

Quick Guide - Licensee User Registration Process

USER Change in New OLO system- In the NEW OLO system the term “user” references the individual registering to use the system. The system requires the individual to use an email address in order to register an account. After the user completes the registration process in the new OLO system, the user can be linked to multiple license numbers. If a licensee does NOT want to see multiple licenses when they log in, they will need to create a different user account for each license. Each user account will need to have a unique email (they cannot use one that is already registered unless they want to see multiple licenses when they login using that email).

LICENSEES MUST USE THE EMAIL ADDRESS THAT THE REGISTRATION EMAIL WAS SENT TO FOR REGISTRATION.

User Registration Overview

1. Registration email is sent to licensee
 - a. Initial registration emails will be sent to the emails in phoenix
 - b. Post go-live emails will be sent to the mail provided to licensing by the licensee
 - c. Incorrect Emails - MLCC user will delete email in Phoenix and direct the user to update in the legacy OLO system.
 - d. Email is correct, move to step 2
2. Licensee user accesses registration link to access the OLO site
 - a. email address being used for registration must be the same as the one registration email was sent to
 - b. User can also access the registration page by clicking “are you a licensee?” link on the login page.
3. Registration of User
 - a. Are they a NEW user or RETURNING user?
 - i. NEW- User does not exist in the NEW OLO system
 1. Licensee has NOT gone through the registration process for the EMAIL that they are using for the license being added.
 2. Licensee does not want to add this license to the email they are already using for another license.
 - a. Licensee will need to update, and request registration be sent to an updated email address.
 3. User will enter: voucher, email, password, confirm password
 4. Go to STEP 4
 - ii. RETURNING -User exists in the NEW OLO System and they want to add an additional license to the account they have registered.
 1. Licensee has done the registration process and successfully activated an account in the NEW OLO system through email.
 2. Licensee is adding additional licenses to their user account. This process will allow one user to view and order for multiple license numbers.
 3. RETURNING Users will NOT receive an additional activation email.
 4. User will enter: voucher, current user email, current user password

5. License has been added to user account. At the login screen licensee will see all licenses they have registered to their user account.
4. OLO system send an activation email to the Licensee User
 - a. Email will be sent to the email used on the registration page
 - b. User will need to select the link within the email to activate their OLO user account
 - c. Licensee **WILL NOT** be able to order until the link within the email is selected and the account is active

One OLO User for Each License Number

Users who wish to create a user account for each license number they order for will follow the process below:

1. Registration email is sent to licensee
 - a. Initial registration emails will be sent to the emails in phoenix
 - b. Post go-live emails will be sent to the mail provided to licensing by the licensee
 - c. Incorrect Emails - MLCC user will delete email in Phoenix and direct the user to update in the legacy OLO system.
 - d. Email is correct, move to step 2
2. Licensee user accesses registration link to access the OLO site
 - a. email address being used for registration must be the same as the one registration email was sent to
 - b. User can also access the registration page by clicking "are you a licensee?" link on the login page.
3. Registration of User
 - a. Licensee is a NEW user
 - i. NEW- User does not exist in the NEW OLO system
 1. Licensee has NOT gone through the registration process for the EMAIL that they are using for the license being added.
 2. Licensee does not want to add this license to the email they are already using for another license.
 - a. Licensee will need to update, and request registration be sent to an updated email address.
 3. User will enter: voucher, email, password, confirm password
 4. Go to STEP 4
4. OLO system send an activation email to the Licensee User
 - a. Email will be sent to the email used on the registration page
 - b. User will need to select the link within the email to activate their OLO user account
 - c. Licensee **WILL NOT** be able to order until the link within the email is selected and the account is active
5. Return to Step 1 and repeat this process using a different email address to create the user account.

One OLO User Linked to More Than One License Number

Users who wish to create one user account and link multiple licenses to it will use this process. Once completed, this licensee will log into the system and see a list of the licenses they have added to their account. They can view/order by selecting the desired license number.

1. Registration email is sent to licensee
 - a. Initial registration emails will be sent to the emails in phoenix
 - b. Post go-live emails will be sent to the mail provided to licensing by the licensee
 - c. Incorrect Emails - MLCC user will delete email in Phoenix and direct the user to update in the legacy OLO system.
 - d. Email is correct, move to step 2
2. Licensee user accesses registration link to access the OLO site
 - a. email address being used for registration must be the same as the one registration email was sent to
 - b. User can also access the registration page by clicking "are you a licensee?" link on the login page.
3. Registration of User
 - a. For FIRST registration email ONLY, they are a NEW user.
 - i. NEW- User does not exist in the NEW OLO system
 1. Licensee has NOT gone through the registration process for the EMAIL that they are using for the license being added.
 2. Licensee does not want to add this license to the email they are already using for another license.
 - a. Licensee will need to update, and request registration be sent to an updated email address.
 3. User will enter: voucher, email, password, confirm password
 4. Go to STEP 4
 - b. For all registration emails AFTER the user receives and selects their activation link, they are a RETURNING -User.
 1. Licensee has done the registration process and successfully activated an account in the NEW OLO system through email.
 2. Licensee is adding additional licenses to their user account. This process will allow one user to view and order for multiple license numbers.
 3. RETURNING Users will NOT receive an additional activation email.
 4. User will enter: voucher, current user email, current user password
 5. License has been added to user account. At the login screen licensee will see all licenses they have registered to their user account.
4. OLO system send an activation email to the Licensee User
 - a. Email will be sent to the email used on the registration page
 - b. User will need to select the link within the email to activate their OLO user account
 - c. Licensee **WILL NOT** be able to order until the link within the email is selected and the account is active
5. Return to Step 1 and repeat this process using the RETURNING user option in step 3.

