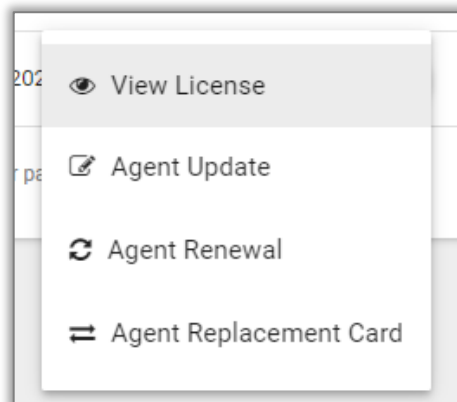
Status	Application ID	Title	License Type	License Number	Expiry Date ↑	Actions
Approved	1057	Nancy Hahlbeck	New Agent Registration	INAC10000002	03/03/2022	

Page: 1

Rows per page: 25

1 - 1 of 1

- 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.



5. 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

5.1 Technical Help

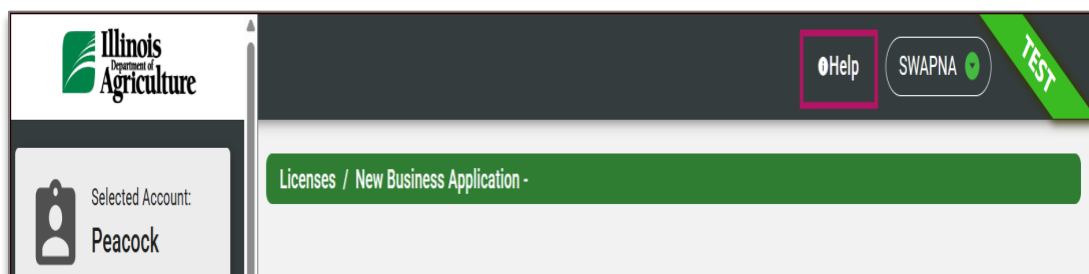
For technical support, please contact Tyler Cannabis Licensing Support at <https://cannabislicensing.zendesk.com/hc/en-us/requests/new>

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.**

5.2 Help Screens and Online User Guides

The help section contains support emails and user guides available on the portal and the [IDOA cannabis website](#). Click on the Help button at the upper right of your screen.



5.3 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.

Q. Do I need to submit an Agent Update to update my name if I get married or divorced?

- Yes, your legal name must be reflected on your Agent ID Badge.