

# GUIDANCE FOR HEMP INDUSTRY

## REGISTERING YOUR BUSINESS AS A MANUFACTURED HEMP PRODUCT RETAILER OR DISTRIBUTOR

### 1. CREATING A LOG IN

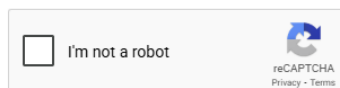
You must create a log in using your *first and last name* before you can begin the process of adding your business information and applying for a retailer or distributor manufactured hemp product certificate of registration. To do this you must register to join DOH portal at:  
<https://hi-doh-public.nls.egov.com/register>

Register to join Hawaii DOH Portal.

**WARNING:** Please be sure that the information provided during registration is 100% accurate. This data will be used in your application, and you **CANNOT** modify this information after you register.

Legal First Name *	Legal Last Name *
Email *	Confirm Email *
Phone Number *	
What type of application would you like to get started with? *	
Password *	Re-enter Password *

☐ Please read and accept [Terms and Conditions](#) before proceeding.



CANCEL

REGISTER

[↻ If you didn't receive your verification email, please click here.](#)

**\*IMPORTANT:** Once the registration information is submitted, confirm your email address by clicking the link sent to your inbox. The verification email should come from following address:  
[hidoh-noreply@hi-doh.egov.com](mailto:hidoh-noreply@hi-doh.egov.com)

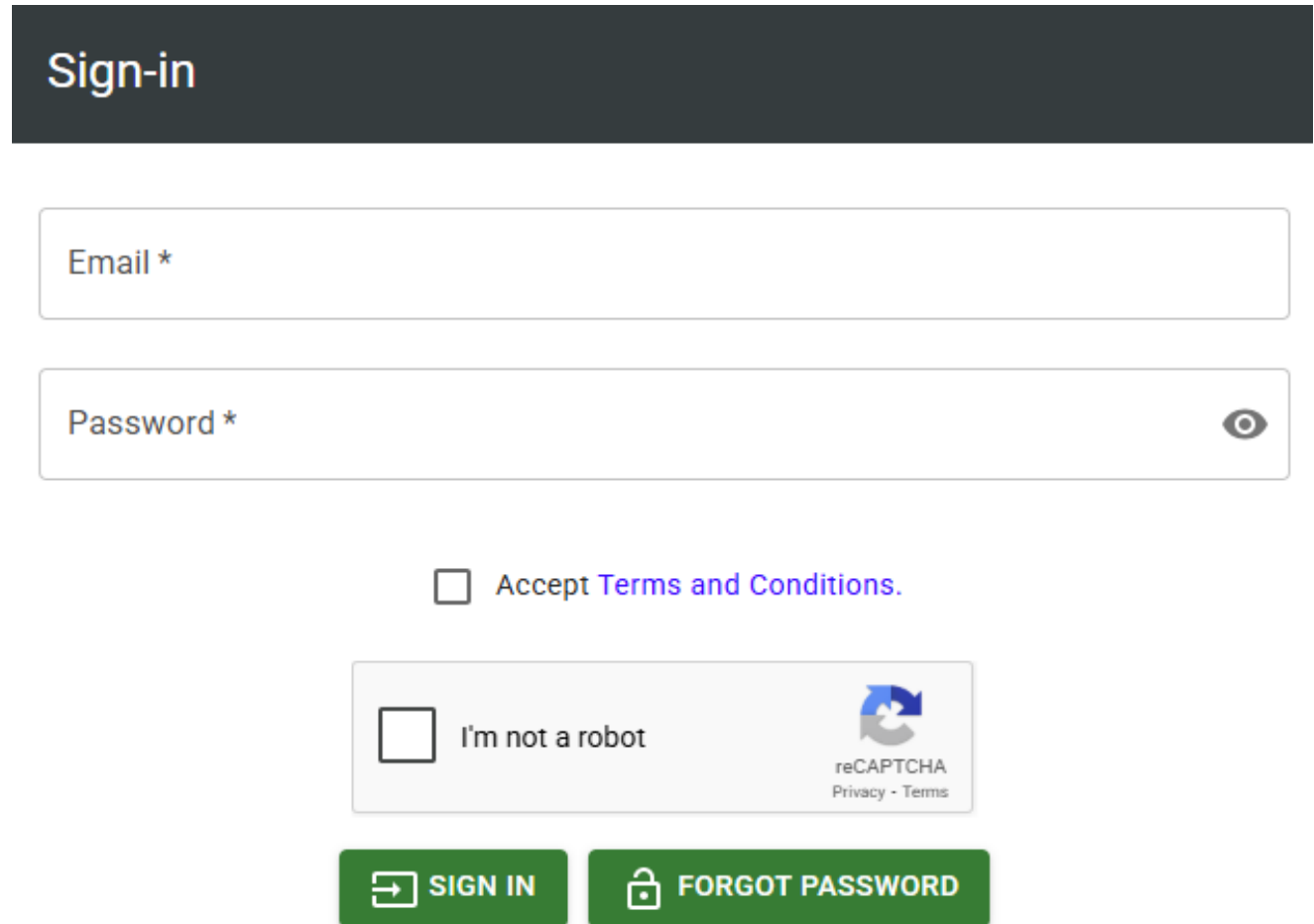
**You will not be able to log in until you verify your email address** (if you do not see the email link, please check all your inboxes, i.e., spam, junk mail, or quarantine).

## 2. LOGGING IN

Once your new account email has been verified, you can log in to your account.

Please use the following link to log in to your account:

<https://hi-doh-public.nls.egov.com/login>

A screenshot of a web application's sign-in page. At the top, there is a dark grey header with the text "Sign-in" in white. Below the header are two input fields: "Email \*" and "Password \*". The password field has a small eye icon on the right side. Below the password field is a checkbox labeled "Accept Terms and Conditions." in blue text. Underneath that is a reCAPTCHA widget with a checkbox labeled "I'm not a robot" and the reCAPTCHA logo. At the bottom, there are two green buttons: "SIGN IN" with a right arrow icon and "FORGOT PASSWORD" with a padlock icon.

**\*IMPORTANT:** If you forget your password, click the Forgot Password button, provide your email address, and follow the instructions. Multiple login attempts with an incorrect password will lock your account.

Please contact technical support at <https://cannabislicensing.zendesk.com/hc/en-us/requests/new> to have your account unlocked or if you need technical assistance.

You may also contact OMCCR at [doh.hemp@doh.hawaii.gov](mailto:doh.hemp@doh.hawaii.gov) if you need assistance or clarification on how to fill out an application.

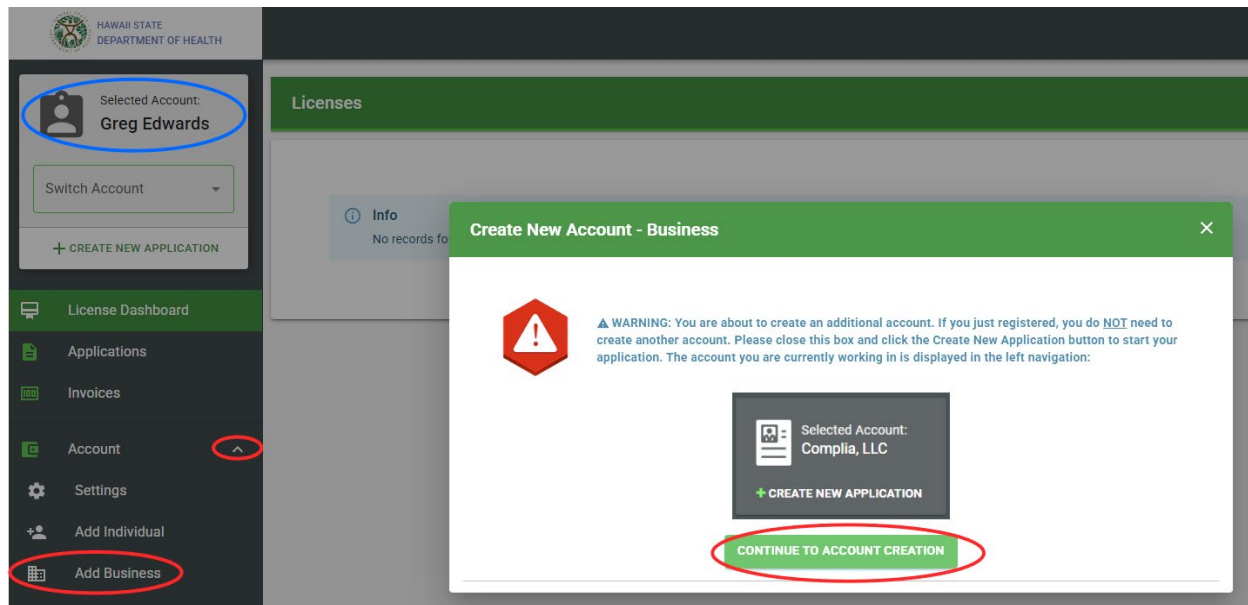
Please review the **IMPORTANT TIPS** section in this document, which provides clarifying information to assist you in successfully submitting an application and reducing the chance of it being returned for correction or denied.

### 3. ADD BUSINESS

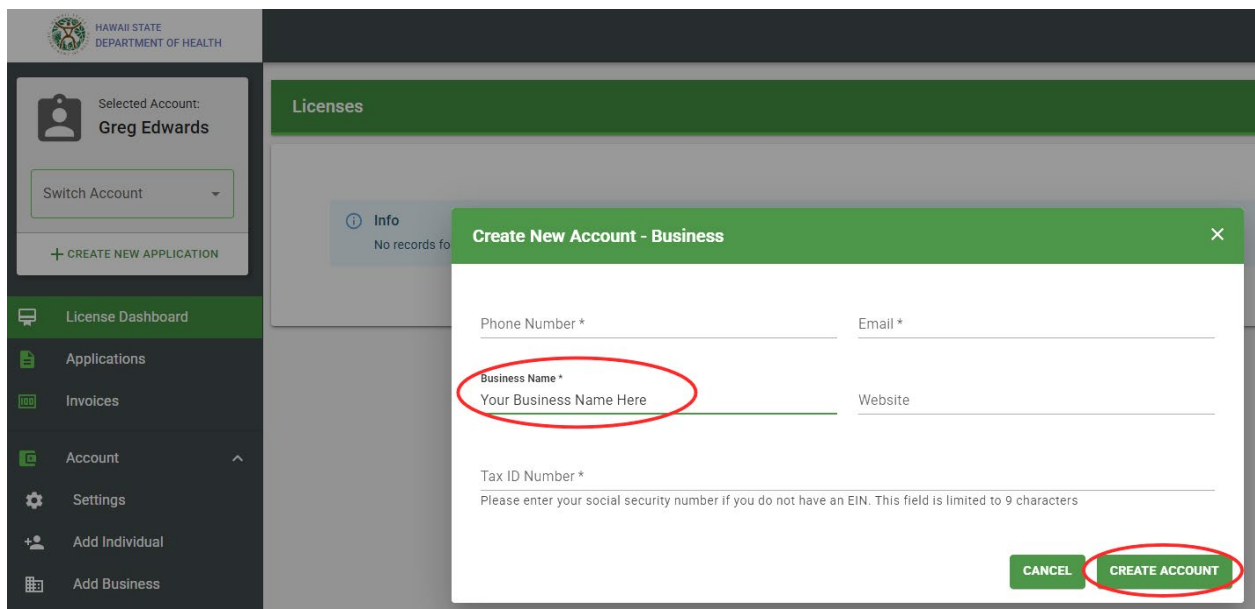
At this point you have successfully logged into your account created using your *name* (see **blue** oval).

Before you can register your business as a RETAILER or DISTRIBUTOR you must create an account under your *business name*.

A. Select “Add Business” and “CONTINUE TO ACCOUNT CREATION” (see **red** ovals)



B. Fill out business information requested and select “CREATE ACCOUNT”



#### 4. CREATE NEW APPLICATION

Now that you have created an account with your *business name* (ex. “Your Business Name Here”) please ensure it is the selected account (**blue** oval). If not, you can select it by clicking on “Switch Account”.

After confirming you are now in the correct business account you will need to select “CREATE NEW APPLICATION” → “New Hemp Business” → “CREATE APPLICATION” (see **red** ovals).

The screenshot displays the Hawaii State Department of Health's application portal. On the left sidebar, the 'Selected Account' dropdown is highlighted with a blue oval, showing 'Your Business Name Here'. Below it, the '+ CREATE NEW APPLICATION' button is circled in red. The main content area shows a list of application types, with 'New Hemp Business' highlighted in green and circled in red. The 'New Application' modal window is open, showing a grid of application options. The 'New Hemp Business' option is circled in red. Below the grid, there are two informational messages: one about mail payments and another about switching accounts. At the bottom right of the modal, the 'CREATE APPLICATION' button is circled in red.

HAWAII STATE  
DEPARTMENT OF HEALTH

Selected Account:  
Your Business Name Here

Switch Account

+ CREATE NEW APPLICATION

License Dashboard

Applications

Invoices

Account

Applications

New Application

You are creating a new application for: Your Business Name Here

New Business License

New Facility License

Business License Renewal

Business License Update

Facility License Update

New Hemp Business

Hemp Business Update

Hemp Business Renewal

⚠ Mail payments are no longer an accepted payment method. Please select 'Credit Card' when submitting your application.

ⓘ Please switch accounts if you want to create an application for a different person or business.

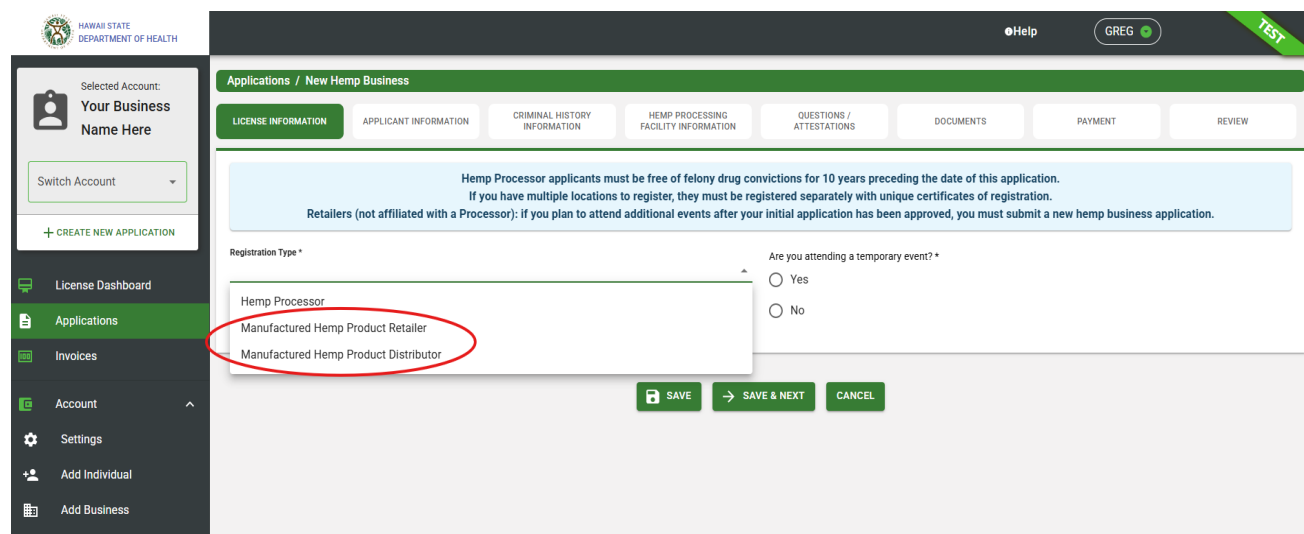
CREATE APPLICATION

## 5. SELECT YOUR REGISTRATION TYPE

Congratulations! You arrived at the point where you can select if you are applying to be a **“Manufactured Hemp Product Retailer”** or **“Manufactured Hemp Product Distributor”** and begin the application process to receive your certificate of registration.

If your company is processing or manufacturing or packing or labeling manufactured hemp products or hemp crude extract in Hawaii, then you will need to apply for a permit as a **“Hemp Processor”**.

Please note the information at the top of the page, in light blue, informing businesses that if you have multiple retail and/or distributor locations you will need to apply and register them separately.



After you have made your selection, you can select **“→ SAVE & NEXT”** to continue the application process.

**If you need to stop and return later to complete the application, you must select “SAVE”.**

This will allow you log in to your account later and complete the application without having to resubmit previously answered questions.

- To return to a saved application you must log in and switch account to your business account (upper left) and then select “Applications” (left column).

**IMPORTANT:** When you finish the application, you will have the opportunity to review all the information you submitted. Any information that is required but that has not been submitted will be identified on the review page as a red **X** and your application will not be accepted by the system.

OMCCR will be unable review your application until it is satisfactorily amended, and the review page shows all green checkmarks (✓).

## REGISTERING TO SELL AT A TEMPORARY EVENT

**“Temporary Event”** means any event, market, fair, festival, or other gathering where manufactured hemp products are offered for sale to consumers that occurs only once or on an occasional basis, less frequently than once per month. Sale of manufactured hemp products at events that occur on a daily, weekly, or monthly basis at the same location, such as farmers markets, is considered to take place at a retail location rather than a temporary event.

This means if you intend to sell MHP at an event that is held infrequently (i.e., a one-time event, an annual event, or any reoccurring event that is held less frequently than once a month), you will need to select **“Yes”** when asked if you are applying to attend a temporary event. You will need to provide the information requested below, before moving forward to next tab.

If you are applying to sell MHP at an event that occurs routinely every week or every month (i.e., farmer’s market, ‘First Friday’, etc.) then this is not a “temporary event”, and you can choose **“No”** and apply as described in #5 above.

HAWAII STATE DEPARTMENT OF HEALTH

Applications / New Hemp Business

Selected Account: Your Business Name Here

Switch Account

+ CREATE NEW APPLICATION

License Dashboard

Applications

Invoices

Account

LICENSE INFORMATION

APPLICANT INFORMATION

CRIMINAL HISTORY INFORMATION

HEMP PROCESSING FACILITY INFORMATION

QUESTIONS / ATTESTATIONS

DOCUMENTS

PAYMENT

REVIEW

Hemp Processor applicants must be free of felony drug convictions for 10 years preceding the date of this application. If you have multiple locations to register, they must be registered separately with unique certificates of registration.

Retailers (not affiliated with a Processor): if you plan to attend additional events after your initial application has been approved, you must submit a new hemp business application.

Registration Type \*

Manufactured Hemp Product Retailer

Are you attending a temporary event? \*

☒ Yes

☐ No

Temporary Event Details

Event Name \*

Event Coordinator Name \*

Event Coordinator Phone Number \*

Event Website

Event Social Media Account

Event Start Date \*

01/14/2026

Event End Date \*

How frequently do you attend this event? \*

SAVE RECORD

SAVE

SAVE & NEXT

CANCEL

**IMPORTANT:** A Certificate of Registration issued to sell at a temporary event, limits you to selling MHP to consumers:

- Only at the event name you provided in the “Temporary Event Name” box
- Only at the address listed on certificate where the temporary event is being held
- Only during the effective dates listed on the certificate
- Only by the business listed on the certificate

Reminder – You must conspicuously post your certificate of registration at your booth or stall where sales occur. Certificates are non-transferable.

**IMPORTANT:** If the temporary event name, location or date(s) change, your certificate will not be valid. You will need to apply and pay the \$50 application fee to obtain a new certificate of registration.

## IMPORTANT TIPS

### NAME OF BUSINESS or LEGAL ENTITY

Applicants, *including businesses located in another state*, are required to submit name of business or legal entity that is registered with Hawaii Department of Commerce and Consumer Affairs – Business Registration (DCCA – BREG).

If we are unable to verify that the name of your business or legal entity is registered in Hawaii, your application will be returned for correction.

**ACTION:** If you have not registered your business name in Hawaii, please visit DCCA – BREG website (<https://cca.hawaii.gov/breg/>) to register a business name online. Once you have registered your business name with DCCA – BREG, please amend your application (see below).

The screenshot shows the 'Applications / New Hemp Business' form. The 'APPLICANT INFORMATION' tab is selected. The 'Name of business or legal entity \*' field is circled in red. Below it is the 'Trade Name (DBA), if applicable' field.

**IMPORTANT:** For businesses that have registered their business name with Hawaii DCCA – BREG, the status of your Hawaii business name must be listed as “ACTIVE” on their website.

We will not approve your application if your business name does not indicate a status that is “ACTIVE”. Please verify the status of your business name with DCCA – BREG and correct if necessary.

Example of business name status that is “ACTIVE” with DCCA – BREG and would be approved.

The screenshot shows the Hawaii Business Express website. The search results table has the following data:

Name	Record Type	File Number	Status <a href="#">[More info]</a>
[REDACTED]	Entity	[REDACTED]	Active

Example of business name status that is **not** “ACTIVE” (i.e., listed as “Terminated”) and would **not** be approved.

The screenshot shows the Hawaii Business Express website. The search results table has the following data:

Name	Record Type	File Number	Status <a href="#">[More info]</a>
[REDACTED]	Entity	[REDACTED]	Terminated

## WRITTEN PERMISSION to CONDUCT SALES

Applicants, including those requesting to sell at a temporary event, are required to submit evidence that you are either:

- The property owner of the facility location listed on the application  
OR
- Have received permission from property owner to operate at the facility address listed on the application.

Review options A & B below and upload document to “**Lease or written permission to conduct sales/operations at the address provided**” under the Documents tab, as shown here.

Applications / New Hemp Business

LICENSE INFORMATION   APPLICANT INFORMATION   CRIMINAL HISTORY INFORMATION   HEMP PROCESSING FACILITY INFORMATION   QUESTIONS / ATTESTATIONS   **DOCUMENTS**

● Trade Name Registration   **UPLOAD**

● Additional Supporting Documentation ⓘ   **UPLOAD**

● Business Registration License   **UPLOAD**

● **Lease or written permission to conduct sales/operations at the address provided**   **UPLOAD**

**SAVE   SAVE & NEXT   CANCEL**

### **OPTION A – For Applicants Operating at Location They Own**

If you are the applicant and the property owner of the location where sales of MHP are to occur, then please affirm by uploading a document that includes:

- **A signed statement:** “I, (applicant name), am applying to sell manufactured hemp products from the location listed on this application and I affirm that I am the owner of said property.”

### **OPTION B – For Applicants Operating at Location They Do Not Own**

Please submit written permission from owner, lessor, property management company, temporary event coordinator etc. to sell manufactured hemp products at the location listed on this application.

- Examples of documentation you can submit include a letter, a lease, or a rental agreement, etc., between parties affirming that sales may be conducted at the location listed on the application. **OMCCR may notify the individual or entity identified as the owner, lessor, property management company, temporary event coordinator, etc., that you have submitted documentation that you have permission to conduct sales at location listed.**
- **IMPORTANT:** Distributors and retailers of manufactured hemp products shall be responsible for complying with all other applicable statutes, regulations, codes, and agreements, including zoning and lease agreements. **OMCCR does not review or approve compliance with other legal or contractual requirements as part of the registration process.**



## OPERATING OUT OF A RESIDENCE

Applies to anyone, including out-of-state businesses, listing a facility address that appears to a residence,.

If you plan to operate out of a residence, we recommend you upload a document that you are aware of, and agree to, the following limitations and conditions:

### IMPORTANT INFORMATION TO CONSIDER IF CHOOSING TO OPERATE FROM A RESIDENCE

- Manufactured Hemp Product (MHP) distributor and retailer operations shall be separated from any living or sleeping quarters by complete partitioning and shall have no direct opening to any living or sleeping quarters, except through a solid, tight-fitting, and self-closing door. Entrance into the distributor or retailer operational area shall not be through any living or sleeping quarters.
  - This means the manufactured hemp products held for sale must be kept in a space that is accessible via a solid, tight-fitting, and self-closing door and does not allow access to the living or sleeping quarters of the residence.
- Distributors and retailers of manufactured hemp products shall be responsible for complying with all other applicable statutes, regulations, codes, and agreements, including zoning and lease agreements.
- OMCCR does not review or approve compliance with other legal or contractual requirements as part of the registration process.

***If issued a certificate of registration, OMCCR may inform the landlord, and the appropriate state or county agency of your intent to conduct MHP sales from address listed on your certificate.***

This separation requirement is consistent with standard food safety and retail regulations and is intended to protect public health while respecting personal privacy. Clearly separating operations from residential areas ensures Department of Health inspections occur in regulated business spaces, and not in private living or sleeping areas of the home.

**IMPORTANT:** OMCCR may delay approval of your application until we can confirm with you that you are aware of, and agree to, the limitations and conditions for operating out of a residence.

## OUT-OF-STATE BUSINESSES

We are aware of several bugs in the application system that impact out-of-state businesses. Until a fix is implemented, please follow steps below when selecting “**State**” and “**County**”.

1. “**Facility Address**” – Add the correct street, city, state, and zip code for your **facility** location.
2. Choose one of the four counties in Hawaii, ***even though your facility is not located in Hawaii.*** Your application will not be accepted by the system until a county is selected.
3. Verify address (NOTE: system does not show “county” information during this verification step).

**Facility Address** or Temporary Event Address

Street *	Unit No / Apt No	City *
1600 Pennsylvania Ave NW		Washington
PO Boxes not accepted		
County	State *	Zip Code *
01-Hawaii	District Of Columbia	20500
02-Honolulu		
03-Kauai		
04-Maui		
		<input type="checkbox"/> No <input checked="" type="checkbox"/> <b>VERIFY ADDRESS</b>

4. “**Applicant Physical Street Address**” – Add the correct street, city, and zip code.
5. From “State” drop down menu, choose the only option available – HAWAII.
6. Choose one of the four counties in Hawaii, ***even though your address is not located in Hawaii.***

**Applicant Physical Street Address**

Street Address *	Ste No/Unit No	City *
1600 Pennsylvania Ave NW		Washington
County	State *	Zip Code *
	Hawaii	20500
Address Verified? *		<input type="checkbox"/> No <input checked="" type="checkbox"/> <b>VERIFY ADDRESS</b>
This is required.		

7. Verify address. Despite the “state” and “county” being incorrect, **you must choose the address under “Entered Address” (see below).**

If you choose the address the system suggested, you will receive an error message.

**Address Selection**

Please select the address you wish to update in the application by clicking on the respective sections below.

<b>Entered Address</b>	<b>Verified Address</b>
1600 Pennsylvania Ave NW	1600 Pennsylvania Ave NW
Washington	Washington
02-Honolulu	District of Columbia
HI	DC
20500	20500

8. “**Applicant Mailing Address**” – The next section in the application will require you to repeat steps 5 through 9 when providing information for your “applicant mailing address”.

Following these steps should allow you to move through the process so the system will accept your application, and OMCCR can begin the review process.

We understand you will be required to submit information associated with your out-of-state location and mailing addresses that are inaccurate, and we want to ensure you that it will not result in our program denying your application.

***\*Additional reminder for businesses located outside of Hawaii.***

*You will need to ensure that the name of business or legal entity you submitted is a registered business name in the state of Hawaii.*

*We will not be able to approve an application until the business name is successfully registered with Hawaii Dept. of Commerce and Consumer Affairs – Business Registration (DCCA – BREG).*

*Instructions on how to satisfy this requirement are found in **NAME OF BUSINESS or LEGAL ENTITY** in this guide.*