

Native Endangered or Commercially Exploited (NECE) Plant Harvesting Permit Online Application FAQs

Please review our [Navigating the Online Portal](#) resource for detailed screenshots and tips that may help you with navigating the features of the online application system. Several frequently asked questions are answered below.

1. **Which internet browser should I use to complete the application/why is the application not displaying correctly?**

The online application is optimized for computer/laptop use and the internet browsers Google Chrome and Microsoft Edge. The application may not display correctly when using a different internet browser or a mobile device, such as a cell phone.

2. **Lost password / password issues. What do I do?**

If you no longer have access to your password, you can select “Forgot Password?” at the login attempt screen. You will be prompted to enter the email address associated with your account and an automatic email to reset will be sent with instructions on how to reset your password.

Note: The password must have **at least 8 characters** and **at least 3 of the following**: a lowercase letter, an uppercase letter, a number, a symbol

3. **The verification code is not working. What do I do?**

The verification code is a 6-digit number. It is only valid for 8 hours from the time that it was issued. Ensure you click the “Verify code” button on the left. Depending on the internet connection and browser you are using, sometimes, you may need to repeat the verification process a second time.

If you are still having difficulties verifying your account or receive an error message, please take a picture/screenshot of the error and send a request for assistance to DPINECE@FDACS.gov

4. **Can I submit more than one application?**

Yes. Login to the online NECE application portal using the email and password you created to submit your first application. After logging in, you can view any pending/completed permit applications. Click "New Application" to start a new one.

Separate applications are needed if you intend to harvest different plants from different locations. If you intend to harvest the same species from multiple addresses, or harvest multiple species from the same location, then only one application is required.

You may also apply on behalf of another individual by indicating **“Someone else”** on **Step 1 Application Information**.

5. **Can I make changes to my application after I have submitted it?**

You may only modify your application before the Botanist Approval status reads “Approved” and while your Case Status is still “Pending”. After our Botanist has reviewed your application or

the status has updated to “Under Review”, changes may be requested by sending an email to DPINECE@FDACS.gov. Please include your name and **DPI Case #** in the Subject Line.

To submit changes on a pending application, click on the colored Status Icon in the far left-hand side of your “All Applications” screen and then click the “Edit” button at the upper right-hand corner of the application page.

6. **How do I check the status of my application? What does each Case Status mean?**

Login to the online portal using the email address and password you created to submit your application. When you login you will see “Active NECE Applications” at the top half of the page with Case Numbers (Applications). You can change the view to “Inactive NECE Applications” by using the menu drop down on the right-hand side to view case records for declined applications, or In Progress applications that time out after 30 days of non-submission.

The Case Status column will have one of the following options:

- **Not Started** – These cases were automatically generated by the portal for permits that are eligible for renewal. These serve as informational purposes only. To renew a permit, you must select the option from the menu next to the corresponding permit number at the bottom of your homepage.
- **In Progress** – These cases have not been successfully submitted for review. Click on the 3-dot action menu to resume editing the application and ensure completion. After 30 days, any incomplete application will automatically be deactivated by the system.
- **Pending** – These cases have been submitted for review by the Division. Applications are processed in the order they are received, typically within 14 business days.
- **Approved** – These cases have been successfully reviewed and a permit issued. You may access your permit from the bottom half of the homepage.
- **Declined** – These cases may have had incomplete or inaccurate information and a request for a permit has been denied. No further action can be taken. In the event a case is declined, the applicant will receive an email with the reason for the denial. A new application may be submitted with any corrected or missing information.

7. **How long is the harvesting permit valid and is it transferable?**

The permit expires twelve (12) months after the date of issuance and is not transferable. All persons listed as harvesters on the permit should carry a copy of it and the written permissions anytime plants are handled.

8. **How do I add another harvester to my approved permit?**

From the portal, find the corresponding permit in the **Active NECE Permits** table. Click the 3-dot action menu to expand and click **Add Harvesters/ Locations**.

Review the current harvester(s) on your permit. Click **+ Create** to add a harvester and the required form fields. Use the drop-down menu to **Edit** or remove (**Deactivate**) a harvester.

Please Note: This is a request to add a harvester to your permit. This does not add a person to your permit automatically. A new permit will be sent to you once the request has been reviewed and approved by the Division.

9. **I received permission to harvest plants from another location. How do I add another property to my approved permit?**

From the portal, find the corresponding permit in the **Active NECE Permits** table. Click the 3-dot action menu to expand and click **Add Harvesters/ Locations**.

Click + **Create** to add a harvesting location and complete the required form fields. Use the drop-down menu to **Edit** or remove (**Deactivate**) a harvesting location. Scroll to the bottom of the form and click **Submit**.

Please Note: This is a request to add a location to your permit. This does not add the location to your permit automatically. A new permit will be sent to you once the request has been reviewed and approved by the Division.

10. **I have permission to harvest plants from more than a dozen locations and/or in multiple counties, do I have to enter each one separately?**

Each harvesting location should be entered as a separate entry in the online system so that it appears on the final generated permit.

However, if you own or have permission to harvest from dozens of unique properties, you can select "Parcel and County" as the Address Format option and enter "See Attached List". Use the Supplemental Document Upload feature to attach a list of additional properties.

Please Note: this option is only appropriate if,

- All properties are located in the same County
- Properties are owned by the same landowner or land management entity
- List of properties has complete Tax Parcel IDs, street addresses, or GPS coordinates

For questions or assistance in navigating this option please email DPINECE@FDACS.gov or call our Helpline at 1-888-397-1517

11. **I no longer have access to the email I used to create my online account. How can I access my permit information?**

Please email DPINECE@FDACS.gov with your request. We can update your account information and assist in migrating application/permit information that was submitted in the current online system.

12. **I no longer need a permit. What do I do?**

If you no longer plan to harvest NECE plants and a permit is not needed, you can simply let it expire on its own, or reach out to DPINECE@FDACS.gov and we can deactivate it for you.

13. Can I update Harvester/Harvesting Location information while my application is still pending?

Yes, contact DPINECE@FDACS.gov with the details of your request.

14. Can I update Harvester/Harvesting Location information after my permit has been approved?

Yes, contact DPINECE@FDACS.gov with the details of your request.

15. How do I obtain a copy of my permit?

Login to your online account. Click the 3-dot action menu next to the corresponding permit to expand and click **View Details**. A window will open displaying the selected permit information. Scroll down to the **Documents** Section and click on the permit hyperlink to download a PDF copy.