



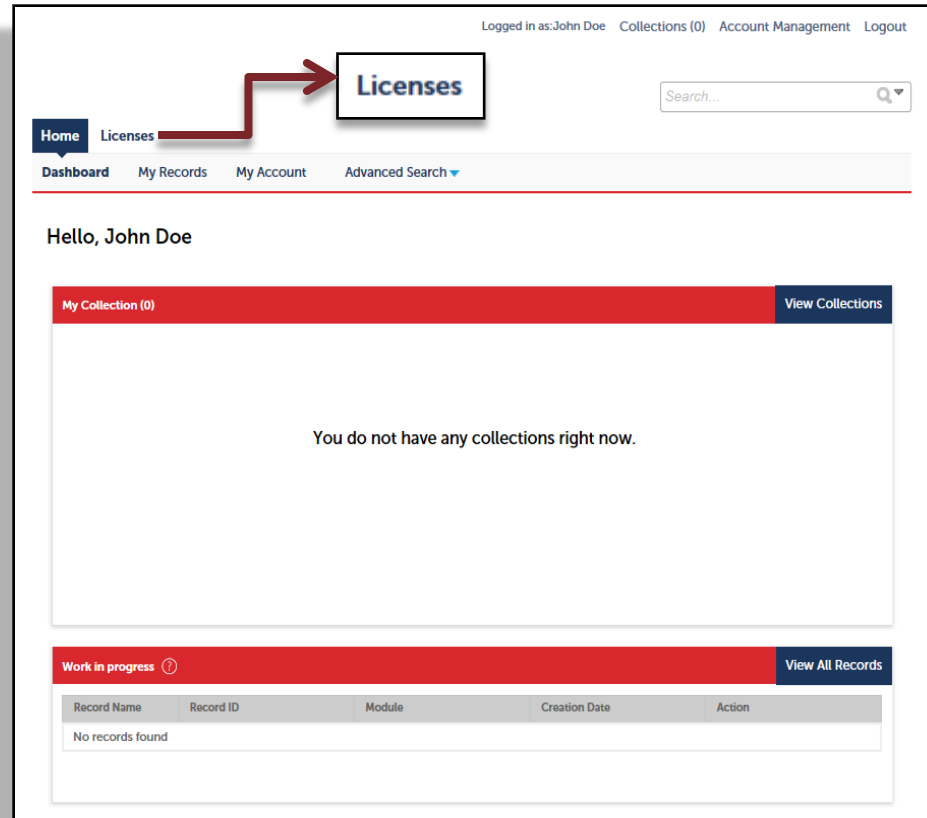
# Regulatory Licensing and Permitting System (RLPS) Training Roster Upload Guide

# RLPS Training Roster Upload: Contents

- What's New?
  - TABC is implementing a new roster upload process that eliminates the ETF process trainers have been using
  - This process simplifies submission, reduces data errors and greatly reduces back office processing requirements
  - The process will require trainers to make payments to complete roster submissions
- Citizen Access Roster Upload Process
  - Site address: <https://rlps.abc.tn.gov/citizenaccess/>
  - Training Roster Upload Instructions
  - Training Roster Upload Amendment Review

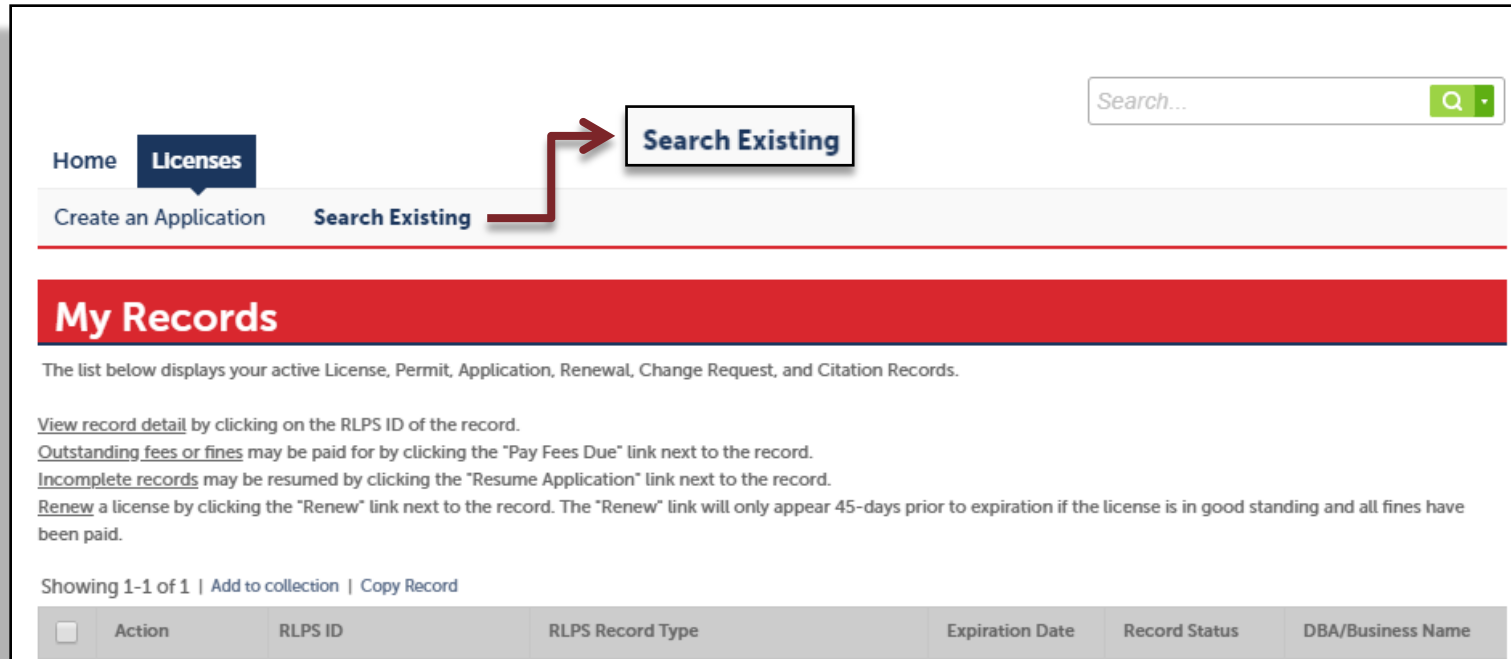
# RLPS Training Roster Upload: Instructions

- After logging in, Click the “Licenses” tab



# RLPS Training Roster Upload: Instructions

- After clicking on Licenses, click on the “Search Existing” tab.



The screenshot displays the RLPS Training Roster Upload interface. At the top, there is a navigation bar with 'Home' and 'Licenses' tabs. The 'Licenses' tab is active, and a red arrow points to the 'Search Existing' tab. A search bar is located in the top right corner with the placeholder text 'Search...' and a green search icon. Below the navigation bar, there is a red banner with the text 'My Records'. Underneath the banner, there is a paragraph of text: 'The list below displays your active License, Permit, Application, Renewal, Change Request, and Citation Records.' followed by instructions on how to view record details, pay fees, resume incomplete records, and renew licenses. At the bottom, there is a table with columns: Action, RLPS ID, RLPS Record Type, Expiration Date, Record Status, and DBA/Business Name. The table shows 1 record.

Home Licenses

Create an Application Search Existing

Search...

## My Records

The list below displays your active License, Permit, Application, Renewal, Change Request, and Citation Records.

View record detail by clicking on the RLPS ID of the record.  
Outstanding fees or fines may be paid for by clicking the "Pay Fees Due" link next to the record.  
Incomplete records may be resumed by clicking the "Resume Application" link next to the record.  
Renew a license by clicking the "Renew" link next to the record. The "Renew" link will only appear 45-days prior to expiration if the license is in good standing and all fines have been paid.

Showing 1-1 of 1 | Add to collection | Copy Record

	Action	RLPS ID	RLPS Record Type	Expiration Date	Record Status	DBA/Business Name
<input type="checkbox"/>						

# RLPS Training Roster Upload: Instructions

- Select “Amendment” from beneath the Action Column next to your Server Training Trainer Certificate number

Create an Application   Search Existing

## My Records

The list below displays your active License, Permit, Application, Renewal, Change Request, and Citation Records.

View record detail by clicking on the RLPS ID of the record.  
Outstanding fees or fines may be paid for by clicking the "Pay Fees Due" link next to the record.  
Incomplete records may be resumed by clicking the "Resume Application" link next to the record.  
Renew a license by clicking the "Renew" link next to the record. The "Renew" link will only appear 45-days prior to expiration if the license is in good standing and all fines have been paid.

Showing 11-20 of 75 | Add to collection | Copy Record

<input type="checkbox"/>	Action	RLPS ID	RLPS Record Type	Expiration Date	Record Status	DBA/Business Name
<input type="checkbox"/>	Amendment	EDUSTT-1900005	Server Training Trainer Certificate	02/25/2020	Active	

# RLPS Training Roster Upload: Instructions

- Choose “Training Roster” as your Amendment type

☒ Training Roster

- Select “Continue Application” Button.

Select an Amendment Type

Choose one of the following available amendment types. For assistance please visit our website by clicking [here](#).

- Change request for Certified Manager / Certified Clerk – Select this record to make adjustments to the license’s Certified Manager and Certified Clerk Lists. This is for Retail Food Store and Retail Package Store Licenses only.
- Change Request Information Owner – Select this record to change the Business’ DBA Name, correct the Business Name or Address, close the business, or update ownership information.
- Change Request Site Modification – Select this record to inform ABC of modifications to the current structure or layout where the business is located. This is NOT for relocation of the business.

- ☐ Caterer Event
- ☐ Change Request for Designated Manager / Certified Clerk
- ☐ Change Request Information Owner
- ☐ Change Request LBD Manager Info
- ☐ Change Request Site Modification
- ☐ Trainer Class Substitute
- ☒ Training Roster
- ☐ Training Schedule

# RLPS Training Roster Upload: Instructions

**Training Roster**

1 **Contacts** 2 Additional Information 3 Documents 4 Review 5 Pay Fees 6

**Step 1: Contacts > Trainer Info**

\* indicates a required field.

**Trainer Information**

To add a new licensed professional, click the Select from Account or Add New button. To edit a licensed professional, click the Edit link. To find a licensed professional, click the Look Up button.

License Type:  
License Number: EDUSTT-1900005  
[Edit](#) [Remove](#)

**Applicant-Individual**

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

✔ **Contact updated successfully.**

**John Doe**  
JohnDoe@Johndoe.com  
Primary Phone: 111-111-1111  
Secondary Phone:  
[Edit](#) [Remove](#)

▼ **Contact Addresses**

**Add a Contact Address**

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

Showing 1-1 of 1

Address Type	Address	Action
Mailing	500 James Robertson Pkwy	<a href="#">Actions ▼</a>

[Save and resume later](#) [Continue Application »](#)

- Verify your contact information is correct and select the “Continue Application” button.

# RLPS Training Roster Upload: Instructions

- Click the “Add a Row” drop-down arrow and choose to add up to 10\*\* students at a time.



The screenshot shows the 'Training Roster' application interface. At the top, there is a progress bar with six steps: 1. Contacts, 2. Additional Information (highlighted in yellow), 3. Documents, 4. Review, 5. Pay Fees, and 6. A final step. Below the progress bar, the current step is 'Step 2: Additional Information > Additional Information'. A note indicates that an asterisk (\*) denotes a required field. The main section is titled 'Roster' and contains a sub-section 'STUDENT INFO'. It shows 'Showing 0-0 of 0' records. Below this is a table with columns: Class Date, Class Location, Class Time, Student's (Application) RLPS ID, First Name, Last Name, and Score. The table is currently empty, displaying 'No records found.' Below the table are three buttons: 'Add a Row' (highlighted with a red box and a red arrow pointing to it), 'Edit Selected', and 'Delete Selected'. At the bottom of the form are two buttons: 'Save and resume later' and 'Continue Application »'.

\*\*If less than 10 students are being entered, please select only the amount of rows necessary as system will require all fields to be filled.

\*\*There is no limit to the total number of rows that can be added to the Training Roster amendment upload.



# RLPS Training Roster Upload: Instructions

- Fill in all required fields
  - Class Date
  - Class Location
  - Class Time
  - \*\*Student's (Application) RLPS ID number
  - Score
- Select "Submit" →

The screenshot shows a web form titled "STUDENT INFO" with a close button (X) in the top right corner. The form contains two identical sections for entering student information. Each section has the following fields:

- \*Class Date: A text input field with a calendar icon. The first entry shows "02/02/2019" and the second shows "03/15/2019".
- \*Class Location: A text input field. The first entry shows "Applebee's, Madison TN" and the second shows "Logans Roadhouse, Madis".
- \*Class Time: A text input field. Both entries show "12:00pm to 5:00pm".
- \*Student's (Application) RLPS ID: A text input field. The first entry shows "18A-CPER-SER-" and the second shows "18A-NPER-SER-".
- \*First Name: A text input field. The first entry shows "Judy" and the second shows "sean".
- \*Last Name: A text input field. Both entries are empty.
- \*Score: A text input field. The first entry shows "100" and the second shows "40".

At the bottom of the form, there are two buttons: "Submit" (in a dark blue box) and "Cancel" (in a light gray box). A red arrow points from the "Submit" button in the list on the left to the "Submit" button in the form.

\*\*Enter student's RLPS ID number and hit the "Tab" button on your keyboard. The student's first and last name will auto populate.

\*\*If the RLPS ID is entered incorrectly, or the ID is already associated with an active server permit, the system will notify you with a red error message.

# RLPS Training Roster Upload: Instructions

- The student information you entered will now be displayed in the Additional Information (Roster) section of your amendment.
- Add more rows if needed, verify all information is correct, then select “Continue application” when you’re ready to submit your class roster.

Step 2: Additional Information > Additional Information \* indicates a required field.

### Roster

**STUDENT INFO**

Showing 1-2 of 2

<input type="checkbox"/>	Class Date	Class Location	Class Time	Student's (Application) RLPS ID	First Name	Last Name	Score	
<input type="checkbox"/>	02/02/2019	APPLEBEE'S, MADISON TN	12:00PM TO 5:00PM	18A-NPER-SER-			100	Actions ▼
<input type="checkbox"/>	02/15/2019	LOGANS ROADHOUSE, MADISON TN	12:00PM TO 5:00PM	18A-MPER-SER-			40	Actions ▼

**Add a Row** ▼ **Edit Selected** **Delete Selected**

**Save and resume later** **Continue Application »**

# RLPS Training Roster Upload: Instructions

- There are NO required documents needed
- Please select "Continue Application"

*Step 3: Documents > Documents* \* indicates a required field.

### Attachment

Upload all required documents and properly select a description of what each document is.

The maximum file size allowed is 25 MB.

Action	Name	Type	Size	Latest Update
No records found.				

[Add](#)

[Save and resume later](#)

[Continue Application »](#)

# RLPS Training Roster Upload: Instructions

- Please review all entered information
- Verify you understand and agree to the statement at the bottom of the page by marking the checkbox below
- Select the “Continue Application” tab.

I certify that I have read and understand the instructions that accompany this application and that the statements made as part of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

☒ By checking this box, I agree to the above certification.

☒ By checking this box, I agree to the above certification.

Date: 03/06/2019

Save and resume later

Continue Application »

# RLPS Training Roster Upload: Instructions

- Click the “Continue Application” tab in order to pay the Passed Student Fee for the training roster.

**Training Roster**

1 2 Additional Information 3 Documents 4 Review 5 Pay Fees 6 Record Issuance

**Step 5: Pay Fees**

Listed below are preliminary fees based upon the information you've entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

**Amount Due**

Fees	Qty.	Amount
Each Student Passed Fee	1	\$15.00

**TOTAL FEES**  
Note:

\$15.00

**Continue Application »**

**\*\*Fees are calculated based off students with passing scores\*\***

# RLPS Training Roster Upload: Instructions

- Under Payment, please select either “Pay with Credit Card” or “Pay with Bank Account”.
- After selecting the payment option, fill in all the required fields and select “Submit Payment”

**Step 5: Pay Fees**

Please fill in all required information. Do not include spaces or special characters when entering the card number.

**Payment**

The Agency accepts Credit Cards and PIN-less Debit Cards. Select the “Pay with Credit Card” option for both.

Amount to be charged: \$15.00

☒ Pay with Credit Card  
☐ Pay with Bank Account

**Credit Card Information:**

\* Card Type: --Select-- \* Card Number: Do not include spaces or spe \* Security Code: 3 Digit Code On Back o

\* Name on Card: \* Exp. Date: 01 2019

**Credit Card Holder Information:**

☐ Auto-fill with

Country: United States

\* Street Address: Billing Address for your card.

\* City: \* State: --Select-- \* Zip:

\* Phone:

E-mail:

**Submit Payment »**


# RLPS Training Roster Upload: Instructions

- You have officially completed the Training Roster upload. If any additional information is required, the user will be notified. Please print and retain a copy of your receipt for your records.

**Training Roster**

1 2 **Additional Information** 3 Documents 4 Review 5 Pay Fees 6 Record Issuance

**Step 6: Record Issuance**

 Your record has been successfully submitted. Please print your record and retain a copy.

Thank you for using RLPS Citizen Access.  
**Your Record Number is 19S-EDU-ROS-000095.**

You will need this number to check the status of your record.

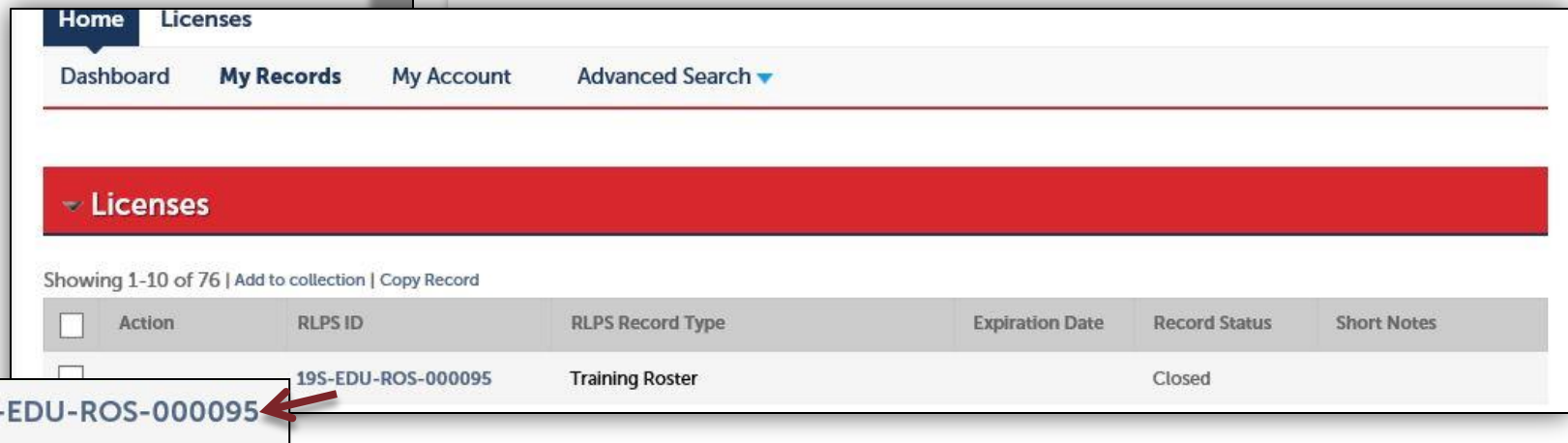
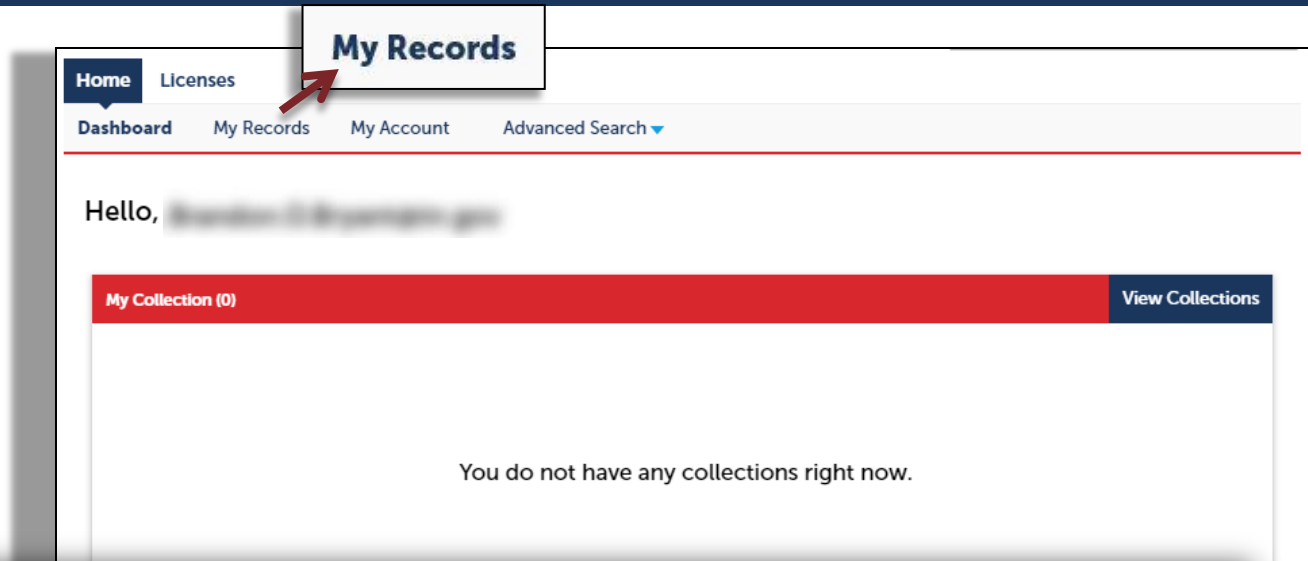
[Print/View Receipt](#)

Your may view your record detail, check status, and upload additional documentation by clicking the View Record Details button below.

[View Record Details »](#)

# RLPS Training Roster Upload: Amendment Review

- To view your amendment after logging in  
(1) Select the “My Records” tab, then (2) Click the record number



**\*\* Record will display a “Closed” record status\*\***



# RLPS Training Roster Upload: Amendment Review

- By clicking the arrow next to “More Details” you can view the roster and student information for that particular upload.

▼ **More Details** ←

- ▣ **Related Contacts**
- ▣ **Application Information**
- ▣ **Application Information Table**

## Record Details

### Licensed Professional:

Provider EDUSTT-1900005

### ▼ More Details

#### ▣ Related Contacts

#### ▣ Application Information

##### ROSTER INFO

Training Program Type:

Server Training

How Many Passed:

1

How Many Failed:

1

#### ▣ Application Information Table

##### STUDENT INFO

Class Date:

02/02/2019

Class Location:

APPLEBEE'S, MADISON TN

Class Time:

12:00PM TO 5:00OM

Student's (Application) RLPS ID:

18A-NPER-SER-

First Name:

Last Name:

Score:

100

Class Date:

03/15/2019

Class Location:

LOGANS ROADHOUSE, MADISON TN

Class Time:

12:00PM TO 5:00PM

Student's (Application) RLPS ID:

18A-MPER-SER-

First Name:

Last Name:

Score:

40

# RLPS Training Roster Upload: Amendment Review

- You can also view a list of all roster uploads by (1) selecting the drop-down arrow next to “Related Records”, then (2) clicking “Related Records” from the drop-down menu.

You can also view a list of all roster uploads by (1) selecting the drop-down arrow next to "Related Records", then (2) clicking "Related Records" from the drop-down menu.

The screenshot shows the Roster Management System interface. At the top, there are tabs for 'Create an Application' and 'Search Existing'. Below this, a record is displayed for 'Record 19S-EDU-ROS-000095: Training Roster'. The record status is 'Closed'. A dropdown menu is open, showing options: 'Record Info', 'Payments', 'Education', 'Record Details', 'Processing Status', 'Related Records', and 'Attachments'. The 'Related Records' option is highlighted. Below the dropdown, a red bar indicates 'Related Records'. To the right, a section titled 'Licensed Professional:' shows 'Provider EDUSTT-1900005' and a 'More Details' link. At the bottom, a table lists related records with columns for 'RLPS ID', 'RLPS Record Type', and a date column. The table includes records for 'Server Training Trainer Certificate' and 'Server Training Trainer Application'.

RLPS ID	RLPS Record Type	Date
EDUSTT-1900005	Server Training Trainer Certificate	02/25/2019
19A-EDU-STT-000038	Server Training Trainer Application	02/25/2019
19S-EDU-ROS-000041	Training Roster	02/25/2019
19S-EDU-ROS-000048	Training Roster	02/25/2019
19S-EDU-ROS-000049	Training Roster	02/25/2019
19S-EDU-ROS-000050	Training Roster	02/25/2019
19S-EDU-ROS-000054	Training Roster	02/25/2019
19S-EDU-ROS-000066	Training Roster	02/25/2019
19S-EDU-ROS-000070	Training Roster	02/26/2019
19S-EDU-ROS-000072	Training Roster	02/26/2019
19S-EDU-ROS-000074	Training Roster	02/26/2019
19S-EDU-ROS-000075	Training Roster	02/26/2019
19S-EDU-ROS-000095	Training Roster	03/13/2019

To open a related record, select the "View" option to the left of the date column.

To open a related record, select the “View” option to the left of the date column.

# RLPS Training Roster Upload: Amendment Review

- If you have any questions, please contact our TABC help desk at 615-532-2297.



Thank You