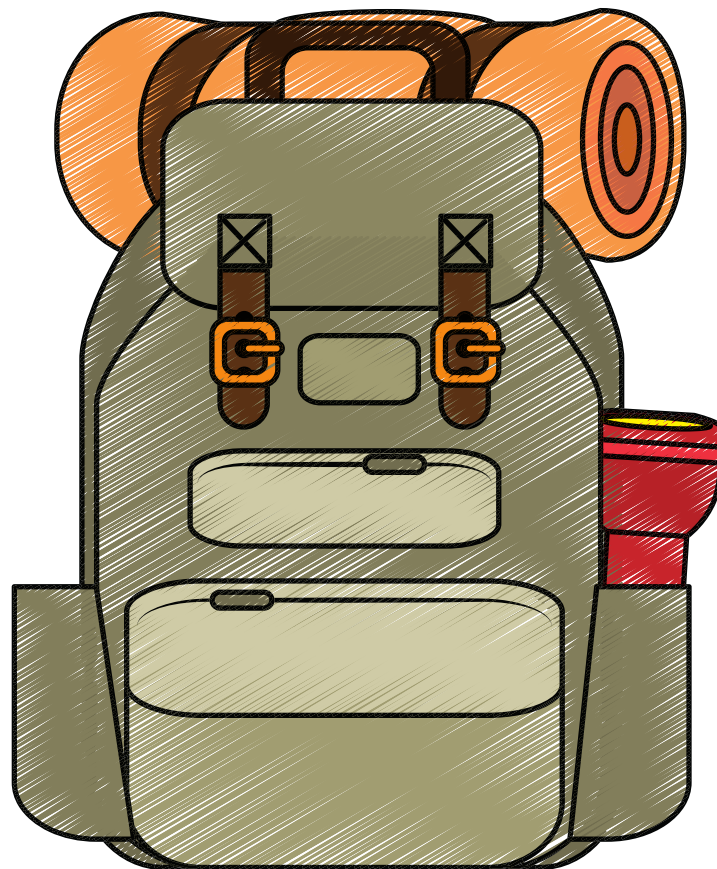




# CAMP USER GUIDE

## Setting Up A Customer Portal



What Do I Do If I Received Multiple Online Access Code Letters?

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## What Do I Do If I Received Multiple Online Access Code Letters?



If you receive multiple Online Access Codes in separate letters, you will need to determine whether you received multiple letters because you represent multiple licensees, or whether you received the letters because the OLCC had duplicate information for you in their records. You will **not** receive a code for each license you hold —the code links the profile you create to a Licensee. (The new system will automatically link all licenses and product labels once the licensee is identified.)

- If you are an *Authorized Representative* who represents multiple licensees, the Online Access Codes you receive will associate you with the license as an *Authorized Representative*, not as the primary licensee. You can assist the OLCC with setting up the new system by encouraging the licensees you represent to complete their own profiles. Once they set up their account, they can confirm that you are correctly shown as their authorized representative.
- If you hold multiple licenses, the Online Access Codes will identify your online account as the licensee, for the information connected to the Online Access Code you enter. If all the Online Access Codes you receive are for the *same licensee*, **create one account and enter all the Online Access Codes, one at a time, as described below**. The system will associate all the related licenses with the same licensee.
- If you receive multiple letters because you are associated with multiple licensees, (you are not acting as an agent—you are a manager, owner, or contact person for more than one licensee), **create separate accounts for each licensee, and enter only the Online Access Codes associated with the licensee you sign on as**. You must use *different email addresses* to associate the system information with *different licensees*. You must sign out of the system and sign on with each unique email address before entering the Online Access Codes for each licensee.

You do not need to enter all the Online Access Codes at one time. You can sign on and enter codes at any time.

## How Do I Set Up An Email Account To Use In The New CAMP System? | Q

To access the new system, you will need to create a customer profile on the system using an existing or new email through Google, Microsoft, or Apple ID, or an ID that you create to interact with the OLCC. (Using Google, Microsoft, or Apple IDs is called “third-party authentication”. This is done to help protect your information security. Learn more about this at <https://www.oauth.com>.)

*If you have an email address that includes “@gmail.com” in the address, you have a “Google” ID.*

*If you have an email address you use to sign on to Microsoft365, OneDrive, or another Microsoft service, then you have a “Microsoft” ID.*

*If you have an email address that includes “@icloud.com”, or @apple.com” then you have an “Apple” ID.*

*You may also have a corporate ID (“@companyname.com”) or a personal ID (using @yourname) that is a Google, Microsoft, or Apple ID, which will work just as well. You can check with your corporate IT support to determine if your corporate id will work with the OLCC system.*

If you need to create a new Google, Microsoft, or Apple account, follow these steps:

1. To create a new Google account, go to <https://www.google.com/account/about/> and click the link to “Create an account”.
2. To create a new Microsoft account, go to <https://account.microsoft.com/account/> and click the link to “Create account.”
3. To create a new Apple account, go to <https://appleid.apple.com/account>.

## How Do I Link My Information To My Licensee Account?



To set up an account using your existing Google, Microsoft or Apple account, or to use the account you just created, follow these steps:

1. Go to the CAMP Customer Portal <https://CAMP.OLCC.online>
2. Click on the “Login/Register” link under the Customer Portal Login.
3. On the system Home page, under “Don’t have an account?”, click on the “Sign up now” link.
4. Follow the instructions to create your account and profile.
5. Click on the “LICENSEE/AUTHORIZED REPRESENTATIVE” tab and view your information in the “My Licensee/Authorized Representative Information” section.
6. Notice the “Online Access Code” text box and the “ASSOCIATE” button.
7. Enter the “Online Access Code” found at the top of the letter you received and click “ASSOCIATE”.

At this point, the system will search for the licensing and product registration records associated with the Online Access Code, link them to the licensee, and display the “Licensee” information.

Follow the link (the Licensee Name) to verify that the contact and address information is correct. If the licensee is a corporate entity, the system will show the corporate structure on file for your company. If the information shown is not correct, see “Correcting my information” below.

If you received multiple “Online Access Codes”, enter all the codes that must be associated with this licensee. Be sure to read the section “Entering multiple access codes” above.

Feel free to look around the new website and view your licensing information. The license(s) you presently hold should all be shown there. If any of the information appears to be incorrect, please contact the OLCC at [marijuana.licensing@oregon.gov](mailto:marijuana.licensing@oregon.gov) to review your concerns.

If you need help creating an account, or help entering your Online Access Code(s) into the system, please click the “Contact Us” button in the upper right corner for the CAMP Call Center phone number. The CAMP Call Center is open Monday through Friday 8am to 8pm, beginning March 18, 2024.

## How Do I Correct My Information in the Customer Portal?



What should you do if the information shown in the Customer Portal is not correct?

- If your name and contact phone number are incorrect, you may correct it on the “My Profile” page. You do not need to submit any amendments to keep this information up to date.
- If your “Licensee/Authorized Representative” tab does not show the authorized representative that helps you manage your license details, contact your authorized representative, and encourage them to set up an account and enter their Online Access Code. Entering this in the same way you entered the code(s) provided to you, will associate them with your licenses as an authorized agent. **Do not give them your Online Access Code!** *That will associate them as an applicant, not as an authorized representative.*
- If your “Legal Entity” information is not correct (you find this by clicking the “Licensee Name” link on the “Licensee/Agent” tab) contact the OLCC for assistance. If you received multiple Online Access Codes, it’s likely that you were incorrectly identified in the old systems as more than one legal entity. Contact the OLCC to have them merge the multiple legal entities into a single individual or company.
- If the information for a license, a licensee, or a package/label is incorrect because it has changed since your last renewal, you can find the necessary amendment applications on the home page of the customer portal.