



# Regulatory Licensing and Permitting System (RLPS) Citizen Portal

# RLPS Citizen Portal: Presentation Content

- Citizen Access Account Creation
  - Site address: <https://rlps.abc.tn.gov/citizenaccess/>
  - Types of Account
    1. Individual User Account
    2. Organization User Account
  - Create both types of Accounts

# RLPS Citizen Portal: Types of Accounts

## ➤ **Organization / Business**

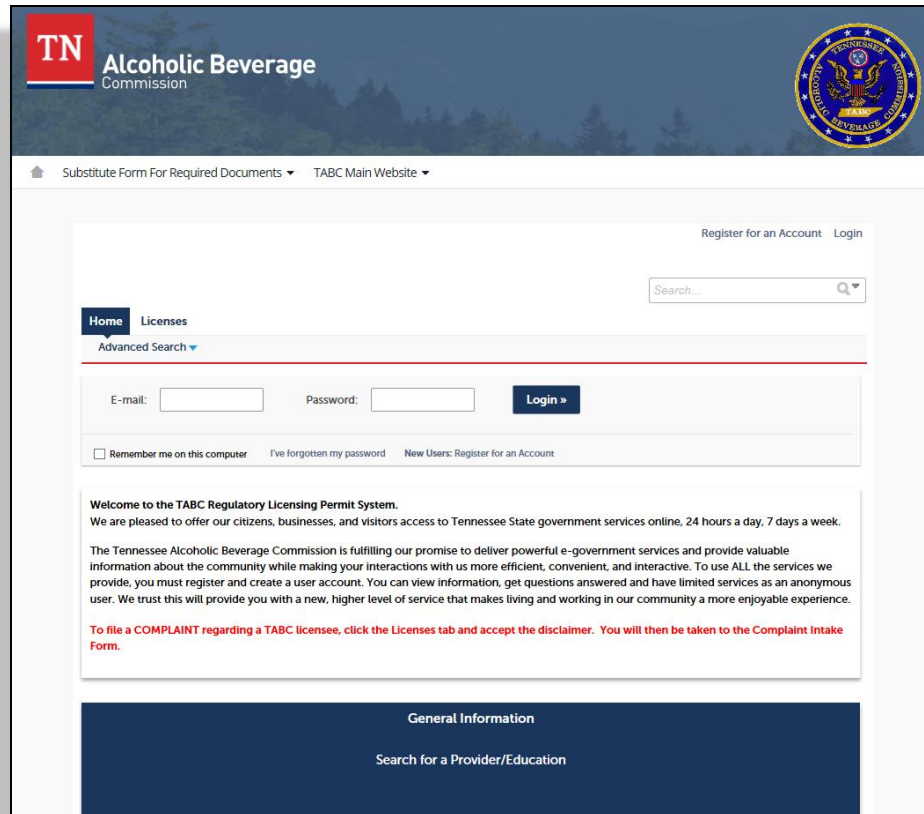
This is an account for a business that is a TNABC license or a certificate holder.

## ➤ **Individual**

This is an account for an individual who is a TNABC permit holder and or a business representative that will be managing a business account.

# RLPS Citizen Portal: Account Creation

- Enter <https://rlps.abc.tn.gov/citizenaccess/> in the web browser



The screenshot displays the Tennessee Alcoholic Beverage Commission (TABC) Citizen Portal. The header features the TN logo, the text "Alcoholic Beverage Commission", and the TABC seal. Below the header, there are links for "Substitute Form For Required Documents" and "TABC Main Website". The main content area includes a search bar, a "Home" tab, and a "Licenses" tab. A "Login" button is visible next to the "Register for an Account" link. The login form contains fields for "E-mail:" and "Password:", followed by a "Login »" button. Below the login form, there are links for "Remember me on this computer", "I've forgotten my password", and "New Users: Register for an Account". A welcome message states: "Welcome to the TABC Regulatory Licensing Permit System. We are pleased to offer our citizens, businesses, and visitors access to Tennessee State government services online, 24 hours a day, 7 days a week. The Tennessee Alcoholic Beverage Commission is fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide, you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience. To file a COMPLAINT regarding a TABC licensee, click the Licenses tab and accept the disclaimer. You will then be taken to the Complaint Intake Form." At the bottom, there is a "General Information" section with a link to "Search for a Provider/Education".

# RLPS Citizen Portal: Account Creation

- Click the “New Users: Register for an Account” link

The screenshot displays the Tennessee Alcoholic Beverage Commission (TABC) website. The header features the TN logo and the TABC seal. Below the header, there are navigation links for "Substitute Form For Required Documents" and "TABC Main Website". The main content area includes a search bar, a "Register for an Account" link, and a "Login" link. A red arrow points from the "New Users: Register for an Account" link to a callout box. The callout box contains the text "New Users: Register for an Account". Below the callout box, there is a login form with fields for "E-mail:" and "Password:", a "Login >" button, and a "Remember me on this computer" checkbox. A link for "I've forgotten my password" is also present. At the bottom of the page, there is a "General Information" section with a link to "Search for a Provider/Education".

TN Alcoholic Beverage Commission

Substitute Form For Required Documents TABC Main Website

Register for an Account Login

Search...

Home Licenses

Advanced Search

E-mail: Password: Login >

☐ Remember me on this computer I've forgotten my password New Users: Register for an Account

Welcome to the TABC Regulatory Licensing Permit System.  
We are pleased to offer our citizens, businesses, and visitors access to Tennessee State government services online, 24 hours a day, 7 days a week.

The Tennessee Alcoholic Beverage Commission is fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide, you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

To file a COMPLAINT regarding a TABC licensee, click the Licenses tab and accept the disclaimer. You will then be taken to the Complaint Intake Form.

General Information

Search for a Provider/Education

# RLPS Citizen Portal: Account Creation

- Acknowledge the TN Privacy Statement

Register for an Account Login

Search...

Home Licenses

Advanced Search ▾

### Account Registration

You will be asked to provide the following information to open an account:

- Enter your email address and choose a password
- Personal and Contact Information
- License Numbers if you are registering as a licensed professional (optional)

Please review and accept the terms below to proceed.

**State of Tennessee Web Site Privacy Statement**  
The privacy, confidence, and trust of individuals who visit the State of Tennessee web site are important to us. No personal information is collected at this site unless it is provided voluntarily by an individual while participating in an activity that asks for the information. The following paragraphs disclose the information gathering and usage practices for the web site

☐ I have read and accepted the above terms.

**Check the box to accept the terms and click the button**

**Continue Registration »**

# RLPS Citizen Portal: Account Creation

- Complete the Login Information
- Click the “Add New” button under Contact Information

[Home](#) [Licenses](#)

Advanced Search ▾

Account Registration Step 2:  
Enter/Confirm Your Account Information

\* indicates a required field.

Login Information

\* E-mail Address: ?

\* Enter E-mail Address:

\* Password: ?

\* Type Password Again:

\* Enter Security Question: ?

\* Answer: ?

Contact Information

Choose how to fill in your contact information.

Add New

Enter the words below  
AVIATOR SAINT

Continue Registration »

# RLPS Citizen Portal: Account Creation

- Enter Individual (Personal) account contact information
- Enter the information and add a contact address

**Select Contact Type**

Select **Individual** from the dropdown list to enter information about people.  
Select **Organization** from the dropdown list to enter information about businesses.

\*Type:

--Select--  
Individual  
Organization

Continue Discard Changes

**Contact Information**

\*First: Middle: \*Last:

SSN/ITIN Birth Date:

\*Primary Phone: Secondary Phone:

\*E-mail:

▼ Contact Addresses

**Add a Contact Address**

To edit a contact address, click the address link.  
Required contact address type(s): Mailing

Showing 0-0 of 0

Address Type	Address	Action
No records found.		

Continue Clear Discard Changes

**Contact Information**

**Contact Address Information**

This is the Mailing address (where mail is received).

\*Address Type:  
Mailing

\*Address Line 1:

Address Line 2:

\*Country: \*City: \*State: \*ZIP Code:

United States --Select--

Save and Close Save and Add Another Clear Discard Changes



# RLPS Citizen Portal: Account Creation

- Enter Organization (Business) account contact information
- Enter the information and add a contact address

**Select Contact Type**

Select **Individual** from the dropdown list to enter information for people.  
Select **Organization** from the dropdown list to enter information for businesses.

--Select--  
Individual  
Organization

Continue Discard Changes

**Contact Information**

\* Legal Business Name:

DBA:

\* Primary Phone:  Secondary Phone:

\* E-mail:

▼ Contact Addresses

**Add a Contact Address**

To edit a contact address, click the address link.

Showing 0-0 of 0

Address Type	Address	Action
No records found.		

Continue Clear Discard Changes

**Contact Information**

**Contact Address Information**

This is the Mailing address (where mail is received).

\* Address Type:

\* Address Line 1:

Address Line 2:


\* Country:  \* City:  \* State:  \* ZIP Code:

Save and Close Save and Add Another Clear Discard Changes

# RLPS Citizen Portal: Account Creation


- Click the “Login Now” button to log into your account

[Register for an Account](#) [Login](#)



[Home](#) [Licenses](#)

[Advanced Search](#) ▼

 Your account is successfully registered.

Congratulations. You have successfully registered an RLPS account.

### Account Information

E-mail: John.doe@gmail.com

Verified E-mail: John.doe@gmail.com

Password: \*\*\*\*\*

Security Question: Who are you

### Contact Information

John Sweet Doe

John.doe@gmail.com

Primary Phone: 213-963-4718

Mobile Phone: 319-483-2419

### Contact Address List

▼ Contact Addresses

Showing 1-1 of 1

Address Type	Address	Action
Mailing	123 Eden RD	

[Login Now](#)

# RLPS Citizen Portal: Account Login

- Enter your email address
- Enter your password
- Click the login button

The screenshot shows the RLPS Citizen Portal login interface. At the top right, there are links for "Register for an Account" and "Login". Below these is a search bar with the placeholder text "Search...". A navigation bar contains "Home" (selected) and "Licenses". Below the navigation bar is an "Advanced Search" link. The main login area features input fields for "E-mail:" and "Password:", followed by a "Login »" button. Below the login fields are links for "Remember me on this computer", "I've forgotten my password", and "New Users: Register for an Account". A welcome message states: "Welcome to the TABC Regulatory Licensing Permit System. We are pleased to offer our citizens, businesses, and visitors access to Tennessee State government services online, 24 hours a day, 7 days a week. The Tennessee Alcoholic Beverage Commission is fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide, you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience." Below this is a red text link: "To file a COMPLAINT regarding a TABC licensee, click the Licenses tab and accept the disclaimer. You will then be taken to the Complaint Intake Form." At the bottom, there is a dark blue section titled "General Information" with a link "Search for a Provider/Education". Below this is a section titled "Licenses" with a link "Create an Application".

Register for an Account Login

Search...

Home Licenses

Advanced Search ▾

E-mail:  Password:  **Login »**

☐ Remember me on this computer [I've forgotten my password](#) [New Users: Register for an Account](#)

**Welcome to the TABC Regulatory Licensing Permit System.**  
We are pleased to offer our citizens, businesses, and visitors access to Tennessee State government services online, 24 hours a day, 7 days a week.

The Tennessee Alcoholic Beverage Commission is fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide, you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

**To file a COMPLAINT regarding a TABC licensee, click the Licenses tab and accept the disclaimer. You will then be taken to the Complaint Intake Form.**

**General Information**

[Search for a Provider/Education](#)

**Licenses**

[Create an Application](#)

# RLPS Citizen Portal: Account Login

- You are now successfully logged into your account

The screenshot displays the RLPS Citizen Portal dashboard. At the top right, it indicates the user is logged in as 'John Sweet Doe' and provides links for 'Collections (0)', 'Account Management', and 'Logout'. A search bar is located in the top right corner. The main navigation bar includes 'Home' (active), 'Licenses', 'Dashboard', 'My Records', 'My Account', and 'Advanced Search'. The dashboard greets the user with 'Hello, John Sweet Doe'. Below this, there are two main sections: 'My Collection (0)' and 'Work in progress (1)'. The 'My Collection (0)' section has a 'View Collections' button and a message stating 'You do not have any collections right now.' The 'Work in progress (1)' section has a 'View All Records' button and a table with columns: Record Name, Record ID, Module, Creation Date, and Action. The table currently shows 'No records found'.

Logged in as: John Sweet Doe   Collections (0)   Account Management   Logout

Search...

Home   Licenses

Dashboard   My Records   My Account   Advanced Search ▼

Hello, John Sweet Doe

**My Collection (0)**   View Collections

You do not have any collections right now.

**Work in progress (1)**   View All Records

Record Name	Record ID	Module	Creation Date	Action
No records found				



Thank You