



FAQs

1) How do I access and use the new permits portal?

To access the new permits portal, please follow this link: [Access the NSLC Permits Portal](#)

This year, all permit holders are first-time users and are required to create an account by clicking the “**Sign Up Now**” link. To learn how to navigate and use the portal, we have created a short tutorial that you can access here: [Permits Portal Demonstration Permitted Producers 1](#)

2) Why is NSLC making this change to the permits process?

Our goal with the online platform is to make it easier to apply for and renew your permits. This all-in-one portal enables us to work more efficiently and deliver better service to all NSLC permit holders. The new portal offers a user-friendly interface, real-time updates, and a streamlined process to help you complete your permit application and renewals with confidence and ease.

3) How do I make a payment for my permit through the new portal?

Payment for your permit is made by credit card through the Permits Portal. Once you've completed all the required steps in your application, you'll reach the final step: Pay Fees. Clicking this button will redirect you to Stripe, our secure payment processor, where you can enter your credit card information.

After your payment is successfully processed, you will receive an automated confirmation email from Stripe. You can also review your payment history at any time by logging into your profile and clicking the Payments tab at the top of the page.

4) Who can I contact if I have trouble navigating the portal, uploading documents, and/or making payment?

Please don't hesitate to reach out to us at Permits@mynslc.com if you or your team have any questions navigating the portal or uploading any required documents.