



# GETTING STARTED

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**Cannabis Tracking and Licensing System (CTLS)**

*Version 1.0: June 1, 2018*



Government  
of Canada

Gouvernement  
du Canada

Canada 

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# CTLS Overview

Health Canada’s Cannabis Tracking and Licensing System, or CTLS, is a public facing web application that enables the submission of new licence applications, requests for amendments and licence renewals in addition to submission of inventory tracking reports.

In order to gain access to the system to submit a licence application and/or submit inventory tracking reports you must request access. This getting started guide will walk you through this process.

The following icons appear throughout this guide to highlight specific information of interest:



**Important:** Key or cautionary information, in particular, around data required in the CTLS



**Information:** Highlighting there may be differences in requirements between licence classes (e.g., different requirements for analytical testing or research)



**Tip:** Information that could be helpful.

Requesting access to the system is comprised of three main steps:

1. Access the CTLS through a GCKey or a Service Partner (who provides sign-in partner credentials).
2. Request an Access Code to the system.
3. Redeem the Access Code, which Health Canada will send by email.



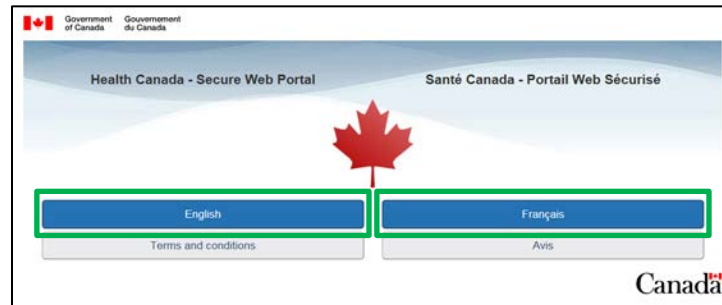
Requesting access to the system is a one time activity, provided that you log into the system at least once every five years, otherwise your account will expire and you will need to re-create an account

This guide will walk you through the process of the above steps as well as how to create a GCKey if you require one. For any questions regarding creation of an account, please contact Health Canada at 1-866-337-7705 or at [cannabis@canada.ca](mailto:cannabis@canada.ca).

## Step 1: Access to the CTLS

The CTLS is accessed directly through the following link: <https://ctls-sscdl.hc-sc.gc.ca>, or the Health Canada website at [Canada.ca/cannabis](https://Canada.ca/cannabis).

You should see the following screen when you first access the site:



CLICK the English OR French Button(s) to CONTINUE

## Step 2: Connect to CTLS Using a GCKey or Sign-In Partner Account

To access the CTLS you have two options: to sign in with a GCKey or through a Sign-In partner. If you already have an existing GCKey for other Government Services you can use the same GCKey and do not need to create a new one.



TO USE GCKey, CLICK the Continue to GCKey button, and proceed to Option A, on the next page.

TO USE a Sign In Partner, CLICK the Continue to Sign In Partner button, and proceed to Option B on Page 6.

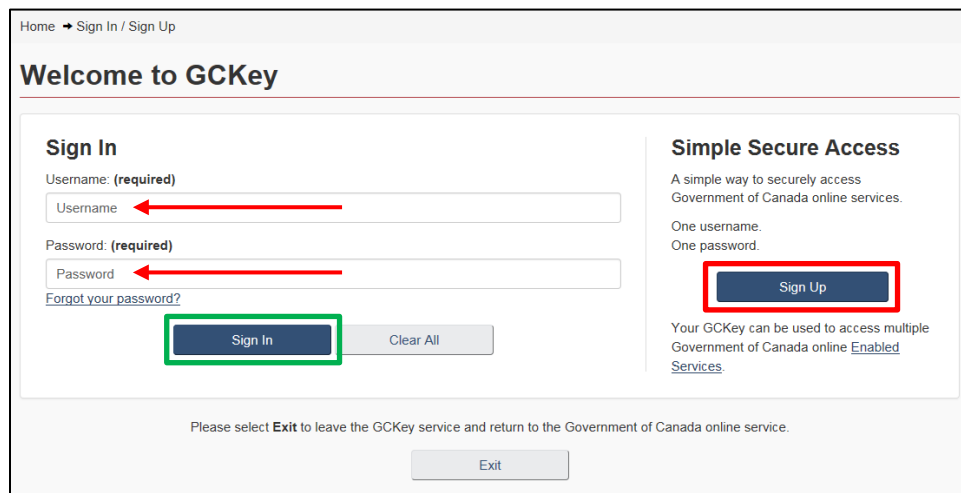
## Option A: Connect to CTLS Using GCKey

### What is GCKey?

GCKey is a standards-based authentication service provided by the Government of Canada, providing secure access to online information and government services, assisting Canadian federal government departments in managing access to their on-line programs.

The GCKey itself is a unique, anonymous credential that protects communications with online government programs and services.

If you selected GCKey, you should see its Home Page:



The screenshot shows the GCKey Home Page. At the top, there is a breadcrumb trail: Home → Sign In / Sign Up. Below this is the heading "Welcome to GCKey". The page is divided into two main sections: "Sign In" and "Simple Secure Access".

**Sign In**

Username: (required)  
Username  ← (Red arrow pointing to the input field)

Password: (required)  
Password  ← (Red arrow pointing to the input field)

[Forgot your password?](#)

**Simple Secure Access**

A simple way to securely access Government of Canada online services.

One username.  
One password.

(Red box around the button)

Your GCKey can be used to access multiple Government of Canada online [Enabled Services](#).

Please select **Exit** to leave the GCKey service and return to the Government of Canada online service.

IF you HAVE AN EXISTING GCKey Account:

ENTER/TYPE your GCKEY Username & Password, indicated by RED Arrows, above.

CLICK the Sign In button, *indicated by the GREEN Box, above.*

CONTINUE to following the instruction on the next page, on how to Connect to the CTLS Using GCKey.

OR:

IF you DO NOT HAVE a GCKey Account:

CLICK the Sign Up button, *indicated by the RED Box, above,* and

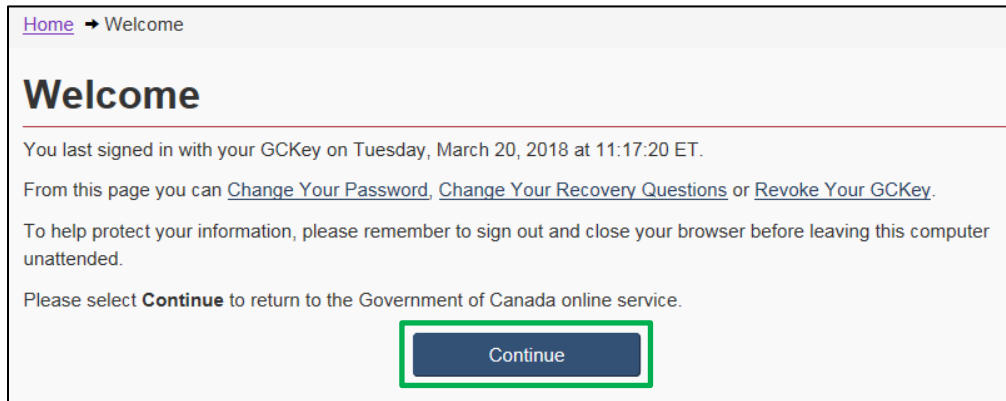
FOLLOW the instructions to sign up for and register a New GCKey Account.



You won't be able to log-in to CTLS until you have an active registered GCKey or Sign-In Partner Account and Password.

## Connect to CTLS Using GCKey

You should now see the GCKey Welcome Screen/Page:



CLICK the **Continue Button** to CONNECT to the CTLS and then PROCEED to **Step 3** of this guide: **Registering for a New CTLS Account.**

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## **Option B: Connect to CTLS Using a Sign-In Partner**

This is also known as Secure Key Concierge, the Sign-In Partner Account option allows you to connect via a Banking or Financial or Credit Union Service, select Credit Card services, as well as through a Service Provider, such as a Cellular Service.

### ***What is SecureKey Concierge?***

SecureKey Concierge offers you a convenient way to access government services. Instead of creating/managing a User ID for access, you can access these services by signing in with your online bank, credit card issuer or other participating "Sign-In Partner".

Once you sign in with your Sign-In Partner, you are returned to the government service. No passwords or personal information (*i.e.: name, address, date of birth, etc.*) are exchanged during this process.

### ***How does SecureKey Concierge Work?***

SecureKey Concierge is Simple, Convenient, and Secure. When visiting a government services website that offers SecureKey Concierge, select the "Sign-In Partner Login" option. Choose your bank or service and login as usual.

### ***How do I Obtain a Service Partner (Online Banking) Username/Password?***

First, you need to register with your partner service institution (*banking, etc.*). Once registered, you can use that service's login/password to access government sites.

## Connect to CTLS using a Sign-In Partner

When you connect to the Sign-In Partner Service, you will see a Service Selection Screen:

Exit | Français | Help | FAQ | Switch My Sign-In Partner | Contact Us

**SECURE KEY Concierge** Online Access Made Easy

**Select Sign-In Partner**

By selecting a Sign-In Partner, you are agreeing to the [Terms and Conditions](#) and [Privacy Notice](#) of SecureKey Concierge.

**SIMPLE | CONVENIENT | SECURE**

- ✓ It's easy to use
- ✓ We protect your privacy
- ✓ No passwords or personal information (i.e.: name, address, date of birth, etc.) are exchanged during this process
- ✓ Your Sign-In Partner won't know which government service you're accessing and the government won't know which Sign-In Partner you're using

Service Selection Grid:

- Affinity
- ATB Financial
- BMO Financial Group Debit Card
- CIBC Banking that fits your life.
- CHOICE REWARDS MasterCard
- CAISSES POPULAIRES
- Desjardins
- NATIONAL BANK
- RBC Royal Bank
- Scotiabank
- Tangerine
- TD Canada Trust EasyWeb
- UNI

CLICK on a Service Logo to Select a Service.



The screenshot below is one example, however, each banking services will use different login screens to connect to their system(s) and may not look like the screenshot below.

You should now see a Login Screen for your Selected Service:

SECURE KEY Concierge Online Access Made Easy

**Secure Login** Français

Login to our secure financial services site

Username (or Access Card)

Password

**Login** Cancel

**FAQs**

- What do I do if I forget my EasyWeb password when logging in to this government services site?
- What do I do if my EasyWeb login doesn't work on this government services site?
- Can I use my TD Web Broker or TD Insurance credentials to log in to this government site?
- Read more FAQs

**Online Security** We are keeping your confidential information safe, a statement backed by our Online Security Guarantee. Learn More

ENTER your Account Username/ ID, and Password, and CLICK the Login Button.

If your On-Line access credentials are correct, you should now be connected to the CTLS and proceed to **Step 3: Registering for a New CTLS Account**, on the next page.

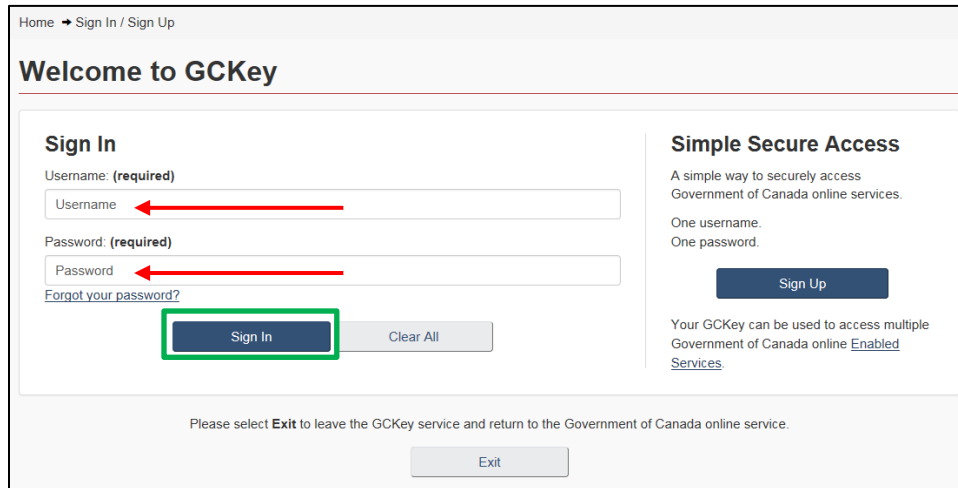


## Step 3: Registering for a New CTLS Account

Once you have your GCKey and/or Service Partner login credentials, this step now covers the process of connecting to and registering for a New CTLS Account:

### Connect to CTLS

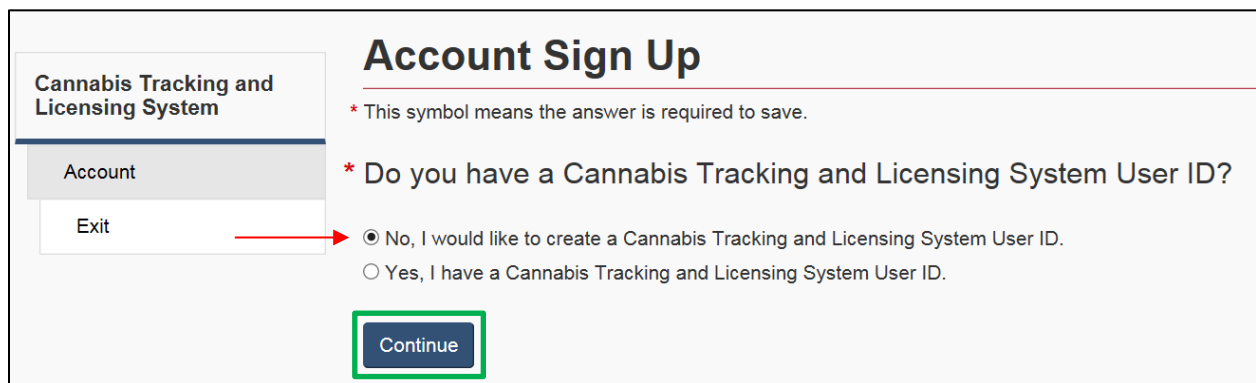
The CTLS is accessed directly through the following link: <https://ctls-sscdl.hc-sc.gc.ca>, or the Health Canada website at [Canada.ca/cannabis](https://Canada.ca/cannabis).



ENTER your GCKey or Service Partner User ID and Password Details.

### Register for a New CTLS Account

Once you reach the CTLS Home Page, you will need to register for a new CTLS account to continue the Sign-Up Process:



SELECT the “NO” Option (*indicated by a RED ARROW*) and CLICK the CONTINUE Button.

You should now be at a page prompting for the following CTLS Account Details:

Enter your Account Registration Details

**Cannabis Tracking and Licensing System**

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Account

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Exit

## Register

\* This symbol means the answer is required to save.

Please provide the following information to apply for a Cannabis Tracking and Licensing System User ID.

### Personal Information

\* **Language Preference**

\* **Salutation**

\* **Given Names**      \* **Surname**  
     

\* **Email**

\* **Phone Number**

\* **Date of Birth**

CTLS Account Detail	CTLS Account Detail Description/Choices
Language Preference	English or French
Salutation	Salutation Prefix used in E-Mail Communications
Given Names	User's First and Middle Names
Surname	User's Last Name
E-Mail	Electronic Mail Address
Phone Number	Telephone Number
Date of Birth	Date of Birth, selectable via the <i>Calendar Picker</i>
Security Questions	<b>3 Questions / Answers:</b> CHOOSE 3 distinct questions from the drop-down menus, and TYPE 3 specific answers only you will know

If you SCROLL DOWN, you should see a series of THREE (3) Security Questions:

USING the MOUSE and the SCROLL-BAR, MOVE the page display downward.

CLICK each Drop-Down Menu to SELECT a QUESTION.

CLICK each Textbox and TYPE the ANSWER to the QUESTION PICKED.

CLICK the Register button.



ALL Registration elements which are MANDATORY (*indicated by RED ASTERISKS*), and MUST be FILLED OUT PRIOR to CLICKING the REGISTER BUTTON.

Security Questions ⓘ

\* Security Question 1  
What was the house number and street name you lived in as a child? ▾

\* Security Answer 1

\* Security Question 2  
What were the last four digits of your childhood telephone number? ▾

\* Security Answer 2

\* Security Question 3  
What was your childhood nickname? ▾

\* Security Answer 3

Register

After registering, you will see a pending verification screen and will receive an Access Code by e-mail in approximately 1-2 days:

Cannabis Tracking and Licensing System

## Pending Verification

Your account is pending verification. You will receive an Account ID and an access code by email. Please allow one (1) business day for Health Canada to process your request.

Account

Exit

Logout from CTLS

To disconnect from CTLS, CLICK the EXIT Hyperlink (*shown above*).

## Step 4: Redeem your CTLS Access Code

This step demonstrates how to validate & finalize your CTLS Account Access by entering (*redeeming*) your CTLS Access Code.

### BEFORE YOU BEGIN THIS STEP:



- ✓ You MUST have your GCKey or Service Partner Account Details available to Login.
- ✓ You MUST have received your CTLS Access Code details by e-mail from Health Canada.

### Connect to the Health Canada CTLS Web-Site

This can be done directly through the following link: <https://ctls-sscdl.hc-sc.gc.ca>, or the Health Canada website at [Canada.ca/cannabis](https://Canada.ca/cannabis) and login to your account using your GCKey or Partner login credentials.

If you have not yet received your Access Code, you may see the following message:

<b>Cannabis Tracking and Licensing System</b>	<h3>Pending Verification</h3> <p>Your account is pending verification. You will receive an Account ID and an access code by email. Please allow one (1) business day for Health Canada to process your request.</p>
Account	
Exit	

If you have received your Access Code, you will see the following page outlining the terms and conditions for use of the system:

**Cannabis Tracking and Licensing System**

Account  
Exit

### Redeem Access Code

\* This symbol means the answer is required to save.

#### Terms and Conditions of Use for the Cannabis Tracking and Licensing System (External Users)

Cannabis Tracking and Licensing System is an initiative of Health Canada to support the operationalization of the Cannabis Act and its Regulations. It is an Internet application that is owned and administered by Health Canada, the purpose of which is to allow users to obtain regulatory authorizations under Cannabis Act and associated Regulations. In particular, the Cannabis Tracking and Licensing System will allow users to:

- Apply for a licence;
- Submit personal information for security screening;
- Amend or renew a licence; and
- Submit monthly inventory reports.

These Terms and Conditions of Use contain many provisions that may affect your rights and obligations. They are made available to you because you have submitted a Cannabis Tracking and Licensing System Profile, your identity has been validated by Health Canada, and you have received instructions and the activation code necessary to activate your account.

The activation of your account within the Cannabis Tracking and Licensing System, and future access and use of the Cannabis Tracking and Licensing System are subject to (1) your acceptance of, and (2) your compliance with these Terms and Conditions of Use.

IT IS IMPORTANT THAT YOU READ ALL THE TERMS AND CONDITIONS CAREFULLY.

#### 1. Definitions

"Access Code" means any tool or code provided by Health Canada for activation and subsequent use of a Cannabis Tracking and Licensing System account. It is provided to individuals upon completion and validation of their Cannabis Tracking and Licensing System Profile.

"You" means you personally and, as applicable, if you are accessing and using the Cannabis Tracking and Licensing System on behalf of your employer, an applicant or a licence holder as the administrative authority, that employer, applicant or licence holder and its affiliates.

Once you reach the END of the Terms and Conditions, you will see a Screen Display that looks similar to the following:

CLICK the "I Accept" CHECKBOX.

CLICK the Access Code TEXTBOX, and ENTER your CTLS Access Code:

**12. Severability**

12.1 If any provision of these Terms is declared by an arbitrator or a court of competent jurisdiction to be invalid, illegal or unenforceable, such provision shall be severed from these Terms and all other provisions of these Terms shall remain in full force and effect.

**13. Coming into force**

13.1 These Terms shall become effective when you indicate your agreement with the Terms or when you access or use the Cannabis Tracking and Licensing System for the first time.

\*  I Accept

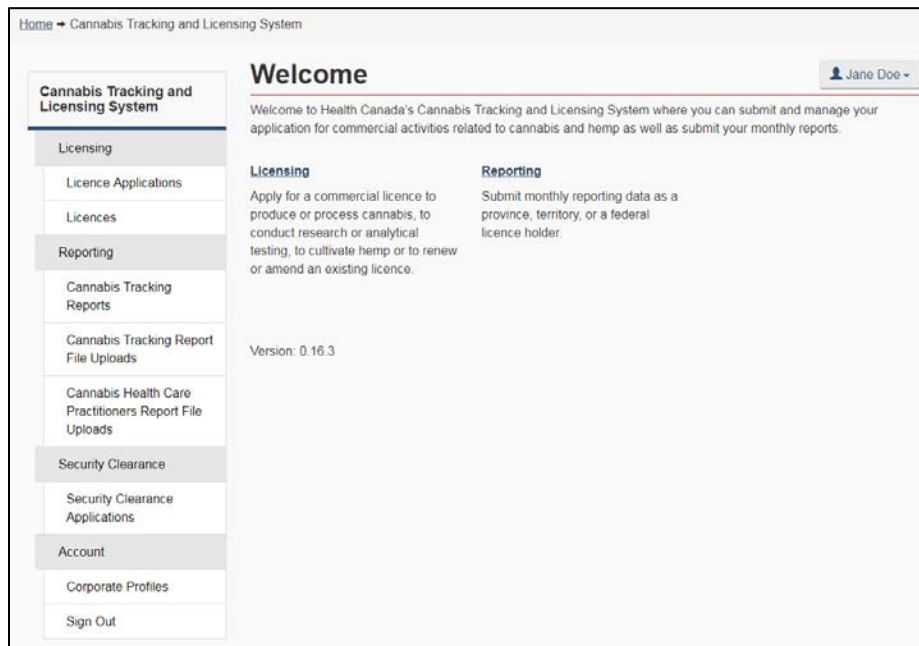
\* Access Code

JFidkC

Redeem

CLICK the Redeem Button.

You should now see the CTLS Home Page/Primary Screen:



Moving beyond this Getting Started Guide, the CTLS User Guide provides a complete summary of all CTLS features.

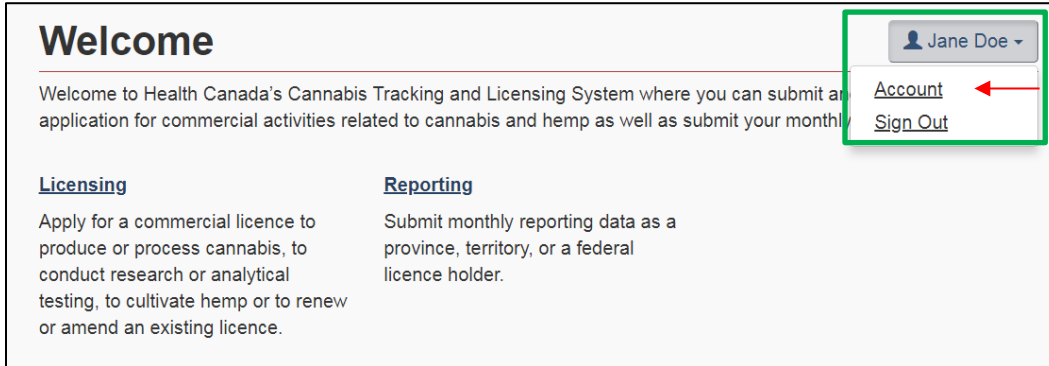
# Access & Record your CTLS Account ID

The following shows how to access and record your CTLS Account ID for future licence application submissions and Security Clearance purposes.

## Access CTLS Account ID

LOG-IN to CTLS (*See Step 1: Access to the CTLS, starting on Page 3, for details*).

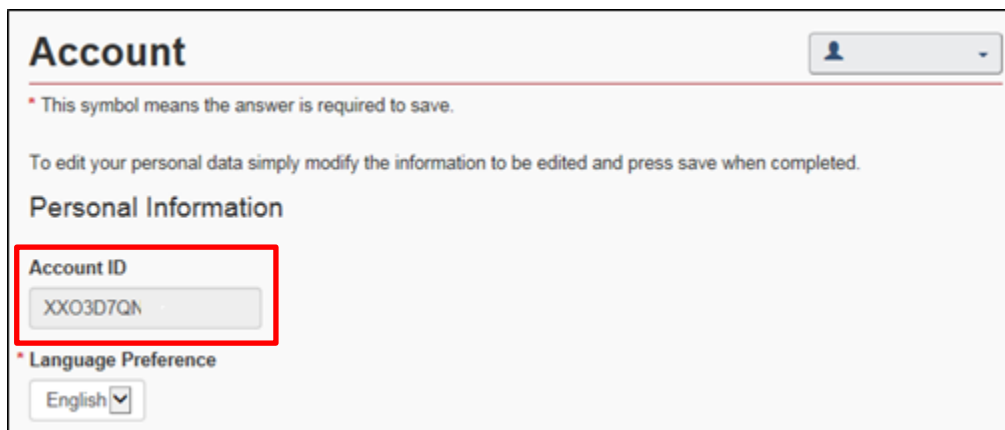
On the Dashboard Page, CLICK INSIDE the Account Menu Box, shown below:



Clicking anywhere in the GREY AREA of the *CTLS Account Name* opens the Menu Box.

CLICK the **Account** Hyperlink within this now-open menu.

You should now see a screen/page similar to the screenshot below:



## Record CTLS Account ID

The Account ID is found at the TOP of the CTLS Account Page. To record it, you may wish to print this page or COPY & PASTE this ID Text into a *Word or Text Document* on your computer.