Accela Cannabis Customer Portal Tutorial

Nevada Cannabis Compliance Board (CCB)

https://aca-prod.accela.com/NVCCB/

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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/NVCCB/

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. “Search” and “Search & Renew Licenses” only allows users to search within their own records.

6. For Accela system support questions, email ProgramSupport@ccb.nv.gov

7. Linking License 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 and submissions within the account.

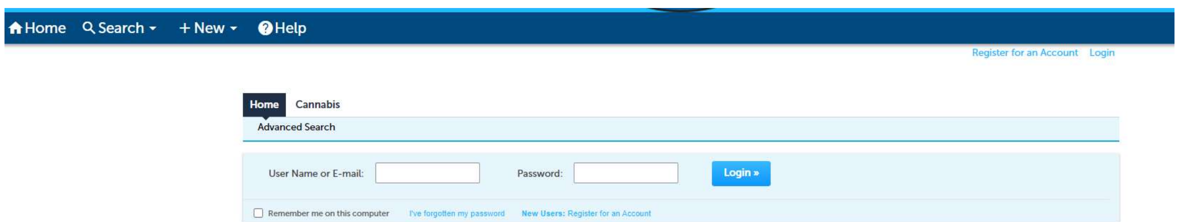
8. Important Agent Card Notes:
   - If an employee registers for their own user account and submits their agent card application online, then the employee will be able to access their account in the future to provide any needed documentation to the Board or follow up on their own card within the system. The employee can add someone from the licensed establishment as a delegate to their account to see the status of the application and agent card. A delegate can also be given permission access to submit things on behalf of the main account holder.
   - If before the agent card application became electronic, a representative from the license submitted an agent card application on behalf of the agent card applicant, the agent card holder will not be able to log in and provide any needed documentation to the Board or follow up on their own card within the system.

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

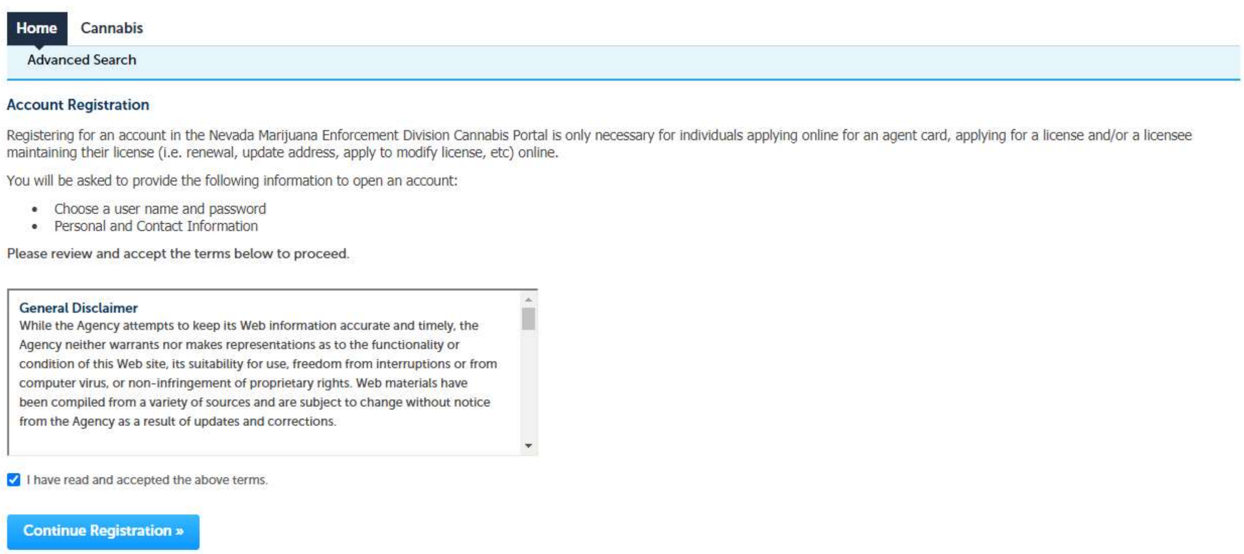
How to Register for an Account

1. First time users please “Register for an Account”. Returning customers please continue to login with your existing credentials.

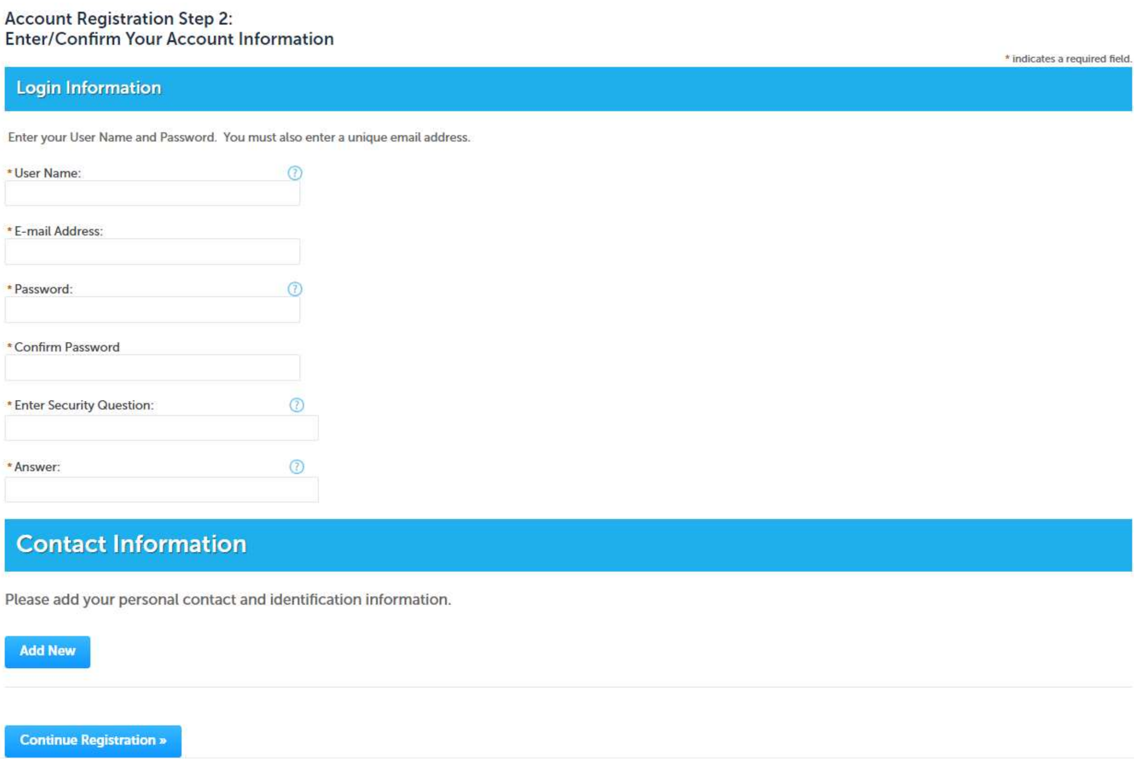
2. Go to https://aca-prod.accela.com/NVMED/. At the top right you can Login or Register for an Account. You can also register for an account in the grey Login window.



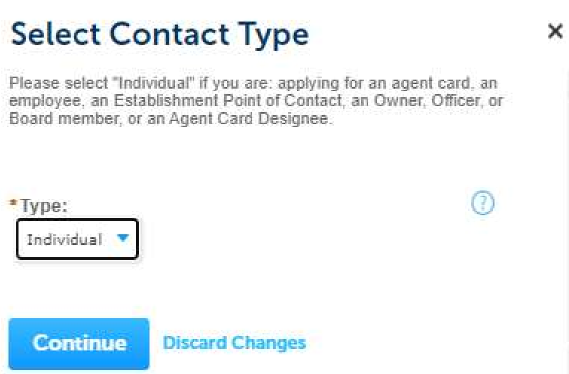
3. After you have read and agree to the terms of use, check the box “I have read and accept the above terms” and click “Continue to Registration”.



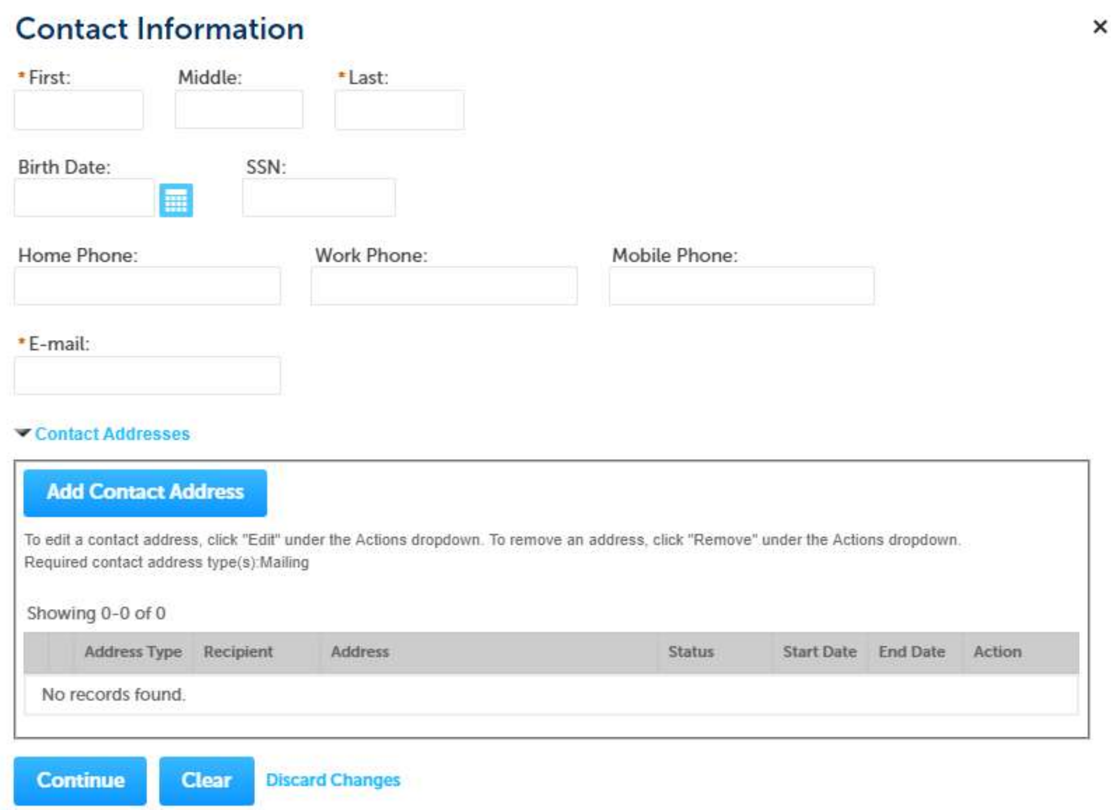
4. Next, fill out the information you would like to use to login. You will need to remember this information to use Accela Cannabis Customer Portal in the future. After your information is complete and accurate, under “Contact Information” click “Add New”. This is required to register your account.



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.

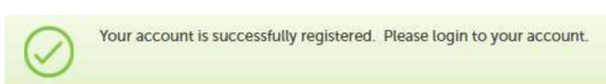


6. Enter your Contact Information. Under “Contact Addresses”, click “Add Contact Address”. A mailing address is required to register your account. After your information is complete and accurate, click “Continue”. The only parts you are required to enter are the items with a red*. A mailing address is a required contact address.



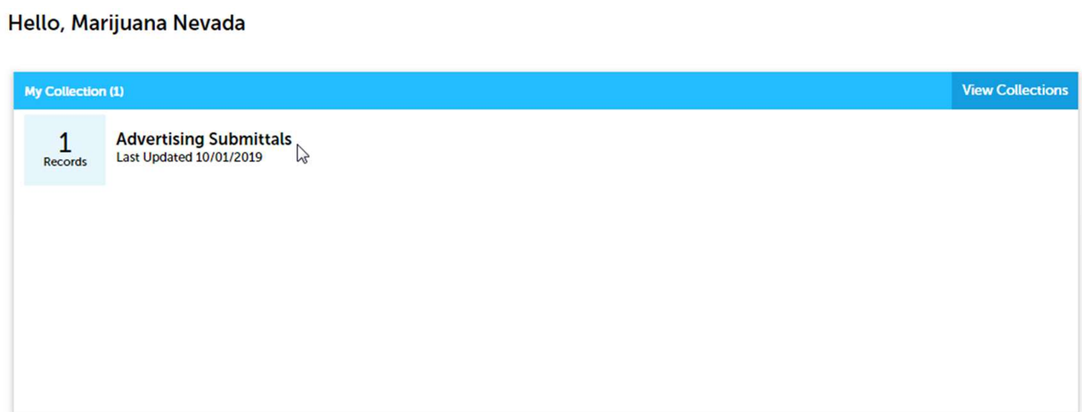
7. You should get a message displaying that your “Contact was added successfully”. From there you can edit or delete your profile. When all information is entered, click “Continue Registration”.

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

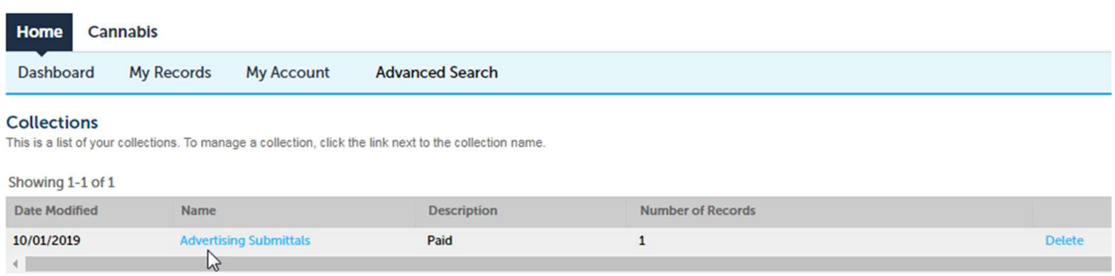


General Navigation Information

1. After logging in, the first screen you will see is the Dashboard. The "My Collections" section is where you can save records that have been submitted. It will be empty until you submit a record and add it to a collection. Once you have done this, you can click "View Collections" to see the record details. Options are also available under the "My Records" section.



2. When you click on a collection, 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.



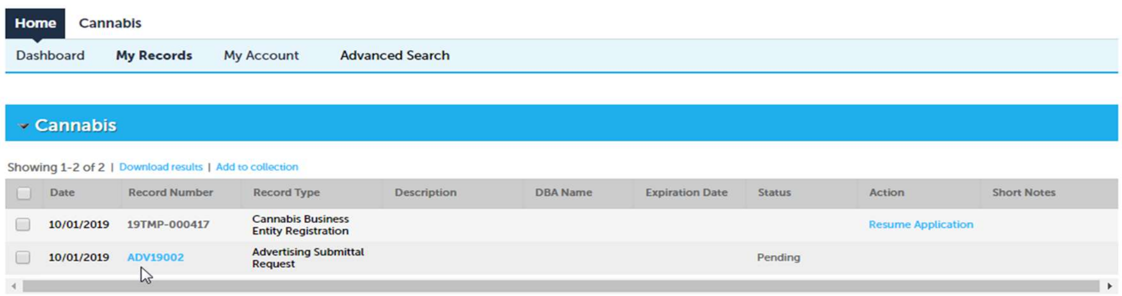
3. Return to Dashboard and you will see a "Work in Progress" field that will display saved and unsaved applications. A "Work in Progress" record will have 'TMP' within the Record ID. These records will automatically be deleted 10 days after they are created unless they are completed and fully submitted before then.

   *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. Depending on the permissions you set up, delegates may have access to every record/license that you have access to.

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



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

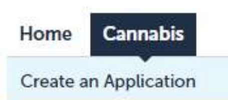
1. Whomever registers for the account first and links the license(s), will have administrator privileges in the Accela Cannabis Customer Portal. They will add Delegates (other authorized users) to the licenses and will decide on the security of those Delegates. Delegates will be able to see <u>all</u> 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.

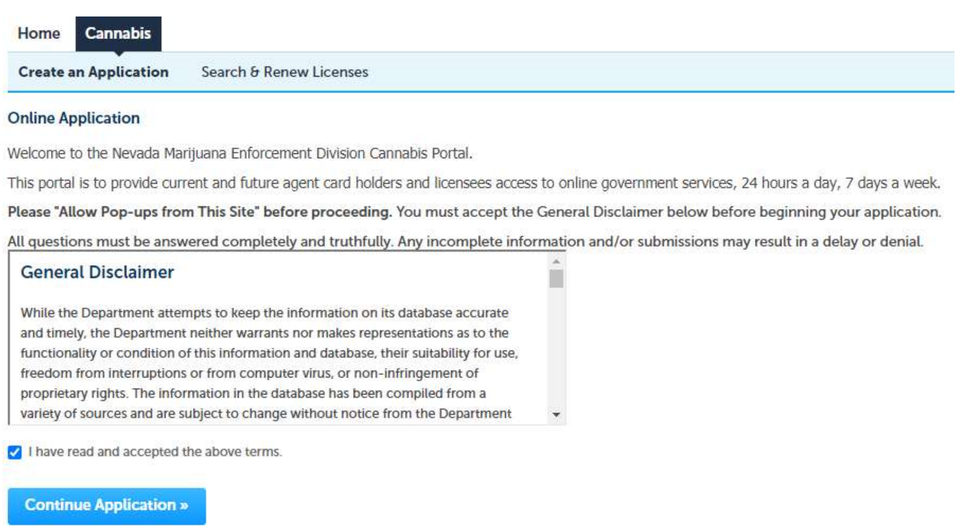
3. Once you log into Accela, click “Cannabis”.

4. Then click “Create an Application”.

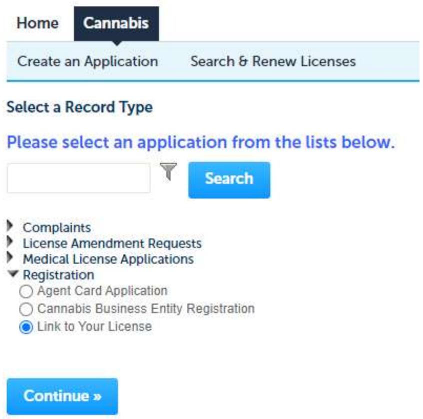
*Note: Every submission is considered an “Application” in the Cannabis Customer Portal.



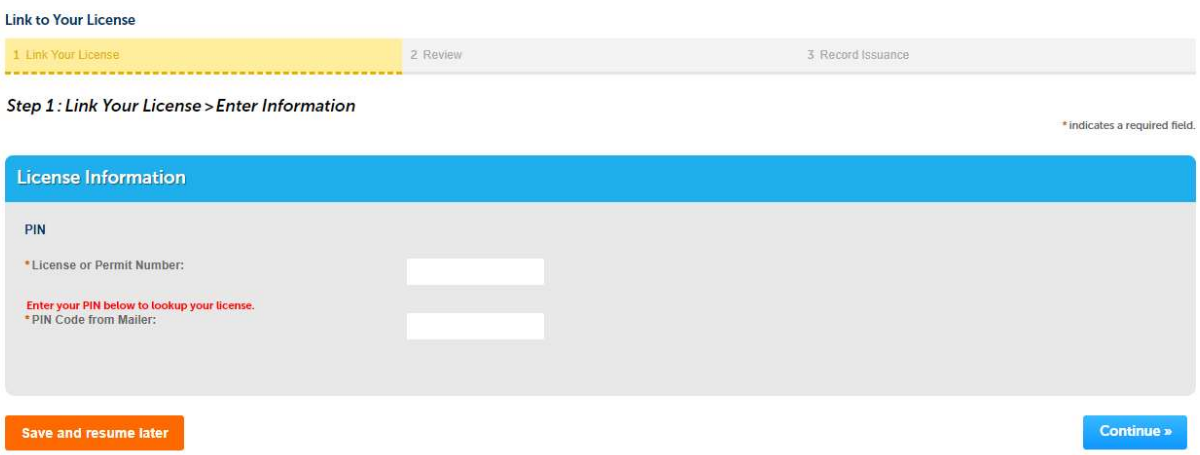
5. After you have read and agree to the terms of use, check the box “I have read and accept the above terms” and click “Continue Application”.



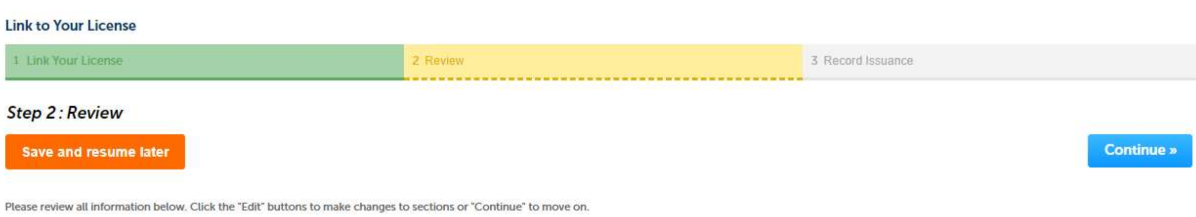
6. Click the arrow next to “Registration”, select “Link to Your License” and click “Continue”.



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

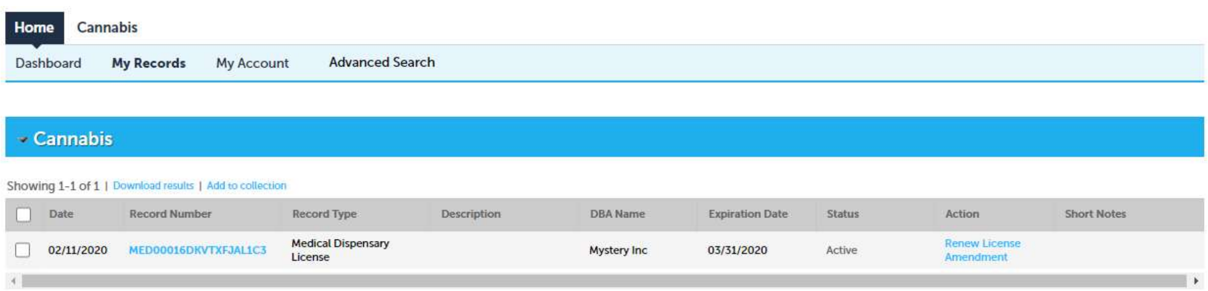


8. Confirm the information you entered is correct. If you made a mistake, click “Edit”. If your entry is correct, click “Continue”.



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

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.



How to Add a Delegate to Your Account

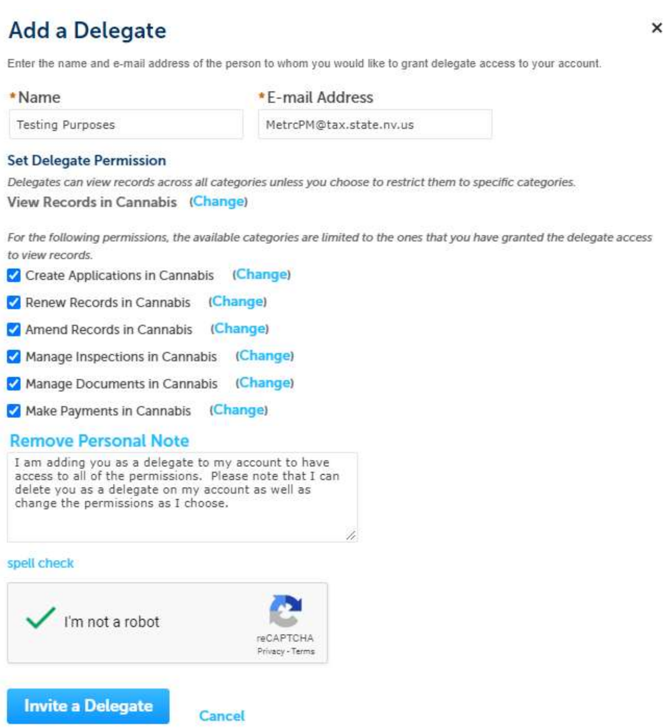
1. Whomever registers for the account first and links the license(s), will have administrator privileges in the Accela Cannabis Customer Portal. They can add Delegates (other authorized users) to the licenses and will decide on the security of those Delegates.

Depending on permissions, delegates may be able to see <u>all</u> linked licenses and <u>all</u> other submissions within the account.

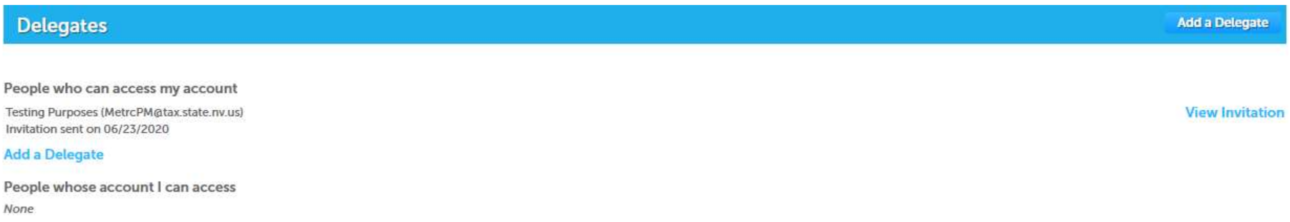
2. A Delegate is someone that you can assign to have access to work on your account or view your account based on the certain permissions you allow them to have. Whomever you would like to set up as a delegate must already have a user account set up.

3. Under “Account Management”, scroll down to “Delegates” and click “Add Delegate”.

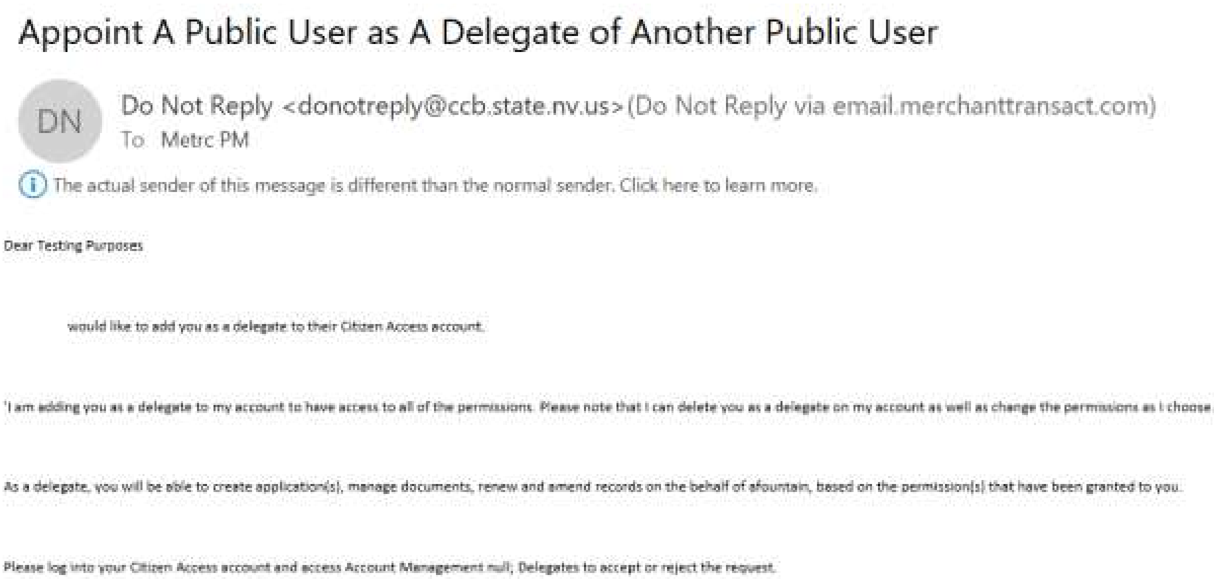
4. Type in their Name and Email Address and select the “Permissions” you wish them to have access to. Click “Invite a Delegate”.



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



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.



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
   - Upload documents

How to Submit an Agent Card Application

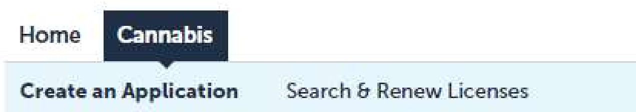
Important Notes:

- Applicant must register for their own user account and submit their agent card application online. This ensures the individual will be able to access their account in the future to provide any needed documentation to the Board or follow up on their own card within the system. The employee can add someone from the licensed establishment as a delegate to their account to see the status of the application and agent card. A delegate can also be given permission access to submit things on behalf of the main account holder.

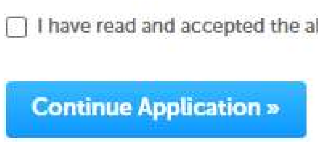
1. You must have registered for a user account to submit an agent card application.

2. Once you login using your existing credentials, click on the "Cannabis" button.

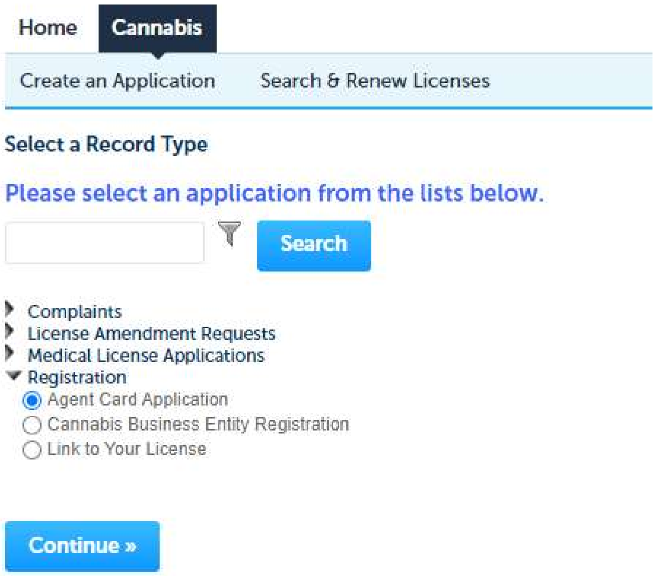
3. Click on the "Create an Application" button.



4. Read the Disclaimer, check the box and press "Continue Application".



5. Click the triangle next to "Registration". Then click the bubble next to "Agent Card Application" and press "Continue".



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. Step 1: Disclosure’s page, you will enter your applicant information and select appropriate boxes on disclosures.

8. Step 2: Department of Public Safety page, you will read sections 1-10 and agree to the background check.

9. Step 3: Attestation & Pledge page, you will select the boxes if they are appropriate and electronically attest that the information is correct.

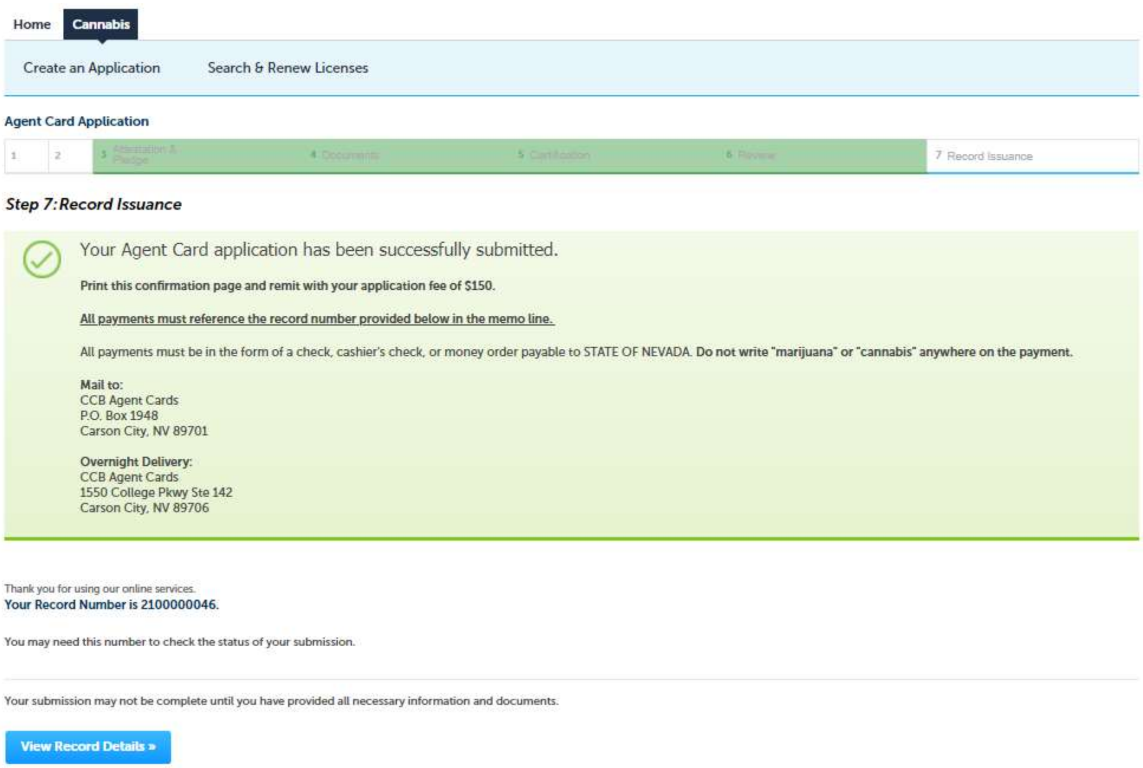
10. Step 4: Document’s page, you will upload the required documentation.

11. Step 5: Certification page, you will electronically certify that all information is true and correct.

12. Step 6: Review page, review your information for accuracy. If anything needs to be edited, do so from this screen. If the information is correct, click “Continue”.

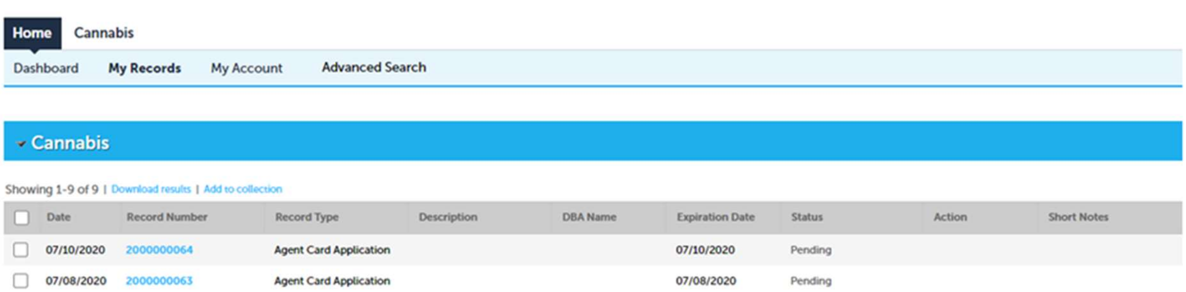
13. Step 7: Record Issuance, this is your confirmation page that the agent card application was successfully submitted into the Accela Cannabis Customer Portal. This is not an approval of any kind, but lets you know that we did receive it. Print this page, write the applicant’s name and category on the page. Send the page in with your payment. If you do not print the pate, that is ok. Please visit our website at https://ccb.nv.gov/ for instructions on how to submit your payment.

The Accela Cannabis Customer Portal is not able to accept payments at this time. All agent card payments must follow the payment guidelines described on our website at http://www.ccb.nv.gov under Industry – Cannabis Agent Card. **You will need to include the record number in the memo section of any checks that you submit.**



14. If you click on "Home" and "My Records", you can see the submissions you have made on your account and the status. If you are a delegate to an account, you will be able to see those submissions as well. If you click on the blue "Record Number", you can view the submission. You will be able to see the status in real-time as it is processed through our internal workflow.

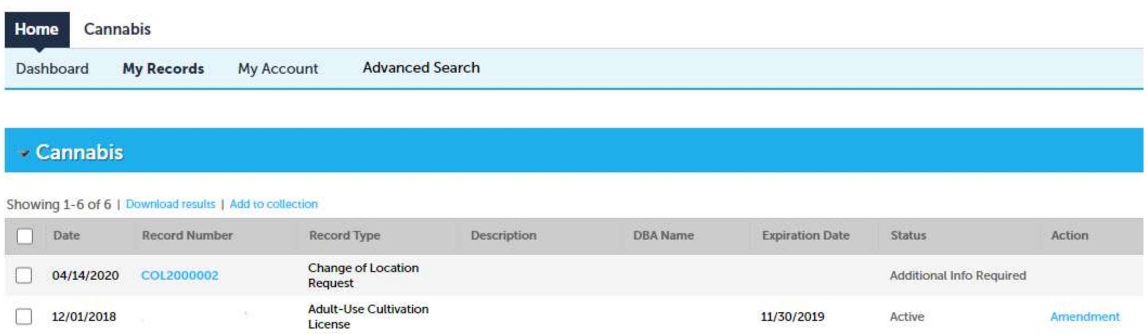
    ** The expiration date does not apply until the application has been fully processed to card issuance. Once a card is issued, the "Expiration Date" column will reflect the expiration date of the issued card.



How to Submit a License Amendment

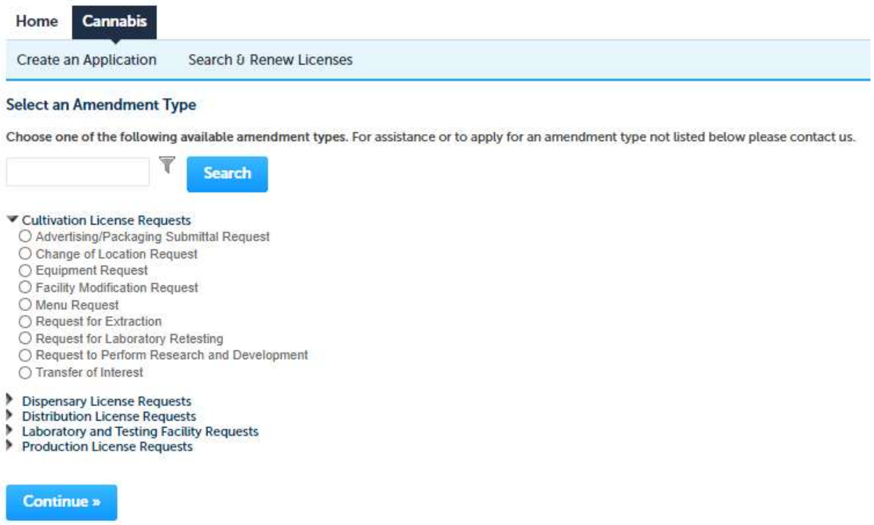
1. Once you have created your account and linked your license (or been added as a delegate), you can submit any of the following license amendments:
    - Submit an Advertising/Packaging Request
    - Submit a Change of Location Request
    - Submit a Distributor Temporary Storage Notice
    - Submit an Equipment Request
    - Submit a Facility Modification Request
    - Submit a Menu Request
    - Submit a Request for Extraction
    - Submit a Request for Laboratory Retesting
    - Submit a Request to Dispense Edible Cannabis Products
    - Submit a Request to Perform Research and Development
    - Submit a Request to Review Stamp or Mold
    - Submit a Transfer of Interest
    - Submit an Incident Report

2. Once you login using your existing credentials, click on the “Home” button, then select “My Records”.



3. To ensure your amendments are submitted on the correct license, click the blue word Amendment under the Action column.

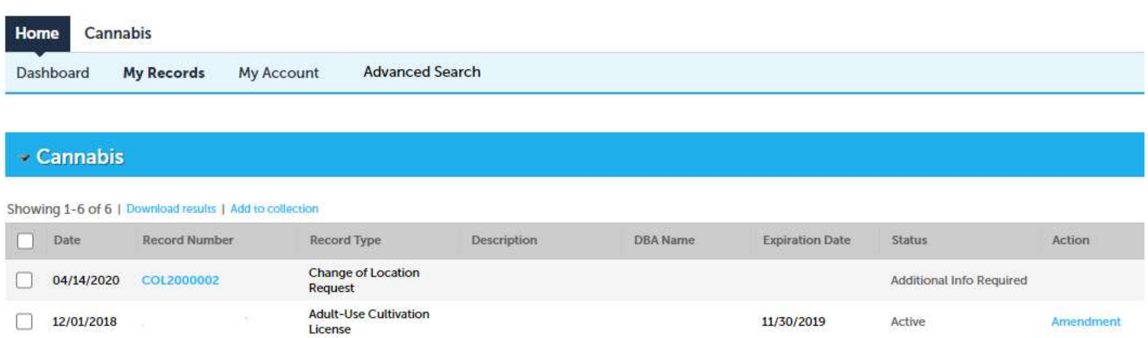
4. On the next screen, select the license type and the amendment type.



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 10 days.

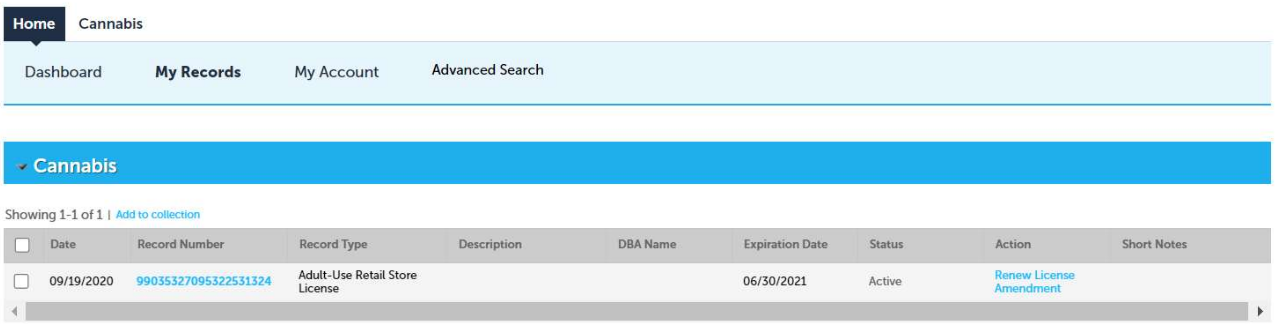
7. If you go back to the “My Records” screen, you can see the amendment and the status of the submission. If you click on the blue “Record Number”, you can view the submission.



How to Submit a License Renewal

1. Once you have created your account and linked your license (or been added as a delegate), you can submit a license renewal.

2. Once you login using your existing credentials, click on the “Home” button, then select “My Records”.



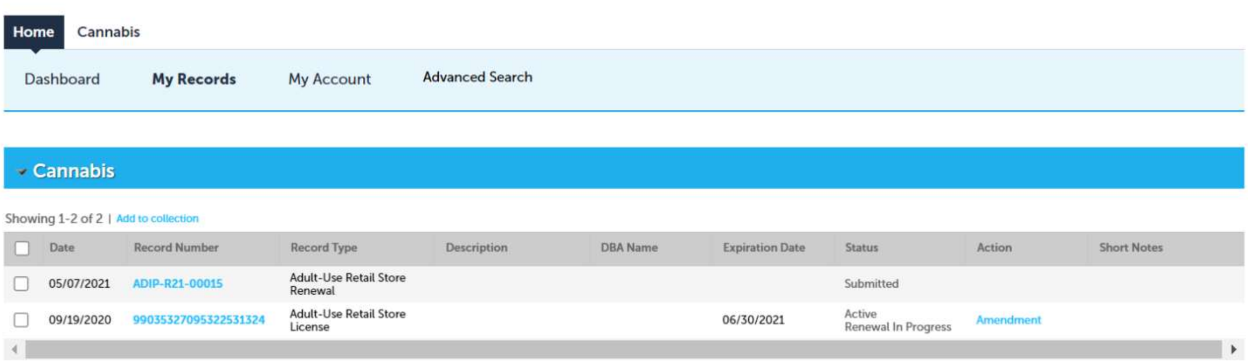
3. To ensure your renewal is submitted on the correct license, click the blue words Renew License under the Action column.

4. Complete the requested information for the renewal. Attach any relevant documentation. Select Continue.

5. Review the information entered and select continue.

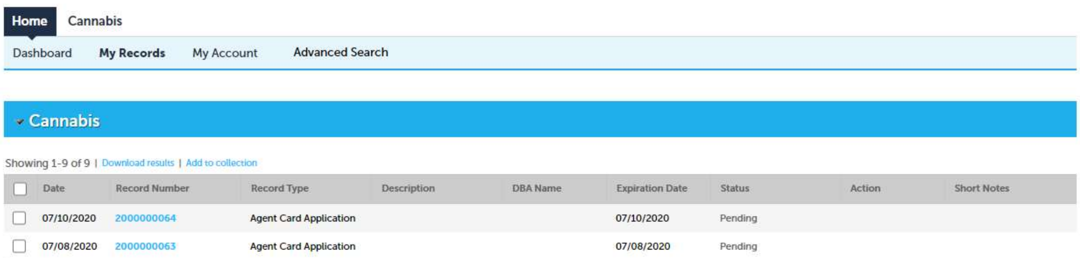
6. At any time, you can select the “Save and resume later” button. This will save the information you entered, and it will be available for you to complete your submission within 10 days.

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

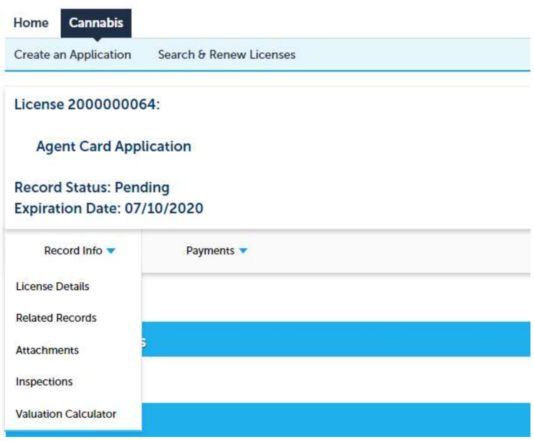


How to Add Documentation to a Submission

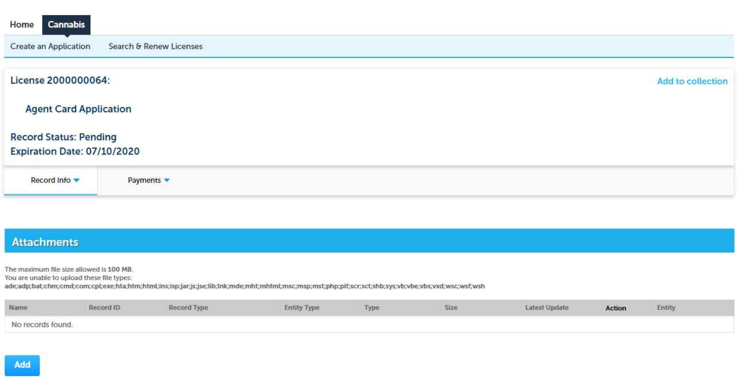
1. On the “My Records” page, you will see all of the submissions made within your account or an account you are a delegate for. Click on the blue hyperlink record number of the submission you are wanting to upload a document to.



2. Click the blue triangle next to “Record Info”. Select “Attachments”.



3. “Add” the attachments you wish to upload to that record submission.



4. After you have added the attachment(s), you should see a message that states “The attachment(s) has/have been successfully uploaded. It may take a few minutes before changes are reflected.”