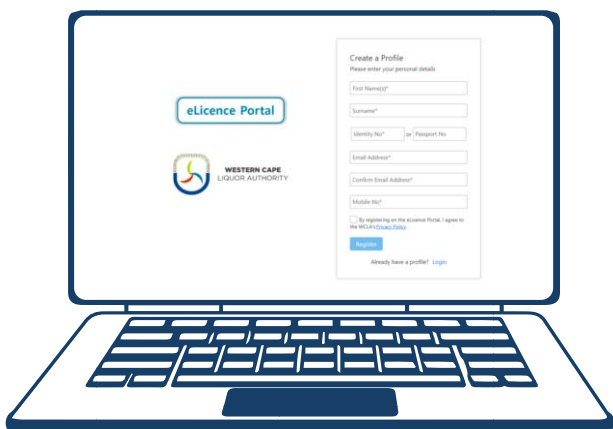# eLicence Portal: All You Need To Know

How to Create a user profile

Step 1: Create your user profile on the WCLA eLicence Portal, which can be accessed directly at www.wcla.gov.za (look out for the 'eLicence Login' button on the top right).
Step 2: Complete the Verification of your mobile number and email address. By completing this step, your user profile status would be change to **Status: Active**
Step 3: You are required to complete all the fields under the **'Application Detail'** drop down. Once this information has been inserted, your **Status** will reflect as **Completed.**

The development of the eLicence online platform forms part of the WCLA's commitment to regulate liquor effectively. The digital offering aims to streamline the administrative process of applying for new applications online for the licence holders and potential applicants.

How to link licence to the user profile

Step 1: **Login to your user profile** on the WCLA eLicence Portal, which can be accessed directly at www.wcla.gov.za (look out for the 'eLicence Login' button on the top right).
Step 2: You are required to link the existing licence to the user profile. Under the **My Profile** tab click the **Licence Holder** dropdown and request to **Link Licence Holder.**
Step 3: Once the request to link the licence to the user profile has been actioned, submit the supporting documentation to **complete the authorisations process.**

Authorisation Documentation

If the licence holder is a **NATURAL PERSON** –

1. ID copy of the person who created the user profile (authorised person or licence holder)
2. Power of Attorney (signed by the licence holder giving you authority to act as a proxy on behalf of the licensee) **Power of Attorney available upon request**

If the licence holder is a **COMPANY/CLUB/ASSOCIATION** –

1. Company Registration or Constitution Document
2. ID copy of the person who created the user profile (authorised person of the company)
3. Resolution (signed by the licence holder giving authority to act as proxy on behalf of licensee) **Resolution Template available upon request**

eLicence Portal: All You Need To Know

How to apply for a new liquor licence application online

1 Login to your user profile - Under the '**My Applications**' tab click on the '**New Applications**'

2 Complete your online application **(you may save your work captured for later editing).**

3 **Upload all annexures** to the application (without the annexures, the application is deemed incomplete).

4 Print the application form, sign application & lodge with the respective **Designated Liquor Officer (DLO).**

5 Upload final copy **(signed copy with DLO stamp)** to the eLicence Portal.

6 **Pay** the required **application fee.**

7 **Submit completed application.**

eLicence Portal User Benefits

Licence Holder

1. Register Free User Profile
2. Permanent Liquor Licence
3. Event Liquor Licence
4. Temporary Liquor Licence
5. Transfer of Liquor Licence
6. Removal of Liquor Licence
7. Track Application Status

* Additional Applications coming soon…

New Applicant

1. Manage Licensee Details
2. Process Payments
3. Access Renewal Notice
4. Access Renewal Confirmation
5. Lodge Certain Applications
6. Nominate Manager Application

Additional eLicence Portal User Profile Facts

1 To capture an online application your user profile **Status** should reflect as **Active.** Complete all the fields under the **Application Detail** drop down, after which your **Status** should reflect as **Completed** (only then would the system allow you to proceed).

2 **Manage Licensee Details:** if you wish to submit a request to update your details on the system – you are required to be successfully authorised and verified by our office **(see link request process).**

3 The eLicence Portal creates the online functionality for a licence holder as our primary stakeholder to manage their liquor licence. One profile on the eLicence Portal is created per licence holder. If the licence holder has multiple licences, it will all be linked to the same profile. Please note, **multiple user profiles cannot be linked to the same licence holder.**

4 **The contact details used to create a profile on the eLicence Portal** (for an existing licence holder) need to match the information already on the WCLA system. This includes email address, cell phone number and ID number. If you need to update licence holder contact details, **please request information form.**

5 When lodging an application online, **payment of the application fee must be made through the eLicence Portal.** Please click on the **Pay** button once your application is ready for submission. Your payment will be processed by the following day. Once your balance reflects as zero (i.e., there is no amount outstanding) you will be able to submit your application.