

Transition from ePost Connect to LiquidFiles for the submission of Natural Health Product (NHP) Site Licence Applications

The Natural Health Products Site Licensing and Good Manufacturing Practices Inspection Bulletin No. 11, March 30, 2026 (from the Health Product Compliance Directorate)

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Transition from ePost Connect to LiquidFiles

To improve our processes and address known and on-going issues with the ePost Connect platform, Health Canada will be transitioning to a new platform: LiquidFiles.

As of March 30, 2026, Health Canada will begin using LiquidFiles to:

- receive all site licence (SL) submissions, including new applications, amendments, notifications, relinquishments and renewals
- send and receive all submission-related correspondence, including clarimails and information request notices (IRN)
- issue regulatory decisions for submissions, including site licences, issuance letters and notices of refusal

There will be a one month transition period from March 30, 2026 to April 30, 2026. During this time, SL submissions will be accepted through ePost Connect or LiquidFiles.

As of May 1, 2026, Health Canada will stop accepting any site licence submissions and new correspondence in ePost Connect. Only SL submissions received in LiquidFiles will be processed. We will reject submissions sent through other means.

Important note: If you have an open Clarimail, IRN or Product Information Form (PIF) that was sent to you through ePost Connect, please respond to that request in ePost Connect as instructed in that document. Following your response, any additional requests will be sent to you via LiquidFiles.

This change in process only applies to site licensing. For NHP product licence applications, continue to follow the process described in [Electronically contacting the Natural and Non-prescription Health Products Directorate](#).

How to submit a SL submission via LiquidFiles

All SL submissions must be submitted here:

[Site Licence Submission Gateway - Portail pour les présentations de licence d'exploitation | LiquidFiles](#)

You do not need a LiquidFiles account to use or access the Gateway. To access the Gateway, you will go through a simple email authentication step for security purposes. You will be asked to “Login” each time you use the portal. Click on the ‘Authenticate’ button and a login token will be sent to your email.

To avoid delays with processing, when you submit information in LiquidFiles:

- Use the following format for your subject line:
 - [Company Code] – [Company Name] – SL [Submission Type]
- For your subject line, choose from one of the following submission types:
 - New application
 - Amendment
 - Renewal
 - Notification
 - Relinquishment
- Submission packages must be less than 10 GB.
 - The Gateway accepts compressed files (that is, zip file folders).

Corresponding on your submission via LiquidFiles

When you receive a secure message from Health Canada in LiquidFiles, you will be notified by email. The email will be from the following email address:

hpcd.nhp.sl-dcps.psn.le@hc-sc.gc.ca <liquidfiles.support-soutien.liquidfiles@hc-sc.gc.ca>

The email will include buttons to ‘Download Files’ or to ‘Reply to this Secure Message’. When you click either of these buttons, LiquidFiles will require you to authenticate your email for security purposes. **You do not need a LiquidFiles account to download or reply to the secure message.**

Requesting a company code (for new companies)

If you are a new company applying for a site licence, you will need a company code before you can submit a submission in LiquidFiles. Request a company code by emailing hpcd.nhp.sl-dcps.psn.le@hc-sc.gc.ca.

- Use the subject line: "New Company Registration"
- In the body of the email, include:
 - company name
 - company address
 - senior official name, telephone number and email address

If you already hold or held a site licence, you can find your company code on the following documents:

- Issuance Letters
- Notices of Refusal
- Information Request Notices (IRNs)
- Clarimails

Trading Partner Agreements no longer required for Site Licence applications

As of March 30, 2026, you no longer need to apply for a Trading Partner Agreement before applying for a new site licence.

This does not apply to NHP product licences. You must still apply for a Trading Partner Agreement to submit [product licence applications](#) to the Natural and Non-prescription Health Products Directorate (NNHPD).

Contact us

If you have questions, email the Natural Health Products Licensing and Inspection Division of the Regulatory Operations and Enforcement Branch at hpcd.nhp.sl-dcps.psn.le@hc-sc.gc.ca.