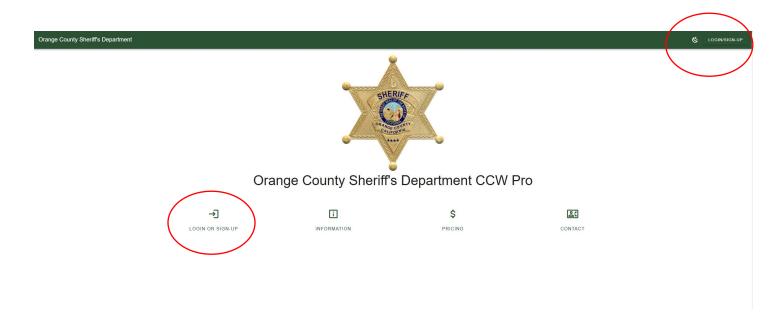
If you are not able to proceed past the log in page, you may need to proceed with a private/incognito screen.

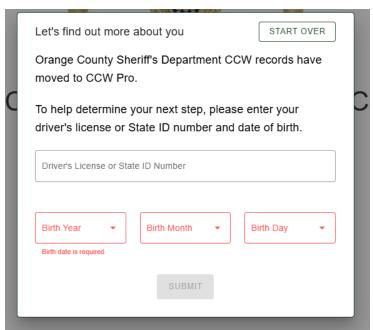
Google refers to it as incognito

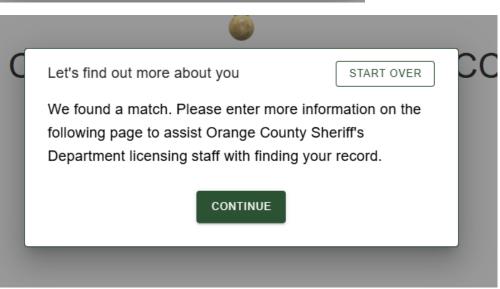
Other search engines refer to it as private.



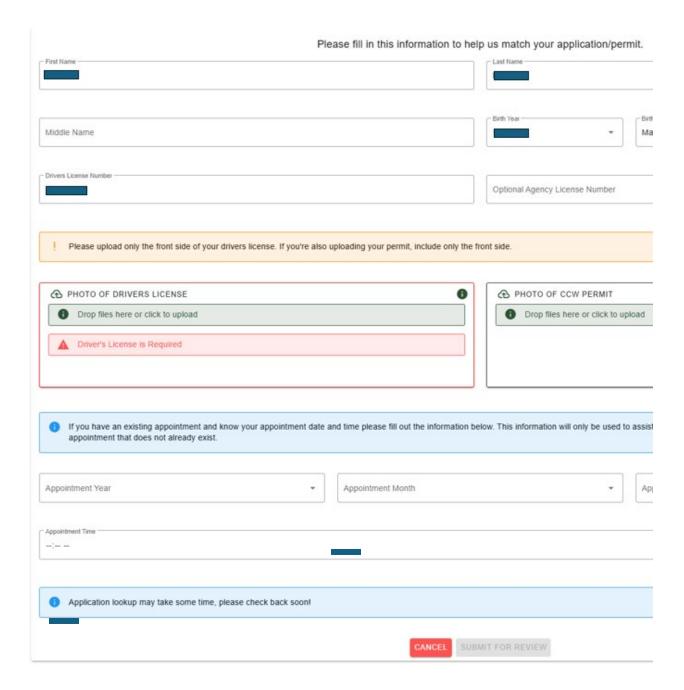
Sign up and multi-step confirm to proceed (the multi step is a security feature) Once completed, the screen should be pictured as below with Start here.



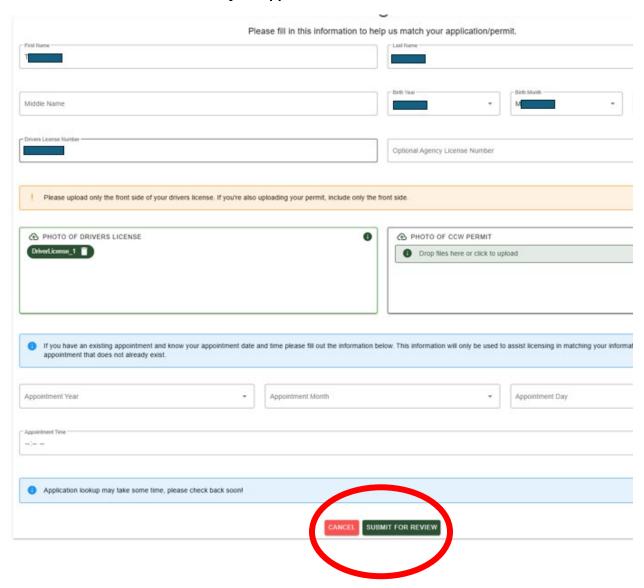




## You must upload a copy of your Driver license to proceed.



Once the Driver license is successfully uploaded, you must select the green button labeled "Submit for Review" at the bottom of the screen to complete the process. Failure to compete this step will not allow the CCW Unit to match your application.



Once the above step is completed, you will be redirected to the licensing Home Page as pictured below.



Orange County Sheriff's Department CCW Pro





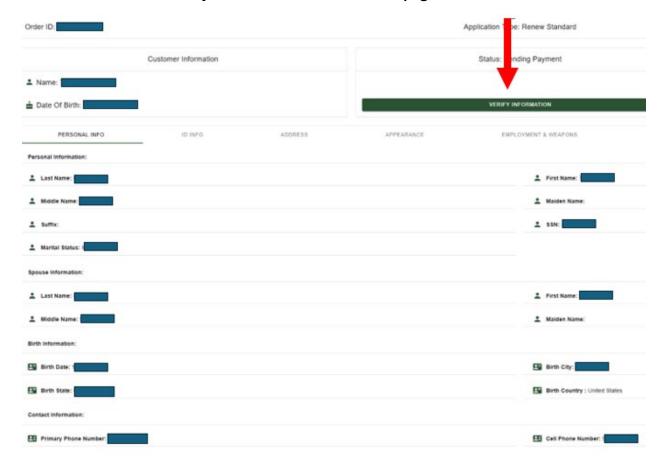




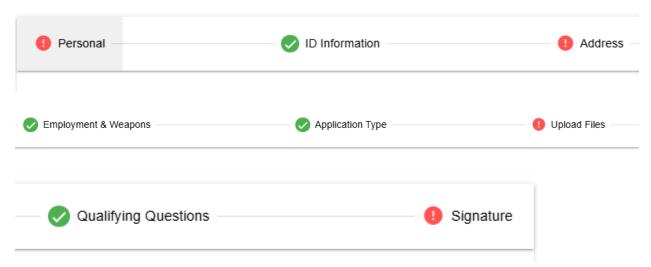
Once a department member has matched your profile, the "pending review" status will change to 'view application"



After selecting View application, the applicant will see this screen. In order to proceed, they must select the Green verify button to in the center of the page to continue.



After selecting the Green verify button, all red items must be green to proceed. Each tab must show green and the NEXT STEP button on the bottom left of the screen must be selected to proceed forward. Skipping to each tab may not complete the process.



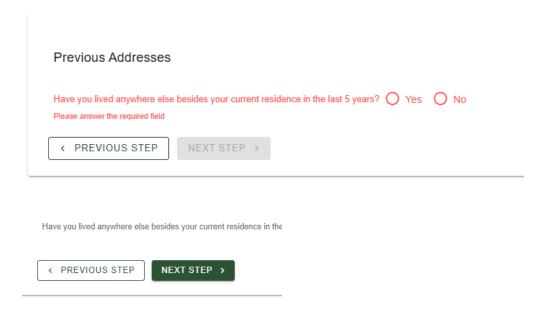
Phone number and Spouses number migrated as errors and must be reentered to proceed.

## Primary phone number Must only contain numbers Work phone number -

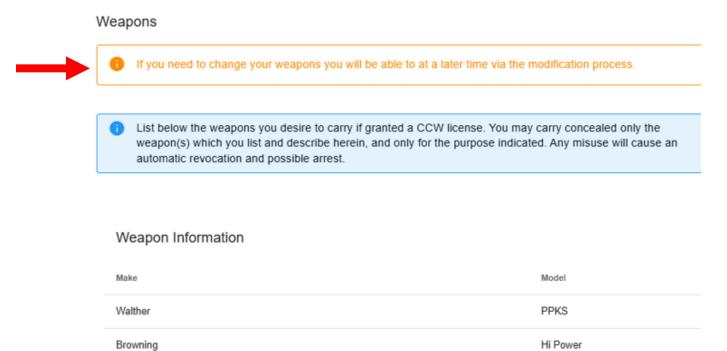
Once next step is selected, the system will go through each tab and require the steps to be completed, the red errors at the top will clear once all errors are corrected.



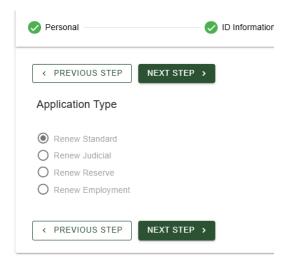
Address tab populates as an error, and you must select previous addresses, yes or no if applicable.



Employment and Weapons tab is only for verification, you cannot make changes to the firearms in this page until you have verified the application. You can go back into the application to make changes or you can contact the unit to make the change for you if you are not able to do so.



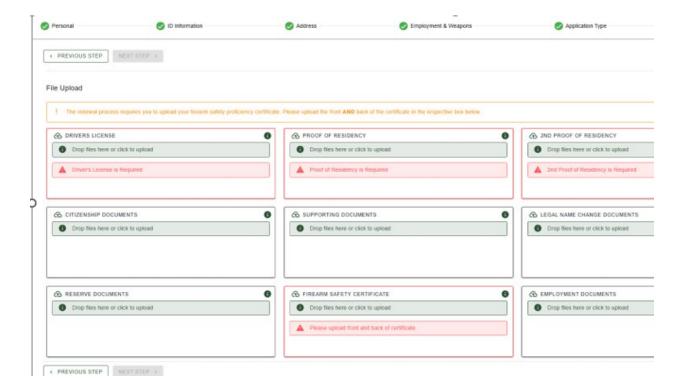
You must select "Next Step" on each tab to proceeed.



Documents in red are required from all applicants at application submission except for training, per PC 26165 (the applicant shall not be required to pay for any training courses prior to the determination of whether the applicant is a disqualified person).

If you have completed it, you may add it in this section. If you have not and the system will not let you proceed, you may add a duplicate file here (driver license or utility bill). This feature is in process of being updated to remove the requirement to proceed.

Please note: The system currently has it labeled as Firearm Safety Certificate, this is not the FSC card issued by the state to Register a firearm, this is the 8- or 16-hour training course certification.



The final step is the confirmation of license terms and signatures. You must select the green "Verify Information and Save" button in order for the "Waiting for Customer Verification" to update on our end.



If done correct, the CCW Unit will be able to proceed. If you are contacted and advised that you have not verified the data, you will need to log back in to verify all the above steps were followed and completed.



## **TROUBLESHOOTING**

Some computers will not allow one to proceed forward in a regular search session. If this happens, here are a few options to help them proceed forward.

Refresh the screen by selecting this symbol at the top left of the webpage or Ctrl+Shift+R



Open up a private or incognito tab. You will need to copy the website address before proceeding. Once copied, select the 3 vertical or horizontal dots (this will vary depending on the platform; Google, Safari, Edge, etc.)

