



Missouri Department of Health and Senior Services DIVISION OF CANNABIS REGULATION

Application Tutorial 13 | Downloading an Approved ID Card

Approved ID Cards

The steps below provide how-to guidance for downloading an approved patient, caregiver, consumer cultivator or agent ID card.

The department will **not** be mailing physical cards, it is the ID card holder's responsibility to print and possess their approved ID card.

Before you start the application, make sure you are creating an application for the correct individual on the account by verifying the name under **Selected Account**. Minor Patient Applications should be created in the Minor Patients account.

If you need to switch to a different account, click '**Switch Account**', and select the correct individual.

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

Downloading an Approved Identification Card

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**.

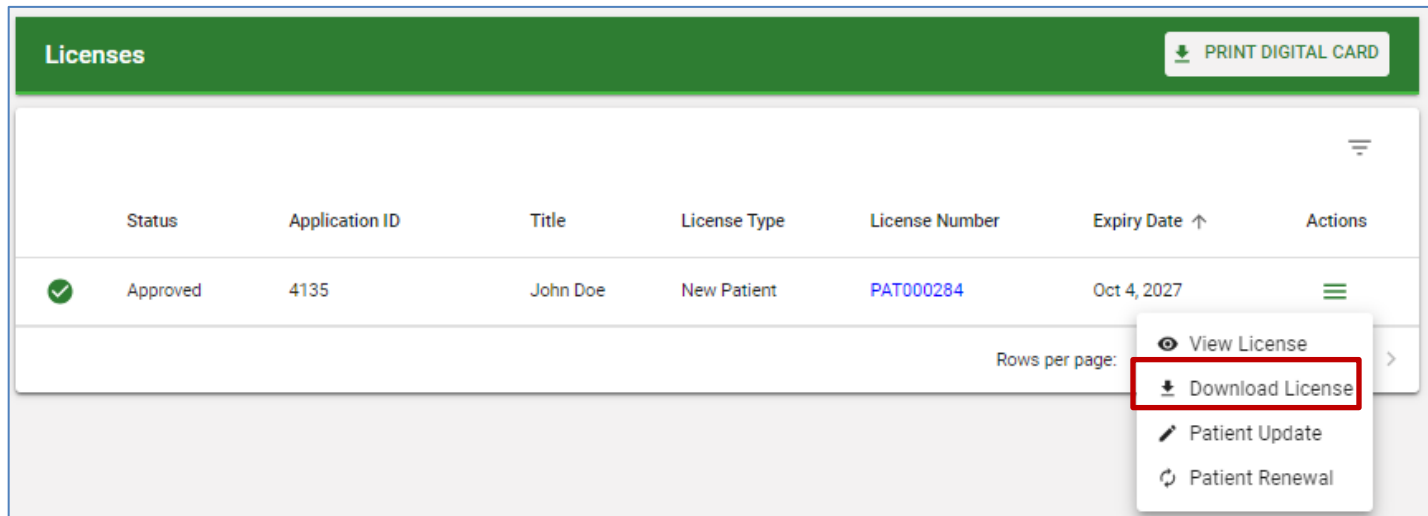
The screenshot shows a 'Sign-in' form with the following elements highlighted:

- A red box around the 'Email *' input field.
- A red box around the 'Password *' input field.
- A red arrow pointing to the 'Accept Terms and Conditions' checkbox.
- A red arrow pointing to the 'I'm not a robot' checkbox.
- A red box around the 'SIGN IN' button.

5. Click '**License Dashboard**' on the left side of the screen. There are two options for downloading your license.

Option 1:

1. Under the **'Actions'** column, click the button with the three horizontal green bars.
2. Select **'Download License'**.

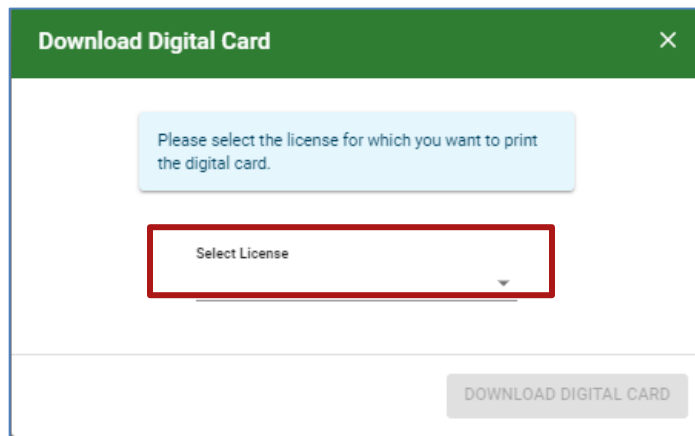


The screenshot shows a table titled "Licenses" with a green header. In the top right corner of the header is a button labeled "PRINT DIGITAL CARD" with a download icon. The table has columns for Status, Application ID, Title, License Type, License Number, Expiry Date, and Actions. A single row is visible with a green checkmark in the Status column, "Approved" text, Application ID "4135", Title "John Doe", License Type "New Patient", License Number "PAT000284", and Expiry Date "Oct 4, 2027". The Actions column for this row contains a menu icon. A dropdown menu is open, showing options: "View License", "Download License" (highlighted with a red box), "Patient Update", and "Patient Renewal". Below the table, there is a "Rows per page:" label and a right-pointing arrow.

3. A PDF copy of your Patient Identification Card will download. You can save a copy to your computer or print a copy.

Option 2:

1. Click **'Print Digital Card'** in the top corner in the header with **'Licenses'**.
2. Click **'Select License'**.



A dialog box titled "Download Digital Card" with a close button (X) in the top right corner. The dialog contains a light blue message box that says "Please select the license for which you want to print the digital card." Below this is a dropdown menu labeled "Select License" with a downward arrow, which is highlighted with a red box. At the bottom right of the dialog is a button labeled "DOWNLOAD DIGITAL CARD".

3. Select the **Patient ID License number** and **“Download Digital Card”**.

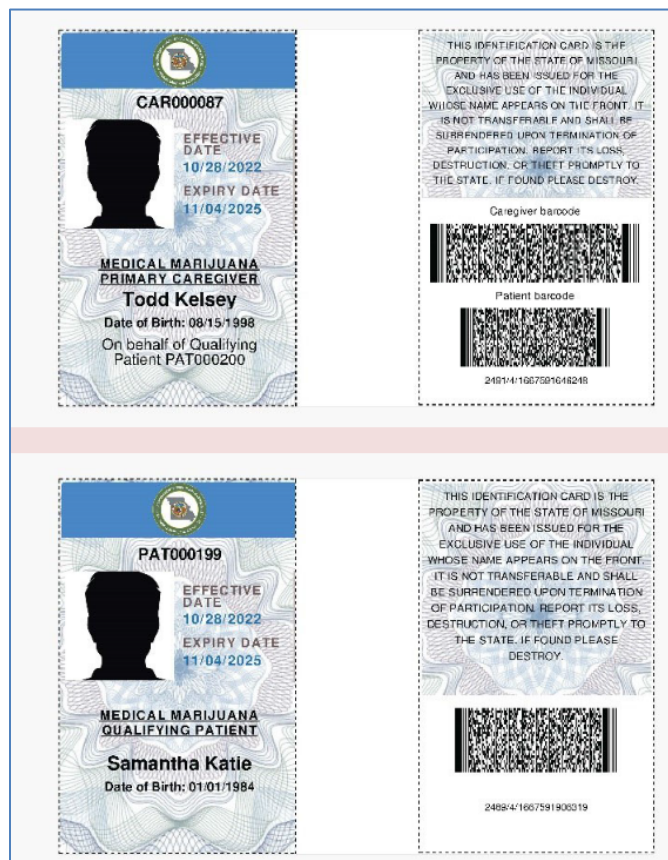
Download Digital Card [X]

Please select the license for which you want to print the digital card.

Select License
PAT000284

DOWNLOAD DIGITAL CARD

4. A PDF copy of your approved patient, caregiver, consumer cultivator or agent identification card will download to your device. You can save a copy to your mobile device and/or print a copy.



Updated 2/7/2025