

STEP 2: Link Yourself to Your License Process

Licenses in the ATC Online System do not have user data associated to them. Therefore, you will have to link yourself to your license(s).

ATC will send an email with a unique code for each of your license numbers at your request. Use this code in the ATC Online System to associate yourself to the license number.

Click on **Claim License** located between **Search** and **Logout**.

This page will display →

The screenshot shows the 'Claim License' page of the Missouri Department of Public Safety Alcohol & Tobacco Control system. The page has a dark blue header with the department's logo and name. Below the header is a navigation bar with three buttons: 'Search', 'Claim License', and 'Logout'. The main content area has a dark blue bar with the text 'Claim License' in white. Below this is a light gray box containing the text: 'In order to access your license, you must first enter the unique License Claiming Code that you received.' Underneath this text is a form with a label 'License Claiming Code:' followed by a white input field. Below the input field are two buttons: 'Claim' and 'Clear'. At the bottom of the page is a dark blue footer with links for 'Accessibility', 'Privacy Policy', and 'Alcohol & Tobacco Control'.

Enter the License Claiming Code found in the email and click on the **Claim** button.

Missouri Department of Public Safety
Alcohol & Tobacco Control

Search Claim License Logout

Claim License

In order to access your license, you must first enter the unique License Claiming Code that you received.

License Claiming Code: X

Claim Clear

[Accessibility](#) [Privacy Policy](#) [Alcohol & Tobacco Control](#)

Administrator User

The managing officer, sole owner or partner should be the first person to link to the license number using the License Claiming Code sent via email.

As the first person to link to the license number, you will be presented with four security questions regarding that license number.

Once the managing officer, sole owner or partner has successfully answered the four security questions correctly, then you will be designated as the Administrator of the license.

It is your responsibility as Administrator to send claim codes to other users and set their permissions.

Other Users

You will receive a claim code by email. Because you are not the first person to link to the license, the system will not display four questions as part of your linking process.

After you successfully link to the license, you must wait for the Administrator to assign Excise permissions to your user profile.

Frequently Asked Questions (FAQs)

(1) When will I receive my License Claiming Code?

ATC will email you a unique claiming code for each of your licenses at your request when you contact ATC.

(2) If I have more than one license, will I have to link to each of the licenses separately?

Yes, you must link to each license number using a unique License Claiming Code.

(3) Will I receive a License Claiming Code for every license I own?

Yes, you will receive an email with a unique claiming code for each of your licenses.

(4) What if I enter my License Claiming Code incorrectly?

If you enter your claiming code incorrectly three times then your user account will be locked out for 30 minutes. The locked out user will need to either:

Wait 30 minutes

Contact ATC to unlock your user account if you cannot wait 30 minutes

(5) What if I do not know the answers to my four security questions?

These are standard questions that the owner of the license should know. If you require assistance please contact ATC.

(6) What if I answer the four standard questions incorrectly?

If you answer any of the questions incorrectly three times the unique claiming code will be locked.

You will stay on the Claim License page and see a message that your claiming code is locked.

You can wait 30 minutes and your code will unlock itself.

Contact ATC to unlock your claiming code if you cannot wait 30 minutes.

Note: If you received different claiming codes for other licenses, click on the Claim License link located between Search and Logout and proceed with claiming other licenses.

(7) What if I logout of the ATC Online System before I have finished answering my four questions?

The system will require you to enter your claiming code again the next time you log into the system and then answer all four of the security questions correctly.

(8) How long is my License Claiming Code good for?

The claiming code that was emailed to you from ATC is active for **24 hours** before it is deactivated.

(9) What if I lock myself out of one linking process but I have more licenses to link. Can I link myself with other licenses?

It depends on how you were locked out:

If you entered the Claim License Code three times incorrectly, your **user account** will be locked out and you will be unable to continue on any other licenses until your user account is unlocked (either wait 30 minutes for it to unlock itself or call ATC to unlock).

If you entered the claim code correctly but did not answer the four security questions correctly, the **claim code** for that particular license is locked. In this case, the user account will still be valid and you can proceed with linking to a different license.

(10) How can I contact ATC for assistance?

You can contact ATC by emailing or calling:

| | |
|-----------------------------|----------------|
| diane.markway@dps.mo.gov | (573) 751-5444 |
| charlene.mitchem@dps.mo.gov | (573) 751-5452 |
| melinda.mcdonald@dps.mo.gov | (573) 751-5446 |
| debbie.nichols@dps.mo.gov | (573) 751-4073 |
| ashley.lentz@dps.mo.gov | (573) 751-5450 |
| ATC Brand Label Section | (573) 751-7891 |
| ATC Main Line | (573) 751-2333 |