

Accela Cannabis Customer Portal Tutorial

Nevada Cannabis Compliance Board (CCB)

<https://aca-prod.accela.com/NVMED/>

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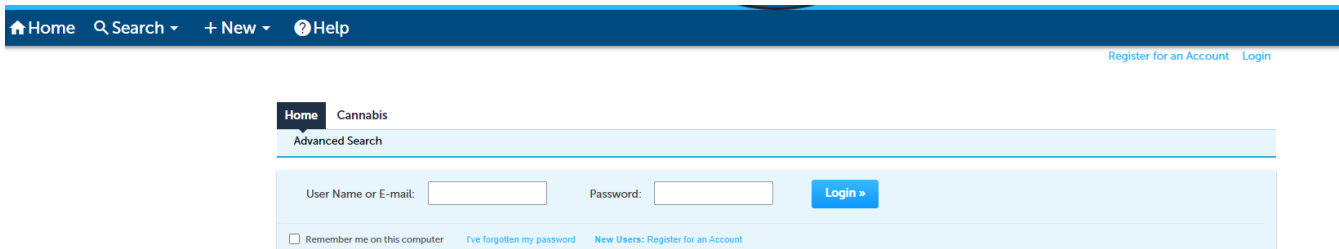
Account Management

Before You Start

- 1) Please use the following browser: Google Chrome
- 2) Website address: <https://aca-prod.accela.com/NVMED/>
- 3) Frequently Asked Questions and Video Tutorials are available on our website www.ccb.nv.gov
- 4) Available functions without creating an account: Complaints
- 5) For Accela support questions, email ProgramSupport@ccb.nv.gov
- 6) Note: Whomever registers for the account first and links the license(s), will have administrator privileges in the Accela Cannabis Customer Portal. They will add Delegates (other authorized users) to the licenses and will decide on the security of those Delegates. Delegates will be able to see **all** linked licenses in the account.

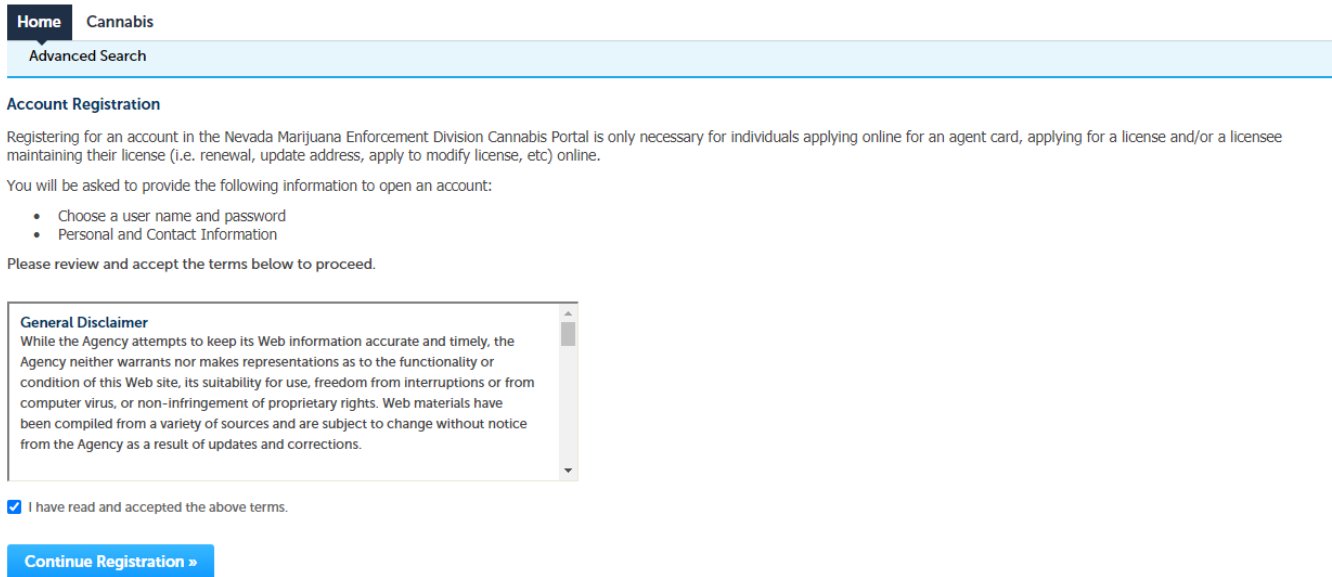
How to Register for an Account

- 1) First time users please “Register for an Account”. Returning customers please continue to login with your existing credentials.
- 2) Go to <https://aca-prod.accela.com/NVMED/>. At the top right you can Login or Register for an Account. You can also register for an account in the grey Login window.



The screenshot shows the top navigation bar with links for Home, Search, New, and Help. On the right side, there are links for 'Register for an Account' and 'Login'. Below the navigation bar, there is a 'Home Cannabis' breadcrumb and an 'Advanced Search' section. The main content area contains a login form with fields for 'User Name or E-mail' and 'Password', and a 'Login »' button. Below the form, there are links for 'Remember me on this computer', 'I've forgotten my password', and 'New Users: Register for an Account'.

- 3) After you have read and agree to the terms of use, check the box “I have read and accept the above terms” and click “Continue to Registration”.



The screenshot shows the 'Account Registration' page. It includes a 'Home Cannabis' breadcrumb and an 'Advanced Search' section. The main content area is titled 'Account Registration' and contains the following text: 'Registering for an account in the Nevada Marijuana Enforcement Division Cannabis Portal is only necessary for individuals applying online for an agent card, applying for a license and/or a licensee maintaining their license (i.e. renewal, update address, apply to modify license, etc) online. You will be asked to provide the following information to open an account: Choose a user name and password, Personal and Contact Information'. Below this text, there is a checkbox labeled 'I have read and accepted the above terms.' which is checked. At the bottom, there is a blue button labeled 'Continue Registration »'.

- 4) Next, fill out the information you would like to use to login. (You will need to remember this information to use Accela Cannabis Customer Portal in the future). After your information is complete and accurate, under “Contact Information” click “Add New”. (This is required to register your account.)

Account Registration Step 2:
Enter/Confirm Your Account Information

* indicates a required field.

Login Information

Enter your User Name and Password. You must also enter a unique email address.

* User Name: ?

* E-mail Address:

* Password: ?

* Confirm Password

* Enter Security Question: ?

* Answer: ?

Contact Information

Please add your personal contact and identification information.

Add New

Continue Registration »

- 5) Select Contact Type and hit “Continue”. Select “Individual” if you are: applying for an agent card, an employee, an Establishment Point of Contact, an Owner, Officer, or Board member, or an Agent Card Designee.

Select Contact Type

x

Please select "Individual" if you are: applying for an agent card, an employee, an Establishment Point of Contact, an Owner, Officer, or Board member, or an Agent Card Designee.

* Type: ?


Continue

Discard Changes

- 6) Enter your Contact Information. Under “Contact Addresses”, click “Add Contact Address”. A mailing address is required to register your account. After your information is complete and accurate, click “Continue”.

Contact Information x

*First: Middle: *Last:

Birth Date:  SSN:

Home Phone: Work Phone: Mobile Phone:

*E-mail:

▼ Contact Addresses

[Add Contact Address](#)

To edit a contact address, click "Edit" under the Actions dropdown. To remove an address, click "Remove" under the Actions dropdown.
Required contact address type(s): Mailing

Showing 0-0 of 0


Address Type	Recipient	Address	Status	Start Date	End Date	Action
No records found.						

[Continue](#) [Clear](#) [Discard Changes](#)

- 7) You should get a message displaying that your “Contact was added successfully”. From there you can edit or delete your profile. When all information is entered, click “Continue Registration”.

 **Contact added successfully.**

- 8) You should get another notification that your account was added successfully, and you can now proceed to login.

 Your account is successfully registered. Please login to your account.

- 9) To prevent unauthorized access, always log out of your account when you are ready to end your session.

Logged in as: MarijuanaNevada [Collections \(1\)](#) [Account Management](#) [Logout](#)

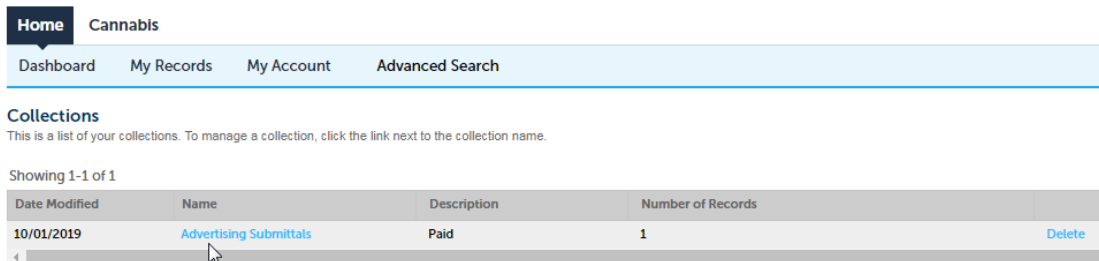
General Navigation Information

- 1) After logging in, the first screen you will see is the Dashboard. The “My Collections” section is where you can save documents that have been submitted. It will be empty until you submit documents. Once you have submitted documents, you can click “View Collections” to see the record details. Options are also available under the “My Records” section.

Hello, Marijuana Nevada

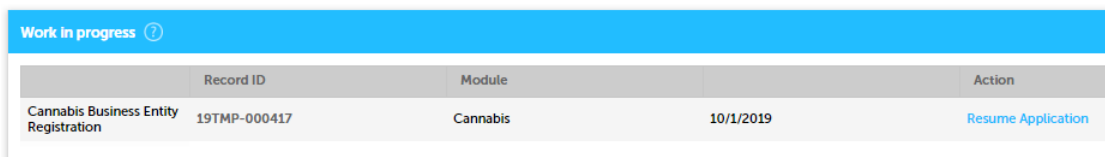


- 2) The record detail screen will show you the date submitted, name, description, number of records and provide you the option to delete the file from your collection.



- 3) Return to Dashboard and you will see a “Work in Progress” field that will display saved and unsaved applications.

*Note: Every submission is considered an “Application” in the Cannabis Customer Portal.



- 4) “My Records” includes all licenses, applications, and amendments submitted to the CCB and shows the status.
- 5) “My Account” allows users to manage their login, contact information and delegates (other people who can access their account). Delegates are individuals you have given access to. Delegates will have access to every record/license that you have access to.

6) “Advanced Search” allows users to search within their own records.

Home Cannabis

Dashboard My Records My Account Advanced Search

▼ Cannabis

Showing 1-2 of 2 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description	DBA Name	Expiration Date	Status	Action	Short Notes
<input type="checkbox"/>	10/01/2019	19TMP-000417	Cannabis Business Entity Registration					Resume Application	
<input type="checkbox"/>	10/01/2019	ADV19002	Advertising Submittal Request				Pending		

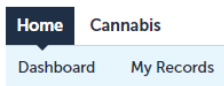
7) “FAQ” will take users to the CCB Frequently Asked Questions.

8) “+New” allows users to file a complaint against a cannabis establishment. Users can submit a complaint without being logged into an account. Users can also access “Account Management” which is the same as the “My Account” option.

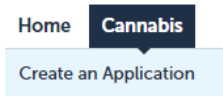
9) “Search” allows users to search within their own records.

How to Link a License to Your Account

- 1) Note: Whomever registers for the account first and links the license(s), will have administrator privileges in the Accela Cannabis Customer Portal. They will add Delegates (other authorized users) to the licenses and will decide on the security of those Delegates. Delegates will be able to see all linked licenses in the account.
- 2) If you are the **Establishment Point of Contact (POC)** on record with the CCB, you will receive a PIN number to attach your license to your account. If you are the POC for more than one license, you will receive one PIN for each license. Before you can link a license to your account, make sure you have set up an individual user account.
- 3) Once you log into Accela, click “Cannabis”.



- 4) Then click “Create an Application”.
*Note: Every submission is considered an “Application” in the Cannabis Customer Portal.



- 5) After you have read and agree to the terms of use, check the box “I have read and accept the above terms” and click “Continue Application”.

A screenshot of the Accela Cannabis Customer Portal "Online Application" page. The page has a dark blue header with "Home" and "Cannabis" in white. Below the header is a light blue navigation bar with "Create an Application" and "Search & Renew Licenses" in dark blue. The main content area is titled "Online Application" and contains the following text: "Welcome to the Nevada Marijuana Enforcement Division Cannabis Portal. This portal is to provide current and future agent card holders and licensees access to online government services, 24 hours a day, 7 days a week. Please 'Allow Pop-ups from This Site' before proceeding. You must accept the General Disclaimer below before beginning your application. All questions must be answered completely and truthfully. Any incomplete information and/or submissions may result in a delay or denial." Below this text is a scrollable box titled "General Disclaimer" containing the following text: "While the Department attempts to keep the information on its database accurate and timely, the Department neither warrants nor makes representations as to the functionality or condition of this information and database, their suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. The information in the database has been compiled from a variety of sources and are subject to change without notice from the Department". Below the disclaimer is a checkbox with the text "I have read and accepted the above terms." which is checked. At the bottom of the page is a blue button with the text "Continue Application »".

6) Click the arrow next to “Registration”, select “Link to Your License” and click “Continue”.

The screenshot shows a navigation menu with 'Home' and 'Cannabis' tabs. Below the tabs are two buttons: 'Create an Application' and 'Search & Renew Licenses'. Underneath is a section titled 'Select a Record Type' with the instruction 'Please select an application from the lists below.' There is a search input field and a 'Search' button. A list of categories is shown: 'Complaints', 'License Amendment Requests', 'Medical License Applications', and 'Registration'. Under 'Registration', there are three radio button options: 'Agent Card Application', 'Cannabis Business Entity Registration', and 'Link to Your License', which is selected. A 'Continue »' button is at the bottom.

7) Enter the 20-digit license number. Enter the PIN code you received from the CCB. Click “Continue”.

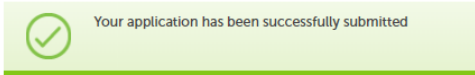
The screenshot shows a progress bar with three steps: '1 Link Your License' (highlighted in yellow), '2 Review', and '3 Record Issuance'. Below the progress bar is the heading 'Step 1: Link Your License > Enter Information' and a note '* indicates a required field.' The main content area is titled 'License Information' and contains two input fields. The first is labeled 'PIN' with a red asterisk and the text '* License or Permit Number:'. Below it is a red instruction: 'Enter your PIN below to lookup your license.' The second input field is labeled '* PIN Code from Mailer:'. At the bottom, there are two buttons: 'Save and resume later' and 'Continue »'.

8) Confirm the information you entered is correct. If you made a mistake, click “Edit”. If your entry is correct, click “Continue”.

The screenshot shows a progress bar with three steps: '1 Link Your License', '2 Review' (highlighted in yellow), and '3 Record Issuance'. Below the progress bar is the heading 'Step 2: Review' and two buttons: 'Save and resume later' and 'Continue »'. At the bottom, there is a small text instruction: 'Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue" to move on.'

- 9) After clicking “Continue”, you will receive a message that “Your application has been successfully submitted.”

Step 3: Record Issuance



- 10) To view the linked license, click “Home” then click “My Records”. You will be able to click on anything that has a **blue** hyperlink. The blue record number will take you into the record details. The blue “Amendment” will allow you to submit any type of application amendment, such as a menu request, facility modification, etc. The blue “Renew License” will allow you to submit your renewal application up to 60 days before the license expiration date.

The screenshot shows a web interface for "Cannabis" records. At the top, there is a navigation bar with "Home" and "Cannabis" tabs. Below this is a sub-navigation bar with "Dashboard", "My Records", "My Account", and "Advanced Search". A blue header bar indicates the current section is "Cannabis". Below the header, it says "Showing 1-1 of 1 | Download results | Add to collection". The main content is a table with the following columns: Date, Record Number, Record Type, Description, DBA Name, Expiration Date, Status, Action, and Short Notes. There is one row of data:

<input type="checkbox"/>	Date	Record Number	Record Type	Description	DBA Name	Expiration Date	Status	Action	Short Notes
<input type="checkbox"/>	02/11/2020	MED00016DKVTFJAL1C3	Medical Dispensary License		Mystery Inc	03/31/2020	Active	Renew License Amendment	

How to Add a Delegate to Your Account

- 1) Note: Whomever registers for the account first and links the license(s), will have administrator privileges in the Accela Cannabis Customer Portal. They will add Delegates (other authorized users) to the licenses and will decide on the security of those Delegates. Delegates will be able to see **all** linked licenses in the account.
- 2) A Delegate is someone that you can assign to have access to work on your account based on the certain permissions you allow them to have.
- 3) Under “Account Management”, scroll down to “Delegates” and click “Add Delegate”.

| [Collections \(0\)](#) | [Cart \(0\)](#) | [Account Management](#) | [Logout](#)

Delegates

Add a Delegate

- 4) Type in their Name and Email Address and select the “Permissions” you wish them to have access to. Click “Invite a Delegate”.

Add a Delegate

×

Enter the name and e-mail address of the person to whom you would like to grant delegate access to your account.

*Name

Testing Purposes

*E-mail Address

MetrcPM@tax.state.nv.us

Set Delegate Permission

Delegates can view records across all categories unless you choose to restrict them to specific categories.

View Records in Cannabis [\(Change\)](#)

For the following permissions, the available categories are limited to the ones that you have granted the delegate access to view records.

Create Applications in Cannabis [\(Change\)](#)

Renew Records in Cannabis [\(Change\)](#)

Amend Records in Cannabis [\(Change\)](#)

Manage Inspections in Cannabis [\(Change\)](#)

Manage Documents in Cannabis [\(Change\)](#)

Make Payments in Cannabis [\(Change\)](#)

Remove Personal Note

I am adding you as a delegate to my account to have access to all of the permissions. Please note that I can delete you as a delegate on my account as well as change the permissions as I choose.

spell check



I'm not a robot



reCAPTCHA

[Privacy](#) [Terms](#)

Invite a Delegate

Cancel

- 5) Once you have invited them, you can see and manage who you have invited as a delegate.

Delegates [Add a Delegate](#)

People who can access my account
Testing Purposes (MetrcPM@tax.state.nv.us)
Invitation sent on 06/23/2020 [View Invitation](#)

[Add a Delegate](#)

People whose account I can access
None

- 6) The delegate you requested will receive an email that notifies them that they will need to log into their Accela Cannabis Customer Portal Account to Accept or Reject.

Appoint A Public User as A Delegate of Another Public User



Do Not Reply <donotreply@ccb.state.nv.us> (Do Not Reply via email.merchantrransact.com)
To: Metrc PM

The actual sender of this message is different than the normal sender. [Click here to learn more.](#)

Dear Testing Purposes

would like to add you as a delegate to their Citizen Access account.

'I am adding you as a delegate to my account to have access to all of the permissions. Please note that I can delete you as a delegate on my account as well as change the permissions as I choose.'

As a delegate, you will be able to create application(s), manage documents, renew and amend records on the behalf of afountain, based on the permission(s) that have been granted to you.

Please log into your Citizen Access account and access Account Management null; Delegates to accept or reject the request.

- 7) Once they accept, they will now have access to the permissions that you have granted them. You can change the permissions or remove them at any time. They can also remove themselves from being a Delegate of your account at any time.
- 8) As the Delegate, they can now do things such as:
- View your records, licenses and applications
 - Create applications from your account
 - Renew and Amend your records
 - Manage your Inspections and other Documents
 - Make payments from your account

How to Submit a License Amendment [\(back to top\)](#)

- 1) Once you have created your account and linked your license (or been added as a delegate), you can submit any of the following license amendments:
 - a. Submit an Advertising/Packaging Request
 - b. Submit a Change of Location Request
 - c. Submit a Distributor Temporary Storage Notice
 - d. Submit an Equipment Request
 - e. Submit a Facility Modification Request
 - f. Submit a Menu Request
 - g. Submit a Request for Extraction
 - h. Submit a Request for Laboratory Retesting
 - i. Submit a Request to Dispense Edible Cannabis Products
 - j. Submit a Request to Perform Research and Development
 - k. Submit a Request to Review Stamp or Mold
 - l. Submit a Transfer of Interest
 - m. Submit an Incident Report
- 2) Once you login using your existing credentials, click on the “Home” button, then select “My Records”.

The screenshot shows a web interface for managing cannabis licenses. At the top, there is a navigation bar with 'Home' and 'Cannabis' buttons. Below this is a secondary navigation bar with 'Dashboard', 'My Records', 'My Account', and 'Advanced Search'. A blue header bar indicates the current section is 'Cannabis'. Below the header, it says 'Showing 1-6 of 6 | Download results | Add to collection'. The main content is a table with the following columns: Date, Record Number, Record Type, Description, DBA Name, Expiration Date, Status, and Action. Two records are visible:

<input type="checkbox"/>	Date	Record Number	Record Type	Description	DBA Name	Expiration Date	Status	Action
<input type="checkbox"/>	04/14/2020	COL2000002	Change of Location Request				Additional Info Required	
<input type="checkbox"/>	12/01/2018		Adult-Use Cultivation License			11/30/2019	Active	Amendment

- 3) To ensure your amendments are submitted on the correct license, click the blue word [Amendment](#) under the Action column.
- 4) On the next screen, select the license type and the amendment type.

Home **Cannabis**

Create an Application Search & Renew Licenses

Select an Amendment Type

Choose one of the following available amendment types. For assistance or to apply for an amendment type not listed below please contact us.

Search

- ▼ Cultivation License Requests
 - Advertising/Packaging Submittal Request
 - Change of Location Request
 - Equipment Request
 - Facility Modification Request
 - Menu Request
 - Request for Extraction
 - Request for Laboratory Reesting
 - Request to Perform Research and Development
 - Transfer of Interest
- ▶ Dispensary License Requests
- ▶ Distribution License Requests
- ▶ Laboratory and Testing Facility Requests
- ▶ Production License Requests

Continue »

5) Complete the requested information for the selected amendment. Attach any relevant documentation. Submit the amendment.

6) At any time you can select the “Save and resume later” button. This will save the information you entered and it will be available for you to complete your submission within 30 days.

7) If you go back to the “My Records” screen, you can see the amendment and the status of the submission. If you click on the blue “Record Number”, you can view the submission.

Home **Cannabis**

Dashboard **My Records** My Account Advanced Search

▼ Cannabis

Showing 1-6 of 6 | [Download results](#) | [Add to collection](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description	DBA Name	Expiration Date	Status	Action
<input type="checkbox"/>	04/14/2020	COL2000002	Change of Location Request				Additional Info Required	
<input type="checkbox"/>	12/01/2018		Adult-Use Cultivation License			11/30/2019	Active	Amendment