

Illinois Department of Agriculture User Guide for Hemp Businesses: User Accounts and New Business Applications

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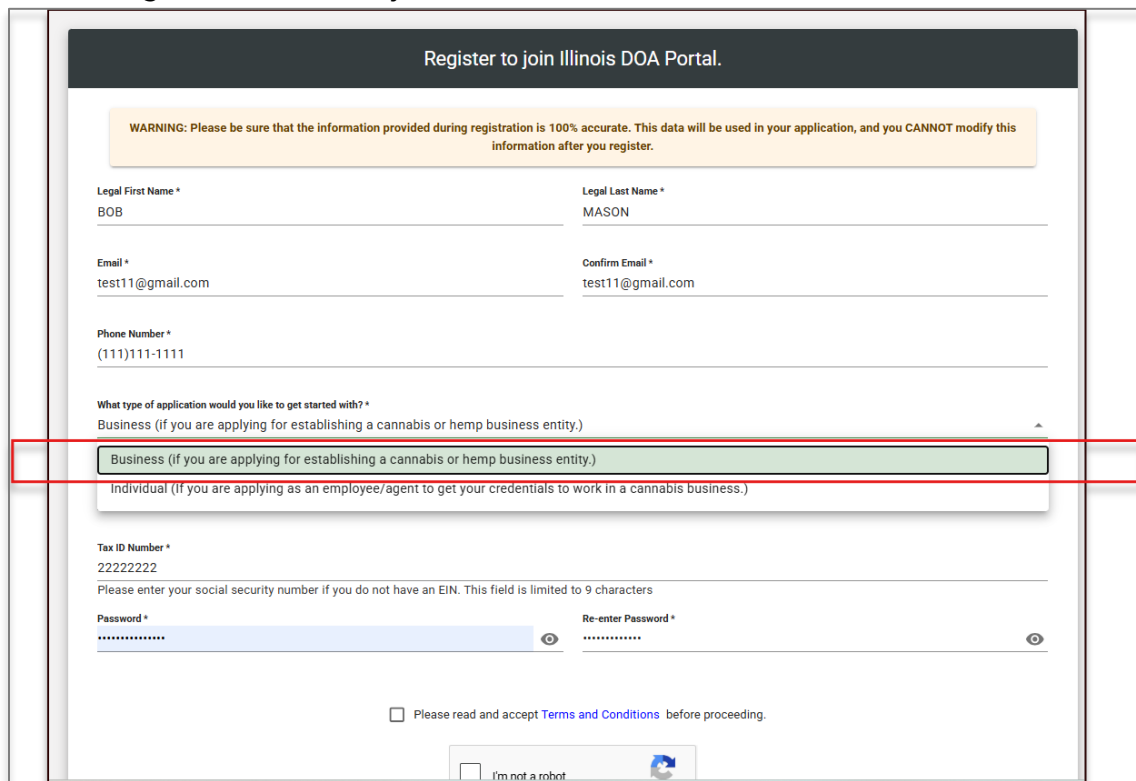
1. IL- DOA WEB PORTAL SOLUTION-TYLER TECHNOLOGIES

1.1 Overview

Tyler's Cannabis Licensing solution is the official web portal for the Illinois Department of Agriculture (IL-DOA). Industry stakeholders can use the portal to manage their license and agent applications and to update and renew previously submitted and approved applications.

1.2 Register

- New users must first register by navigating to the registration page.
<https://il-doa-public.nls.egov.com/register>
- Fill out all the required form fields.
- Be sure to select "Business" if you are applying to establish a Hemp business entity.
- Read the **terms and conditions**.
- Click **Register** once all form fields are complete and the terms and conditions are read.
- Once the registration information is submitted, confirm your email address by clicking the link sent to your inbox.



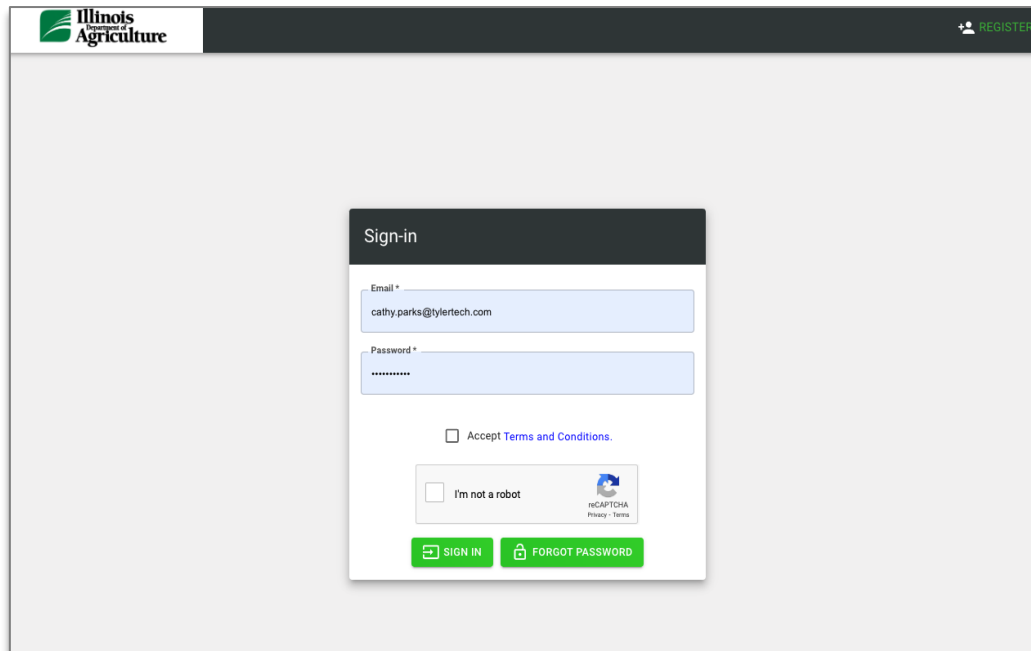
The screenshot shows the registration page for the Illinois DOA Portal. The title is "Register to join Illinois DOA Portal." Below the title is a warning message: "WARNING: Please be sure that the information provided during registration is 100% accurate. This data will be used in your application, and you CANNOT modify this information after you register." The form fields are as follows:

Field	Value
Legal First Name *	BOB
Legal Last Name *	MASON
Email *	test11@gmail.com
Confirm Email *	test11@gmail.com
Phone Number *	(111)111-1111
What type of application would you like to get started with? *	Business (if you are applying for establishing a cannabis or hemp business entity.)
Tax ID Number *	22222222
Password *	*****
Re-enter Password *	*****

Below the form fields, there is a checkbox labeled "Please read and accept Terms and Conditions before proceeding." and a checkbox labeled "I'm not a robot" with a CAPTCHA image.

1.3 Log-In

- Sign in to <https://il-doa-public.nls.egov.com/#!/signin>
- Enter the email address for the **Username** and **Password**.
- Check the box to **Accept** the terms and conditions
- Click **Sign In** once all form fields are complete, and the Terms and Conditions have been accepted.



Sign-in

Email *

cathy.parks@tylertech.com

Password *

☐ Accept Terms and Conditions.

☐ I'm not a robot

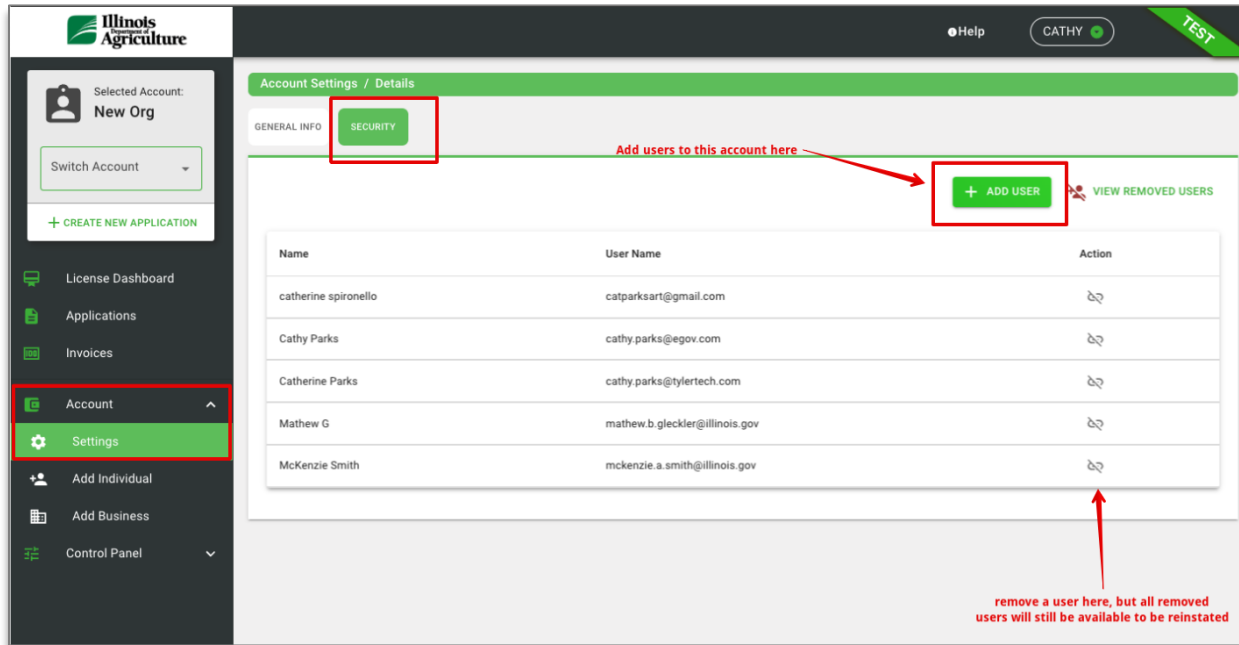
reCAPTCHA

Privacy - Terms

SIGN IN **FORGOT PASSWORD**

1.4 Add user

- To add a new user to an existing account, click **Account >> Settings>> Security tab**.
- Select **Add User** on the right side of the window.



Account Settings / Details

GENERAL INFO SECURITY

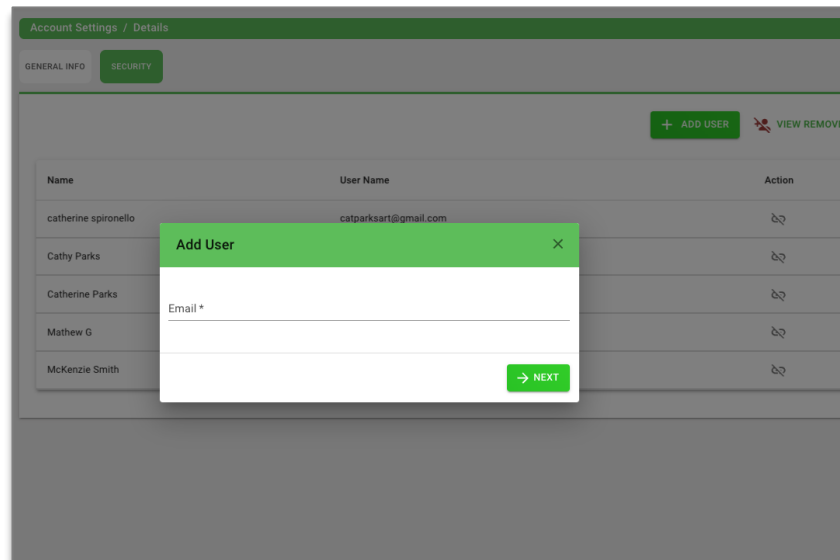
Add users to this account here

+ ADD USER VIEW REMOVED USERS

Name	User Name	Action
catherine spironello	catparksart@gmail.com	
Cathy Parks	cathy.parks@egov.com	
Catherine Parks	cathy.parks@tylertech.com	
Mathew G	mathew.b.gleckler@illinois.gov	
McKenzie Smith	mckenzie.a.smith@illinois.gov	

remove a user here, but all removed users will still be available to be reinstated

- Once you click **Add User**, enter the user's email address in the new window, as shown below.



Account Settings / Details

GENERAL INFO SECURITY

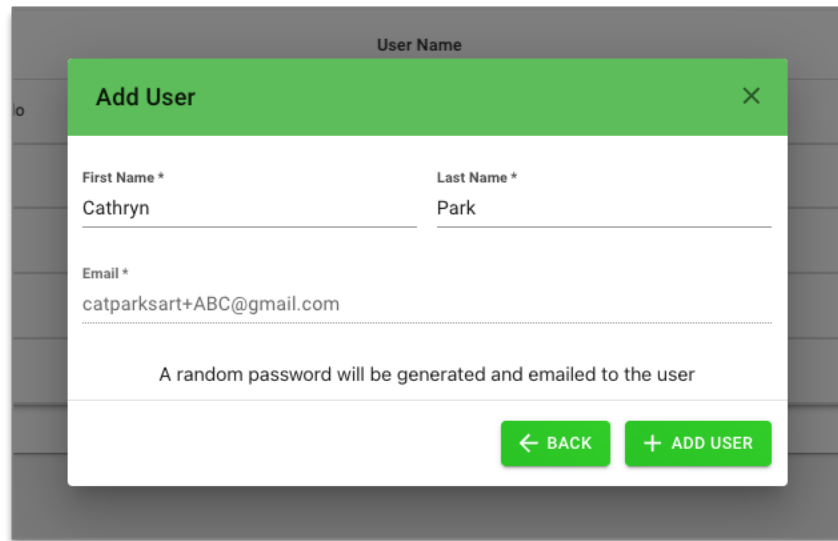
+ ADD USER VIEW REMOVED

Name	User Name	Action
catherine spironello	catparksart@gmail.com	
Cathy Parks		
Catherine Parks		
Mathew G		
McKenzie Smith		

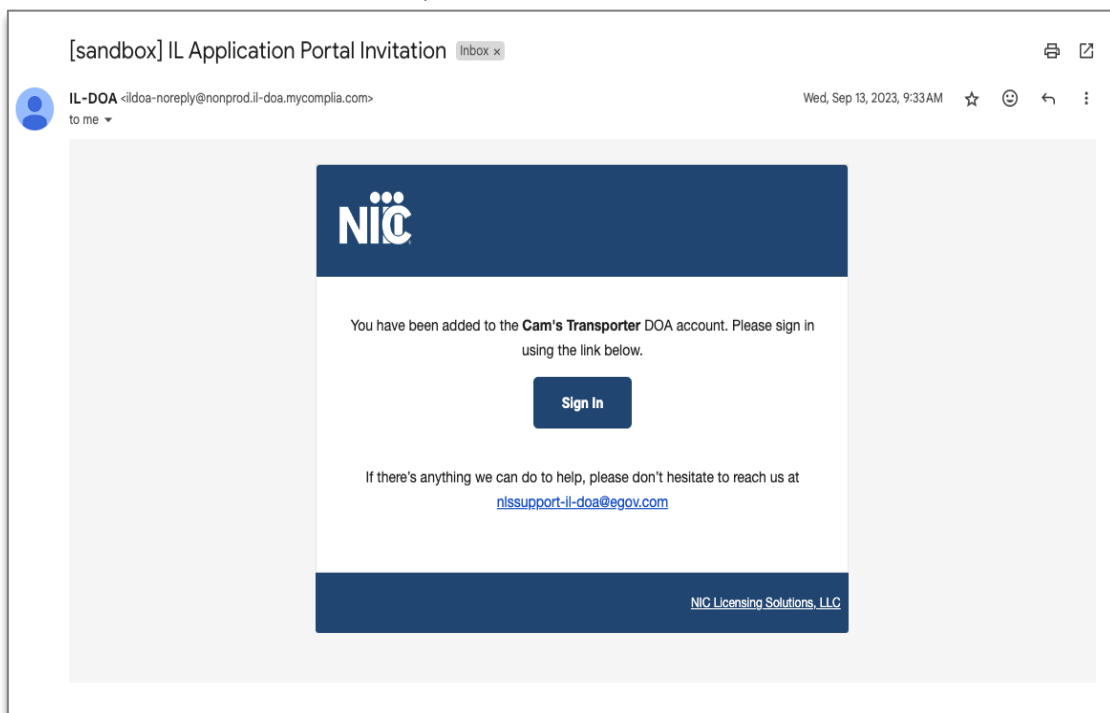
Add User

Email *

NEXT



- Once the Email ID is added, the added user will receive an email as shown below:

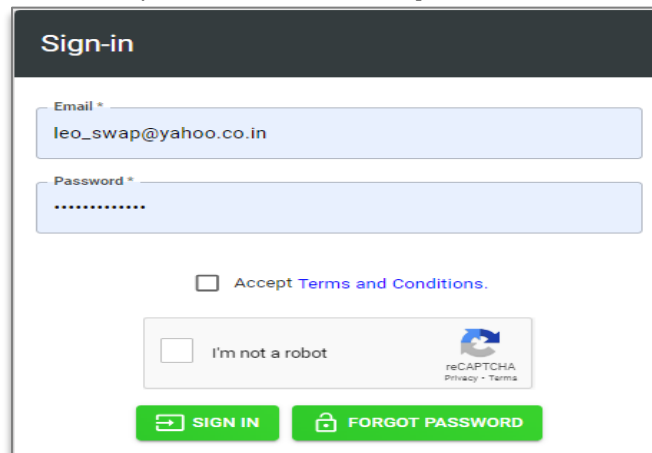


- The added user must confirm the email address by clicking the link sent to their inbox, confirming that the user has been added to the business account.

2. PASSWORDS

2.1 Forgot Password

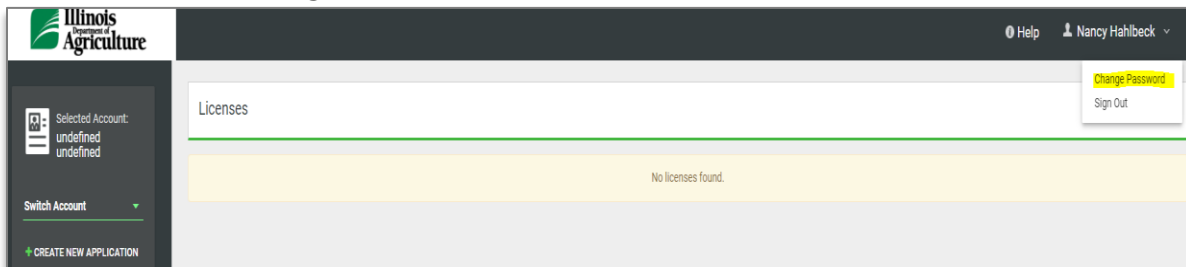
- If you forget your password, simply go to the Sign-In screen, click the **Forgot Password** button, and proceed by entering your **REGISTERED** email ID on the following screen to request a **Send reset password** email.



The Sign-in form includes fields for Email and Password. The email field contains 'leo_swap@yahoo.co.in'. Below the password field is a checkbox for 'Accept Terms and Conditions.' and a reCAPTCHA widget with the text 'I'm not a robot'. At the bottom are two green buttons: 'SIGN IN' and 'FORGOT PASSWORD'.

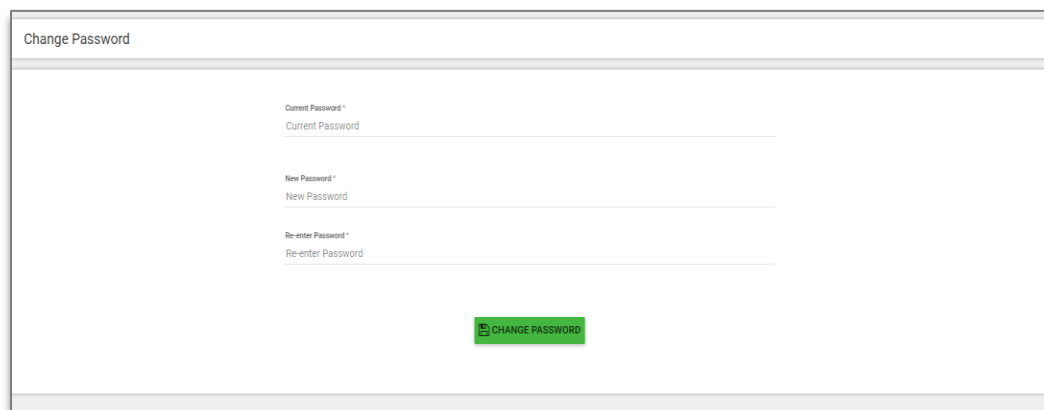
2.2 Change Password

- When logged in, clicking on your name in the upper right corner of the window will reveal the **Change Password** link.



The screenshot shows the user profile dropdown menu. The user's name 'Nancy Hahlbeck' is visible in the top right. The dropdown menu contains links for 'Change Password' and 'Sign Out'.

- Proceed with the change instructions on the next screen and click Change Password to proceed.



The Change Password form has three input fields: 'Current Password', 'New Password', and 'Re-enter Password'. Each field has a label and a placeholder. At the bottom is a green button labeled 'CHANGE PASSWORD'.

3. NEW BUSINESS APPLICATION

3.1 Overview

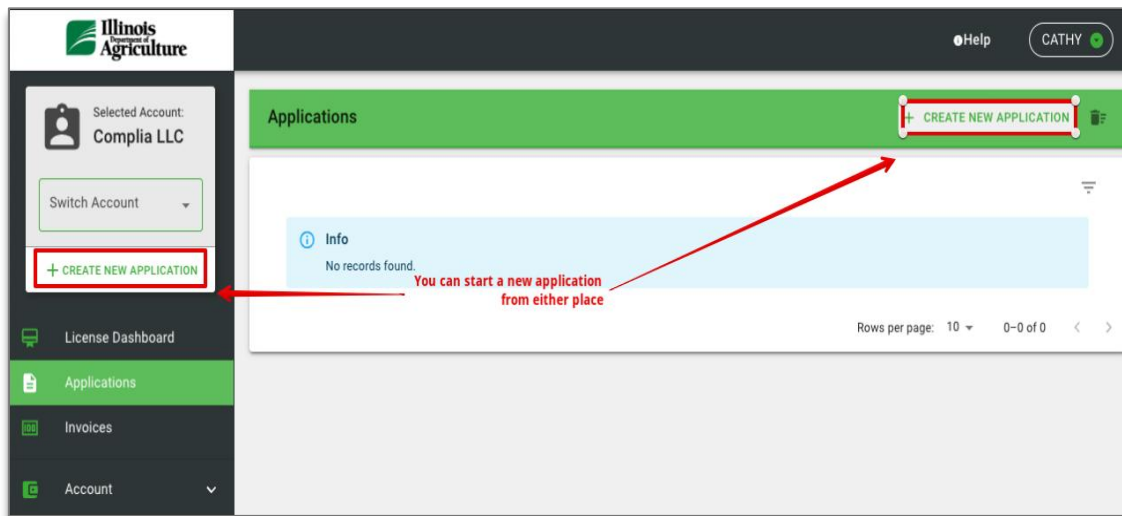
Entities seeking a Hemp Product Manufacturer License must complete a **New Business** application, which requires a Licensing fee after approval.

3.2 New Business Application

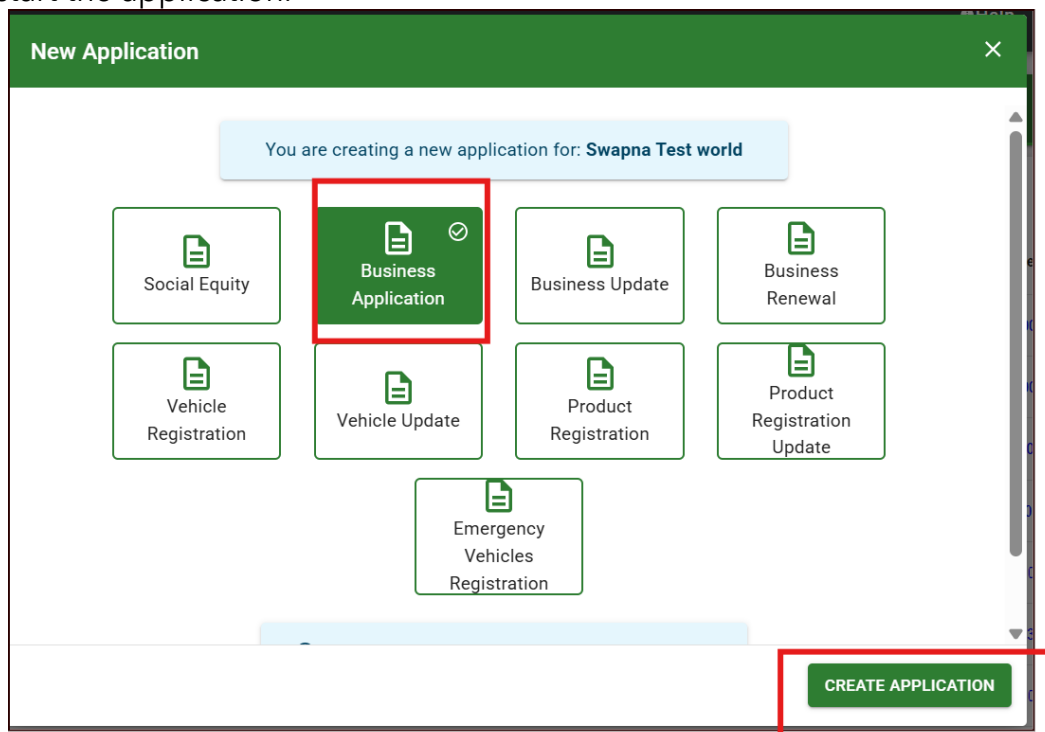
Submit a new application to start a new business. Please refer to [Section 4](#) for the submission procedure for the new business application for HEMP product manufacturers.

4. SUBMIT A NEW APPLICATION FOR NBL

- To start a new application, click the **Create New Application** button from the menu on the left or from the top right corner of the page:

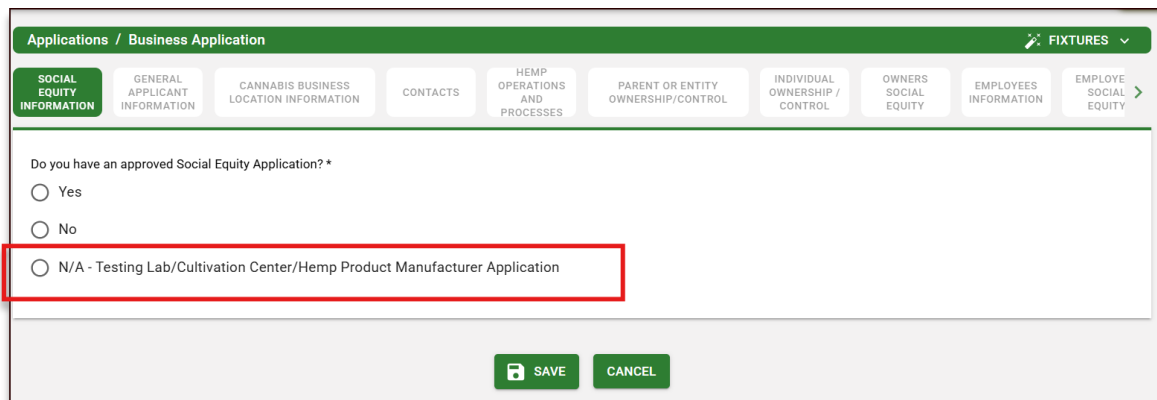


- Next, choose the application type you'd like to create. Check the information in the blue box to verify that you are working in the proper account. Click **Create Application** to start the application.



- Once the application is created, please fill in all the required information. Each application contains required data fields, question responses, and document uploads for Hemp Product Manufacturer licenses.
- First, select **"N/A-Testing Lab/Cultivation Center/Hemp Product Manufacturer Application"** on the Social Equity Tab.

Note: All workflows in the NLS Licensing Portal are interconnected. Selecting the "N/A - Testing Lab/Cultivation Center/Hemp Product Manufacturer Application" option simply categorizes applications for Hemp Product Manufacturers, Testing Laboratories, and Cultivation Centers as separate from the "Social Equity-relevant" Craft Grower, Infuser, and Transporter License Types.



Applications / Business Application

SOCIAL EQUITY INFORMATION | GENERAL APPLICANT INFORMATION | CANNABIS BUSINESS LOCATION INFORMATION | CONTACTS | HEMP OPERATIONS AND PROCESSES | PARENT OR ENTITY OWNERSHIP/CONTROL | INDIVIDUAL OWNERSHIP / CONTROL | OWNERS SOCIAL EQUITY | EMPLOYEES INFORMATION | EMPLOYEE SOCIAL EQUITY

Do you have an approved Social Equity Application? *

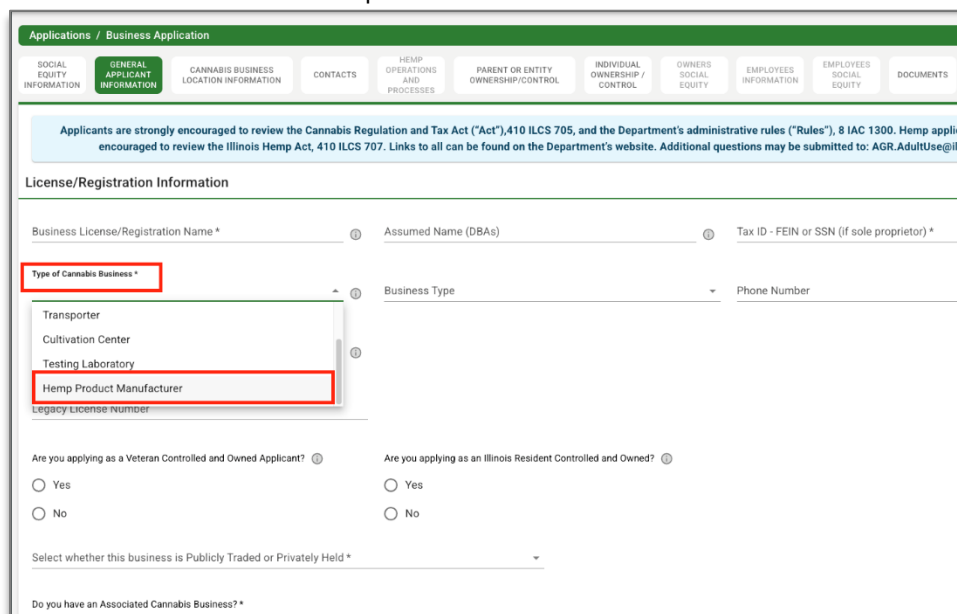
☐ Yes

☐ No

☐ N/A - Testing Lab/Cultivation Center/Hemp Product Manufacturer Application

SAVE CANCEL

- On the General Applicant Information Tab, select **Hemp Product Manufacturer** from the Type of Cannabis Business drop-down menu.



Applications / Business Application

SOCIAL EQUITY INFORMATION | GENERAL APPLICANT INFORMATION | CANNABIS BUSINESS LOCATION INFORMATION | CONTACTS | HEMP OPERATIONS AND PROCESSES | PARENT OR ENTITY OWNERSHIP/CONTROL | INDIVIDUAL OWNERSHIP / CONTROL | OWNERS SOCIAL EQUITY | EMPLOYEES INFORMATION | EMPLOYEE SOCIAL EQUITY | DOCUMENTS

Applicants are strongly encouraged to review the Cannabis Regulation and Tax Act ("Act"), 410 ILCS 705, and the Department's administrative rules ("Rules"), 8 IAC 1300. Hemp applicants are encouraged to review the Illinois Hemp Act, 410 ILCS 707. Links to all can be found on the Department's website. Additional questions may be submitted to: AGR.AdultUse@Illinois.gov

License/Registration Information

Business License/Registration Name * Assumed Name (DBAs) Tax ID - FEIN or SSN (if sole proprietor) *

Type of Cannabis Business * Business Type Phone Number

Transporter

Cultivation Center

Testing Laboratory

Hemp Product Manufacturer

Legacy License Number

Are you applying as a Veteran Controlled and Owned Applicant? * Are you applying as an Illinois Resident Controlled and Owned? *

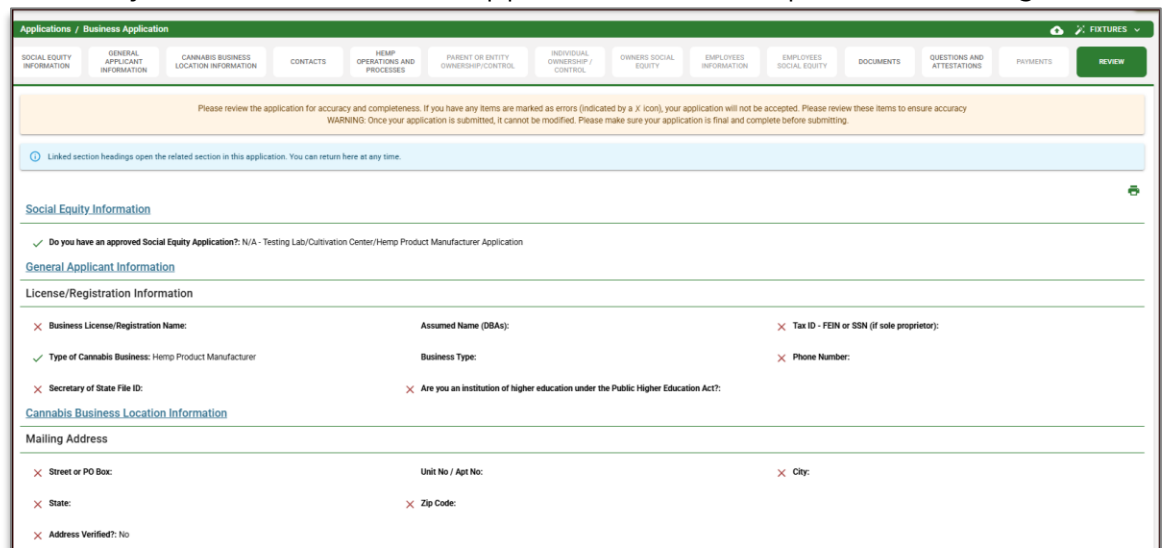
☐ Yes ☐ Yes

☐ No ☐ No

Select whether this business is Publicly Traded or Privately Held *

Do you have an Associated Cannabis Business? *

- Continue through the application, completing all required data points. You are welcome to save the application and return later if you need more time. Simply click **Save**, then log off. **This will NOT submit the application.**
- As your application nears completion, navigate to the Review tab to verify that all required items have been completed.
- If you see any **red X's**, return to the applicable tab to complete the missing items.



The screenshot shows the 'Applications / Business Application' interface. The top navigation bar includes tabs for Social Equity Information, General Applicant Information, Cannabis Business Location Information, Contacts, Hemp Operations and Processes, Parent or Entity Ownership/Control, Individual Ownership/Control, Owners Social Equity, Employees Information, Employees Social Equity, Documents, Questions and Attestations, Payments, and a 'REVIEW' button. A warning message states: 'Please review the application for accuracy and completeness. If you have any items marked as errors (indicated by a 'x' icon), your application will not be accepted. Please review these items to ensure accuracy. WARNING: Once your application is submitted, it cannot be modified. Please make sure your application is final and complete before submitting.' Below this, a link indicates that section headings open related sections. The 'Social Equity Information' section shows a checkmark for 'Do you have an approved Social Equity Application?'. The 'General Applicant Information' section includes 'License/Registration Information' with fields for Business License/Registration Name, Assumed Name (DBAs), Tax ID - FEIN or SSN (if sole proprietor), Type of Cannabis Business, Business Type, Secretary of State File ID, and Are you an institution of higher education under the Public Higher Education Act?. The 'Cannabis Business Location Information' section includes 'Mailing Address' with fields for Street or PO Box, Unit No / Apt No, City, State, Zip Code, and Address Verified?.

- Once your application is submitted, it will be available for review by the Illinois Department of Agriculture. Please monitor your inbox for updates as your application is reviewed.
- If the agency finds any potential issues with your application, it may be returned for action. You will receive an email notification when this occurs. **Returned for Action applications must be corrected and resubmitted through the portal.**

5. PAYMENT

- HEMP applications do not require the payment of fees on submission.

✓

Applicant Title in the Entity: MANAGER

✓

Applicant Signature: SAM STEERE

✓

Signature Date: 10/05/2026

Payments

✓

Payment Options: Not Applicable

Applications / New Business Application

SOCIAL EQUITY INFORMATION

GENERAL APPLICANT INFORMATION

CANNABIS BUSINESS LOCATION INFORMATION

CONTACTS

PARENT OR ENTITY OWNERSHIP/CONTROL

INDIVIDUAL OWNERSHIP / CONTROL

OWNERS SOCIAL EQUITY

EMPLOYEES INFORMATION

EMPLOYEES SOCIAL EQUITY

DOCUMENTS

QUESTIONS AND ATTESTATIONS

PAYMENTS

REVIEW

Payment Options *

☒ Credit Card
 ☐ E-Check

SAVE

SAVE & NEXT

CANCEL

- The licensing fee needs to be paid only after the reviewer approves and initiates the Invoice.
- The licensee can access the initiated payment by clicking the Invoices shown on the left side.

Selected Account: SWAPNA LLC

Switch Account

+ CREATE NEW APPLICATION

License/Registration Dashboard

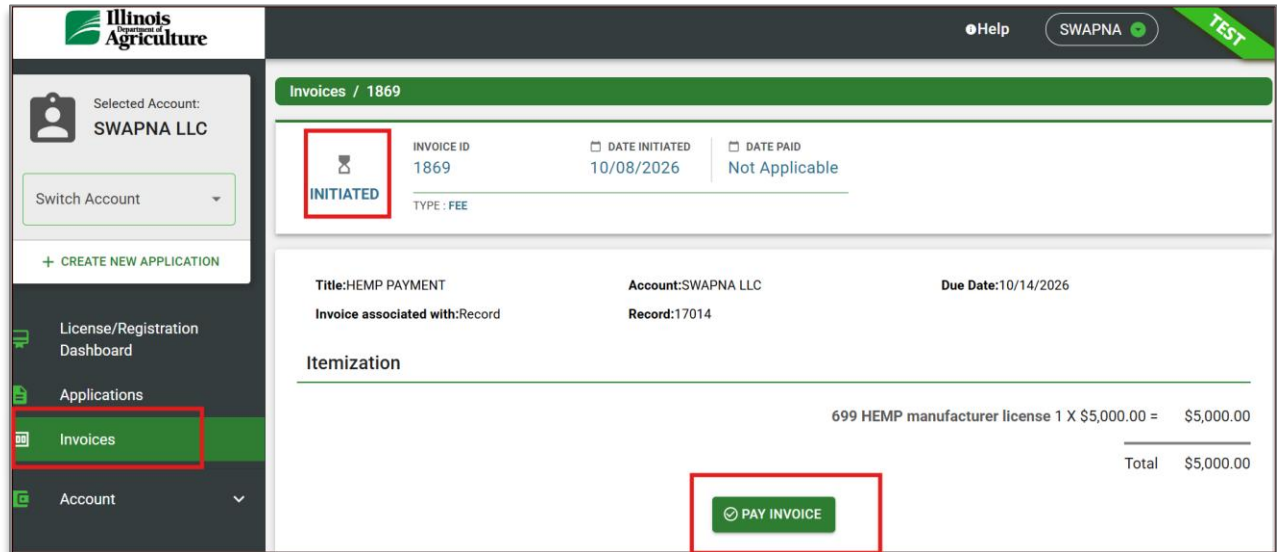
Applications

Invoices

Invoices

Status	Invoice ID ↓	Title	Date Initiated	Amount
Initiated	1869	HEMP PAYMENT	Oct 8, 2026	\$5,000.00
Initiated	1645	INVOICE	Dec 2, 2025	\$100.00
Paid	1383	INFUSER PAYMENT	Oct 14, 2025	\$1,000.00
Initiated	1257	BLR RENEWAL INFUSER	Feb 7, 2025	\$1,234.00

- Once you identify your initiated invoice, click it and then click **Pay Invoice** to proceed with the payment.



Selected Account: SWAPNA LLC

Switch Account

+ CREATE NEW APPLICATION

License/Registration Dashboard

Applications

Invoices

Account

Invoices / 1869

INITIATED

INVOICE ID: 1869

DATE INITIATED: 10/08/2026

DATE PAID: Not Applicable

TYPE: FEE

Title: HEMP PAYMENT

Account: SWAPNA LLC

Due Date: 10/14/2026

Invoice associated with: Record

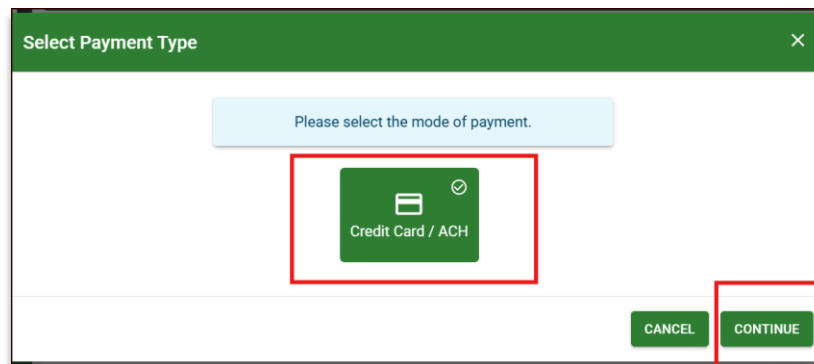
Record: 17014

Itemization

699 HEMP manufacturer license 1 X \$5,000.00 =	\$5,000.00
Total	\$5,000.00

PAY INVOICE

- Payments can be made via Credit Card or E-check. Click Continue to proceed



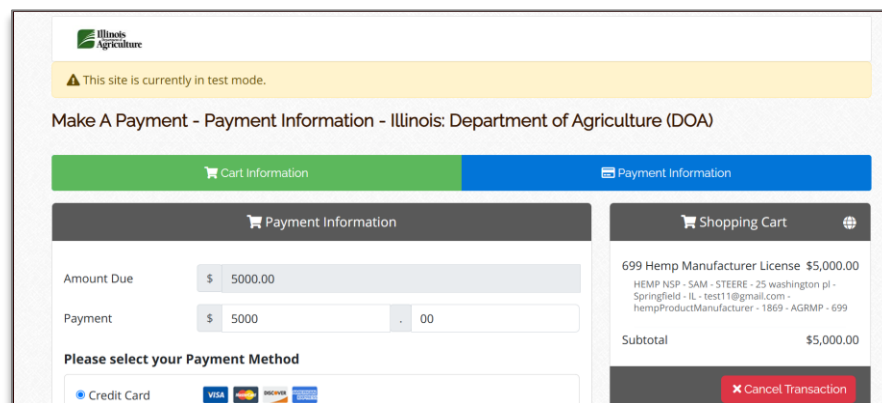
Select Payment Type

Please select the mode of payment.

Credit Card / ACH

CANCEL CONTINUE

- Users will be redirected to the State of Illinois Third-Party Payer system to proceed with Payment.



This site is currently in test mode.

Make A Payment - Payment Information - Illinois: Department of Agriculture (DOA)

Cart Information

Payment Information

Amount Due: \$ 5000.00

Payment: \$ 5000.00

Please select your Payment Method

Credit Card

Shopping Cart

699 Hemp Manufacturer License \$5,000.00

HEMP NSP - SAM - STEERE - 25 Washington pl - Springfield - IL - test11@gmail.com - hempProductManufacturer - 1869 - AGRMP - 699

Subtotal: \$5,000.00

Cancel Transaction

6. SUPPORT

- Please contact the Illinois Department of Agriculture with all non-technical questions.
- For questions regarding application requirements, acceptable documentation, the status of your application, rules, regulations, policy, or other program-specific questions, please get in touch with the Illinois Department of Agriculture directly via email at Agr.HEMP@illinois.gov

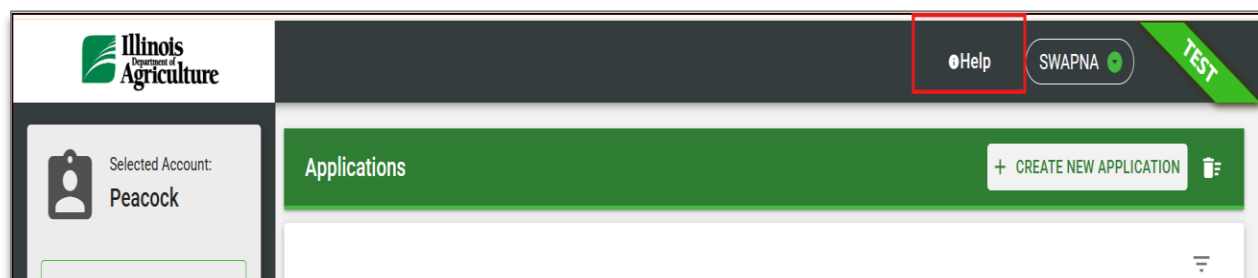
6.1. Technical Help

- For technical support, please contact Tyler Cannabis Licensing Support at NLSSUPPORT-IL-DOA@TYLERTECH.COM
- Please provide your license number or application ID number, your name, email address, and as many details as possible when contacting technical support. When you email support, a support ticket is automatically created with the details of your request.

Note: Technical support cannot provide status updates on submitted applications. Please **do not** contact Technical Support to ask about the status of your application.

6.2. Help Screen and Online User Guides

- The help section contains support emails and user guides available on the portal and the [IDOA cannabis website](#). Click on the Help button at the upper right of your screen.



7. USER TIPS & FAQs

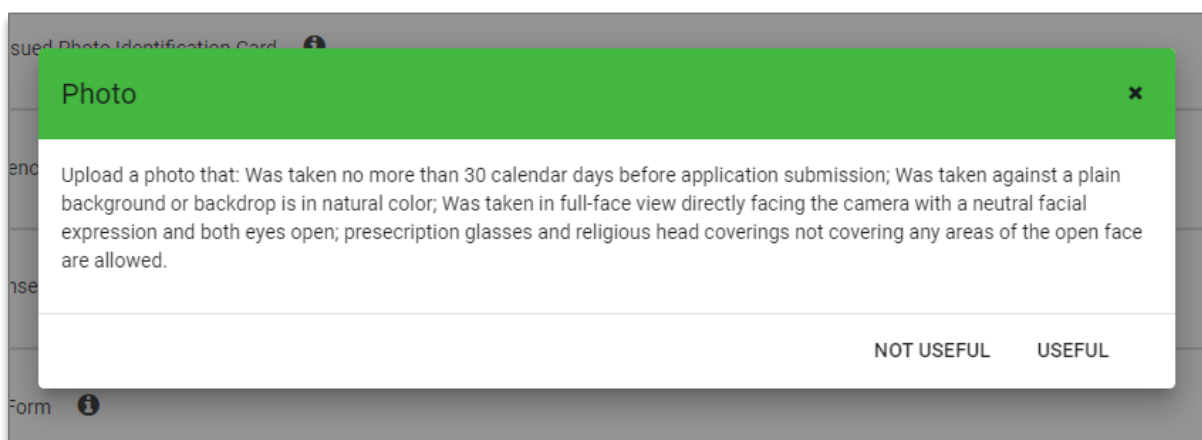
7.1. Legend of Icons in the System

These icons are described here:

	<i>Pro Tips</i>	<i>Useful Information</i>
	<i>Toggle Filter</i>	<i>Search Filters</i>
	<i>Actions</i>	<i>Actions shortcut on Specific Licenses</i>
	<i>Filter</i>	<i>Filter options available to search</i>
	<i>Reset Filter</i>	<i>Resets the filter</i>

a. Pro Tips

- Pro Tips are found throughout the software, where additional information may be helpful. Some Pro Tips have hyperlinks to download documents.
- When you click on the  icon, a window will open. Here is a sample Pro Tip for a "Photo Upload":



b. Filters

- The filter will sort the screen for viewing.

Licenses							PRINT DIGITAL CARD
Status Approved,Deactivated,Expired Application Type Name							Refresh Filter
Status	Application ID ↑	Name	License Type	License Number	Expiry Date	Actions	
✓ Approved	8373	Swapna Berry Cannabis test	New Business Application	IN00000043	Oct 30, 2026	View License Download License Business Update Business Renewal	
⊘ Deactivated	8407	Swapna Berry Inc	New Vehicle Registration	VR000076	Not Applicable	View License Download License Business Update Business Renewal	

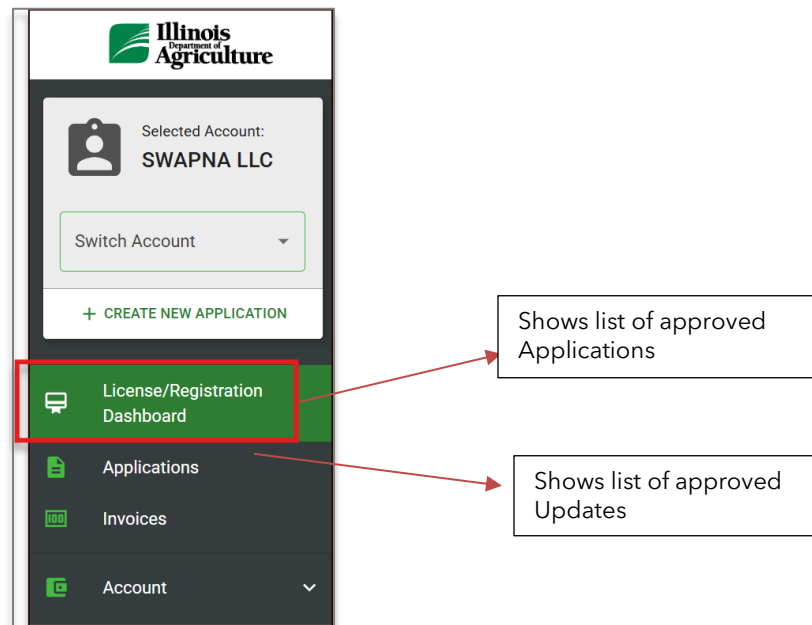
c. Actions

- The Actions button will provide shortcuts to actions on licenses. Each time the actions icon appears, the choices may be different. In this license dashboard, the available actions are “View license” and license options.

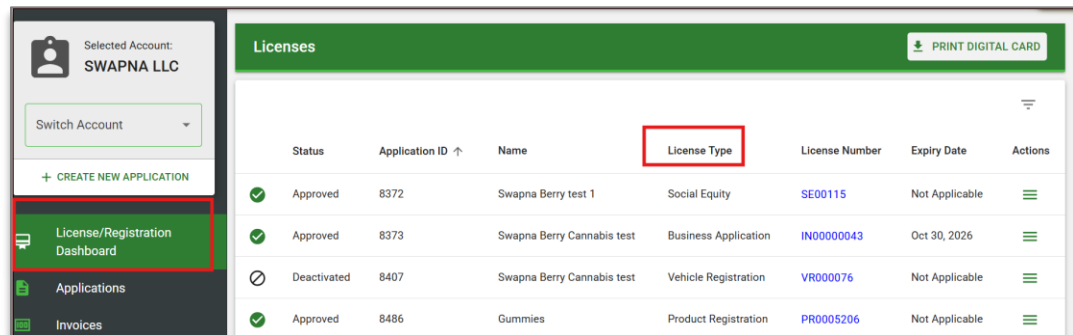
Licenses							Filter
Status Approved, Deactivated, Expired Application Type							Refresh Filter
Status	Application ID	Title	License Type	License Number	Expiry Date ↑	Actions	
✓ Approved	1057	Nancy Hahlbeck	New Agent Registration	INAC10000002	03/03/2022	View License Download License Business Update Business Renewal	

Licenses							PRINT DIGITAL CARD
Status Approved,Deactivated,Expired Application Type Name							Refresh Filter
Status	Application ID ↑	Name	License Type	License Number	Expiry Date	Actions	
✓ Approved	8373	Swapna Berry Cannabis test	New Business Application	IN00000043	Oct 30, 2026	View License Download License Business Update Business Renewal	
⊘ Deactivated	8407	Swapna Berry Inc	New Vehicle Registration	VR000076	Not Applicable	View License Download License Business Update Business Renewal	
✓ Approved	8486	Gummies	Product Registration	PR0005206	Not Applicable	View License Download License Business Update Business Renewal	
✓ Approved	11471	Swapna Berry test 1	New Business Application	IN00000044	Nov 21, 2026	View License Download License Business Update Business Renewal	

7.2. License Dashboard and Application section explained



- The License dashboard section only shows the approved applications.



Status	Application ID ↑	Name	License Type	License Number	Expiry Date	Actions
Approved	8372	Swapna Berry test 1	Social Equity	SE00115	Not Applicable	
Approved	8373	Swapna Berry Cannabis test	Business Application	IN00000043	Oct 30, 2026	
Deactivated	8407	Swapna Berry Cannabis test	Vehicle Registration	VR000076	Not Applicable	
Approved	8486	Gummies	Product Registration	PR0005206	Not Applicable	

- Open, Processing, Paid, Submitted, Returned for Action, Forfeited, and Denied Updates for Business Applications, Business Updates, and Business Renewals show up in the Applications section.



Selected Account:
SWAPNA LLC

Switch Account

+ CREATE NEW APPLICATION

 License/Registration Dashboard

 **Applications**

 Invoices

Applications

+ CREATE NEW APPLICATION

Application ID ↓	Title	Status	Application Type	Submitted Date	Actions
17014	HEMP NSP	Approved	Business Application	Oct 8, 2026	
16881	Harrison Berries	Approved	Business Update	Aug 19, 2026	
16871	TED'S LLC	Approved	Business Renewal	Aug 18, 2026	
16824	Eden Garden Transports	Approved	Business Renewal	Aug 10, 2026	

7.3. Frequently asked questions

- Please refer to the **Hemp FAQs** section for more frequently asked questions for Hemp.