Division of Cannabis Regulation

Microbusiness Application User Guide

Contents

Browser/Hardware Recommendation

The recommended browser for accessing the online registry portal is Google Chrome, other browsers may experience issues and not function as designed. Applicants are advised to use a personal computer when accessing the application, mobile devices will display the website in a condensed format and may experience other difficulties in entering application information.

Accessing the Online Registry Portal

- From the Cannabis.mo.gov website:

  - Click the Microbusiness Information drop-down tab and select "How to Apply".
  - Click the blue "Application Registration" button.

- A "Warning" will populate, alerting that that you are exiting the Department's website, click "Yes" to be redirected to the online registry portal.
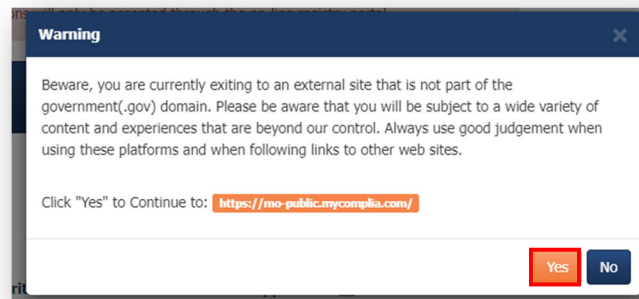
First-Time User Account Registration

- Navigate to https://mo-public.mycomplia.com/#!/mo/register.

- Select "Register" in the top right-hand corner.

- Enter first name, last name, email address and phone number.

- Choose "Business" as the application type to get started with, click Register and follow the prompts.

- Fields for Tax ID Number/SSN and Website are not required fields and can be added after account creation.

Please Note: The email address provided for the User Registration will receive notification of change in application status and will be used as the Username when logging in.

MISSOURI DEPARTMENT OF HEALTH & SENIOR SERVICES

WARNING: Please be sure that the information provided during registration is 100% accurate. This data will be used in your application, and you CANNOT modify this information after you register.

Legal First Name *

Legal Last Name *

Email *

Confirm Email *

Phone Number *

What type of application would you like to get started with? *

Business

Business Name *

Website

Tax ID Number

Please enter your social security number if you do not have an EIN. This field is limited to 9 characters

Password *

Re-enter Password *

Please read and accept Terms and Conditions before proceeding.
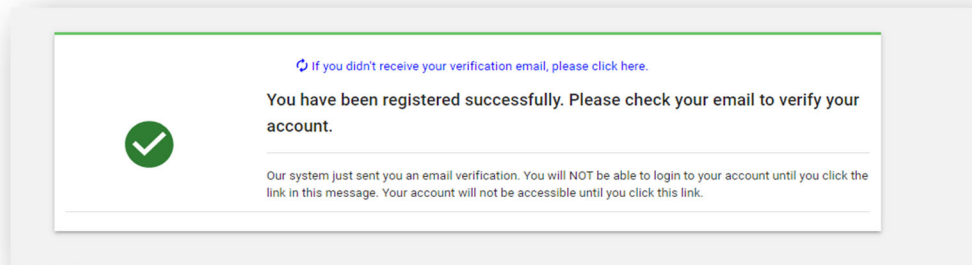
I'm not a robot
reCAPTCHA
Privacy - Terms

CANCEL

REGISTER

If you didn't receive your verification email, please click here.

Account Verification

- Locate the email from the online registry portal and click the "Verify" button within the email message.
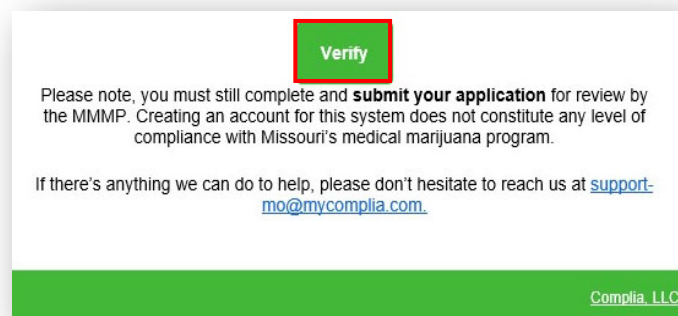
Please be Aware: If the verification email is not received within 15 minutes, click the link to resend.

Sign-In
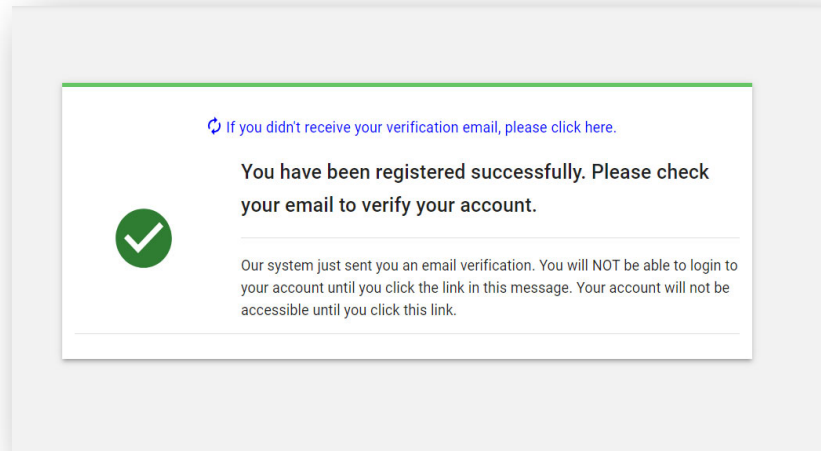
- Navigate to: https://mo-public.mycomplia.com/#!/signin
- Enter the Username (email address)
- Enter the Password
- Check the "I'm not a robot" box, follow the prompts and click "Sign In".

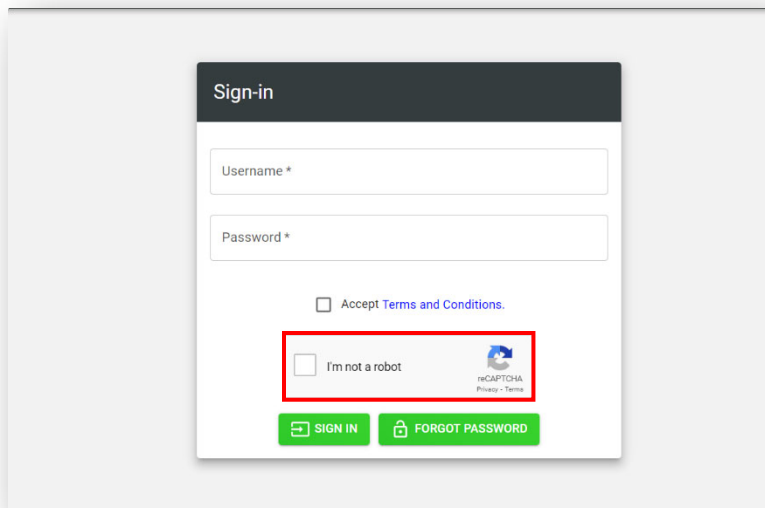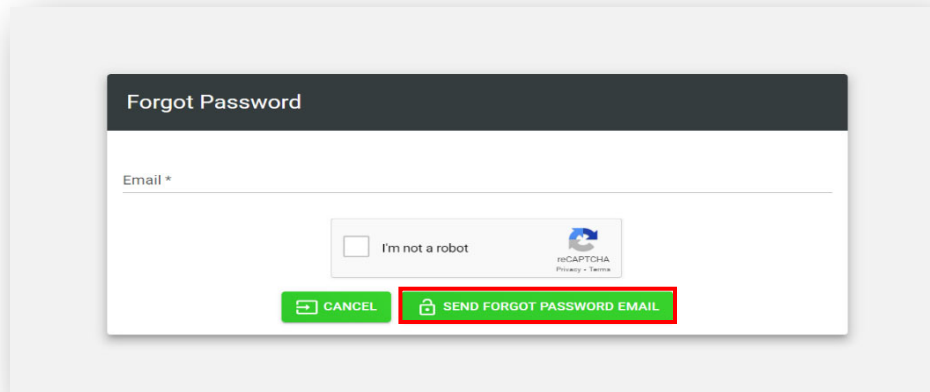## Password Reset

- Navigate to: https://mo-public.mycomplia.com/#!/signin
- From the online registry portal log-in page, click "Forgot Password" next to the log-in button to request a password reset.
- An email will be sent to the email address from the online registry portal, follow the prompts to reset your password.

Updating Password When Logged In

- When signed in, click the drop-down arrow for User Account at the top right corner of the page.

- Click "Change Password" and follow the prompts.
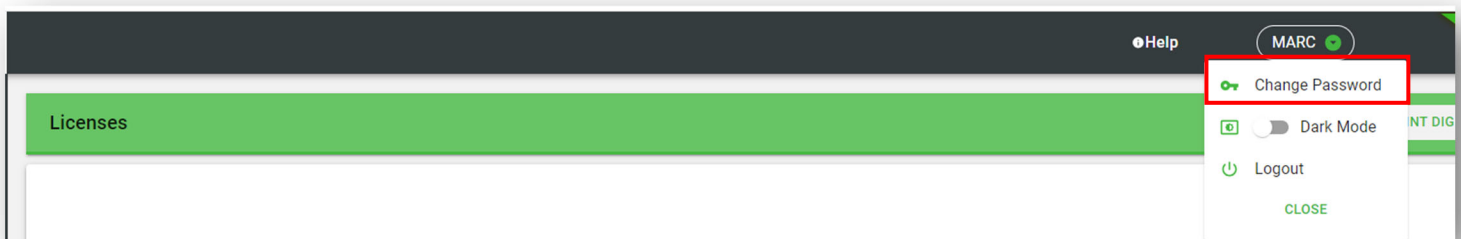
New Microbusiness Application

Before Getting Started

- Open, saved, rejected, and denied applications will be located on the "Applications" tab.

  o Applications are automatically saved to the "Applications" tab on the left side bar and can be accessed at any time.
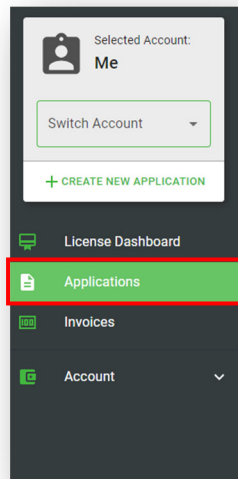
- Processed, approved, expired applications will be located on the "License Dashboard".

Within the application

- Items within the application denoted with an * are required fields.
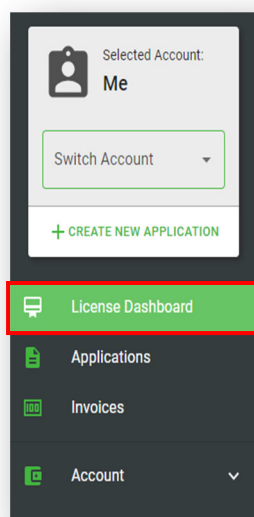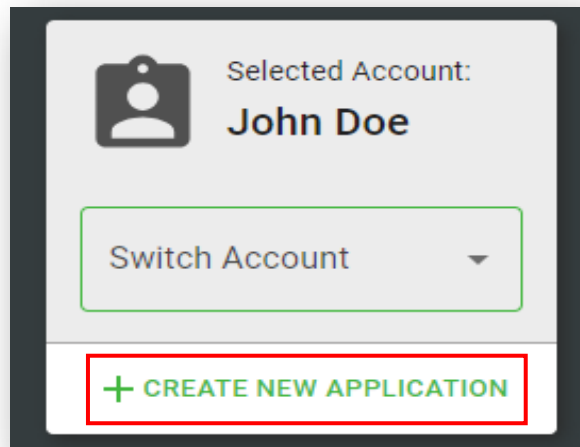
- Be sure to click the "Information" icon for helpful pro-tips. ⓘ

- Once the page is completed, click the "**Save**" button to save the entered information.

- Click the "**Save and Next**" button to save the edited data fields and move to the next tab.

- Click the "**Cancel**" button to exit the application, unsaved information will not be retained within the application if "**Save**" is not clicked prior to selecting cancel.

Starting a New Microbusiness Application

- Click "+Create New Application" in upper left corner.

- Select "New Micro Business".
- Click "Create Application".

General Information Tab

- Complete all fields with an * next to the title.

- Once the page is completed, click the "**Save & Next**" button to save the entered information and move to the next tab of the application.

Please Note: If you choose Microbusiness Wholesale, you will need to choose the process or processes that you intend to implement by clicking the arrow and selecting the intended process or processes. Please note you will be required to provide blueprints for each selection you choose.

For Microbusiness Wholesale applicants, please select all processes you intend to implement (select all that apply): *

Manufacturing

Cultivation – indoor

Cultivation – outdoor

Cultivation – greenhouse

CLOSE

Ownership Tab

- Information for each owner of the applicant should be listed.
    - Click "Save Record" after each owner's information has been added.

    - Click "+Add New Record" at the bottom right of the page to add each individual or entities' information.

    - Once all owner information has been entered, click "Save & Next" to continue.

    Please note: If an error message populates, it will indicate that one or more of the owner records requires "Save Record" to be clicked prior to the "Save & Next" button.

Location Tab

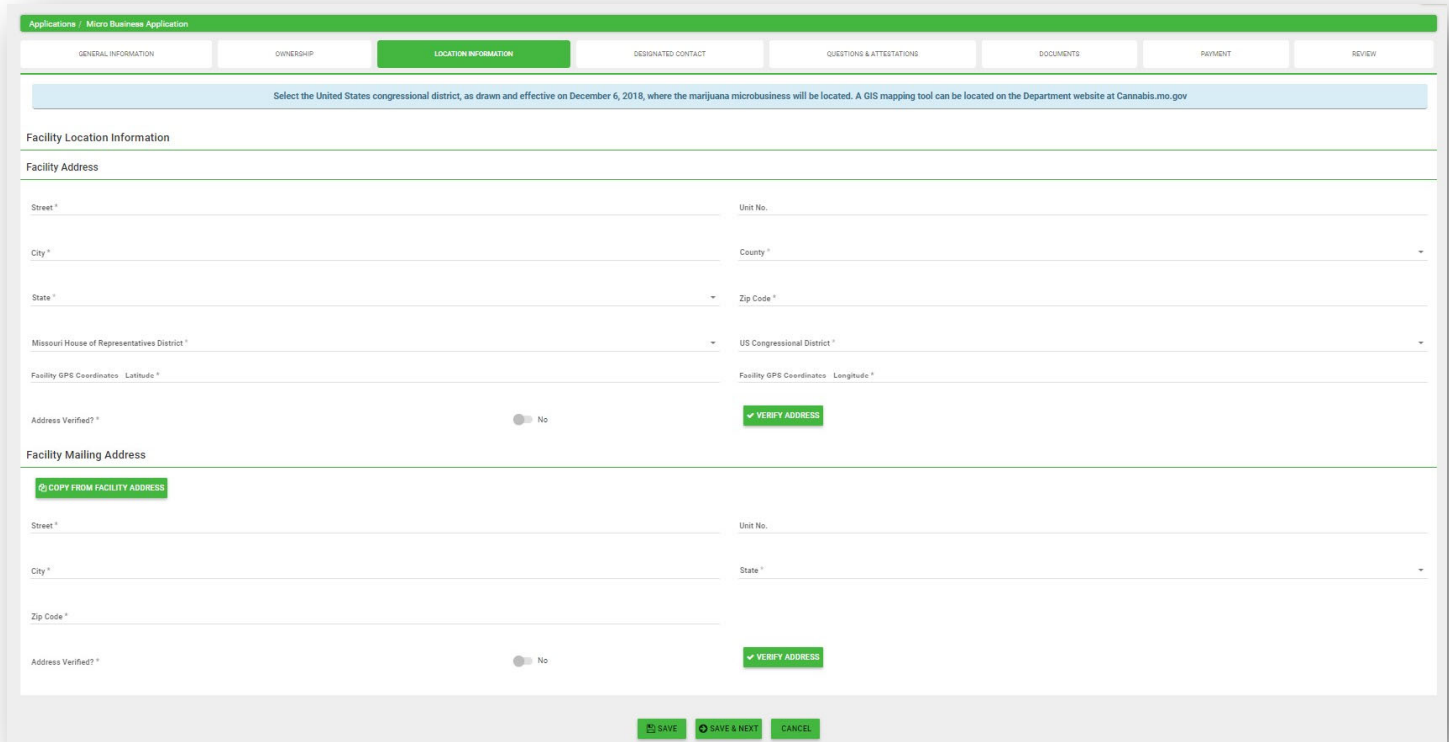- Click https://survey123.arcgis.com/share/4c2747aafbfc41e4a1387646e1a32aaa&?hide=submit to access the DCR location tool to determine the congressional district, house district, and GPS coordinates where the marijuana microbusiness proposed facility located. Ensure this information is documented accurately, as it is required for a microbusiness application.

How to use the DCR Location Tool

- For those with an existing address for the proposed location of their microbusiness facility:

  - Enter the address of the proposed facility location into the "Find address or place" search box. The tool will populate the congressional district and GPS coordinates for the facility location.

  - Enter in the latitude and longitude of the proposed facility location into the "Find address or place" search box to populate the congressional district.

  OR:

- While at the proposed facility location select the thumbnail of the DCR Location Tool to populate the congressional district and GPS coordinates for the facility location.

**[Click Here](#) for step-by-step guidance on verifying the location address when there is no address available through the DCR Location Tool.

Designated Contact

- The "Designated Contact" is the applicant's authorized point of contact for all department communication regarding the application and license. The designated contact is not required to be an individual in the ownership structure. Licensees may use an attorney or other responsible individual who is not an owner as a designated contact. As long as the individual is not an owner of multiple microbusinesses, the individual is permitted to be the designated contact for multiple licenses.

Applications / New Microbusiness

| GENERAL INFORMATION | OWNERSHIP | LOCATION INFORMATION | **DESIGNATED CONTACT** | QUESTIONS & ATTESTATIONS | DOCUMENTS | PAYMENT | REVIEW |

The "Designated Contact" is the applicant's authorized point of contact for all Department communication regarding the application and license. This must be an individual that is authorized to speak with the Department on behalf of the applicant. The applicant is deemed to have received all communications and notifications from the Department on the date the Department sends an email to the designated contact per 19 CSR 100-1.020(6). The designated contact must be willing and able to provide prompt responses to the Department on behalf of the applicant. Failure to provide Department requested information or documents timely may result in application denial per 19 CSR 100-1.060(6)(A)6.E.

First Name *   Middle Name   Last Name *

Title *   Phone *   Email *

Fax   Street *   Unit No / Apt No

City *   State *   Zip Code *

Address Verified? *   No   ✓ VERIFY ADDRESS
This is required.

💾 SAVE   → SAVE & NEXT   CANCEL

Questions & Attestations Tab

- Each attestation must be responded to individually.

Documents Tab

General Facilities Documents

- The first set of document uploads are required for all microbusiness applicants.

Microbusiness Eligibility Requirements Tab

- For each owner that meets one or more microbusiness eligibility requirement, required documentation must be uploaded into this section of the application.

- Labeling should be consistent and read as follows: (initials)_(mm.dd.yyyy)_(Eligibility requirement)

How to Upload Documents

- Click "Upload" Box next to the header that the document should be uploaded to.

- Select "DROP A FILE HERE OR CLICK TO SELECT" and search for and select the appropriate document on the computer/device used to access the online registry portal. Or drag the associated document to the "DROP A FILE HERE OR CLICK TO SELECT".
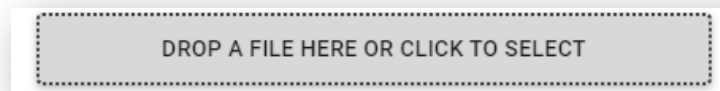
- Once the correct file is selected, click the "Upload" button.
- Repeat the above steps to attach files for each upload area.
  - NOTE: When uploading documents, they must be uploaded one document at a time. Some upload sections allow for multiple documents to be uploaded such as "valid (not expired) government-issued photo ID" and "Eligibility Criteria Document" sections. Files can be previewed or deleted once uploaded, the icons are located along the row of information along with the filename of the uploaded document.

Payment Tab

- The payment tab is a way for the applicant to acknowledge a fee is due at time of submission of the application. Application fees are submitted after the Review Tab of the application.

- This tab only requires the applicant to click "Save & Next".

Review Tab

- The "Review" tab will allow for all information to be reviewed for accuracy prior to submission.

- All fields on the "Review" tab must have a green check mark to proceed to payment and allow for application submission.

  Application fields indicated with a red "X" reflect an area that has not been completed.

- To access the incomplete area of the application to enter the missing information - click on the corresponding tab at the top of the page to return the respective screen, enter the missing information.

  o Once the missing information is entered and completed, click "Save & Next" until back on the "Review" tab. Verify all information now displays a green check mark.

- Once all fields have a green check mark, select "Pay & Submit" to proceed to the payment page.

- Upon successful payment transaction, the page will return to the online registry portal and display a confirmation of submission.

Your application reference code is **3696**. Please retain this for your records.
Application Submission Date : **12/14/2023 9:08 AM**
Your transaction ID is: **20004707**
Transaction Token: **1702566344035**
Your application is submitted and cannot be modified at this time.
ⓘ If you do not receive email notifications, please check your spam folder.

- A confirmation email will be sent from the online registry portal to the email address/username associated with the account along with the email address listed as the designated contact. This email will contain the application ID/reference code.

Returned Applications

How-to Locate a returned application

If applications are found to be incomplete, the Department will return the application for correction. This is designated as a "Rejection" within the online registry portal. Below are steps to locate, open, correct and resubmit an application that has been returned for corrections.

Option 1:

- Log into mo-public.mycomplia.com

- Click "Applications" from the left sidebar menu.
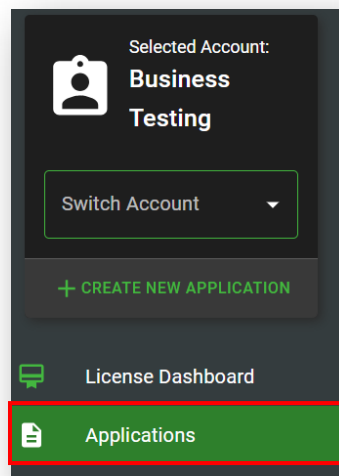
- All open and rejected applications will populate, the returned application status will be listed as "Rejected".

  - ○ Click the application ID corresponding to the application that is in 'rejected' status on that row of information to open the application and make edits.

Option 2:

- Upon log-in, an orange box will appear as a pop-out, listing the application that required corrections.

- Click on the application ID# located within the orange box to open the application.

Application Corrections

- Applications returned for corrections will contain all information submitted previously and can be edited to make corrections.

- Navigate through the application by clicking on the application tabs across the top.

- After making required corrections on each tab, select "Save".

- Once all corrections are made, navigate to the "Review" tab.

- Verify that corrected information has been saved.

- Click "Submit" at the bottom of the page to resubmit the application with corrections.

- A confirmation email will be sent from the online registry portal indicating that the application has been successfully resubmitted.

Application Status

- All applications that are created will have a correlated status. Below is a list of status-types and descriptions.

Open	Created/started applications not yet submitted for initial review
Submitted	Applications submitted first initial review, or that have been resubmitted following a return for corrections.
Rejected	Applications that have been returned to the applicant for required corrections. Applicants will be given three (3) days to correct and resubmit a returned application that is in Rejected status. *Pursuant to 19 CSR 100-1.060(6)(A)(4)(A).*
Approved	Applications approved for Licensure.
Denied	Applications denied for Licensure.

Additional How-To Steps

How to Submit a Facility Location that does not have and Address:

1. Complete Facility Address Section, select "Verify Address":

2. Select the "Entered Address" box, click "Done".

3. The "Address Verified?" slide bar will automatically change from "no" to "yes".

4. Within the next section, "Facility Mailing Address", if the mailing address is the same as the physical address: click "Copy from Facility Address".

5. This will fill in all fields. Select "Save and Next" to save all changes to this tab of the application.