

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

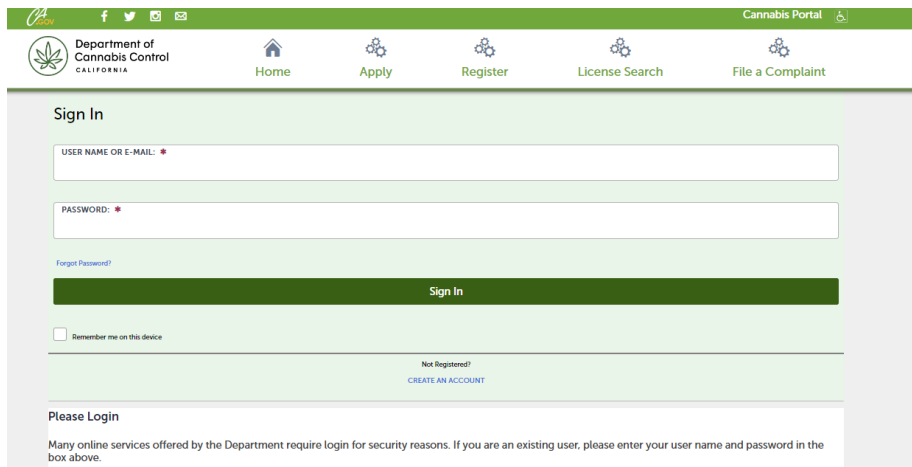
This guidance document is designed to assist users who **did not** have an existing Accela CLEaR User ID and possess a manufacturing license converted from the PEGA Manufacturing Cannabis License System to the Accela CLEaR system.

Users will receive two emails during system migration activities the week of November 12, 2023. One email will be an account activation email. The other email will be a password reset email with instructions on how to access the system. Once users reset their password and are logged in, they 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.

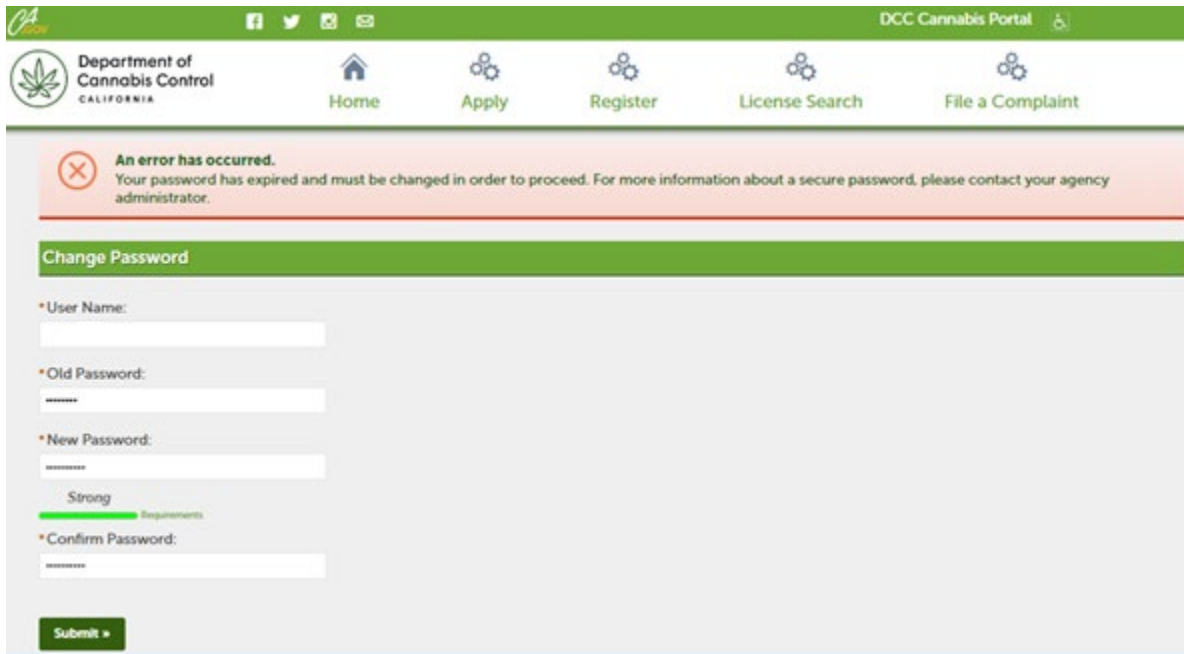
Walkthrough

Users will enter their existing username and the temporary password received via email. If you are not able to successfully use the temporary password link, please contact the Department at licensing@cannabis.ca.gov. The temporary password links do eventually expire for security reasons. Departmental staff are prepared to assist anyone experiencing issues accessing their account.



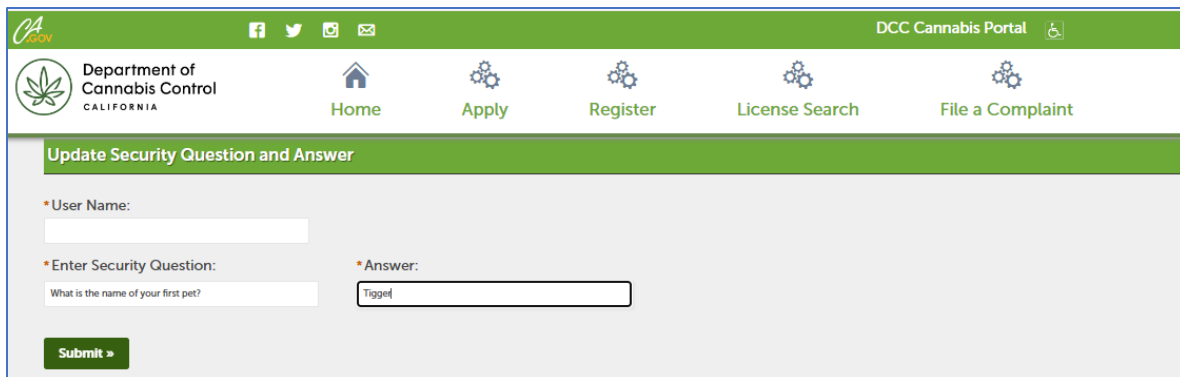
Logging in

After entering the temporary password, you will be prompted to change your password.




The screenshot shows the DCC Cannabis Portal interface. At the top, there is a green header with the CA.Gov logo, social media icons, and the text "DCC Cannabis Portal". Below this is a navigation bar with the Department of Cannabis Control logo and five menu items: Home, Apply, Register, License Search, and File a Complaint. A red error banner reads: "An error has occurred. Your password has expired and must be changed in order to proceed. For more information about a secure password, please contact your agency administrator." Below the error banner is a green header for the "Change Password" form. The form contains four input fields: "User Name", "Old Password", "New Password", and "Confirm Password". The "New Password" field has a strength indicator showing "Strong" with a green bar and "Requirements" text. A "Submit" button is at the bottom left of the form.

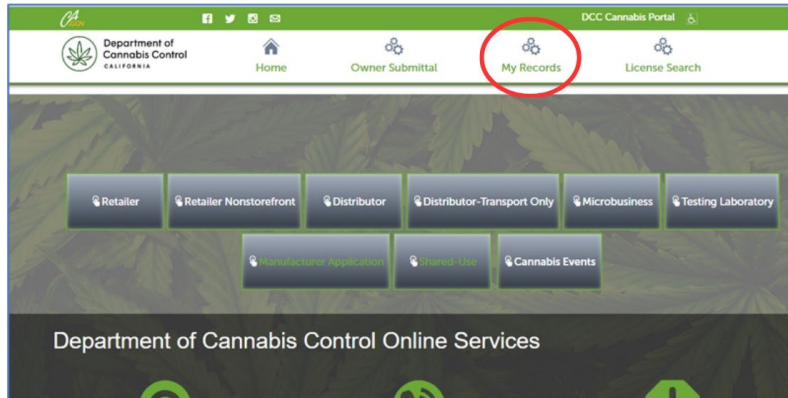
You will then be prompted to create a security question.



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My records

After creating and answering the security question you are logged into the  **Home** page. To view an existing manufacturing license or application converted from PEGA you can select the 'My Records' function.



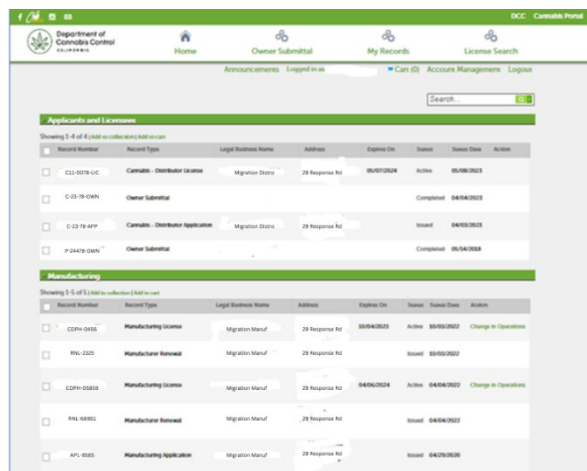
The 'My Records' screen has two sections to display all licenses and applications associated to a user's account.

Applicants and licensees

The 'Applicants and Licenses' section will contain 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.



| Record Number | Record Type | Legal Business Name | Address | Expires On | Status | Issue Date | Action |
|---------------|-----------------------------------|---------------------|----------------|------------|-----------|------------|--------|
| C21-0078-UC | Cannabis, Distributor License | Migration Demo | 29 Response Rd | 05/01/2024 | Active | 05/08/2023 | |
| C21-78-OWN | Owner Submittal | | | | Completed | 04/04/2023 | |
| C21-78-APP | Cannabis, Distributor Application | Migration Demo | 29 Response Rd | | Issued | 04/03/2023 | |
| P-21478-OWN | Owner Submittal | | | | Completed | 05/04/2023 | |

| Record Number | Record Type | Legal Business Name | Address | Expires On | Status | Issue Date | Action |
|---------------|---------------------------|---------------------|----------------|------------|--------|------------|----------------------|
| CDPH-0456 | Manufacturing License | Migration Manuf | 29 Response Rd | 05/04/2023 | Active | 05/03/2023 | Change in Operations |
| PHL-220 | Manufacture Renewal | Migration Manuf | 29 Response Rd | | Issued | 04/03/2023 | |
| CDPH-0555 | Manufacturing License | Migration Manuf | 29 Response Rd | 04/06/2024 | Active | 04/04/2023 | Change in Operations |
| PHL-6590 | Manufacture Renewal | Migration Manuf | 29 Response Rd | | Issued | 04/04/2023 | |
| PHL-6585 | Manufacturing Application | Migration Manuf | 29 Response Rd | | Issued | 04/29/2023 | |

Support

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

