

Accela Cannabis Customer Portal Tutorial

Nevada Cannabis Compliance Board (CCB)

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

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Account Management

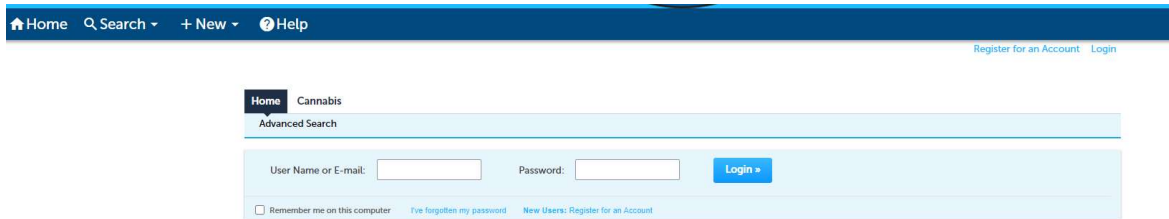
Before You Start

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.

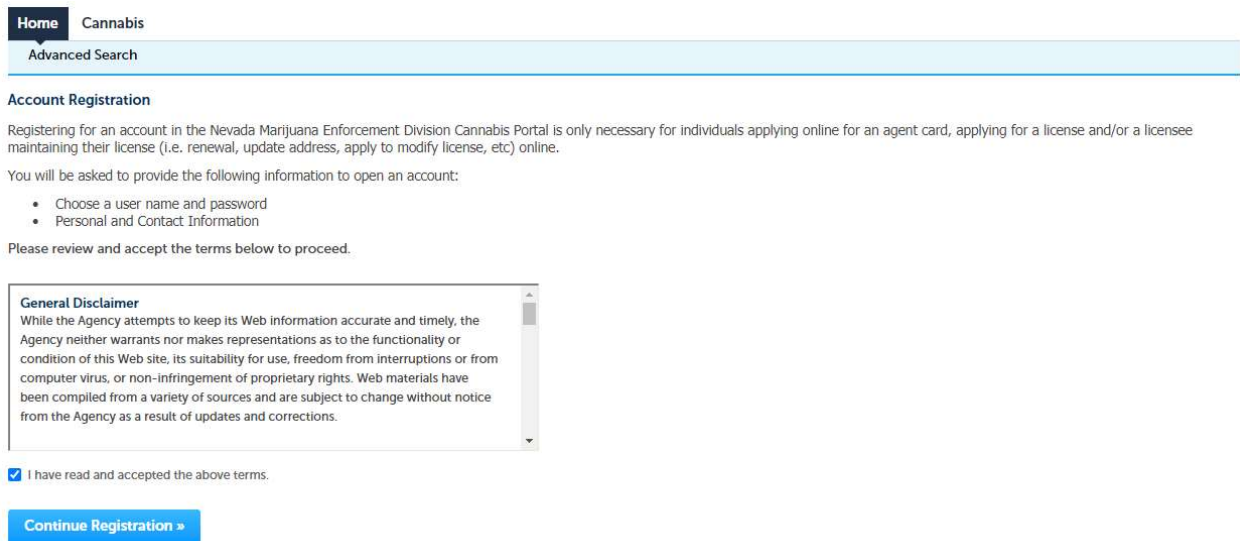
How to Register for an Account

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.



The screenshot shows the top navigation bar of the Accela Cannabis Portal. It includes 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 'Cannabis' section with an 'Advanced Search' bar. The login form is visible, featuring input fields for 'User Name or E-mail' and 'Password', a 'Login »' button, and a 'Remember me on this computer' checkbox. There are also links for '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 of the Accela Cannabis Portal. It includes a 'Home' link and a 'Cannabis' section with an 'Advanced Search' bar. The page title is 'Account Registration'. The text states: '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.' It then says: 'You will be asked to provide the following information to open an account:' followed by a list of requirements: 'Choose a user name and password' and 'Personal and Contact Information'. Below this, it says: 'Please review and accept the terms below to proceed.' A 'General Disclaimer' box is visible, containing text about the accuracy of the website information. At the bottom, there is a checkbox labeled 'I have read and accepted the above terms.' and a 'Continue Registration »' button.


- 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 »](#)

- 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

×

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: 

Individual ▼

[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”. The only parts you are required to enter are the items with a **red***. A mailing address is a required contact address.

Contact Information

×

* 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.

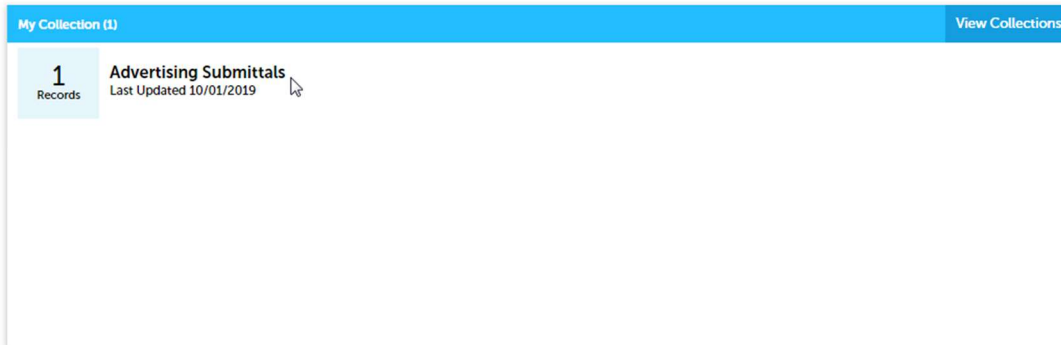
8. You should get another notification that your account was added successfully, and you can now proceed to login.

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

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.

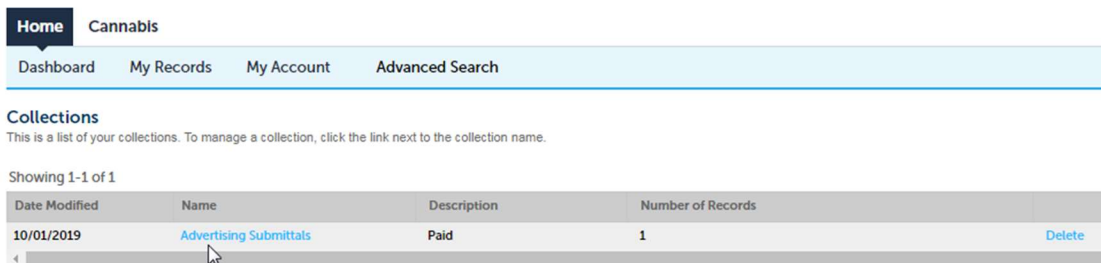
Hello, Marijuana Nevada



My Collection (1) View Collections

1 Records Advertising Submittals
Last Updated 10/01/2019

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.



Home Cannabis

Dashboard My Records My Account Advanced Search

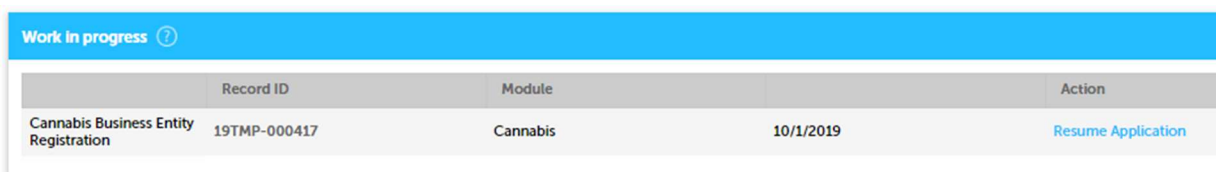
Collections
This is a list of your collections. To manage a collection, click the link next to the collection name.

Showing 1-1 of 1

Date Modified	Name	Description	Number of Records	
10/01/2019	Advertising Submittals	Paid	1	Delete

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.



Work in progress ?

	Record ID	Module		Action
Cannabis Business Entity Registration	19TMP-000417	Cannabis	10/1/2019	Resume Application

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.

Date	Record Number	Record Type	Description	DBA Name	Expiration Date	Status	Action	Short Notes
10/01/2019	19TMP-000417	Cannabis Business Entity Registration				Pending	Resume Application	
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.

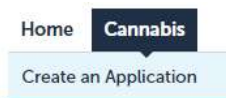
How to Link a License to Your Account

1. 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' tabs. Below the header, there is a light blue bar with 'Create an Application' and 'Search & Renew Licenses' links. The main content area is titled 'Online Application' and contains a welcome message from the Nevada Marijuana Enforcement Division Cannabis Portal. It states that the 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. It also includes a disclaimer about the information on the database and a checkbox for 'I have read and accepted the above terms'. At the bottom, there is a blue button labeled 'Continue Application »'.

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

Home Cannabis

Create an Application Search & Renew Licenses

Select a Record Type

Please select an application from the lists below.

Search

- Complaints
- License Amendment Requests
- Medical License Applications
- Registration
 - Agent Card Application
 - Cannabis Business Entity Registration
 - ☒ Link to Your License

Continue »

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

Link to Your License

1 Link Your License 2 Review 3 Record Issuance

Step 1: Link Your License > Enter Information

* Indicates a required field.

License Information

PIN

* License or Permit Number:

Enter your PIN below to lookup your license.

* PIN Code from Mailer:

Save and resume later Continue »

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

Link to Your License

1 Link Your License 2 Review 3 Record Issuance

Step 2: Review

Save and resume later Continue »

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.

Home

Cannabis

Dashboard

My Records

My Account

Advanced Search

▼ Cannabis

Showing 1-1 of 1 | [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"/>	02/11/2020	MED00016DKVTFXJAL1C3	Medical Dispensary License		Mystery Inc	03/31/2020	Active	Renew License Amendment	

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 all linked licenses and all 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”.

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 *E-mail Address


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.merchanttransact.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 sfountain, 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
 - Upload documents

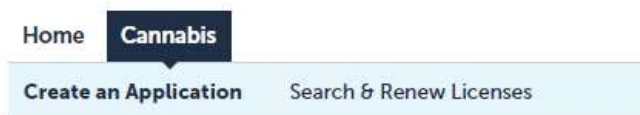
How to Submit an Agent Card Application

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”.

☐ I have read and accepted the above terms.

[Continue Application »](#)

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

Home Cannabis

Create an Application Search & Renew Licenses

Select a Record Type

Please select an application from the lists below.

Search

- ▶ Complaints
- ▶ License Amendment Requests
- ▶ Medical License Applications
- ▼ Registration
 - ☒ Agent Card Application
 - ☐ Cannabis Business Entity Registration
 - ☐ Link to Your License

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 page, 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.**

Home **Cannabis**

Create an Application Search & Renew Licenses

Agent Card Application

1 2 3 Application & Pledge 4 Documents 5 Certification 6 Review 7 Record Issuance

Step 7: Record Issuance

✓ Your Agent Card application has been successfully submitted.
Print this confirmation page and remit with your application fee of \$150.
All payments must reference the record number provided below in the memo line.
All payments must be in the form of a check, cashier's check, or money order payable to STATE OF NEVADA. Do not write "marijuana" or "cannabis" anywhere on the payment.

Mail to:
CCB Agent Cards
P.O. Box 1948
Carson City, NV 89701

Overnight Delivery:
CCB Agent Cards
1550 College Pkwy Ste 142
Carson City, NV 89706

Thank you for using our online services.
Your Record Number is 2100000046.

You may need this number to check the status of your submission.

Your submission may not be complete until you have provided all necessary information and documents.

[View Record Details »](#)

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.

Home **Cannabis**

Dashboard **My Records** My Account Advanced Search

✓ Cannabis

Showing 1-9 of 9 | [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"/>	07/10/2020	2000000064	Agent Card Application			07/10/2020	Pending		
<input type="checkbox"/>	07/08/2020	2000000063	Agent Card Application			07/08/2020	Pending		

How to Submit a License Amendment

1. Amendment submittals are only available to users that are either:
 - a. Linked to the license with the PIN
 - b. A delegate on the main account
2. 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
3. Once you login using your existing credentials, click on the “Home” button, then select “My Records”.

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

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

- 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 Retesting
 - ☐ Request to Perform Research and Development
 - ☐ Transfer of Interest
- ▶ Dispensary License Requests
- ▶ Distribution License Requests
- ▶ Laboratory and Testing Facility Requests
- ▶ Production License Requests

Continue »

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

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”.

Home

Cannabis

Dashboard

My Records

My Account

Advanced Search

▼ Cannabis

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

<input type="checkbox"/>	Date	Record Number	Record Type	Description	DBA Name	Expiration Date	Status	Action	Short Notes
<input type="checkbox"/>	09/19/2020	99035327095322531324	Adult-Use Retail Store License			06/30/2021	Active	Renew License Amendment	

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.

Home

Cannabis

Dashboard

My Records

My Account

Advanced Search

✓ Cannabis

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

<input type="checkbox"/>	Date	Record Number	Record Type	Description	DBA Name	Expiration Date	Status	Action	Short Notes
<input type="checkbox"/>	05/07/2021	ADIP-R21-00015	Adult-Use Retail Store Renewal				Submitted		
<input type="checkbox"/>	09/19/2020	99035327095322531324	Adult-Use Retail Store License			06/30/2021	Active Renewal In Progress	Amendment	

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.

Home

Cannabis

Dashboard
My Records
My Account
Advanced Search

Cannabis

Showing 1-9 of 9 | [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"/>	07/10/2020	2000000064	Agent Card Application			07/10/2020	Pending		
<input type="checkbox"/>	07/08/2020	2000000063	Agent Card Application			07/08/2020	Pending		

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

Home

Cannabis

Create an ApplicationSearch & Renew Licenses

License 2000000064:

Agent Card Application

Record Status: Pending

Expiration Date: 07/10/2020

Record Info

Payments

License Details

Related Records

Attachments

Inspections

Valuation Calculator

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

[Home](#)
[Cannabidiol](#)

[Create an Application](#)
[Search & Renew Licenses](#)

License 2000000064:
[Add to collection](#)

Agent Card Application

Record Status: Pending
Expiration Date: 07/10/2020

Record Info ▾

Payments ▾

Attachments

The maximum file size allowed is 100 MB.
You are unable to upload these file types:
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