



User Guide

Portal Navigation

For LCB's Online Portal



Who is this User Guide for?

Anyone who needs help with the Portal.

Table of Contents



This table of contents is clickable

To access the sections, click each title. The home icon at the top right of each header will redirect you to this page.

01 Portal Navigation: Finding What You Need

- *View Top Header Bar.*
- *View Navigation Menu tabs.*
- *View Portal Home Dashboard.*

02 MAST & RVP Applications

- *Identify MAST & RVP tab in Navigation Menu.*
- *MAST Notifications.*



Portal Navigation: Finding What You Need



On the LCB Portal you can apply and pay for licenses, permits, renewals, and track your LCB Account.

Let's review what you will find on the **LCB Portal Page**. On the portal screen, you can view the different sections as shown below:

- 01 Top Header Bar
- 02 Navigation Menu
- 03 Page View (Portal Home Dashboard)

Washington State
Liquor and Cannabis Board

Home My Account Apply ▾ Customer Service Request My Submission MAST & RVP ▾ Submit ▾ More ▾

Liquor and Cannabis Board

Welcome to the LCB's website portal! Here you can apply and pay for licenses, permits, renewals, and track your LCB account.

Visit lcb.wa.gov for in-depth details on LCB services and requirements.

Portal Home Dashboard

My Tasks

Subject ▾	Due Date	Status ▾
Watch the Liquor Briefing ...		Open
Watch the Liquor Briefing ...		Open
Watch the Liquor Briefing ...		Open

My Submissions

Submission Name	Due Date	Case Type ▾	Case Subtype ▾
PersonalCriminalHist	Dec 26, 2024	Liquor	Retail
LocationConfirmation	Dec 11, 2024	Liquor	Retail

Applications Waiting for Applicant Documents

Case Number ▾	Case Record ... ▾	Type ▾	Subtype ▾
00121076	New License Appli...	Liquor	Retail

Applications Pending Payments

Case Number ▾	Case Record ... ▾	Type ▾	Subtype ▾
00121254	Special Occasion ...	Liquor	Retail



Top Header Bar



In the **Top Header Bar** of the LCB Portal you will find:

The screenshot shows the top header bar of the LCB Portal. It features the Washington State Liquor and Cannabis Board logo on the left. In the center is a search bar with the placeholder text "Search...Please type here and click enter..." and a magnifying glass icon, highlighted with a yellow box and the number 01. On the right side of the header bar, there is a notification bell icon and a user profile icon, which is highlighted with a yellow box and the number 02. Below the header bar is a navigation menu with the following items: Home, My Account, Apply (with a dropdown arrow), Customer Service Request, and My Submission. The main content area below the navigation menu displays the text "Liquor and Cannabis Board" in large green font, followed by a welcome message: "Welcome to the LCB's website portal! Here you can apply and pay for licenses, permits, renewals, and track your LCB account." At the bottom of the main content area, there is a link: "Visit lcb.wa.gov for in-depth details on LCB services and

- 01 **Search Bar:** Use the search bar to find details on LCB services and requirements by typing a few details and pressing **Enter**. This will open a new tab in your browser and redirect you to lcb.wa.gov to see the search results.
- 02 **Profile and Settings:** Click the **Profile and Settings** icon to open a drop-down menu. In this menu, you will find **Profile**, **Log Out**, and **Change Account** options.



Review **My Accounts User Guide** on the [Portal Resources](#) page to learn more about your account.



Navigation Menu



The **Navigation Menu** includes all the main actions you can perform within the LCB Portal. These actions are divided into tabs. Let's review each one:

A Home: When you access the LCB Portal, you will be directed to the Portal Home Dashboard which is your main view. In this page, you will have a **Portal Home Dashboard** where you will be able to review information related to your account. To learn more about the Portal Home Dashboard go back to Page 2 in this user guide and click on **Page View (Portal Home Dashboard)**.

Account Name	Phone	Email	Status
Gold Rush Rentals		goldrushrentals1224@mailinator.com	
Jordan Mason		jordanmason1224@mailinator.com	

B My Account: When you open this tab, a list of your Accounts will display.
> If you are logged in your Person Account, only that account will display.
> If you are logged in your Business Account, both will display in the list.



Review **My Accounts User Guide** on the [Portal Resources](#) page to learn more about accounts and how to switch between accounts once you are logged in.

C Apply: When you open this tab, a drop-down gives you options to choose from:
- **Apply for a Permit**
- **Apply for a License (Special Occasion License, Local Wine Industry Association License, and Non-Profits Arts Organization License).**
- **Apply for Authorizations, Certifications, and Other Applications,** such as Registrations.
- **Apply for Packaging & Labeling**



Other Liquor and Cannabis licenses not mentioned above, and Tobacco, Vapor, and Cigarette (TVC) Applications need to be applied for on the [Department of Revenue website](#).



Review the **New Applications User Guide** on the [Portal Resources](#) page to learn more about accessing LCB Services through the Portal-



Home My Account Apply ▾ Customer Service Request My Submission More ▾

Service Request

Request Type Please select the Request Type you want to apply for

General Request

A request to notify LCB of a marriage (adding a spouse to your license or permit), divorce (removing a spouse from your license or permit), processing an estate,

Steps

- Service Request

D Customer Service Request: When you open this tab, you can submit a General Request to update specific details on your license or permit, and more. For example, you can use this to notify LCB of a marriage or to contact LCB for other issues you might have. Depending on the type of request, additional information may be required. These requests are reviewed and processed by Licensing Customer Service and other relevant units.

Review the **New Applications User Guide** on the [Portal Resources](#) page to learn more details about generating service requests for the Customer Service team.

Home My Account Apply ▾ Customer Service Request My Submission More ▾

Please select the Application for the Submission

Application Number	Application Type	Status
00121076	New License Application	Waiting for Applicant Documents

E My Submission: When you open this tab, you will see a list of documents you need to submit, if there are any.

Review **My Submissions User Guide** to learn more about how to submit required documents and more.



- F Submit:** When you open this tab, a drop-down list with the following options will display for you to choose from. You will not need to sign into the portal to access these features:
 - **Public Records Request**
 - **Support or Protest a Pending License**



Review the **New Applications User Guide** on the [Portal Resources](#) page to learn more about applying for the different MAST types and RVPs Applications, as well as submitting public records requests, or to support or protest a pending license.

Select Fee	Reference No	Fee Name	Total Amount	Amount Outstanding	Status

- G Pay Cart:** When you open this tab, a list of pending fees, if any, will be displayed. Here you will be able to pay more than one fee at the same time by paying your entire cart.



Review the **Payments User Guide** on the [Portal Resources](#) page to learn more about paying required fees.



Page View (Portal Home Dashboard)



The **Page View** is the main area of the screen, where you will see the content selected in the tabs. In the **Home** tab, you will see the **Portal Home Dashboard**, which displays information about the account you are currently logged into. In this Dashboard, you will be able to find:

- **My Tasks:** A list with Tasks that have been assigned to you. Green Subjects are hyperlinks that you can click to see more details.
- **My Submissions:** A list of pending documents needed to process your application. Green Subjects are hyperlinks that you can click to see more details.
- **Applications and Permits Waiting for Applicant Documents:** A list of all the applications and permits requiring your document submission.
- **Applications and Permits Pending Payments:** A list of all the applications and permits awaiting payment of required fees.

Portal Home Dashboard

My Tasks

Subject	Due Date	Status
Watch the Liquor Briefing ...		Open
Watch the Liquor Briefing ...		Open
Watch the Liquor Briefing ...		Open

My Submissions

Submission Name	Due Date	Case Type	Case Subtype
PersonalCriminalHist	Dec 26, 2024	Liquor	Retail
LocationConfirmation	Dec 11, 2024	Liquor	Retail

Applications Waiting for Applicant Documents

Case Number	Case Record ...	Type	Subtype
00121076	New License Appli...	Liquor	Retail

Applications Pending Payments

Case Number	Case Record ...	Type	Subtype
00121254	Special Occasion ...	Liquor	Retail
00121253	Special Occasion ...	Liquor	Retail
00118155	New License Appli...		

Permits Waiting for Applicant Documents

No records to display.

Permits Pending Payments

No records to display.



Review **My Tasks User Guide** to learn more about how to manage your assigned tasks and the **My Submissions User Guide** to learn more about submitting documents required by LCB. Both are available on the [Portal Resources](#) page.



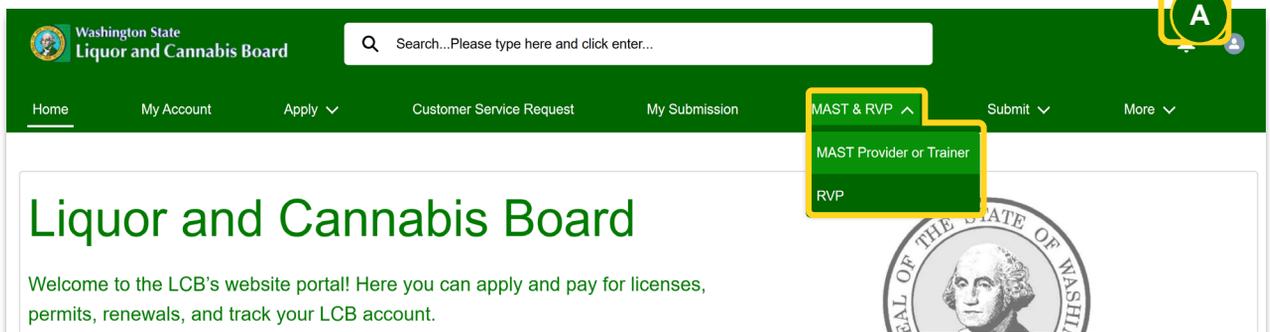
MAST & RVP Applications



In the **Mandatory Alcohol Server Training (MAST) & the Responsible Vendor Program (RVP)** tab on the LCB Portal, you will find the **MAST Trainer and Provider applications** and the **RVP application**.

These sections are for those third parties who wish to be certified providers and for trainers for MAST.

You will also find the option to apply for the **Responsible Vendor Program (RVP)**.



01 MAST Provider or Trainer: Select this option to create a MAST Application for Provider or Trainer. The LCB Portal will guide you through the steps to complete the application.

02 RVP: Select this option to create an RVP Application. The RVP is a free, self-monitoring program for alcohol retailers—such as Spirits Retailers, Grocery Stores, and Beer and Wine Specialty Shops—that sell alcohol for off-premises consumption. The LCB Portal will guide you through the steps to complete the application.

A Only MAST Providers will get a notification that is visible via the **Notifications** icon. This will tell them when their Permittee data has been successfully uploaded or when the upload has failed so they can reupload if necessary.



You will be able to see your applications in the **My Account** tab in the **Navigation Menu**.



When applying through the LCB Portal, you might be required to upload documents and other files. Review **My Submissions User Guide** on the [Portal Resources](#) page to learn more about submissions.