



# United States Virgin Islands Office of Cannabis Regulations Industry Portal User Guide



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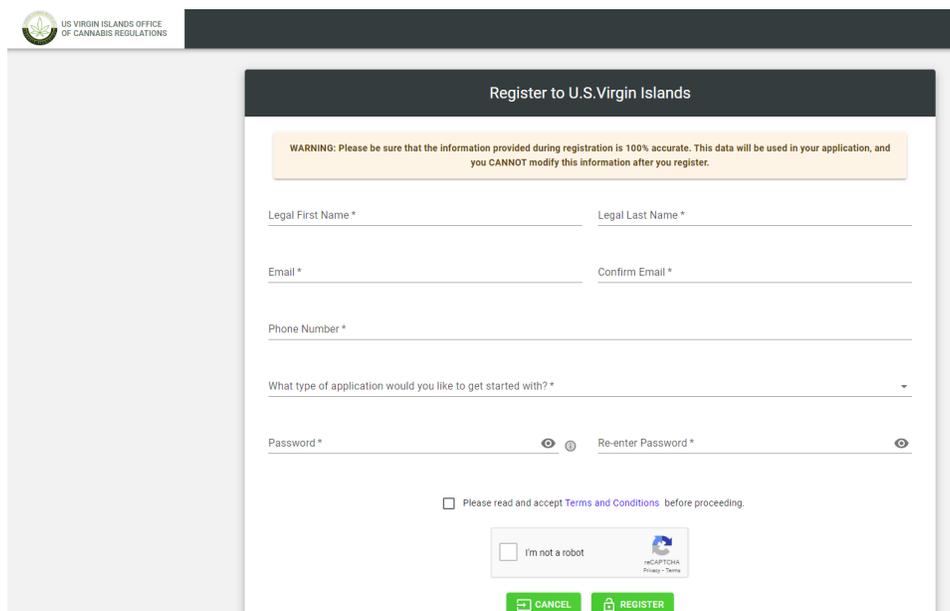
## Overview

Cannabis Licensing Powered by Compla is the official web portal for the U.S. Virgin Islands Office of Cannabis Regulations.

Industry stakeholders can utilize Cannabis Licensing to manage the application process for:

- Provider registration, updates, renewals, and patient certifications
- New users must first register by navigating to the Registration page:

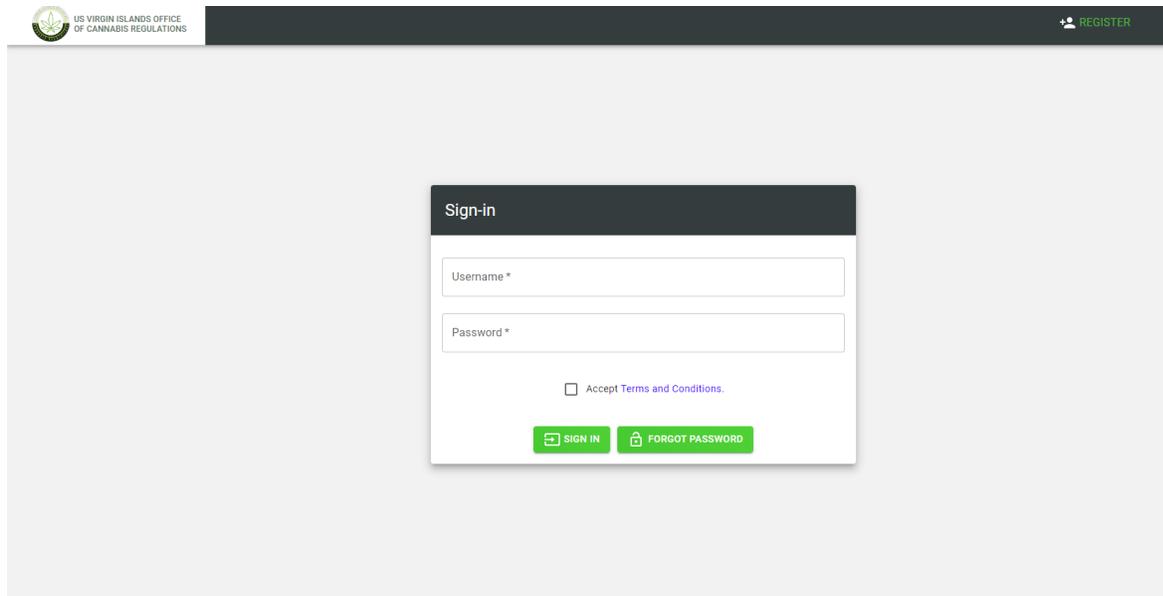
<https://usvi-ocr-public.nls.egov.com/register>

A screenshot of the registration form for the U.S. Virgin Islands Office of Cannabis Regulations. The form is titled "Register to U.S. Virgin Islands" and includes 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 include: "Legal First Name \*", "Legal Last Name \*", "Email \*", "Confirm Email \*", "Phone Number \*", "What type of application would you like to get started with? \*", "Password \*", and "Re-enter Password \*". There are also checkboxes for "Please read and accept Terms and Conditions before proceeding." and "I'm not a robot" (with a reCAPTCHA logo). At the bottom, there are "CANCEL" and "REGISTER" buttons.

Once the registration information is submitted, confirm your email address by clicking the link sent to your inbox. **You will not be able to log in until you verify your email address.** (if you do not see the email link, please check all your inboxes (i.e., spam, junk mail, or quarantine).

## Log In

Once your new account email has been verified, you can log in:

A screenshot of a web application's sign-in interface. At the top left is the logo for the "US VIRGIN ISLANDS OFFICE OF CANNABIS REGULATIONS". At the top right is a "REGISTER" button with a user icon. The main content area is a light gray box containing a "Sign-in" form. The form has a dark header with the text "Sign-in". Below the header are two input fields: "Username \*" and "Password \*". Underneath the password field is a checkbox labeled "Accept Terms and Conditions." At the bottom of the form are two green buttons: "SIGN IN" with a key icon and "FORGOT PASSWORD" with a padlock icon.

If you forget your password, click the Forgot Password button, provide your email address, and follow the instructions.

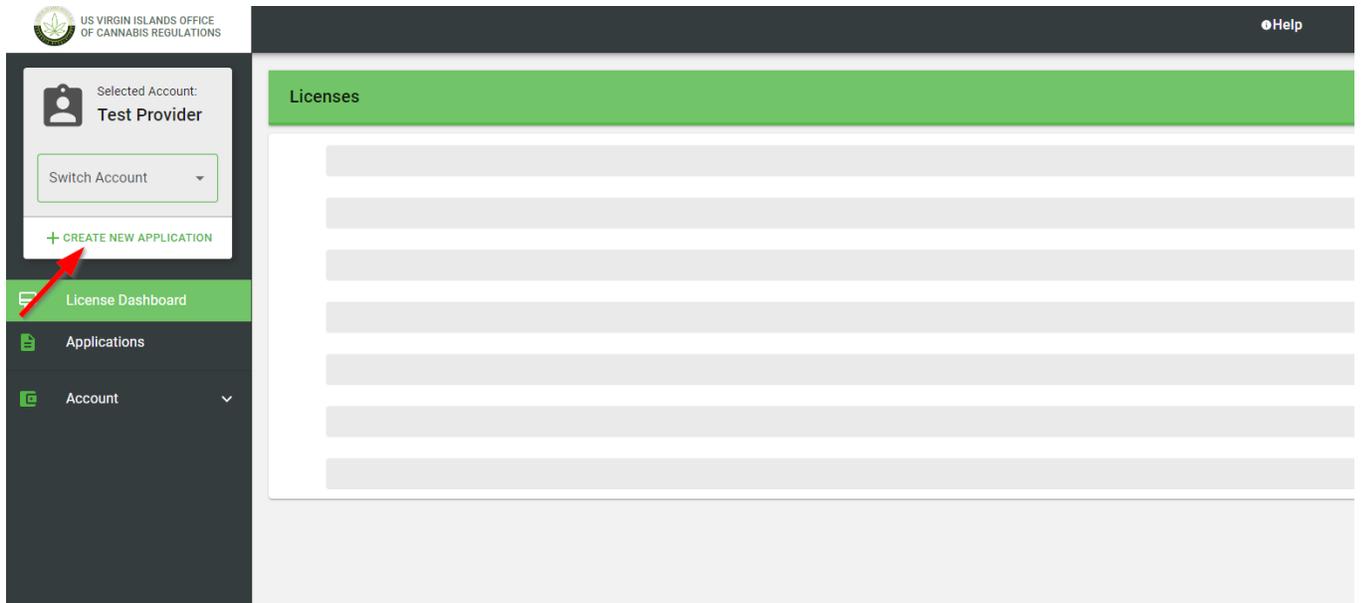
If you try to log in with an incorrect password multiple times, your account will get locked, and you will not be able to log in. Please contact technical support at [nlssupport-usvi-ocr@tylertech.com](mailto:nlssupport-usvi-ocr@tylertech.com) to have your account unlocked.

## Payment

Most applications in Cannabis Licensing require the payment of fees as detailed by the U.S. Virgin Islands Office of Cannabis Regulations. Please contact the U.S. Virgin Islands Office of Cannabis Regulations if you have payment-related questions.

## Submit a New Application

To start a new application, click the Create New Application button in the center of the screen.



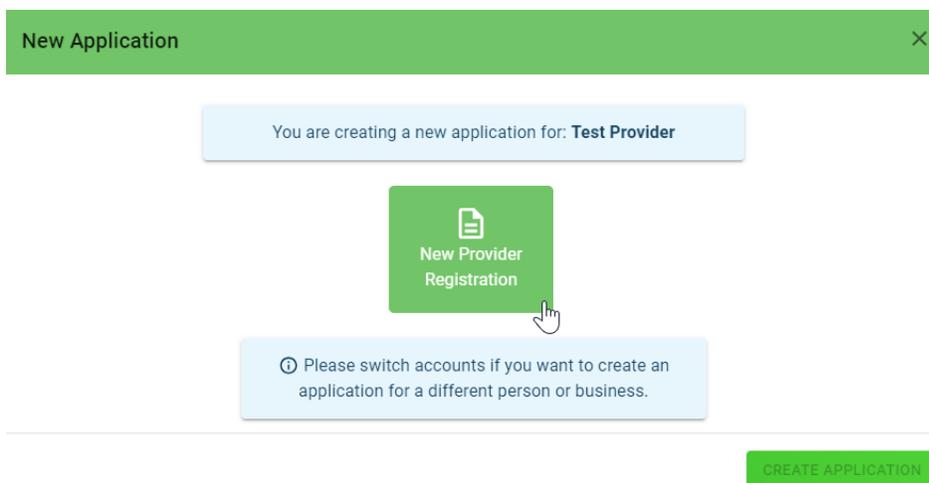
Next, choose the application type you'd like to create. Be sure to verify that you are working in the proper account by verifying the information in the blue box. Click Create Application to start the application.

Once the application is created, complete all required information.

### Provider Registration-Practitioners and Religious Organizations

To start a new Provider application, click the Create New Application button in the center of the screen and select the New Provider Registration option.

Provider Registration:



Select the provider type from the dropdown menu, then enter your Provider legal name or Religious Organization name.

Once the application is created, complete all required information.

### For Practitioners:

Applications / New Provider Registration

PROVIDER REGISTRATION CONTACT INFORMATION QUESTIONS AND ATTESTATIONS DOCUMENTS PAYMENTS REVIEW

Provider Type  
Practitioner  
Practitioner  
Religious Organization

Legal Provider Name (Full Legal Name or Religious Organization Name) \*  
This is required

Legal First Name \* Legal Middle Name Legal Last Name \*

Practice Type \* Speciality \* Practitioner Email \*

Practitioner Phone Number \* Virgin Islands Medical License Number \* Virgin Islands Medical License Number Expiration Date \*

Do you have a Federal Drug Enforcement Agency Number? \*  
 Yes  
 No

Are you operating under a different name? \*  
 Yes  
 No

SAVE SAVE & NEXT CANCEL

## For Religious Organizations:

Applications / New Provider Registration

PROVIDER REGISTRATION CONTACT INFORMATION QUESTIONS AND ATTESTATIONS DOCUMENTS PAYMENTS REVIEW

**Provider Type**  
Religious Organization ▼ Legal Provider Name (Full Legal Name or Religious Organization Name) \*  
This is required

**Religious Organization Information**

Organization Name \* ⓘ Do you operate under a Trade Name? \*  
 Yes  
 No

Description of Spiritual or Religious Beliefs \* ⓘ Membership Deactivation Process \* ⓘ

Cannabis Use in Religious Practice, including youth engagement, if any \* ⓘ

**Applicant Information**

Applicant Full Name \*

## Review

This is the final page, which will indicate if there are required fields missing data.

The “red X” indicates where there is a missing requirement. Click on the tab to complete the missing information or document.

Applications / New Provider Registration

PROVIDER REGISTRATION

CONTACT INFORMATION

QUESTIONS AND ATTESTATIONS

DOCUMENTS

PAYMENTS

REVIEW

Please review the application for accuracy and completeness. If you have any items marked with a red X, 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.

### Provider Registration

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✓ **Provider Type:** Practitioner

✗ **Legal Provider Name (Full Legal Name or Religious Organization Name):**

#### Practitioner Information

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✗ <b>Legal First Name:</b>	Legal Middle Name:	✗ <b>Legal Last Name:</b>
✗ <b>Practice Type:</b>	✗ <b>Speciality:</b>	✗ <b>Practitioner Email:</b>
✗ <b>Practitioner Phone Number:</b>	✗ <b>Virgin Islands Medical License Number:</b>	✗ <b>Virgin Islands Medical License Number Expiration Date:</b>
✗ <b>Do you have a Federal Drug Enforcement Agency Number?:</b>	✗ <b>Are you operating under a different name?:</b>	

#### Contact Information

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##### Provider Office Address

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✓ **Primary Office Location:** No

✗ **Provider Office Street Address:**

Unit No. / Apt No.:

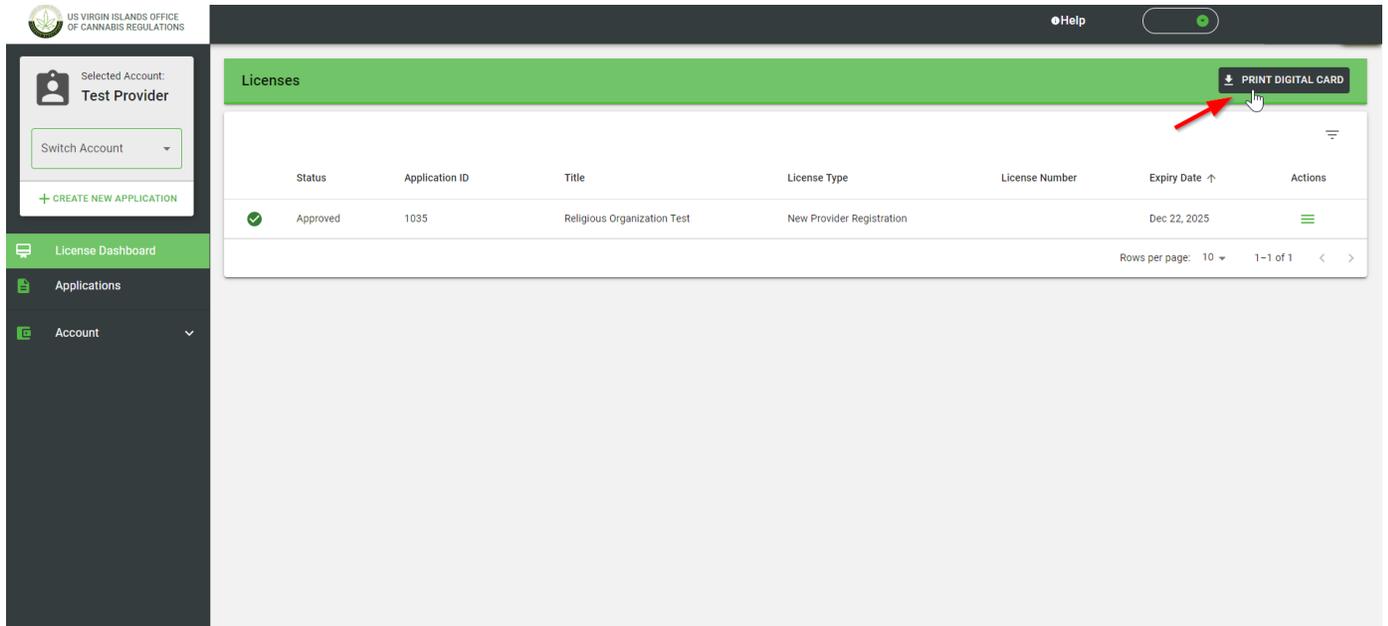
✗ **Provider Office City:**

You are welcome to save the application and return to it later if you need more time. Simply click save and log off.

Once your application is submitted, it will be available for review by U.S. Virgin Islands Office of Cannabis Regulations personnel. Please be sure to monitor your inbox for updates as your application is reviewed. If there are issues with your application, it may be returned for correction. You will receive an email notification when this occurs. Returned applications must be corrected and resubmitted through Cannabis Licensing.

## Digital Cards and Business Licenses

To view and download and/or print your card, simply login to your License Dashboard. Go to the far right and click on the green “Print Digital Card” button.



Then select download license. This will create a pdf file that you may print like any other pdf file. It will not open within the page for privacy reasons. It will download a pdf file that you can save, print, or open.

## Support

For questions regarding application requirements, acceptable documentation, the status of your application, payments, rules, regulations, policy, or other program specific questions, please contact the U.S. Virgin Islands Office of Cannabis Regulation:

Email Address: [info.ocr@ocr.vi.gov](mailto:info.ocr@ocr.vi.gov)

Phone Number: (340)-714-9755

You can quickly find answers to Frequently Asked Questions (FAQS) [here](#).

For technical support and payment questions, please contact Cannabis Licensing U.S. Virgin Islands at [nlssupport-usvi-ocr@tylertech.com](mailto:nlssupport-usvi-ocr@tylertech.com).