Missouri Department of Health & Senior Services

Division of Cannabis Regulation

Online Registry Portal User Guide

Section for Patient and Application Services

1/21/2025

Introduction

This guide is provided by the Missouri Division of Cannabis Regulation (DCR) as a tool to help applicants navigate the Online Registry Portal when applying for a patient or caregiver ID card.

Additional assistance and resources are available on the DCR website – cannabis.mo.gov.

Table of Contents

Browser/Hardware Recommendation

Google CHROME should be used to access the online registry portal from a computer or mobile device. Other browsers will result in technical glitches within the application.

Online Registry Portal

Registering for a First-Time User Account

1. Navigate to cannabis.mo.gov

2. Click **Patient Information** from the right-side menu, then click **Patient—How to Apply**.

3. From the **'How to Apply'** page, click the box labeled **Patient/Caregiver Application Registration**.

4. In the pop-up box, which alerts that you are exiting the site to be redirected to the Online Registry Portal, click **Yes.**
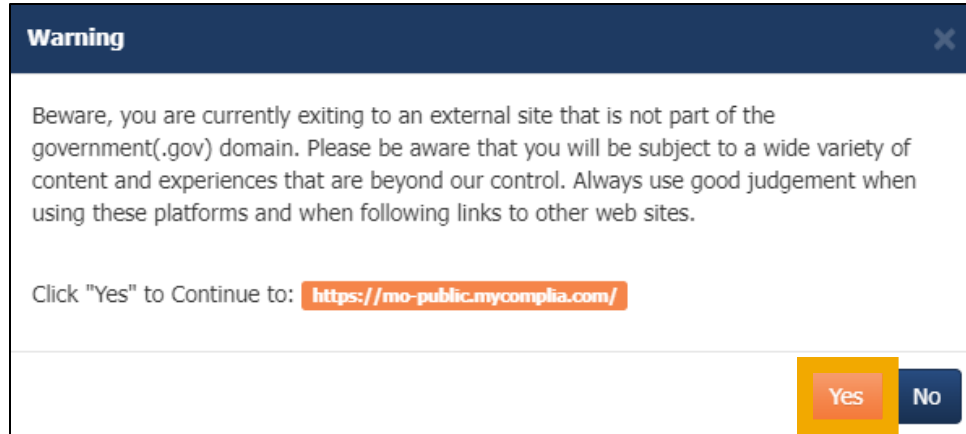
5. Once the Online Registry Portal sign-in page has loaded, click word **Register** in the top right corner.
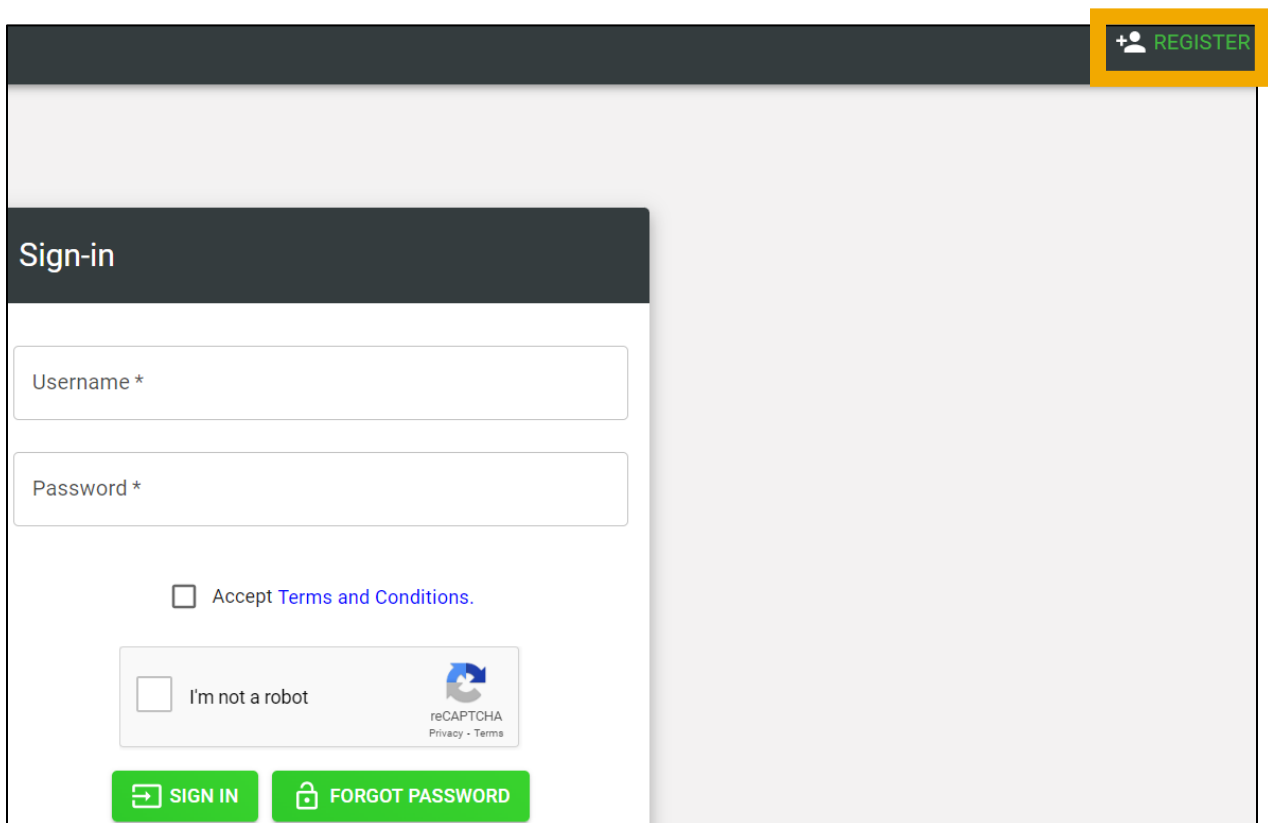
6. Complete the entire registration form.

- Be sure to select the **Patient/Caregiver/Physician** account type.

- Ensure that both **Social Security Number (SSN)** and **Date of Birth (DOB)** are correct before registering.

NOTE: Incorrectly entered **SSN** and **DOB** fields cannot be changed after registration; to correct this, a help ticket must be submitted to nlssupport-mo@egov.com.


7. Read the **Terms and Conditions** and check the **'read and accept'** box. Click **I'm not a robot**, follow the prompts, and click **Register**.

NOTE: The email address used to register will receive notifications when there is a change in application status.

8. Check your email for a follow-up verification message from sender "**DCR**".

9. Within that email, click **Verify**. This will bring you to the Online Registry Portal sign-in page, where you will then log-in with the email address and password created in the registration form.

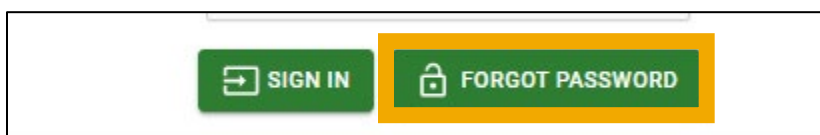   **NOTE:** If you do not receive the verification email within 15 minutes, click the available link to resend. **You will <u>not</u> be able to log in until you verify your email address.**
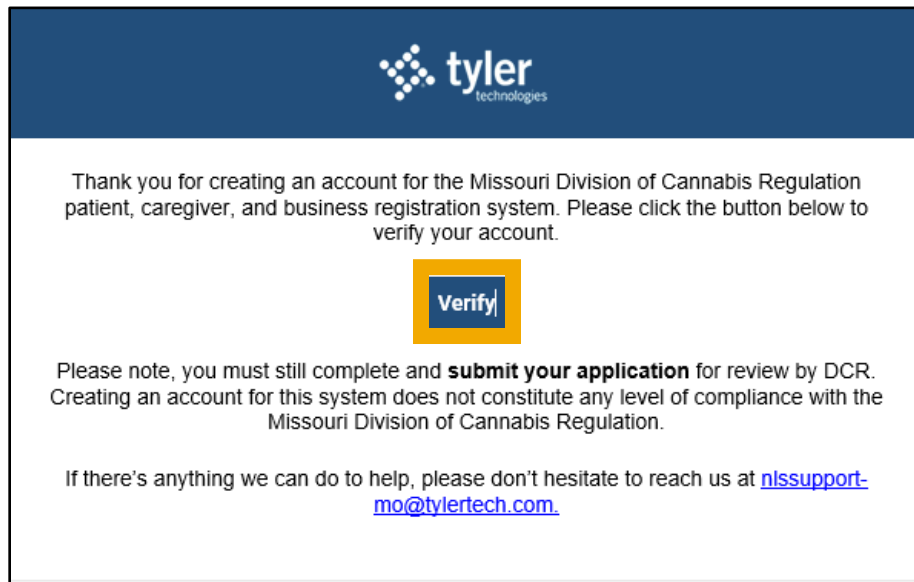
Password Reset

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

Select **Forgot Password** to request a password reset.

Enter your email address, check **I'm not a robot**, follow the prompts, and select **Send Forgot Password Mail**.

Look for the email from sender "**DCR**" and follow the prompts to reset your password.

Sign In

1. Navigate to https://mo-public.mycomplia.com/#!/signin
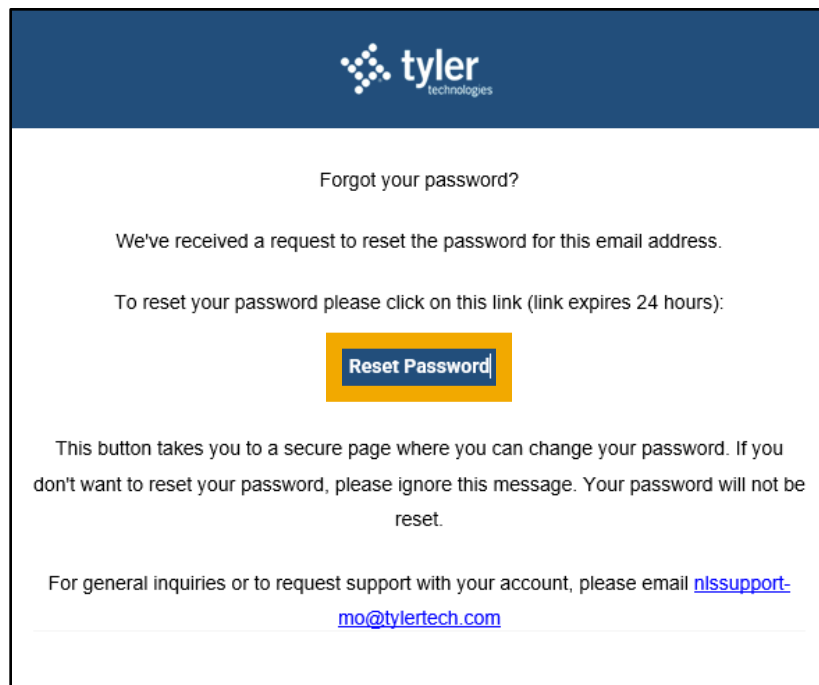
2. Enter your **Username**.

3. Enter your **Password**.

4. Check the **Accept Terms and Conditions** box, check **I'm not a robot**, click **Sign In** button.

Update User Account Password

1. Once signed in, click the **drop-down arrow** for the **User Account**.

2. Select **Change Password** to change your password.

3. Complete the **Current Password**, **New Password** and **Re-enter Password** fields, then click **Change Password**.

Adding an Individual to an Account

1. Click **Account** then **Add Individual**.

   NOTE: Add an individual to your account only when:

   - Applying as caregiver for a minor patient within the same account.
   - Relatives are sharing an email address, whom all have active ID cards.
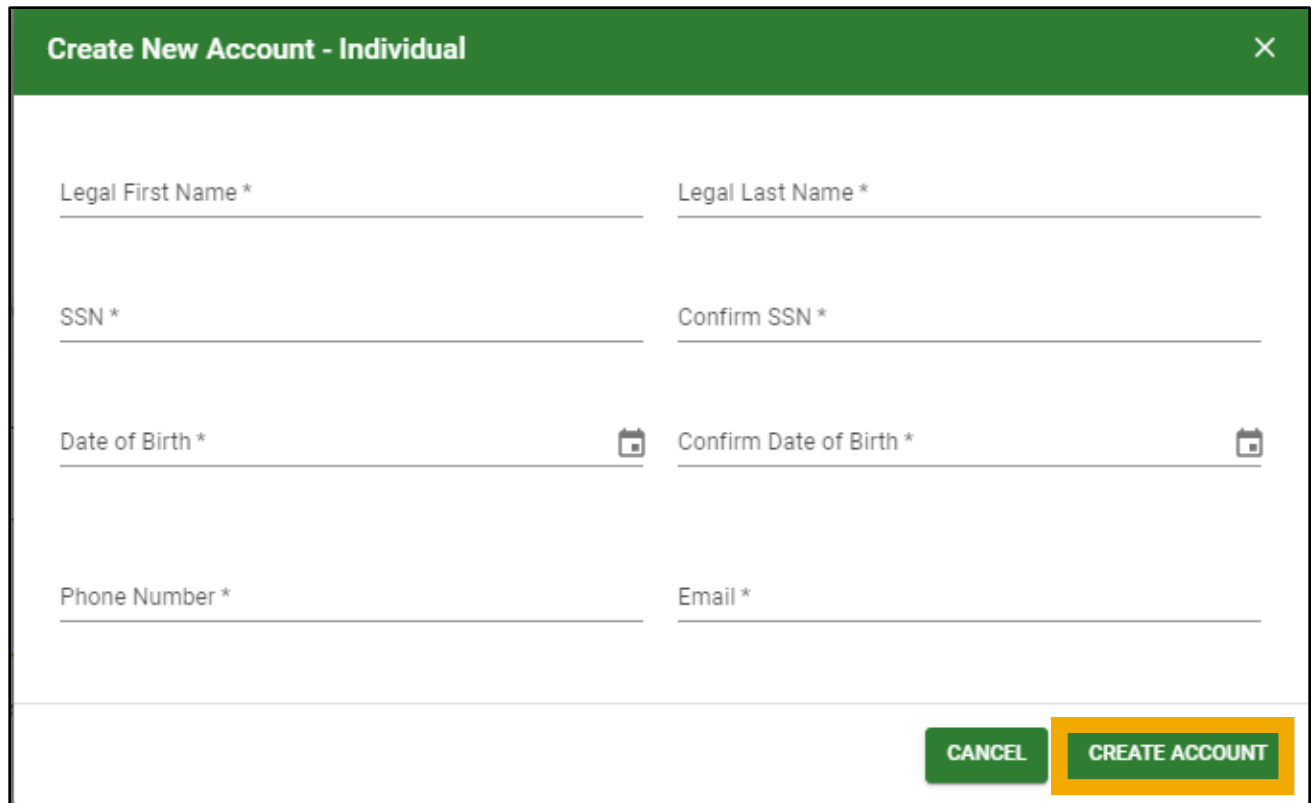
- Any other circumstances, please contact DCR directly.
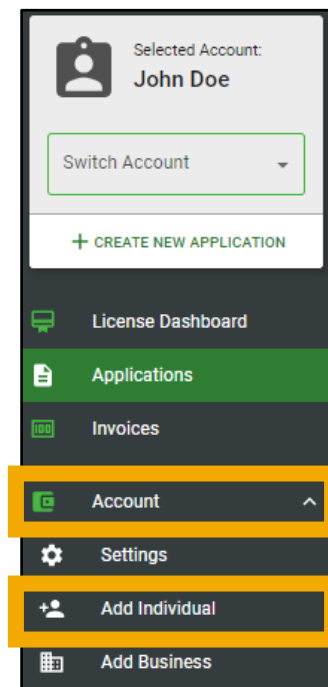
2. A warning will pop-up, click **Continue to Account Creation**.
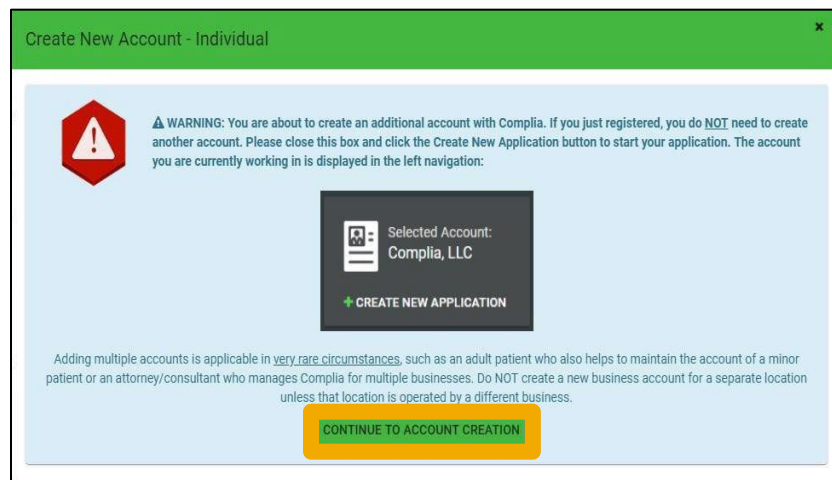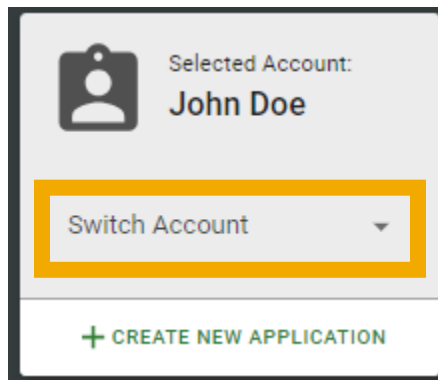
3. Fill out the **New Account** information and click **Create Account**.

4. After adding a new individual to your account, you can switch between accounts by selecting the **Switch Account** drop-down menu.

New Patient/Caregiver Application

1. Upon successful sign-in, click the **+Create New Application** link.

   NOTE: You may create more than one application per User Account.
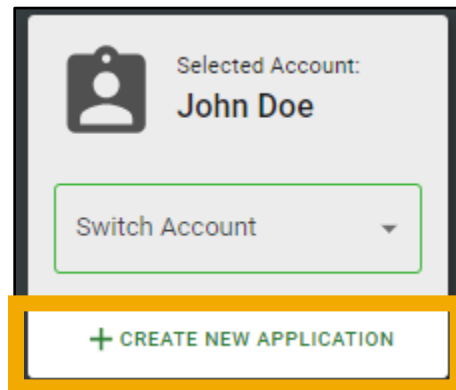
2. Click the **I am a*** drop-down menu and select **Patient**.
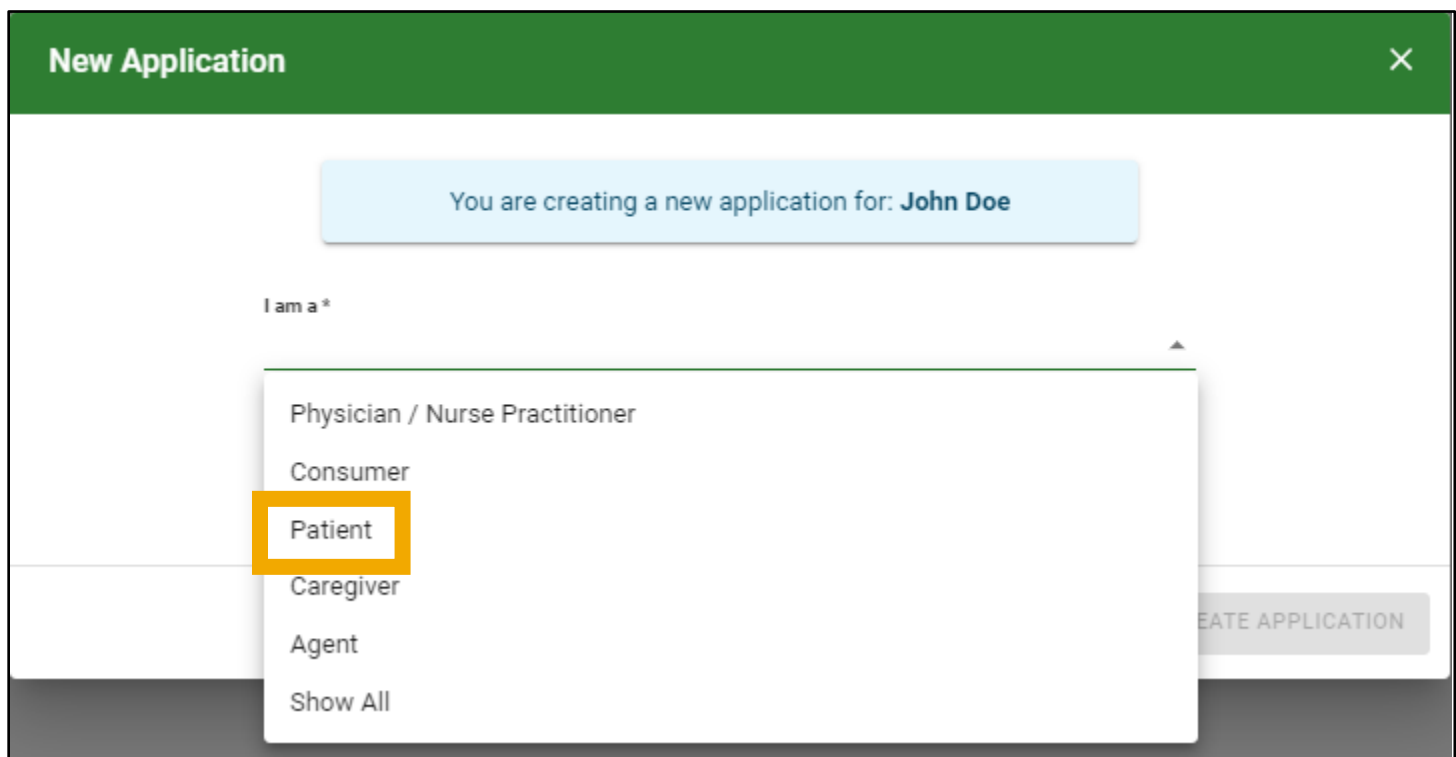
3. If you are a new patient, select **New Patient Registration**. If you are renewing an application, select **Patient Renewal**. If you are updating an existing ID card, select **Patient Update.**

4. Select one, click **Create Application**.

Completing an Application - General Information Tab

1. Begin filling in details on the **General Information** tab.

     a. Enter **First name**, **Last Name**, **Date of Birth**, **Social Security Number**, **Email** and **Phone Number**.

2. Be sure to click on the **Information** icon 🛈 for helpful pro tips.

   NOTE: Items marked with an asterisk (*) are required fields and must be completed to save and move to the next screen.

- Click the **Save** button to save an edited field data.

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

- Click the **Cancel** button if you do not wish to save edited data, and to exit the application.

Completing a Minor Application

1. After selecting **Patient Application**, fill in the minor applicant's **First Name**, **Last Name** and **Phone Number**.

2. Select **No** for a patient that is under 18.

3. Fill out the **Parent/Legal Guardian Information** field.

4. Minor applications require extra document uploads, including Proof of Legal Guardianship and Parent/Legal Guardian Consent Form.

5. Click **Save & Next** button to save your information and move to the next tab.

Contact Information Tab

1. Fill in the residence address details on the **Contact Information** tab. Enter **Street**, **City**, **County**, **State**, **Zip Code** and select **Verify Address** to use either entered address or verified address. A pop-out window will appear, select whether to use the entered address or verified address and click **Okay**.

2. For the mailing address, click the **Copy from Street Address** button to duplicate the information from the residence address or; if using a different address, enter the Street, City, State, Zip Code and then click **Verify Address** to use either the **entered address** or **verified address**.

3. Click **Save & Next** to save the information and move to the next tab.

Physician/Condition Information Tab

1. Select the **Physician/Condition Information** tab.

2. Under **Recommendation Type**, select **Electronic Certification**. Once selected, a green box will appear to the right labeled **View Available Certifications**. Click to locate your certification.

3. A pop-up window will appear listing all available certifications that are linked to your SSN and DOB. Click on the electronic form to select, then click the **Update** button.

The information submitted by the certifying physician or nurse practitioner will auto-populate into the application.

4. Once your form is selected and appears in the application, click **Save & Next** to continue completing the application.

NOTE: If a tan box appears with **No Physician Certification found**, this means that *either* the physician or nurse practitioner has not yet submitted an electronic form, *or* the SSN and DOB submitted with the electronic form is incorrect. To correct, please contact the physician or nurse practitioner first to determine if the error is within the electronic form or if the form has not yet been submitted. If neither the form nor the account contains errors, then the patient, physician or nurse practitioner should contact DCR for resolution.

Physician Certification Selection
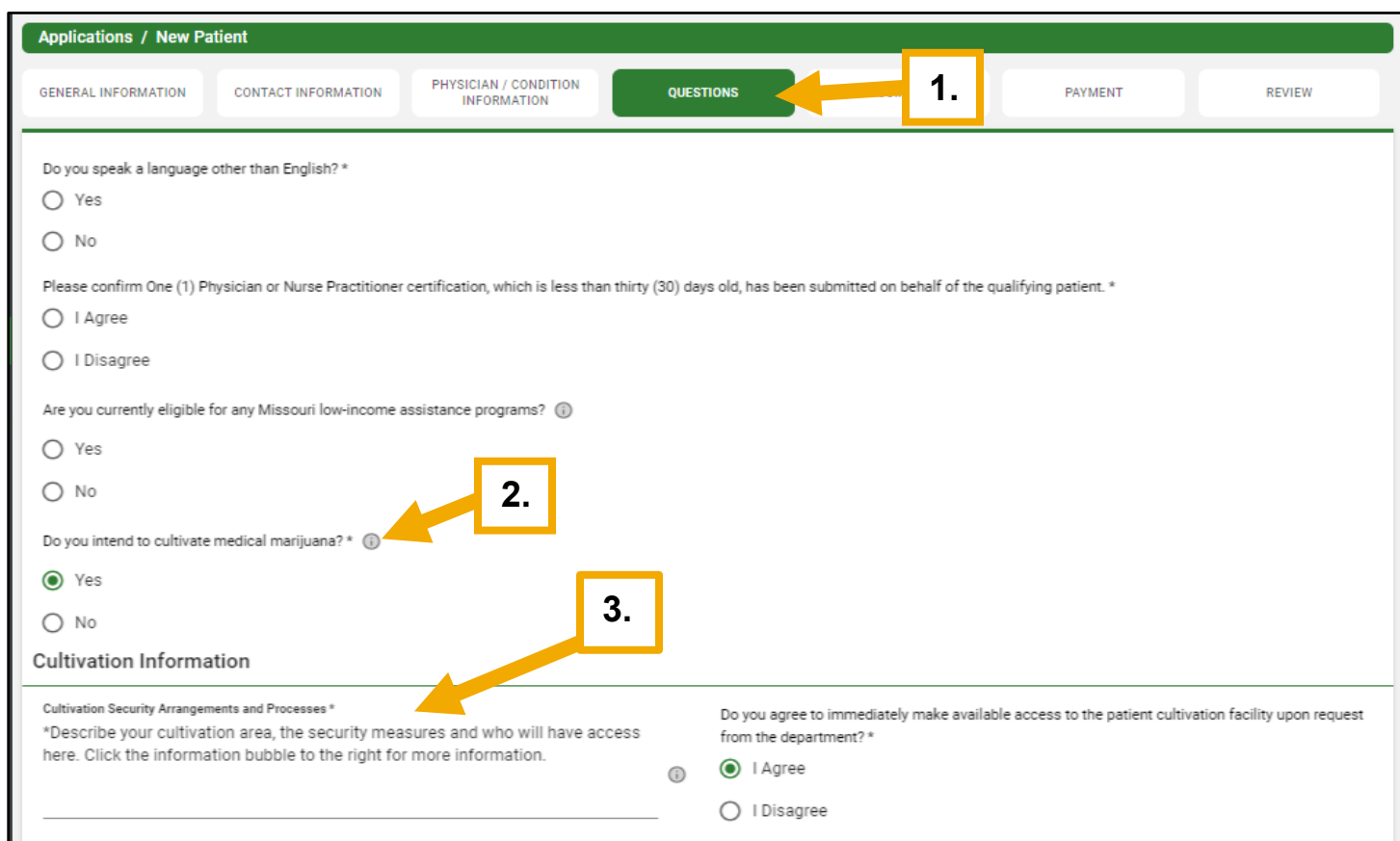
No Physician Certification found.

CANCEL   UPDATE

Questions Tab - Cultivation Options

1. If you would like to cultivate, this option is available within the **Questions** tab.

2. To begin, select **Yes** to the question "**Do you intend to cultivate medical marijuana?**".

   NOTE: Be sure to carefully read the rules and requirements for patient and caregiver cultivation prior to applying.

3. A new set of questions will appear related to cultivation. Select the correct **Yes** or **No** radial button, as applicable, for all questions.

4. When completed, click the **Save** button.

5. If your enclosed locked facility will be shared with another qualified patient or caregiver(s), the name and active ID card number must be listed in application under the **Shared Space** details.

6. Be sure to click on the Information icon 🛈 for helpful pro tips throughout the cultivation section of the application.

NOTE: Pursuant to 19 CSR 100-1.040(5)(I), up to two qualifying patients, who both hold valid qualifying patient cultivation identification cards, may cultivate medical marijuana in a single enclosed, locked facility. Up to 12 flowering marijuana plants, 12 non-flowering plants 14 inches tall or more, and 12 non-flowering plants under 14 inches tall may be cultivated in that space.

18

Documents Tab - Uploading Documents

1. Click **Upload New** next to the document you are trying to upload.

2. Click **Choose File** to select the appropriate document(s) from your computer or mobile device.

3. Once selected, click the **+Upload!** button.

4. Repeat the above steps to attach multiple files to the same document upload area.
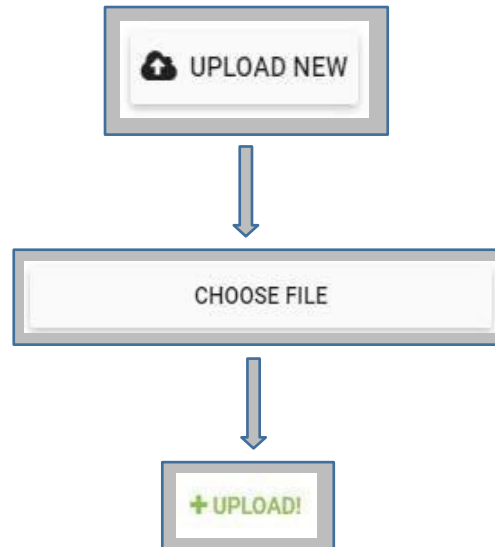
Review Tab

NOTE: You will not be able to submit your application until all required fields marked with an **X** are provided. To go back to these areas in the application, click on the tab at the top of the page that matches the header. This will re-launch the respective tab where you can provide the required information.

Once all information is accurate and complete, click the **Pay & Submit** button at the bottom of the page to submit your application. Upon successful payment transaction, the applicant will be returned to the online system and receive a confirmation of submission.

Locating "Rejected" Applications

Option 1:

1. Log into your **Online Registry Portal** account at mo-public.mycomplia.com

2. An pop-out box will appear stating your application was rejected. Click on the **Application ID Number** located on the bottom left-hand corner of the box.
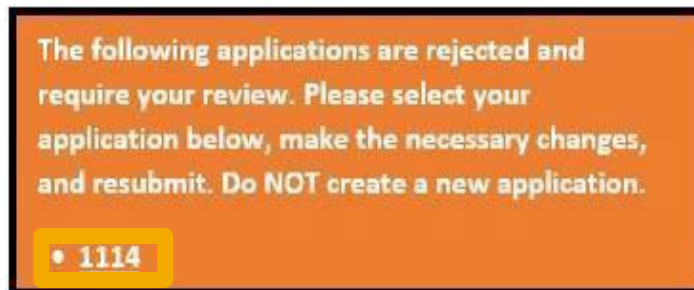
3. The application will be re-opened, where you can then make necessary corrections and resubmit the application.

Option 2:

1. Log into your **Online Registry Portal** account at mo-public.mycomplia.com

2. Click **Applications** from the menu on the left side of the screen.
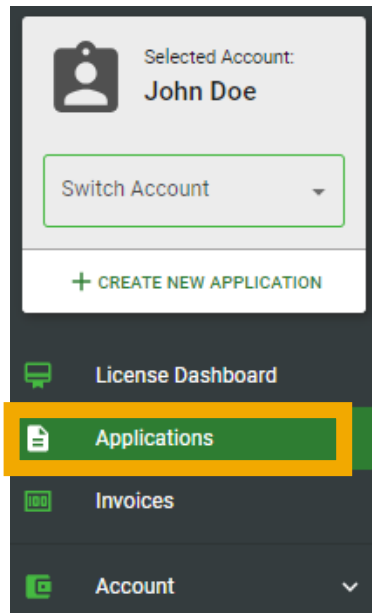
3. Your rejected application will appear in the center of the screen, the status will be listed as **Rejected**. Click on the **Application ID Number** to re-open the application, make corrections and resubmit.

Application ID	Title	Status
1114	John Doe	Rejected

Application Corrections

1. Applications needing corrections can be navigated by clicking on any of the **application menu tabs**. Changes and corrections must be made under the appropriate tab.

   For example: Cultivation edits are made on the **Questions** tab.

2. To save required corrections, click **Save** at the bottom of the page**.** Navigate to the **Review** section by using **Save & Next** at the bottom of the page or clicking the **Review** tab at the top. From the **review tab**, click **Submit** to resubmit the corrections to DCR.

Patient Identification Card Download

1. Log into your **Online Registry Portal** account at mo-public.mycomplia.com

2. Approved ID cards can be accessed from the homepage by going to the **Actions** column to the far right of the screen.

3. Click on the button underneath **Actions**.

4. Select **Download License** from the menu.

Note: Approved ID cards are only available through digital download on the License Dashboard; DCR does not provide physical ID cards. It is the ID card holder's responsibility to download and print their approved ID from the Online Registry Portal.

Search for an Application

1. Click the **Applications** button appearing on the left-hand side of the screen to display a list of applications created within the system with current status.

2. Click **status type** from the drop-down menu.

3. Click on a **column header** to sort the results.

   NOTE: Applications will not receive an **Application ID** until they have been submitted to DCR for review through this online registry portal. If an application does not have an assigned ID, it has not been submitted.

Status Definitions

Open	An application that has been created/started, but not yet submitted for initial review.
Submitted	When an application has been submitted to DCR for review. The status will change from *rejected* to *submitted* following submission of a corrected application.
Rejected	When the application was reviewed by DCR but is incomplete and requires corrections or additional information. Applicants are given fourteen (14) days to resubmit the application with missing information and required corrections.
Approved	When an application has met the rule criteria and an ID Card is issued to the applicant.
Denied	When the applicant has not submitted corrections or complete information, the application is incomplete and does not meet the rule requirements.

Launch an Existing Application

1. Click on the **Applications** option appearing on the left side of the screen.

2. Click on the **link** appearing in the **Application ID column** to open the application—either *Not Applicable* or an Application ID.

3. This will open the application to the **General Information tab**, use **Save & Next** at the bottom of the screen to navigate through the application.