



Cannabis Tracking and Licensing System: User guide

Instructions on how to use the Cannabis Tracking and Licensing System (CTLS) as a cannabis or industrial hemp applicant or licence holder.

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About the system

The Cannabis Tracking and Licensing System (CTLS) is a [secure web portal](#) where you can:

- submit new licence applications or permits
- manage current licences
- report on licensed activities

All cannabis and industrial hemp licences use the CTLS, including:

- micro-cultivation, nursery and standard cultivation
- micro-processing and standard processing
- sale for medical purposes
- analytical testing
- research
- cannabis drug licence
- industrial hemp

You can't register for [personal or designated production of cannabis](#) for medical purposes in the CTLS.

Some sections of the CTLS are only available in the portal to certain users. For example, you'll only see:

- "Renew your licence" 4 months before your licence expires
- "Notice of new cannabis product" if you have a processing licence

Create an account

The [Getting started guide](#) can help you create a CTLS account and logging in for the first time.

If you're a corporation, you'll need to create the [corporate profile](#) for your organization.

Account: Create a corporate profile

If you want to apply for a licence as a corporation, cooperative or partnership, you'll need to create a corporate profile in the CTLS.

The steps for creating a corporate profile are the same for all licences under the *Cannabis Act* and its regulations: [Applying as a part of a corporation, a cooperative or a partnership](#).

You can make changes to your corporate profile at any time by clicking the "Edit" button (white pencil on green background) in "Actions" column next to the profile. The person who creates the corporate profile is the administrative authority. They are the only one who can make changes to the profile. If the person who created the profile leaves your organization, you can transfer the corporate profile to a new administrative authority. You can do this by clicking the "Transfer" button (black arrow on yellow background) in the "Actions" column next to the corporate profile, then add in the account ID of the new administrative authority.

Document upload

To upload a document in the CTLS:

1. Click on "Choose file"
2. Select the document from your computer that you want to upload
3. Click on the "Upload" button (white arrow on blue background)

The CTLS only supports certain file formats:

- For any file: .pdf
- For text files: .doc, .docx, .odt, .pages, .rtf, .csv, .txt, .wps
- For presentation files: .pps, .ppt, .pptx
- For image files: .bmp, .gif, .jpg, .png, .psd
- For spreadsheet files: .xlr, .xls, .xlsx

You need to convert documents that aren't supported to an accepted file format so they can be uploaded into the CTLS. The CTLS has limits on the number of documents and size of documents that are allowed to be uploaded in each section. This information is found in each upload area in the CTLS.

Add people to your application

Before starting your application, you should have a list of all personnel you want to add to your application. You should have their names, roles, and CTLS account IDs. Then follow the steps below to add them in the CTLS.

1. Enter the individual's CTLS Account ID and Click on the "Validate" button.
2. If the CTLS Account ID you entered is valid, you should see the name of that person displayed in the personnel box.
3. Select the role for the individual.
4. Click on "Save and close" if you don't need to add any other people to the application or "Save and add new" if you want to continue adding people.

Licence classes have different requirements for which site personnel must be linked to your licence. The site personnel page of your application will not be marked as complete if you don't have at least one person in all required roles.

Licence applications: Create and submit your licence or permit application

To apply for a cannabis licence or permit, you need to create a new application in the CTLS and select the class of licence you want to apply for. For information on these, refer to [Types of cannabis and industrial hemp licences](#).

To create your application, follow these steps in the CTLS:

1. Click on "Licensing"
2. Click on "Licence applications"

On this page, you'll see a list your draft and submitted applications. You can track the status of your submitted application on this page, as it's being processed by Health Canada.

3. Click on "New licence applications"
4. Select the appropriate licence or permit you want to apply for
5. Click "Save and next" to create your application.

Draft applications are applications you've started but not submitted. When filling out an application, you can always save it as a draft. To edit your draft, click on the "Edit" button (white pencil on green background) in "Actions" column. To delete your draft, click on the "Delete" button (white trash can on red background).

Use the index button at the bottom of the page to view an application's sections. If you've filled out all the mandatory fields, it will have a green check mark. If a section is incomplete, it will have a red exclamation mark.

For information on what to upload to apply for a licence or permit, refer to the following:

- [Cultivation, processing or sale for medical purposes with possession of cannabis licence](#)
- [Sale for medical purposes without possession of cannabis licence](#)
- [Analytical testing licence](#)
- [Research licence](#)
- [Cannabis drug licence](#)
- [Cannabis import or export permit](#)
- [Industrial hemp licence](#)

To submit an application, you'll need to have completed each section. You won't be able to submit an incomplete application, a message will tell you what sections are incomplete.

Once submitted, your application will move from the "Draft licence application" section to the "Submitted licence application" section.

Licences: Managing a licence or permit

Only your responsible person or alternate responsible person can make changes to your licence in the CTLS.

To manage a licence or permit follow these steps in the CTLS:

1. Click on "Licensing"
2. Click on "Licences"
3. Click the "Manage" button (white gear on blue background) in "Actions" column next to the licence

How to submit changes to your licence:

- [Cultivation, processing or sale for medical purposes licences](#)
- [Cannabis import and export permits](#)
- For analytical testing licences: email hc.sp-licensing-cannabis-licences-sp.sc@hc-sc.gc.ca
- For research licences: email hc.sp-licensing-cannabis-licences-sp.sc@hc-sc.gc.ca
- For cannabis drug licences: email hc.sp-licensing-cannabis-licences-sp.sc@hc-sc.gc.ca
- For industrial hemp licences: email hemp-chanvre@hc-sc.gc.ca

Reporting: Submitting reports for your licence or permit

Most cannabis or industrial hemp required reporting needs to be submitted in the CTLS.

You must submit the following in the CTLS:

- [Cannabis tracking reports](#)
- [Cannabis health care practitioners reports](#)
- [Key investor reports](#)
- [Statements of cannabis revenue](#)
- Notice of cultivation reports (industrial hemp)
- THC test result reports (industrial hemp)
- [Medical exemption requests](#) (if you're exempted from the annual regulatory fee)
- [Shipment endorsements](#) (within 15 days of importing or exporting)

For information on how to submit the industrial hemp reports, email hemp-chanvre@hc-sc.gc.ca.

Site evaluations

You can use the CTLS to access site evaluations completed by Health Canada. Click the "View" button (green folder) next to the site evaluation you want to access.

Depending on the site evaluation, you may see tabs for inspection, compliance verification or sampling. You can click on each tab, and then click on the "Download" button (white down arrow on green background) to access the reports.

There may be 3 different reports issued from your site evaluation:

- external report
- monitoring report (Health Canada may issue multiple monitoring reports)
- final monitoring report

If Health Canada has requested a response to a report, there will be a date under the column "Response expected by". You need to submit your response (for example, your corrective action plan or supporting documents) in the CTLS by this date. If there is no date in this field, Health Canada doesn't need you to respond. The final monitoring report won't need a response from you.

To respond to your report:

1. Click on the "Choose file" or "Browse" button in the response to external report section
2. Select the file from your computer
3. Click on the "Upload" button (white arrow on blue background). Repeat steps 1-3 to upload all applicable response documents
4. Click on the blue "Submit response" button

You can't add or remove files from a response that has already been submitted.

Contact the email listed in the report if:

- the files for your response exceed the upload limits of the CTLS
- you have any issues with your response after you've submitted it

Notice of new cannabis products

The Notice of new cannabis products section is available for holders of a processing licence. You can use this section to [submit new notices](#) to Health Canada and view certain information on previous notices.

After you have completed your notice and you're ready to submit it to Health Canada, green checkmarks will appear beside each section in your application index. A red exclamation mark will appear next to incomplete sections. If you try to submit an incomplete notice, a message will tell you what sections are incomplete. Once submitted, your notice will move from the Draft Notices section to the Submitted Notices section. You can track the status of your notice as it is processed by Health Canada in this section.

Personnel security: Apply for a security clearance

[Applications for security clearances](#) must be submitted in the CTLS.

Disclaimer

You need to read these pages along with the [Cannabis Act](#), the [Cannabis Regulations](#) and the [Industrial Hemp Regulations](#). If there are differences between these pages and the legislation, the legislation is correct. If there are differences between the CTLS and the legislation, the legislation is correct.

Contact us

For all questions, refer to [Contact information for licence holders, applicants and industry](#) to find the appropriate email address.

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