



Registration and Account Management using the Bureau of Cannabis Control Website

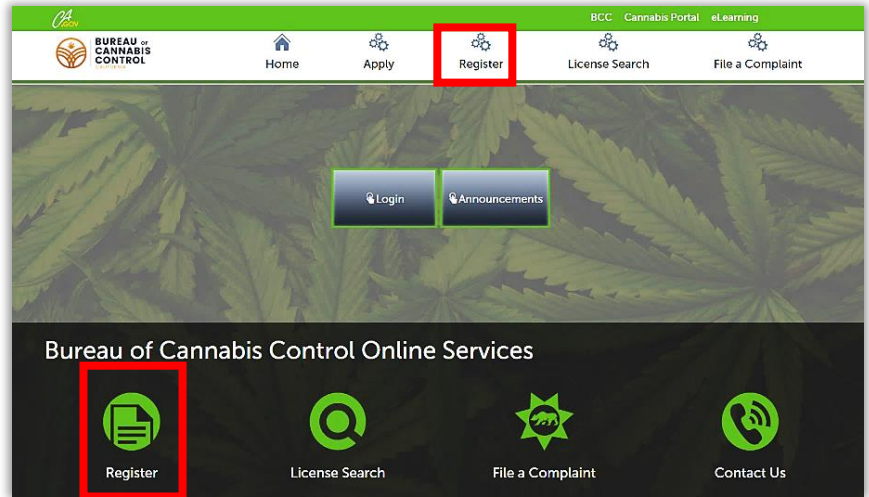
[Creating an Account](#)

[Managing Your Account](#)

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Creating an Account

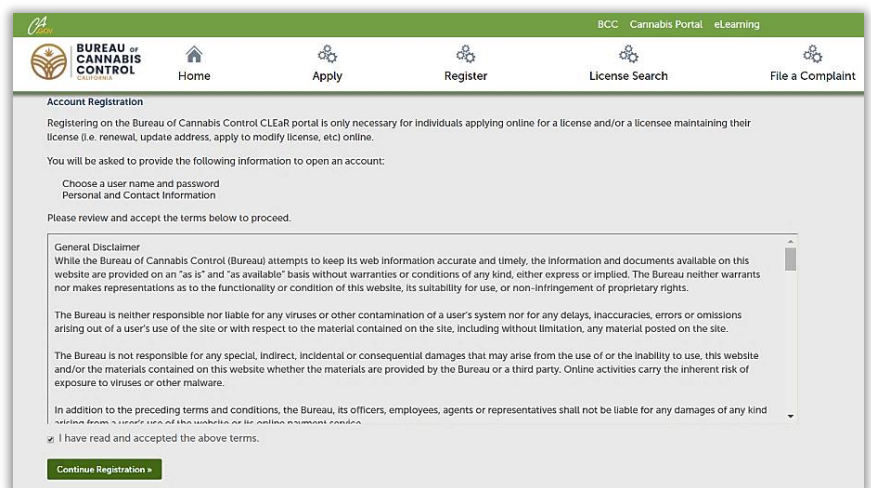
The first thing you'll need to do on your path to a cannabis business license from the Bureau of Cannabis Control is to register with the website and create your own account.



All business owners applying for a cannabis business license must be registered and have an active account with the Bureau's online licensing system. You can begin registering using either of the links on the Bureau's home page.

After clicking on one of these links, you'll be asked to read and agree to some basic terms for using the Bureau's website.

Read through the terms of use, mark your acceptance with the checkbox, and click **Continue Registration**.



Enter **User Name**, **Password**, and other information requested.

Passwords must fulfill minimum requirements – click the **Requirements** link to learn more.

The **Security Question** and **Answer** are important to help us identify you if you forget your password. Enter the words shown at the bottom of the screen (a security measure to prevent fraud), then click **Continue Registration**.

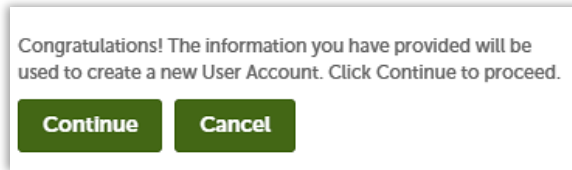
Click **Add New** to provide your name, title, contact information, phone, email, Social Security Number (SSN) or Individual Tax Identification Number (ITIN), and mailing address in a popup window. Then click **Continue**.

Your password must meet the following requirements:

- Minimum of 8 character(s)
- Must contain each of the following:
 - At least 1 upper-case letter(s) (A, B, C, ...)
 - At least 1 number(s) (1, 2, 3, ...)
 - At least 1 special character(s)
- Must not contain the following:
 - Your user ID
- Cannot be any of your previous 5 password(s)

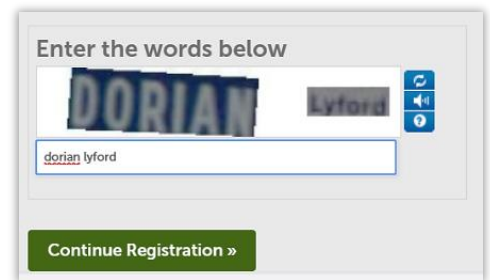
Action	Address Type	Address
Actions	Mailing	321 Main Street

A confirmation message displays. Click **Continue** again.

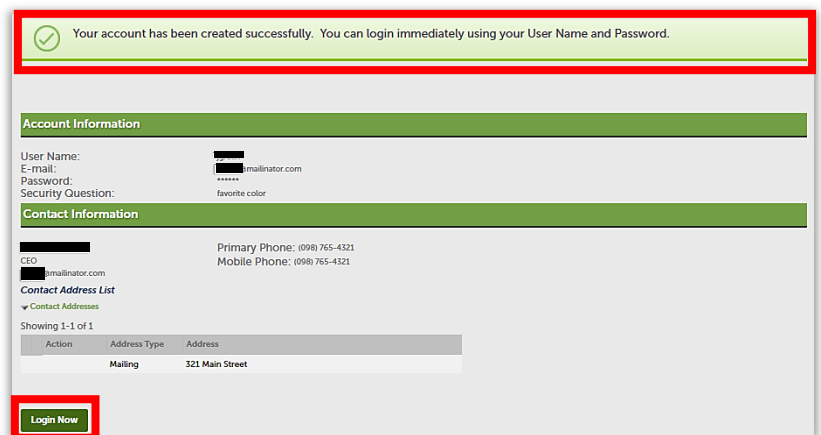


Your browser may offer to save your password.

At the bottom of the screen, you must type in the words from the graphic displayed – this is a security measure to prevent fraud. Click **Continue Registration**.



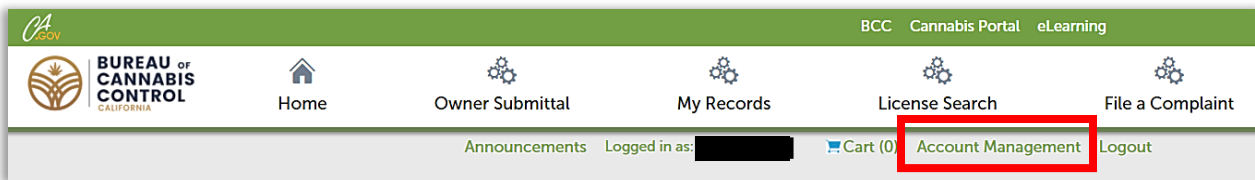
A success message displays, and you are invited to log into the system with your new account. Click the **Login Now** button.



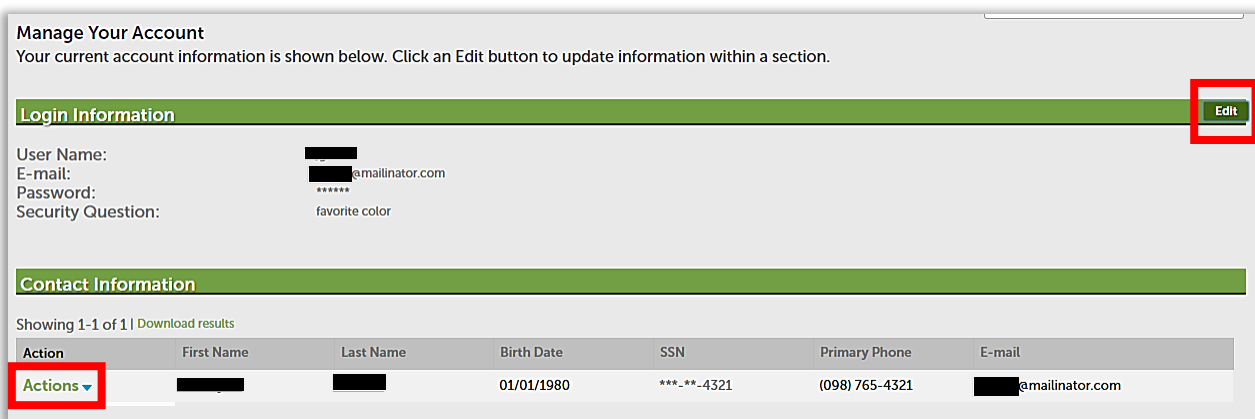
Managing Your Account

Login with your user name and password. In addition to **Home** (this screen), there is **Owner Submittal**, **My Records**, **License Search**, and **File a Complaint**.

The **Owner Submittal** link is only used to file an Owner application, part of applying for an annual license. There is a link to **Account Management** below the banner (on the **Home** page, this link is in the footer).



The **Account Management** link takes you to a page where you can make changes or corrections to your contact password and security question, as well as all your contact information.



Click **Edit** to change your password or security question. Use the **Actions** button to change any of your **Contact Information**.

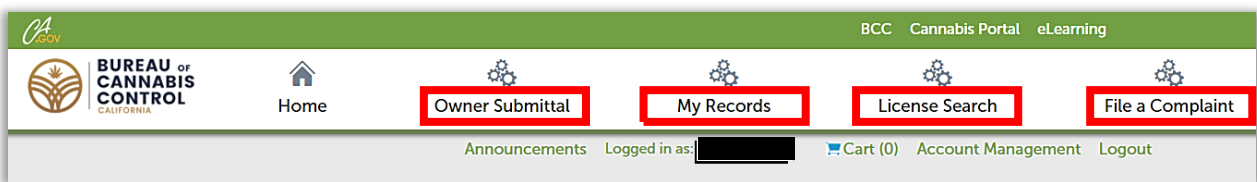
On this page, the **Actions** dropdown lets you edit existing address information, or use the **Add Contact Address** button to add another.

Caution: After starting a license application, **do not make changes to your email address.** Doing so will require restarting your application.

The screenshot shows a 'Contact Information' form with the following fields: Title (CEO), First, Middle, and Last names (redacted), Country Phone Number Format (United States), E-mail (redacted@mallinator.com), Primary Phone ((098) 765-4321), Secondary Phone ((098) 765-4321), SSN/ITIN (redacted), and Birth Date (01/01/1980). Below the form is a section for 'Contact Addresses' with an 'Add Contact Address' button. A table shows one mailing address: 321 Main Street. At the bottom are 'Save' and 'Back to Account Management' buttons.

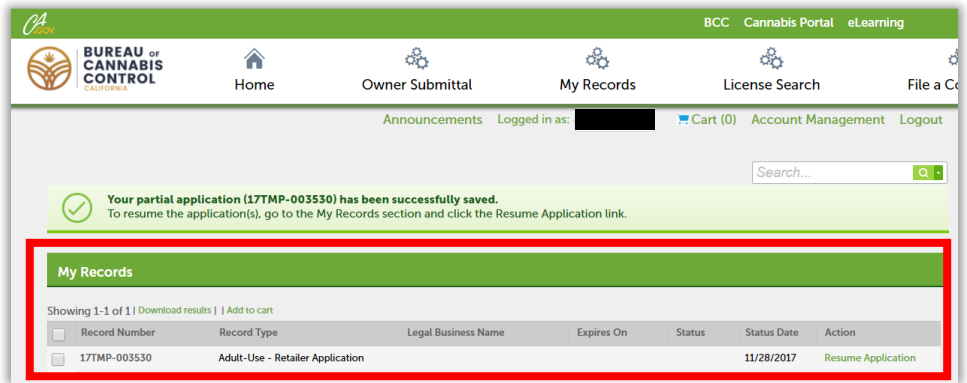
Other Pages

There are several links to other pages available in your account.

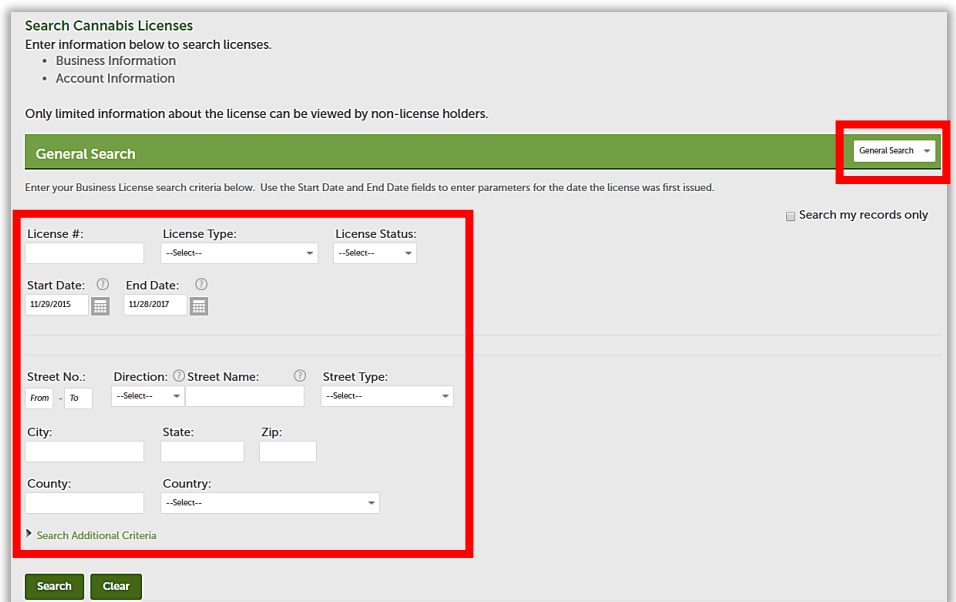


On the **Owner Submittal** page, you can create an Owner Application, per instructions you received through email from the Bureau.

The **My Records** page lists your records, including license applications, owner applications, amendments, and issued licenses.



License Search takes you to a page where you can query the system for public license records (or your own records). Clicking on **File a Complaint** takes you to a page where you can access a complaint form.



The **File a Complaint** page is the starting point for filling out a complaint form. The Bureau reviews and investigates complaints about either licensed or unlicensed cannabis activity.

Complaint Details

Complaints regarding commercial cannabis cultivators (license types 1, 1A, 1B, 1C, 2, 2A, 2B, 3, 3A, 3B, 4, 5, 5A, or 5B), should be addressed to the California Department of Food and Agriculture (CDFA), CalCannabis Cultivation Licensing. Complaints regarding commercial cannabis manufacturers (license types 6 or 7), should be addressed to the California Department of Public Health (CDPH), Office of Manufactured Cannabis Safety.

Complaint Against License Type:

Business Name:

Complaint Location:

*Complaint Details:

How do you know this information?:

Supporting Documents

The maximum file size allowed is 16 MB.
html;htm;mht;mhtml;adp;app;asp;bas;bat;cer;chm;cmd;cnt;com;cpl;crt;cs;der;exe;fxp;gadget;hlp;hpj;hta;inf;ins;isp;its;js;jse;ksh;lnk;mad;mal are disallowed file types to upload.

Name	Type	Size	Description	Action
No records found.				