User Guide for Cannabis Business Updates

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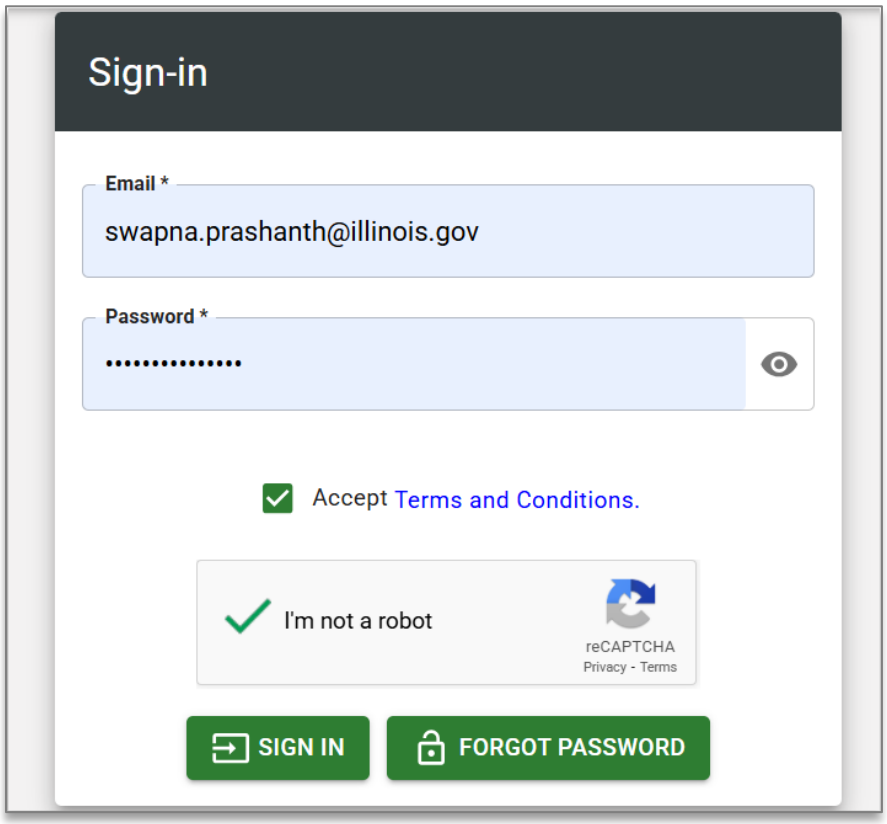
1. IL- DOA WEB PORTAL SOLUTION-TYLER TECHNOLOGIES

A. Overview

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

B. Log-In

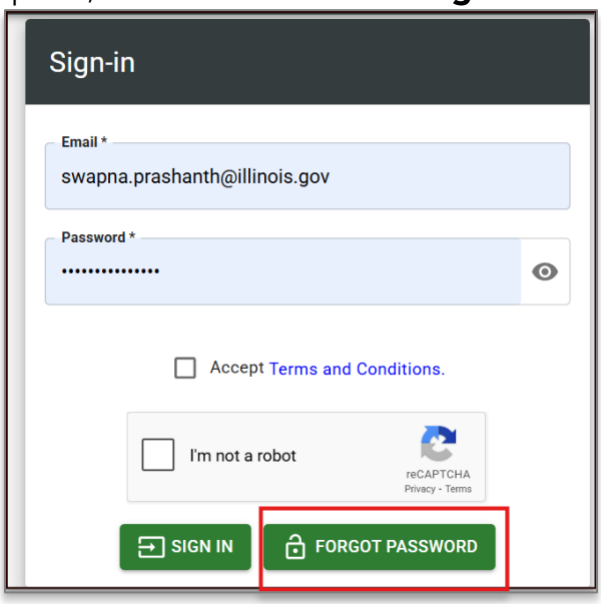
- Sign in to https://il-doa-public.nls.egov.com/#!/signin
- Enter the email address for the **Username** and type in the **Password.**
- Check the box to **accept** the terms and conditions
- Check the box **I am not a robot** to proceed.
- Click **Sign In** once all form fields are complete, and the Terms and Conditions have been accepted.

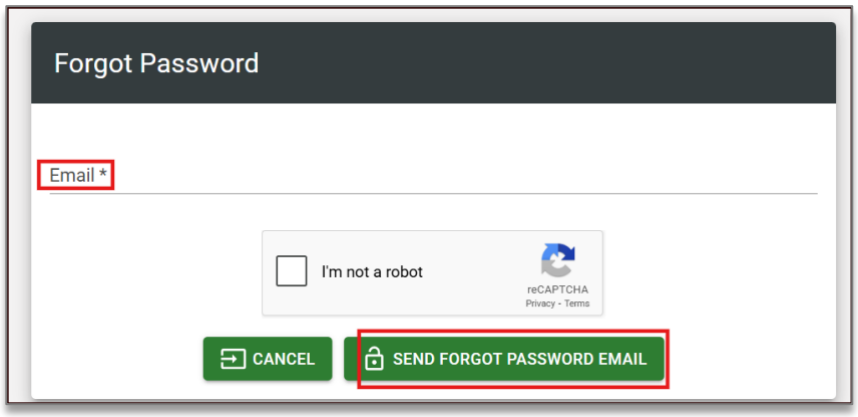


2. PASSWORDS

A. Forgot Password

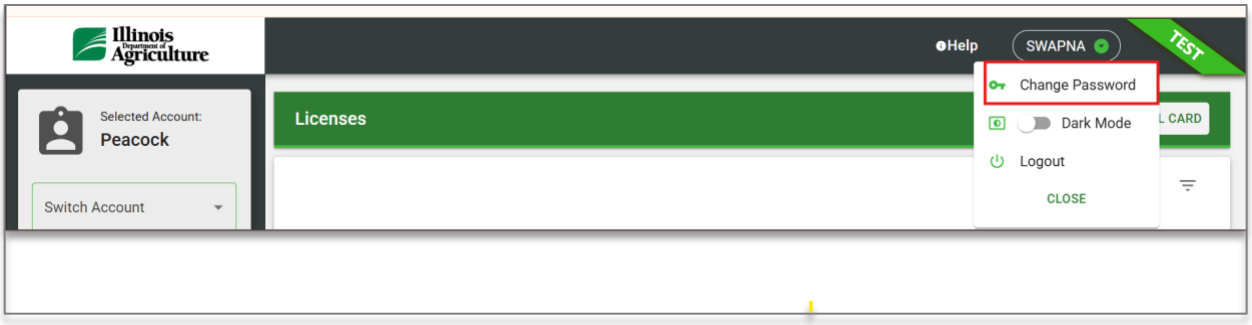
- If you forget your password, simply go to the Sign-In screen, click the **Forgot Password** button, and proceed by entering your **REGISTERED** email ID, followed by checking the "I am not a robot" option, and then click **Send Forgot Password Email.**



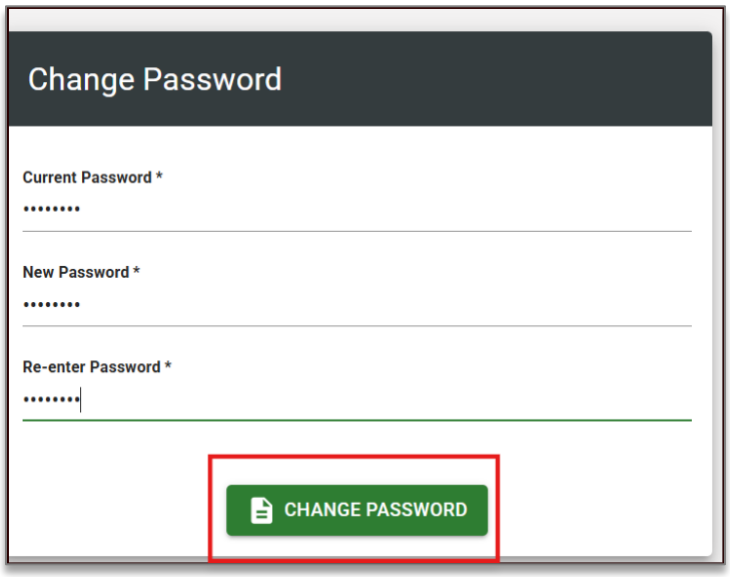


B. Change Password

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

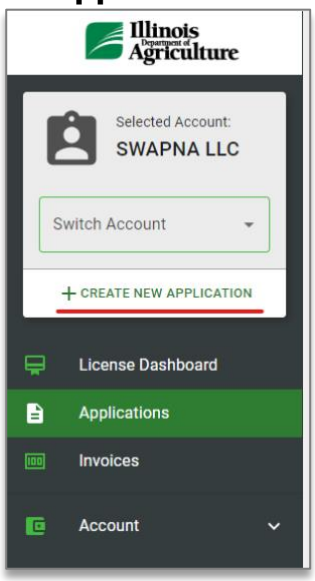


- Proceed with the change instructions on the next screen and click **Change Password** to proceed.

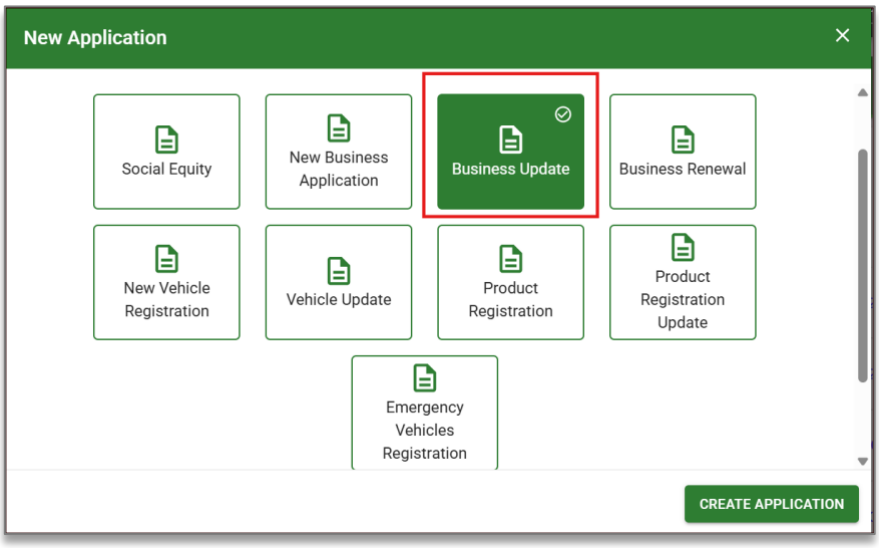


3. BUSINESS UPDATE

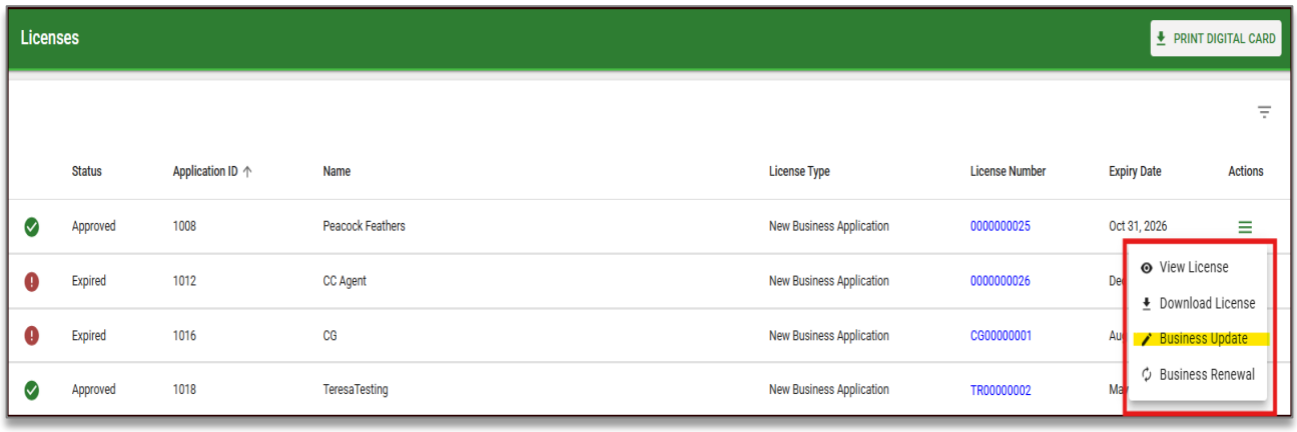
- The portal allows users to update their previously submitted and approved applications for Business Name Changes, Location Changes, Ownership Changes, Modification/Alteration Changes, Short Transport Changes, and Others (Contact details & Documents).
- To update a business, select the appropriate "Update" application. In this case, choose **Business Update**. The other two update options are Vehicle Update and Product Registration Update.
- Start by clicking the **+Create New Application** icon in the left-hand navigation bar.



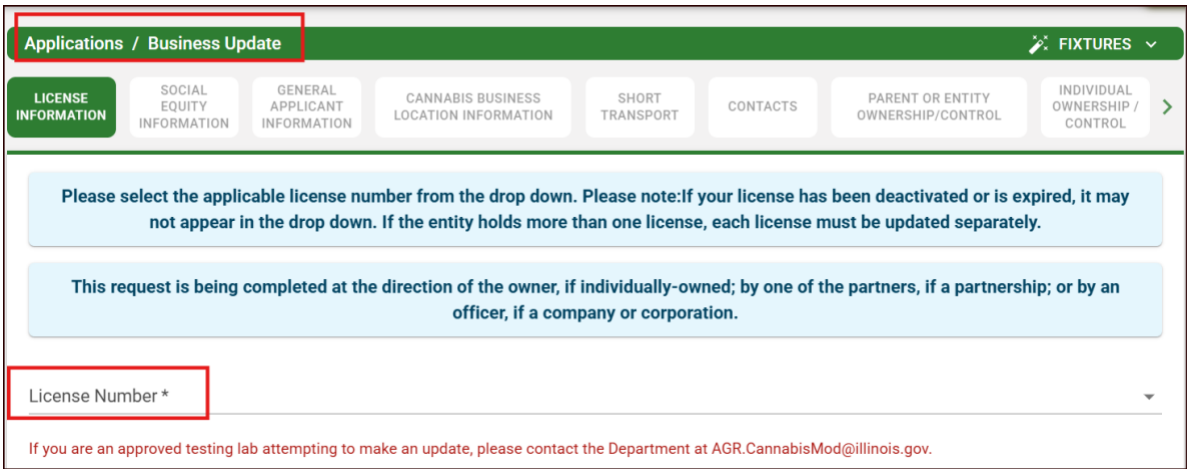
- Select **Business Update. Then,** click **Create Application** to start the application.



- You may start a Business Update application by clicking the **Actions** icon next to your approved application in the License dashboard section.



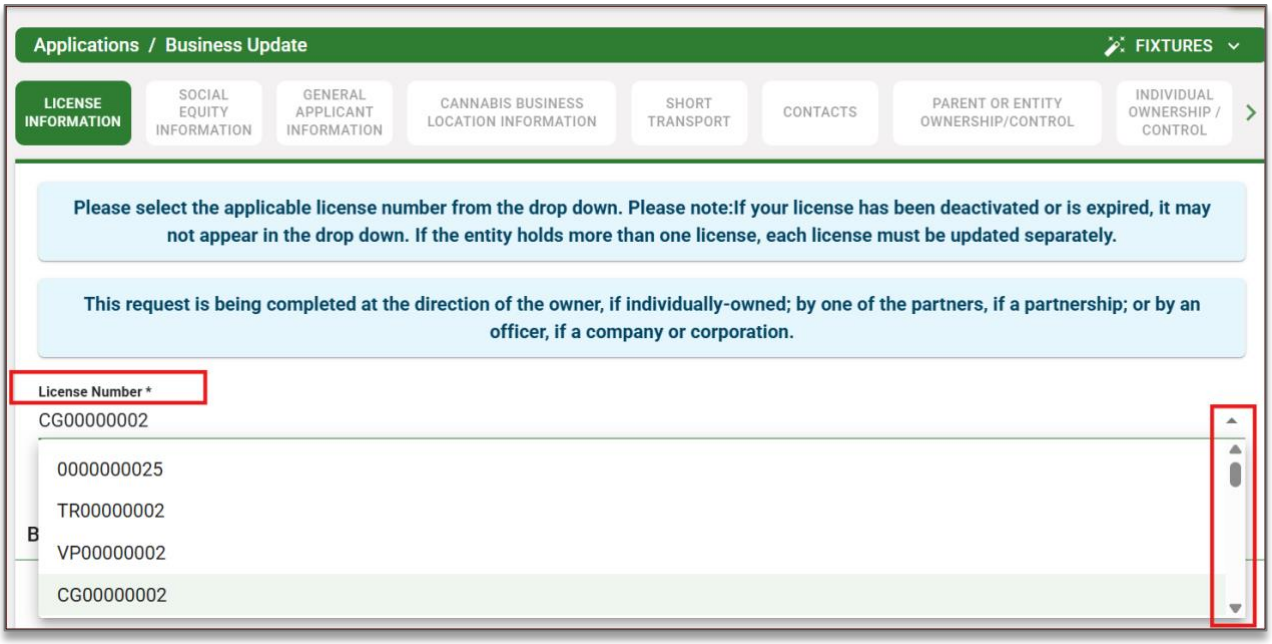
- This action will open a new window, as shown below. In that window, select an active **License Number** from the drop-down menu on the **License Information Tab.**



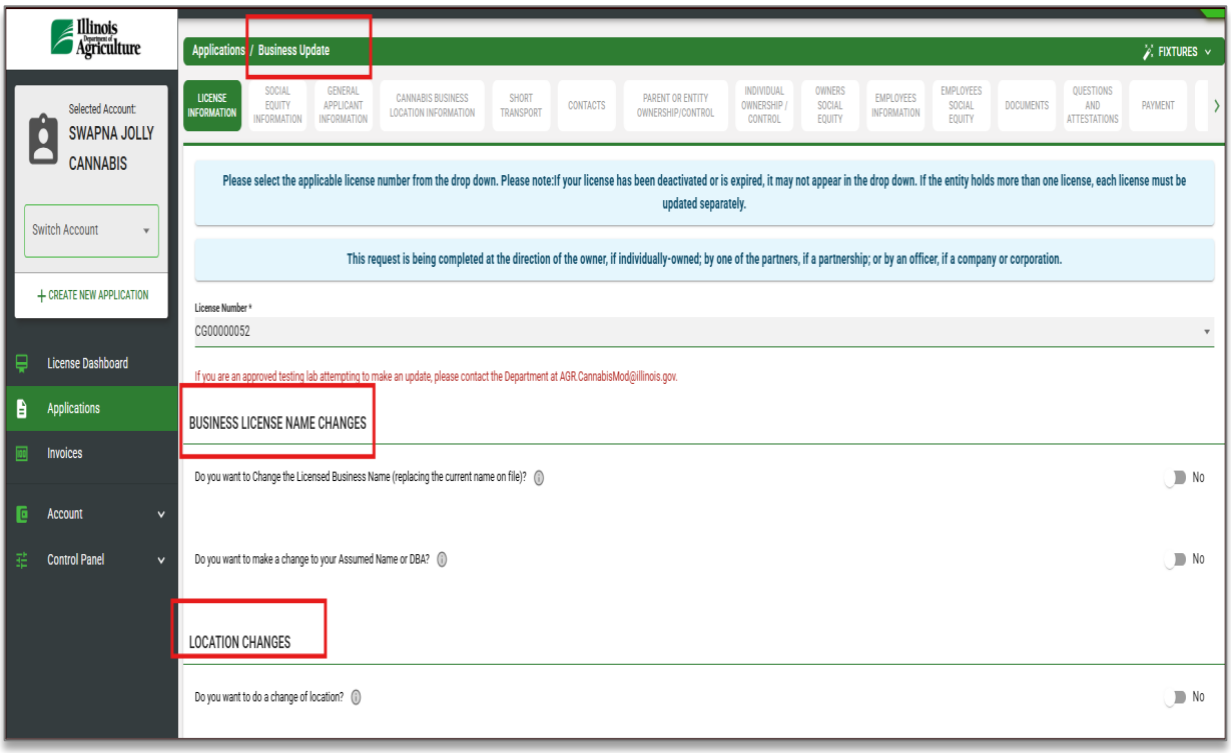
Note 1: Testing Lab should contact the Department at **AGR.CannabisMod@illinois.gov** to make a Business Update.

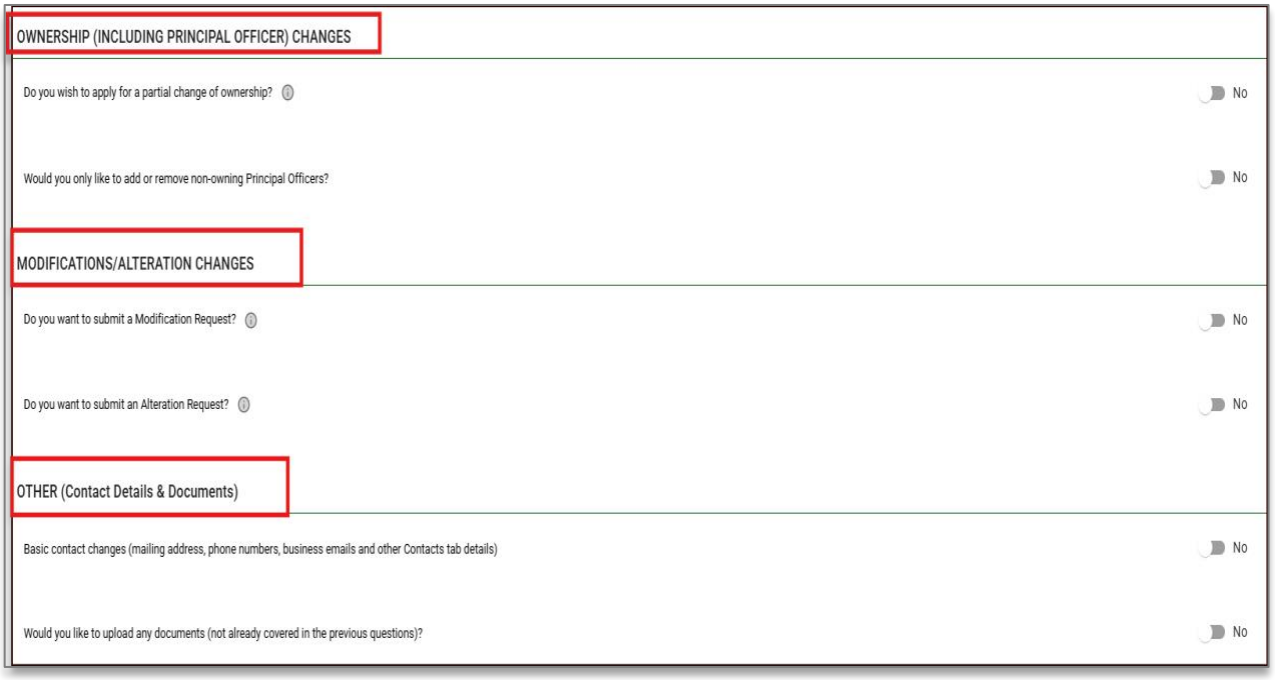
Note 2: If your license has been deactivated or has expired, it may not appear in the drop-down menu

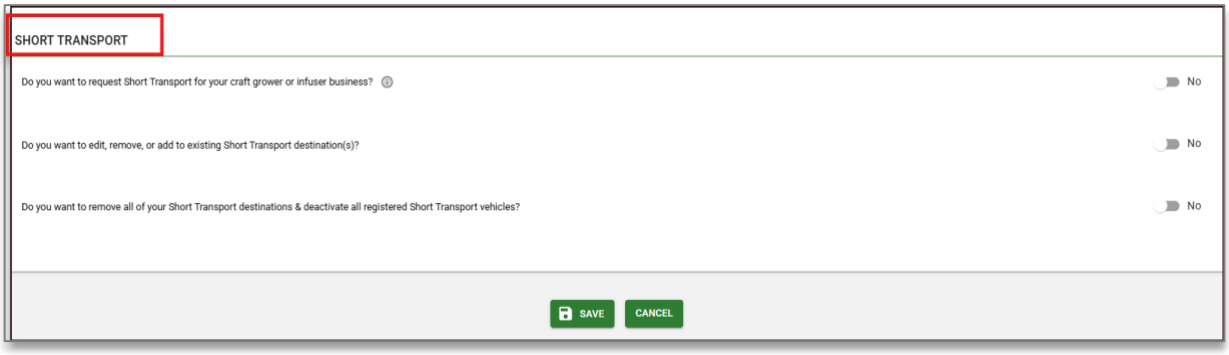
Note 3: If the entity holds more than one license, each license must be updated separately.



- The first tab on your update application, the **License Information tab**, is a set of Business update options with qualifying questions.





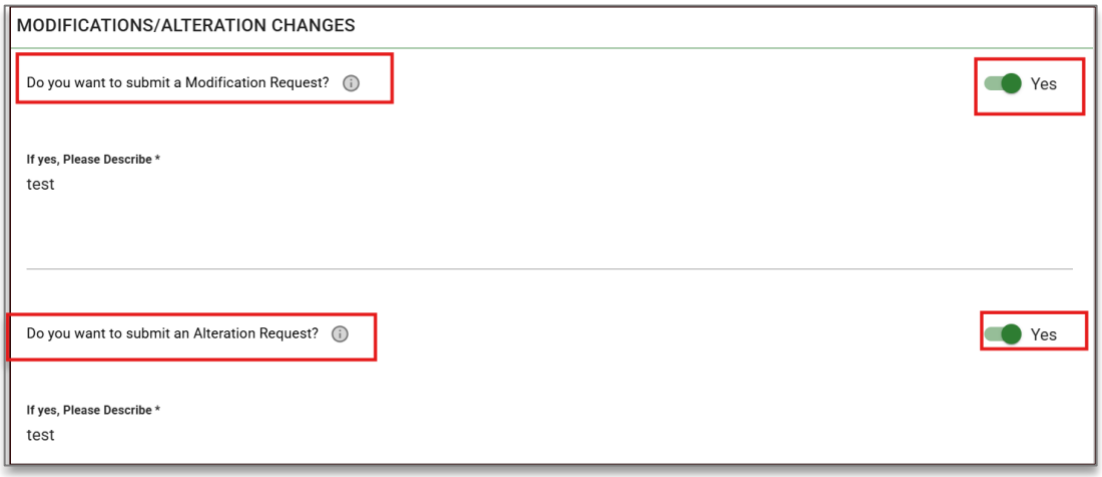


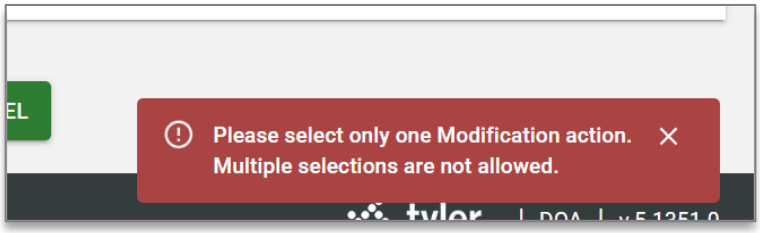
- Choose the question from one of the update options depending on the type of update. A business update application can be used to update the following:
    - Modifications/Alterations
    - Location Changes
    - Ownership (Including Principal Officer) Changes
    - Business License Name Changes
    - Other Changes (Contact Details and Documents)
    - Short Transport

4. MODIFICATIONS/ALTERATIONS

- Businesses can use a business update application to submit any modification /alteration requests.
- Refer to **Section 3** to create a Business Update Application.
- Answer the questions in the **Modifications/Alteration Section** relevant to your Business license update request using the **yes/no** toggle. Then, click the **Save** button.

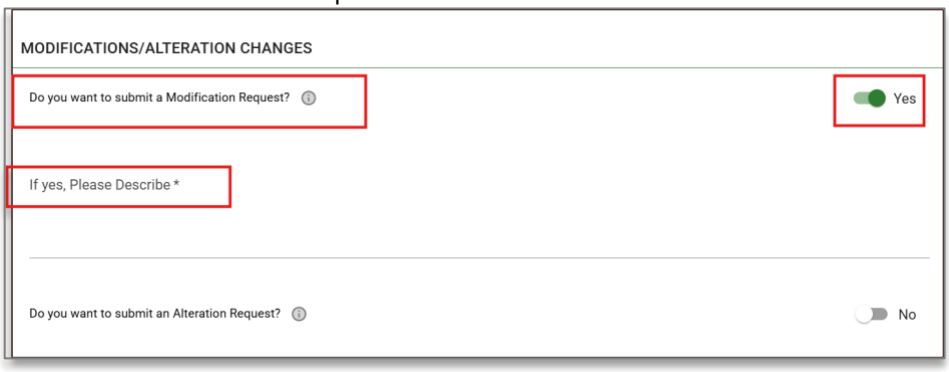
Note: Select only one action for Modification/Alteration Changes. Multiple selections of questions are not allowed.





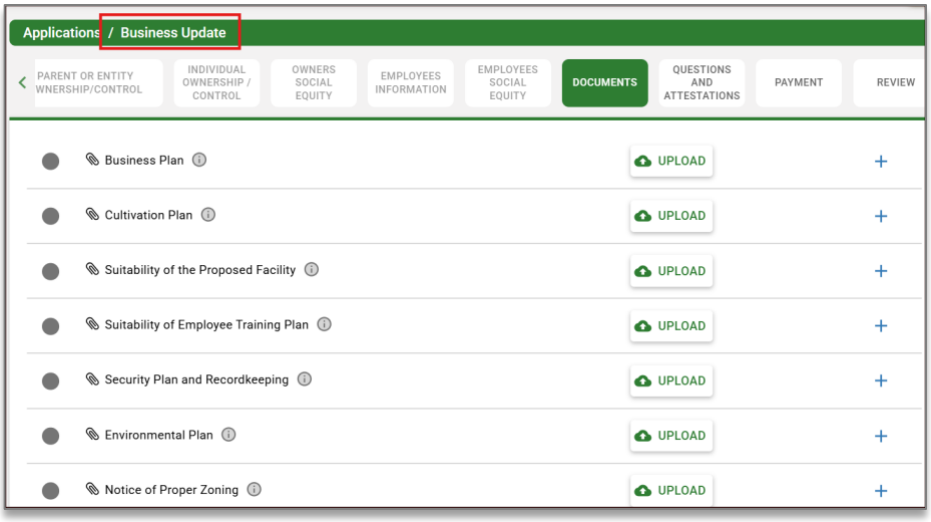
A. Modification

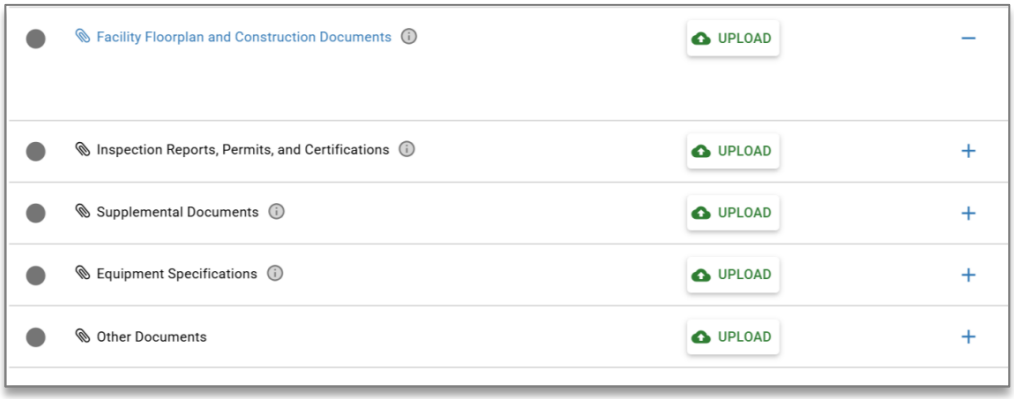
- "Modification" means any change at a cannabis business establishment that modifies the physical layout, floor area, or structural configuration of the facility, including the addition, removal, or relocation of any wall, partition, or door opening; modifies the design, capacity, or performance of any building system, including mechanical, electrical, plumbing, fire protection, or life safety systems; or results in a change of occupancy or use as defined by applicable building or fire codes.
- If you need to submit a modification request for the Business, select **yes**, and describe the modification request. Click **Save.**



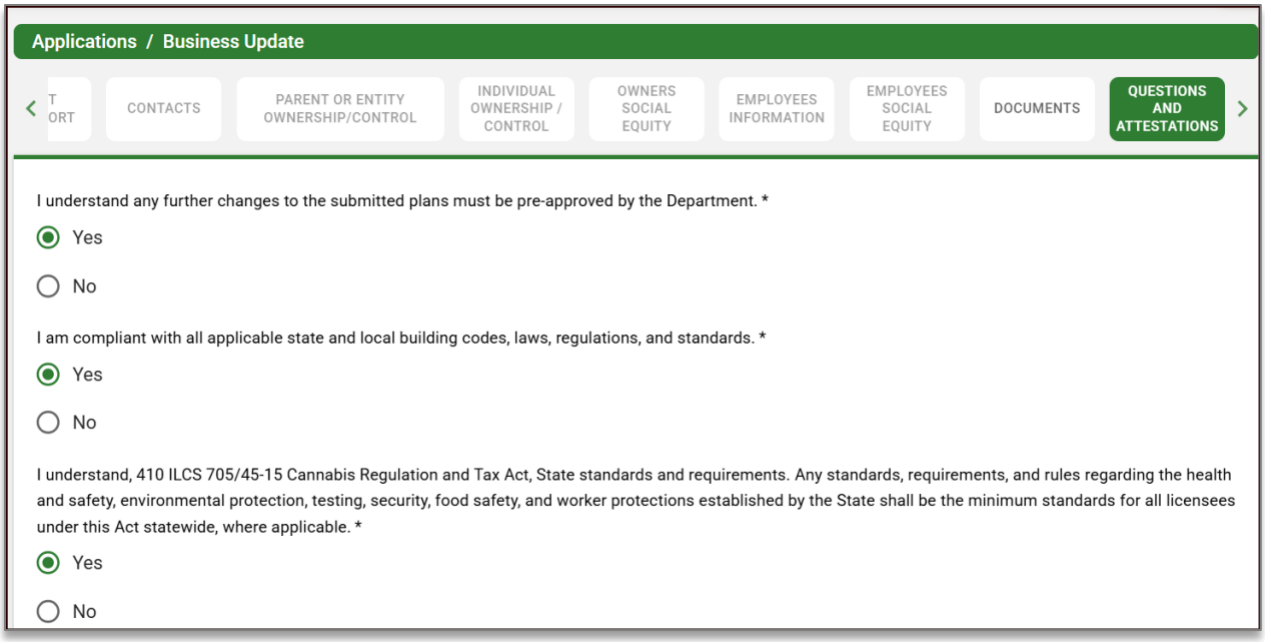
- Depending on your selection of a question from the **Modification/Alteration** section, the relevant tabs open to enter any required information.
- Click **Save** to save the section's data, then click **Save & Next** to advance to the next tab: **Documents.**
- Upload the documents that support the Modification request.

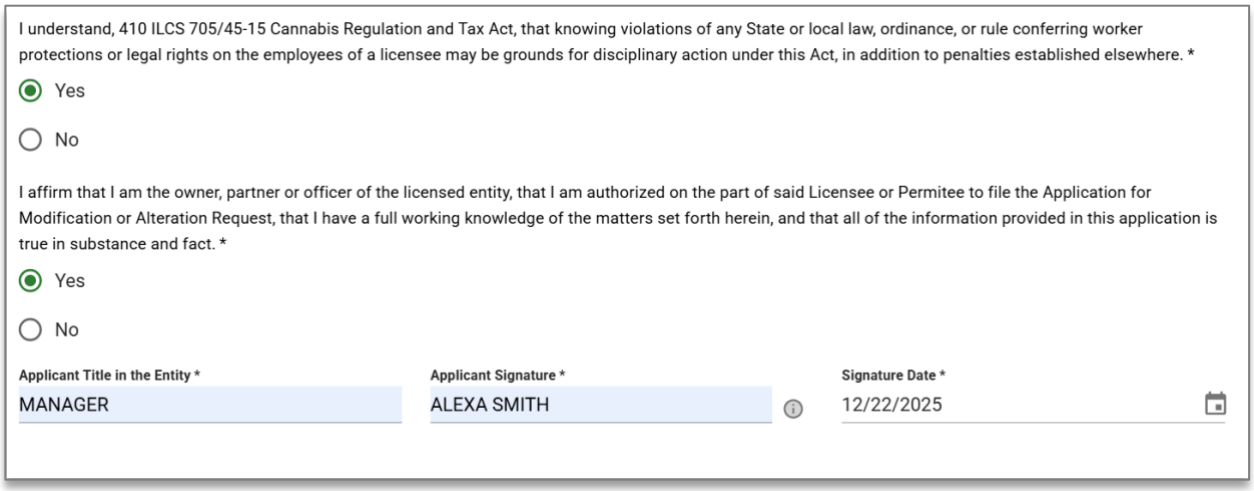
Note: Please review the 'ProTips' for each document section to determine whether submission of these documents is required.



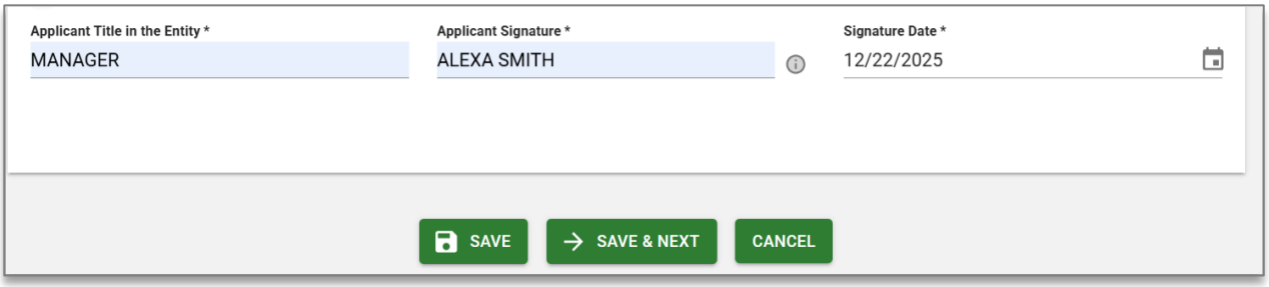


- In the **Attestations** section, the applicant must review each attestation statement and affirmatively indicate agreement by responding **Yes** to each statement.



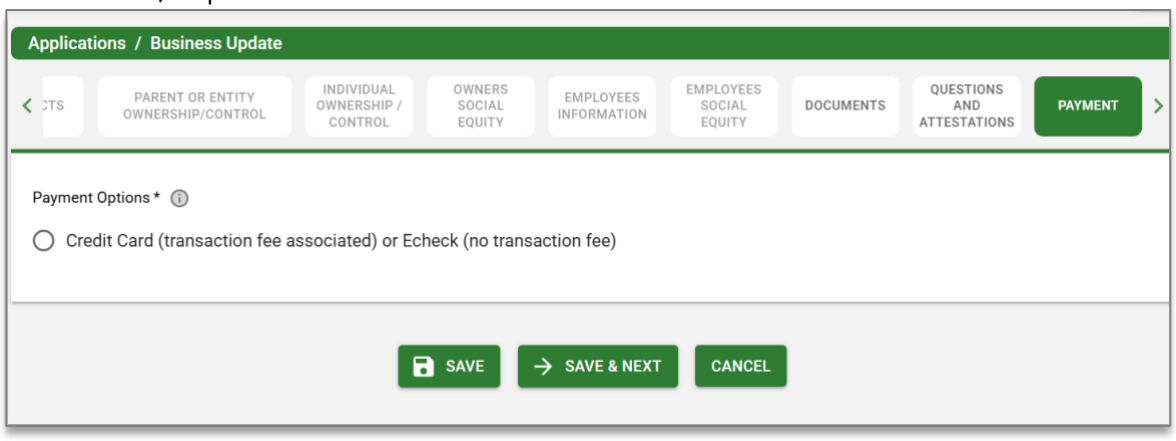


- Make sure to fill in the Applicant title, Applicant Signature, and Signature Date.



- Click on **SAVE** to save this section's data, then click **SAVE & NEXT** to save and advance to the following tab: **Payment**

- In the payment tab, select the "credit card (transaction fee associated) or an e-check (no transaction fee)" option.



- 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. Review the application fields for accuracy and completeness.
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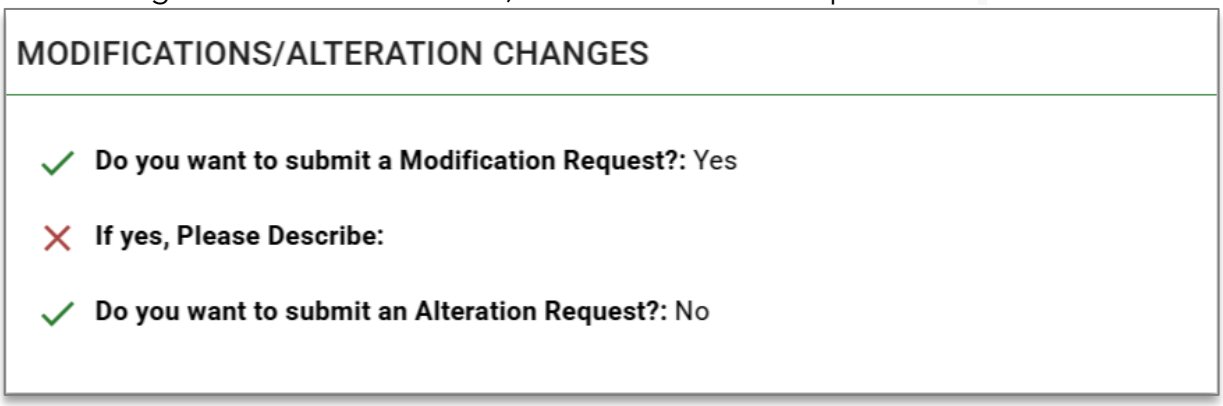
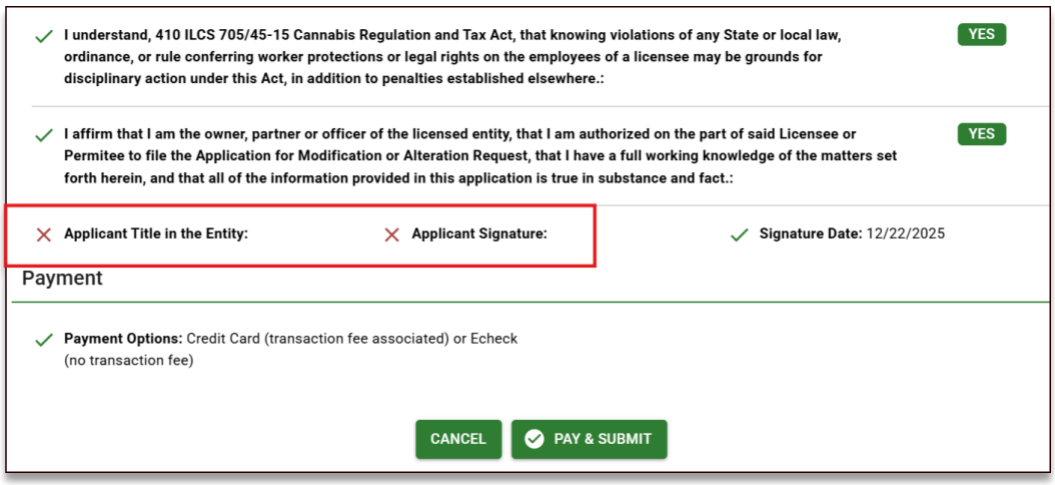




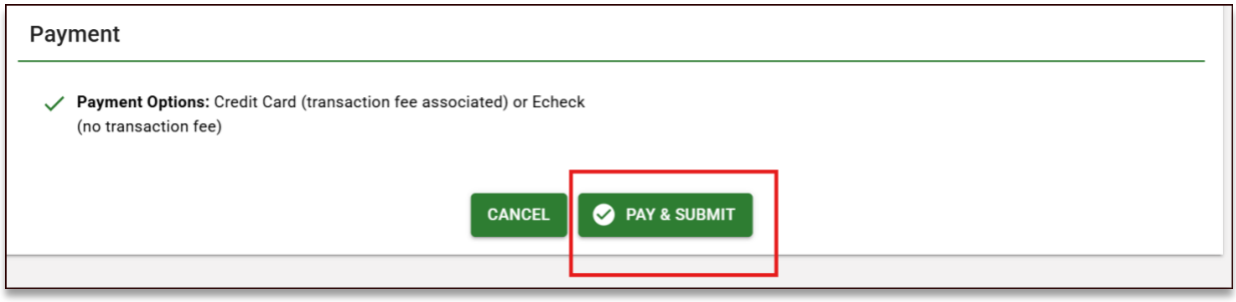
I. Completing the Application

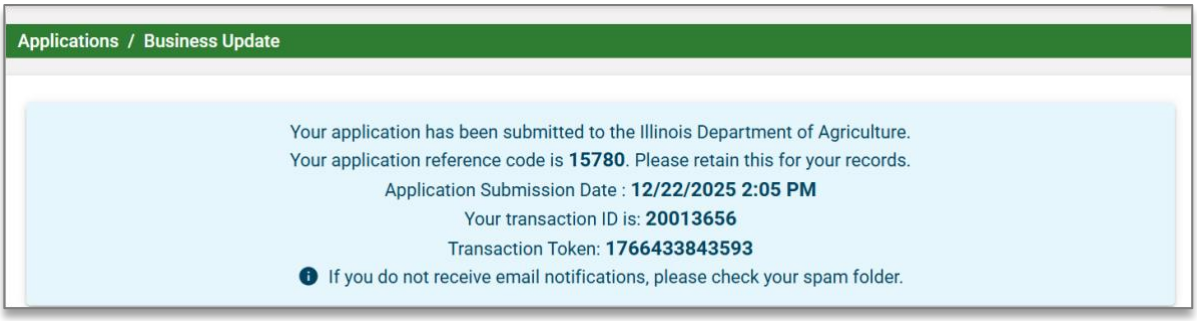
- Review your data carefully before submitting.
- Be sure to select **Save** before exiting to save your progress.
- If you need more time to complete the required sections or to collect data or documents, save the application and return to it at your convenience. The application will appear in the Applications section of your portal menu.

Note: Once your application is submitted, it cannot be modified (unless the IDOA reviewer returns for action). Make sure your application is complete and accurate before submitting.

II. Submitting the Application

- After carefully reviewing all information and documents, click **PAY & SUBMIT**.
- Once the payment is made using a credit card or an e-check, and the transaction is approved, the application is submitted to the IDOA for review.





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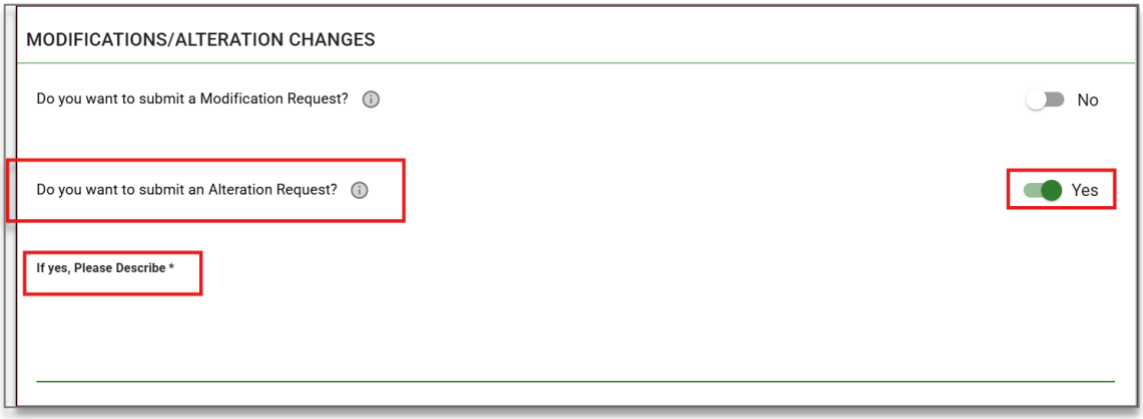
B. Alteration

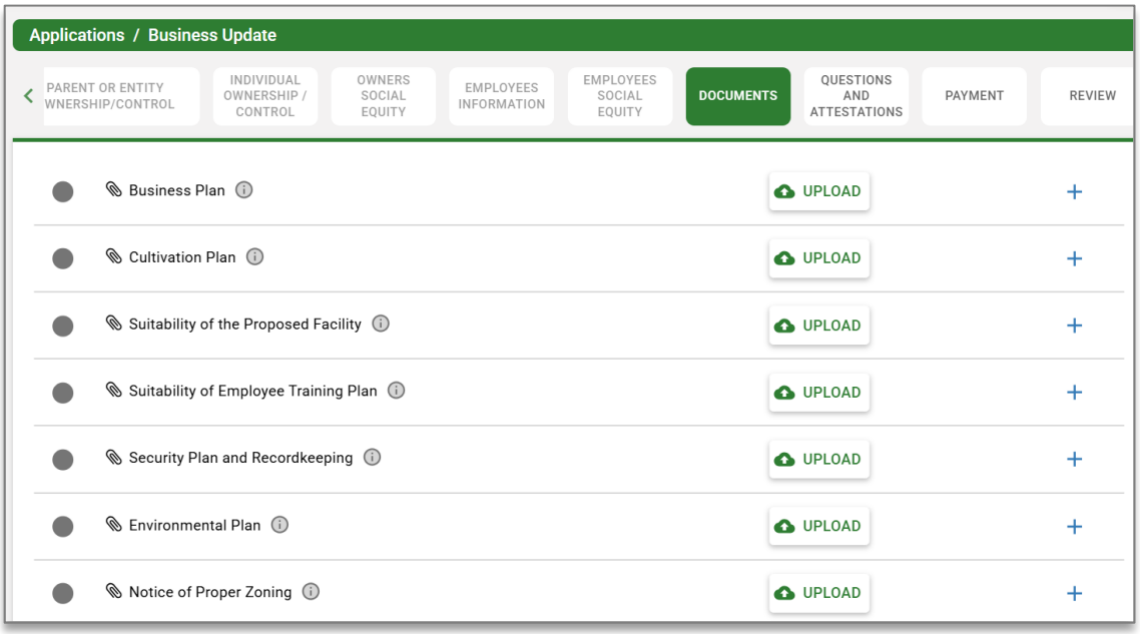
- "Alteration" means any change at a cannabis business establishment that does not alter the physical structure of the building or any building system, but that alters, adds, or removes security measures or operational controls used to protect against diversion or theft of cannabis or cannabis operations; alters, adds, or removes workflows or production equipment used for the handling, production, tracking, or storage of cannabis and cannabis products; or changes the functional use of a room or space used for such activities, including changes that alter or deviate from the approved Security Plan or Operational Management and Practices Plan.
- If you need to submit an alteration request for the Business, select **Yes** and describe the alteration request. Click **Save.**

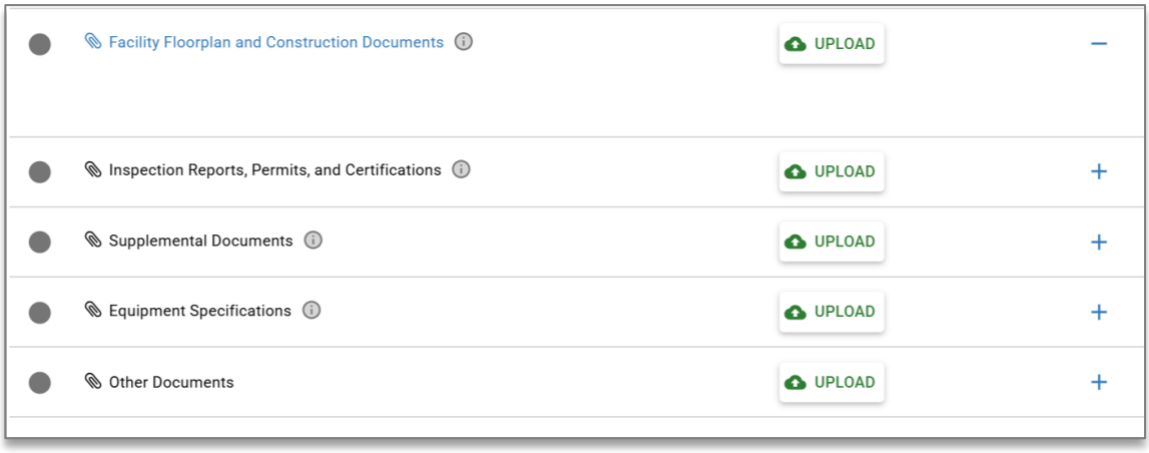


- Depending on your selection of a question from the **Modification/Alteration** section, the relevant tabs open for entering any required information.
- Click **Save** to save the section's data and click **Save & Next** to move to the next tab**: Documents.**

- Upload the documents that support the Alteration request.

Note: Please review the 'ProTips' ⓘ for each document section to determine whether submission of these documents is required.





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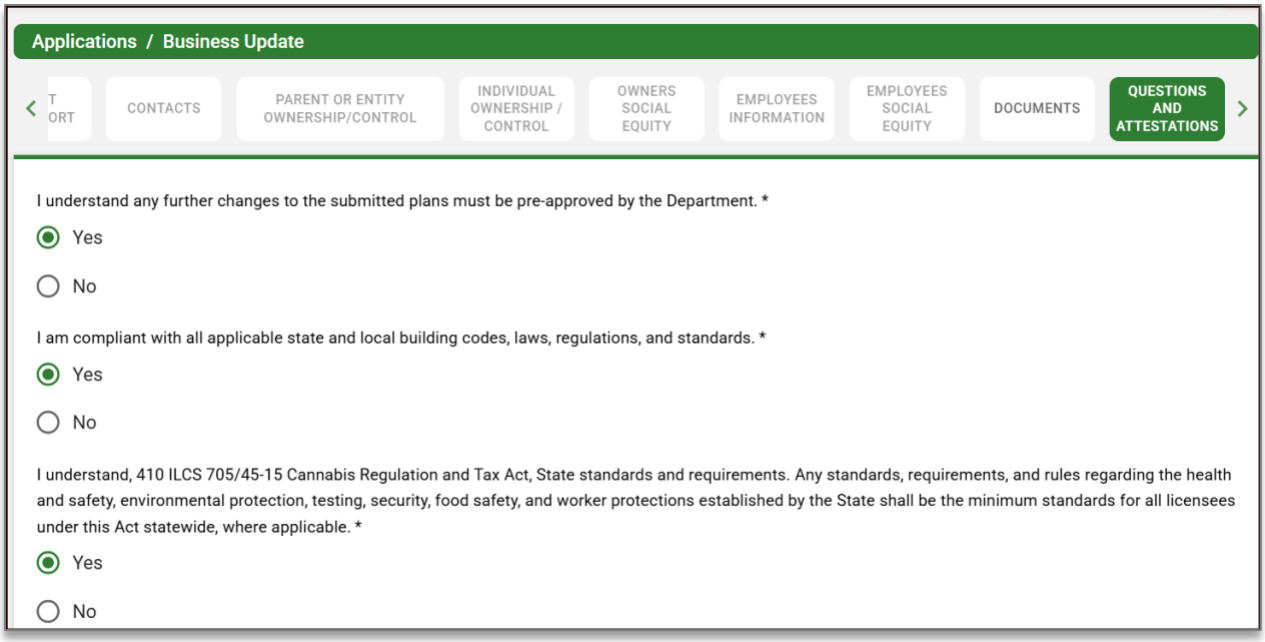

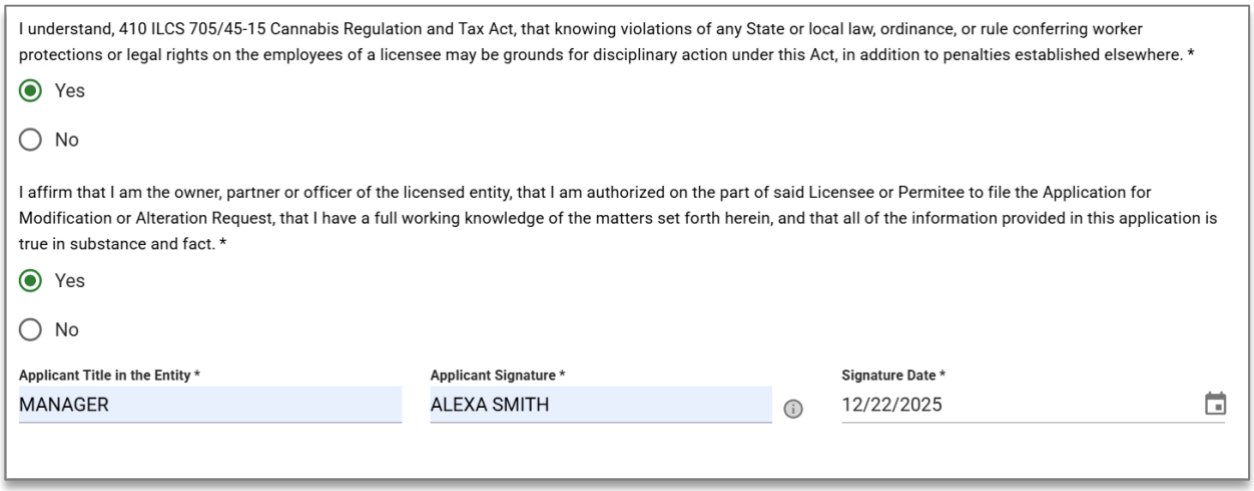

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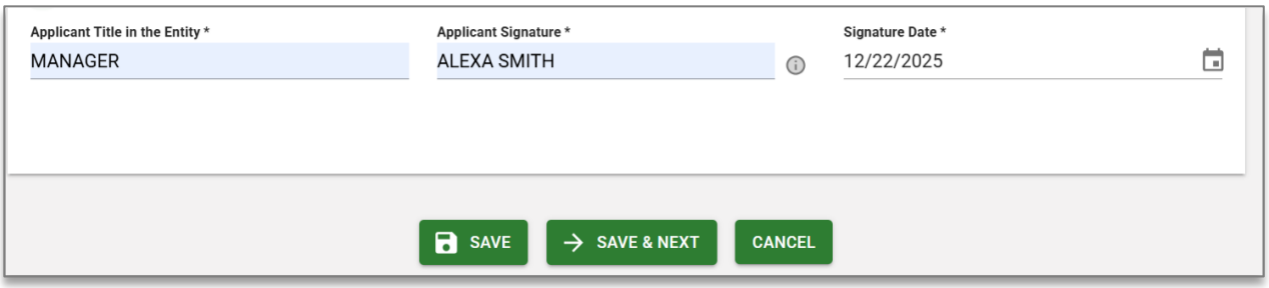

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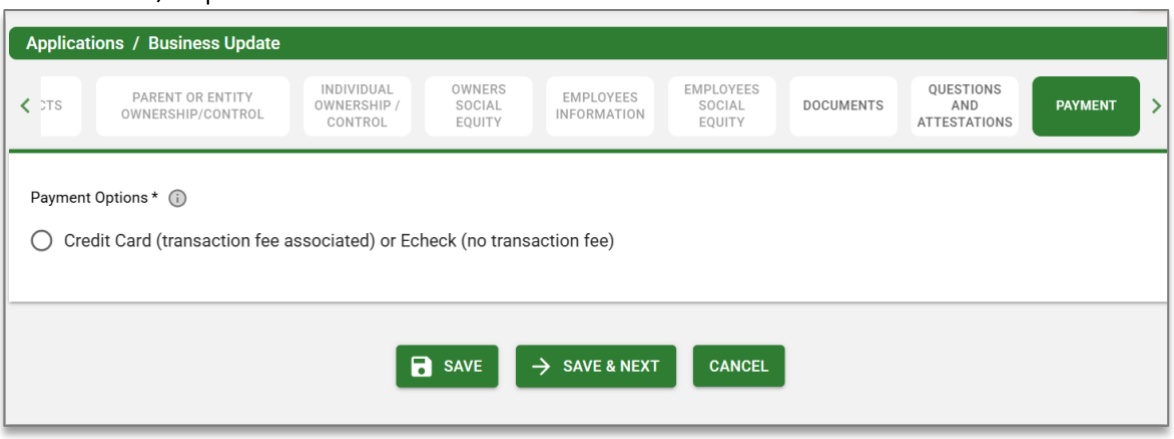

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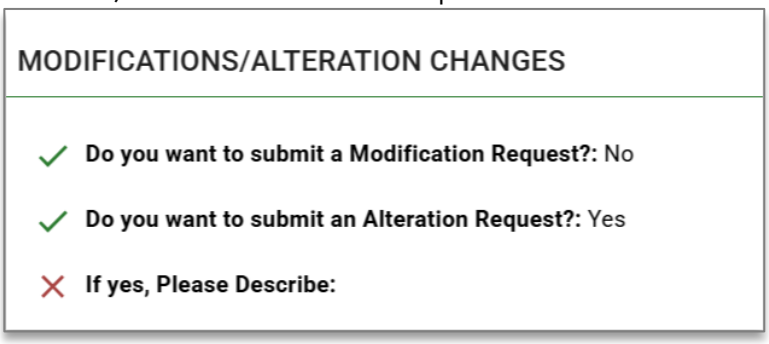
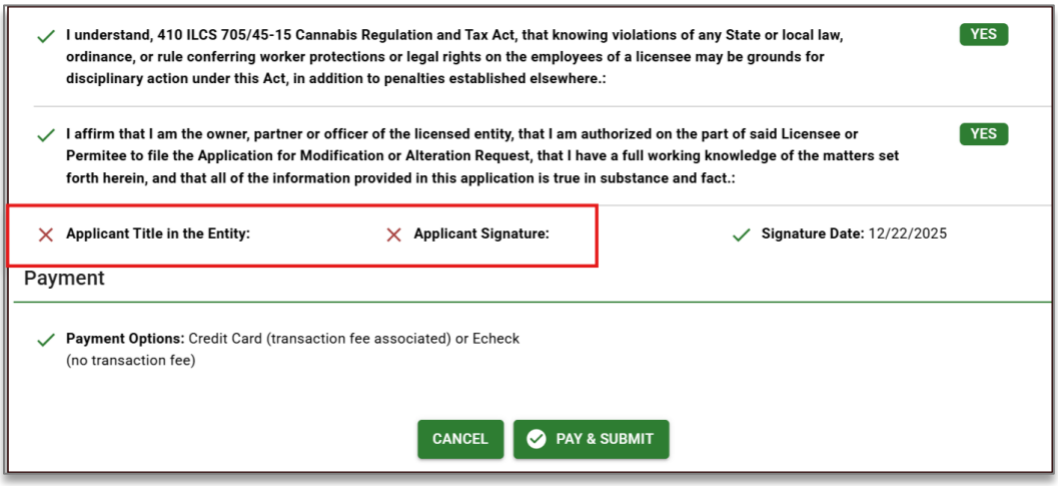




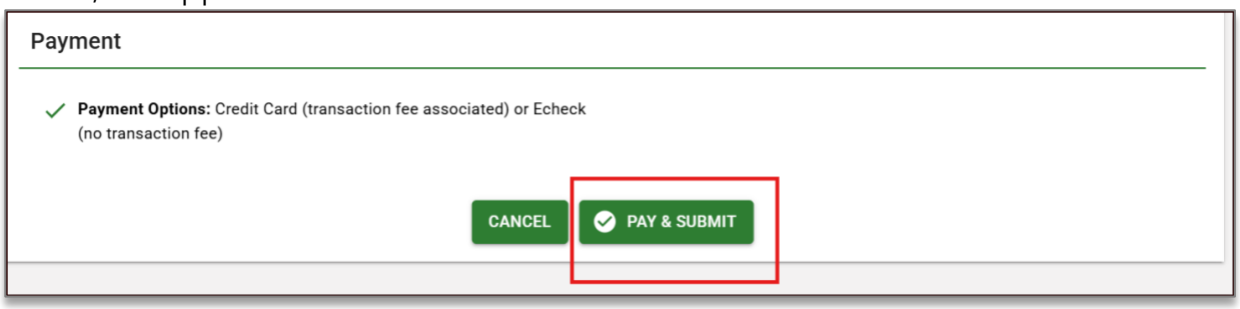
I. Completing the Application

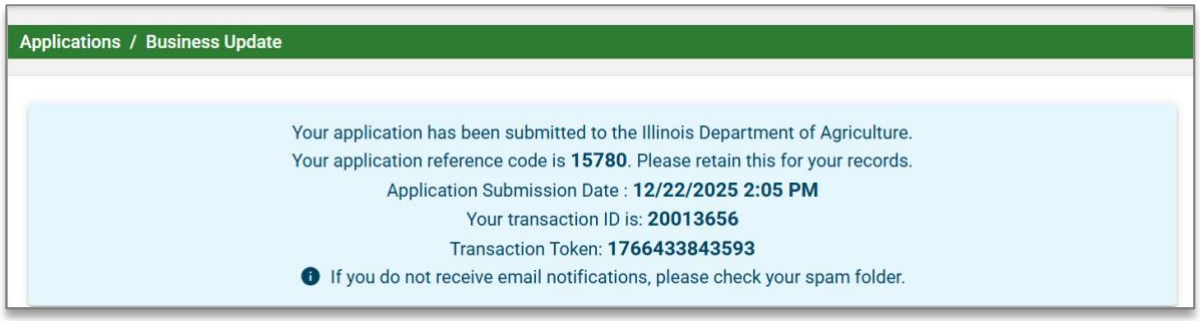
- Review your data carefully before submitting.
- Be sure to select **Save** before exiting to save your progress.
- If you need more time to complete the required sections or to collect data or documents, save the application and revisit it at your convenience. The application will be listed in the Applications section of your portal menu.

Note: Once your application is submitted, it cannot be modified (unless the IDOA reviewer returns for action). Make sure your application is complete and accurate before submitting.

II. Submitting the Application

- After carefully reviewing all information and documents, click **PAY & SUBMIT**.
- Once the payment is made using a credit card or an e-check, and the transaction is approved, the application is submitted to the IDOA for review.





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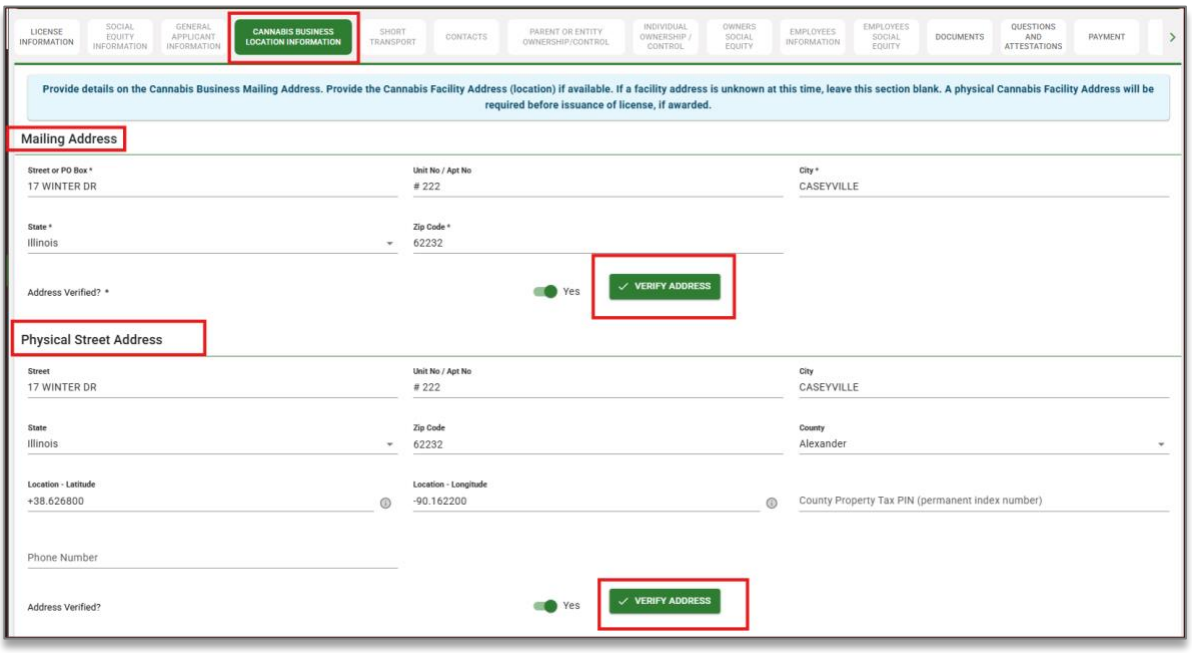
- If IDOA identifies any potential issues with your application, it may be returned for action. You will receive an email notification when this occurs. Returned for Action applications must be corrected and resubmitted through NLS for further review.

5. LOCATION CHANGES

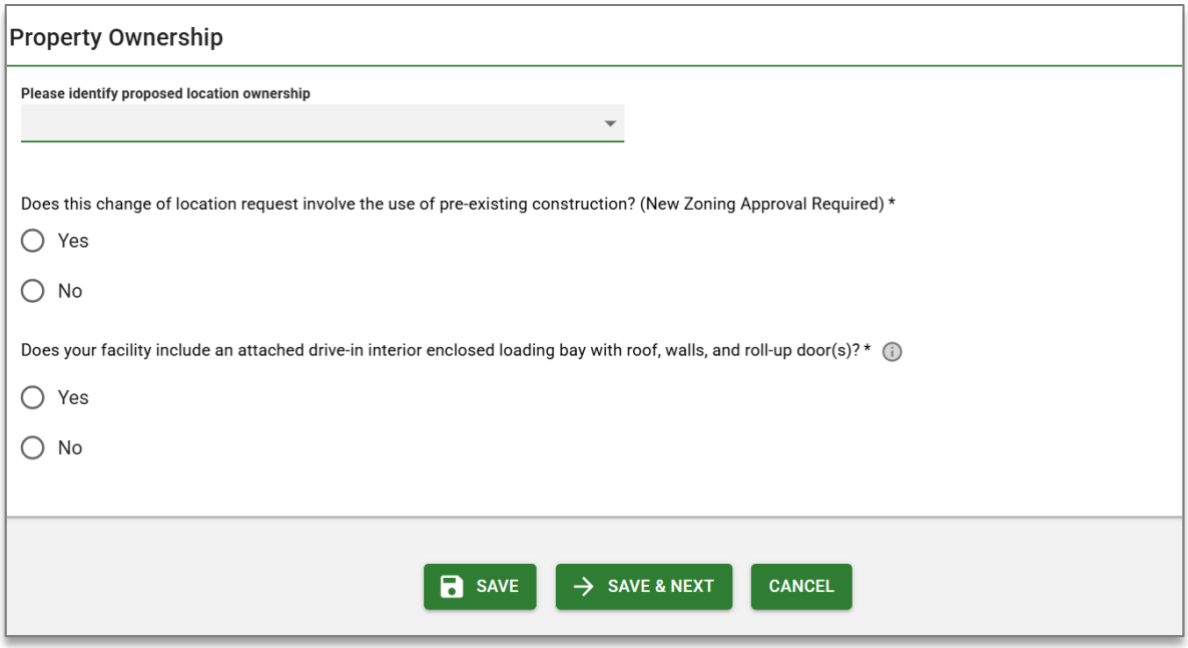
- Businesses can use a Business update application for any location change requests to their previously approved applications.
- Refer to **Section 3** to create a Business Update Application.
- Answer the question in the **Location Changes Section** using the **yes/no** toggle. Then, click **Save** to save that section's data, and then the **Save & Next** button to move to the next tab: **Cannabis Business Location Information.**

- Update the address section in the **Cannabis Business Location Information** tab based on the location changes.

Note: Make sure to verify your mailing and physical address using the **Verify Address** button



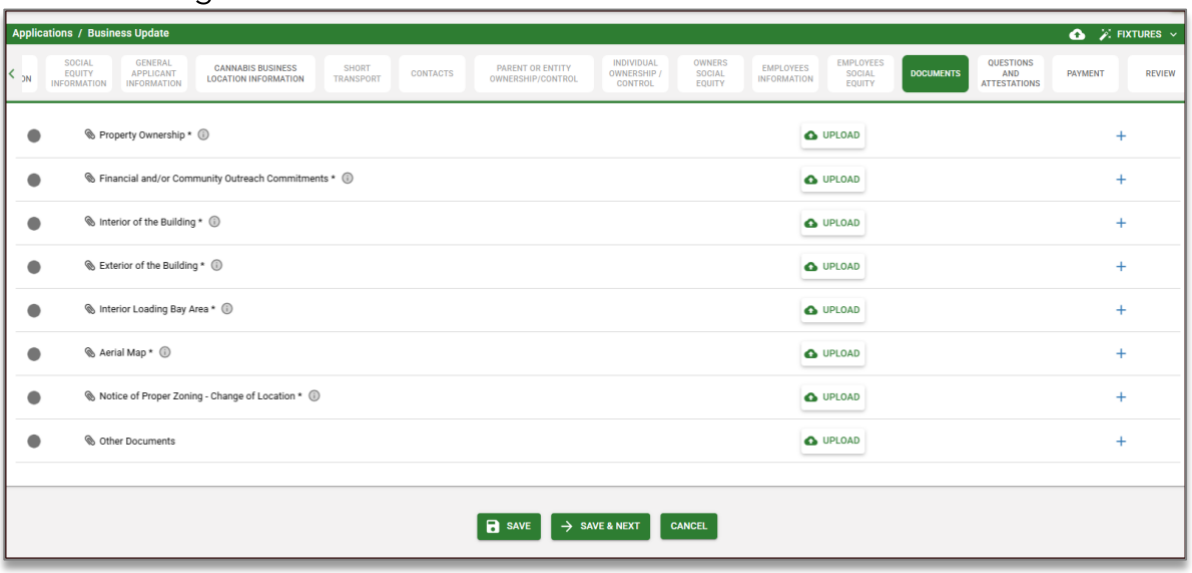
- Answer the Property Ownership section based on your Location change request.



- Upload the documents that support the Location change.

Note: Please review the 'ProTips' for each document section to determine whether submission of these documents is required.

- Click **Save** to save this section's data and then **Save & Next** to advance to the following tab: **Attestations.**



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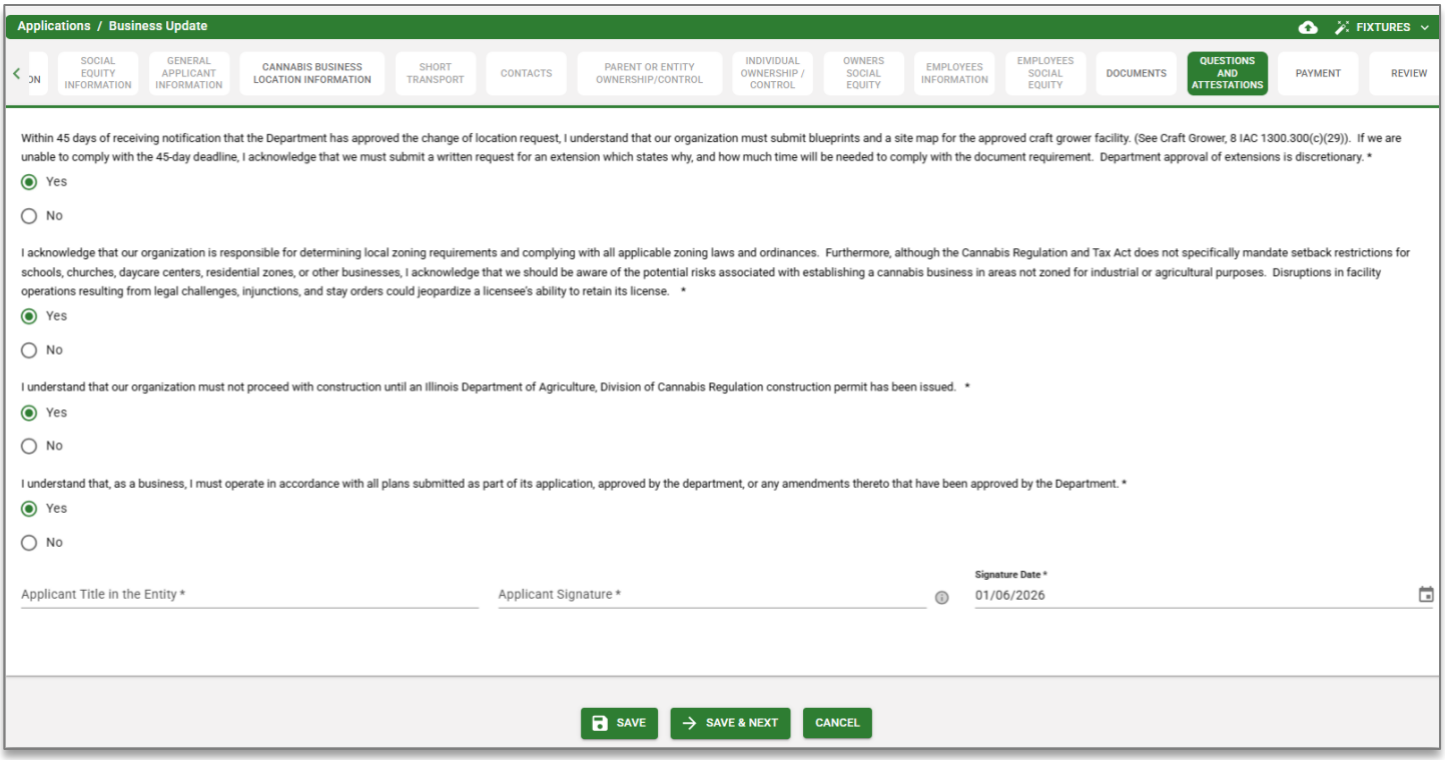

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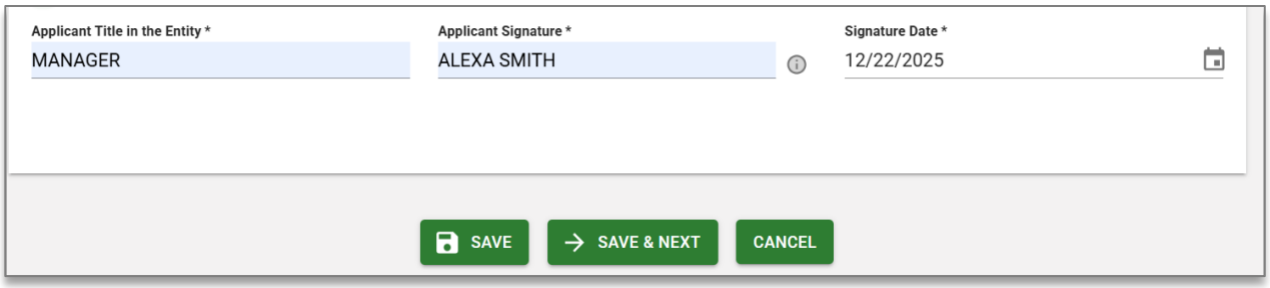
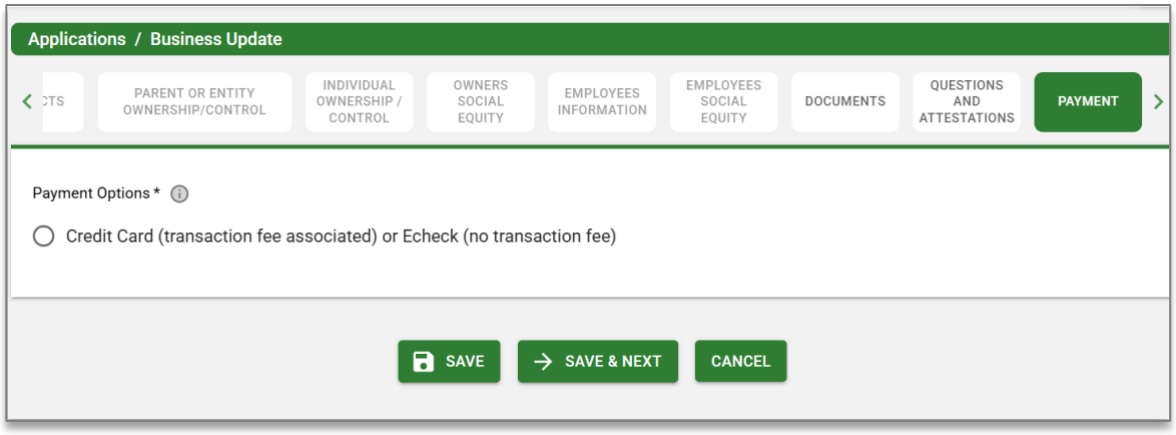
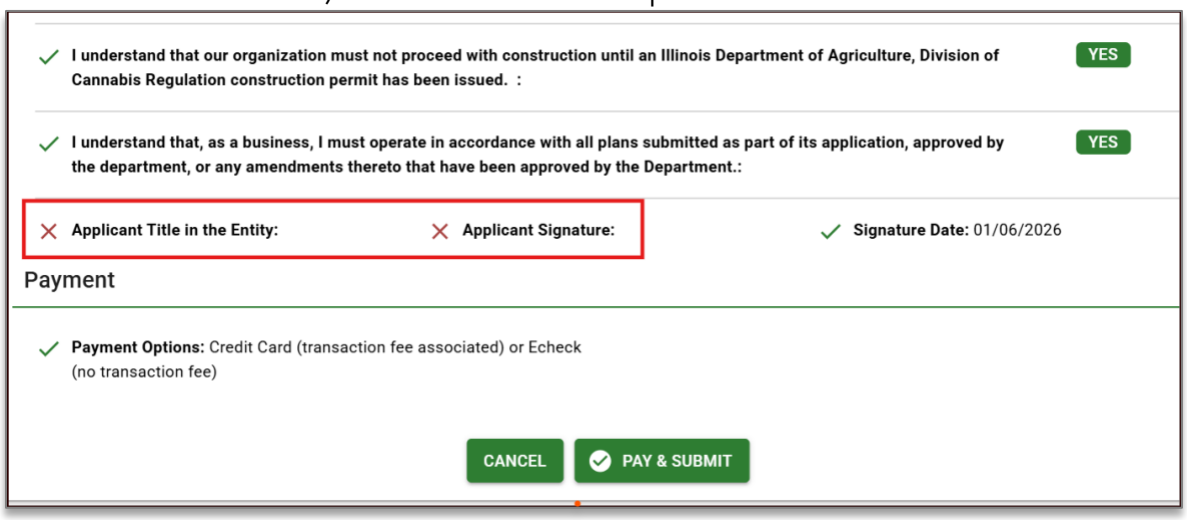


- Click on **SAVE** to save this section's data, then click **SAVE & NEXT** to save and advance to the following tab: **Payment.**
- In the payment tab, select the "Credit Card (transaction fee associated) or an E-check (no transaction fee)" option.



- 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. Review the application fields for accuracy and completeness.
- If you encounter any **red "X" marks**, return to the relevant tab (by clicking the tab at the top or the Section Header) to address the incomplete item.



I. Completing the Application

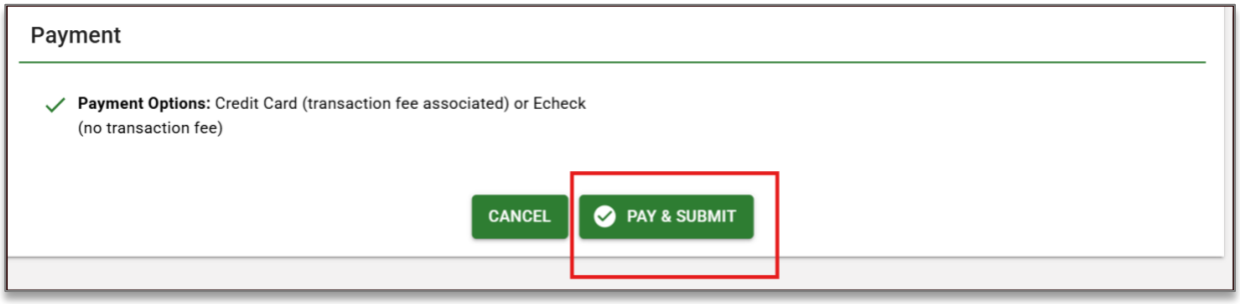
- Review your data carefully before submitting.
- Be sure to select **Save** before exiting to save your progress.
- If you need more time to complete the required sections or to collect data or documents, save the application and revisit it at your convenience. The application will be listed in the Applications section of your portal menu.

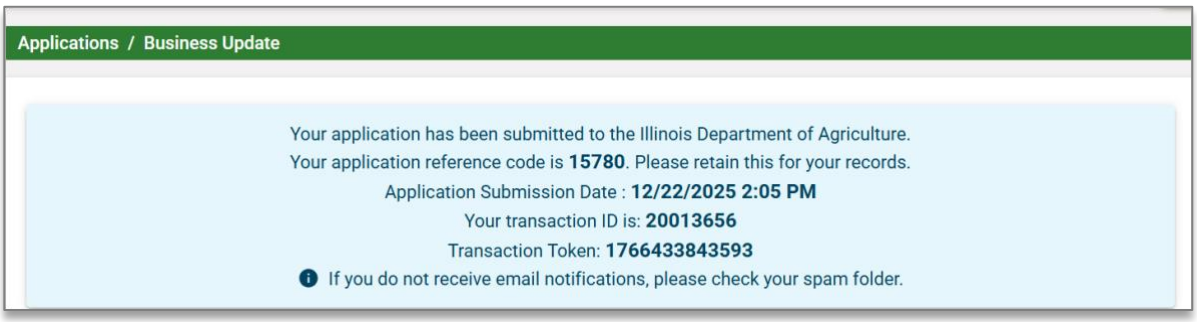
Note: Once your application is submitted, it cannot be modified (unless the IDOA reviewer returns for action). Make sure your application is complete and accurate before submitting.

II. Submitting the Application

- After carefully reviewing all information and documents, click **PAY & SUBMIT**.

- Once the payment is made using a credit card or an e-check, and the transaction is approved, the application is submitted to the IDOA for review.



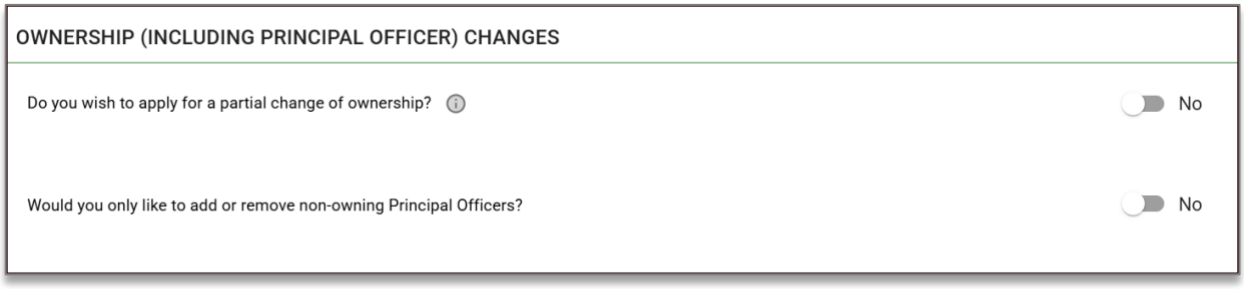


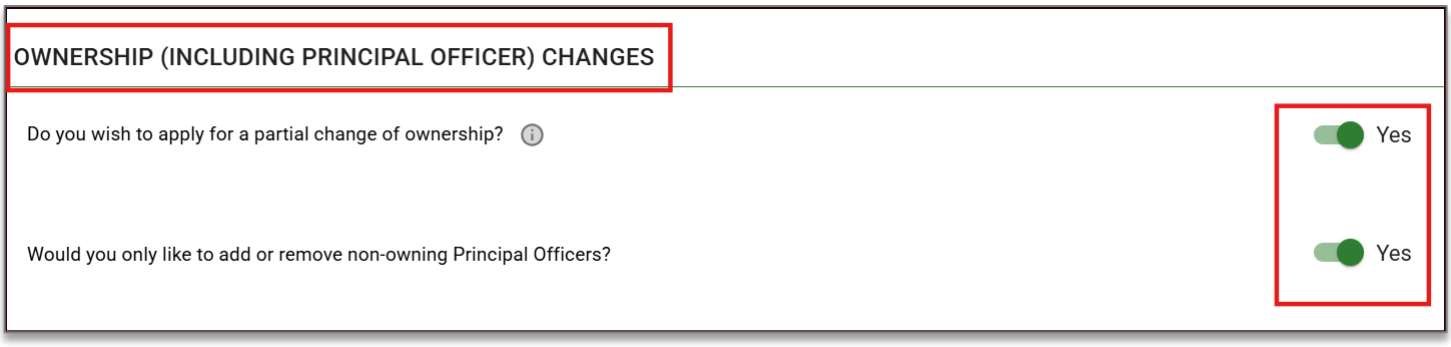
- Monitor your inbox for status updates (such as Submitted, Approved, Returned for Action, Resubmitted, Denied, or Forfeited) while your application is under review.
- If IDOA identifies any potential issues with your application, it may be returned for action. You will receive an email notification when this occurs. Returned for Action applications must be corrected and resubmitted through NLS for further review.

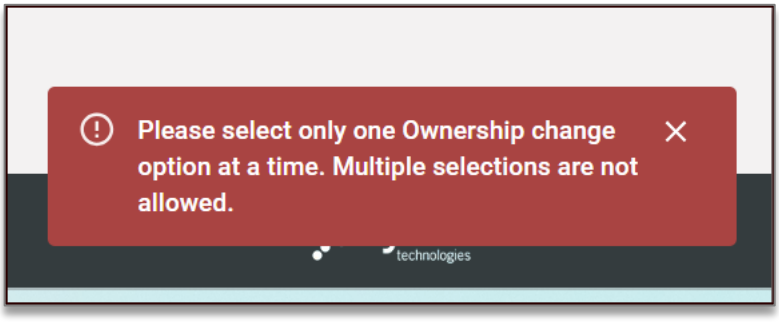
6. OWNERSHIP CHANGES

- A licensee can apply for a partial Change of Ownership or to add and remove non-owning Principal Officers using one of the two question options in the Ownership changes section of the Business update application.
- Refer to **Section 3** to create a Business Update Application.
- First, select whether to apply for a Change of Ownership or a Change of Non-Owning Principal Officers. Use the **Yes/No** toggle to make your selection. Then click **Save.**

Note: Select only one option per application. Multiple selections of questions are not allowed.





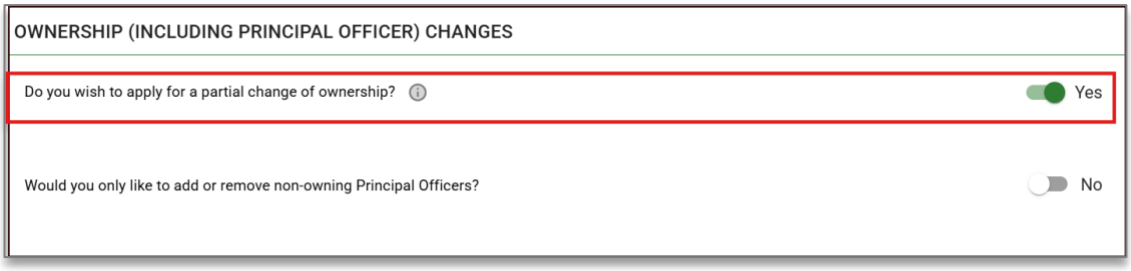


- Depending on your selection of questions from the **Ownership changes** section, the relevant tabs open to enter any required information.

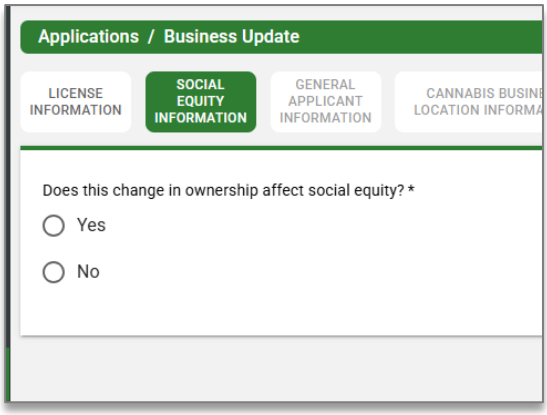
Note: Once you save your selections, you may not change them. If you need to start the application over, delete this application from your dashboard and start again.

A. Partial Change of Ownership

- If the Business update is for a partial change of ownership, then the Licensee should select **Yes** for **Do you wish to apply for a partial change of ownership?**
- After selecting Yes, click the **Save** button and then click **Save & Next** to advance to the next tab: **Social Equity Information**.

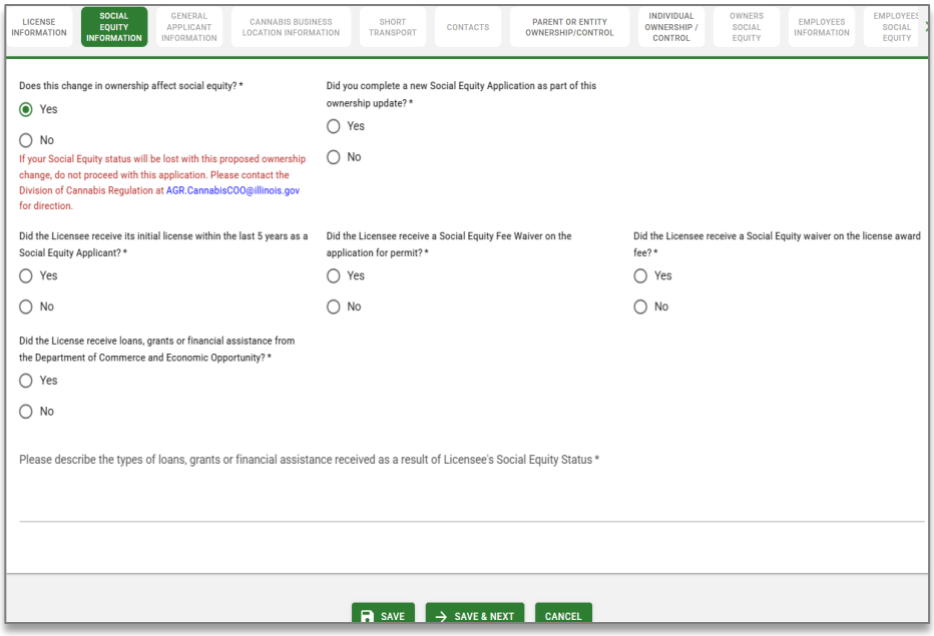


- The system displays the **Social Equity Information** tab with a required response to the social equity question.

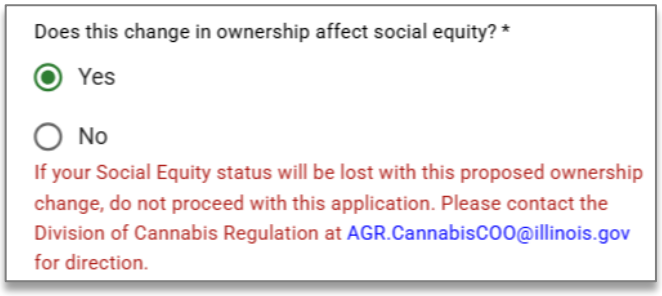


I. If a change of ownership affects Social Equity

- If the response to **Does this change in ownership affect social equity?** is **Yes,** Then the system displays additional required social equity information response fields.

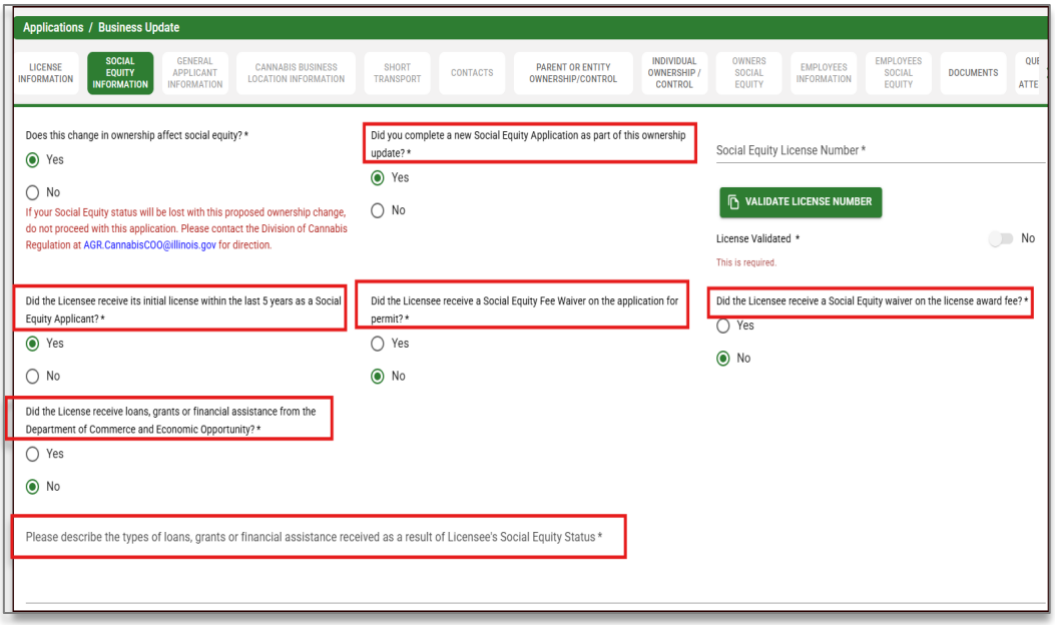


Note: If Social Equity status is lost with this proposed ownership change and no new Social Equity application will be submitted, do not proceed with this application. Select the **Cancel** option and contact the Division of Cannabis Regulation at **AGR.CannabisCOO@illinois.gov** for direction.



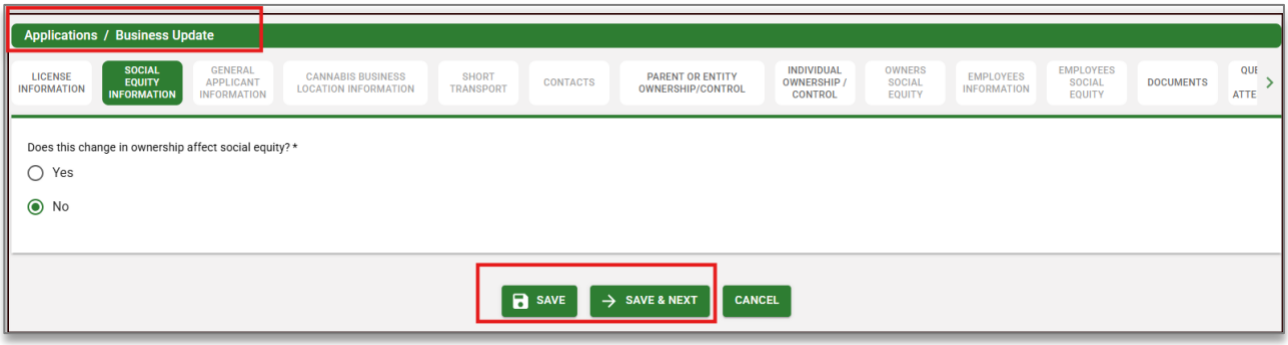
Note: If Social Equity status is changing but will be maintained under different criteria, proceed once your new Social Equity application is approved by IDOA.

- Answer all the required fields in this tab. Click **Save** to save the section's data and then **Save & Next** to advance to the following tab, **Parent or Entity Ownership/Control.**



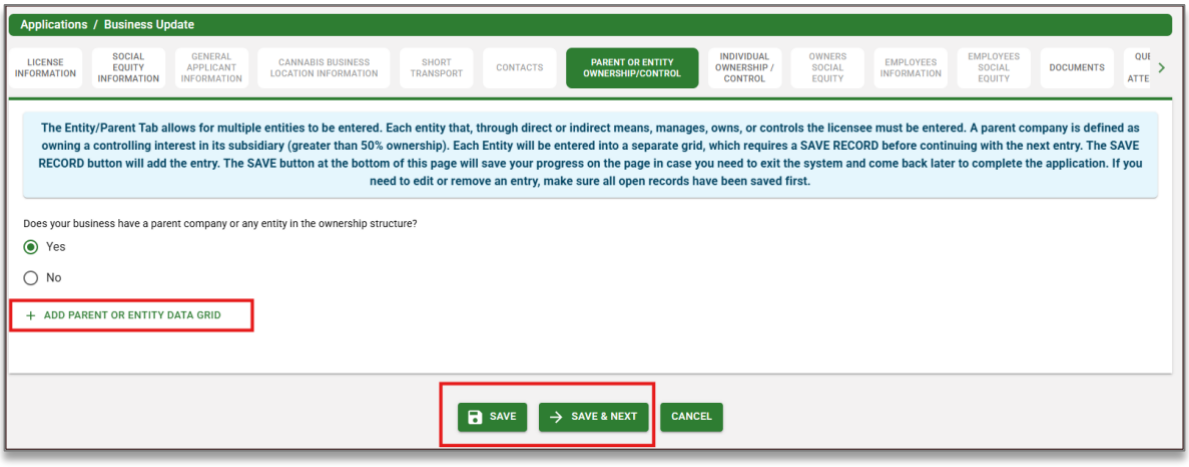
II. If a change of ownership does not affect Social Equity

- If the response to **Does this change in ownership affect social equity?** is **No,** then click **Save** to save the section's data, then click **Save & Next** to advance to the next tab: **Parent or Entity Ownership/Control.**

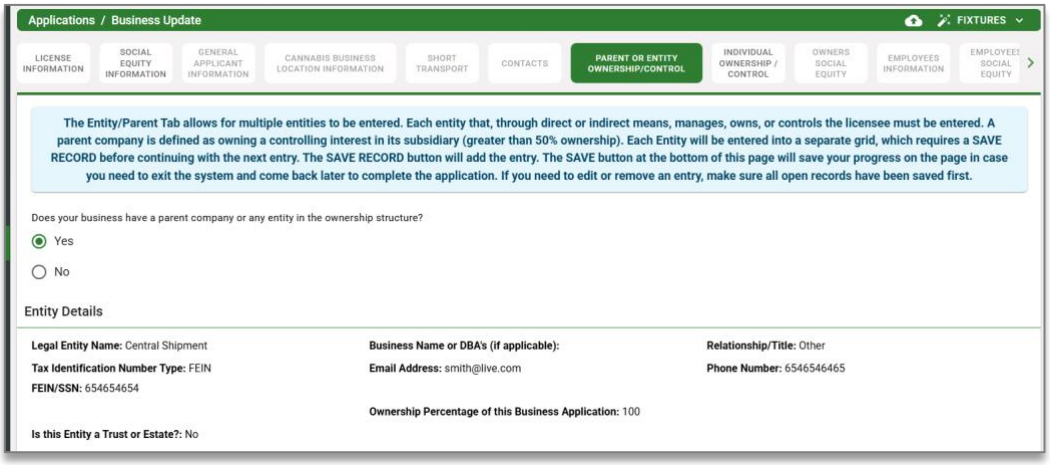


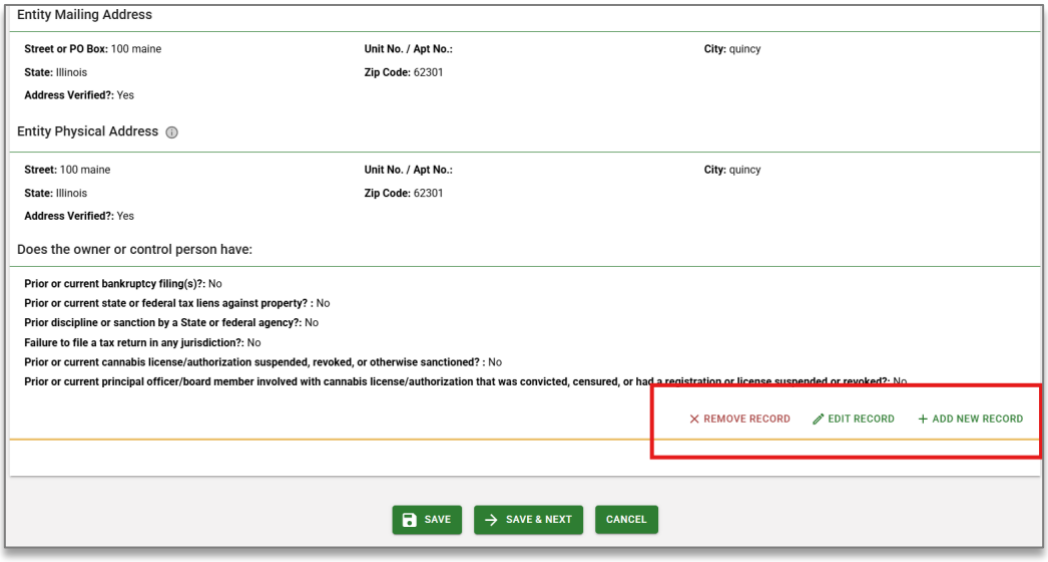
III. Parent or Entity Ownership/Control

- If the response is **Yes** for **Does your business have a parent company or any entity in the ownership structure?** Proceed to enter all the other required fields in this tab.

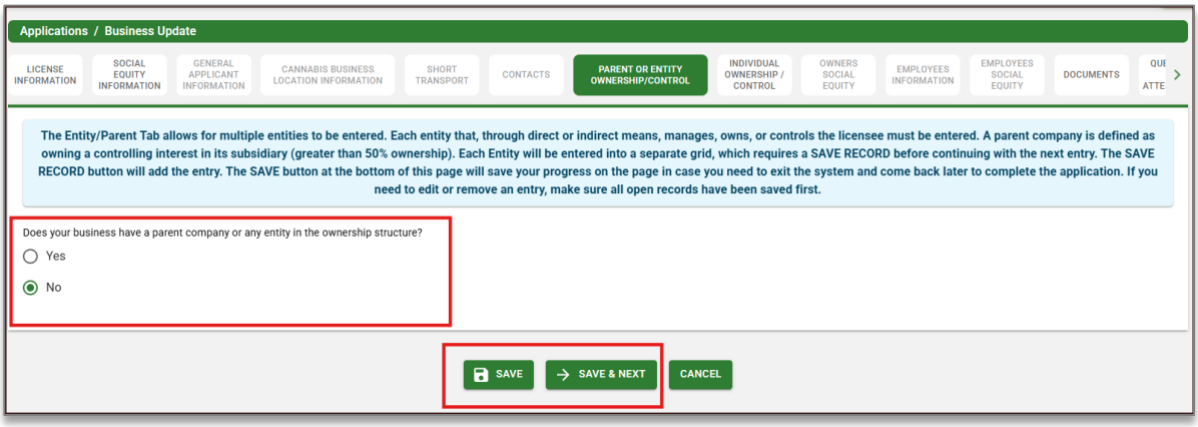


- Click **+Add Parent or Entity Data grid** to add a new parent or entity. The user may remove, edit, or add a New Record.
- After changes are made, the user selects the **Save & Next** option, and the system moves the user to the next tab, the **Individual Ownership/Control tab**.



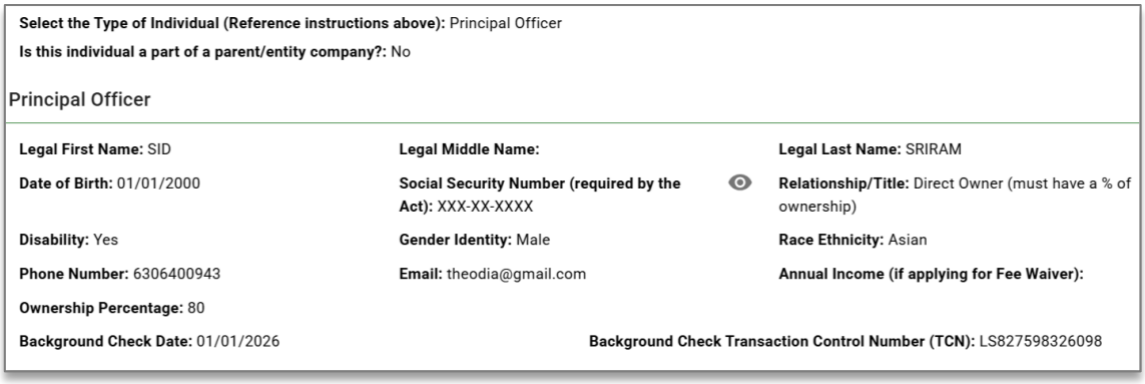


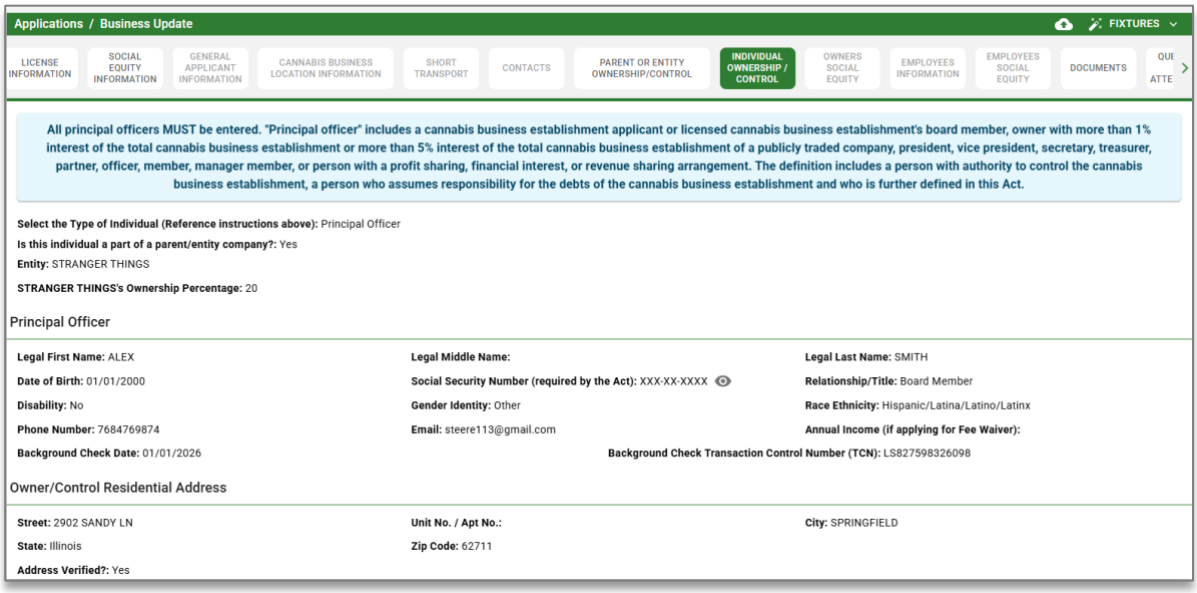
- If the response is **No** for **Does your business have a parent company or any entity in the ownership structure?** Then click **Save**, then **Save & Next** to move to the next tab, the **Individual Ownership/Control** tab.

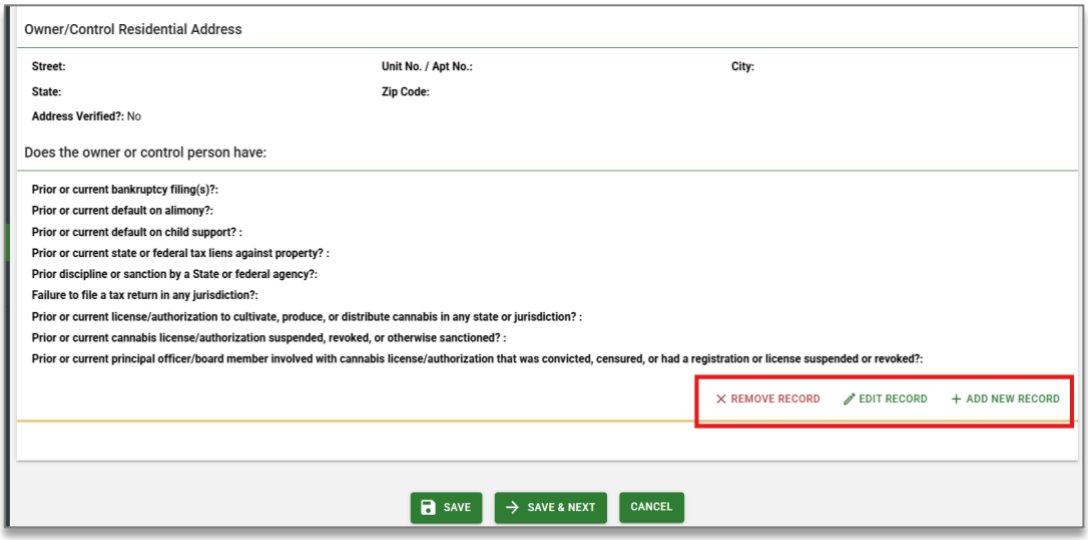


IV. Individual Ownership/Control

- The Individual Ownership/Control tab is pre-populated with the entries made to the original New business application.
- From the Individual Ownership/Control tab, the user may remove, edit, or add a new record. After changes are made, the user selects the **Save & Next** option, and the system navigates to the next tab, **Documents.**


Select the Type of Individual (Reference instructions above): Principal Officer
Is this individual a part of a parent/entity company?: No
Principal Officer
Legal First Name: SID
Legal Middle Name:
Legal Last Name: SRIRAM
Date of Birth: 01/01/2000
Social Security Number (required by the Act): XXX-XX-XXXX
Relationship/Title: Direct Owner (must have a % of ownership)
Disability: Yes
Gender Identity: Male
Race Ethnicity: Asian
Phone Number: 6306400943
Email: theodia@gmail.com
Annual Income (if applying for Fee Waiver):
Ownership Percentage: 80
Background Check Date: 01/01/2026
Background Check Transaction Control Number (TCN): LS827598326098

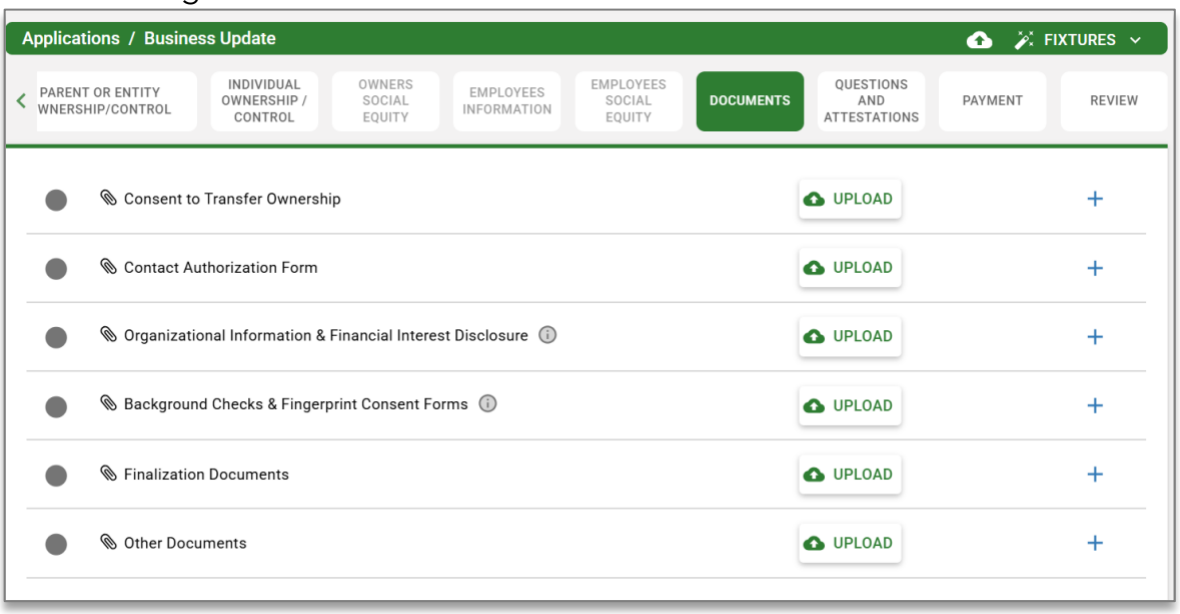

Applications / Business Update
FIXTURES
LICENSE INFORMATION
SOCIAL EQUITY INFORMATION
GENERAL APPLICANT INFORMATION
CANNABIS BUSINESS LOCATION INFORMATION
SHORT TRANSPORT
CONTACTS
PARENT OR ENTITY OWNERSHIP/CONTROL
INDIVIDUAL OWNERSHIP / CONTROL
OWNERS SOCIAL EQUITY
EMPLOYEES INFORMATION
EMPLOYEES SOCIAL EQUITY
DOCUMENTS
All principal officers MUST be entered. "Principal officer" includes a cannabis business establishment applicant or licensed cannabis business establishment's board member, owner with more than 1% interest of the total cannabis business establishment or more than 5% interest of the total cannabis business establishment of a publicly traded company, president, vice president, secretary, treasurer, partner, officer, member, manager member, or person with a profit sharing, financial interest, or revenue sharing arrangement. The definition includes a person with authority to control the cannabis business establishment, a person who assumes responsibility for the debts of the cannabis business establishment and who is further defined in this Act.
Select the Type of Individual (Reference instructions above): Principal Officer
Is this individual a part of a parent/entity company?: Yes
Entity: STRANGER THINGS
STRANGER THINGS's Ownership Percentage: 20
Principal Officer
Legal First Name: ALEX
Legal Middle Name:
Legal Last Name: SMITH
Date of Birth: 01/01/2000
Social Security Number (required by the Act): XXX-XX-XXXX
Relationship/Title: Board Member
Disability: No
Gender Identity: Other
Race Ethnicity: Hispanic/Latina/Latino/Latinx
Phone Number: 7684769874
Email: steere113@gmail.com
Annual Income (if applying for Fee Waiver):
Background Check Date: 01/01/2026
Background Check Transaction Control Number (TCN): LS827598326098
Owner/Control Residential Address
Street: 2902 SANDY LN
Unit No. / Apt No.:
City: SPRINGFIELD
State: Illinois
Zip Code: 62711
Address Verified?: Yes


Owner/Control Residential Address
Street:
Unit No. / Apt No.:
City:
State:
Zip Code:
Address Verified?: No
Does the owner or control person have:
Prior or current bankruptcy filing(s)?:
Prior or current default on alimony?:
Prior or current default on child support? :
Prior or current state or federal tax liens against property? :
Prior discipline or sanction by a State or federal agency?:
Failure to file a tax return in any jurisdiction?:
Prior or current license/authorization to cultivate, produce, or distribute cannabis in any state or jurisdiction? :
Prior or current cannabis license/authorization suspended, revoked, or otherwise sanctioned? :
Prior or current principal officer/board member involved with cannabis license/authorization that was convicted, censured, or had a registration or license suspended or revoked?:
REMOVE RECORD
EDIT RECORD
ADD NEW RECORD
SAVE
SAVE & NEXT
CANCEL

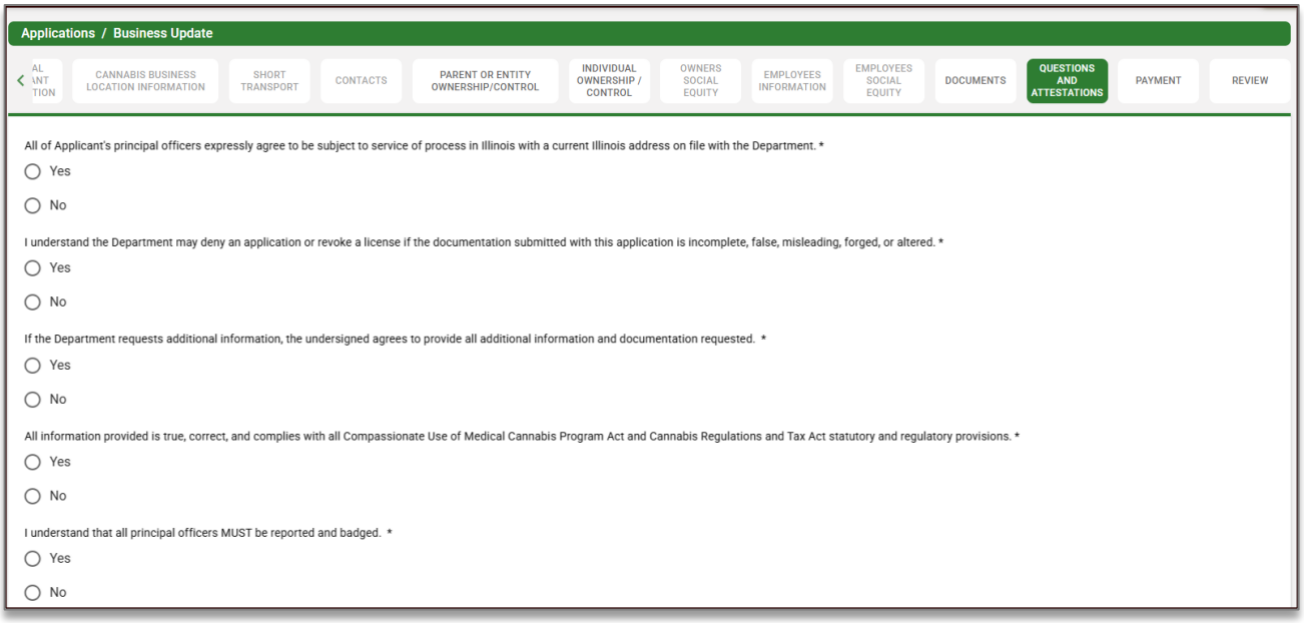
- Upload the documents that support the partial Ownership changes.

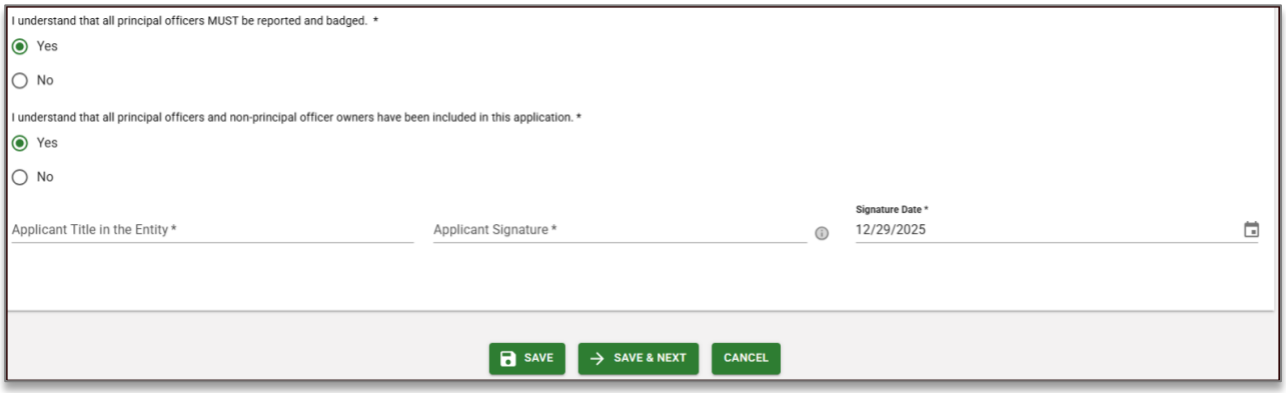
Note: Please review the 'ProTips' for each document section to determine whether submission of these documents is required.

- Click **Save** to save the section's data and click **Save & Next** to advance to the following tab: **Attestations.**

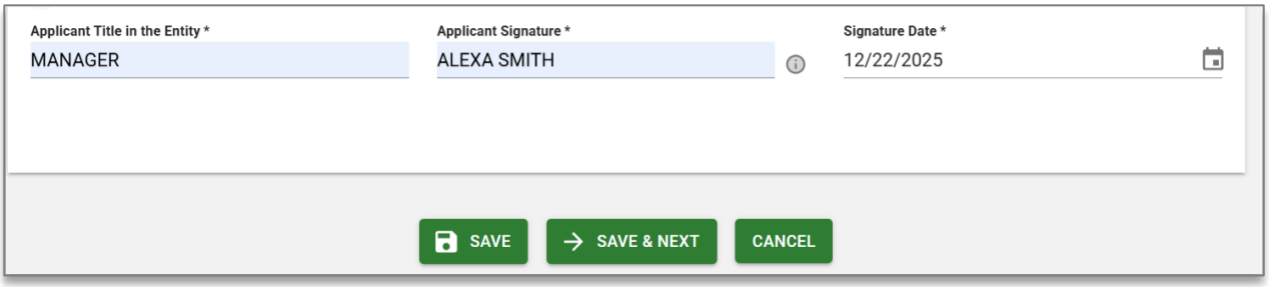


- In the **Attestations** section, the applicant must review each attestation statement and affirmatively indicate agreement by responding **Yes** to each statement.

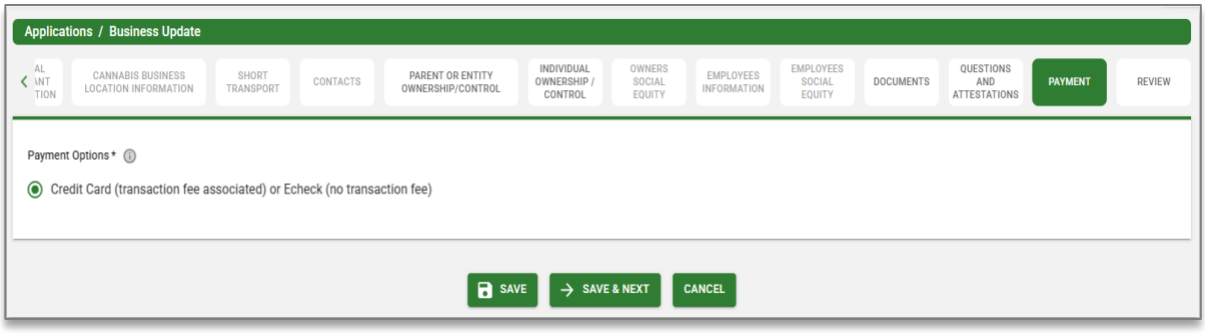




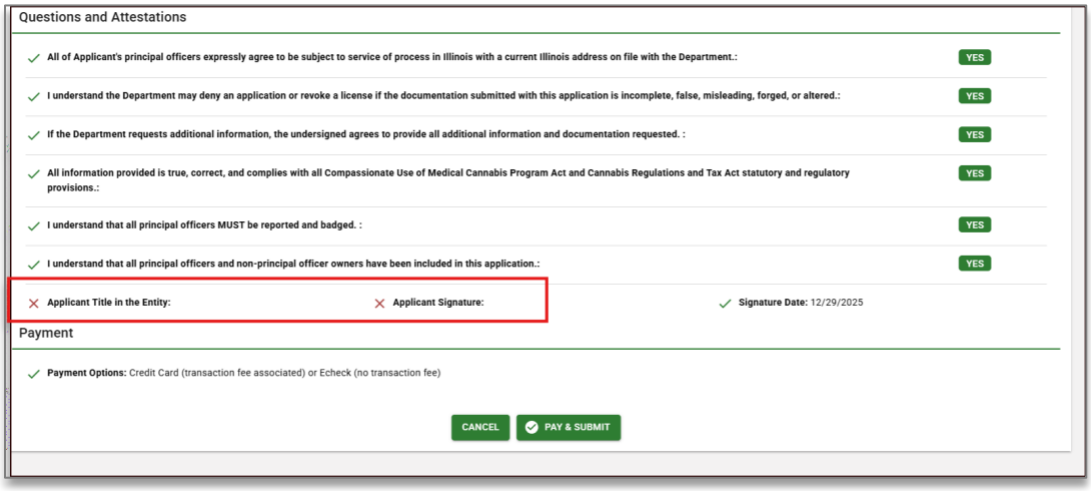
- Make sure to fill in the Applicant title, Applicant Signature, and Signature Date.



- Click on **SAVE** to save this section's data, then click **SAVE & NEXT** to save and advance to the following tab: **Payment**
- In the payment tab, select the "Credit Card (transaction fee associated) or an E-check (no transaction fee)" option.



- 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 that all required fields are completed for each section. Please review the application fields for accuracy and completeness.
- If you encounter any **red "X" marks,** return to the relevant tab (by clicking the tab at the top or the Section Header) to address the incomplete item.



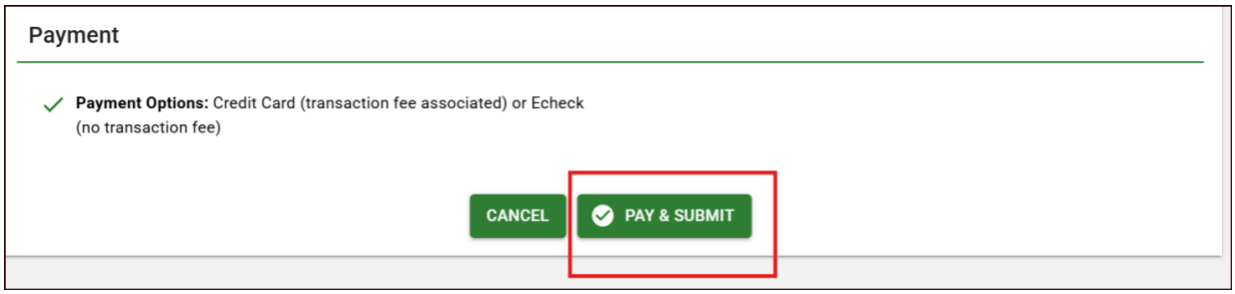
V. Completing the Application

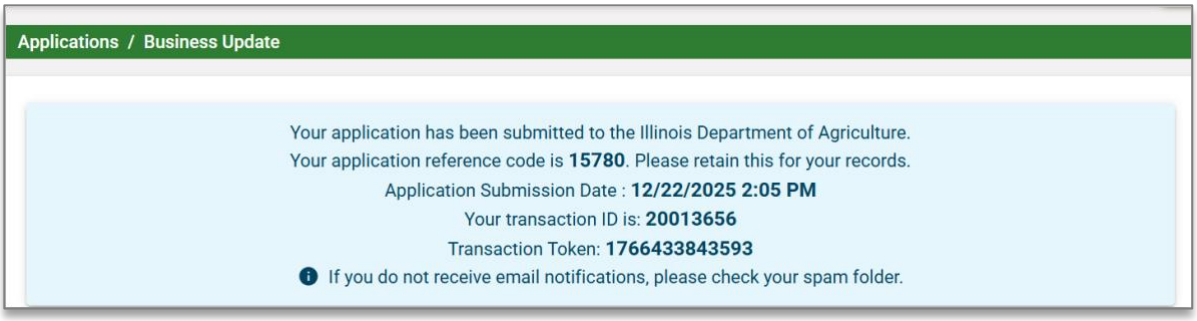
- Review your data carefully before submitting.
- Be sure to select **Save** before exiting to save your progress.
- If you need more time to complete the required sections or to collect data or documents, save the application and revisit it at your convenience. The application will be listed in the Applications section of your portal menu.

Note: Once your application is submitted, it cannot be modified (unless the IDOA reviewer returns for action). Make sure your application is complete and accurate before submitting.

VI. Submitting the Application

- After carefully reviewing all information and documents, click **PAY & SUBMIT.**
- Once the payment is made using a credit card or an e-check, and the transaction is approved, the application is submitted to the IDOA for review.

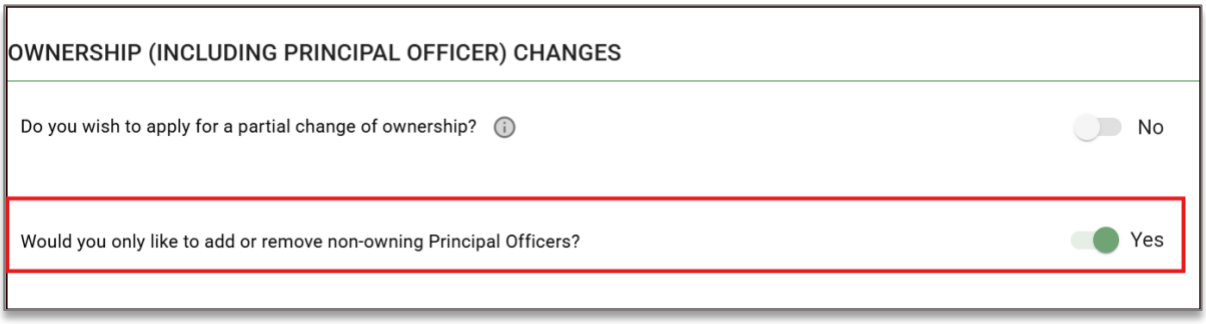




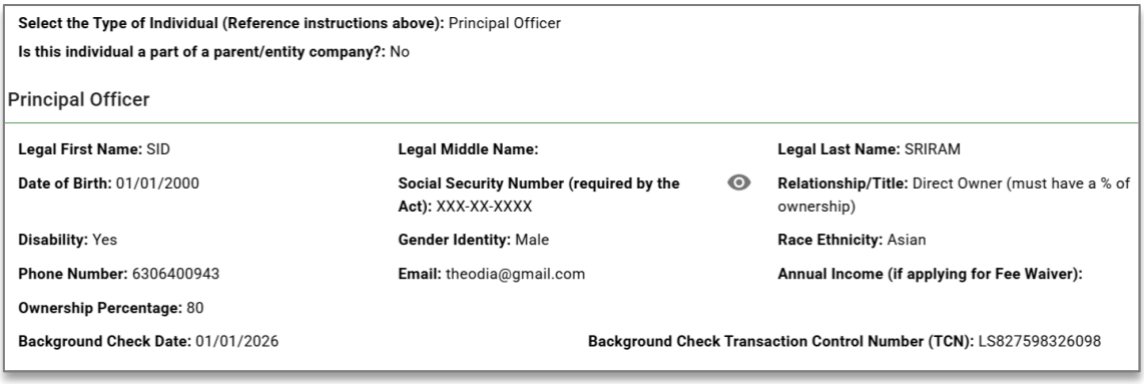
- Monitor your inbox for status updates (such as Submitted, Approved, Returned for Action, Resubmitted, Denied, or Forfeited) while your application is under review.
- If IDOA identifies any potential issues with your application, it may be returned for action. You will receive an email notification when this occurs. Returned for Action applications must be corrected and resubmitted through NLS for further review.

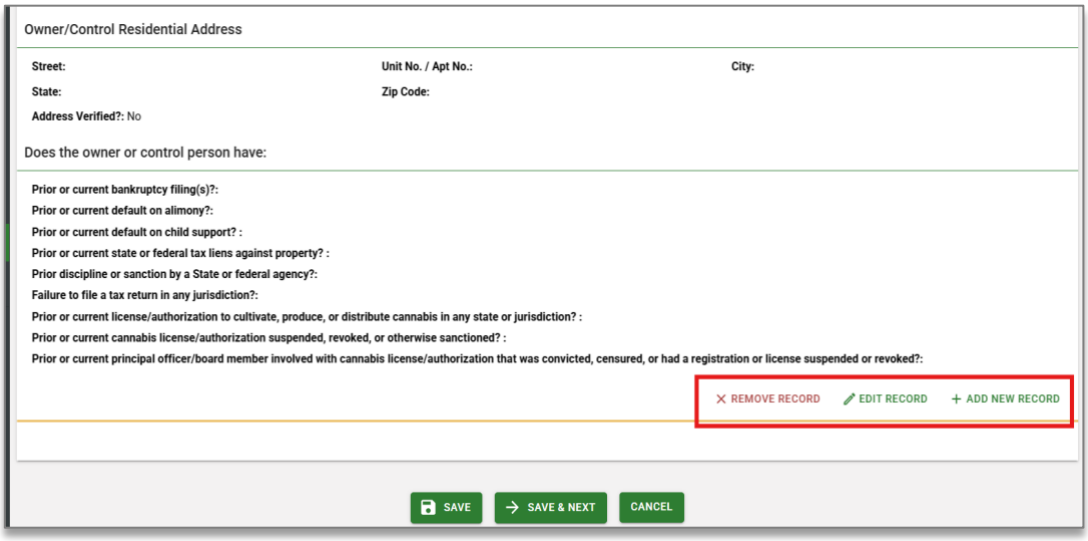
B. Addition or Removal of Non-Owning Principal Officers

- If the Business update is to add and/or remove Principal Officers, select **Yes** for **Would you only like to add or remove non-owning principal Officers?**
- Click the **Save** button and then click **Save & Next** to move to the next tab.



- The Individual Ownership/Control tab is pre- populated with the entries made to the original New Business Application.
- From the Individual Ownership/Control tab, the user may Remove Record, Edit Record, or Add New Record.
- After changes are made, click **Save** to save the section's data and click the **Save & Next** option to save and advance to the following tab: **Documents.**

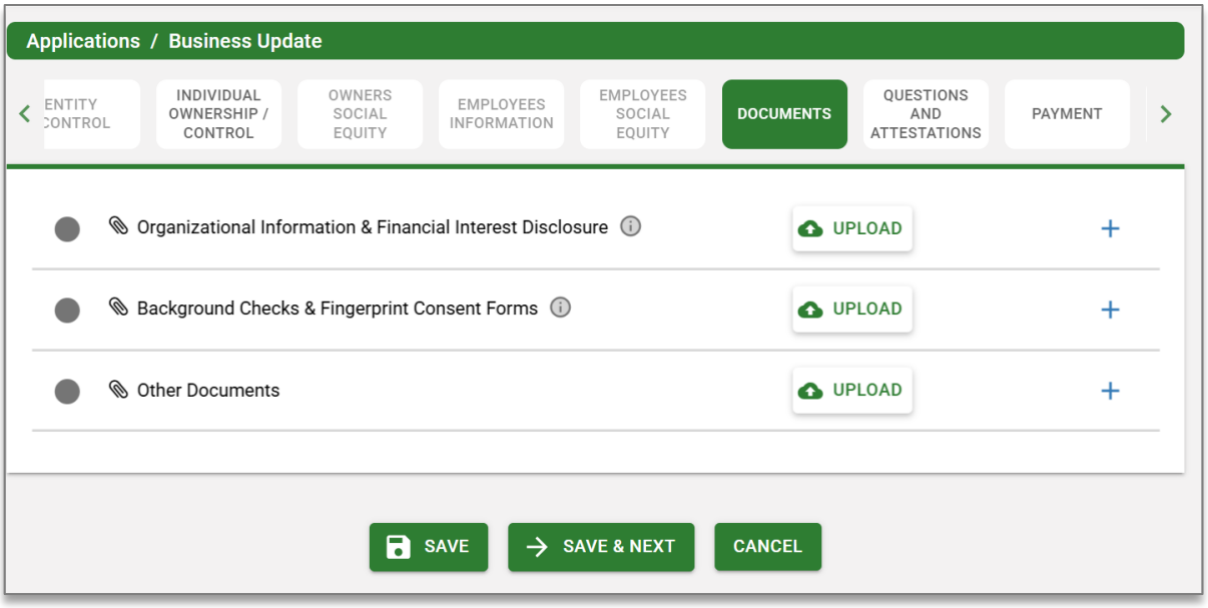




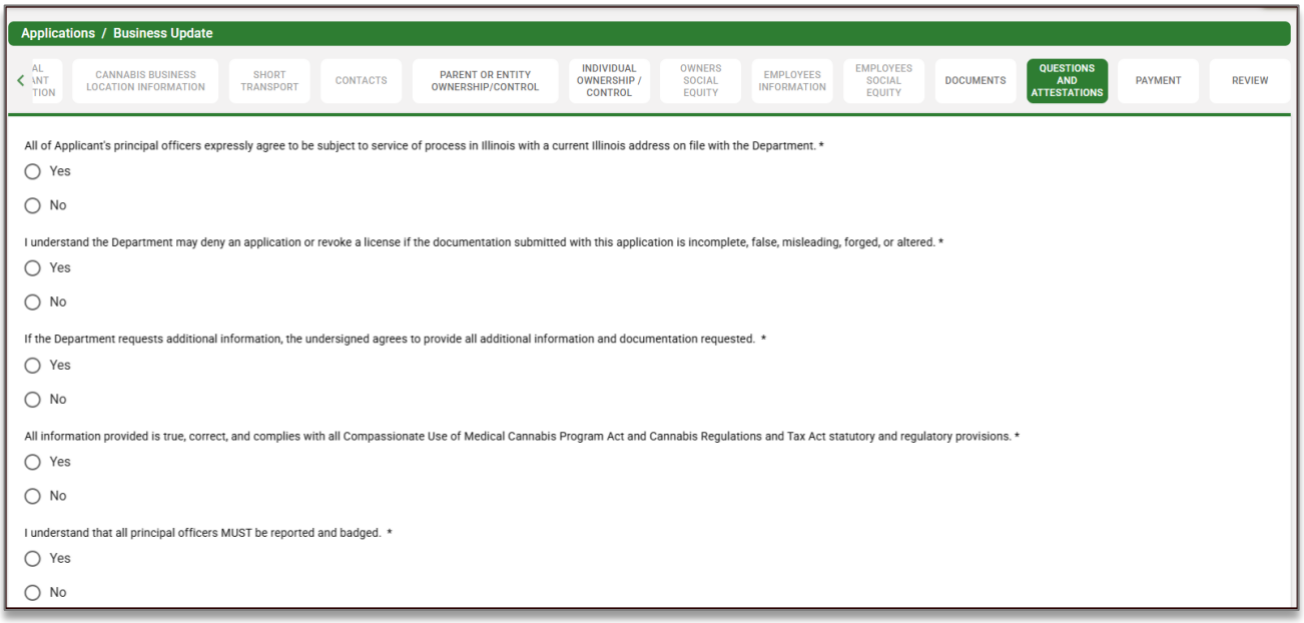
- Upload the documents that support the Principal Officer changes.

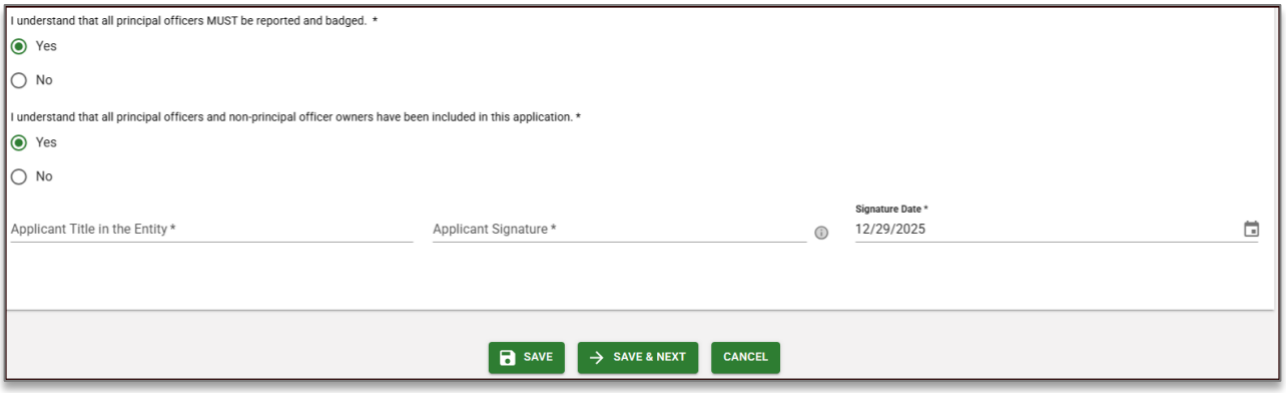
Note: Please review the 'ProTips' for each document section to determine whether submission of these documents is required.

- Click on **SAVE** to save this section's data, then click **SAVE & NEXT** to save and advance to the following tab: **Attestations.**

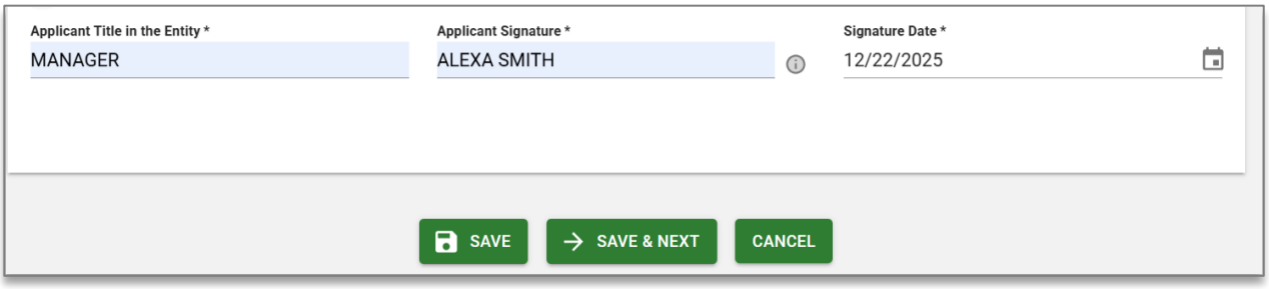


- In the Attestations section, the applicant must review each attestation statement and affirmatively indicate agreement by responding **Yes** to each statement.

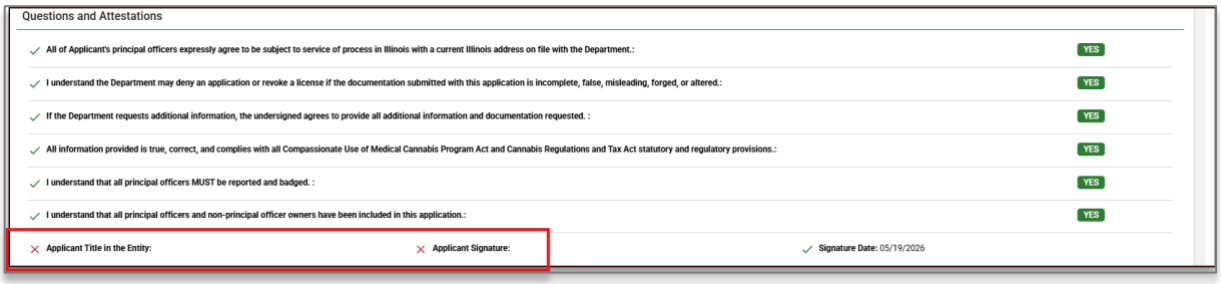




- Make sure to fill in the Applicant title, Applicant Signature, and Signature Date.



- 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 that all required fields are completed for each section. Please review the application fields for accuracy and completeness.
- If you encounter any **red "X" marks**, return to the relevant tab (by clicking the tab at the top or the Section Header) to address the incomplete item.



I. Completing the Application

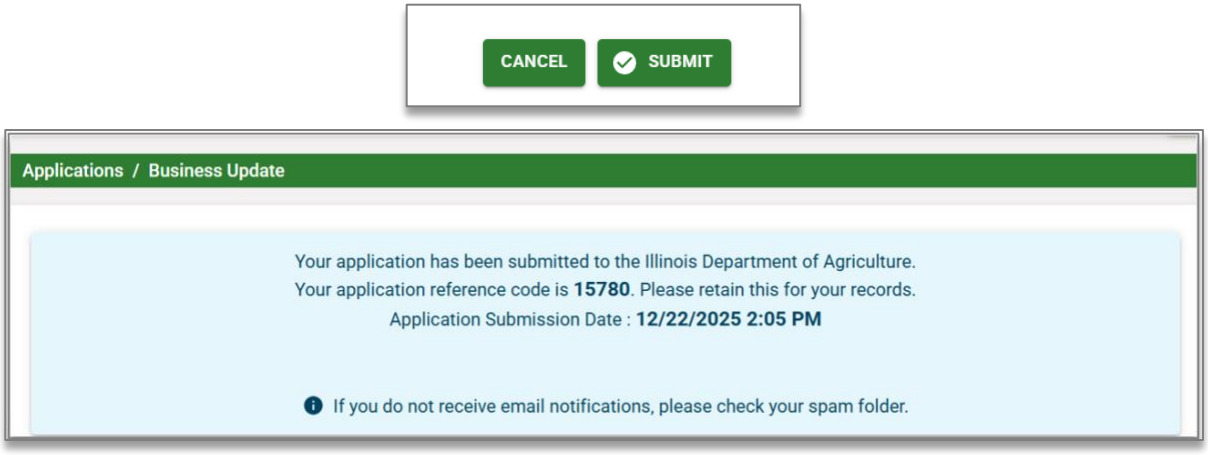
- Review your data carefully before submitting.
- Be sure to select **Save** before exiting to save your progress.

- If you need more time to complete the required sections or to collect data or documents, save the application and revisit it at your convenience. The application will be listed in the Applications section of your portal menu.

Note: Once your application is submitted, it cannot be modified (unless the IDOA reviewer returns for action). Make sure your application is complete and accurate before submitting.

II. Submitting the Application

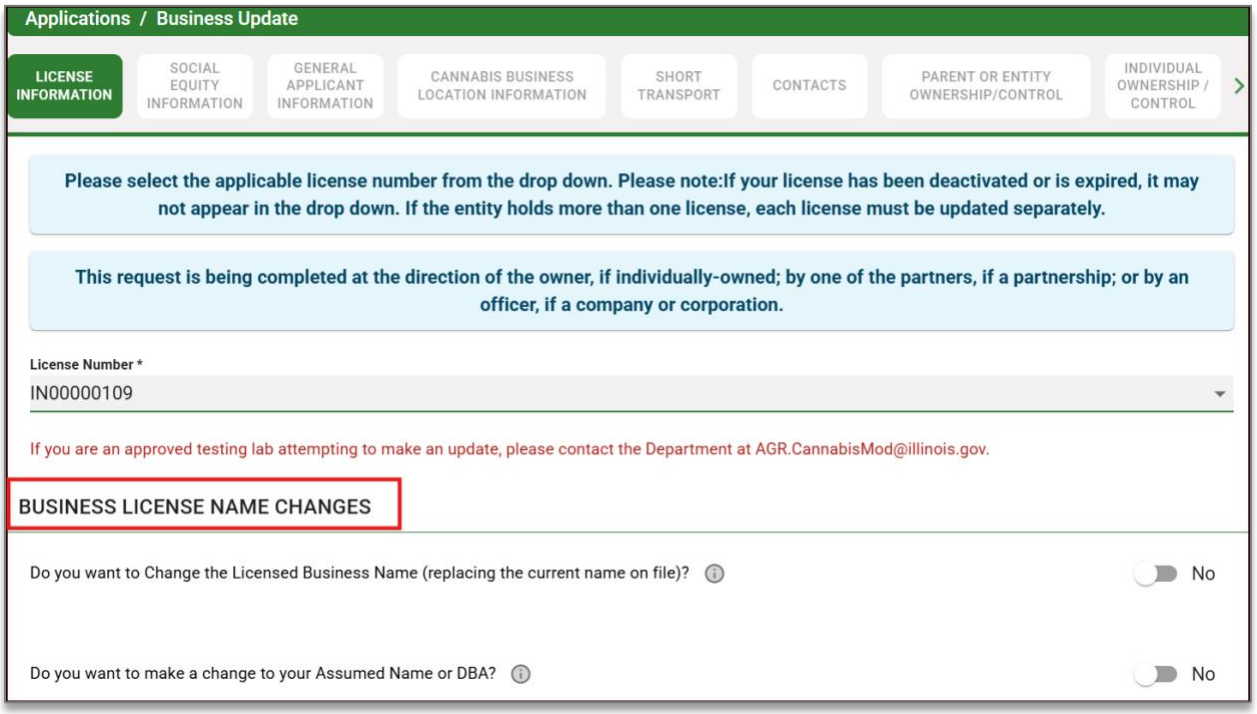
- After carefully reviewing all information and documents, click **SUBMIT**.

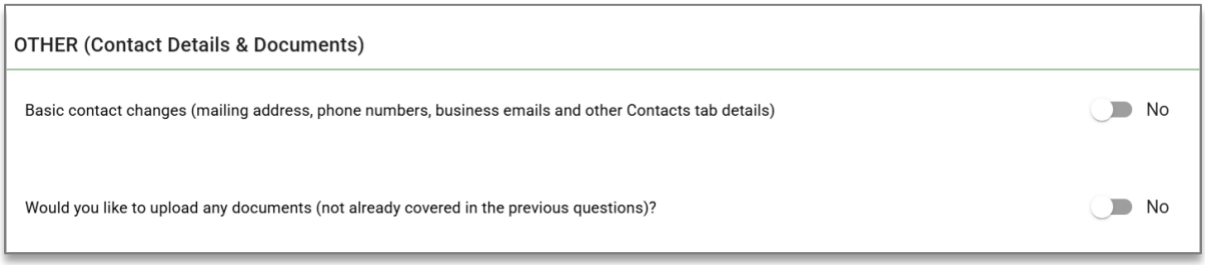


- Monitor your inbox for status updates (such as Submitted, Approved, Returned for action, Resubmitted, Denied, or Forfeited) as your application is reviewed.
- If IDOA finds any potential issues with your application, it may be returned for action. You will receive an email notification when this occurs. Returned for Action applications must be corrected and resubmitted through NLS for further review.

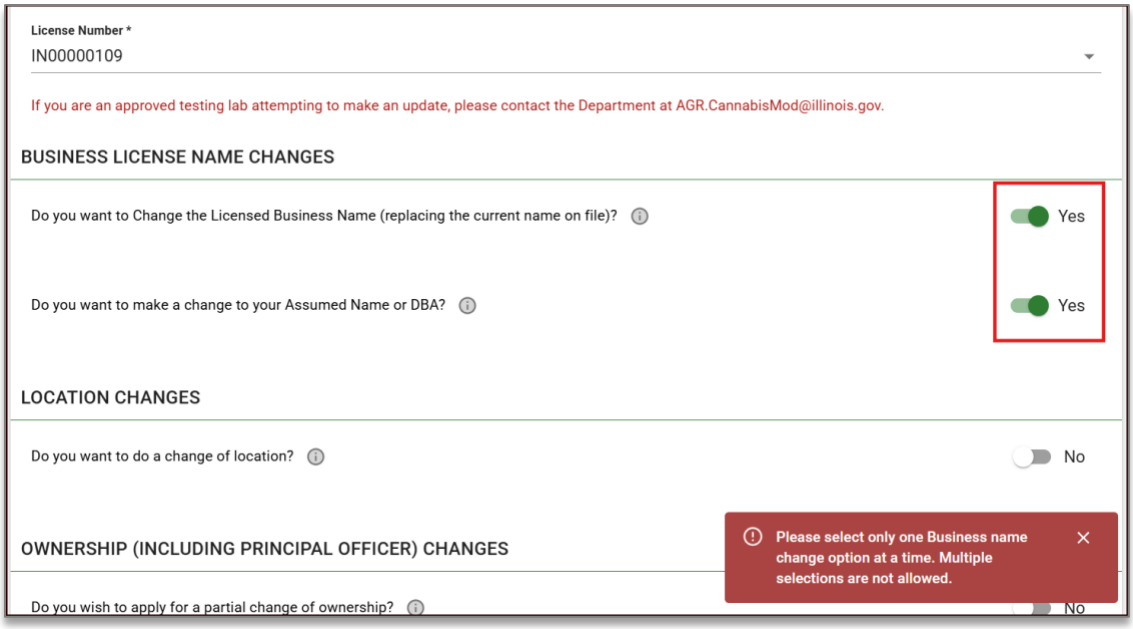
7. BUSINESS LICENSE NAME CHANGES

- Licensees are required to report name updates to the Illinois Department of Agriculture, including official business name changes and any changes to their assumed name or DBA on file with the Office of the Illinois Secretary of State (ILSoS). Use the business license update option to request a name change in the IDOA portal.
- Refer to **Section 3** to create a Business Update Application.
- 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** toggle.
- Click the **Save** Button.

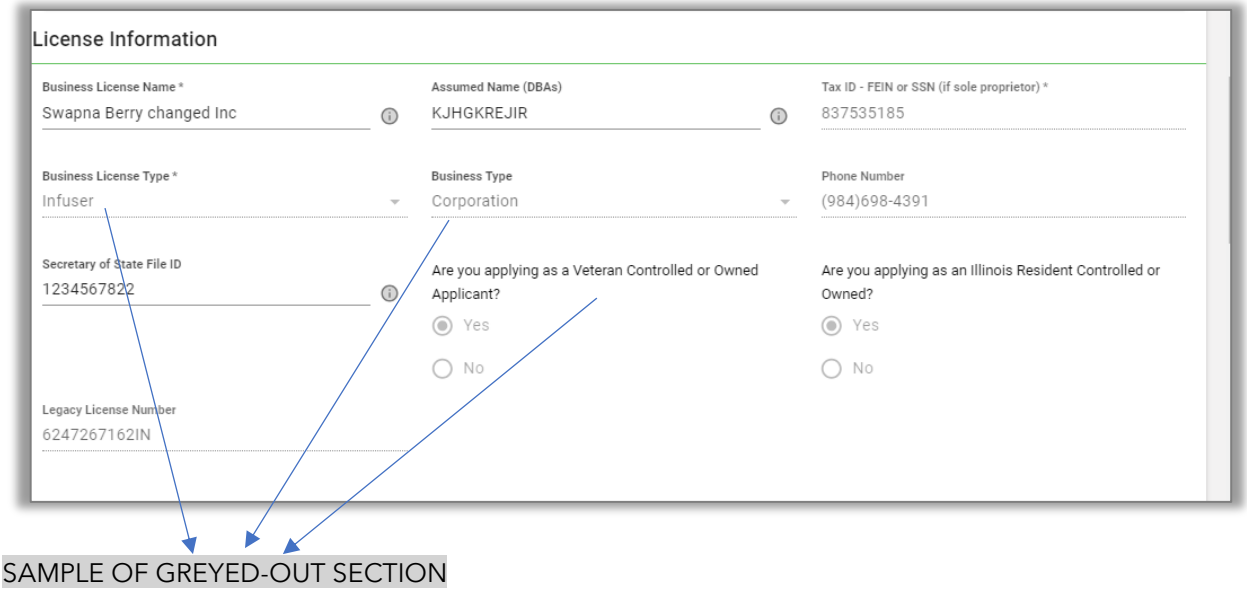




Note: Select only one Business Name change option at a time. Multiple selections are not allowed.

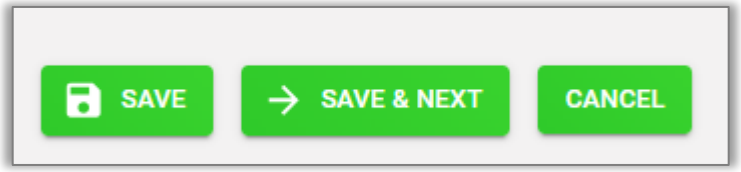


- Depending on your selection of questions from the **Business License name change** section and the **Other** section, the relevant tabs open for entering any required information.
- Once you save your selections, you may not change them. **If you need to start the application over, simply delete this application from your dashboard and begin again.**
- Please note that some fields will be greyed out, as the user cannot change them.

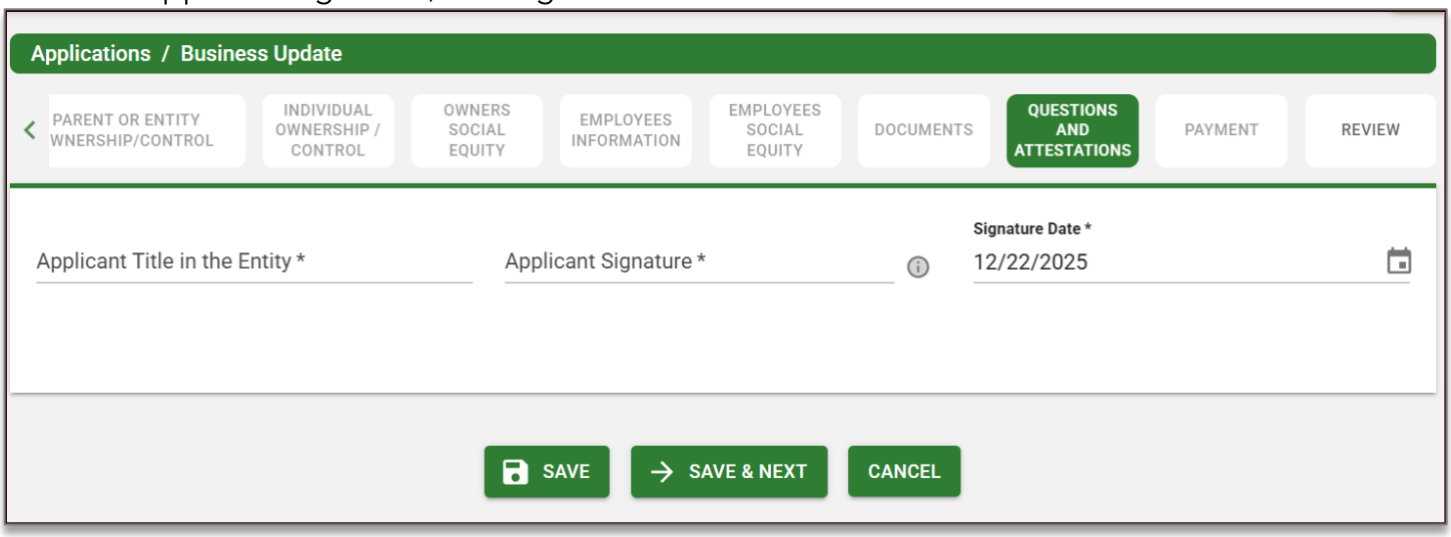


SAMPLE OF GREYED-OUT SECTION

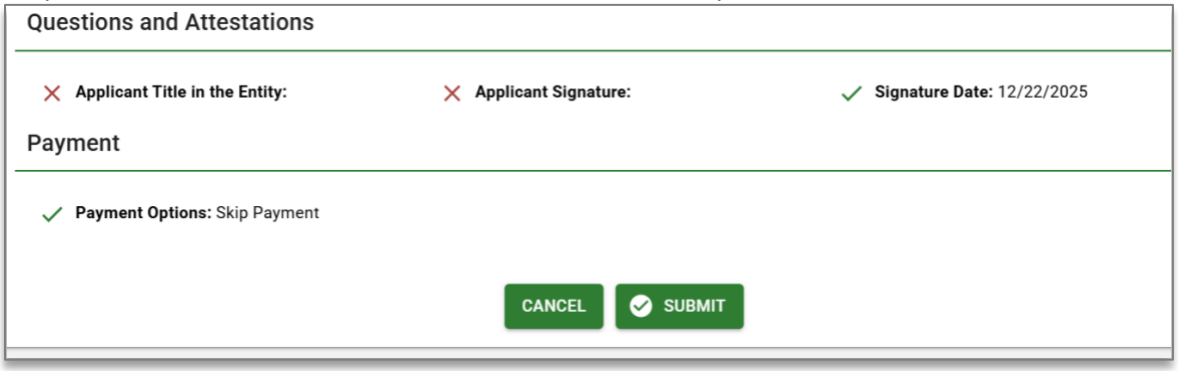
- The Business Update Application form will copy the information from your record on file. Fill out the required fields, update the account as needed, then click **Save** to save the section's data and click "**Save & Next**" to save and advance to the following tab: **Questions and Attestations.**



- In the **Questions and Attestations** section, 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 that all required fields are completed for each section. Please review the application fields for accuracy and completeness.
- If you encounter any **red "X" marks**, return to the relevant tab (by clicking the tab at the top or the Section Header) to address the incomplete item.



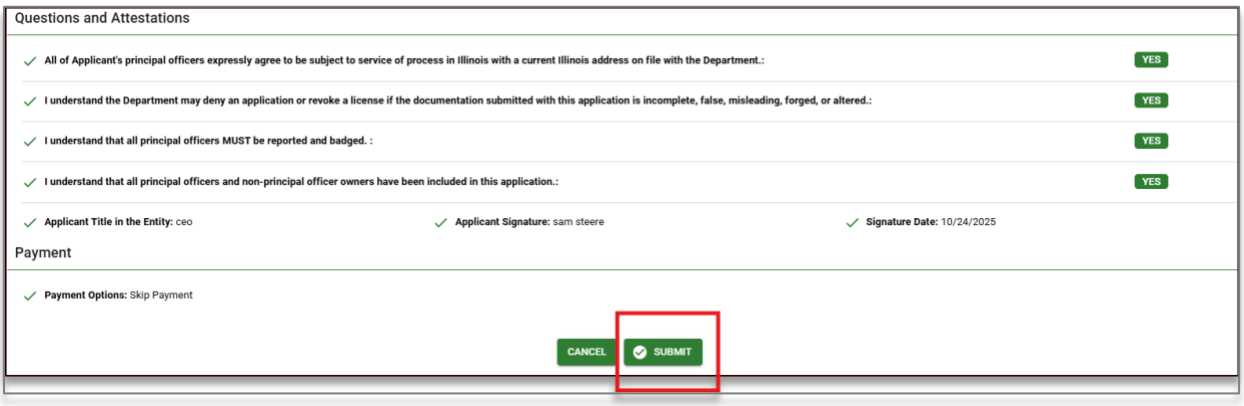
A. Completing the Application

- Review your data carefully before submitting.
- Be sure to select **Save** before exiting to save your progress.
- If you need more time to complete the required sections or to collect data or documents, save the application and revisit it at your convenience. The application will be listed in the Applications section of your portal menu.

Note: Once your application is submitted, it cannot be modified (unless the IDOA reviewer returns for action). Make sure your application is complete and accurate before submitting

B. Submitting the Application

- After carefully reviewing all information and documents, click **SUBMIT**.



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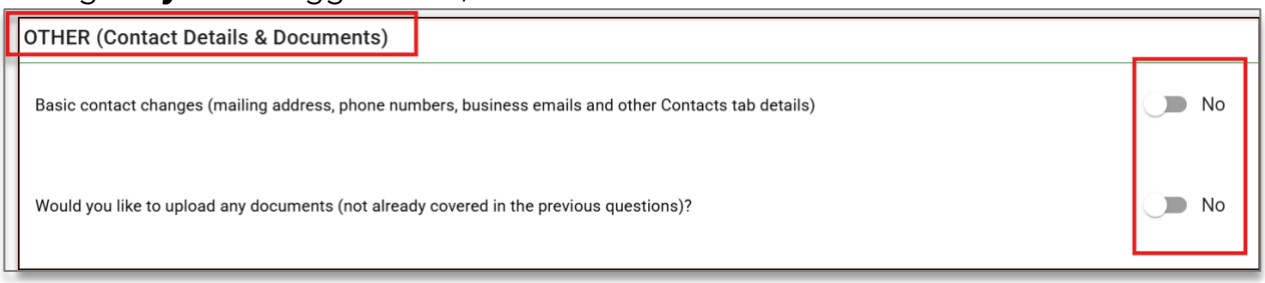
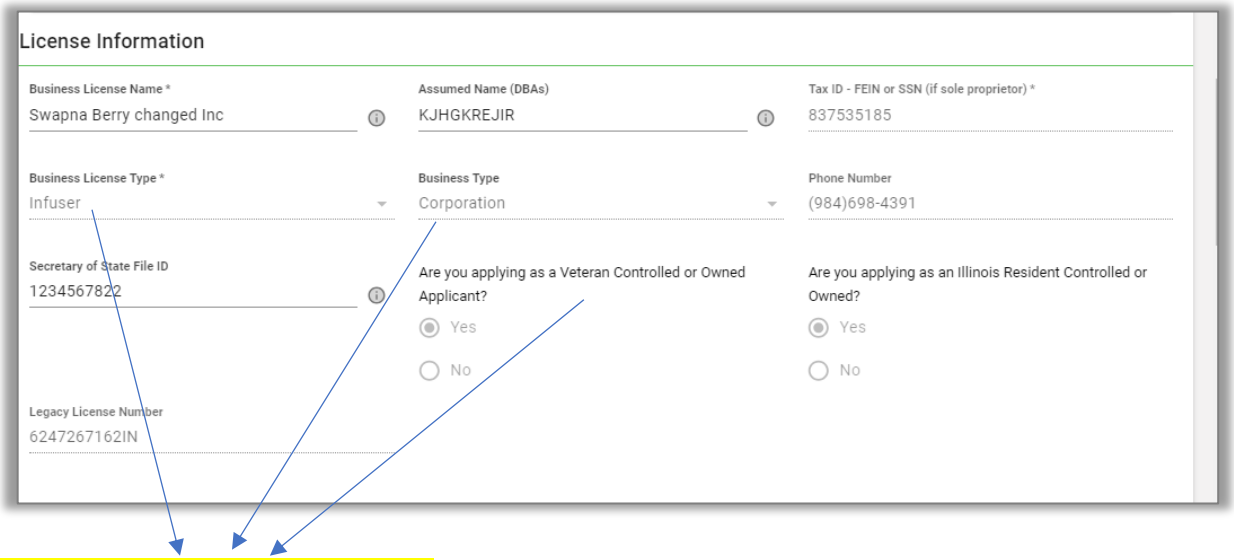
- If IDOA identifies any potential issues with your application, it may be returned for action. You will receive an email notification when this occurs. Applications returned for action must be corrected and resubmitted through NLS for further review.

8. OTHER (CONTACT DETAILS & DOCUMENTS)

- Licensees can update the basic contact changes or upload any documents to their approved business in the **Other changes** section
- Refer to **Section 3** to create a Business Update Application.
- Answer the questions in the **Other** section relevant to your Business license Update request using the **yes/no** toggle. Then, Click the **Save** Button.

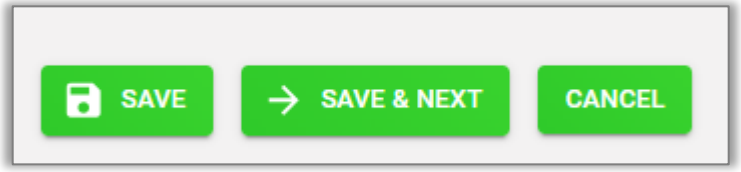


- Depending on your selection of questions from the **Other** section, the relevant tabs open for entering any required information.
- Once you save your selections, you may not change them. **If you need to start the application over, simply delete this application from your dashboard and begin again.**
- Please note that some fields will be greyed out, as the user cannot change them.

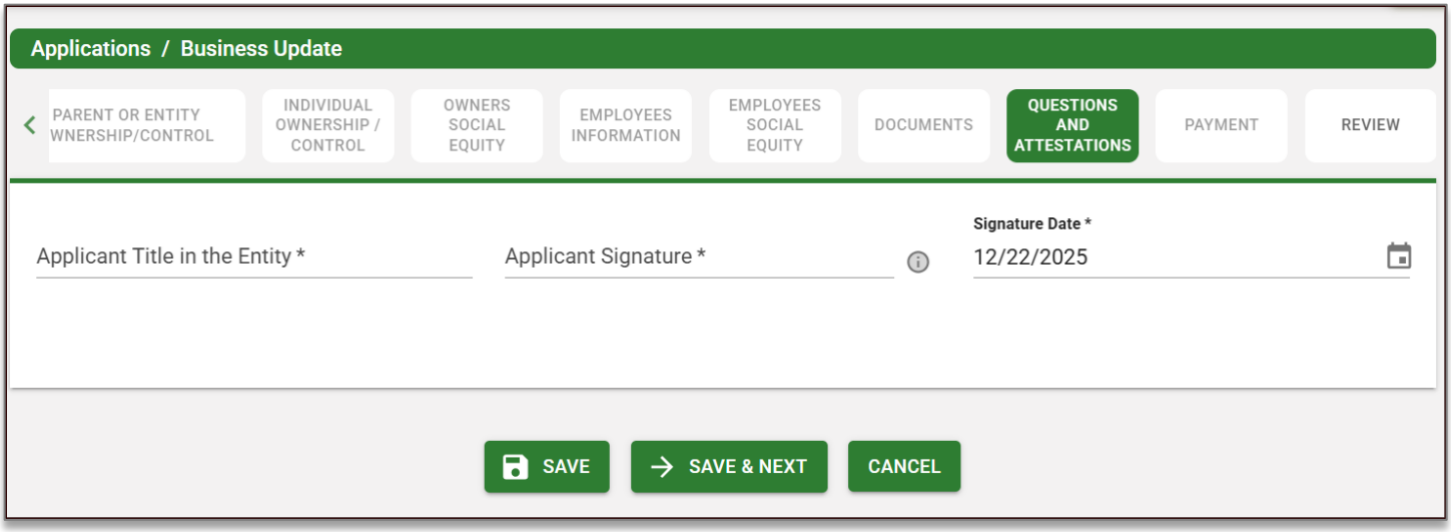


SAMPLE OF GREYED-OUT SECTION

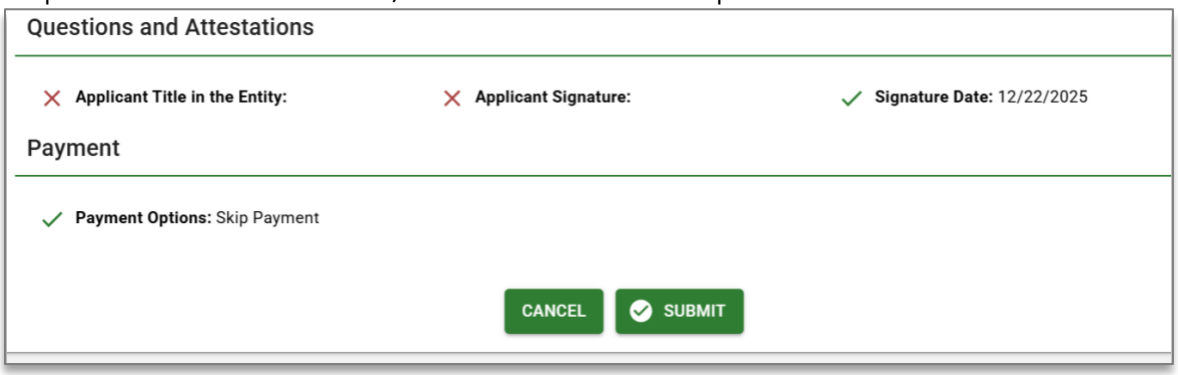
- The business update application form will copy the information from your record on file. You will select which questions (toggles) to update.
- Update the required form fields as needed and select **Save** to save this section's data, and then click **Save & Next** to save and advance to the following tab: **Questions and Attestations.**



- In the **Questions and Attestations** section, 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 that all required fields are completed for each section. Please review the application fields for accuracy and completeness.
- If you encounter any **red "X" marks**, return to the relevant tab (by clicking the tab at the top or the Section Header) to address the incomplete item.



A. Completing the Application

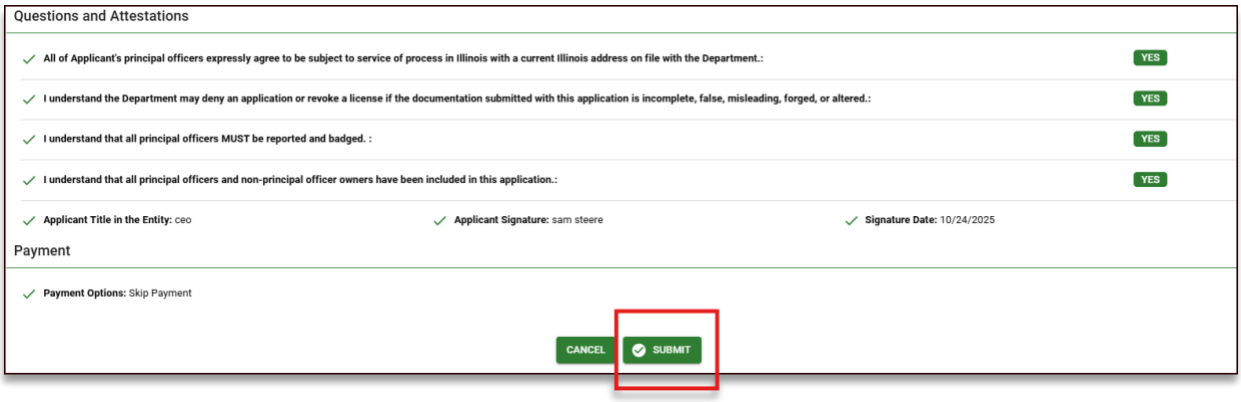
- Review your data carefully before submitting.
- Be sure to select **Save** before exiting to save your progress.

- If you need more time to complete the required sections or to collect data or documents, save the application and revisit it at your convenience. The application will be listed in the Applications section of your portal menu.

Note: Once your application is submitted, it cannot be modified (unless the IDOA reviewer returns for action). Make sure your application is complete and accurate before submitting

B. Submitting the Application

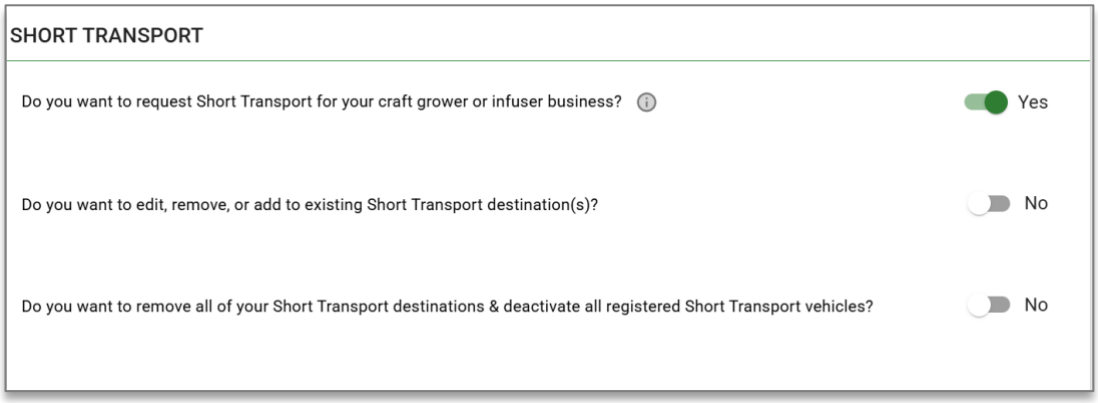
- Click **SUBMIT** once the application is successfully reviewed.



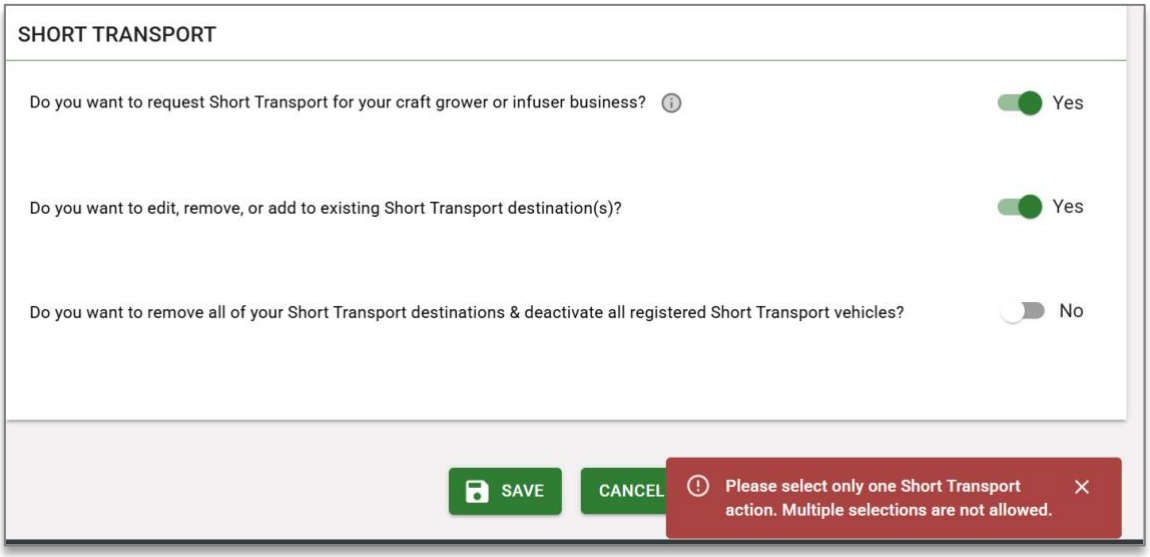
- Monitor your inbox for status updates (such as Submitted, Approved, Returned for Action, Resubmitted, Denied, or Forfeited) while your application is under review.
- If IDOA identifies any potential issues with your application, it may be returned for action. You will receive an email notification when this occurs. Applications returned for action must be corrected and resubmitted through NLS for further review.

9. SHORT TRANSPORT CHANGES

- Businesses can submit a Business Update application to request Short Transport for Craft Grower or Infuser business, or make changes to existing Short Transport destination(s), or remove all Short Transport destinations and deactivate all registered Short Transport vehicles.
- Please ensure this request is submitted in the direction of the owner (if individually owned), a partner (if a partnership), or an officer (if a company or corporation).
- Refer to **Section 3** to create a Business Update application.
- Answer one of the questions in the **Short Transport Section** relevant to your Business license update request using the **yes/no** toggle. Then, Click the **Save** Button.



Note: Select only one action for Short Transport. Multiple selections of questions are not allowed.

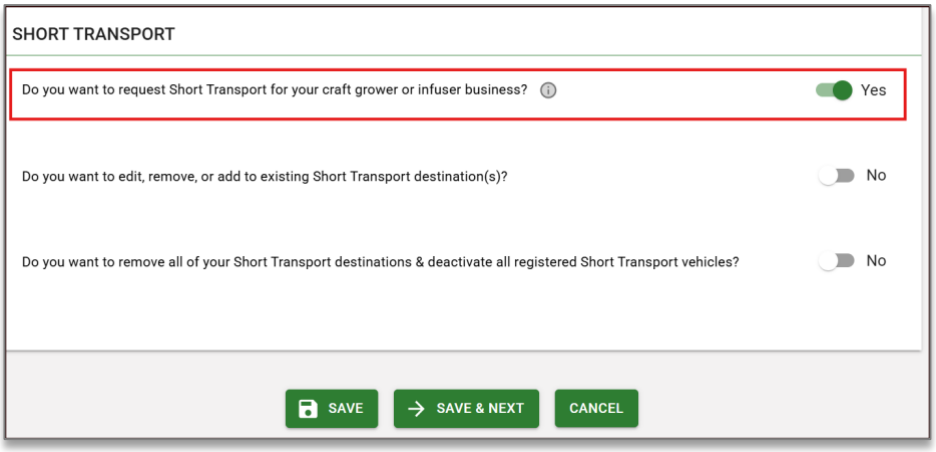


- Depending on your selection of questions from the **Short Transport** section, the relevant tabs open for entering any required information.

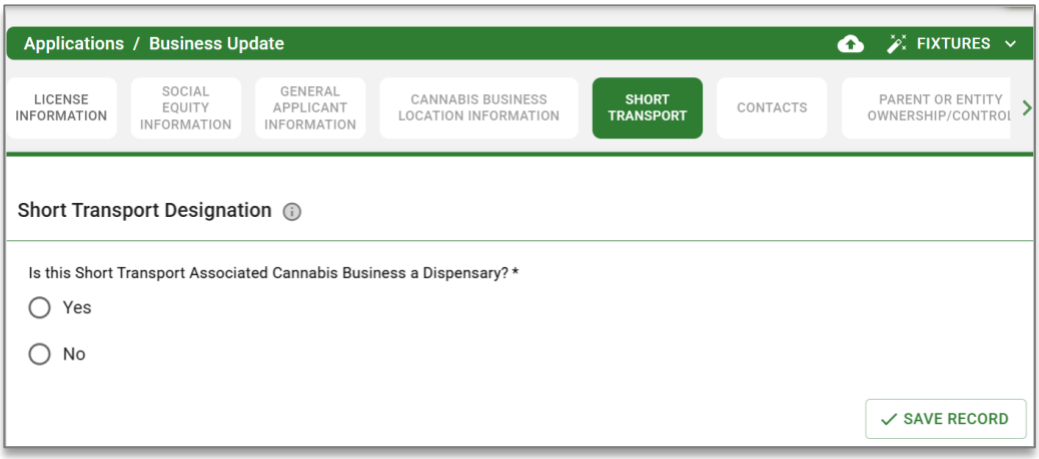
Note: Once you save your selections, you may not change them. If you need to start the application over, simply delete this application from your dashboard and begin again.

A. Create a new Short Transport

- If the Business update is to request Short Transport for Craft grower or Infuser business, then the Licensee should select **Yes** for **Do you want to request Short Transport for your Craft grower or Infuser business?**
- After selecting Yes, click the **Save** button to save the section's data and then click **Save & Next** to move to the next tab.

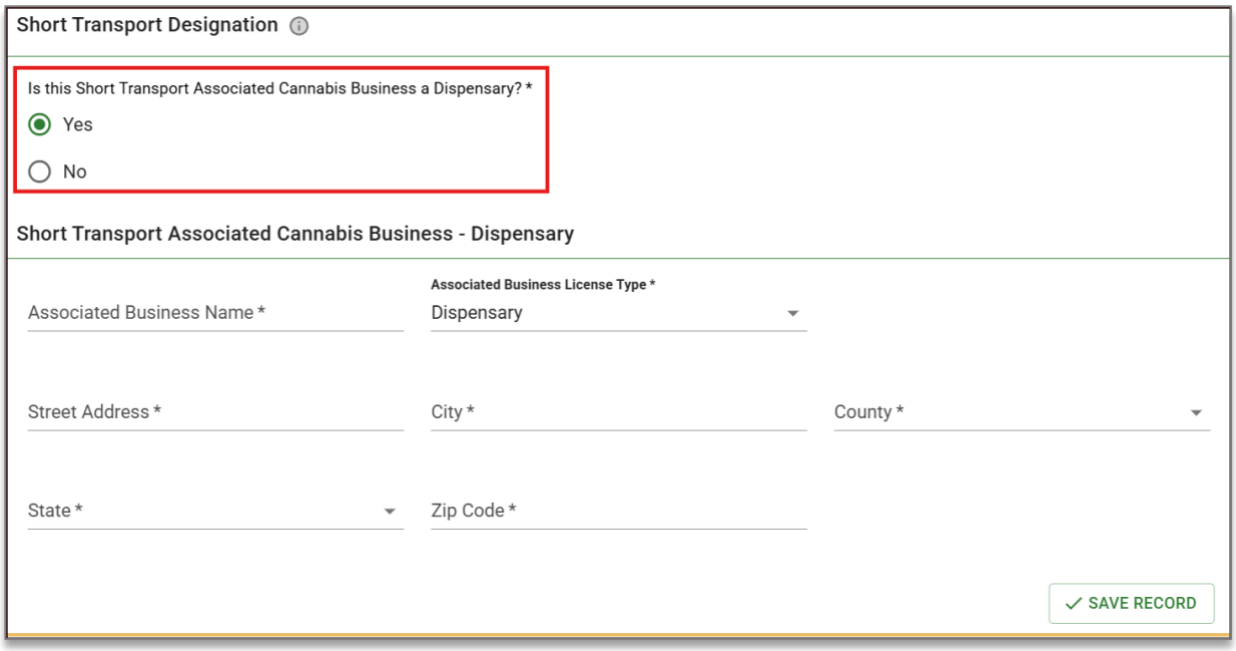


- The system displays the **Short Transport** tab with a required response to the Short Transport question.

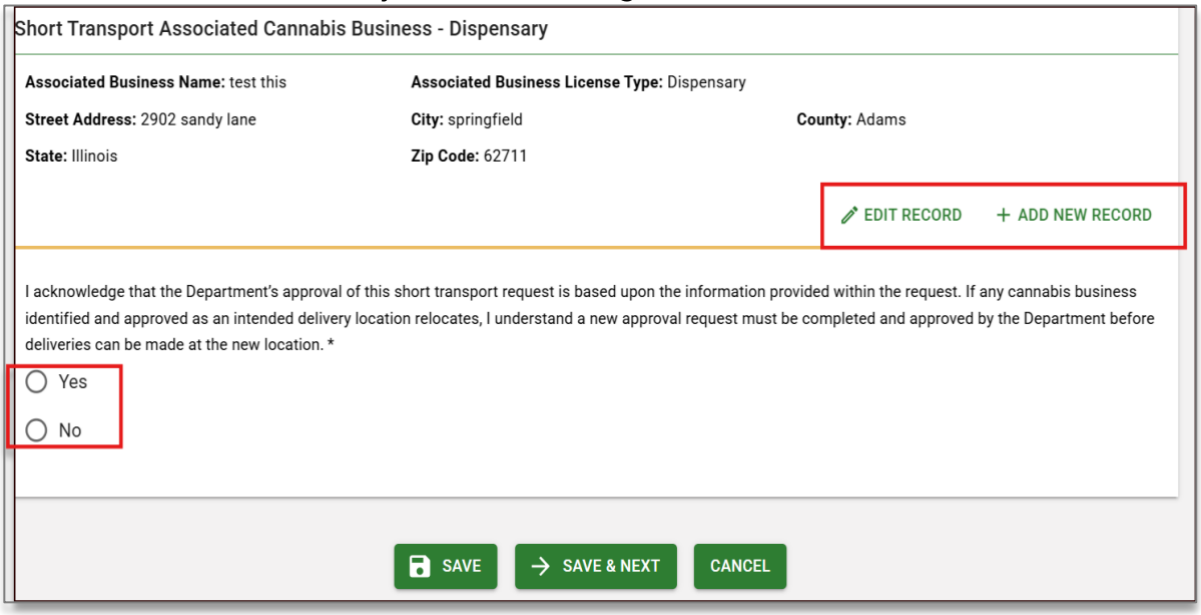


I. If Short Transport-associated business is a Dispensary

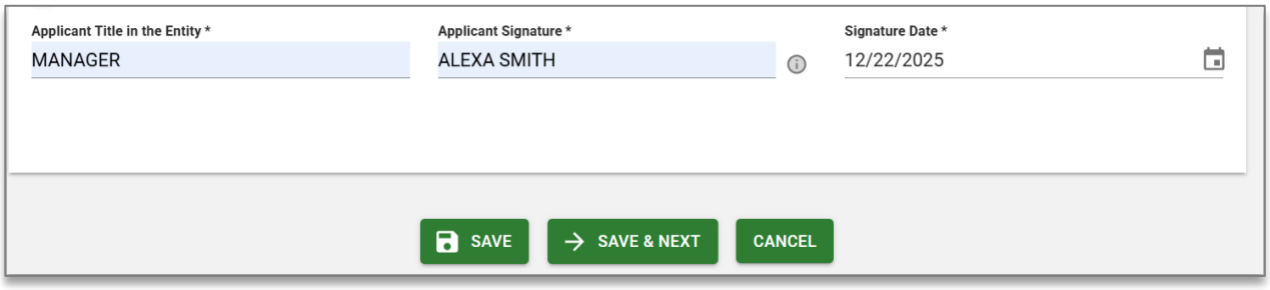
- If the associated business is a Dispensary, select **Yes** and complete the required dispensary information.
- Click **Save record.**



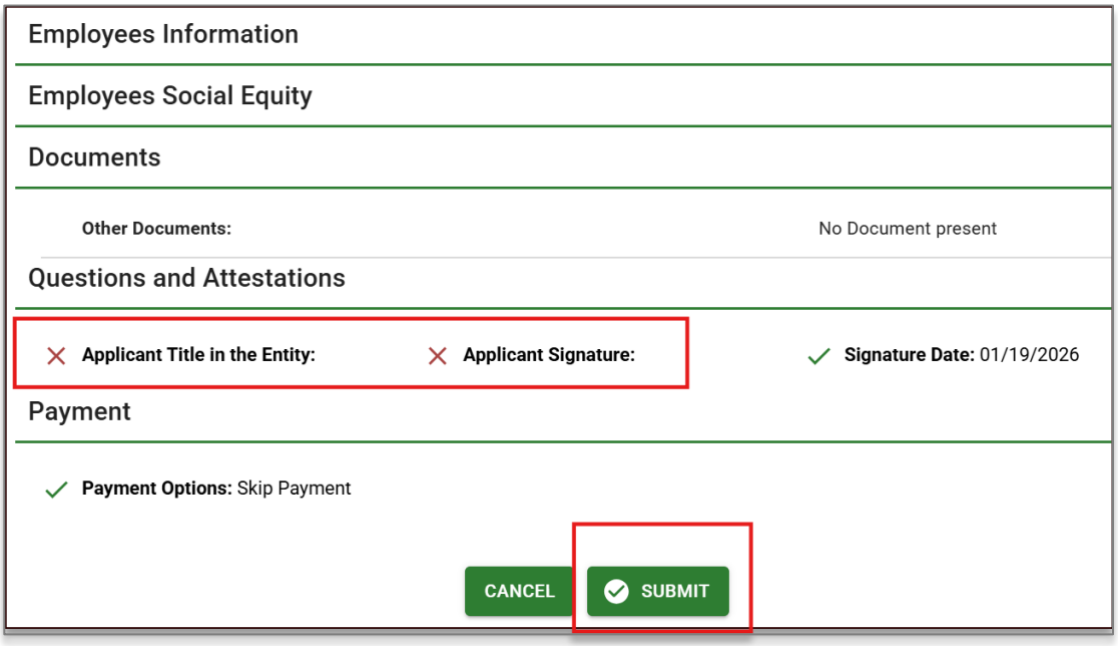
- If you need to edit your entry or add another record, you can click **Edit Record** and/or **Add New Record** at this time and fill in the required dispensary information, followed by the acknowledgment.



- Click **Save** to save the section's data and then click **Save & Next** to save and advance to the next tab: **Attestation.**
- Complete the Attestation section. Ensure to fill in the Applicant Title, Applicant Signature, and Signature Date.



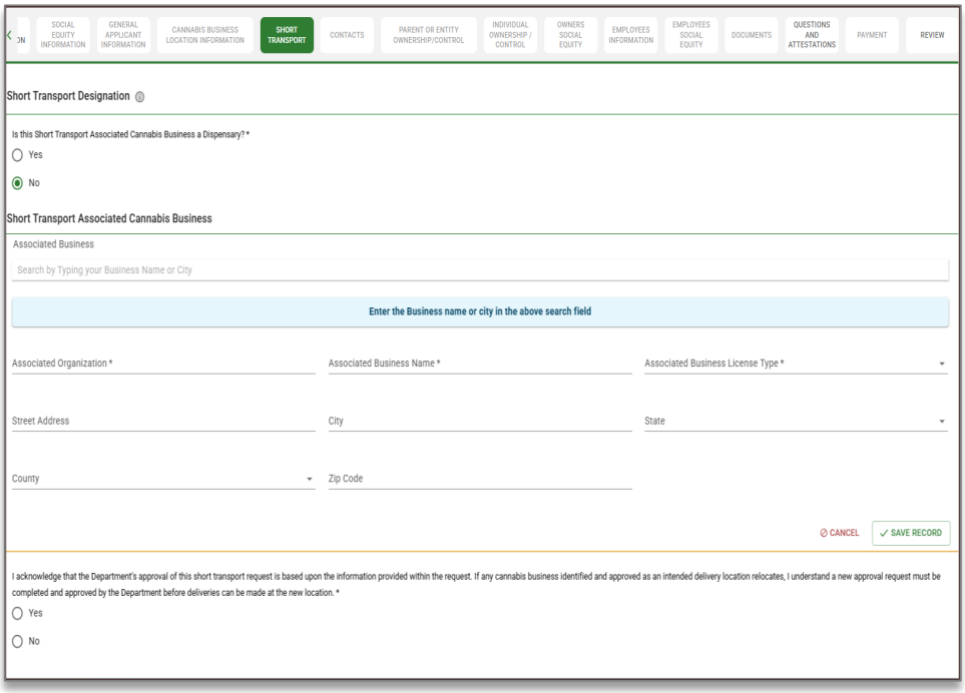
- Click on **SAVE** to save this section's data, then **SAVE & NEXT** to save and advance to the following tab: **Review**
- In the Review section, verify that all required fields are completed for each section. Please review the application fields for accuracy and completeness.
- If you encounter any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



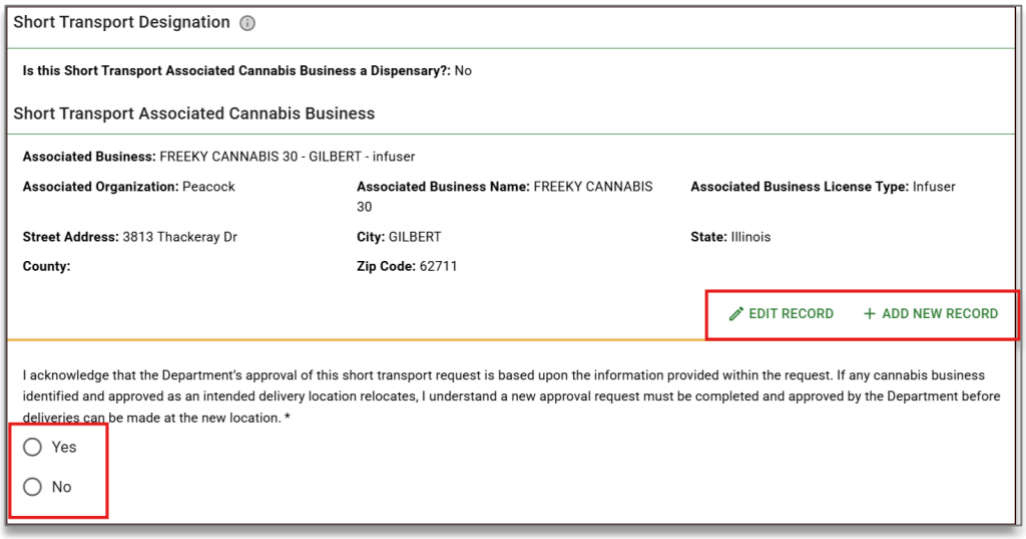
II. If Short Transport-associated business is not a Dispensary

- If the associated business is not a Dispensary, select **No** and complete the required Short Transport associated cannabis business information.
- Select the associated business from the auto-populated list. This will auto-populate all the fields in this section. If the auto-populated data in the fields looks correct. Click

Save record. Otherwise, make the necessary changes to the fields and then click Save record.



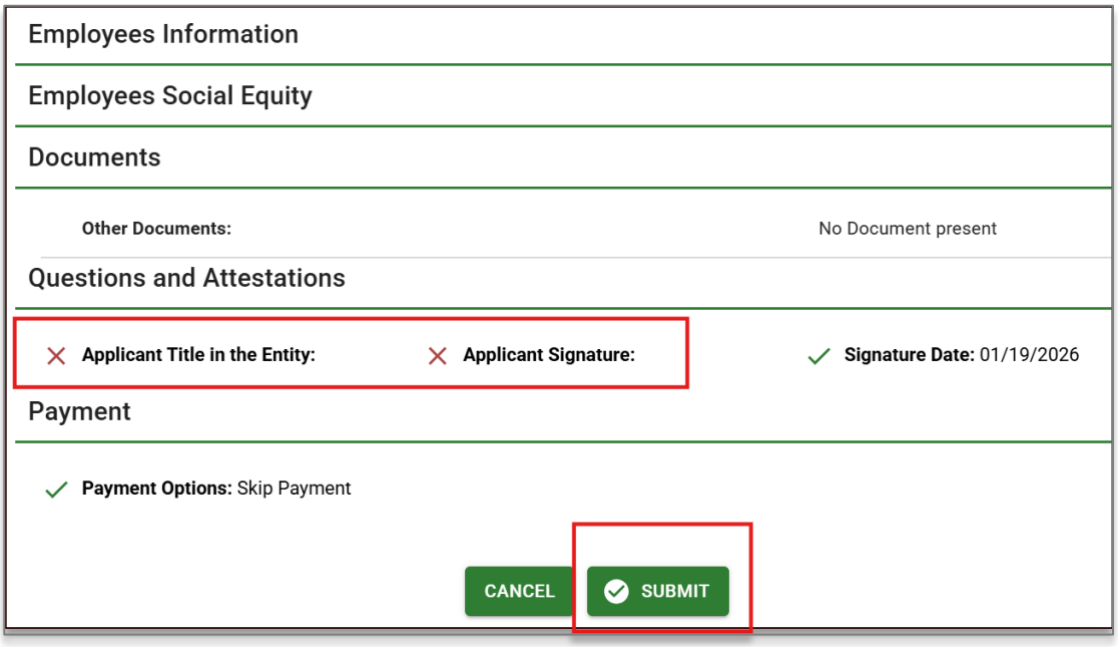
- If you need to edit your entry or add another record, you can click **Edit Record** and/or **Add New Record** at this time and fill in the required dispensary information, followed by the acknowledgment.



- Click **Save to save the section's data** and **then Save & Next** to save and advance to the following tab: **Questions & Attestations.**

- Complete the Attestation section, then review and submit the application. 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 that all required fields are completed for each section. Please review the application fields for accuracy and completeness.
- If you encounter any **red "X" marks**, return to the relevant tab (by clicking the tab at the top or the Section Header) to address the incomplete item.



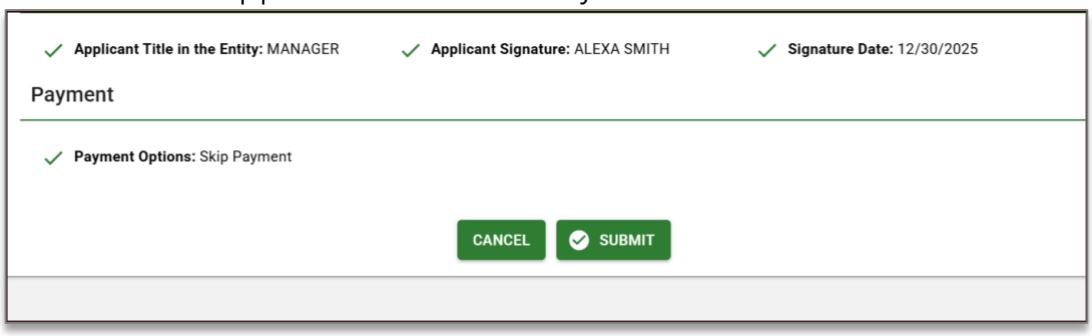
III. Completing the Application

- Review your data carefully before submitting.
- Be sure to select **Save** before exiting to save your progress.
- If you need more time to complete the required sections or to collect data or documents, save the application and return to it at your convenience. The application will appear in the Applications section of your portal menu.

Note: Once your application is submitted, it cannot be modified (unless the IDOA reviewer returns for action). Make sure your application is complete and accurate before submitting.

IV. Submitting the Application

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



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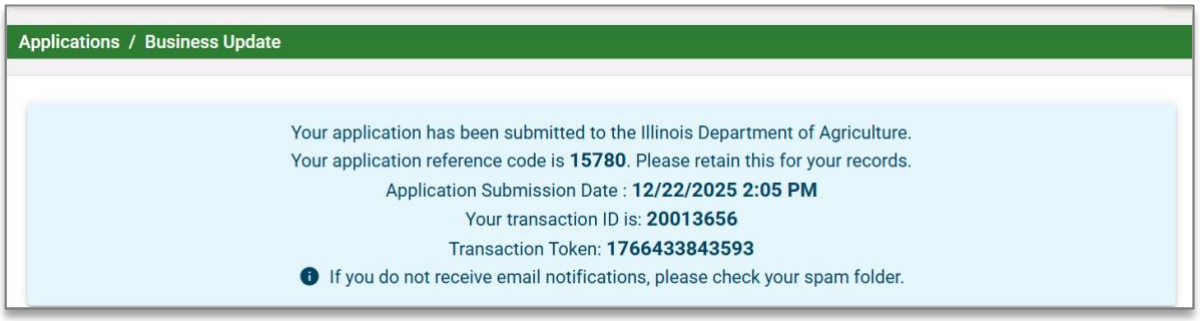
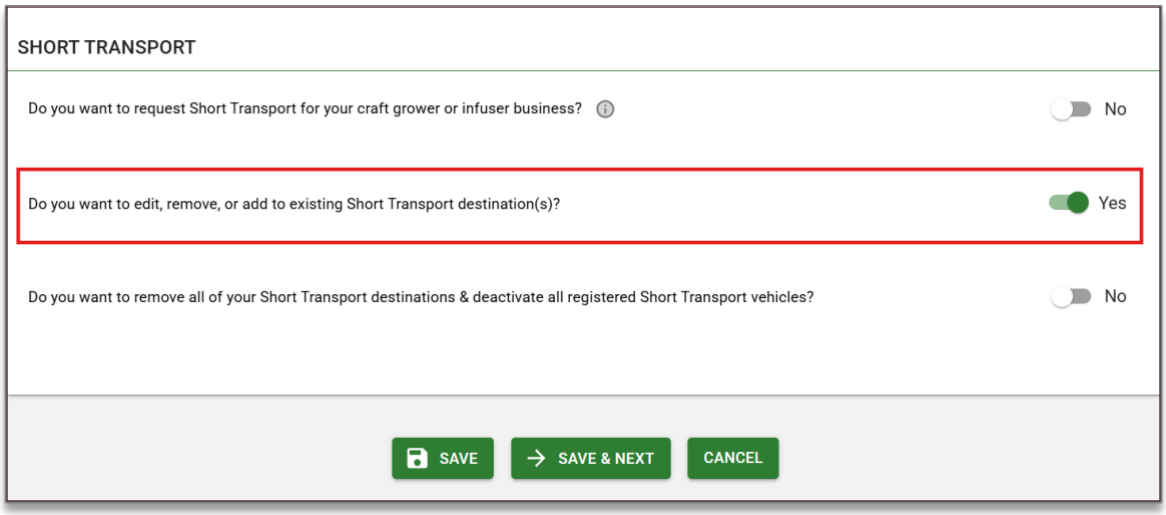


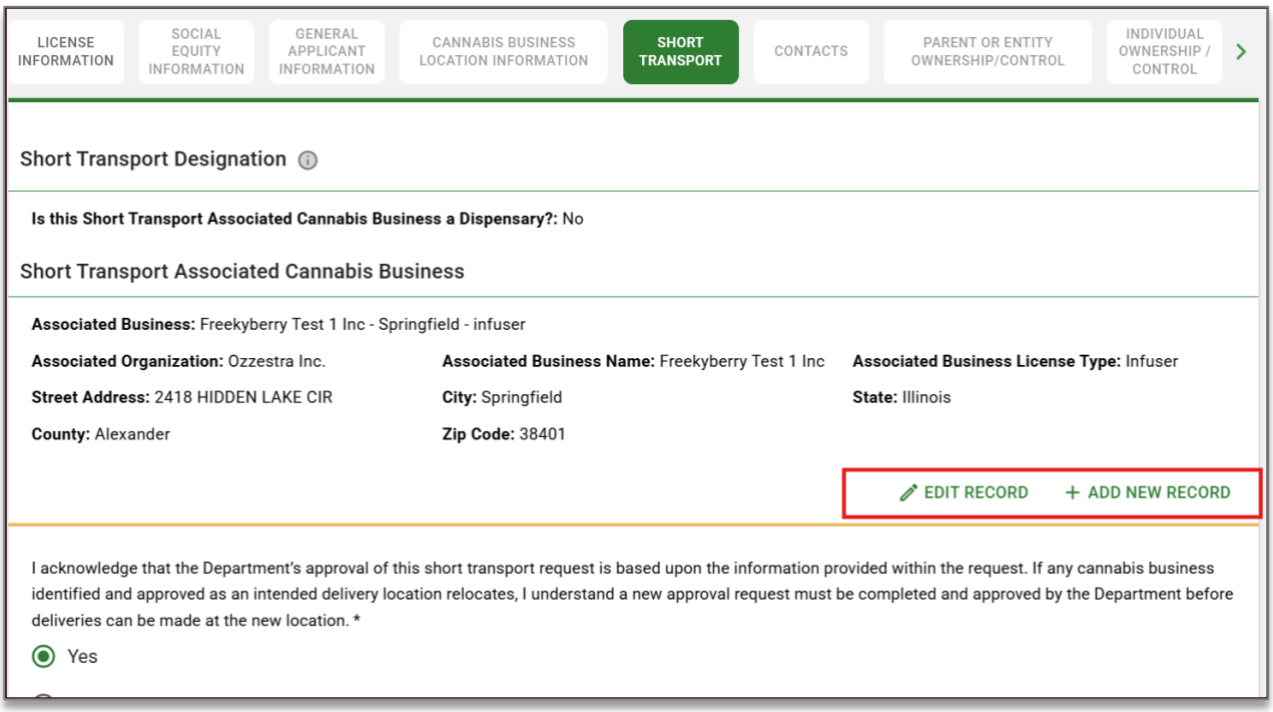
B. Edit, Remove, or Add an existing Short Transport destination

- If the Business update is to edit, remove, or add to an existing Short transport destination, then the Licensee should select **Yes** for **Do you want to edit, remove, or add to existing short transport destination(s)?**

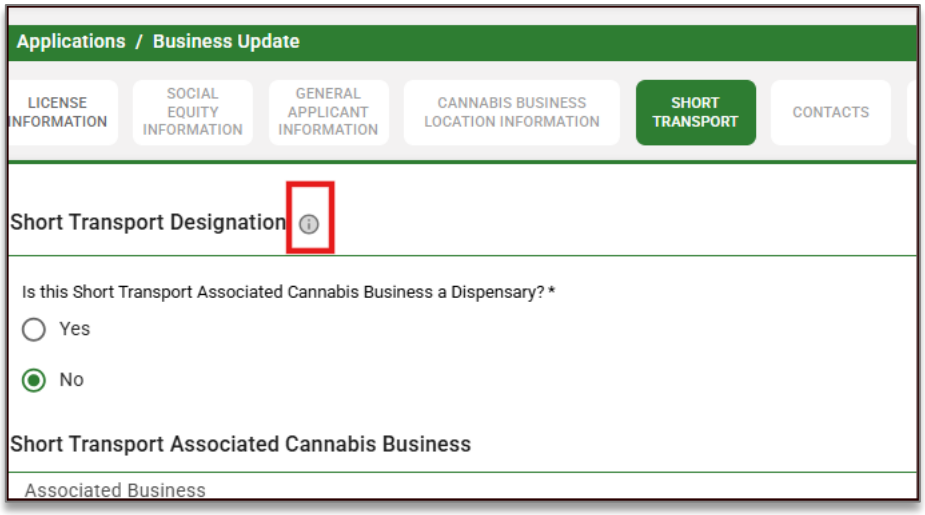
- After selecting Yes, click the **Save** button and then click **Save & Next** to move to the next tab.



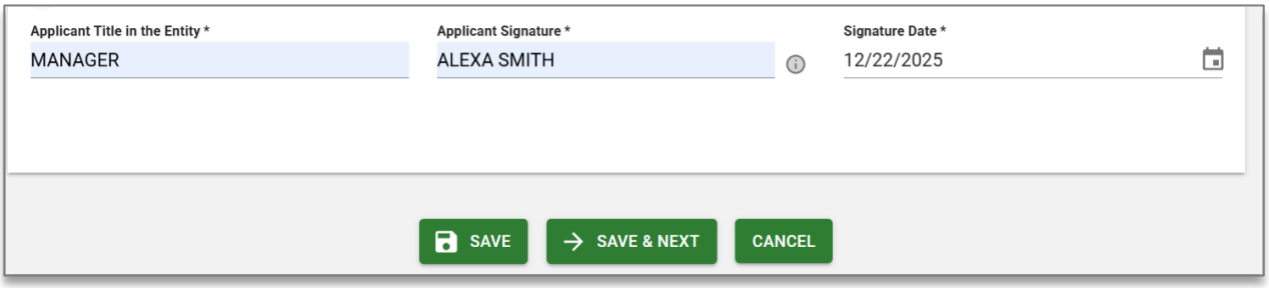
- The system displays the **Short Transport** tab, where the user can edit, remove, or add a short transport dispensary or business.



Note: Refer to the Short Transport ProTip for the Short Transport distance requirement.



- Click **Save** to save the section's data and then **Save & Next** to save and advance to the next tab: **Questions and Attestations.**
- Complete the Attestations section. 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 that all required fields are completed for each section. Please review the application fields for accuracy and completeness.
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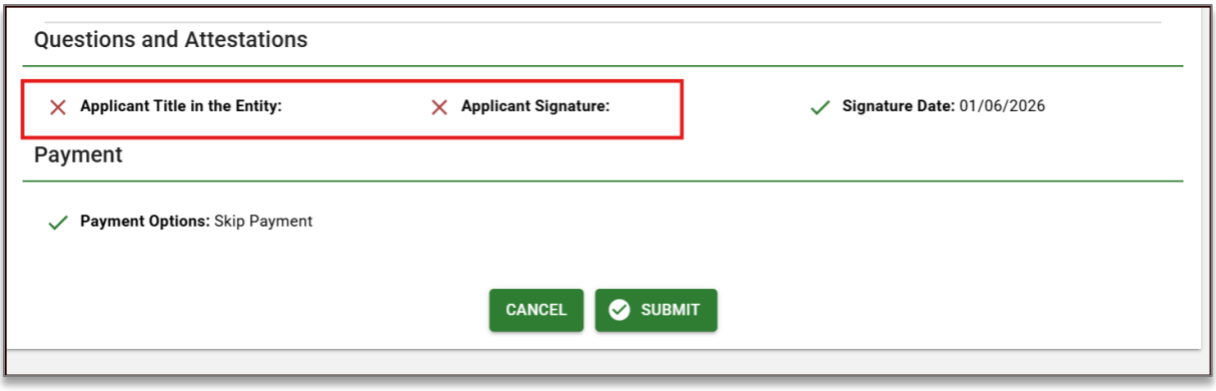

I. Completing the Application

- Review your data carefully before submitting.
- Be sure to select **Save** before exiting to save your progress.
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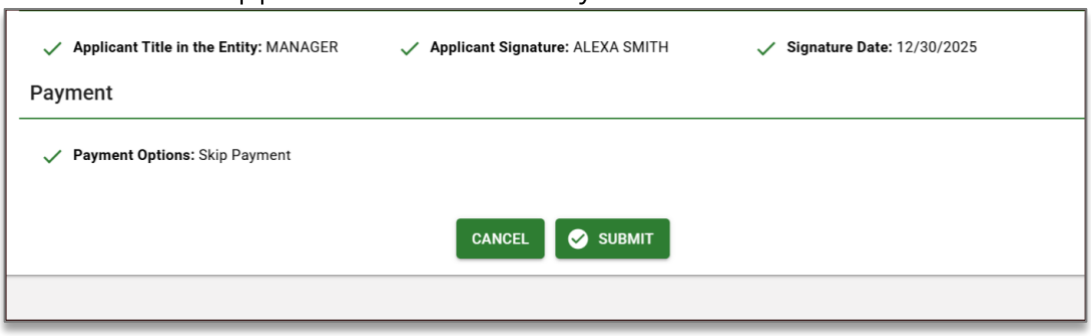
II. Submitting the Application

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



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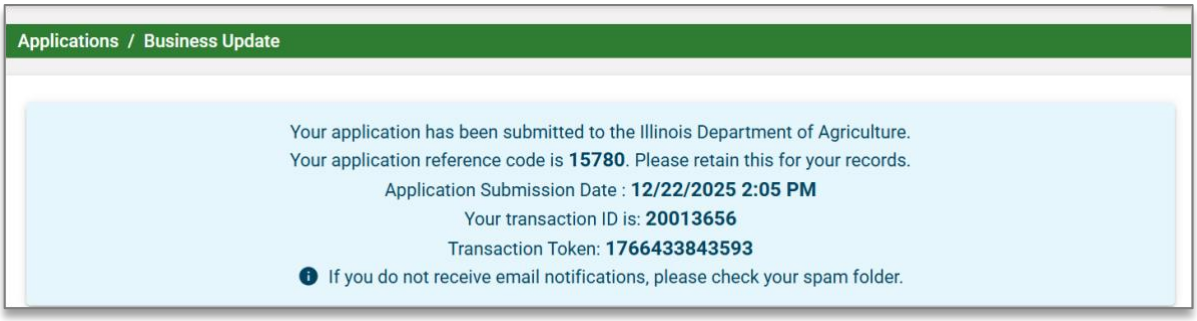
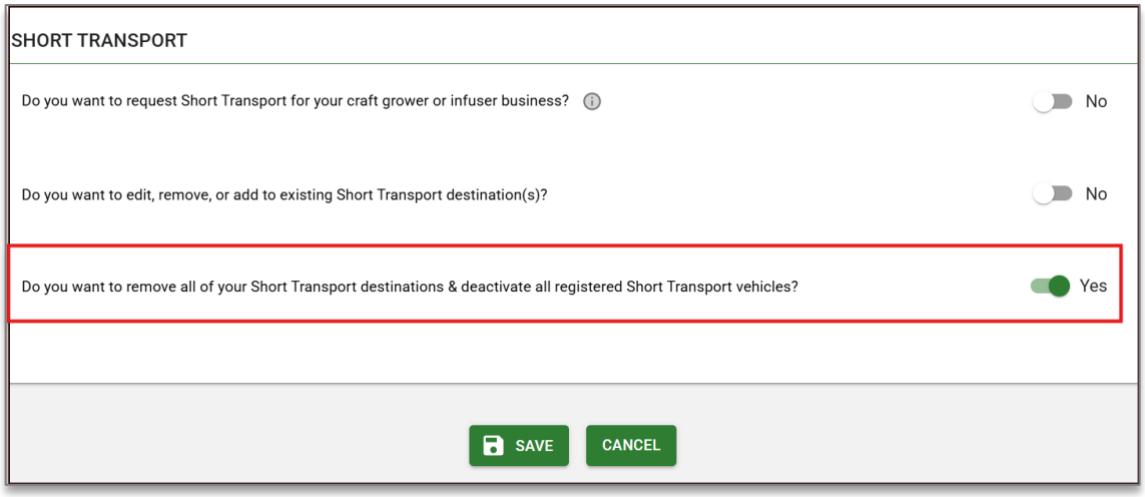
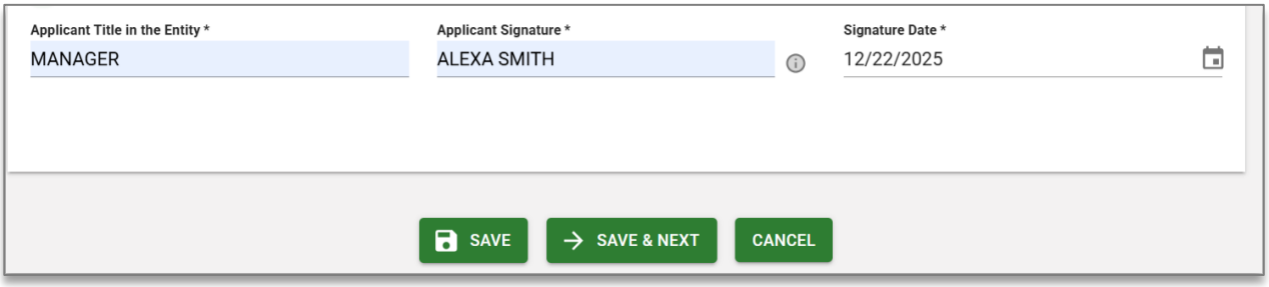


C. Remove Short Transport destinations and deactivate vehicles

- If the Business update is to remove or deactivate a Short transport destination, then the Licensee should select **Yes** for **Do you want to remove all of your Short Transport destinations and deactivate all registered Short Transport vehicles?**
- After selecting Yes, click the **Save** button and then click **Save & Next** to move to the next tab.

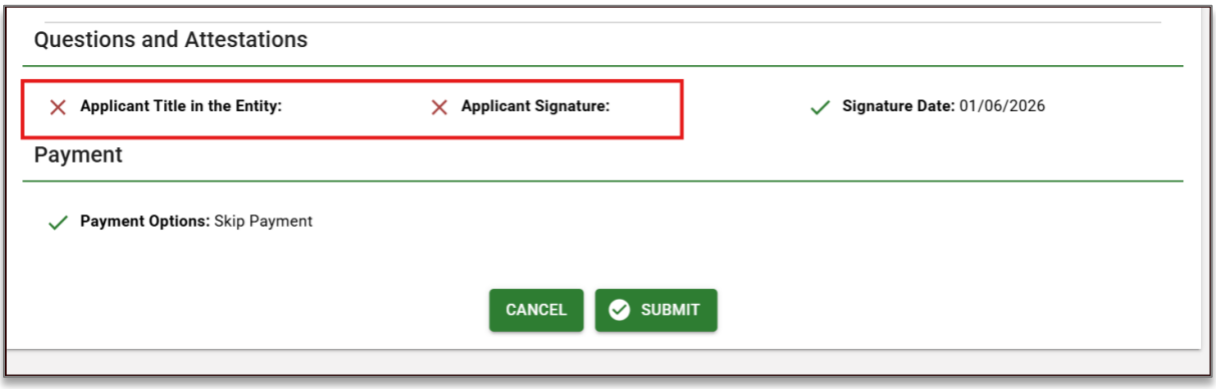


- Click **Save** to save the section's data and click **Save & Next** to advance to the following tab: **Questions and Attestations**
- Complete the Attestations section. Make sure to fill in the Applicant Title, Applicant Signature, and Signature Date.



- 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.



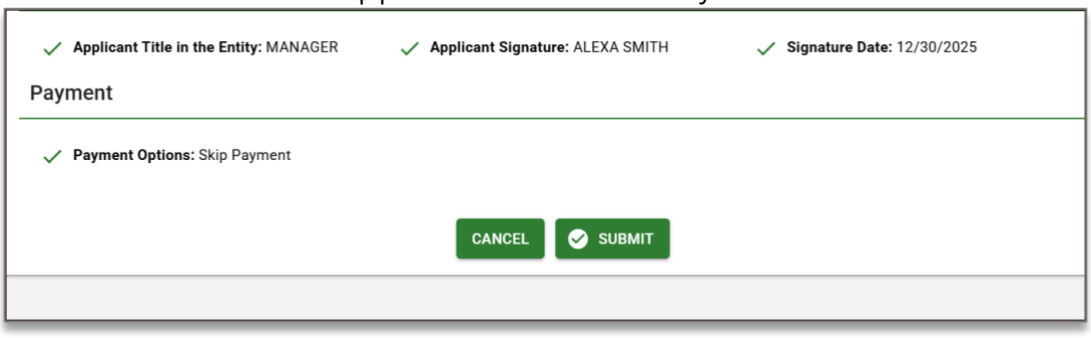
I. Completing the Application

- Review your data carefully before submitting.
- Be sure to select **Save** before exiting to save your progress.
- If you need more time to complete the required sections or to collect data or documents, save the application and return to it at your convenience. The application will appear in the Applications section of your portal menu.

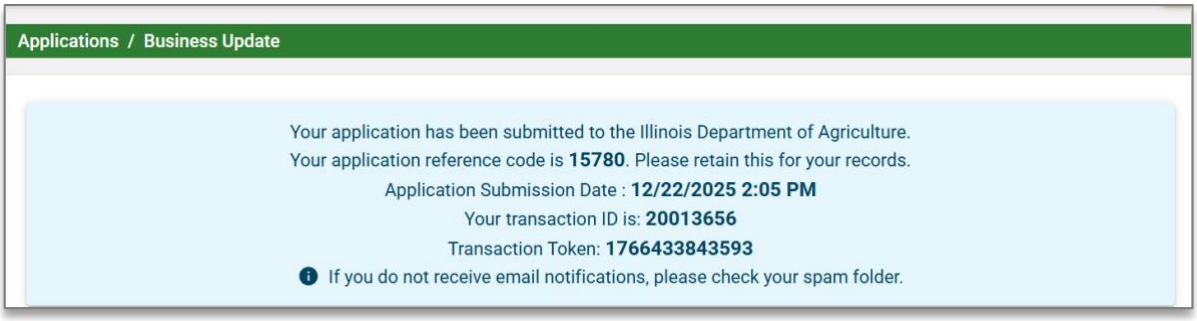
Note: Once your application is submitted, it cannot be modified (unless the IDOA reviewer returns for action). Make sure your application is complete and accurate before submitting.

II. Submitting the Application

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



- Once your application is submitted, it will be available for review by IDOA.
- Monitor your inbox for status updates (such as Submitted, Approved, Returned for Action, Resubmitted, Denied, or Forfeited) while your application is under review.
- If IDOA identifies 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 NLS for further review.


Applications / Business Update
Your application has been submitted to the Illinois Department of Agriculture.
Your application reference code is 15780. Please retain this for your records.
Application Submission Date : 12/22/2025 2:05 PM
Your transaction ID is: 20013656
Transaction Token: 1766433843593
If you do not receive email notifications, please check your spam folder.

10. SUPPORT

A. Technical Help

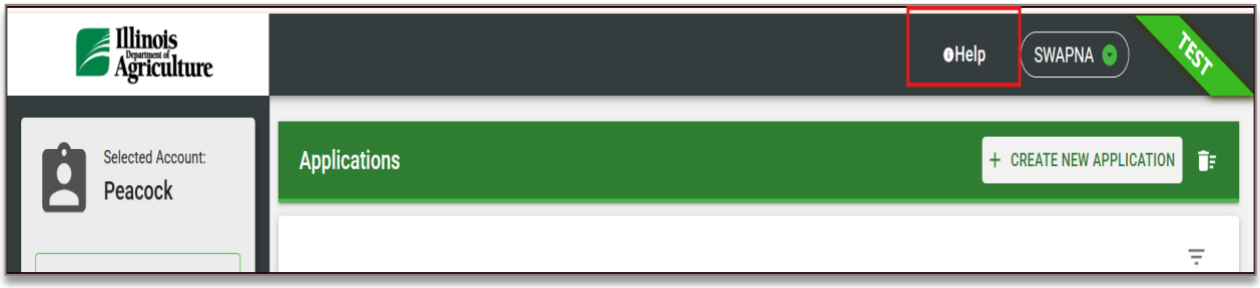
For technical support, please contact Tyler Cannabis Licensing Support at **https://cannabislicensing.zendesk.com/hc/en-us/requests/new**

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.

> **Note:** Technical support cannot provide status updates on submitted applications. Please **do not** contact Technical Support to ask about the status of your application.

B. Help Screen 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.



11. USER TIPS & FAQS

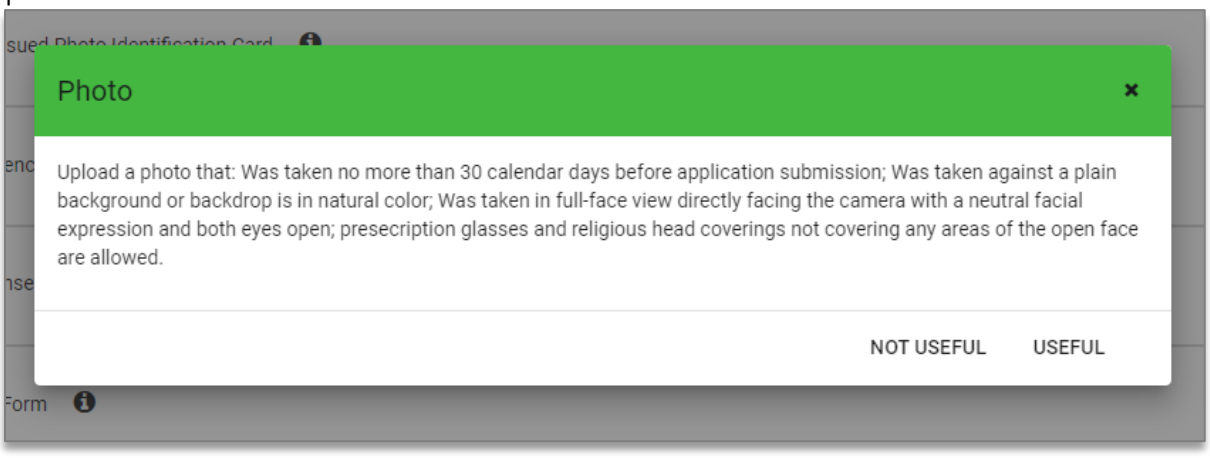
A. Legend of Icons in the System

These icons are described here:

Pro Tips	*Useful Information*
Toggle Filter	*Search Filters*
Actions	*Actions shortcut on Specific Licenses*
Filter	*Filter options available to search*
Reset Filter	*Resets the filter*

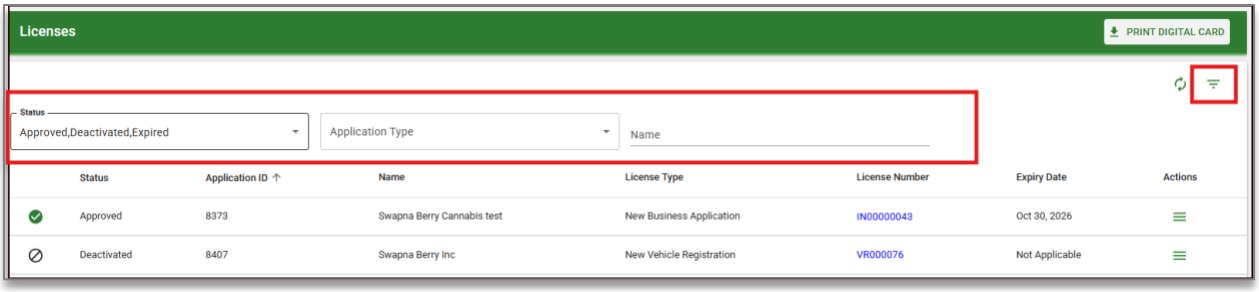
I. ProTips

- ProTips 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 ProTip for a "Photo Upload":



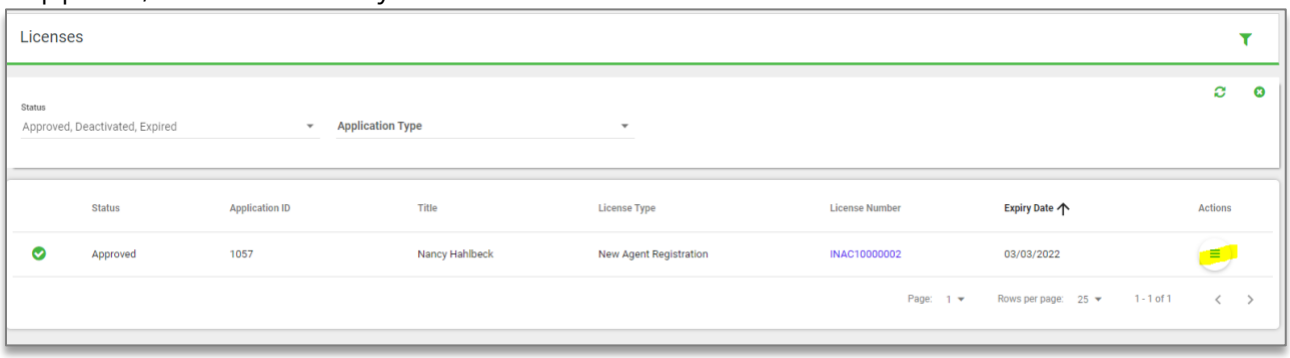
II. Filters

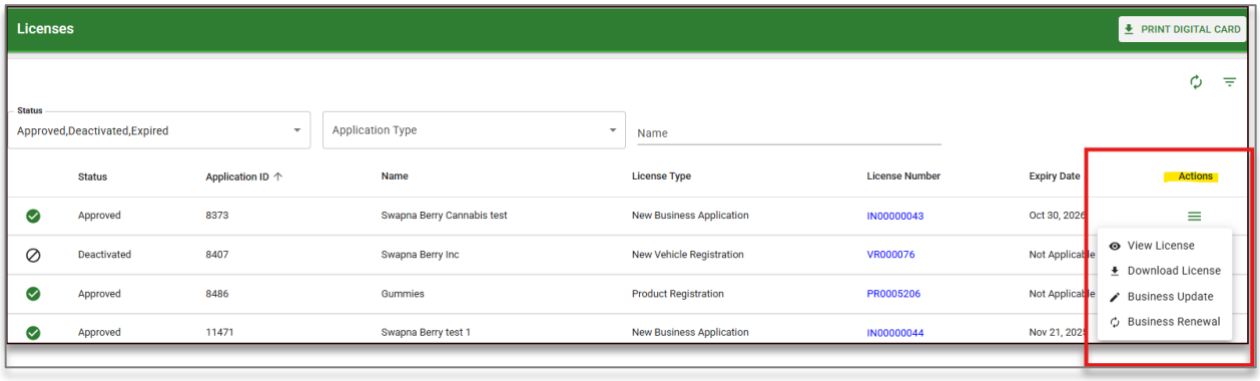
- The filter will sort the screen for viewing.



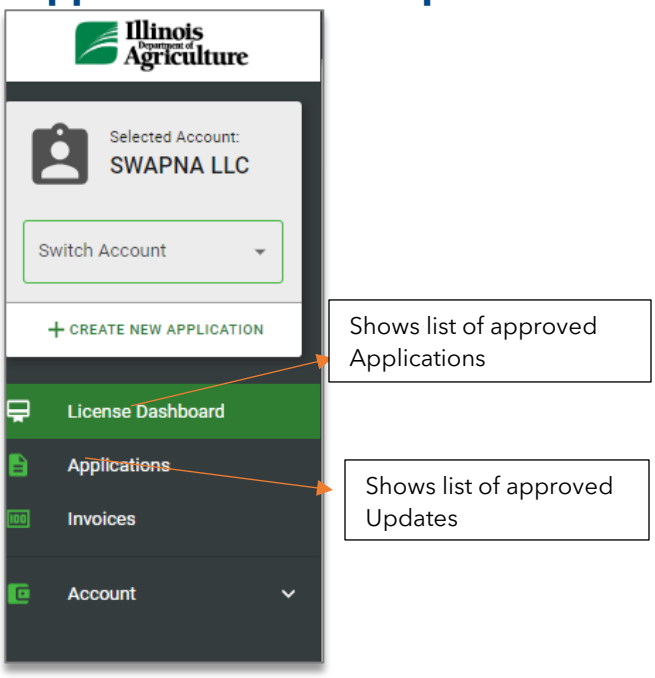
III. Actions

- The Actions button will provide shortcuts to actions on licenses. Each time the actions icon appears, the choices may be different.

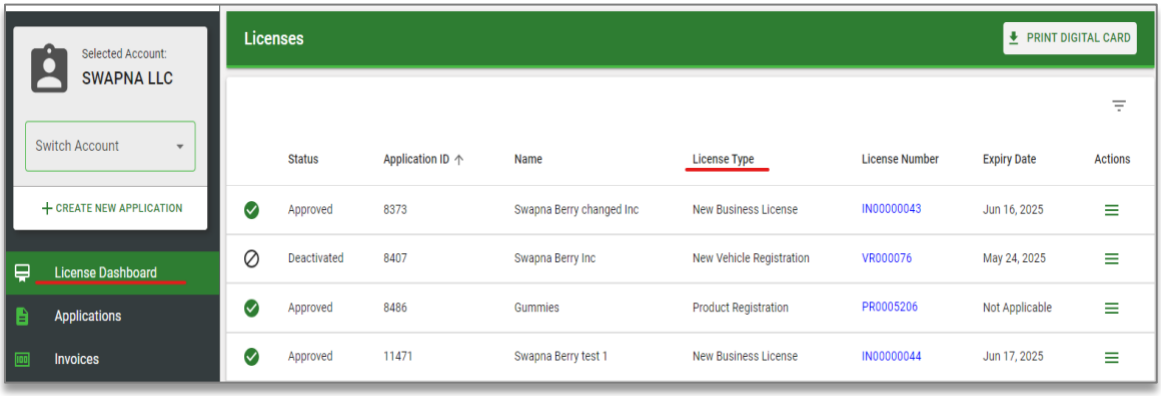




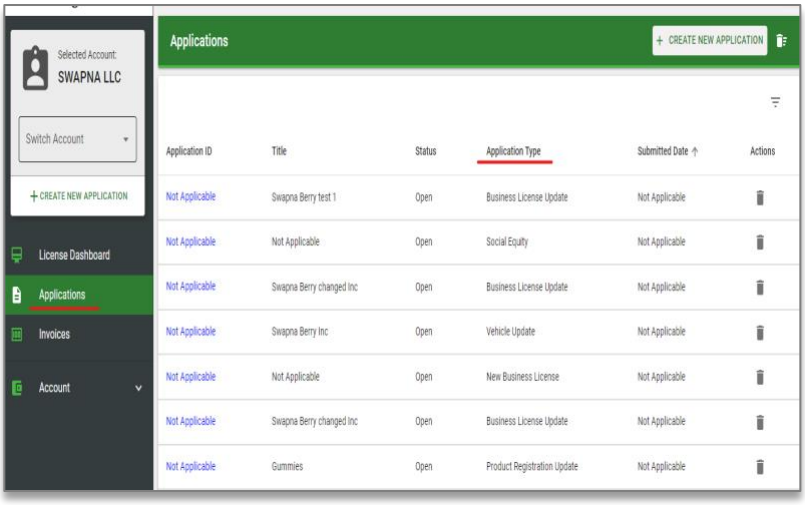
B. License Dashboard and Application section explained



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



- Social Equity and other Approved, Open, Processing, Paid, Submitted, Returned for Action, 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.



C. Frequently asked questions

- Please refer to the **Frequently Asked Questions** section for more frequently asked questions for Business Modules.