CAMP USER GUIDE
Customer Portal
Marijuana Worker Permits

Oregon Liquor & Cannabis Commission

(Updated 3/10/25)

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OVERVIEW

The Cannabis Alcohol Management Program (CAMP) is where marijuana worker permit holders must submit their application and request to make changes or amend their already issued marijuana worker permits.

CAMP will allow users to submit permit applications, renew permits, request to amend your current permit, take required assessments, pay fees online using a credit card or ACH checking or savings account, view your issued permit, and view/update personal information all in one place. Users that had permit application(s) or issued permits in the OLCC's legacy licensing system will automatically have their applications and permits migrated to CAMP.

This guide covers the specifics of marijuana worker permit functionality of CAMP. It will discuss how to create an account in CAMP, associate your current permit or permit application in OLCC's legacy licensing system into CAMP, submit a permit application, renew your permit, request amendments to your permit, how to review your permit and pending applications and FAQ's.

This guide does not address specific rule requirements and does not supersede or modify any OLCC administrative rule or law. See the OLCC website for more information regarding OLCC administrative rule requirements.

If you have questions, email marijuana.licensing@oregon.gov or call 503-872-5207.
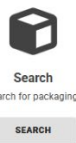
APPLY FOR A USER ACCOUNT – GETTING STARTED
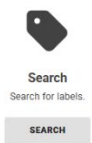
1. Log on to the CAMP Customer Portal https://CAMP.OLCC.online
2. Click on the "Login/Register" link:
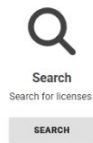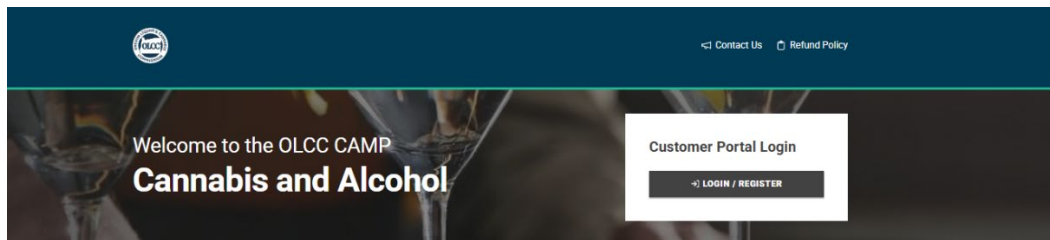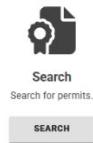
3. Click on the "Sign up now" link on this page.
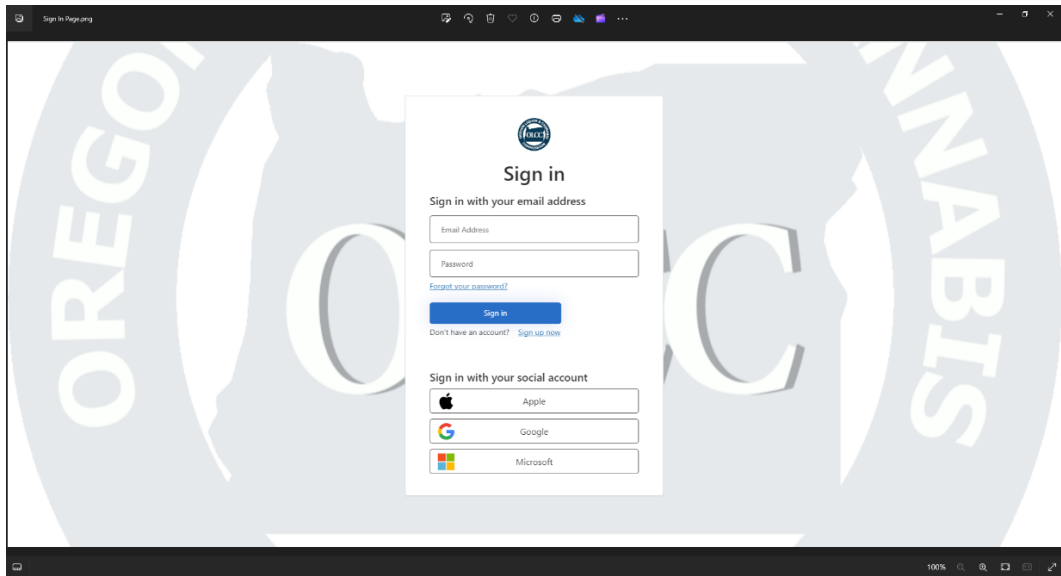
4. Type in your email address in the "Email Address" field and then click on "Send verification code".
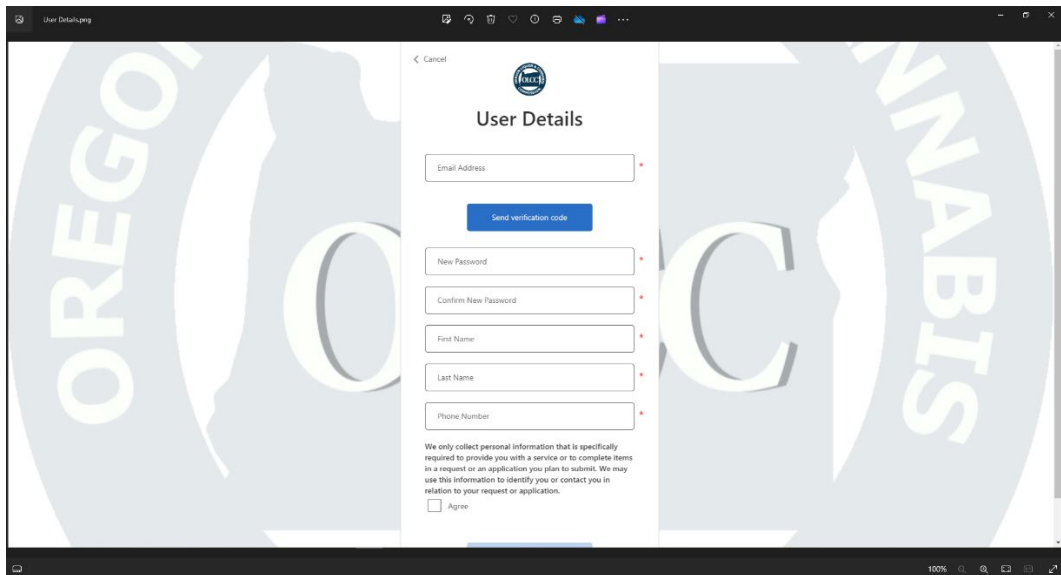
5. A verification code will be sent to your email account. Sign into your email account to obtain the verification code and enter it in the "Verification Code" field. Click on verify code.

   Note: You will need to verify your code prior to typing in your password. The fields will be blocked until your code is validated.

6. When the code has been validated, enter the Password, Confirm New Password, First Name, Last Name, Phone Number. At the bottom of the screen, read the attestation statement, click on the "Agree" box and click on "Create".
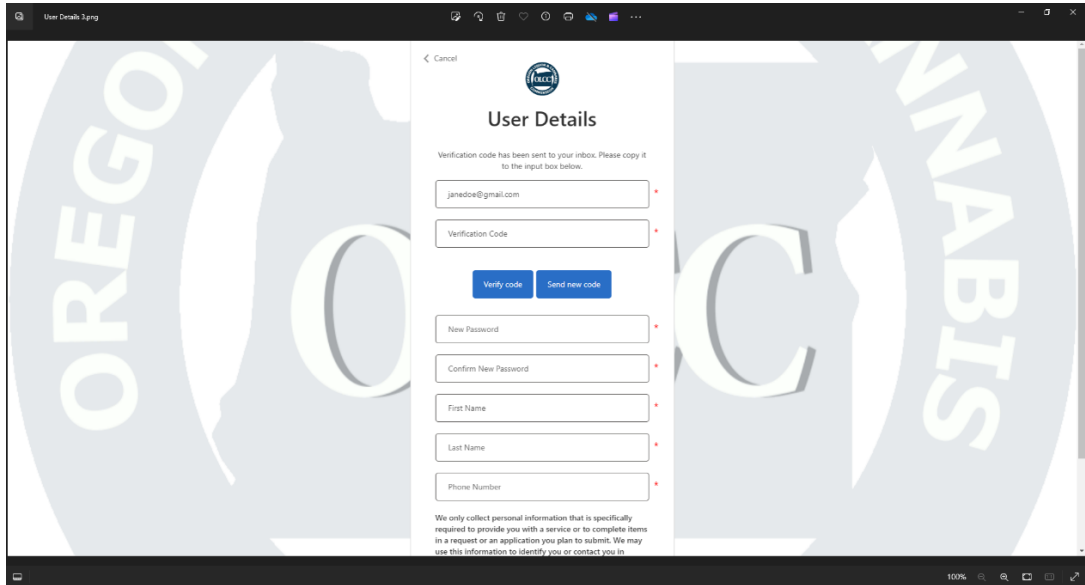
7. When your account has been created, from the Sign In page, enter your email address and your password and click "Sign in".
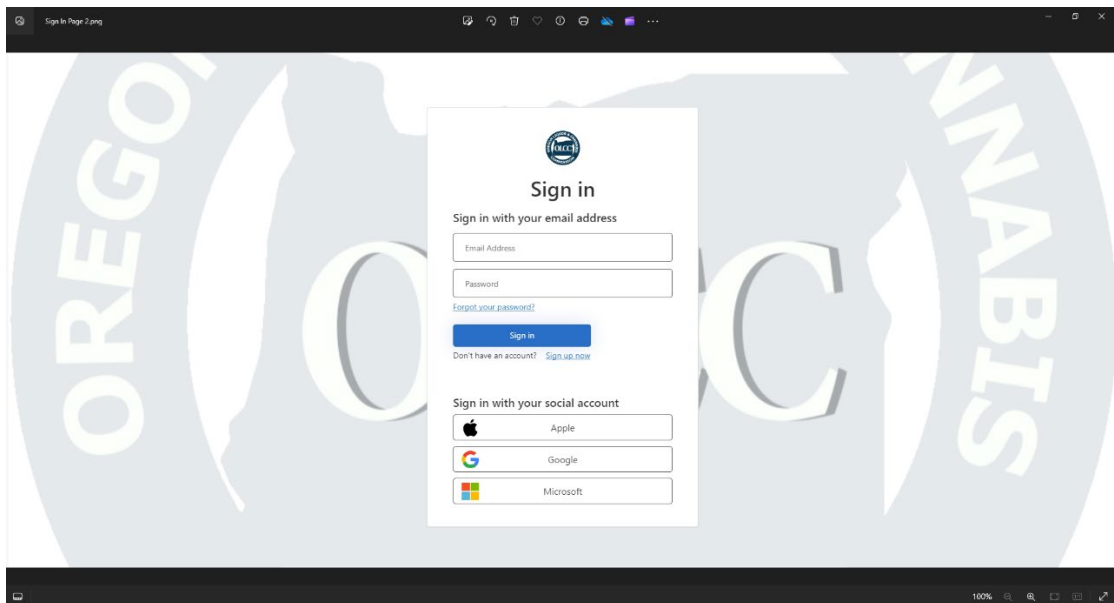
UTILIZING ACCESS CODES

1. If you have followed the previous directions in creating a User Account, you will be presented with the following screen.

Welcome to OLCC CAMP!

To associate with an existing Legal Entity or Person, please enter the Online Access Code below.

Once you are complete, click on the Complete button to continue. To associate additional legal entities or a person later on, go to your Profile.

To view details of the Legal Entity or Person, click on the magnifying glass on the grid.

> Online Access Code

> **→ ASSOCIATE**

For users who have an Alcohol Service Permit, Marijuana Worker Permit, or a pending permit application, use the below fields to request your online access code. Enter your name and email address that you used to apply for your existing permit or permit application, then click 'Send Code'. If your information matches our records, an online access code will be sent to the email address attached to your existing permit or permit application record if different from the email you used to sign up to CAMP.

Once you receive it, enter the code in the 'Online Access Code' field above, and the click 'Associate'.

> First Name *
> Matt

> Last Name *
> Miller

> Email Address *
> matt.miller+15@olcc.oregon.gov

> **SEND CODE**

2. If you do not currently hold a permit, have not applied for one recently, and do not have information on file with the OLCC, click on the *Continue* button.
3. If you already have a CAMP User Account (you may have previously set one up as an OLCC license holder), you will need to go to *My Profile* (see page 9) to acquire your Worker Permit Access Code. The instructions in accessing and entering the code are identical.
4. New CAMP Users who are permit holders, recently applied for a permit, or who already have permitting info in the system will have an **Access Code.**

5. The system provides a name and email address tool to have your access code sent to you via the specified email address. Please use the email address the OLCC has on file for you. If you chose to use a different email address to set up your CAMP user account, you must update that field in the search tool to acquire your Access Code. Hit the *Send Code* button when you have the fields completed.

6. Check your email for your access code. Please be sure to check Junk and Spam folders.

7. Type your **Access Code** in the provided box and click on *Associate*.

8. After you associate your **Access Code** and click *Continue*, you will be directed to your "Home" screen.

PERMITTING AND EDUCATION HOME SCREEN

1. At the top of your **Home** screen, you will find the navigation menu. We will discuss the functionality of each of these menus below.

2. The "Permitting and Education" section allows you to apply for a new permit, monitor permits and applications, renew permits or amend existing permits.

NAVIGATION MENU

SEARCH FUNCTION

The Search Function at the top of the Home screen allows a user to search the OLCC's data bank for anyone who holds a license, permit, or approved packaging/labeling.

1. Click on the "Search" function.

CONTACT US

The **Contact Us** function provides the user the ability to locate contact information for the Oregon Liquor and Cannabis Commission (OLCC) by directing them to the OLCC's Contact Us section of our website. This screen not only provides contact information for our headquarters in Portland, but also our regional offices as well.

1. Click on the "Contact Us" icon on the menu.
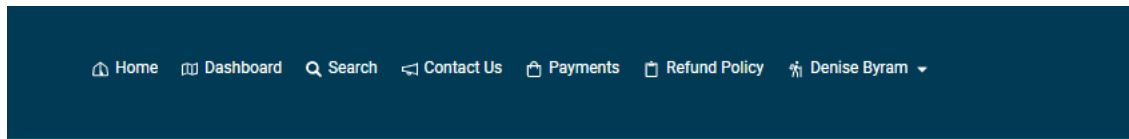
PAYMENTS

The **Payments** section will show all outstanding payments due by the user as well as a recent payment history. From this screen a user can pay all the fees at once or pick and choose which fees to pay now and/or to pay later.

REFUND POLICY

The **Refund Policy** outlines the current OLCC refund policy and when refunds will be granted.

USER PROFILE

Under the **User Profile** section, a user can update the user's contact information and associate the User account to information transferred to CAMP from our legacy system. Please see the **UTILIZING ACCESS CODES** section, step 4 (pg. 6) for instructions on acquiring and associating an **Access Code**.

DASHBOARD

A user can access their dashboard by either selecting **Dashboard** from the navigation menu at the top of the screen or by selecting the **Permitting and Education** button on the **Home** screen. Both will take the user to the same location.

Permitting and Education

In Permitting and Education, you can obtain an alcohol service permit or a marijuana worker permit by completing educational requirements and passing the official test. You can also renew an existing permit, submit requests to update your personal information, or surrender your permit.
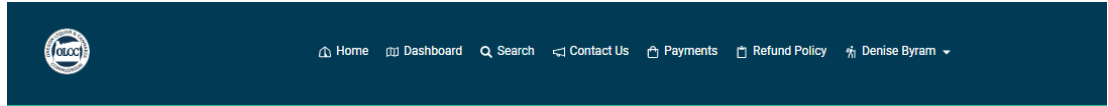
SELECT

From the **Permitting and Education** section users can apply for a new permit, monitor permits and applications, renew permits or amend existing permits.

APPLYING FOR A NEW PERMIT

1. From the **Permitting and Education Dashboard** select *Apply for Permit* under the *Select an Action* section:

Select an Action

APPLY FOR PERMIT   **SEARCH FOR PERMITS**

2. On the **Apply for a Permit** page, select *Marijuana Worker Permit* and click the **View** button.

Permits

Begin by selecting the appropriate permit type from the options below.

Alcohol Service Permit   >

Marijuana Worker Permits   ⌄

Marijuana Worker Permit   [VIEW]

Apply for the Permit and take the Assessment if applying
for a new worker permit. Individuals applying for a
renewal are not required to retake the assessment.

You MUST be 21 years of age to be eligible for a
Marijuana Worker Permit.

3. On the **Permit Overview** page, you will see details about the Marijuana Worker permit and can apply for a new permit by clicking **Apply**.

Permit Overview

Type	Title	Term
Marijuana Worker Permit	-	5 Days

Activities

Apply
Start an application for this permit.

[APPLY]

Details

Apply for the permit and take the assessment if applying for a new worker permit. Individuals applying for a renewal are not required to retake the assessment.

You MUST be 21 years of age to be eligible for a Marijuana Worker Permit.

Required Assessments

The following assessment(s) must be completed prior to issuance of permit. Click the description of an assessment to see more information.

Description ⇕
Marijuana Worker Permit Assessment

GETTING STARTED PAGE

1. Prior to getting started, please be aware that at the bottom of each screen in the application process, there will be a green circle with a save icon and a red circle with a trash can. You can save your information on each page by clicking on the green circle. As a warning, however, if you click on the red circle with the trash can, it will delete your entire application not just the information you entered on that page.

2. The **Getting Started** page appears and outlines what will be required for the Marijuana Worker Permit. There is also another opportunity to enter an Access Code (See pg. 6). Click **Next** when ready.

PROFILE

1. Fill in the personal information in the **Profile** section. <u>Please note that if you receive an error when entering your Social Security number, you may already have profile information in CAMP from the legacy system.</u> You will need to abandon your new permit application and obtain your **Access Code** from the *My Profile* section in the **Navigation Menu** at the top of the page. See **UTILIZING ACCESS CODES** (pg. 6).

2. Once all questions have been answered click on the **Next** button.

DOCUMENTS

1. This section will allow you to upload the documents required to apply for a Permit. A government issued photo ID is currently the only required document for a Marijuana Worker permit. The *Description* section lists what the OLCC accepts for government issued ID (see below). Please be aware that if you submit a document that is not an acceptable form of identification, your application will be returned to you as incomplete, and you will be required to submit the required documents prior to it being assigned to OLCC staff to process.
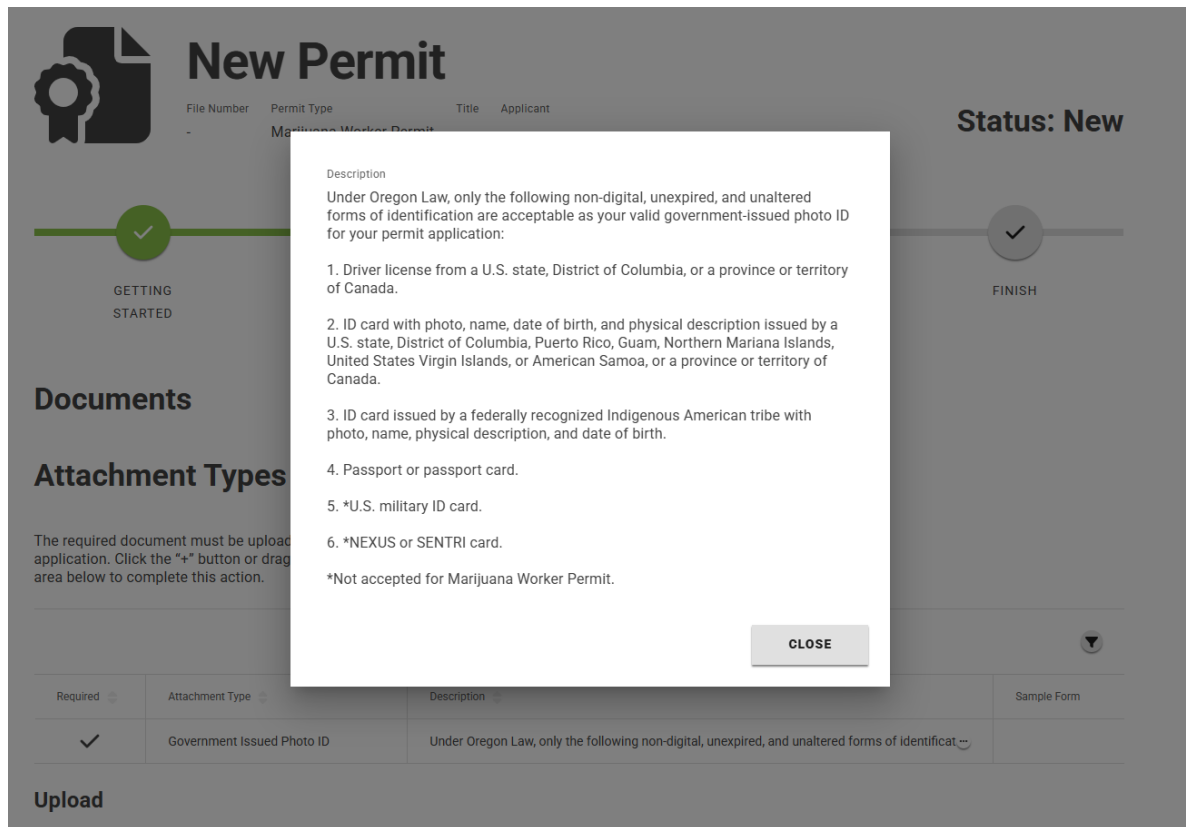
2. To upload documents, under the upload section click on the "**+**". You can take an image from your smartphone or upload a saved image. Files can also be dropped one at a time or as a group.
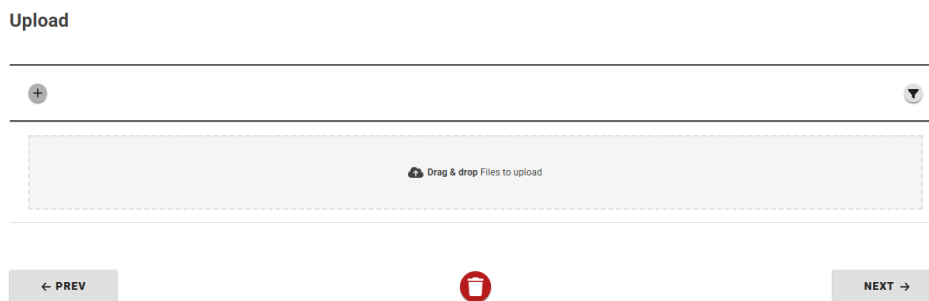
3. Once your acceptable ID has been uploaded and the document has a solid green line underneath it, the upload is complete. If a document is missing, the system will give an error message. Click the *Next* button when upload is complete.

PERSONAL HISTORY

1. Fill in your answers to the question(s) in the **Personal History** section. Please note that the OLCC will be conducting a background check, and inconsistencies with how you answer this question can delay processing and impact whether your application is approved. Once the fields are complete click on the **Next** button.
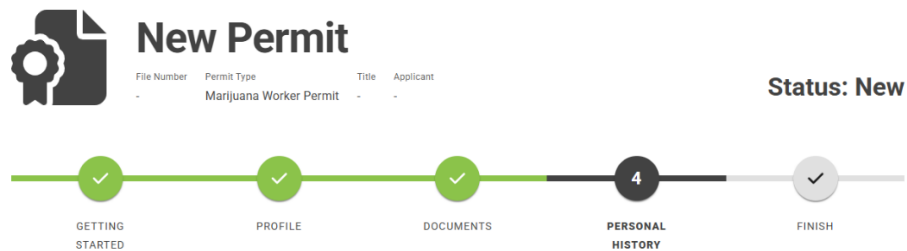
FINISH PROFILE

1. This page will summarize the information provided. Prior to completing the application if all required steps have not been completed, an error message will appear at the bottom right-hand corner of the screen indicating where information is still needed. There is also a status bar under the **New Permit** header. Any of the circles appearing green are complete, whereas any that still need to be completed will appear grey or black. To finish a step, click on that step and determine what is needed to complete that step.

2. Hit the *Submit* button to process this piece of your application. You will be taken to a new page that shows your application "In Progress".

REVIEW MATERIALS

1. This step included a link to the OLCC webpage where the educational materials are housed. These materials are intended to help you prepare for your assessment. They are currently available in English and Spanish.

TAKE ASSESSMENT

1. When you are prepared, click the *Start* button to choose the required assessment. The assessment is offered in English and Spanish. Once an assessment has been selected, hit the *Begin* button.

Assessment Attempt

Assessment	Attempt #	Started Date	Completed Date	**Status: Not Started**
Marijuana Worker Permit Assessment	MJWPT-00456	-	-	

Passing Score

All sections require a passing score for the assessment to be completed successfully.

Section	Score Required
Worker Permit Questions	100% of Answers Correct

PREV   BEGIN

2. Once you have provided answers to all the questions hit the *Complete* button.

3. If you did not receive a passing score, you may retake the assessment when you are more prepared.

4. If you receive a passing score, you will be taken to the payment stage of the application process. Please use the payment portal to pay your worker permit application fees.

Ready to Submit

Congratulations! You have successfully completed the OLCC assessment. If eligible, the OLCC will issue you a temporary worker permit. It will be available to view, print, and/or download as the OLCC reviews your application. Please continue to pay fees. Once fees are paid click "submit" to complete your worker permit application.

Results

Section	Score Required	Score	Result
Worker Permit Questions	100% of Answers Correct	100% of Answers Correct	Successful

Fees

	Description	Amount ($)	Tax ($)	Total ($)	Balance ($)
☑	Marijuana Worker Permit Assessment Worker Permit Fee	100.00	0.00	100.00	100.00

Subtotal ($): 100.00

Total amount due ($): 100.00

PAY FEES

FEE PAYMENT

1. Once payment has been processed through the OLCC's payment portal, you will be directed to submit your completed application.

Ready to Submit

Congratulations! You have successfully completed the OLCC assessment. If eligible, the OLCC will issue you a temporary worker permit. It will be available to view, print, and/or download as the OLCC reviews your application. Please continue to pay fees. Once fees are paid click "submit" to complete your worker permit application.

Results

Section	Score Required	Score	Result
Worker Permit Questions	100% of Answers Correct	100% of Answers Correct	Successful

Payment History

Receipt Number	Date	Payment Amount	
R12711	Mar 3, 2025	$100.00	

SUBMIT

NEW PERMIT APPLICATION SUBMITTED

1. Congratulations! You have submitted your Marijuana Worker Permit application. You will see that your applications status is *In Review*. In most cases a temporary permit will be issued. Click on the blue link to access your temporary permit.

4. In Review

You have completed the application and assessment for your Marijuana Worker Permit. Your application is now being reviewed by the OLCC. You will be notified if further information or documents are needed.

A temporary permit has been issued.

Permit #	Issue Date	Expiration Date	Status
0000246	Mar 3, 2025	Mar 8, 2025	Active

2. At the bottom of this page you can click the ⬇ icon to download your temporary permit.

Temporary Permit

Permit #	Permit Type	Title	Holder	
0000246	Marijuana Worker Permit	-	Matt Miller	**Status: Active**

Summary

Permit #	Permit Type	Title
0000246	Marijuana Worker Permit	-

Effective Date	Expiration Date	Holder
Mar 3, 2025	Mar 8, 2025	Matt Miller

Application File #
149002

Temporary Permit

Display Format	Created Date	Download
Temporary Permit	Mar 3, 2025	⬇

3. Staff will reach out with an additional information request or other communication if the OLCC requires anything more to process your application.

4. You will receive email notification and see an active permit on your dashboard when the OLCC has approved your application.

PERMITTING AND EDUCATION DASHBOARD

ACTIONS REQUIRED

The **Actions Required** portion of the license dashboard highlights any outstanding items or tasks a person may need to perform. If you have applied for any OLCC licenses, or have packaging or labeling submitted, you will need to go to those Dashboards to check for non-permitting Actions Required.

To examine the action required, click on the blue number that is underlined in the **Number** column. This will take you to the task that needs to be performed. As tasks are completed, they should be removed from the Actions Required section.

Dashboard

ACTIONS REQUIRED	PERMITS	MY ROSTER

Actions Required
Permits and Applications that require your attention.

Filter by
All actions required

Type	Number	Permit Type	Action Required	Activ
Permit	0000246	Marijuana Worker Permit	Expiring Soon	Mar

Rows per page: 10   1-1 of 1

In this guide we will focus on items that involve the Marijuana Worker Permit. These items are **Additional Information Requests** and **Worker Permit Renewals**.

ACTIONS REQUIRED - ADDITONAL INFORMATION REQUESTS

If the OLCC requires more information, or an acceptable form of picture identification, you will receive an **Additional Information Request.** This is also sent to the email on file. In CAMP, you will receive an **Actions Required** notification on your Dashboard that says *Information Requested*. As a common example, shown below an Action Required for the New Permit Application is displayed.

Dashboard

ACTIONS REQUIRED	PERMITS	MY ROSTER

Actions Required
Permits and Applications that require your attention.

Filter by
All actions required

Type	Number	Permit Type	Action Required	Activ
New Permit Application	149227	Marijuana Worker Permit	Information Requested	Mar

Rows per page: 10   1-1 of 1

1. Click the blue application job number to take you to your application. You will see the status is *Waiting on Information*.

2. Scroll down to step four *In Review*. Click on the box marked *Review*.

4. In Review

You have completed the application and assessment for your Marijuana Worker Permit. Your application is now being reviewed by the OLCC. You will be notified if further information or documents are needed.

Provide Additional Information

Review additional information that is required for issuance of permit.

REVIEW

3. This will bring you to a page where you can respond to messages from OLCC staff, and upload any additional documents.

4. Click on the green **Submit** button when you have supplied the requested information. The system will prevent you from submitting this action if you do not have an acceptable required document uploaded to your file. Submitting your information completes this action. The status of your application will change back to *In Review* and the task will no longer appear on your list of Actions Required when you return to your **Dashboard**.

ACTIONS REQUIRED - RENEWING A PERMIT

Individuals are notified 90 days prior to their permit expiration date that it is time to renew their Marijuana Worker Permit. In CAMP, you will receive an **Actions Required** notification on your Dashboard that a permit is *Expiring Soon*.

Dashboard

ACTIONS REQUIRED	PERMITS	MY ROSTER

Actions Required

Permits and Applications that require your attention.

Filter by
All actions required

Type	Number	Permit Type	Action Required	Activ
Permit	0000246	Marijuana Worker Permit	Expiring Soon	Mar

Rows per page: 10   1-1 of 1

1. Click the blue permit number to go to your expiring permit.

Permit

Permit #	Permit Type	Title	Holder	
0000246	Marijuana Worker Permit	-	Matt Miller	**Status: Active**

Permit Activities

Renew Permit

Begin the process to renew this permit.

[RENEW]

Notify of Legal Name Change

Submit an application to notify of a legal name change.

[NOTIFY]

Update Criminal History

Submit an application to update your criminal history.

[UPDATE]

Surrender Permit

Submit an application to surrender this permit.

[SURRENDER]

2. You will see the *Renew* button is available along with the other notifications covered later in this guide. Click the *Renew* button to begin your Renewal application.

3. Fill out the application in the same manner you would complete a new application. Be advised that you will not be required to take the assessment piece as long as you renew your permit before expiration.

4. When you have completed the application, click the *Pay & Submit* button to go to the payment portal.

Fees

☑	Description	Amount ($)	Tax ($)	Total ($)
☑	Worker Permit Renewal Fee	100.00	0.00	100.00

Subtotal ($): 100.00

Total amount due ($): 100.00

[← PREV]   🗑   [PAY & SUBMIT]

5. After payment has been processed, your renewal is complete, and you will be granted a Temporary Permit until the OLCC takes action on your renewal application.

PERMITS

The **Permits** tab has two components, the **Issued Permits** section, and the **Applications** section. The **Issued Permits** section will display all issued Permits. By clicking the blue number you can access current and previous permit and application records.

SUBMIT REQUIRED NOTIFICATIONS/SURRENDER REQUEST

1. **Be mindful that you must notify the OLCC within 10 days of any Felony conviction**. **OAR 845-025-5500 (3)**

2. To submit a required notification or surrender request, go to your Dashboard, select the *Permit* tab, and select your *Active* permit. Please note that these options are not available on temporary permits.

3. Notification of criminal history, a legal name change, or surrendering your permit is always available here. Renewing your permit is covered in another section (pg. 19) and is only available during the renewal window.

4. Click on the applicable action and complete the process.

SYSTEM NOTIFICATIONS

When a permit application, permit renewal application or permit notification amendment has been submitted or a payment has been made to OLCC from a user account, the system will generate a transaction number associated with that action. It will appear at the top of the user dashboard. They will continue to be displayed on the dashboard until they are manually deleted by using the circle with "X" in it. If they are not cleared from the user dashboard, they will continue to stack up preventing the user from seeing the entire screen. Best practice is to delete them as they come in.

ADITIONAL RESOURCES

1. The OLCC website has a multitude of resources available for individuals interested in Marijuana Worker Permits, or things related to recreational marijuana in Oregon. Please use the link here: https://www.oregon.gov/olcc/marijuana/Pages/default.aspx

2. Besides logging into CAMP, the best way to check on the status of a Marijuana Worker Permit is to send an email to marijuana.licensing@oregon.gov, providing the Job Number or your permit number and your question.

3. The **CAMP Help Desk** is also available for CAMP technical assistance at 855-907-0836 (Monday through Friday, from 8 AM to 8 PM PT)

4. For help with access codes or other CAMP-specific information, please contact: OLCC.CAMP@olcc.oregon.gov