



# RECREATIONAL LICENSING ISSUANCE SYSTEM

## QUICK REFERENCE

### SELLING A LICENSE

1. Log in by entering your 6 digit Agent Id, User Name, Password and clicking the **Log On** button
2. RLIS displays the **Locate or Create Customer** screen.  
To locate your customer:
  - a. You may swipe the customer's Florida Driver's License or;
  - b. Enter the Date of Birth and at least one of the following items:
    - Social Security Number, or
    - FWC Customer ID, or
    - Driver's License Number and Issuing State
3. Click **Lookup Customer**
  - a. If a matching Customer record is found, the record will be displayed.
  - b. If no matching Customer record is found, all entered information will transfer to the Create New Customer screen. Enter the required information (\*) and select **Create Customer**.
4. Click **Purchase a License** and click **Add to Cart** for each license the customer wishes to purchase. For each item you may be asked for additional information, such as an effective date for that license.  
Verify the customer's preference and choose either
  - a. **Add to Cart & Checkout** to go directly to the checkout page or
5. **Add to Cart & Continue Shopping** to select more items for the customer
6. When ready, click **View Cart & Checkout**
7. Verify the items in the cart. You may add special purchases (donations) or remove any items which may not be needed – be certain to click **Update Cart** if you add or remove items
8. Collect payment from the customer and click **Complete Order** when ready

9. The license print window will open automatically and the license can then be sent to your license printer. If the license does not print correctly, you may click Print License again once the problem has been resolved (out of paper for example).
10. When ready, click **Finish and Close Customer** to close out of this customer and prepare for the next sale.

### REPRINTING A LICENSE

To reprint a license for a customer:

1. Follow the steps under Locating an Existing Customer
2. Scroll down to the Licenses section of the Customer Information screen and click on **Reprint Licenses**
3. A License Reprint item will be added to the shopping cart
4. Check out as you normally would under Selling a License (starting at step 5)

*\*All active licenses are shown on a reprinted copy.*

### PRINTING PROBLEMS

Check to make sure that the printer is connected properly and the lid is completely closed. Make sure the provided Florida License thermal paper is installed with the paper coming from the bottom of the roll, with the white side up. If after checking these items the printer still does not print, contact the Agent Help Desk at 855.779.5907

### FORGOTTEN PASSWORD OR NEED TO RESET PASSWORD

To recover a forgotten password, click the **Forgot Password** link at the bottom of the Log On screen. RLIS displays the Forgot Password screen for you to provide information for password recovery. You will need to provide matching answers to security questions you established when logging in for the first time.

The RLIS Agent Helpdesk is available for support from 7:00 am to 10:00 pm EST, 7 days per week.

Call: 855.779.5907 (toll free) Web and Chat: \_\_\_\_\_

Make sure to provide your Agent ID and serial number, if equipment related.