Online Liquor Licensing System

Public User Guide

Document Control History

Version	Date	Author	Changes
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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.

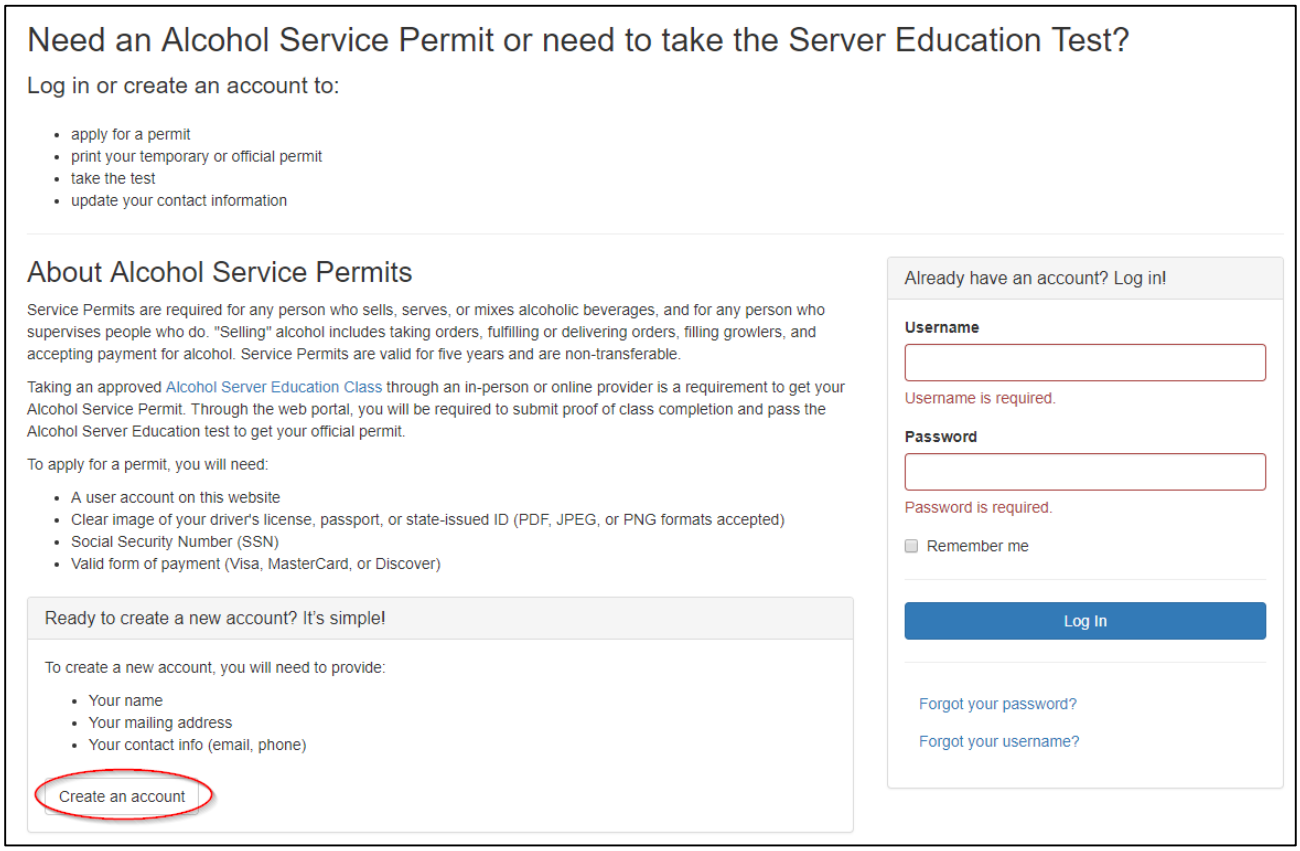


Figure 1 Account Creation/Log-in Screen

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.

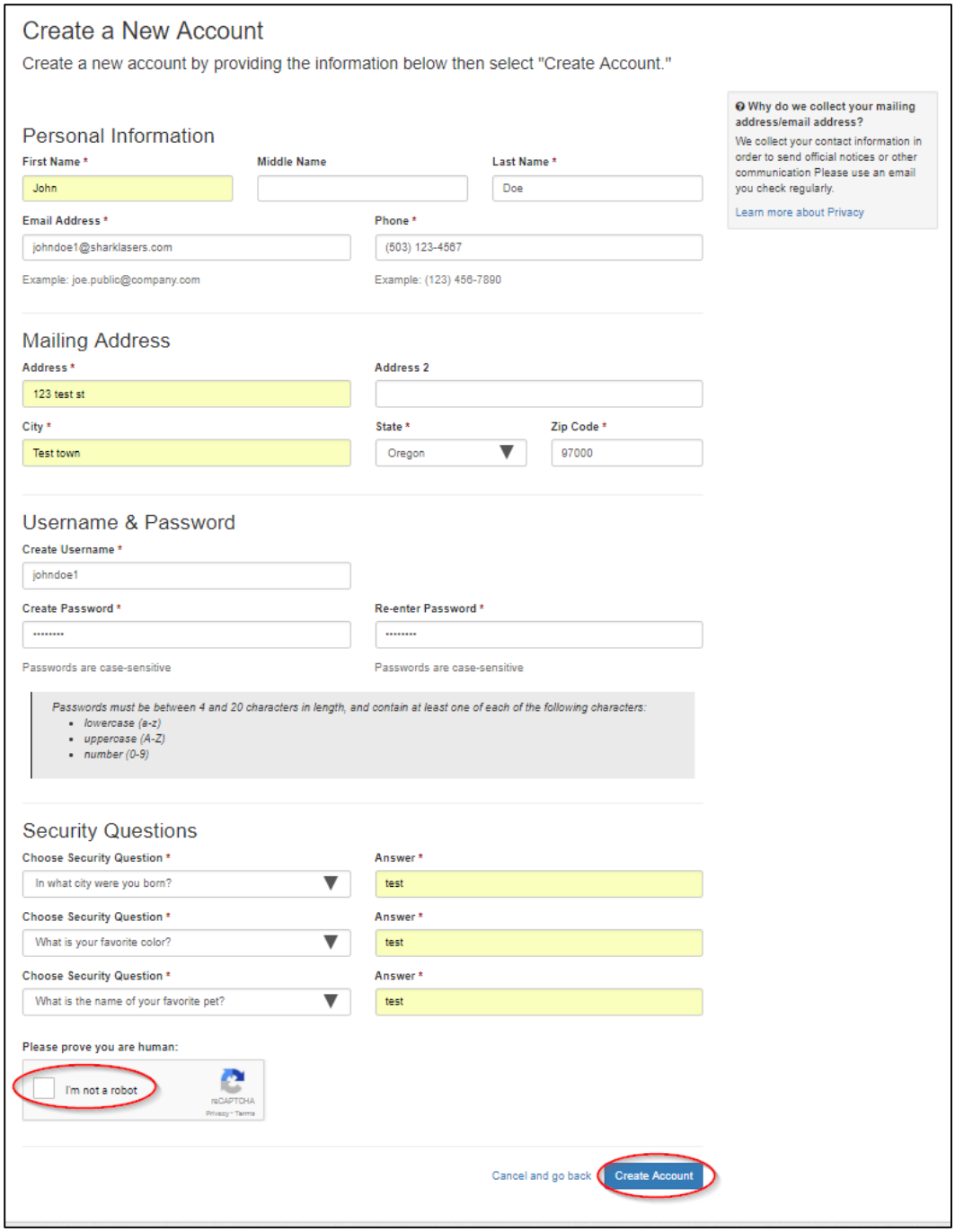


Figure 2 Account Creation Form

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**.

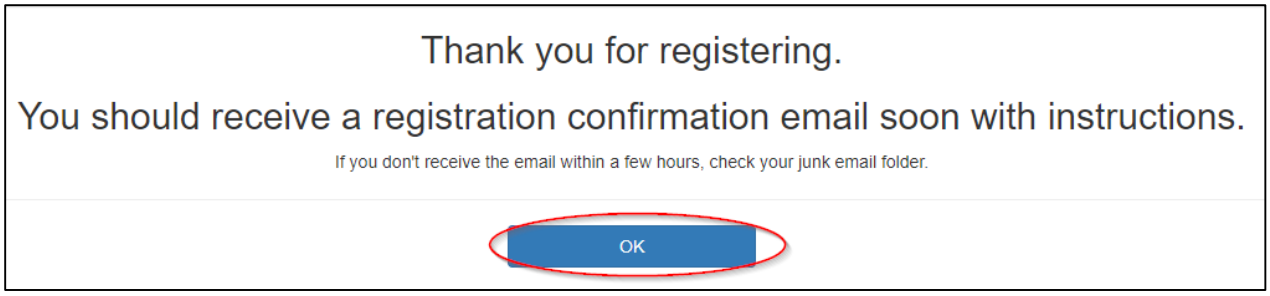
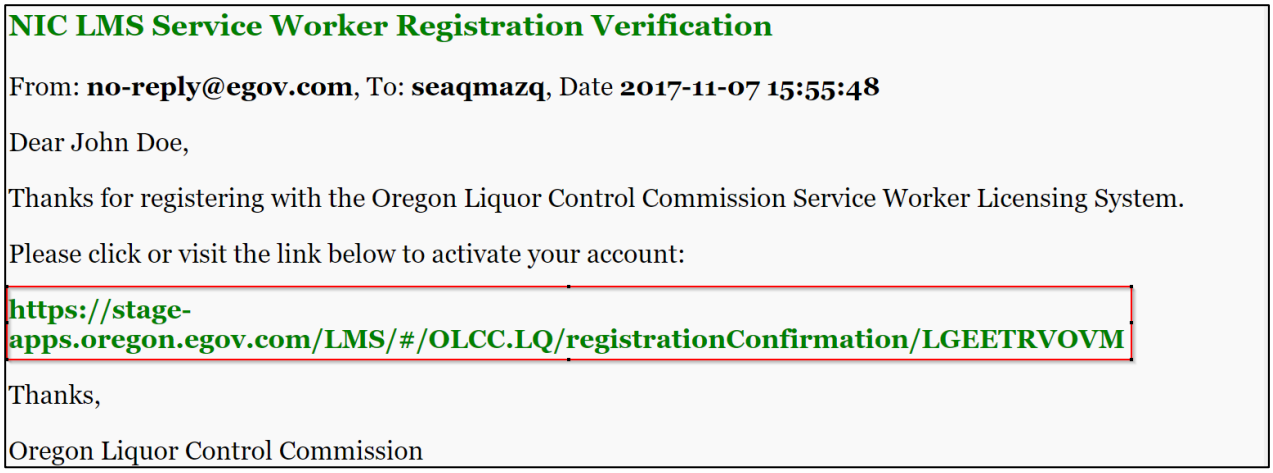


Figure 3 Registration confirmation screen

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: **seaqmazq**, 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.

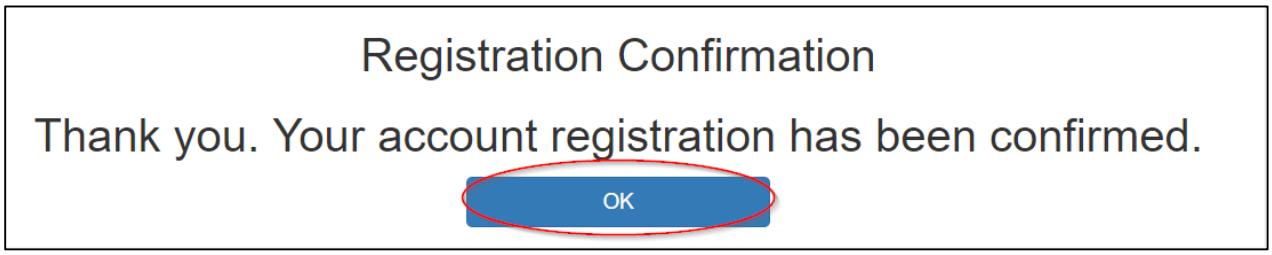


Figure 5 Account creation confirmation screen

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.

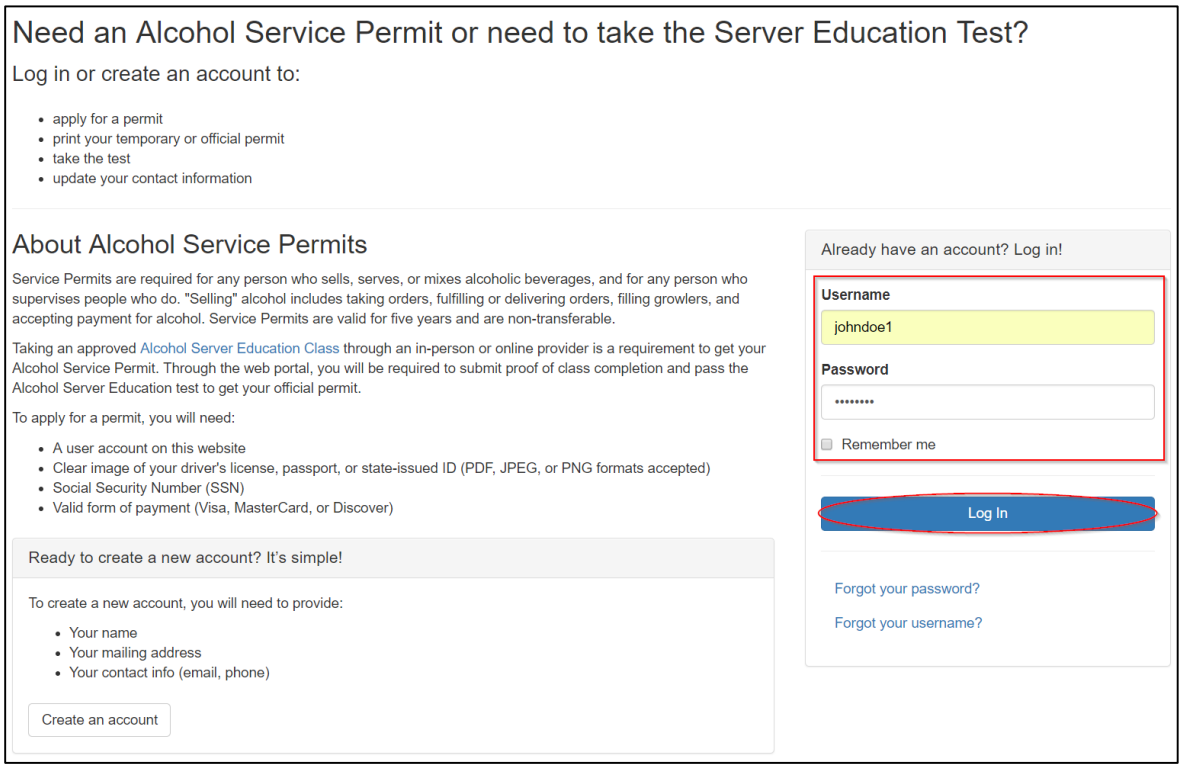


Figure 6 Log-in screen

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

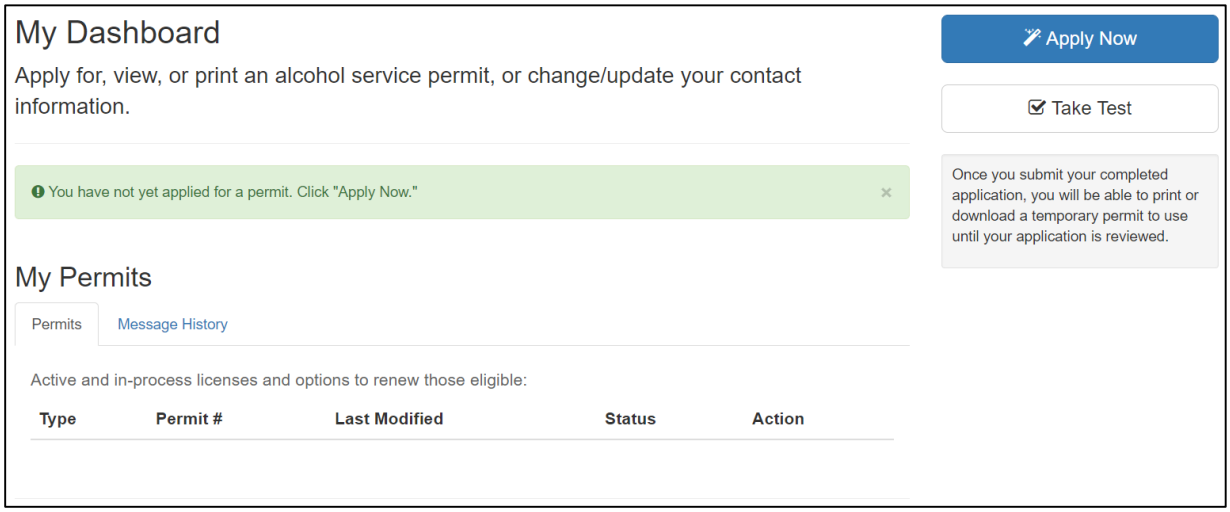


Figure 7 Dashboard upon log-in

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."

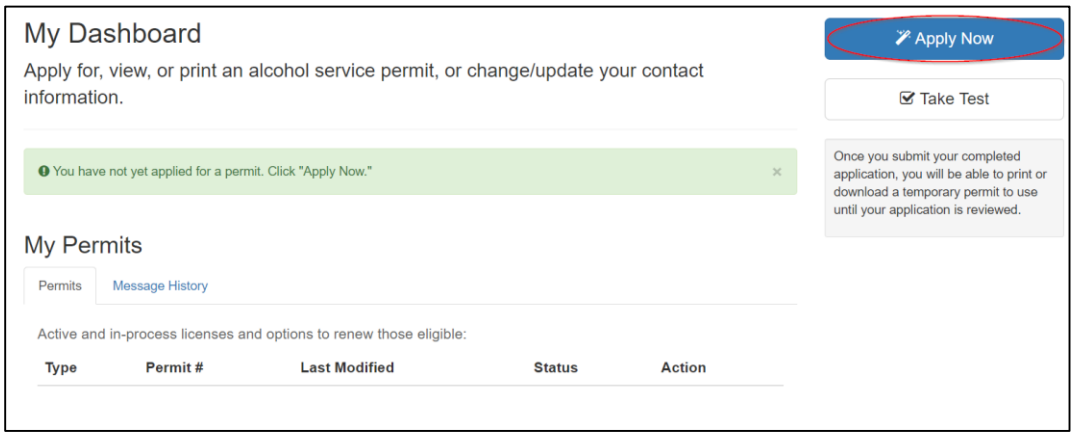
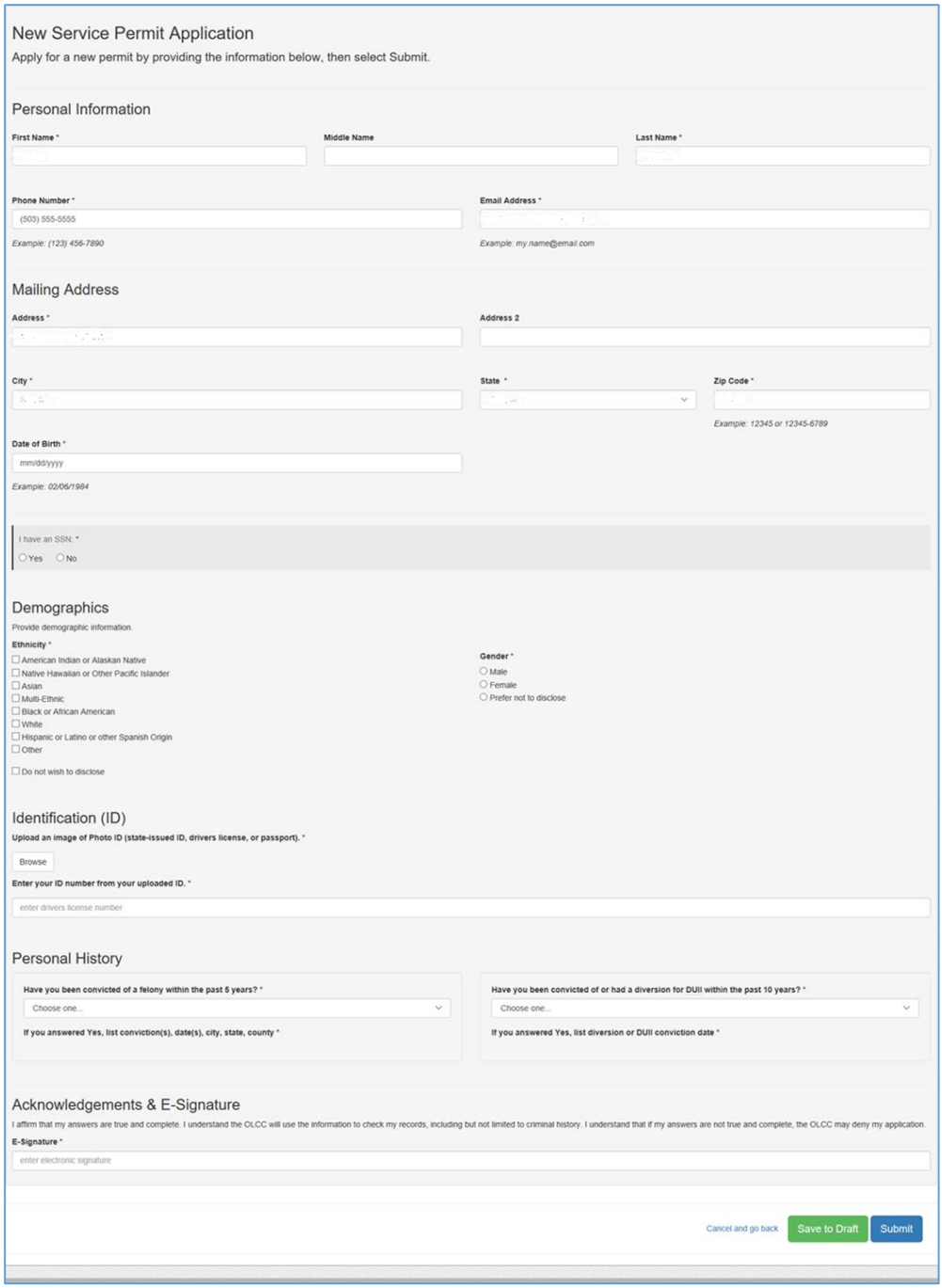


Figure 8 Service permit application button

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.



New Service Permit Application

Apply for a new permit by providing the information below, then select Submit.

Personal Information

First Name *

Middle Name

Last Name *

Phone Number *

(503) 555-5555

Example: (123) 456-7890

Email Address *

Example: my.name@email.com

Mailing Address

Address *

Address 2

City *

State *

Zip Code *

Example: 12345 or 12345-6789

Date of Birth *

mm/dd/yyyy

Example: 02/06/1984

I have an SSN: *

Yes No

Demographics

Provide demographic information.

Ethnicity *

American Indian or Alaskan Native
Native Hawaiian or Other Pacific Islander
Asian
Multi-Ethnic
Black or African American
White
Hispanic or Latino or other Spanish Origin
Other

Do not wish to disclose

Gender *

Male
Female
Prefer not to disclose

Identification (ID)

Upload an image of Photo ID (state-issued ID, drivers license, or passport). *

Browse

Enter your ID number from your uploaded ID. *

enter drivers license number

Personal History

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

Choose one...

If you answered Yes, list conviction(s), date(s), city, state, county *

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

Choose one...

If you answered Yes, list diversion or DUII conviction date *

Acknowledgements & E-Signature

I affirm that my answers are true and complete. I understand the OLCC will use the information to check my records, including but not limited to criminal history. I understand that if my answers are not true and complete, the OLCC may deny my application.

E-Signature *

enter electronic signature

Cancel and go back Save to Draft Submit

Figure 9 Service permit application form

**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.

Figure 10 Social Security Number indication

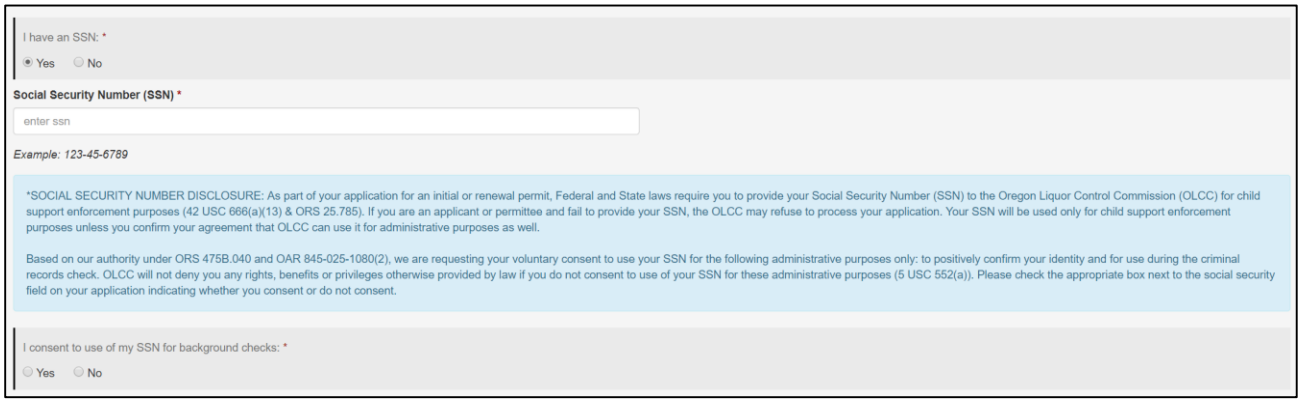


Figure 11 Social Security Number entry

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

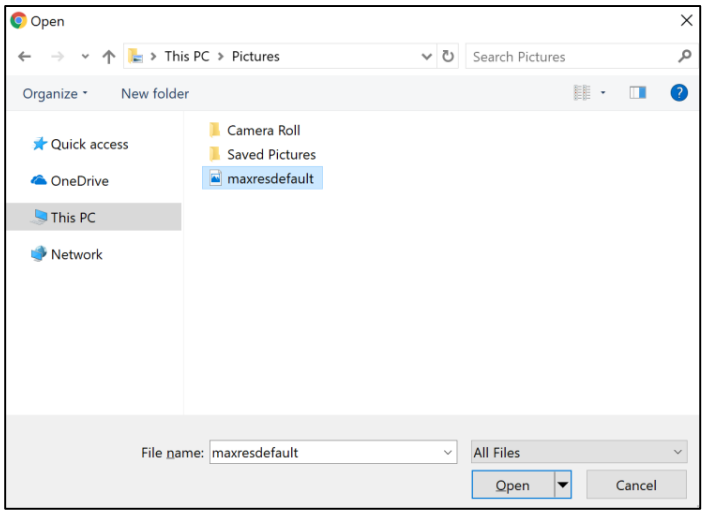


Figure 12 Screen to browse for identification image to upload

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.

Service Permit Application Payment Review

Thank you for completing your Alcohol Service Permit application. Payment via credit/debit card is the final step to completing the process to receive a valid OLCC Alcohol Server Permit. The full cost is $28.35 which includes:

Service Permit Application Fees

Description	Quantity	Fee Amount	Status
Alcohol Education Administrative Fee	1	$13	Unpaid
Service Permit Fee	1	$10	Unpaid
Portal Provider Fee	1	$5.35	Unpaid
	Total	$28.35	

Please remit payment in full by clicking the Continue to Payment button below. Once payment is received, you will be able to download and print your valid OLCC Alcohol Service Permit.

Continue to Payment

Figure 13 Payment review screen

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"**.

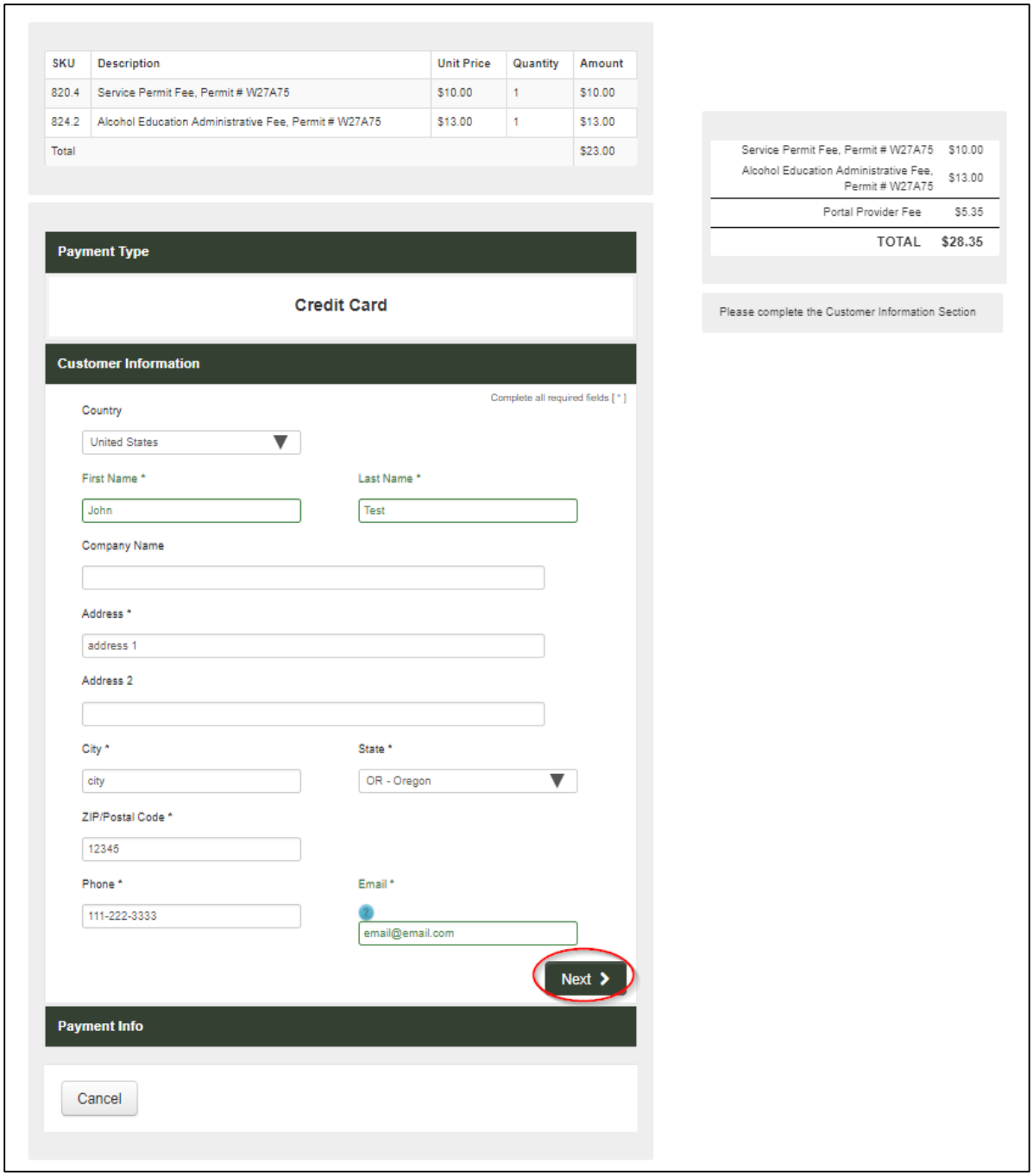


Figure 14 Payment customer information screen

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".**

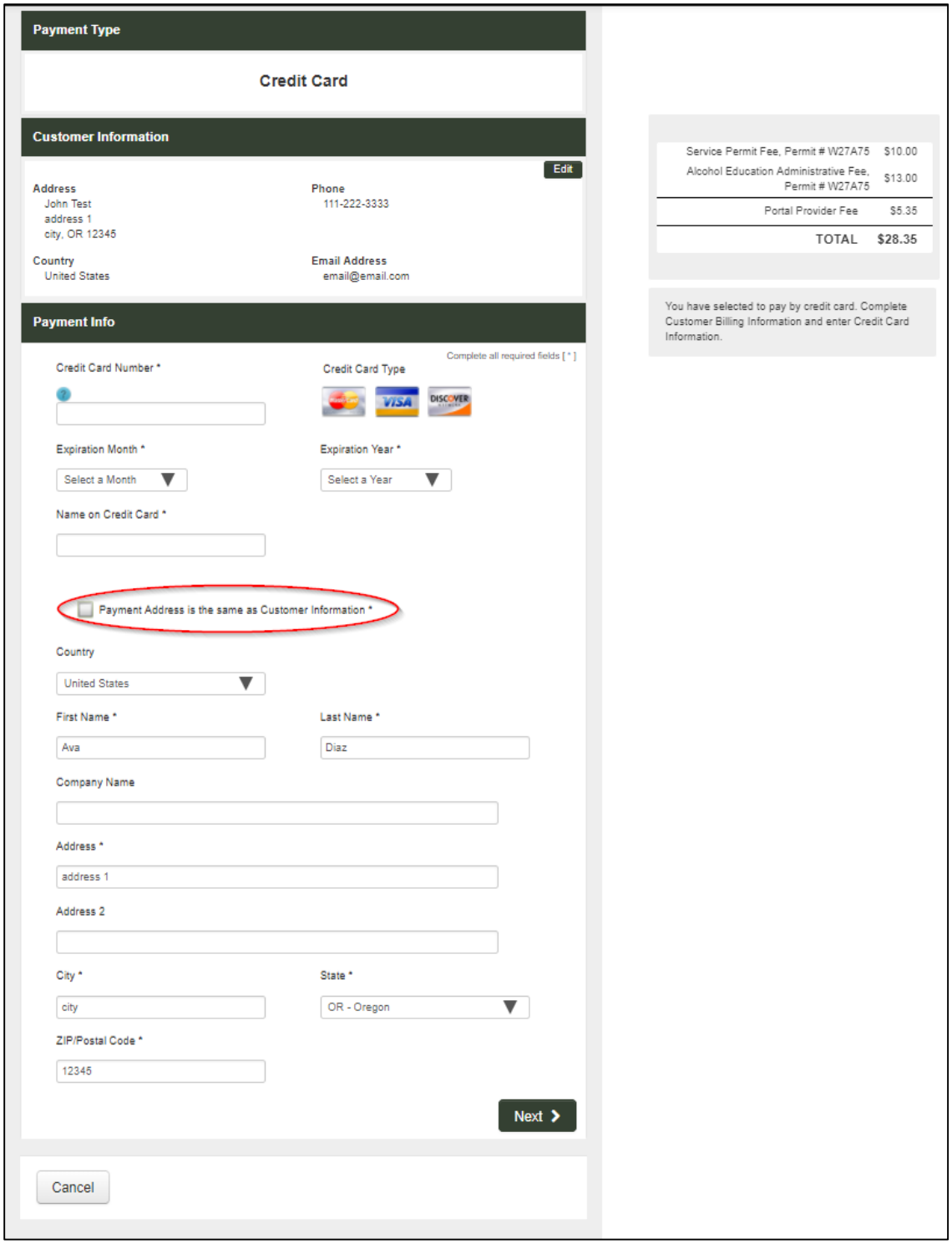


Figure 15 Payment address confirmation/change screen

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.**

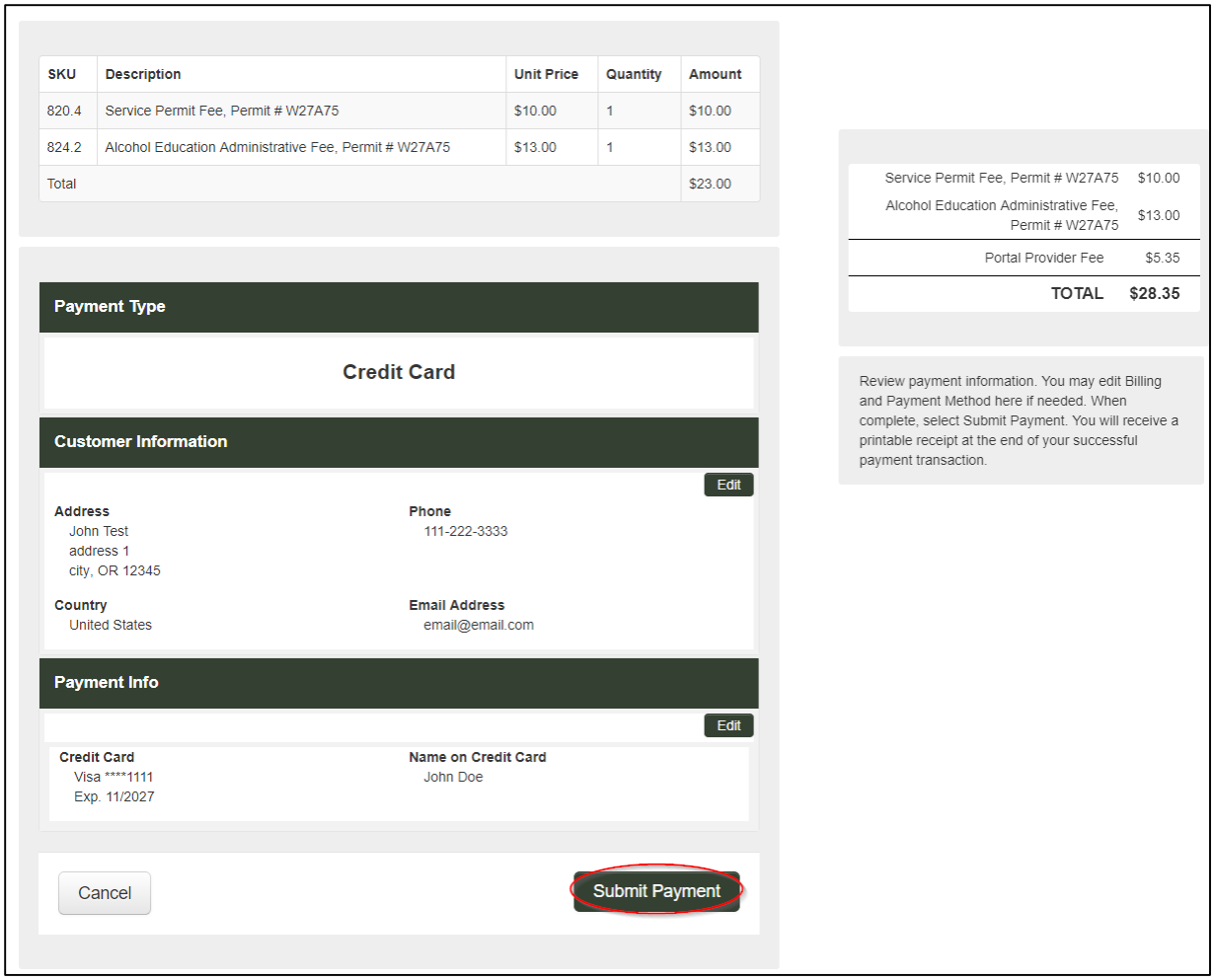


Figure 16 Payment submission screen

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"**

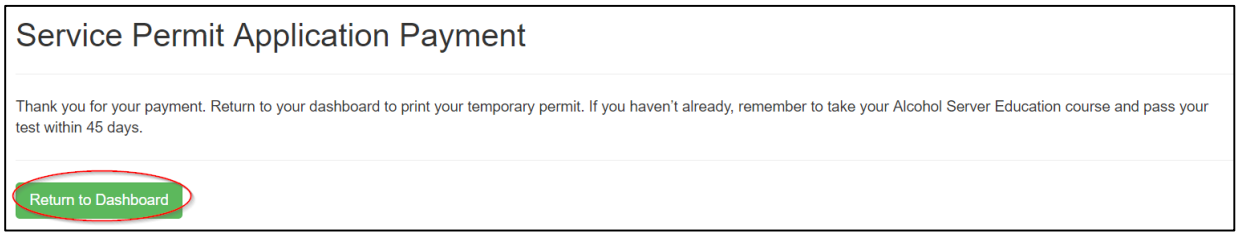


Figure 17 Payment confirmation message

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.

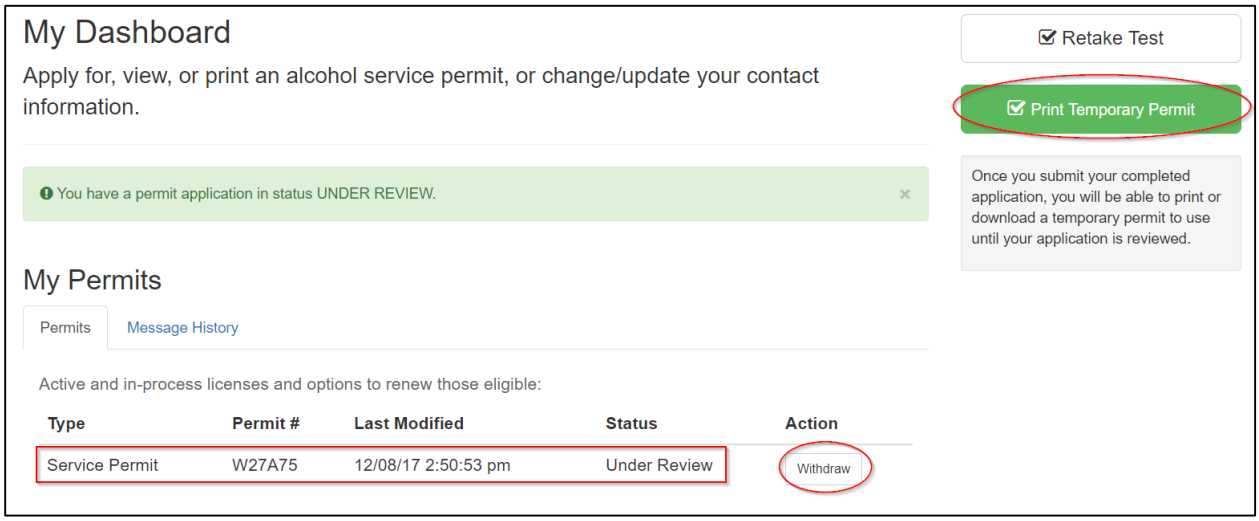


Figure 18 Application withdrawal

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.

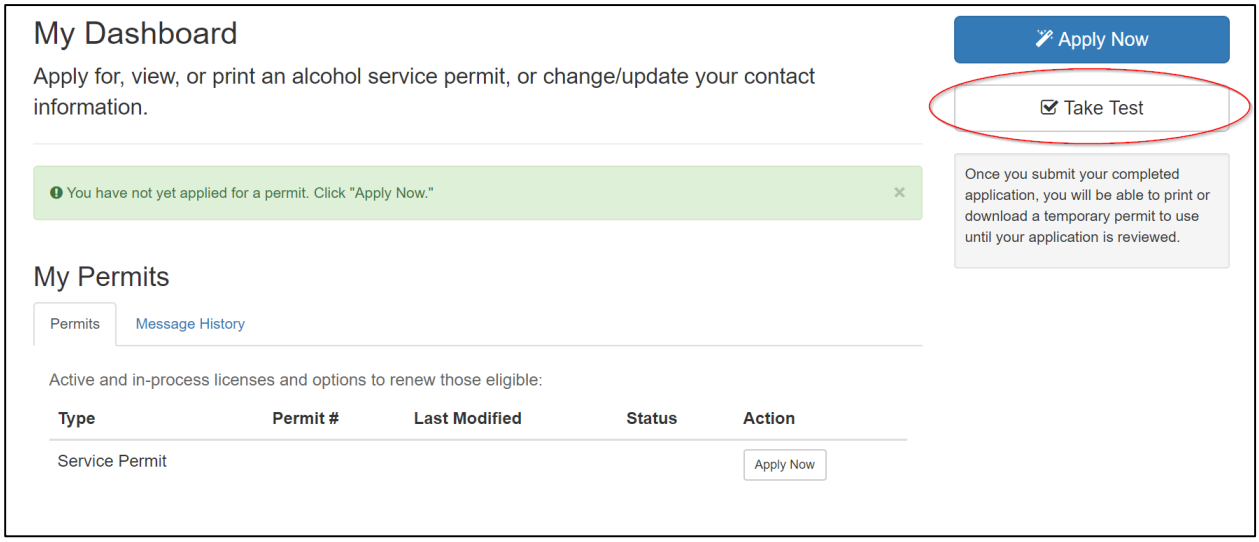


Figure 19 Take service permit test screen

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.

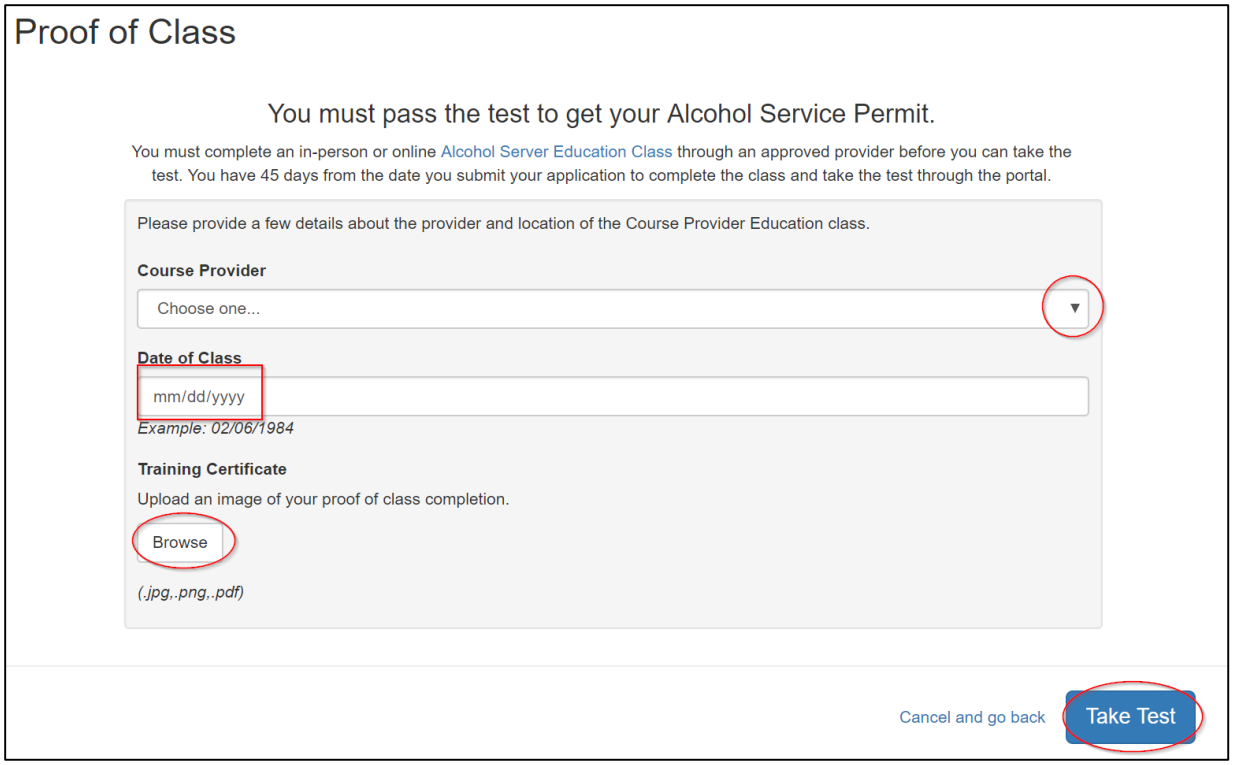


Figure 20 Server education class upload

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.**

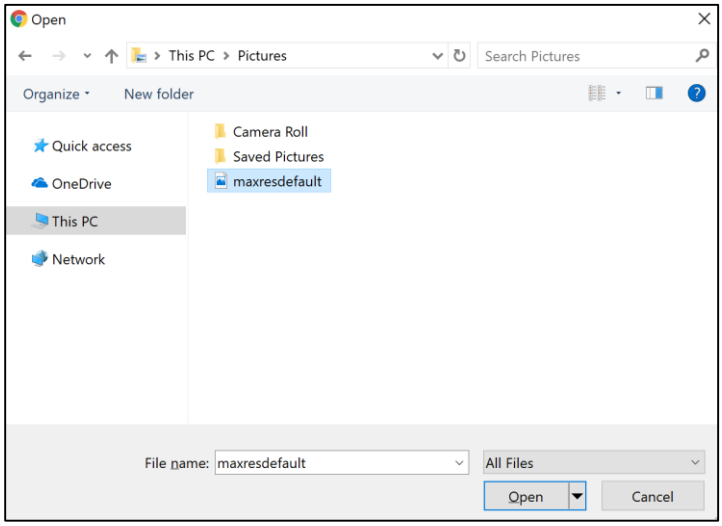


Figure 21 Screen to browse for proof of server education class image to upload

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.

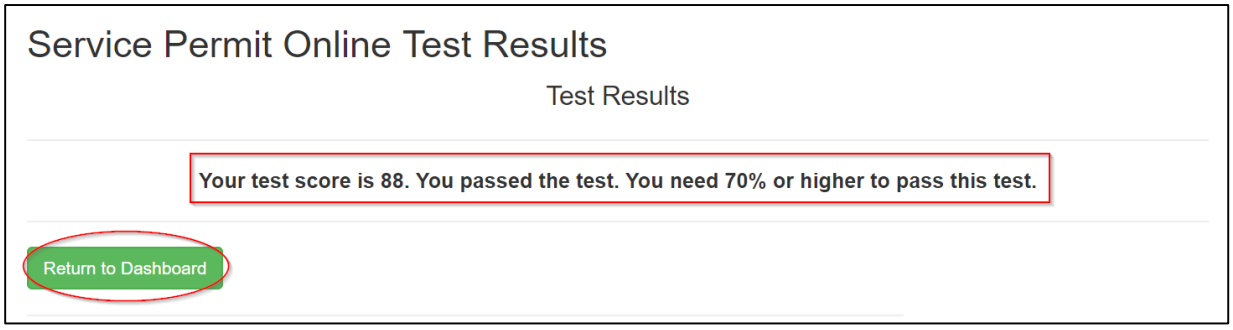


Figure 22 Test with passing grade screen

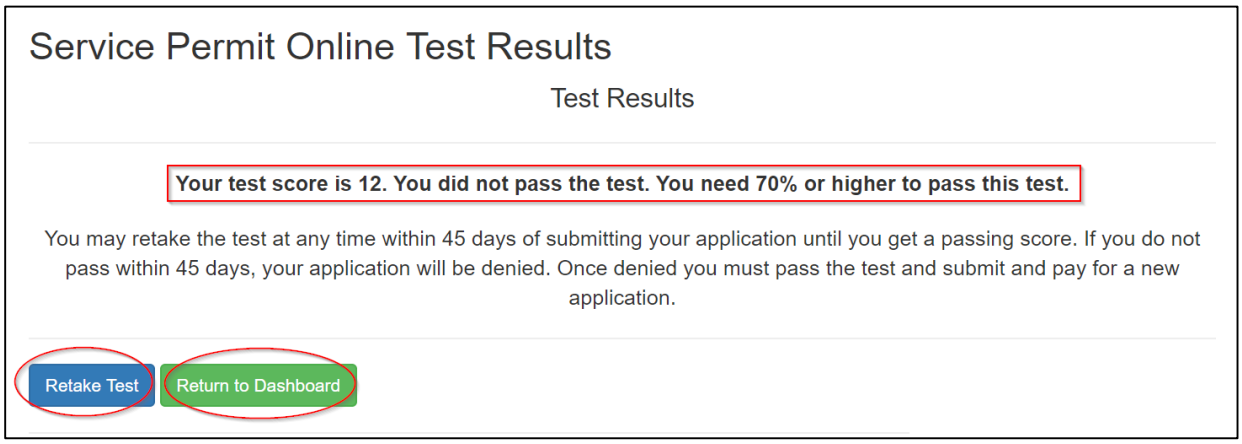


Figure 23 Test with failing grade screen

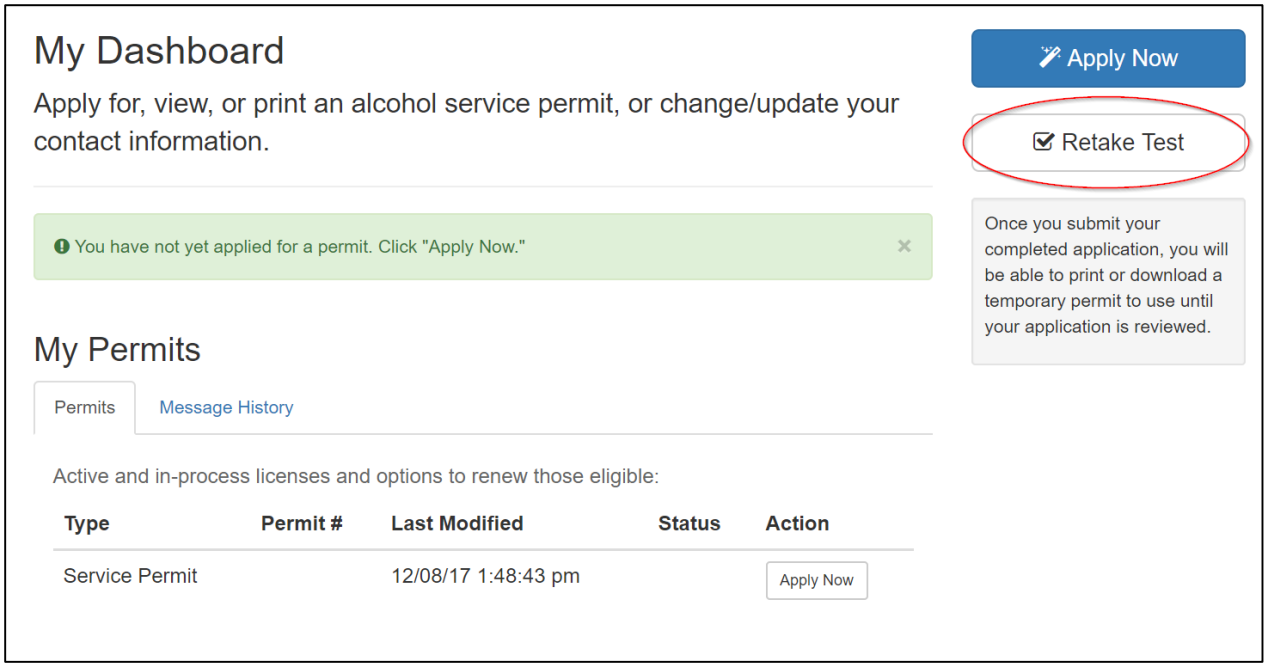


Figure 24 Retake test button on dashboard

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.**

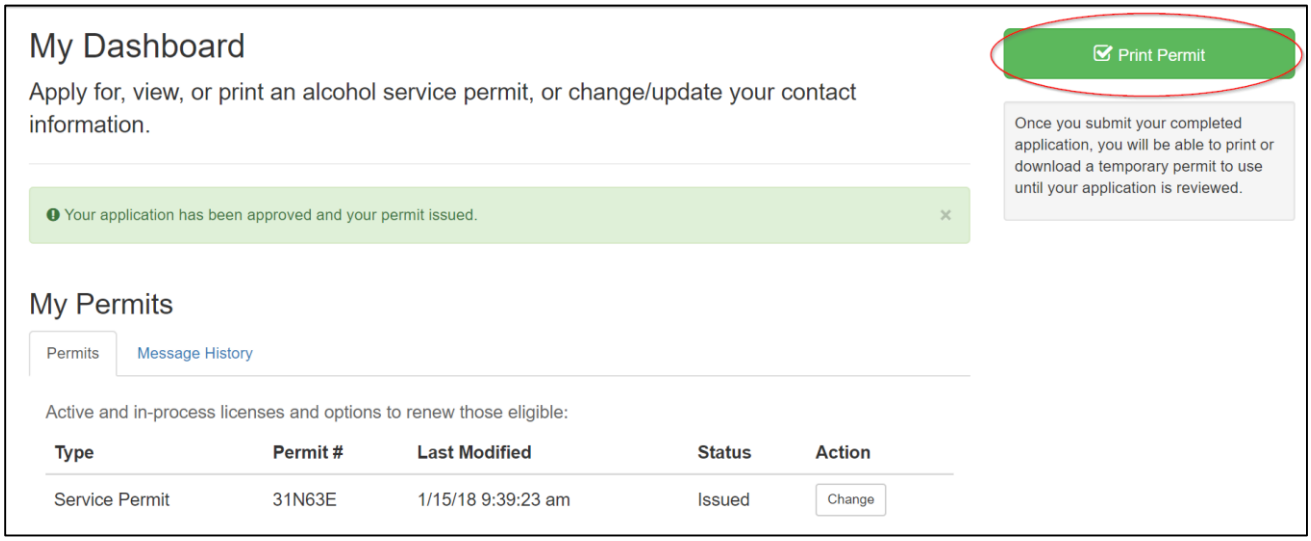


Figure 25 Dashboard with service permit issued

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”.

LMS Service Permit Action Required

From: **olcc.servicepermits@oregon.gov**, To: **oshkkxib**, Date **2018-01-15 17:16:47**

Dear Joe Test,

In the process of reviewing your application, actions requiring your attention have been assigned.

Please visit the Oregon Liquor Control Commission Licensing System to address these concerns.

Thanks,

Oregon Liquor Control Commission

Figure 26 Email notification of action needed

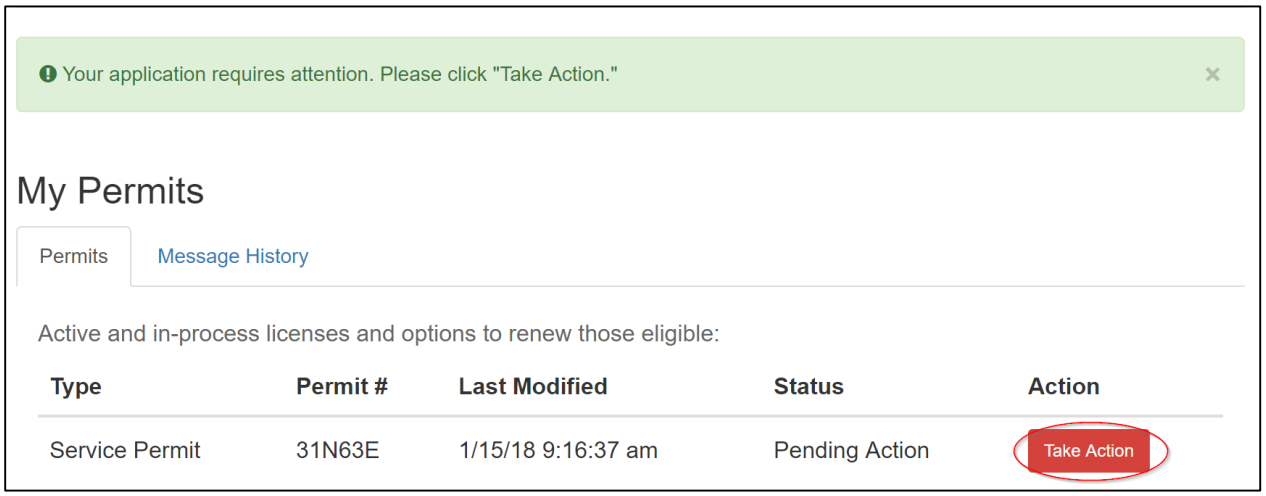


Figure 27 Dashboard with action requested

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).

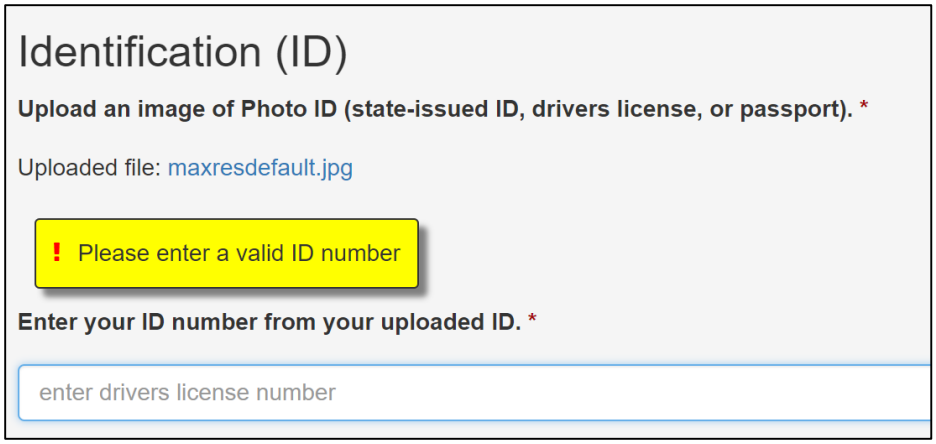


Figure 28 Field in need of correction

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.

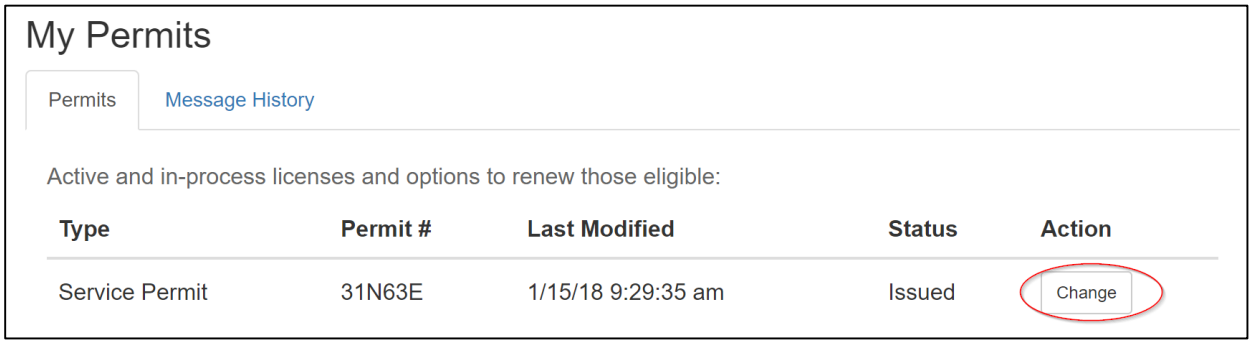


Figure 29 Change request button on user dashboard

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.

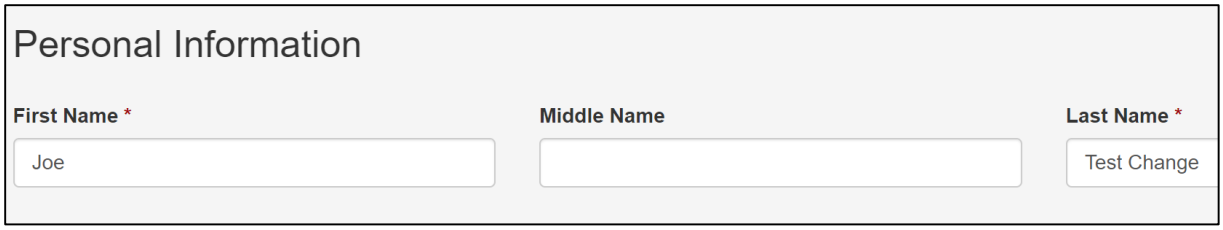


Figure 30 Application with updated last name

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.**

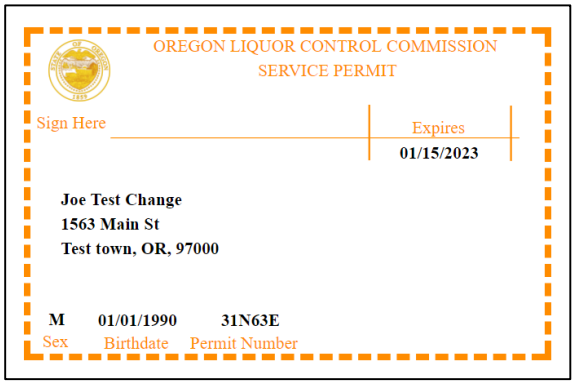


Figure 31Permit with name change reflected

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.

Figure 32 User menu

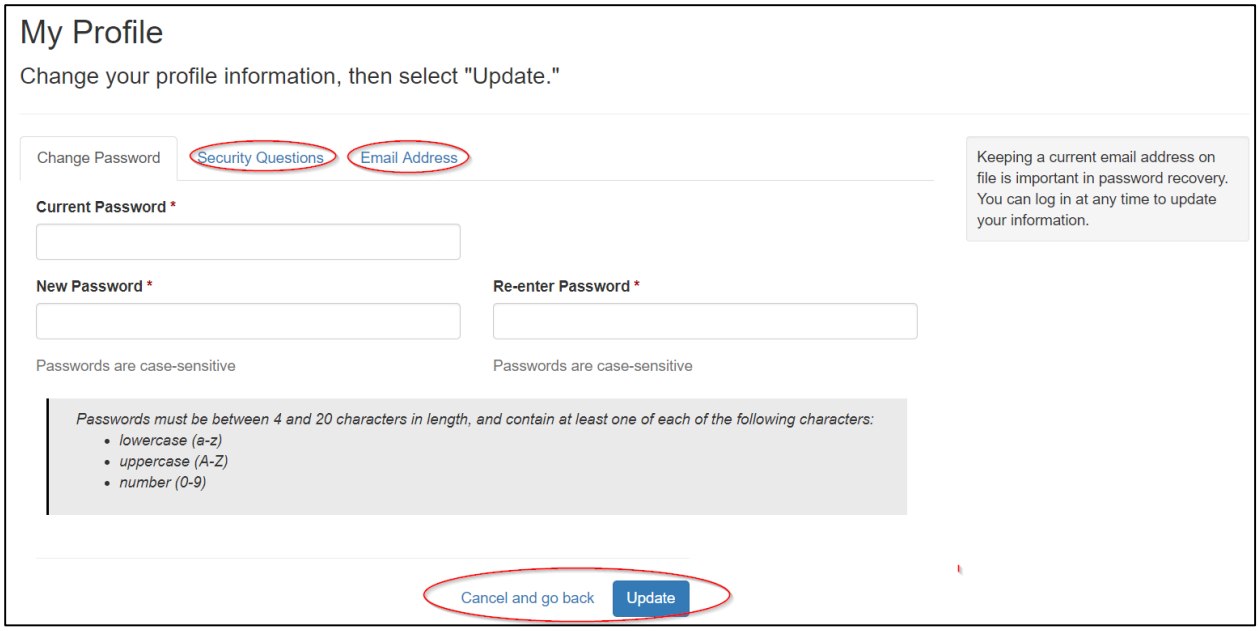


Figure 33 Change password screen

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.

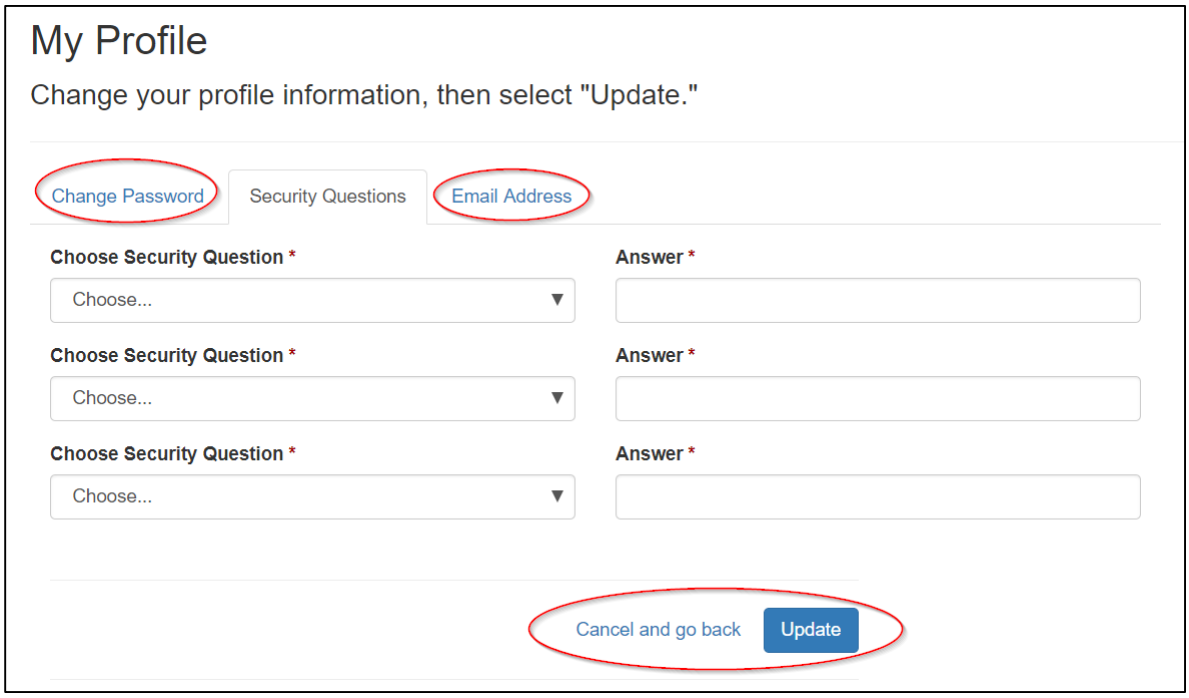


Figure 34 Change security questions screen

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.

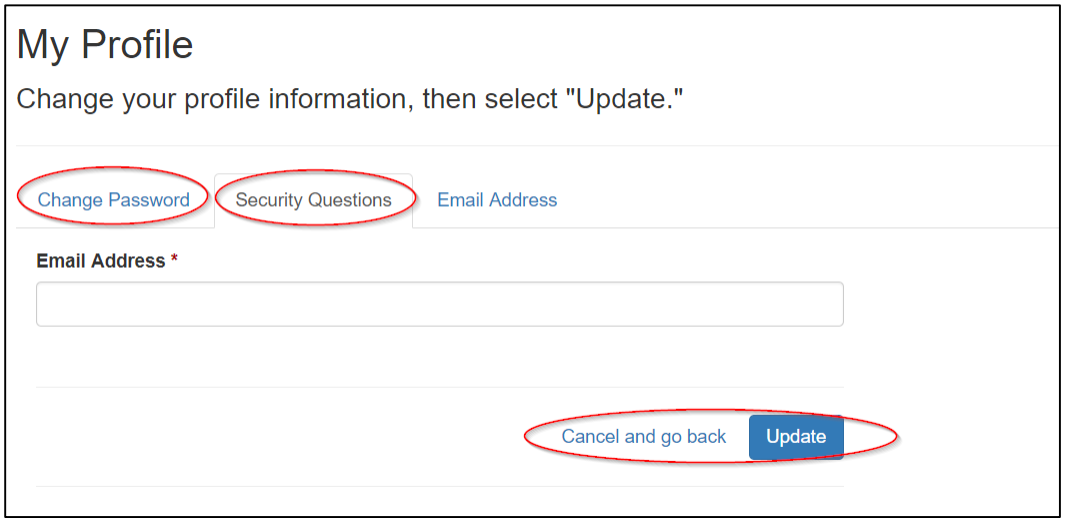


Figure 35 Change password screen

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.

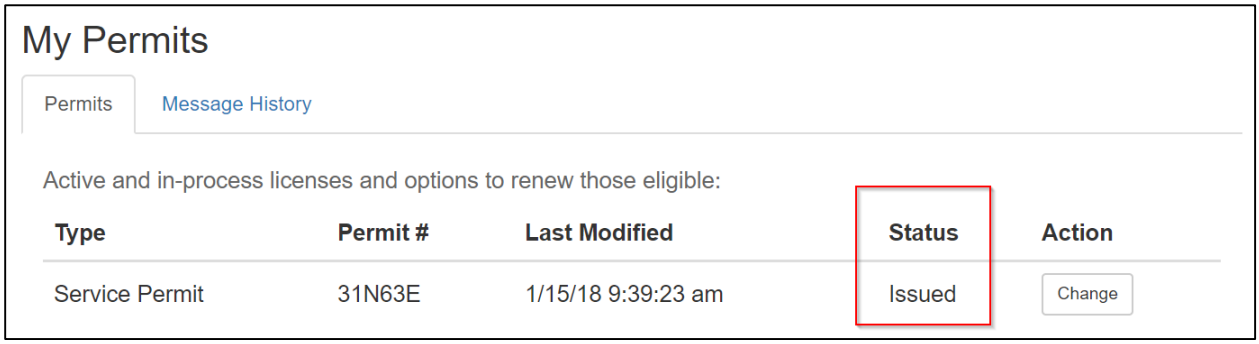


Figure 36 Permit status information on dashboard

Permit Status	Description
Application Inactivated	The application has been inactivated by OLCC
Approved	Permit application has been approved, test has not been passed
Denied	The permit application has been denied
Denied for Test	Permit application has been denied for lack of passing test
Draft	The permit application has not been submitted

Permit Status	Description
Expired	The service permit has expired and is no longer valid
Invalid	Payment was suspended, permit is no longer valid
Issued	The service permit has been approved and is active
New	The application has not been started
Pending Action	The application requires the user to make a change
Ready for Pay	The application has been submitted, but has not been paid for
Revoked	The service permit has been revoked and is no longer valid
Surrendered	The service permit has been surrendered by the user and is no longer valid
Suspended	The service permit has been suspended and is not valid for a specified amount of time
Under Review	The application is being reviewed by OLCC staff
Withdrawn	The application has been withdrawn by the user

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.

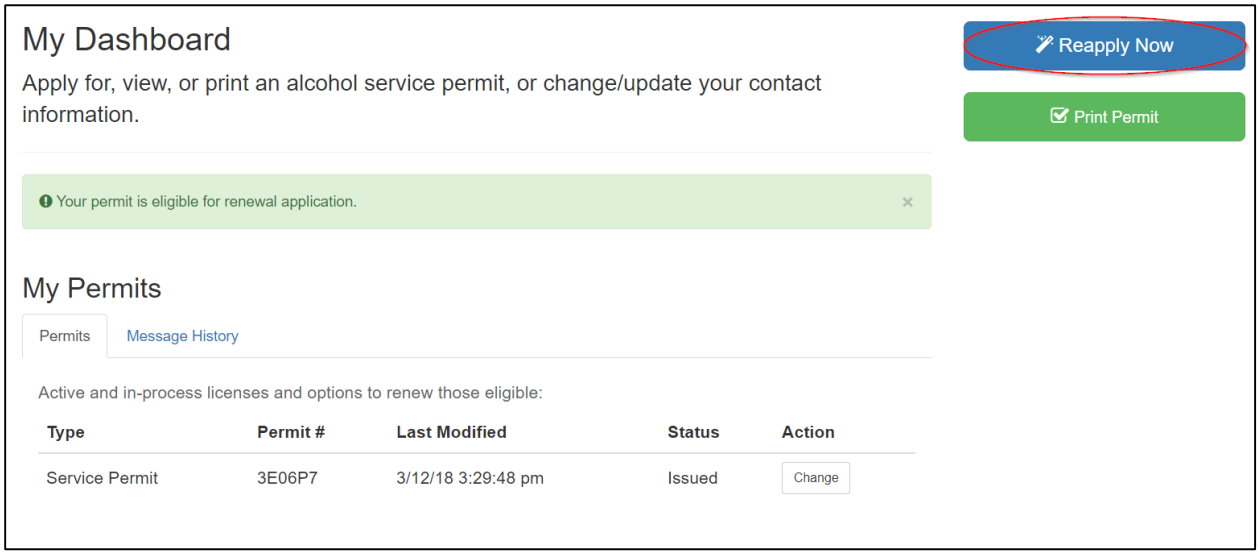


Figure 38Permit Re-application

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

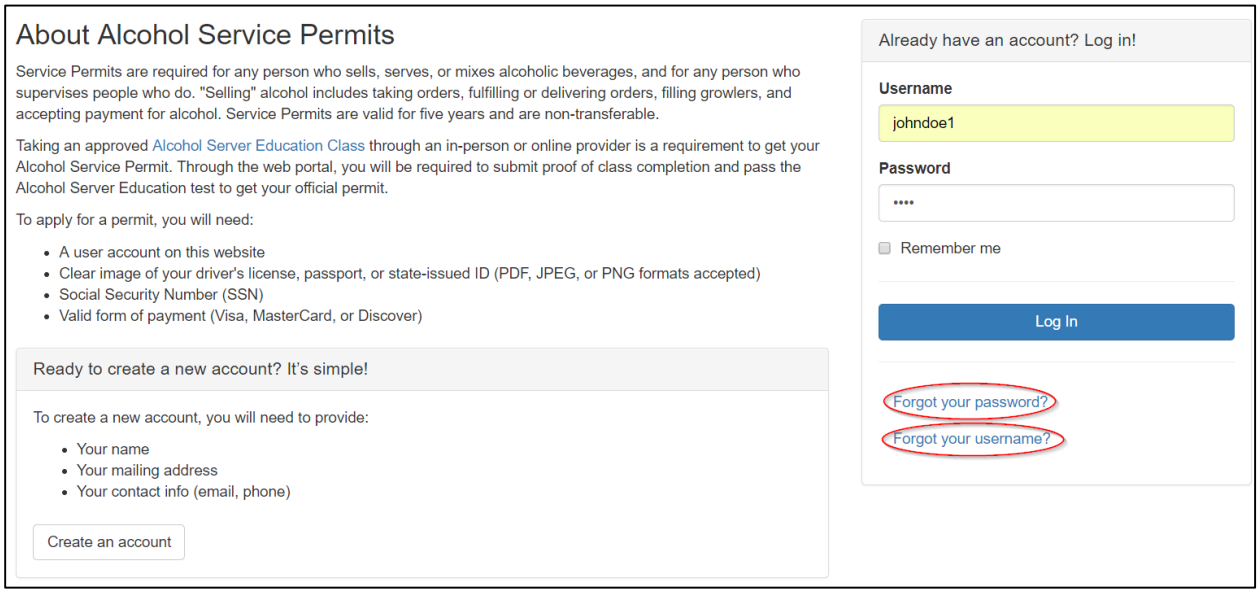


Figure 39Failed log-in attempt

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.

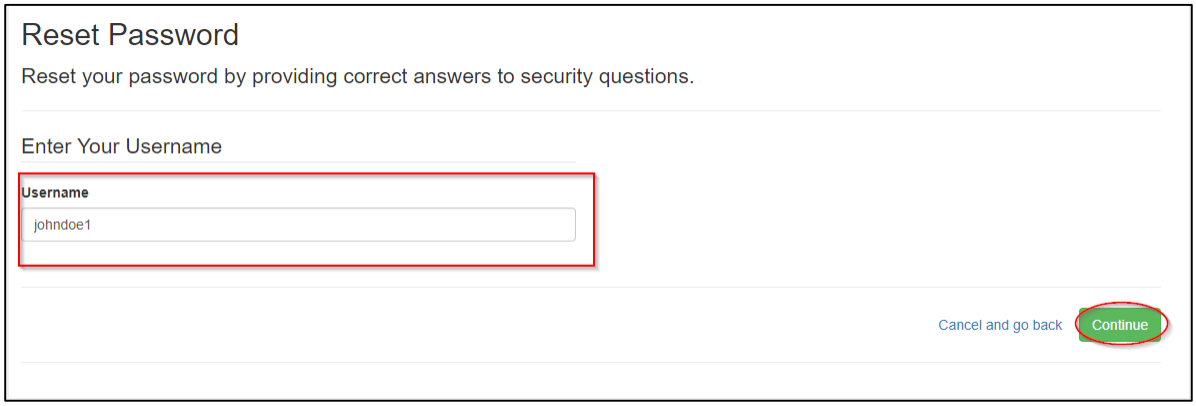


Figure 40 Password reset request screen

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

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

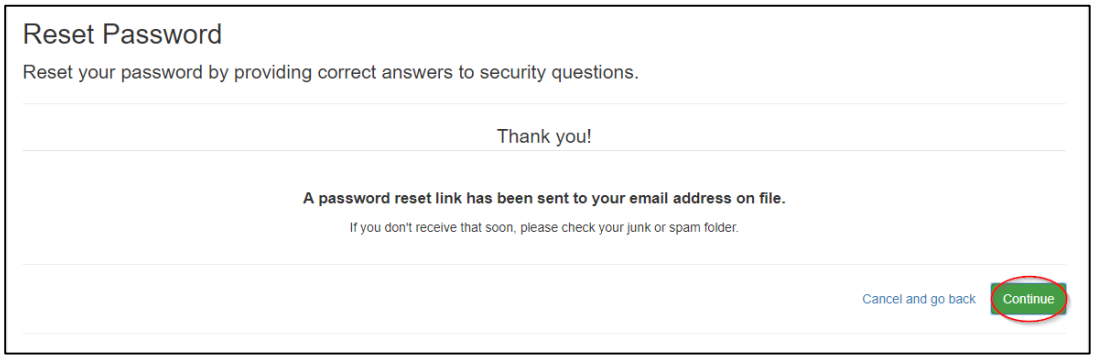


Figure 42 Confirmation of correct security question answer to reset password

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**.

NIC LMS Service Permit Password Reset

From: **no-reply@egov.com**, To: **seaqmazq**, Date **2017-11-07 16:12:13**

Dear John Doe,

Click the following link to reset your password.

https://stage-apps.oregon.egov.com/LMS/#/OLCC.LQ/service-worker/resetPassword?ticket=s3Qsj4NwPb%2Byf6vZ3TQhIA%3D%3D.YDU9OqPx7v%2FWXm2FNzMvKiS14ku%2Bio

Thanks,

Oregon Liquor Control Commission

Figure 43 Password reset link email

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"**.

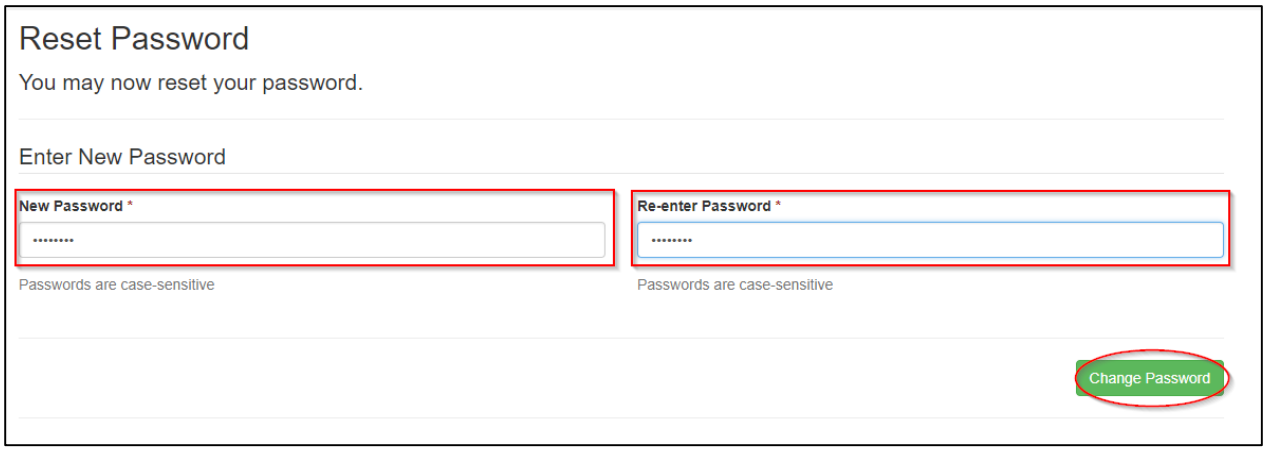


Figure 44 Password reset screen

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.

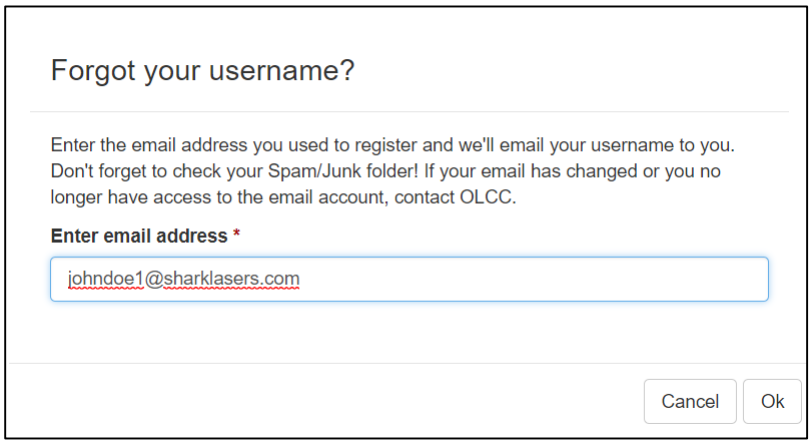


Figure 45 forgot username screen

Upon clicking Ok, the system will display the following instruction message notifying you to check your email which will include your username.

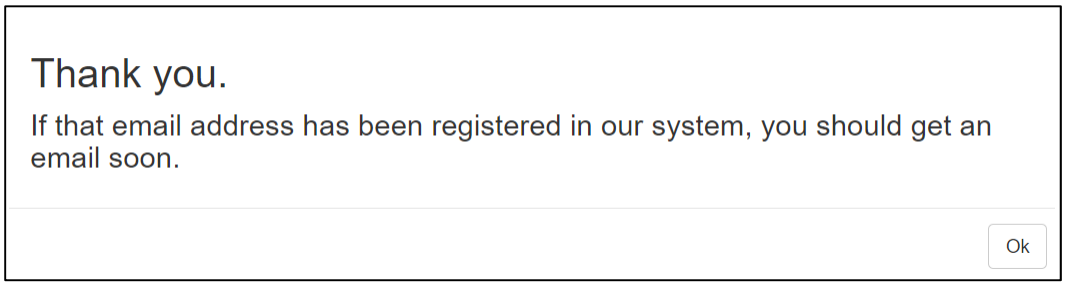


Figure 46 email username screen