Missouri Department of Health and Senior Services
DIVISION OF CANNABIS REGULATION
Application Tutorial 12 | Locating and Correction a Reject Application

Applications Returned for Corrections

The steps below provide how-to guidance for locating, correcting, and resubmitting a patient, caregiver, consumer cultivator, physician, nurse practitioner or agent ID application that is in 'rejected' status.

DCR will send an email to the email address in the application with specific corrections. Applicants should log into their account, open the returned application, make the needed corrections, and resubmit. There is no additional fee for correcting and resubmitting an application.

The online registry portal works best when using Google Chrome as your internet browser to help minimize possible errors within the system.

Locating & Correcting a Rejected Application

1. Navigate to the **Online Registry Portal website** at: https://mo-public.mycomplia.com

2. Enter your **Username (email)** and **Password**.

3. Check the **Accept Terms and Conditions** box if it is not already checked.

4. Click **I'm not a robot.** Click **Sign In**.

5. An orange box will appear indicating that your application was rejected. To access the application, click on the Application ID Number.
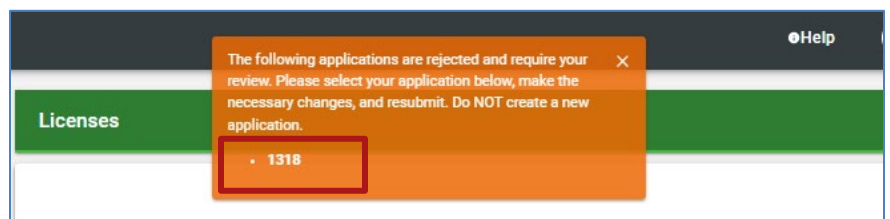
6. Once the application opens, the needed corrections are listed at the top of the screen.

7. To make corrections, revisit each tab and fill in the missing or incomplete information.

8. Click **'Save & Next'** on each tab before continuing to the next tab.

9. After making the corrections, navigate to the **Review** tab and scroll down to make sure there are no red **X**'s to indicate missing information. If you still have red **X**'s, revisit the appropriate tab to make the corrections.

10. When all checkmarks are green, click **'Submit'** to update your application and resubmit.