Online Liquor Licensing System
Public User Guide
## Document Control History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Author</th>
<th>Changes</th>
</tr>
</thead>
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<tr>
<td>0.1</td>
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<tr>
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<td>Included re-application information</td>
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1 Overview

This document provides guidance in the use of the OLCC’s online alcohol server permit portal. The information contained in this guide will provide step-by-step instructions to create an account, complete, submit, and pay for a service permit application, access and complete the online service permit test, and print your permit.

The first step to getting an alcohol server permit is creating an account. Once this is completed, you will be able to apply for a service permit and take the alcohol servers test. This guide provides information on all steps involved in the process, includes pictures of the screens you will encounter, and provides a helpful Frequently Asked Questions section at the end to address anything not specifically covered in this guide.

2 Create a New Public Account

The first step to applying for a new service permit is to create an account, to begin click the “Create an Account” button on the homepage as seen below. This will bring you to the account creation page.

![Account Creation/Log-in Screen]

Figure 1 Account Creation/Log-in Screen
The account creation page will require you to input your personal information, required information will be denoted by a red asterisk (*), all other information is voluntary.

1. Enter account information,
2. Click the CAPTCHA checkbox (note: clicking the CAPTCHA checkbox may require you to identify objects in pictures)
3. Click the “Create Account” button at the bottom of the page. This will prompt the system to send a confirmation email to the email address entered on the account creation page.
Figure 2 Account Creation Form

Once the email confirmation page pops up, click the “OK” button and check your email for a confirmation message with a link to finalize the creation of your account.
Thank you for registering.
You should receive a registration confirmation email soon with instructions.
If you don't receive the email within a few hours, check your junk email folder.

Figure 3 Registration confirmation screen

Below is an example of the email you will receive, **click the link in the message** to return to the account login screen where you will be able to log in to your newly created account.

**NIC LMS Service Worker Registration Verification**

From: no-reply@egov.com, To: seaqmaqz, Date 2017-11-07 15:55:48

Dear John Doe,

Thanks for registering with the Oregon Liquor Control Commission Service Worker Licensing System.

Please click or visit the link below to activate your account:

https://stage-apps.oregon.egov.com/LMS/#/OLCC.LQ/registrationConfirmation/LGEETRVOVM

Thanks,

Oregon Liquor Control Commission

Figure 4 Confirmation email with link to complete account creation

**Click the “OK” button** to return to the main log-in screen.

Figure 5 Account creation confirmation screen
3 Logging into the System

The account log in screen allows you to log into your account using the Username and Password selected in the account creation step; **enter your username and password in the appropriate input fields and click the “Log In” button.** This will take you to the account dashboard.

![Log-in screen](Image)

Figure 6 Log-in screen

The account dashboard gives the option to apply for a service permit and/or take the service permit test.

![Dashboard upon log-in](Image)

Figure 7 Dashboard upon log-in
4 Completing an Application

To apply for a new service permit, click the “Apply Now” button, this will load the service permit application page. If you do not need your five-year Alcohol Service Permit, but only need to fulfill your Alcohol Server Education test requirements, please skip to Section 5, “Taking the Service Permit Test.”

On the service permit application page, you will need to enter more information. The current account information will be auto-populated, however additional personal details will need to be entered (required information will be denoted by a red asterisk (*). All other information is voluntary). When finished click “Submit” to complete the application, or “Save to Draft” to save the current application and return to it later.
**Please note the field indicating that you have a Social Security Number, if “Yes” is selected the menu will drop down for you to enter that number. If you do not have a Social Security Number, click “No”. If you do not have a Social Security Number, you will be allowed to proceed, and OLCC staff will contact you with a form that must be completed prior to issuing your official service permit.
To complete the application, you will be required to upload an image of your identification, to do this click the “Browse” button, which will bring up the screen below. **Navigate to the identification file and click “Open”**. This will upload your identification document to your file. Identification document may be a state issued driver’s license or ID card, or Passport.

Upon application submission, you will be taken to the payment summary page which will list the charges for the alcohol server permit. Once the charges have been reviewed, click “**Continue to Payment**” to complete payment for your application.
The payment screen will auto-populate the information previously entered, if needed this information can be edited to match the billing information. **Enter any missing information; required information will be denoted by an asterisk (*) and click “Next”**.
The second payment screen will require you to enter your credit card information. Please note that if the payment address is different than the previously entered information, un-check the box and enter the correct billing address. Enter the required information which is denoted by an asterisk (*) and click “Next”.

Figure 14 Payment customer information screen
The final payment screen shows a summary of the charges and the payment information, if everything is correct click “Submit Payment”, if changes need to be made click “Cancel” to return to your dashboard.
Upon successful payment, the system will display the following message reminding you to take the service permit test (if not already completed). From here, return to the dashboard to **print a temporary service permit by clicking “Return to Dashboard”**

Once back on the dashboard, you will see that your permit status is ‘Under Review’, it will remain in this status until OLCC staff have reviewed and approved the application. The dashboard will also provide the ability to **print a temporary service permit by clicking “Print Temporary Permit”**. If you wish to withdraw the application, click the “Withdraw” button.
Please be aware that by withdrawing an application, you will have to complete, submit, and pay for a new application. Application fees that have been paid are non-refundable.

5  Taking the Service Permit Test

To take the service permit test, you must have first completed a recognized alcohol server class, as the system will require an upload of proof of class completion. To continue, click the “Take Test” button, this will load the course provider verification screen.

Choose the course provider from the drop-down menu, date the class was completed, upload an image of proof of class completion by clicking “Browse”, then click “Take Test” which will launch the online test.
To take the test, the system will require an upload of proof of class completion. You should have received this proof of class attendance when you completed the class. If you do not have proof of your attendance, please contact your server education provider. To upload proof of class, click the “Browse” button, which will bring up the screen below, navigate to the class receipt/certificate file and click “Open”. The uploaded file will need to be in a jpeg, png, or pdf file format. If it is not already in one of these formats, you can take a screenshot or photo of the document to turn it into a photo that can be uploaded.
Select the best answer to all the test questions and click “Submit”, the system will grade the test and display the results. In the case of a score a 70% or higher you will be allowed to return to the dashboard and complete the service permit application. If the application has already been completed, and approved by OLCC, you will be able to print your service permit. In the case of a score below a 70% you may retake the test as needed until the score is 70% or above. If desired, this window can be closed and the test will be available to re-take from the dashboard.

![Test with passing grade screen](Figure 22)

![Test with failing grade screen](Figure 23)
6 Printing a service permit

Upon OLCC approval of the service permit application and successfully passing the test, you may return to your dashboard and print your official service permit. The print button will replace the “Print Temporary Service Permit” button. **Click the “Print Permit” button.**
7 Changes to Service Permit Accounts

7.1 Action Request

If a service permit application requires changes from the OLCC, prior to approval, OLCC staff may submit an “action request” to you. The action request will create an email to you notifying you that a change must be made to the application. When you log into your dashboard, you will see a “Take Action” button in the permit status bar and your permit status will be “Pending Action”.

![Figure 26 Email notification of action needed](image1)

![Figure 27 Dashboard with action requested](image2)

Upon clicking the “Take Action” button, you will need to scroll through the submitted application to find the information that will need correction, this could be more than one field, but will be identified by a yellow indicator box above the field that needs correction (see below).
Correct the requested information, and re-submit the application by clicking the “Submit” button at the bottom of the application. This will return you to the dashboard and place the permit status back to “Under Review”. Once re-submitted, the application will be reviewed by OLCC staff to ensure that all information is correct.

7.2 User Change Request

Once a permit is issued, you can request a change to your personal information. For example, you can request a name change by clicking the “Change” button in your permit status bar on the dashboard.

Choose the available field that you would like to update, enter the new information, and click submit to send the change request to the OLCC for review.
Once the OLCC has reviewed and approved the requested change, the permit status will return to “Issued” and the new permit reflecting the changes can be printed by clicking the “Print Permit” button on the dashboard.

8 User Account Maintenance
The service permit application dashboard allows you to change both your password and/or your security questions. To access this, click the username in the upper left corner of the dashboard and select “User Profile”. The first page you will see is the “Change Password” screen which will can be changed by entering the current password, entering and confirming the new password, and clicking the “submit” button at the bottom of the page. You may also select the “Security Questions” option, update your email address, or click “Cancel and go back” at the bottom to return to dashboard.
Below is the change security questions screen. Here you can **select the questions from the drop down, enter your answers, and click “Update”**. This will change your security questions and responses; you may also click “Cancel and go back” to return to the dashboard. You can also access the change password or change email address menu from this screen.
Below is the password change screen. Here you can enter your preferred email address, and click “Update”; you may also click “Cancel and go back” to return to the dashboard. You can also access the change password or security questions menu from this screen.

![Change password screen](image)

Figure 35 Change password screen

9 Permit Status

The server permit system includes many permit statuses that reflect the state that your permit is in. Below is a table of current permit statuses and a description of what they mean. You may view your permit status at any time by visiting your dashboard.

![Permit status information on dashboard](image)

Figure 36 Permit status information on dashboard

<table>
<thead>
<tr>
<th>Permit Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Inactivated</td>
<td>The application has been inactivated by OLCC</td>
</tr>
<tr>
<td>Approved</td>
<td>Permit application has been approved, test has not been passed</td>
</tr>
<tr>
<td>Denied</td>
<td>The permit application has been denied</td>
</tr>
<tr>
<td>Denied for Test</td>
<td>Permit application has been denied for lack of passing test</td>
</tr>
<tr>
<td>Draft</td>
<td>The permit application has not been submitted</td>
</tr>
<tr>
<td>Permit Status</td>
<td>Description</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Expired</td>
<td>The service permit has expired and is no longer valid</td>
</tr>
<tr>
<td>Invalid</td>
<td>Payment was suspended, permit is no longer valid</td>
</tr>
<tr>
<td>Issued</td>
<td>The service permit has been approved and is active</td>
</tr>
<tr>
<td>New</td>
<td>The application has not been started</td>
</tr>
<tr>
<td>Pending Action</td>
<td>The application requires the user to make a change</td>
</tr>
<tr>
<td>Ready for Pay</td>
<td>The application has been submitted, but has not been paid for</td>
</tr>
<tr>
<td>Revoked</td>
<td>The service permit has been revoked and is no longer valid</td>
</tr>
<tr>
<td>Surrendered</td>
<td>The service permit has been surrendered by the user and is no longer valid</td>
</tr>
<tr>
<td>Suspended</td>
<td>The service permit has been suspended and is not valid for a specified amount of time</td>
</tr>
<tr>
<td>Under Review</td>
<td>The application is being reviewed by OLCC staff</td>
</tr>
<tr>
<td>Withdrawn</td>
<td>The application has been withdrawn by the user</td>
</tr>
</tbody>
</table>

Figure 37 Permit Status Table

10 Re-application

Six months prior to a permit expiration, the system will allow you to re-apply for a service permit. However, certain permit statuses (such as Withdrawn) may also allow you to re-apply for a service permit as well. When re-application is available, you may log into your dashboard, and you will see the apply now button is once again available. By following the steps in the “Completing the Application” section of this document, you will be able to successfully re-apply for a service permit.

Figure 38 Permit Re-application
11 Forgotten Password/Username

In the case of a failed log in the system will display a message in red notifying of an “Invalid Login”; at this point you may either try to enter the Username and Password again, or click “Forgot your password” which will allow you to reset the password for the account. In the case of a forgotten username, click “Forgot your username” to

![Figure 39 Failed log-in attempt](image)

If the “Forgot your password” button is clicked the screen below will appear and prompt you to enter your Username, click the “Continue” button to proceed.

![Figure 40 Password reset request screen](image)
The next screen will contain one random security question answered in the account creation step. **Enter the correct answer in the text box and click “Continue”.**

![Figure 41 Security question to reset password screen](image)

If answered correctly, the system will send an email to you with a link to reset your password. **Click “Continue”**.

![Figure 42 Confirmation of correct security question answer to reset password](image)

Below is an example of the password reset email you will receive after successfully answering security question. **Click the link in the email to go to the password reset screen**.
The password reset screen will ask you to enter and confirm your new password. **Enter the same password in both text fields and click “Change Password”**.

If the “Forgot your username” button is clicked the screen below will appear and prompt you to **enter your email address, click the “Ok” button** to proceed.
Upon clicking Ok, the system will display the following instruction message notifying you to check your email which will include your username.

**Thank you.**
If that email address has been registered in our system, you should get an email soon.

*Figure 46 email username screen*