Arkansas Department of Finance and Administration – Industry Portal User Guide

Overview

Cannabis Licensing powered by Complia is the official web portal for the Arkansas Department of Finance and Administration (AR-DFA). Industry stakeholders can utilize the portal to manage their application for licenses and agents as well as update and renew their previously submitted and approved applications.

Contents

Register

New users must first register by navigating to the Registration page:
https://ar-dfa-public.nls.egov.com/register

WARNING: Please be sure that the information provided during registration is 100% accurate. This data will be used in your application, and you CANNOT modify this information after you register.

Legal First Name *

Legal Last Name *

Email *

Confirm Email *

Phone Number *

What type of application would you like to get started with? *

Password *

Re-enter Password *

☐ Please read and accept Terms and Conditions before proceeding.

☐ I'm not a robot
reCAPTCHA
Privacy - Terms

CANCEL   REGISTER

↻ If you didn't receive your verification email, please click here.

Once the registration information is submitted, confirm your email address by clicking the link sent to your inbox. **You will <u>not</u> be able to log in until you verify your email address.**

Log In

Once your new account email has been verified, you can log in:
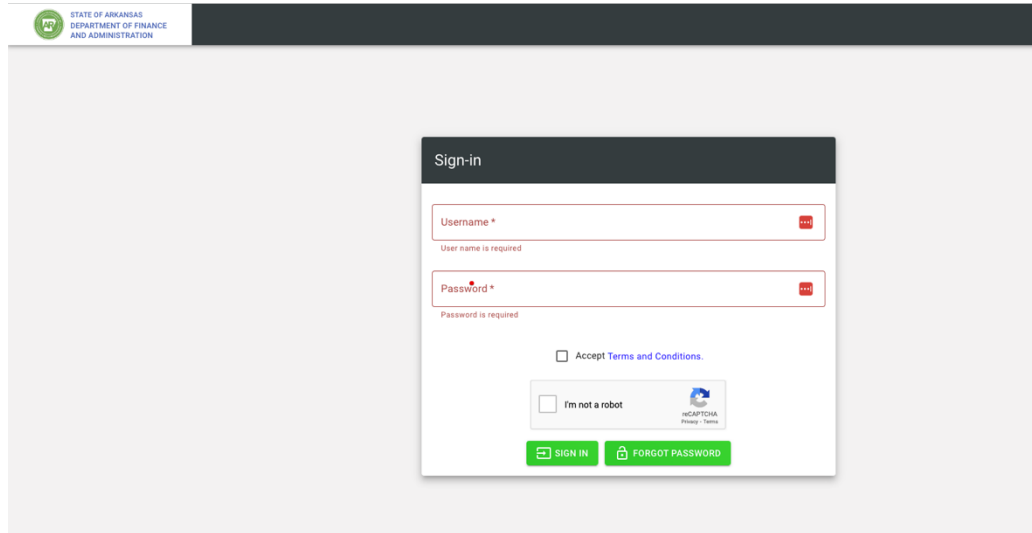
If you forget your password, click the Forgot Password button, provide your email address, and follow the instructions.

Managing Multiple Accounts

To keep your applications organized, separate accounts are required to submit applications for different business locations.

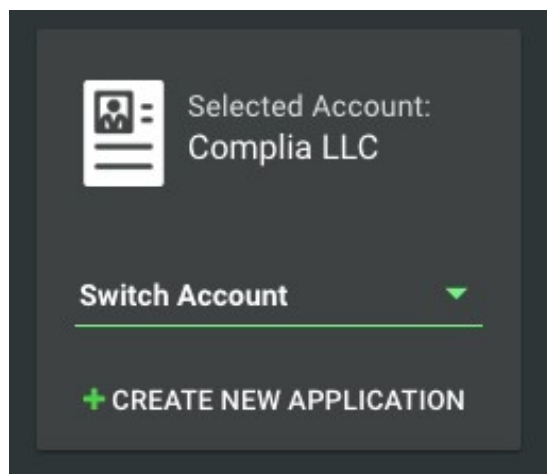To add a new account, expand the Account tab and select Add Individual or Add Business:
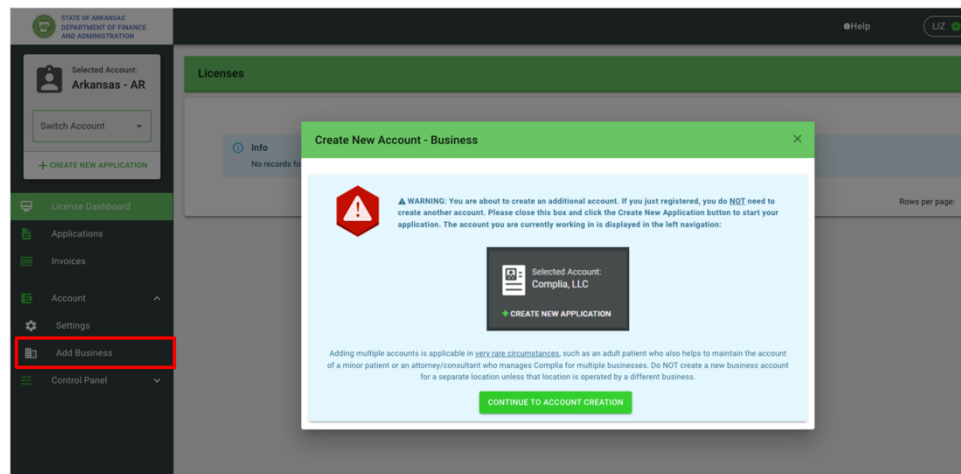
Next, click Continue to Account Creation:

The box in the upper left corner of the screen allows you to easily switch between accounts.


To switch between accounts, click the drop down and select the desired account.

Payment

Most applications require the payment of fees as detailed by the Arkansas Department of Finance and Administration rules and regulations. If applicable, users will be redirected to the State of Arkansas Third-Party Payer system after submitting application. Please contact the State of Arkansas Third-Party Payer system directly for payment-related questions.
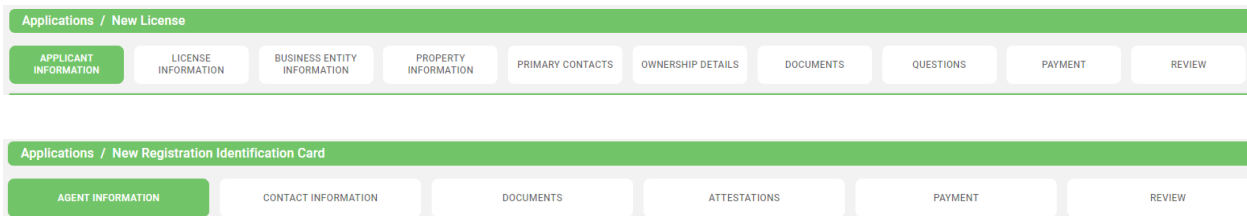
Submit a New Application

To start a new application, click the Create New Application button from the menu on the left, or from the top right corner of the page:
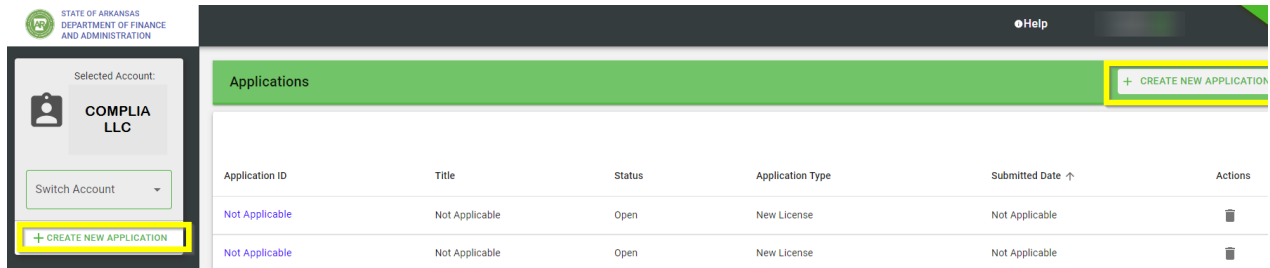
Next, choose the application type you'd like to create. Be sure to verify that you are working in the proper account by verifying the information in the blue box. Click Create Application to start the application.
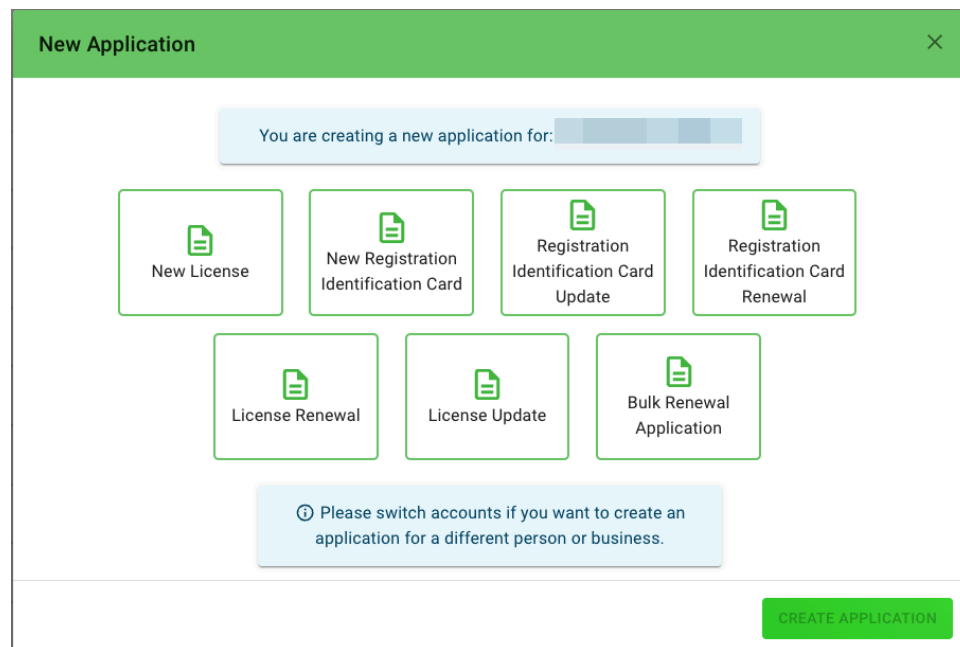
Once the application is created, please fill in all of the required information. Each application contains required data fields, question responses, and document uploads:

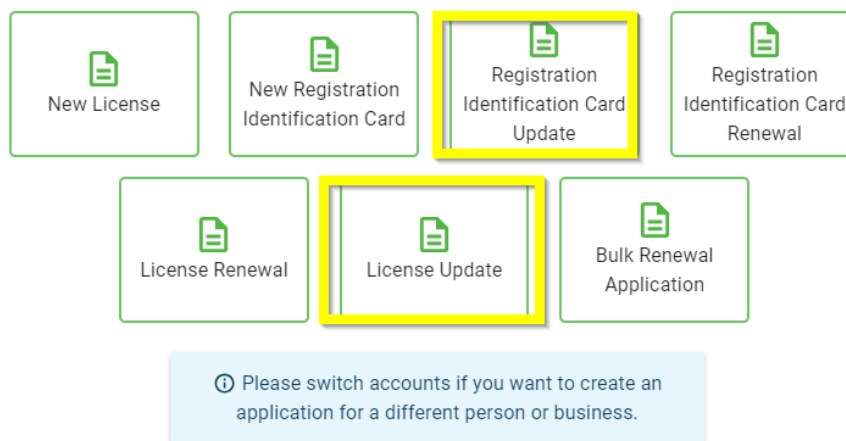| Applications / New Registration Identification Card |
| AGENT INFORMATION | CONTACT INFORMATION | DOCUMENTS | ATTESTATIONS | PAYMENT | REVIEW |

You are welcome to save the application and return to it later if you need more time. Simply click save and log off.

As your application is nearing completion, navigate to the Review tab to verify all required items are completed. If you see any red X's, you will need to go back to the applicable tab to complete the missing items.

Once your application is submitted, it will be available for review by the Arkansas Department of Finance and Administration (AR-DFA). Please be sure to monitor your inbox for updates as your application is reviewed. If the AR-DFA finds any potential issues with your application, it may be returned for correction. You will receive an email notification when this occurs. Rejected applications must be corrected and resubmitted through the portal.

Updating your Records

The portal allows users to update their previously submitted and approved applications.
To update an agent's Registration Identification Card or License, select the appropriate "Update" application:

New License | New Registration Identification Card | Registration Identification Card Update | Registration Identification Card Renewal

License Renewal | License Update | Bulk Renewal Application

ⓘ Please switch accounts if you want to create an application for a different person or business.

You may start an update application by clicking on the "actions" icon next to your previously approved application.

Agent options:

Business options:

Or you can start by clicking the "+Create New Application" icon on the left-hand navigation bar.
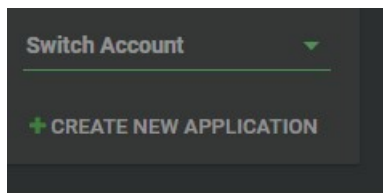
Then select the License Update or Registration Identification Card Update:

The first tab on your update application is a set of qualifying questions. Once you save your selections on this tab, the associated information required will display on the subsequent tabs. 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.

The License Information Tab will display a list of qualifying questions:

Continue through the tabs to complete your updated information. Make sure your information is correct before submitting the application. Be sure to select "Save" before exiting to save any progress.
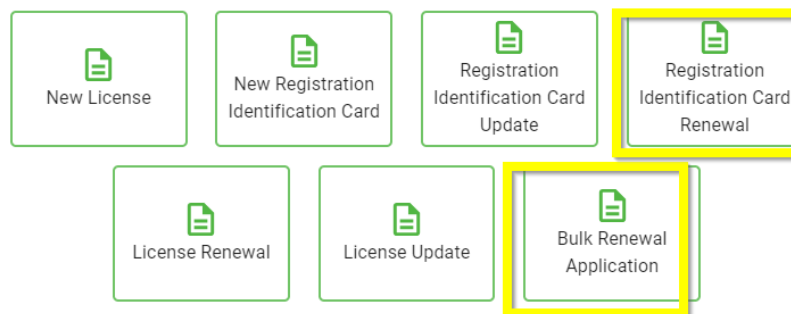
Renewals

Businesses may renew their license by selecting the License Renewal option:
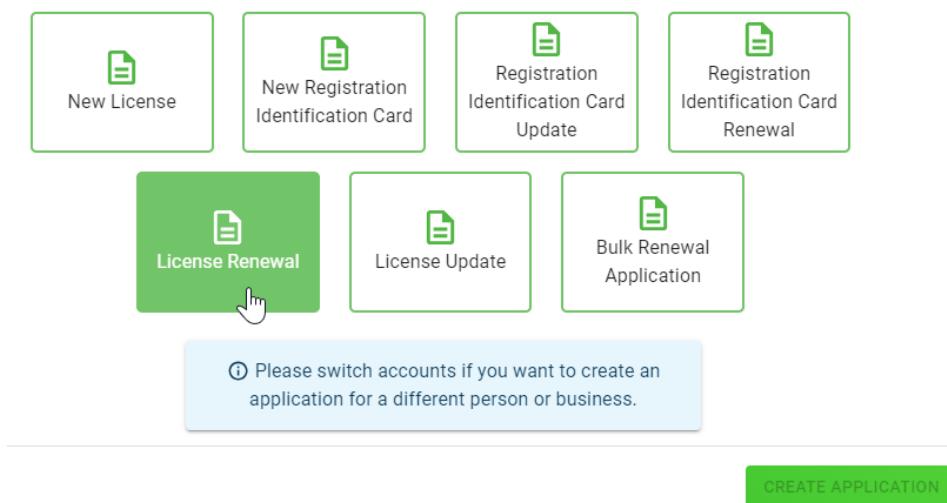
Registration Identification Cards for agents may be renewed in bulk or individually by selecting the corresponding option:
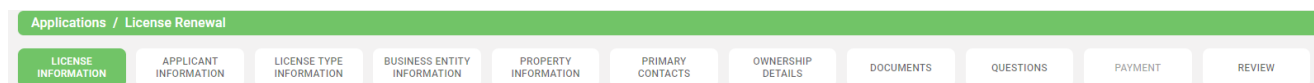
Or you can renew by accessing your application via the License Dashboard by clicking on the green lines of the "actions" icon :

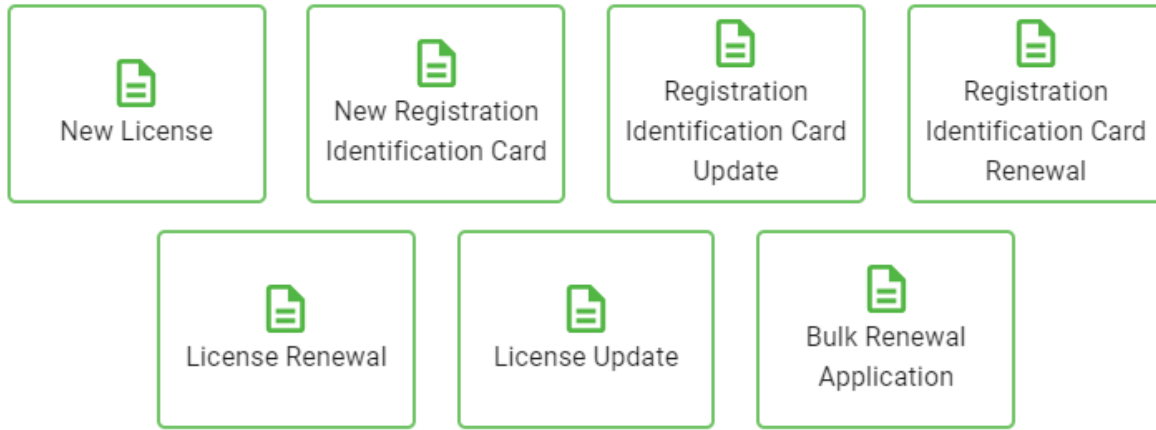Continue through the tabs to complete your updated information. Make sure your information is correct before submitting the application. Be sure to select "Save" before exiting to save any progress.

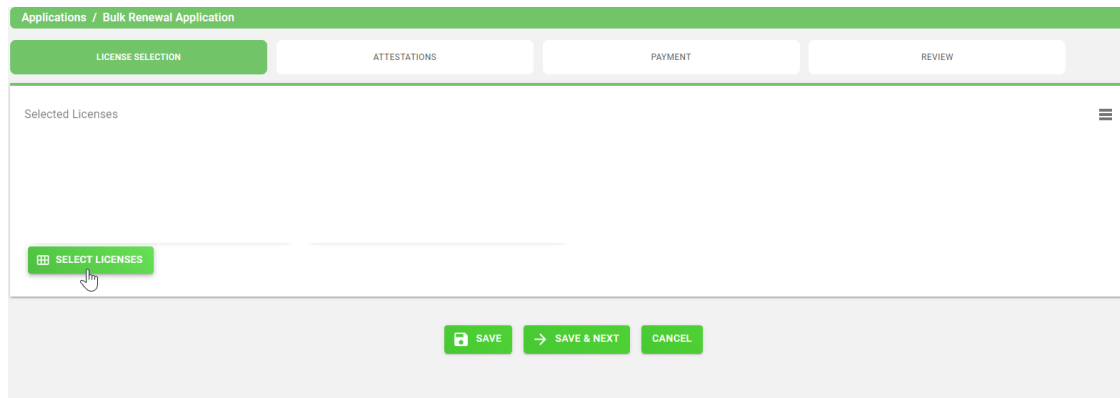## Bulk Renewal of Registration Identification Cards

To renew agent Registration Identification Cards in bulk, select the Bulk Renewal Application Option:
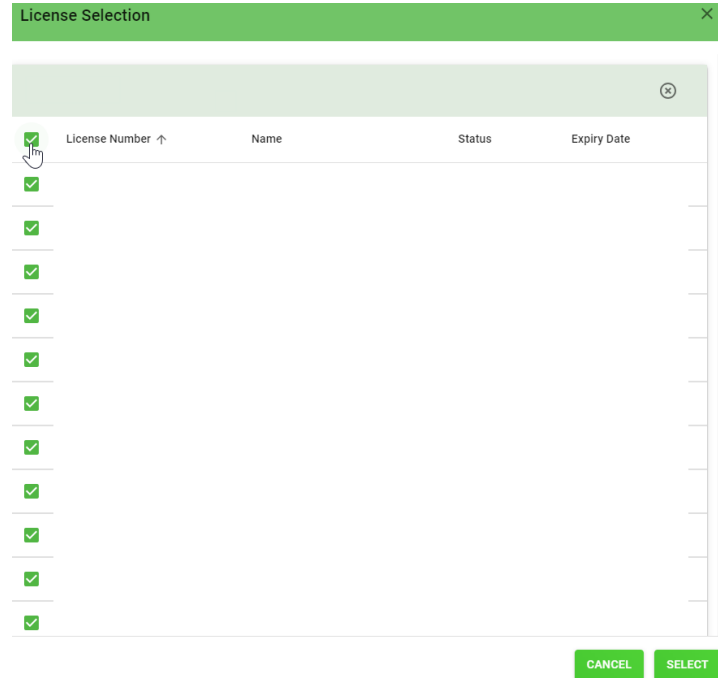
Use the "Select Licenses" button to select more than one agent's registration identification card:

All agent licenses associated with the business will be visible for selection. Use the checkbox at the top of the list to select all licenses.

Continue through the tabs to complete your updated information. Make sure your information is correct before submitting the application. Be sure to select "Save" before exiting to save any progress.
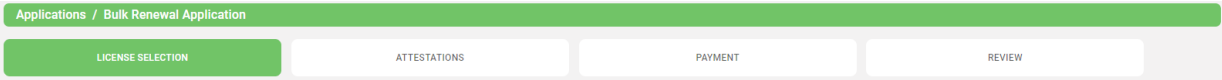
Review your application carefully to ensure the information on file is accurate.

Support

For questions regarding application requirements, acceptable documentation, the status of your application, rules, regulations, policy, or other program specific questions, please contact the AR-DFA directly at (501) 682-1105 or via email at mmcadmin@dfa.arkansas.gov. Visit https://www.dfa.arkansas.gov/ for detailed information surrounding the program including FAQs.

If you have technical support or payment questions and need assistance with logging in, switching accounts, or utilizing the portal properly, please contact Cannabis Licensing Support at nlssupport-ar@egov.com.

Cannabis Licensing support is <u>not</u> able to provide status updates on submitted applications. Please do <u>not</u> contact Cannabis Licensing support to ask about the status of your application. Doing so may result in processing delays.

Help information, contact numbers, emails and this user guide are located in the portal. Click on the Help button in the upper right corner of your screen.