

Existing Accela CLEaR Users – How to Access Converted Manufacturing License Records

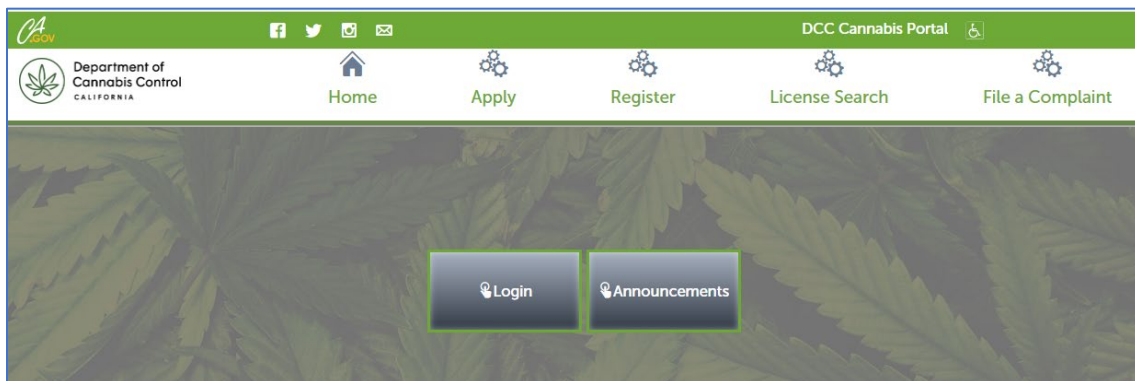
This guidance document is designed to assist users who have an existing Accela CLEaR User ID and possess a manufacturing license converted from the PEGA Manufacturing Cannabis License System to the Accela CLEaR system.

The process for logging in to the Accela CLEaR system will not change. Users can use the same username and password they have previously used to access the Accela CLEaR system. Once logged in, users will be able to see their manufacturing licenses on the 'My Records' page. A section of the 'My Records' page will clearly display all associated manufacturing license records and applications.

A sample screen by screen walkthrough is provided below. Any person experiencing issues with accessing their records can contact the Department at licensing@cannabis.ca.gov to obtain assistance.


Walkthrough

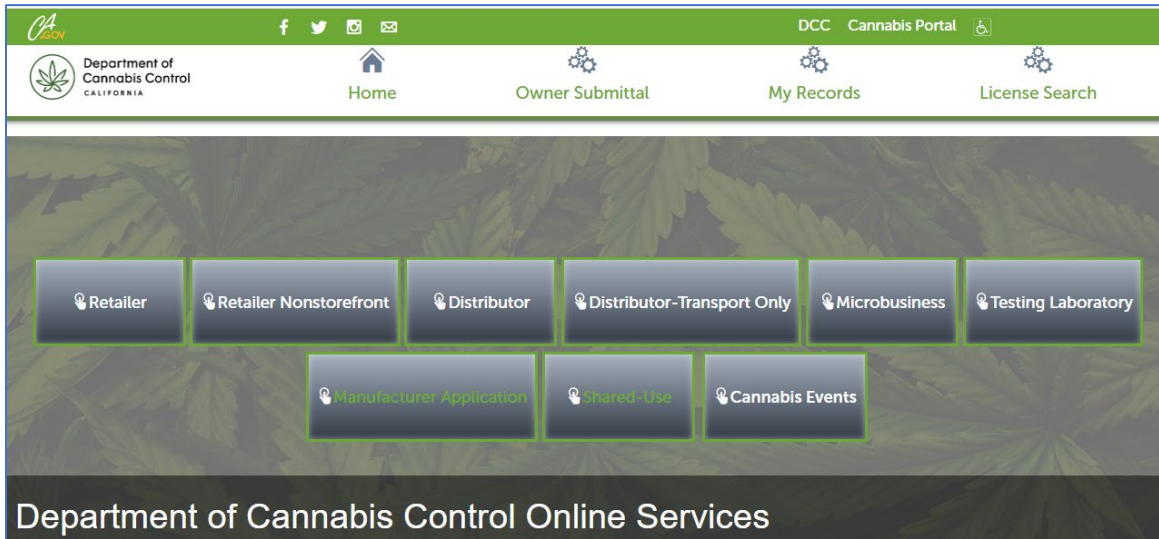
Users can login to the system via the existing link <https://online.bcc.ca.gov/bcc/Default.aspx>



Users will enter their existing username and password. There is a self-service password reset process should users have any issues remembering their password.

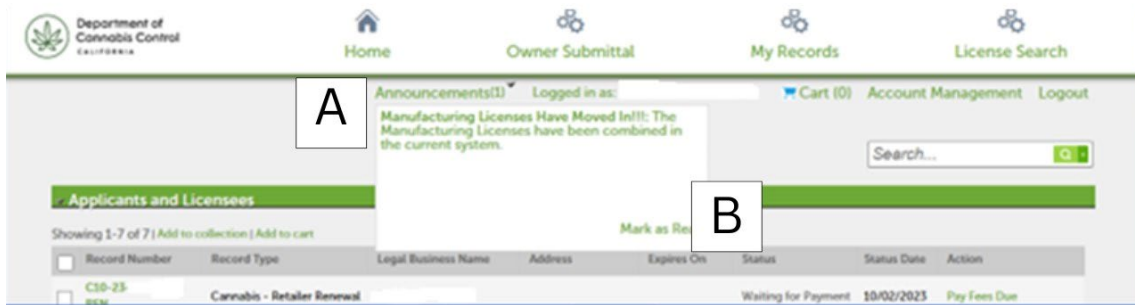
The screenshot shows the 'Sign In' page of the Department of Cannabis Control California website. At the top, there is a green navigation bar with the 'CA gov' logo, social media icons for Facebook, Twitter, Instagram, and Email, and the text 'Cannabis Portal' with an accessibility icon. Below this is a white navigation bar with the Department of Cannabis Control logo and icons for 'Home', 'Apply', 'Register', 'License Search', and 'File a Complaint'. The main content area is titled 'Sign In' and contains two input fields: 'USER NAME OR E-MAIL: *' and 'PASSWORD: *'. Below the password field is a link for 'Forgot Password?'. A large green 'Sign In' button is centered below the fields. There is a checkbox for 'Remember me on this device' and a link for 'Not Registered? CREATE AN ACCOUNT'. At the bottom, a 'Please Login' section explains that many online services require login for security reasons and asks existing users to enter their credentials.

Once logged in you will see the Manufacturer and Shared-Use options on the  Home page.



My Records

To view an existing manufacturing license or application converted from PEGA you can select the 'My Records' function. You may see an Announcement (see A in the screenshot) related to the move of manufacturing licenses from the PEGA system to the CLEaR system. You can mark the Announcement as 'read' and clear it (see B in the screenshot).



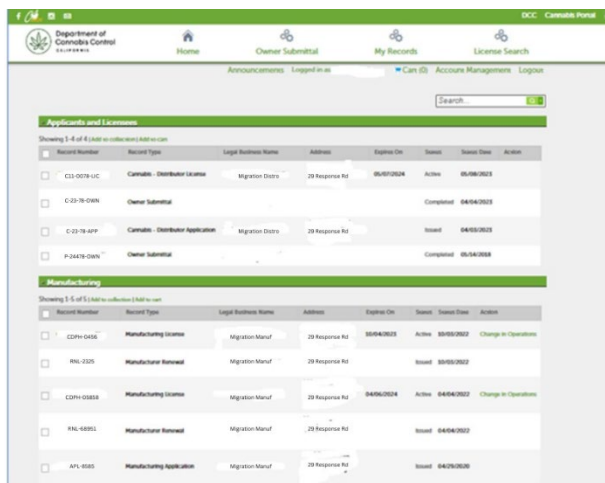
The 'My Records' screen has two sections to display all licenses and applications associated to a user's account.

Applicants and Licenses

The 'Applicants and Licenses' section will contain the existing non-manufacturing licenses, applications and renewals. This section will also display all Owner Submittal records: the CLEaR-generated Owner Submittals and converted PEGA Owner Submittals. Owner Submittal records associated with a converted record will have a pre-fix of 'P' (e.g. P-21027588-OWN).

Manufacturing

The 'Manufacturing' section of the 'My Records' page will contain all non-Owner Submittal records converted from PEGA. Within the 'Manufacturing' section users can access the Renewal and Change in Operations functionality.



Support

For any questions regarding accessing licensing data in the CLEaR system, please reach out to licensing@cannabis.ca.gov.

