



Missouri Department of Health and Senior Services DIVISION OF CANNABIS REGULATION

Application Tutorial 1 | Creating an Individual Account

Account Registration and Verification

The steps below provide how-to guidance for creating a new account for an individual, including patient, caregiver, physician, nurse practitioner, consumer personal cultivators and facility agents.

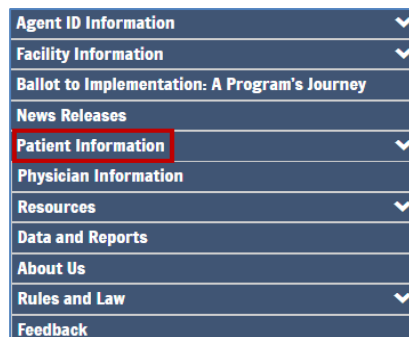
The online registry portal works best when using Google Chrome as your internet browser to help minimize possible errors while completing an application.

The email address used at registration will receive email notifications when there is a change in application status.

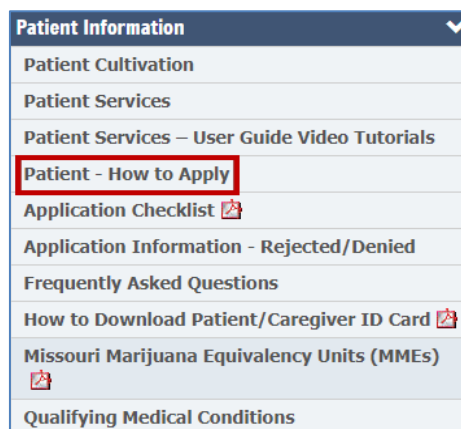
When registering, make sure Social Security Number and Date of Birth are both correct. If entered incorrectly, you must submit a help ticket to nlssupport-mo@egov.com, or contact the DCR Individual Licensing Unit at CannabisInfo@health.mo.gov to request these changes.

Creating an Individual Account

1. Navigate to the **Division of Cannabis Regulation (DCR)** webpage at: [Cannabis.mo.gov](https://cannabis.mo.gov)
2. In the blue menu panel, click on **'Patient Information'**.



3. Click **'Patient – How to Apply'**.



- Click on the blue button labeled 'Patient/Caregiver Application Registration'.

Missouri Department of Health & Senior Services

Healthy Living | Senior & Disability Services | Licensing & Regulations | Disaster & Emergency Planning | Data & Statistics

How to Apply - Patient Information

DHSS Home » Licensing & Regulations » Medical Marijuana » how-to-apply-pl

Click on the **Patient/Caregiver Application Registration** blue box located under the photograph to apply for your identification card. If a "Warning-Exiting Site" pop-up box appears, click "Yes" to proceed to the registry. **Only applications submitted through the on-line registry will be accepted.** For more information, review **19 CSR 30-95.030**. Qualifying Patient/Primary Caregiver.

For information on how to enter and register patient and caregiver data into the on-line application, open the **Patient Registry User Guide**.

NEW! Click below to apply or to update an approved application

Patient/Caregiver Application Registration

What application should I submit?

NEW: Application Tutorial Guides
Each video focuses on a specific topic in the application process to assist patients and caregivers with creating and managing their application, such as how to enter physician and conditions information or to find and correct a rejected application.

Patient Forms

- Parental/Legal Guardian Form
- Patient Authorization

Agent ID Information

Facility Information

Ballot to Implementation: A Program's Journey

News Releases

Patient Information

Physician Information

Resources

Data and Reports

About Us

Rules and Law

Feedback

Contact Information

Section for Medical Marijuana Regulation
PO Box 570
Jefferson City, MO 65102-0570

Toll-Free Access Line: **866-219-0165**
(9:00 am - 3:00 pm CST Tuesday-Thursday)

Email for general inquiries:
medicalmarijuanainfo@health.mo.gov

- Within the pop-up warning box, click 'Yes' to be redirected to the Online Registry Portal (mo-public.mycomply.com).

Warning

Beware, you are currently exiting to an external site that is not part of the government(.gov) domain. Please be aware that you will be subject to a wide variety of content and experiences that are beyond our control. Always use good judgement when using these platforms and when following links to other web sites.

Click "Yes" to Continue to: <https://mo-public.mycomply.com/>

Yes **No**

- In the top right-hand corner, click 'Register'.

Sign-in

Username *

Password *

Accept Terms and Conditions.

I'm not a robot

reCAPTCHA
Privacy - Terms

SIGN IN **FORGOT PASSWORD**

+ REGISTER

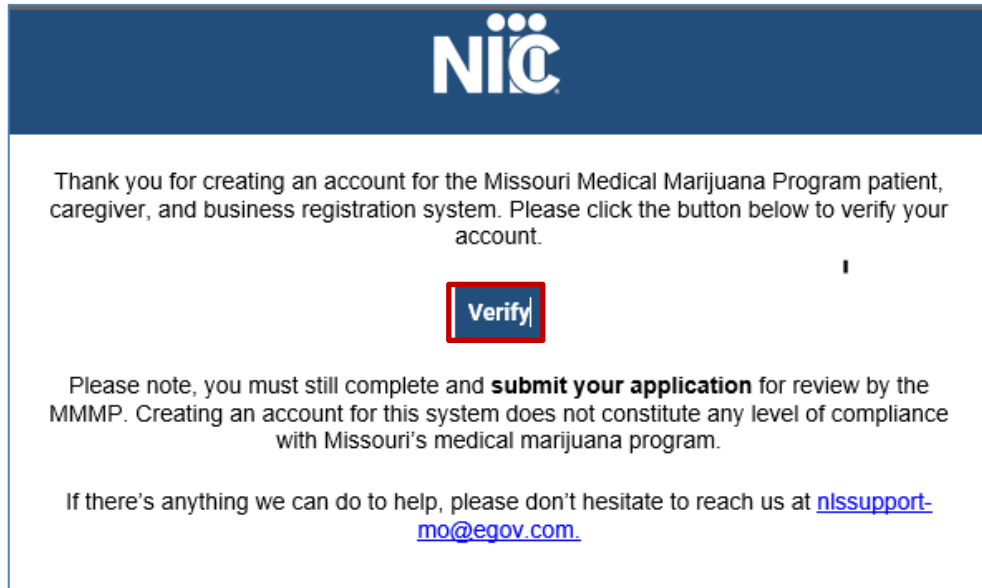
7. Fill out the registration form, entering your legal first name, legal last name, email address, re-type your e-mail address to confirm and enter your phone number.
8. Click **'What type of application you would like to get started with?'**, and select 'Patient/Caregiver/Physician' from the drop-down.
9. Enter your **Social Security Number** and re-enter to confirm it.
10. Enter your **Date of Birth** and re-enter to confirm it.
11. Read the **Terms and Conditions**, once read, check the box next to "Please read and accept Terms and Conditions before proceeding."
12. Click **I'm not a robot**. When the pop-up window appears, follow the prompts, select all images that have the item mentioned and click **'Verify'**.
13. Click **'Register'**.

The image shows a registration form titled "Register for the Missouri Division of Cannabis Regulation Portal". At the top, there is a warning: "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." The form fields include: "Legal First Name *", "Legal Last Name *", "Email *", "Confirm Email *", "Phone Number *", "What type of application would you like to get started with? *", "Password *", and "Re-enter Password *". Below the fields is a checkbox for "Please read and accept Terms and Conditions before proceeding." and a reCAPTCHA "I'm not a robot" checkbox. A red arrow points from the reCAPTCHA checkbox to a verification window. The verification window has a blue header "Select all images with a bus" and a grid of 12 images. A "VERIFY" button is at the bottom right of the window. Below the grid are icons for refresh, help, and information.

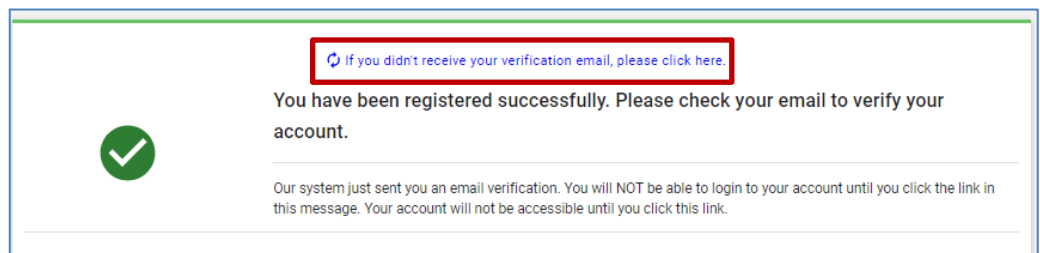
Confirming Registration

Once an account is created, you will receive a verification email to confirm your email address.

1. Open your email and check for a **verification email** from the Division of Cannabis Regulation (DCR). In the email message, click '**Verify**' to be directed to the **Online Registry Portal**.

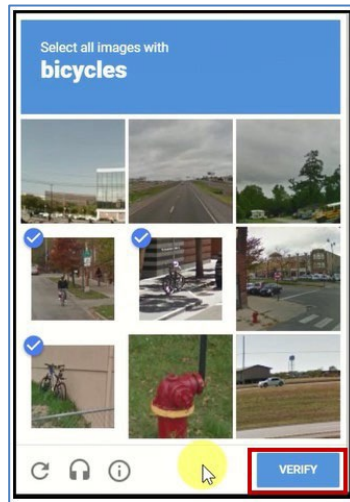


NOTE: If you do not receive the email within 15 minutes, click the 'If you didn't receive your verification email, please click here.' option above the registration message displaying on the Online Registry Portal. **You will not be able to log in until you verify your email address.**



2. In the Username field, enter your **Email Address**. Type in your **Password**.
3. Accept the Terms and Conditions then click the **I'm not a robot box**.

- Once the pop-up window appears, follow the prompts to select all boxes that have the item mentioned.
- Click **'Verify'**.




- You will be redirected back to the Sign-In page.
- Click **'Sign In'**.

Sign-in

Username *

Password *

Accept [Terms and Conditions](#).

I'm not a robot 
reCAPTCHA
Privacy - Terms

SIGN IN **FORGOT PASSWORD**

Updated 2/3/2025