CAMP USER GUIDE
Customer Portal
Alcohol Service Permits

Oregon Liquor & Cannabis Commission

(Updated 3/24/2025)

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OVERVIEW

The Cannabis Alcohol Management Program (CAMP) is where alcohol service permittees must submit their service permit applications and amend their existing service permit.

CAMP will allow you to submit applications, renew your permit, request to amend your current permit, pay fees online using a credit card or ACH checking or savings account, and view your permit all in one place.

This guide covers the specifics of permitting functionality of CAMP. It will discuss how to create an account in CAMP, associate your current permit from OLCC's legacy permitting system into CAMP, submit an application, renew your permit, request amendments to your permit, how to review your pending application, and answer some FAQs.

This guide does not address specific rule requirements and does not supersede or modify any OLCC administrative rule or law. See the OLCC website for more information regarding OLCC administrative rule requirements.

If you have questions, email OLCC.servicepermits@olcc.oregon.gov or call 503-872-5200.

EXISTING PERMITTEES IN OLCC'S LEGACY PERMITTING SYSTEM – USER ONLINE ACCESS CODES

Permittees and applicants in OLCC's legacy permitting system will be able to retrieve an **ONLINE ACCESS CODE** to associate your account with your permit in CAMP (see page 7).
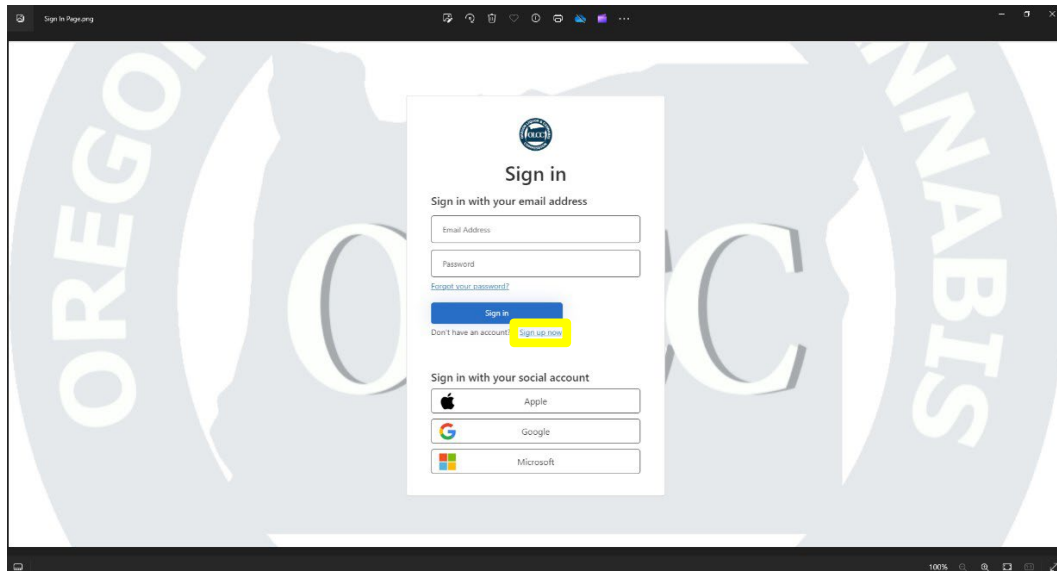
GETTING STARTED – APPLY FOR A USER ACCOUNT IN CAMP

1. Log on to the CAMP Customer Portal https://CAMP.OLCC.online
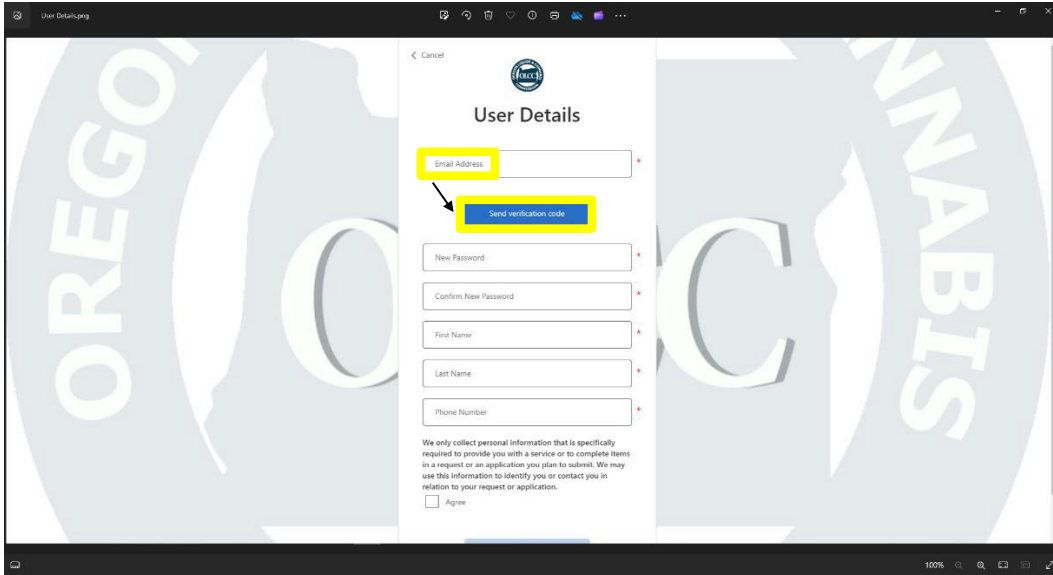2. Click on the "Login/Register" link:
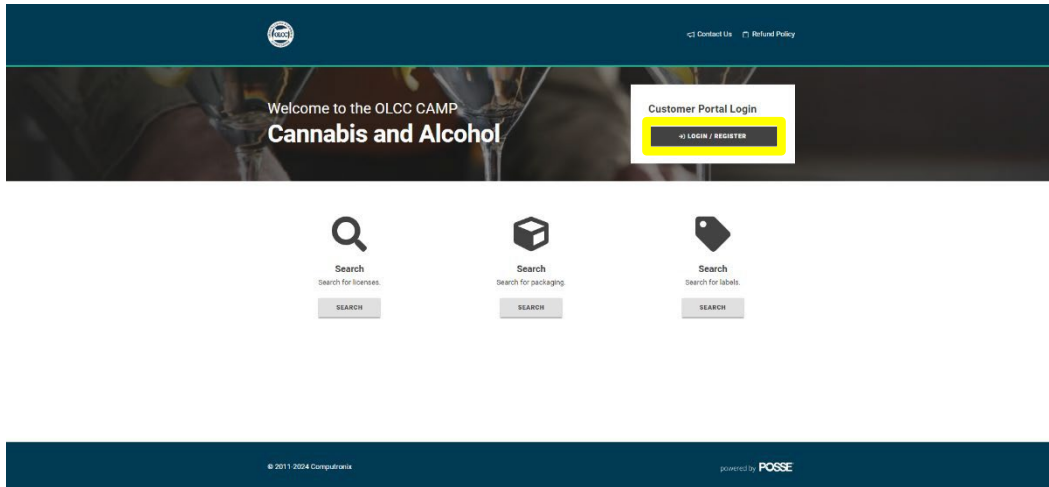
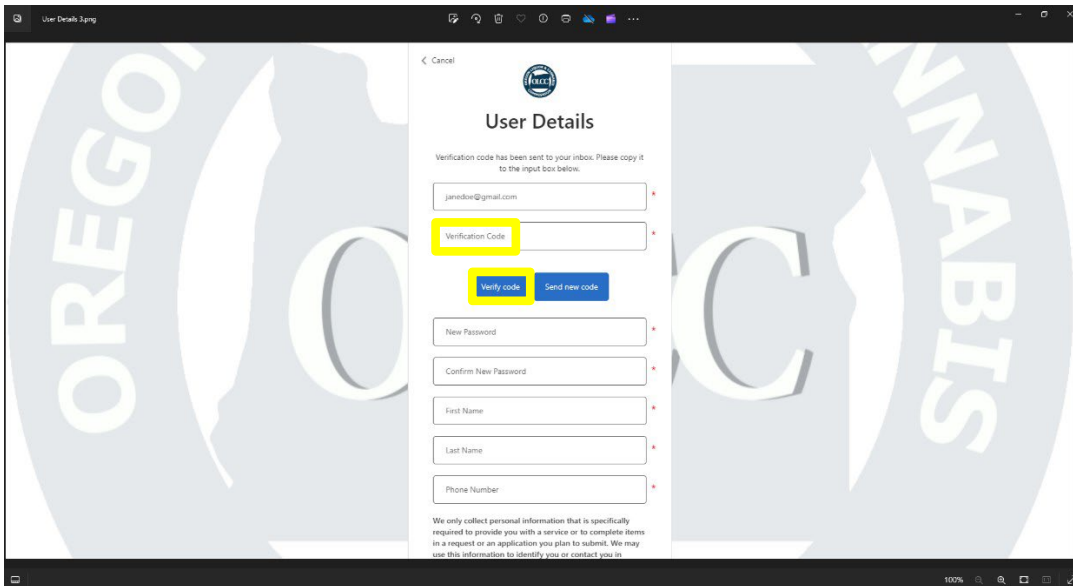3. Click on the "Sign up now" link on this page.

4. Type in the email address you generated for your CAMP account in the "Email Address" field and then click on "Send verification code".


5. A verification code will be sent to your email account. Sign into your email account to obtain the verification code and enter it in the "Verification Code" field. Click on verify code.
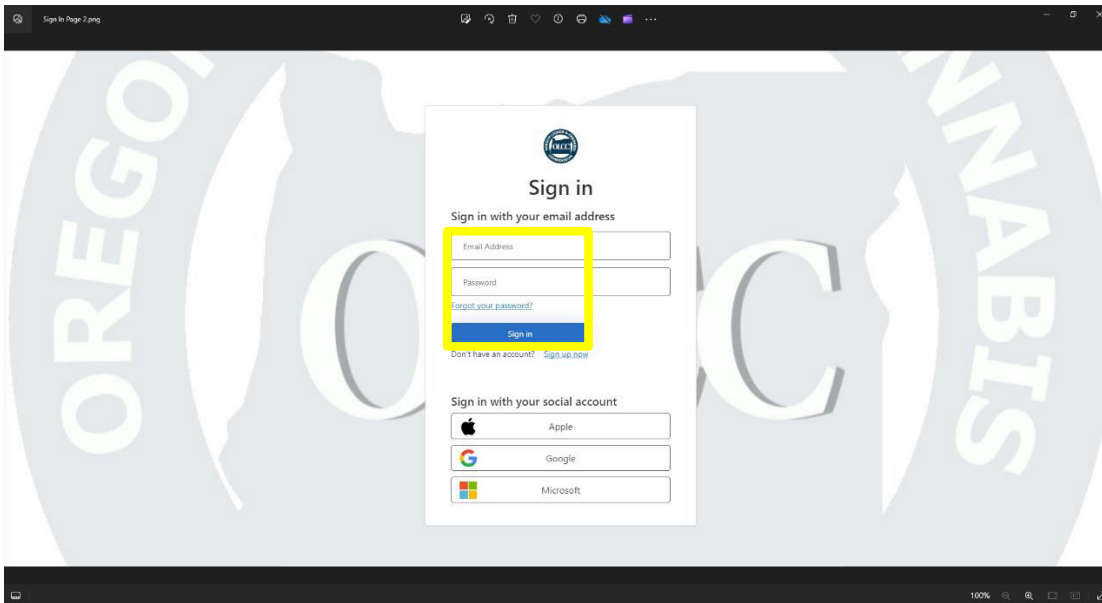
6. When the code has been validated, enter the New Password, Confirm New Password, First Name, Last Name, Phone Number. At the bottom of the screen, read the attestation statement, click on the "Agree" box and click on "Create".
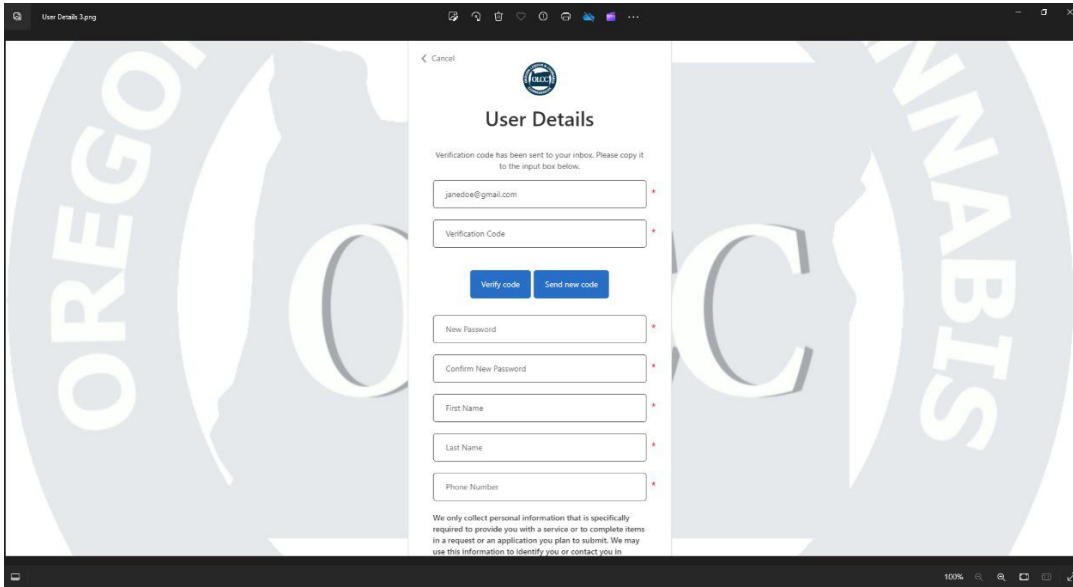
7. When your account has been created, from the Sign In page, enter your email address and your password and click "Sign in".

REQUESTING YOUR PERMIT ACCESS CODE

Beginning March 31st, 2025, all permit holders and pending permit applicants will have access to their permit or application in the new CAMP online portal. To access this information or continue with their ongoing application, the permittee or applicant must first link their CAMP user account to their Permit profile. If you have not applied for a service permit before, or had a service permit expire prior to March 31st, 2025, you will only have to apply for a new permit and will not need to link any information via the Access Code Request Tool.

1. Permittees must create an account in the CAMP online portal, or log into their existing account if they have already created one. This user account may be the same one you created for Alcohol or Marijuana Licensing if you maintain a license or have applied for special events, as they are all one system now in CAMP.
2. If you are logging into an account that was created previously, please skip to step 5.
3. If you have created a new User Account, upon first log in, you will be presented with the following screen:

4. If you do not currently hold a permit, have not applied for one recently, and do not have information on file with the OLCC, click on the *Continue* button.

5. If you already have a CAMP User Account (you may have previously set one up as an OLCC license holder) and do not see the above screen when logging in, you will need to go to *My Profile* in the drop down menu at the top right of the screen after logging in to locate the Permit Access Code Request Tool. Once in your *My Profile* page the tool should be located at the bottom of the page. Once located, the instructions for accessing and entering the code are identical to this process.

Dropdown Menu location on Desktop/Laptop/Tablet devices (circled in red):

Dropdown menu location on Mobile devices (circled in red):
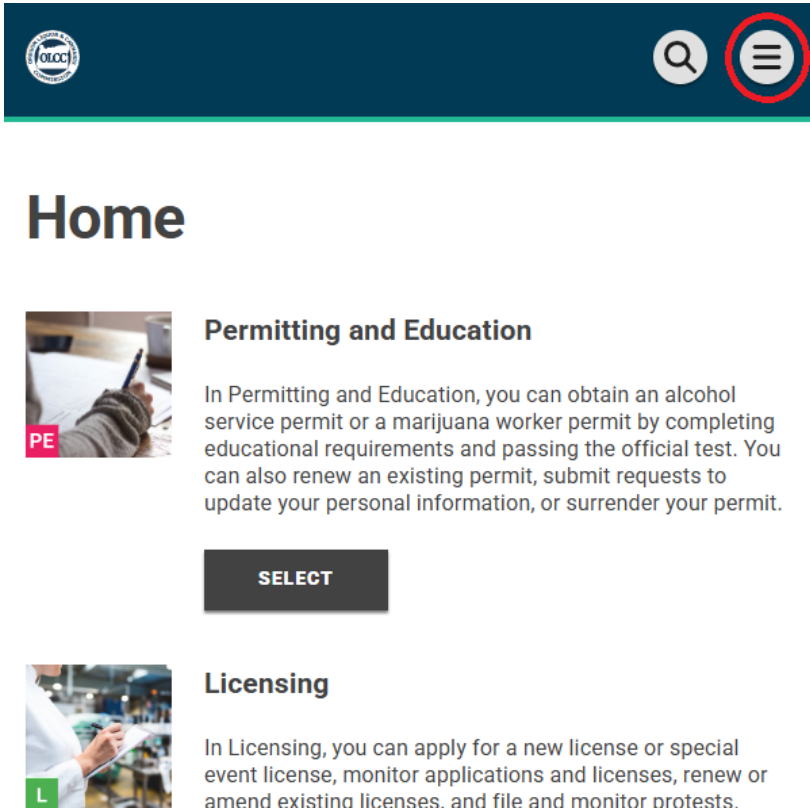
6. New CAMP Users who are permit holders, recently applied for a permit, or who already have permitting info in the system will then have to request their **Access Code.**

7. The system provides a name and email address tool to have your access code sent to you via the specified email address. Please use the email address the OLCC has on file for you. If you chose to use a different email address to set up your CAMP user account, you must enter the email you used to apply for your permit originally in that field of the search tool to acquire your Access Code. Hit the *Send Code* button when you have the fields completed.

8. Check your email for your access code. Please be sure to check Junk and Spam folders.
9. Type your **Access Code** in the provided box and click on *Associate*.

10. After you associate your **Access Code** and click *Continue*, you will be directed to your "Home" screen. Your permit information is now associated with your user account.

PERMITTING HOME SCREEN

1. At the top of your **Home** screen, you will find the navigation menu. Each option will direct you to a different page or function within CAMP. Specific information about each option can be found on the next page of this user guide.
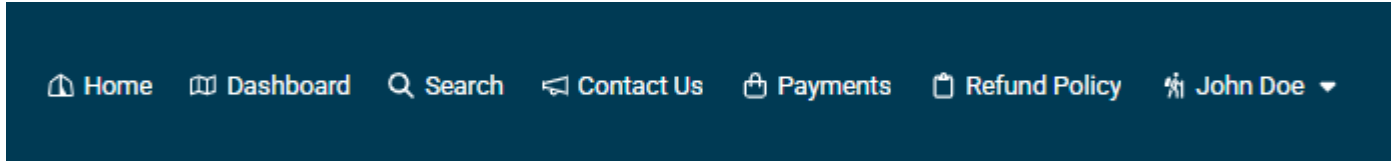
2. The "Permitting and Education" section allows you to apply for a new permit, monitor permits and applications, renew permits or amend existing permits.
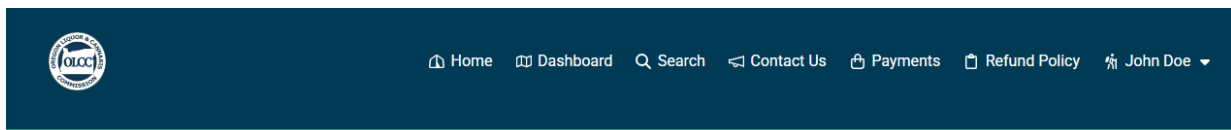
Home

Permitting and Education

In Permitting and Education, you can obtain an alcohol service permit or a marijuana worker permit by completing educational requirements and passing the official test. You can also renew an existing permit, submit requests to update your personal information, or surrender your permit.

SELECT

From the **Permitting and Education** section users can apply for a new permit, monitor permits and applications, renew permits or amend existing permits.

NAVIGATION MENU

HOME

A user can navigate back to the Home screen by selecting the **Home** button.

DASHBOARD

A user can access their dashboard by either selecting **Dashboard** from the navigation menu at the top of the screen or by selecting the **Permitting and Education** button on the **Home** screen. Both will take the user to the same location.
Note: Dashboard will direct you to whichever dashboard you accessed last. If you have licenses and a permit and you want to navigate between the dashboards, you will need to select Home.

SEARCH FUNCTION

The Search Function at the top of the Home screen allows a user to search the OLCC's data bank for anyone who holds a license, approved labeling, or approved packaging.

CONTACT US

The **Contact Us** function provides the user the ability to locate contact information for the Oregon Liquor and Cannabis Commission (OLCC) by directing them to the OLCC's Contact Us section of our website. This screen not only provides contact information for our headquarters in Portland, but our regional offices as well.

PAYMENTS

The **Payments** section will show all outstanding payments due by the user as well as a recent payment history. From this screen a user can pay all the fees at once or pick and choose which fees to pay now and/or to pay later.

REFUND POLICY

The **Refund Policy** outlines the current OLCC refund policy and when refunds will be granted.

USER PROFILE

Under the **User Profile** section, a user can update the user's contact information and associate the User account to information transferred to CAMP from our legacy system. Please see the **REQUESTING YOUR PERMIT ACCESS CODE** section, (pg. 7, steps 6-10) for instructions on acquiring and associating an **Access Code.**

APPLYING FOR A NEW PERMIT

1. From the **Permitting and Education Dashboard** select *Apply for Permit* under the *Select an Action* section:

2. On the **Apply for a Permit** page, select *Alcohol Service Permit* and click the **Apply** button.

3. On the **Permit Overview** page, you will see details about the Alcohol Service Permit and can apply for a new permit by clicking **Apply**.

Permit Overview

Type — Alcohol Service Permit
Title — -
Term — 5 Days

Activities

Apply
Start an application for this permit.

[APPLY]

Details

You must have an Alcohol Service Permit if you mix, serve, or sell alcohol on an OLCC licensed premises or for a special event. This includes but is not limited to mixing and pouring drinks, taking an order for alcohol, collecting money from customers who have been drinking, delivering drinks to a table, refilling a customer's drink, or ringing up checks that include charges for alcohol. Individuals must be at least 18 years old to apply for an alcohol service permit.

If you are between 18 and 20 years old, you will receive a Minor Service Permit and will have limited duties you are permitted to perform. Those limitations will be lifted on your 21st birthday.

Required Assessments

The following assessment(s) must be completed prior to issuance of permit.
Click the description of an assessment to see more information.

Description	Course Required	Completed
Alcohol Service Permit Assessment	Yes	

Permit History

You do not hold any records of this permit.

GETTING STARTED

1. Prior to getting started, please be aware that at the bottom of each screen in the application process, there will be a green circle with a save icon and a red circle with a trash can. You can save your information on each page by clicking on the green circle. <u>As a warning, however, if you click on the red circle with the trash can, it will delete your entire application not just the information you entered on that page.</u>

2. The **Getting Started** page describes the type of permit being applied for. You will need to select Yes or No to the "Do you have an Access Code?" question to proc

New Permit

File Number	Permit Type	Title	Applicant		Status: New
-	Alcohol Service Permit	-	-		

Getting Started

You will need a valid form of government issued photo ID or passport. Please be advised that payment is due immediately after submitting application.

Please review the details below and click the "Next" button to continue the application process.

Permit Type	Title	Term
Alcohol Service Permit	-	5 Days

Description

You must have an Alcohol Service Permit if you mix, serve, or sell alcohol on an OLCC licensed premises or for a special event. This includes but is not limited to mixing and pouring drinks, taking an order for alcohol, collecting money from customers who have been drinking, delivering drinks to a table, refilling a customer's drink, or ringing up checks that include charges for alcohol. Individuals must be at least 18 years old to apply for an alcohol service permit.

If you are between 18 and 20 years old, you will receive a Minor Service Permit and will have limited duties you are permitted to perform. Those limitations will be lifted on your 21st birthday.

Do you have an Access Code? *

○ Yes   ○ No

You may have an Access Code if you have an existing profile.

← PREV   🗑   NEXT →

MY PERMIT PROFILE

1. Fill in the personal information in the **My Permit Profile** section. <u>Please note that if you receive an error when entering your Social Security number, you may already have profile information in CAMP from the legacy system.</u> You will need to abandon your new permit application and obtain your **Access Code** from the *My Profile* section at the top of the page. See **REQUESTING YOUR PERMIT ACCESS CODE** (pg. 7, steps 6-10).

2. Once all questions have been answered click on the **Next** button.

DOCUMENTS

1. This section will allow you to upload the documents required to apply for a Permit. A government issued photo ID is currently the only required document for an Alcohol Service Permit. The *Description* section lists what the OLCC accepts for government issued ID (see below). Please be aware that if you submit a document that is not an acceptable form of identification, your application will be returned to you and you will be required to submit the required document prior to it being assigned to OLCC staff to re-process.
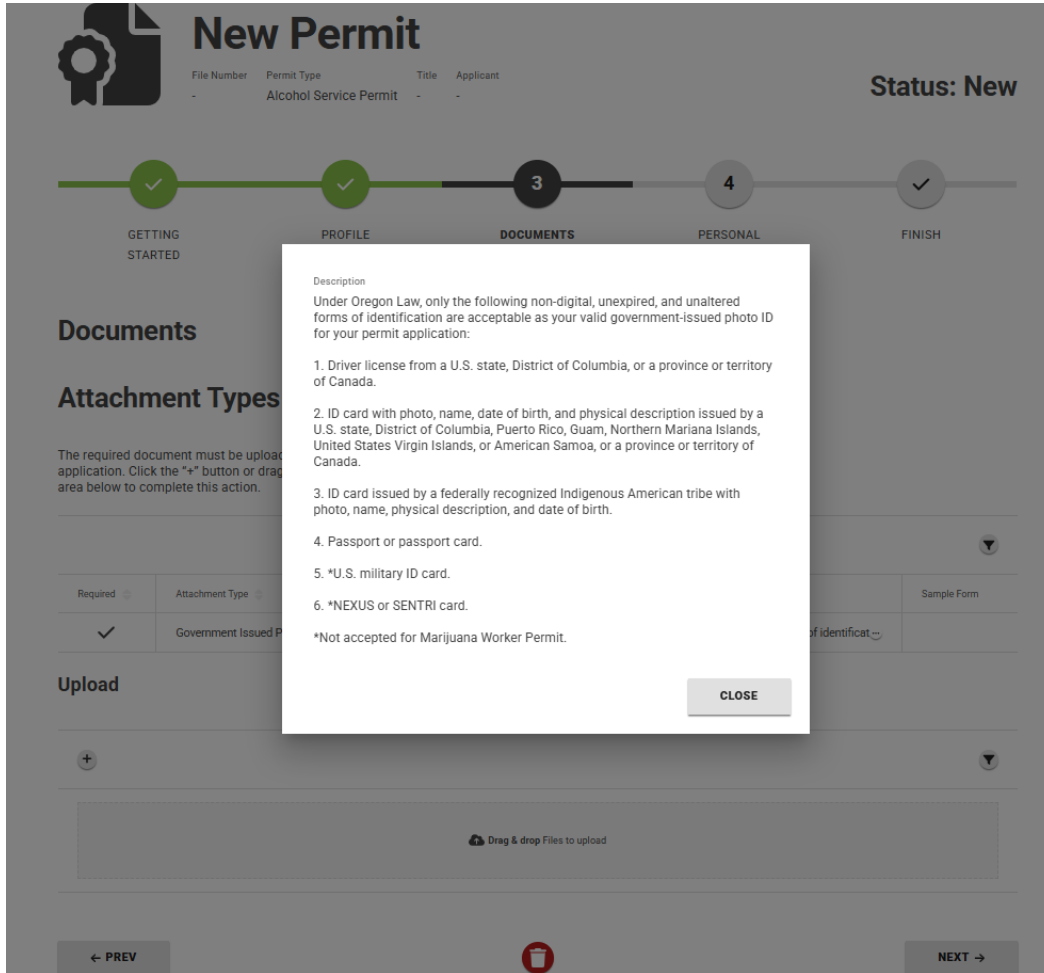
2. To upload documents, under the upload section click on the "**+**". You can take an image from your smartphone or upload a saved image. Files can also be dropped one at a time or as a group.

Upload

3. Once your acceptable ID has been uploaded and the document has a solid green line underneath it, the upload is complete. If a document is missing, the system will give an error message. Click the *Next* button when upload is complete.

PERSONAL HISTORY

1. Fill in your answers to the questions in the **Personal History** section. <u>Please note that the OLCC will be conducting a background check, and inconsistencies with how you answer this question can delay processing and impact whether your application is approved</u>. Once the fields are complete click on the **Next** button.

New Permit

File Number | Permit Type | Title | Applicant
- | Alcohol Service Permit | - | -

Status: New

GETTING STARTED — PROFILE — DOCUMENTS — **4 PERSONAL HISTORY** — FINISH

Personal History

Have you been convicted of a felony within the past 5 years?

Answer *
◯ Yes ◯ No

Have you been convicted of or had a diversion for DUII within the past 10 years?

Answer *
◯ Yes ◯ No

You hereby attest that the information provided in this application is true and that you have not falsely provided information to attain a service permit for any reason other than gainful employment in the state of Oregon. Any other intention or use of this application is forbidden by law and any misuse of this application may be prosecuted in state court under the laws of Oregon.

☐ I declare that all information provided in this application is true and accurate to the best of my knowledge.

← PREV   🗑   NEXT →

SUBMIT & PAY FOR APPLICATION

1. This page will summarize the information provided. Prior to completing the application if all required steps have not been completed, an error message will appear at the bottom right-hand corner of the screen indicating where information is still needed. There is also a status bar under the **New Permit** header. Any of the circles appearing green are complete, whereas any that still need to be completed will appear grey or black. To finish a step, click on that step and determine what is needed to complete that step.

2. This page will also show you the **Fees** required to submit the application.

3. Hit the *Pay & Submit* button to process this piece of your application. You will be taken to a new page, **the payment portal**. Please use the payment portal to pay your Service Permit application fees.

4. After payment is processed, it will take you back to the CAMP portal and shows your application "In Progress".

COMPLETE COURSE

1. You are required to take and pass an Alcohol Server Education course within 45-days of submitting your application. This step includes a link, **View Course Information**, that takes you to the PDF where the server education course providers are listed. If you have taken your course before submitting your application, the course will be listed here and you will be able to proceed to **Step 3. Take Assessment**.

TAKE ASSESSMENT

1. When you are prepared, click the *Start* button to choose the required assessment. You will need a score of 70% or higher to pass. You are allowed as many attempts as you need.

3. Take Assessment

To pass the assessment, you will need a score of 70% or higher. If you score lower than 70%, you will need to retake the assessment and score 70% or higher. You are allowed as many attempts as you need.

Alcohol Service Permit Assessment

Assessment Status	Assessment Completed Date	Attempts Remaining	Minimum Days Between Attempts
(No selection)	-	Unlimited	0

Take / Resume Assessment
Start or resume assessment.

[START]

2. The assessment is offered in English, Spanish, and Chinese. Once an assessment has been selected, hit the *Begin* button.

Assessment Attempt

Assessment	Attempt #	Started Date
Alcohol Service Permit Assessment	Alcohol Service Permit Assessment-00503	-

Completed Date
-

Status: Not Started

Passing Score

All sections require a passing score for the assessment to be completed successfully.

Section	Score Required
Alcohol Service Permit Assessment- English	70% of Answers Correct

[PREV]   [BEGIN]

3. Once you have provided answers to all the questions hit the *Complete* button.

4. It will take you to the **Ready to Submit** page. Select *Submit* to finish the test.

5. If you did not receive a passing score, you may retake the assessment when you are more prepared.

6. If you receive a passing score, you will be taken back to the application page and your application will now in the "In Review" status.

NEW PERMIT APPLICATION SUBMITTED

1. Congratulations! You have submitted your Alcohol Service Permit application. You will see that your application status is *In Review*. In most cases a temporary permit will be issued. Click on the blue link to access your temporary permit.

4. In Review

You have successfully completed and submitted the required items for the service permit application! Your application has been submitted for OLCC review. You will be notified by email when your permit is issued or should any corrections be required.

If a temporary permit was issued to you as part of this application process, it will be found below. To view your temporary permit, please select the blue underlined permit number.

A temporary permit has been issued.

Permit #	Issue Date	Expiration Date	Status
SP-1000020	Mar 7, 2025	Mar 12, 2025	Active

2. At the bottom of the Temporary Permit page, you can click the ⬇ icon to download your temporary permit.

Temporary Permit

Permit #	Permit Type	Title	Holder	
SP-1000020	Alcohol Service Permit	-	John Doe	**Status: Active**

Summary

Permit #	Permit Type	Title
SP-1000020	Alcohol Service Permit	-

Effective Date	Expiration Date	Holder
Mar 7, 2025	Mar 12, 2025	John Doe

Application File #
150009

Temporary Permit

Display Format	Created Date	Download
Temporary Permit	Mar 7, 2025	⬇

3. You can also reach the Temporary Permit page from the Permitting and Education Dashboard under "Active Permits" or the Issued Permits in the Permits tab.

Permitting and Education ▾

In Permitting and Education, you can obtain an alcohol service permit or a marijuana worker permit by completing educational requirements and passing the official test. You can also renew an existing permit, submit requests to update your personal information, or surrender your permit.

Active Permits

Permit Type	Effective Date	Expiration Date	
Alcohol Service Pe...	Mar 7, 2025	Mar 12, 2025	🔽

Select an Action

🧑 APPLY FOR PERMIT	🔍 SEARCH FOR PERMITS

Dashboard

ACTIONS REQUIRED   **PERMITS**   MY ROSTER

Permits

Issued Permits

Filter by
All permits ▾ 🔽

Permit Type	Permit #	Effective Date	Expiration Date	Status
Alcohol Service Permit (Temporary)	SP-1000020	Mar 7, 2025	Mar 12, 2025	Active

4. Staff will reach out with an additional information request or other communication if the OLCC requires anything more to process your application.

5. You will receive email notification and see an active permit on your dashboard when the OLCC has approved your application.

PERMIT DASHBOARD
ACTIONS REQUIRED

The **Actions Required** portion of the permit dashboard highlights any outstanding items or tasks a person may need to perform.

To examine the action required, click on the blue number that is underlined in the **Number** column. This will take you to the task that needs to be performed. As tasks are completed, they should be removed from the Actions Required section.

In this guide we will focus on items that involve the Alcohol Service Permit. These items are **Additional Information Requests** and **Alcohol Service Permit Renewals**.

ADDITONAL INFORMATION REQUESTS

If the OLCC requires more information or an acceptable form of picture identification, you will receive an **Additional Information Request**. In CAMP, you will receive an **Actions Required** notification on your Dashboard that a permit is *Information Requested*. As a common example, shown below an Action Required for the New Permit Application is displayed.

Dashboard

ACTIONS REQUIRED   PERMITS   MY ROSTER

Actions Required
Permits and Applications that require your attention.

Filter by
All actions required ▾

Type	Number	Permit Type	Action Required	Activity Date
New Permit Application	150009	Alcohol Service Permit	Information Requested	Mar 7, 2025

Rows per page: 10 ▾   1-1 of 1

1. Click the blue underlined application number to take you to your application. You will see the status is *Waiting on Information*.

2. Scroll down to Step 4. In Review. Click on the box marked *Review*.

4. In Review

You have successfully completed and submitted the required items for the service permit application! Your application has been submitted for OLCC review. You will be notified by email when your permit is issued or should any corrections be required.

If a temporary permit was issued to you as part of this application process, it will be found below. To view your temporary permit, please select the blue underlined permit number.

A temporary permit has been issued.

Permit #	Issue Date	Expiration Date	Status
SP-1000020	Mar 7, 2025	Mar 12, 2025	Active

Provide Additional Information
Review additional information that is required for issuance of permit.

REVIEW

3. This will bring you to a page where you can respond to messages from OLCC staff and upload any additional documents.

4. Click on the green *Submit* button when you have supplied the requested information. That completes this action. The status of your application will change back to *In Review* and the task will no longer appear on your list of Actions Required when you return to your Dashboard.

RENEWING A PERMIT

Individuals are notified 90 days prior to their permit expiration date that it is time to renew their Alcohol Service Permit. In CAMP, you will receive an **Actions Required** notification on your Dashboard that a permit is *Expiring Soon*.

1. Click the blue underlined permit number to go to your expiring permit.

2. You will see the *Renew* button is available along with the other notifications covered later in this guide. Click the *Renew* button to begin your Renewal application.

3. Fill out the application in the same manner you would complete a new application. Be advised that you will still be required to take a server education course and complete the assessment for both new applications and renewals.

4. When you have completed the application, click the *Pay & Submit* button to go to the payment portal.

5. After payment has been processed, your renewal is complete, and you will be granted a Temporary Permit until the OLCC takes action on your renewal application. **<u>Your temporary permit does not become valid to work under until the day after your issued permit expires.</u>**

PERMITTING AND EDUCATION DASHBOARD
PERMITS

The **Permits** tab has two components, the **Issued Permits** section, and the **Applications** section. The **Issued Permits** section will display all issued Permits. By clicking the blue underlined number, you can access current and previous permit records.

Dashboard

ACTIONS REQUIRED	PERMITS	MY ROSTER

Permits

Issued Permits

Filter by
All permits ▾ ▼

Permit Type	Permit #	Effective Date	Expiration Date	Status
Alcohol Service Permit	SP-1000020	Mar 7, 2025	Mar 12, 2025	Active

Rows per page: 10 ▾ 1-1 of 1 ‹ ›

Applications

You do not have any in progress permits.

Filter by
All Applications ▾ ▼

Permit Type	File Number	Type	Status	Activity Date
Alcohol Service Permit	150009	New Permit	Certified	Mar 7, 2025

Rows per page: 10 ▾ 1-1 of 1 ‹ ›

REQUEST CHANGES TO YOUR PERMIT OR SURRENDER YOUR PERMIT

1. To submit a required notification or surrender request, go to your Dashboard, select the *Permit* tab, and select your *Active* permit. Please note that these options are not available on temporary permits.
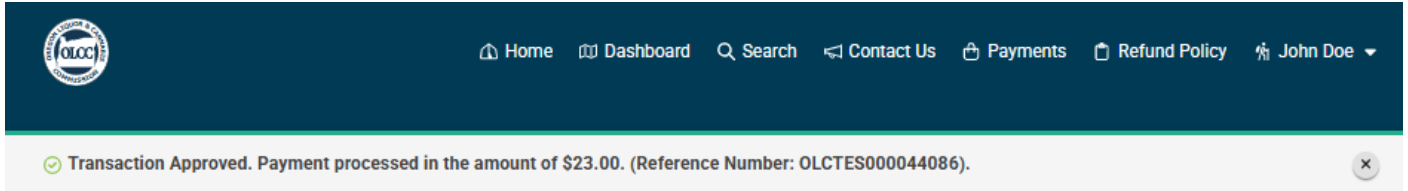

2. Notification of criminal history, a legal name change, or surrendering your permit is always available here. Renewing your permit is covered in another section and is only available during the renewal window.

3. Click on the applicable action and complete the process.

SYSTEM NOTIFICATIONS

When a permit application, permit renewal application, or permit notification amendment has been submitted or a payment has been made to OLCC from a user account, the system will generate a transaction number associated with that action. It will appear at the top of the user dashboard. They will continue to be displayed on the dashboard until they are manually deleted by using the circle with "X" in it. If they are not cleared from the user dashboard, they will continue to stack up preventing the user from seeing the entire screen. Best practice is to delete them as they come in.

⌂ Home   📖 Dashboard   🔍 Search   📣 Contact Us   👆 Payments   📋 Refund Policy   🕴 John Doe ▾

⊘ Transaction Approved. Payment processed in the amount of $23.00. (Reference Number: OLCTES000044086).   ✕