

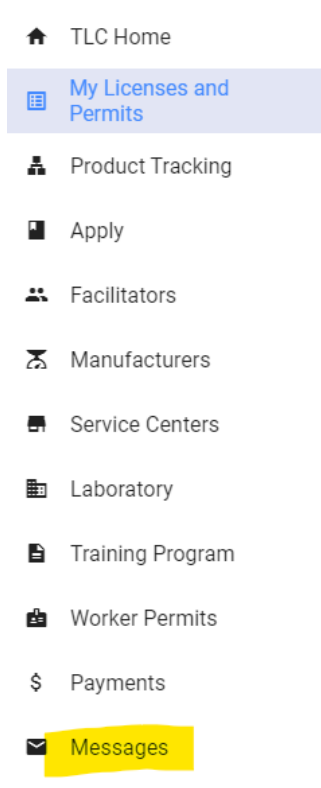
# TLC Login and TLC Messages Guidance

## Contents

I received an email that I have a new message in TLC. How do I see the message?.....	1
What do I do if I don't have any TLC Messages on my TLC account, but I received an email saying I do? ..	2
What email address gets TLC Messages? .....	2
How do I see the email address for the primary point of contact?.....	2
What do I do if the primary point of contact does not have a TLC account?.....	3
How do I make a new TLC account?.....	4
How do I change my primary point of contact email?.....	6
How do I change my email address for my TLC account? .....	6
What do I do if I can't access TLC at all? .....	6

## I received an email that I have a new message in TLC. How do I see the message?

- 1) Log into TLC
- 2) To access messages in TLC (“TLC Messages”), navigate to the left-hand menu and click “Messages” (highlighted below).



3) From your Messages page, you can navigate to write OPS a new message, or view your inbox, unread, sent, and archived messages.

What do I do if I don't have any TLC Messages on my TLC account, but I received an email saying I do?

TLC Messages are sent to the email address listed on your application as the primary point of contact. You need to find where the TLC Messages are going.

What email address gets TLC Messages?

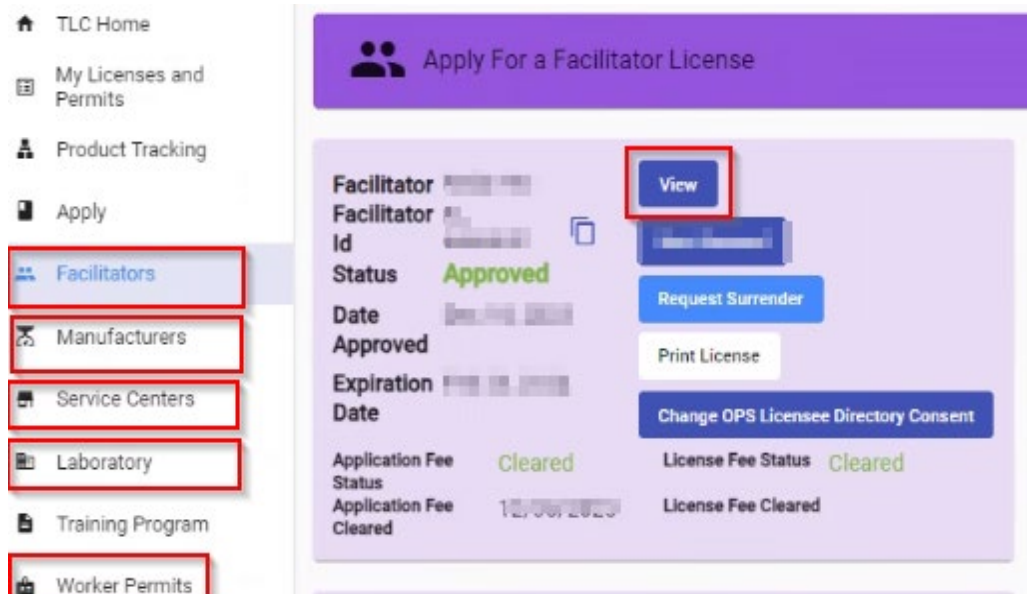
TLC Messages are sent to the email address listed on your application as the primary point of contact.

If the email address listed under primary point of contact is the same email address you used to create the TLC account for the application, you will receive TLC Messages on the TLC account that was created for this application.

If the email address listed under primary point of contact does not have a TLC account, you will need to make a new TLC account for it to receive TLC Messages.

How do I see the email address for the primary point of contact?

- 1) Log in to your TLC account.
- 2) On the left side bar, click on the license type you applied for.
- 3) Click on "view."



- 4) Click on "Applicant Information" tab (see images below).
  - a. For Facilitators and Worker Permits, the "Applicant Information" tab is tab 2.
  - b. For Manufacturers, Service Centers, and Laboratories, the "Applicant Information" tab is tab 3.
- 5) The email address that is receiving TLC-Messages is the email address listed under the Primary point of contact (see images below).

### For Facilitators and Worker Permits:

Oregon Psilocybin Services (OPS) - Training Program, Licensing, and Compliance (TLC) System

Apply For a Facilitator License

Getting Started **2 Applicant Information** 3 Documents 4 OHA Exam 5 Fee Information 6 Review and Submit

**Applicant Information** Facilitator Id [REDACTED]

**Legal Name**  
 First [REDACTED] Last [REDACTED] Middle [REDACTED]

**Preferred Name**  
 First [REDACTED] Last [REDACTED] Middle [REDACTED]

**Prior Names and Aliases**  
 This information is used for the purposes of the background check  
 Date of Birth [REDACTED]

**Contact Information**

**Primary Phone**  
 Phone [REDACTED]

**Alternate Phone**  
 Alt Phone [REDACTED]

**Primary Email Address**  
 Email [REDACTED]

**Confirm Email Address**  
 Confirm Email [REDACTED]

**Preferred Language**  
 Language [REDACTED]

### For Manufacturers, Service Centers, and Laboratories:

Oregon Psilocybin Services (OPS) - Training Program, Licensing, and Compliance (TLC) System

Apply For a Service Center License

Getting ... **3 Applicant Inf...** 4 Financial L... 5 School Pr... 6 Practicu... 7 Docu... 8 Fee Infor... 9 Review and...

**Manage Applicants**

An application for a psilocybin service center license must identify all individuals and legal entities who qualify as applicants as described in OAR 333-333-1010 and OAR 333-333-4030. Applicants are responsible for ensuring all individuals and legal entities who meet the definition of an applicant are identified.

Applicants are individuals or legal entities who:

- Hold or control an interest of more than 20 percent in the entity proposed to be licensed;
- Are entitled to receive 20 percent or more of revenue, profits or proceeds from the entity proposed to be licensed; or
- Are entitled to exercise control over the entity proposed to be licensed.

**Primary Point of Contact**

**Contact Name**  
 [REDACTED]

**Email Address**  
 [REDACTED]

**Contact Phone**  
 [REDACTED]

**Preferred Language**  
 [REDACTED]

**Individual Applicants** Filter Applicants

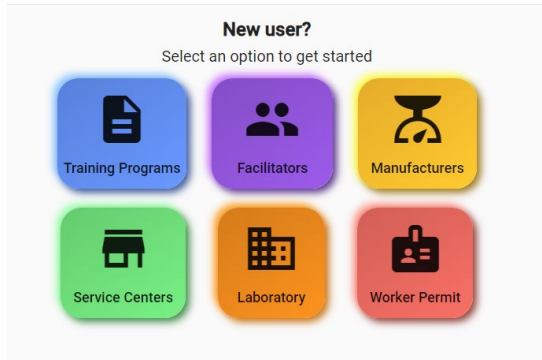
First Last Status

What do I do if the primary point of contact does not have a TLC account?

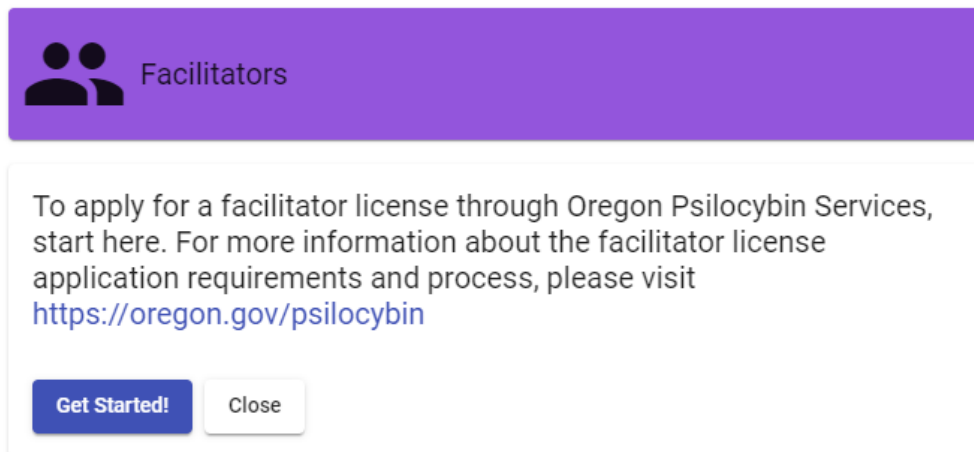
If the email address listed under primary point of contact does not have a TLC account, you will need to make a new TLC account for it to receive TLC Messages.

## How do I make a new TLC account?

- 1) Select the applicable option from the “New User?” Menu



- 2) “Get Started!”



- 3) Navigate to the bottom of the “Sign In” page and click “Sign Up Now”



- 4) Enter your desired email address and then send that address a verification code.

The screenshot shows the Oregon Health Authority 'User Details' screen. At the top left is a '< Cancel' link. The Oregon Health Authority logo is centered at the top. Below the logo is the title 'User Details'. There is a text input field labeled 'Email Address' which is currently empty. Below the input field is a blue button labeled 'Send verification code'.

- 5) Enter the code received in your email and then press “Verify Code”

The screenshot shows the Oregon Health Authority 'User Details' screen. At the top left is a '< Cancel' link. The Oregon Health Authority logo is centered at the top. Below the logo is the title 'User Details'. A message reads: 'Verification code has been sent to your inbox. Please copy it to the input box below.' Below the message is a text input field containing the email address 'mac503test503@gmail.com'. Below that is another text input field labeled 'Verification Code' which is empty. At the bottom are two blue buttons: 'Verify code' and 'Send new code'.

- 6) After your code is verified, enter the information below:
- a. new password
  - b. first and last name
- 7) Click “Create” to create your new account.
- 8) **Do not apply for a new license!**

How do I change my primary point of contact email?

If you want to change your primary point of contact email to be same as your TLC user account email, please send us a message in TLC.

How do I change my email address for my TLC account?

If you want to use a new email address for your TLC account and to access your messages, please send us an email at [licensing.psilocybin@oha.oregon.gov](mailto:licensing.psilocybin@oha.oregon.gov).

Please note that changing email addresses for your TLC account may take some time to complete. Please be patient if you select this option.

What do I do if I can't access TLC at all?

If you are unable to access TLC, please send us an email at [licensing.psilocybin@oha.oregon.gov](mailto:licensing.psilocybin@oha.oregon.gov).