

Instructions on How to Submit an Administrative Review on the Civic Portal

Administrative Reviews are to be used as a method of appealing a decision when a license or application receives a denial or violation. Administrative reviews must accompany a \$263 processing fee and must be submitted to the Cannabis Program within 10 business days from the date of the notice.

Step One

Navigate to the Civic Portal: <https://aca-prod.accela.com/PCR/Default.aspx>

Use your login name and password to sign into your dashboard.

Click on the *My Records* tab. This will bring you to your license records.

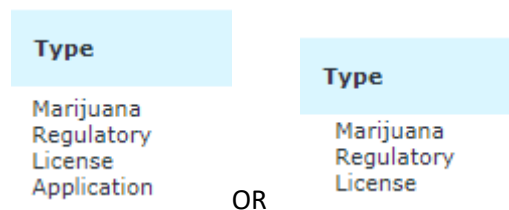
Note: If you do not see the record you're searching for, please reach out to cannabis@portlandoregon.gov with your username and the license number you are attempting to submit the administrative review for. The public user account and your license records need to be manually linked together before they are accessible from the *My Records* page.

Step Two

Locate the record to begin the Administrative Review.

For records that have already received approval from the City of Portland and been issued a license, locate the *Marijuana Regulatory License* under the *Type* column.

Records that have not yet had a license issued from the City of Portland will locate the *Marijuana Regulatory License Application* under the *Type* column.



Once locating the correct record for the Administrative Review, click on the *Requests & Changes* button. Of the options presented, click *Admin Review*.

Step Three

The Administrative Review page will open to reveal a text box and area for uploading attachments. Complete section *Reason for Administrative Review* by providing details surrounding why the deadline was missed, including any pertinent information for the Cannabis Program to consider. In the attachments section, please provide any supporting documentation you would like to be considered.

Please note, all Administrative Reviews are reviewed on a case-by-case basis and may be denied due to lack of explanation or proof uploaded. For a better outcome, please provide detailed and accurate

information and upload any supporting documentation as to why you feel the denial/violation was issued in error.

Step Four

Once the Administrative Review page is completely filled out, click the *Continue Application* button to move to the next step. You will be prompted to review your submissions and make any edits, if necessary. If no edits need to be made, select the certification statement, then *Continue Application* and the fee will assess to the record. Click *Continue Application* once more to advance to the payment page.

Fill in the payment details and submit the Administrative Review. Cannabis Program staff will receive the Administrative Review and process it. You should receive an email notification regarding the decision of the Administrative Review once it's been completed and a determination has been made.

If you are unable to pay through the portal, please reach out to the Cannabis Program immediately upon completion of the Administrative Review, and before the payment submission.