



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.

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Register

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

WARNING: Please be sure that the information provided during registr CANNOT modify this inf	ation is 100% accurate. This data will be used in your application, and you formation 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 Terr	ns and Conditions before proceeding.
î'm not a robo	t CCAFTCHA Printy - Tema
CANCEL	fification 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:



STATE OF ARKANSAS DEPARTMENT OF FINANCE AND ADMINISTRATION			
	0.1000		
	 Sign-in		
	Username *		
	Password *		•••
	Password is required	Accept Terms and Conditions.	
		I'm not a robot	
		SIGN IN FORGOT PASSWORD	

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:



Create New Account - Business	X
Phone Number *	Email *
Business Name*	Website
Tax ID Number *	
	CANCEL CREATE ACCOUNT

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:

Ø	STATE OF ARKANSAS DEPARTMENT OF FINANCE AND ADMINISTRATION					€Help	
	Selected Account:	Applications					- CREATE NEW APPLICATION
Swi	itch Account 👻	Application ID	Title	Status	Application Type	Submitted Date 🛧	Actions
		Not Applicable	Not Applicable	Open	New License	Not Applicable	Î
L + °	REATE NEW APPLICATION	Not Applicable	Not Applicable	Open	New License	Not Applicable	Î

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 License											
APPLICANT INFORMATION	LICENSE INFORMATION	BUSINESS ENTITY INFORMATION	PROPERTY INFORMATION	PRIMARY CONTACTS	OWNERSHIP DETAILS	DOCUMENTS	QUESTIONS	PAYMENT	REVIEW		
Applications / New R	egistration Identi	fication Card									

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:





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

License	es						۲
	Status	Application ID	Title	License Type	License Number	Expiry Date 🔨	Actions
0	Approved	1088	CP LLC	New Business	TES000001	07/17/2020	=
Ager	nt options:						
ber	Expiry Date 🛧	Actions					
	Jun 30, 2024	=					
● View	/ License						
🖍 Regi	stration Identification	Card Update					
🗘 Regi	stration Identification	Card Renewal					
Busir	ness 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:

Applications / License Update	
LICENSE APPLICANT LICENSE TYPE BUSINESS ENTITY PROPERTY PRIMARY OWNERSHIP DOCUMENTS QUESTIONS PAYMENT	REVIEW
Please select the applicable license number from the drop down. Please note: If your license has been deactivated or is expired, it may not appear in the drop down.	
License Number *	
If your license does not display, please contact the AR Medical Marijuana Program at (501) 682-1105. If the entity holds more than one license, each license must be updated separately.	
Do you want to update your business name or DBA?	No No
Do you want to update the business email address or phone number?	No No
Do you have a change to your location information?	No No
Do you have a change to your mailing address?	No No
Do you want to change your primary contact person?	No No
Do you want to add or remove someone with an ownership interest?	No No
Do you want to submit an updated document?	No No

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.



Applications / License Update											
LICENSE INFORMATION	APPLICANT INFORMATION	LICENSE TYPE INFORMATION	BUSINESS ENTITY INFORMATION	PROPERTY INFORMATION	PRIMARY CONTACTS	OWNERSHIP DETAILS	DOCUMENTS	QUESTIONS	PAYMENT	REVIEW	
Applications / Registration Identification Card Update											
LICENSE INFORMA		GENT INFORMATION	CONTACT INFO	RMATION	DOCUMENTS	ATTEST	ATIONS	PAYMENT		REVIEW	

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 :

Licen	ises						
							Ŧ
	Status	Application ID	Title	License Type	License Number	Expiry Date 🛧	Actions
Ø	Approved						

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.

Applications / Licens	e Renewal									
	APPLICANT	LICENSE TYPE INFORMATION	BUSINESS ENTITY INFORMATION	PROPERTY	PRIMARY CONTACTS	OWNERSHIP DETAILS	DOCUMENTS	QUESTIONS	PAYMENT	REVIEW

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:

Applications / Bulk Renewal Application				
LICENSE SELECTION	ATTESTATIONS	PAYMENT	REVIEW	
Selected Licenses				≡
	SAVE	→ SAVE & NEXT CANCEL		

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.



Licer	nse Selection				×
					*
					\otimes
F	License Number \uparrow	Name	Status	Expiry Date	
\checkmark					
\checkmark					
					-
				CANCEL	SELECT

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.

Applications / Bulk Renewal Application							
LICENSE SELECTION	ATTESTATIONS	PAYMENT	REVIEW				

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 <u>mmcadmin@dfa.arkansas.gov</u>. Visit <u>https://www.dfa.arkansas.gov/</u> 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 <u>nlssupport-ar@egov.com</u>.

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.

