



Missouri Department of Health and Senior Services

DIVISION OF CANNABIS REGULATION

Application Tutorial 18 | Creating an Agent ID Application

Creating an Agent ID Application

The steps below provide how-to guidance for starting a new agent ID application for adult individuals (at least 21 years old) to apply for an ID card that allows them to work in a licensed facility.

Before creating an application, check that your name is listed under “**Selected Account**” in the top corner of the screen.

If you need to switch to a different account, click ‘**Switch Account**’, and select the correct name.

You may create more than one application per user account.

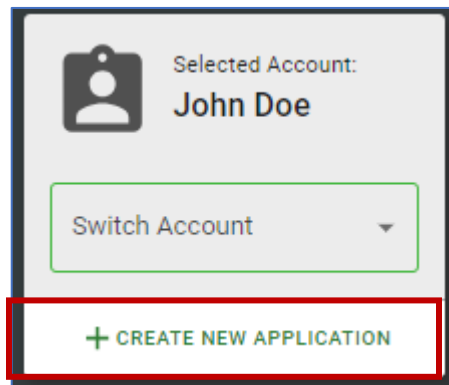
The online registry portal works best when using Google Chrome as your internet browser to help minimize possible errors within the system.

How-to Create an Agent ID Application

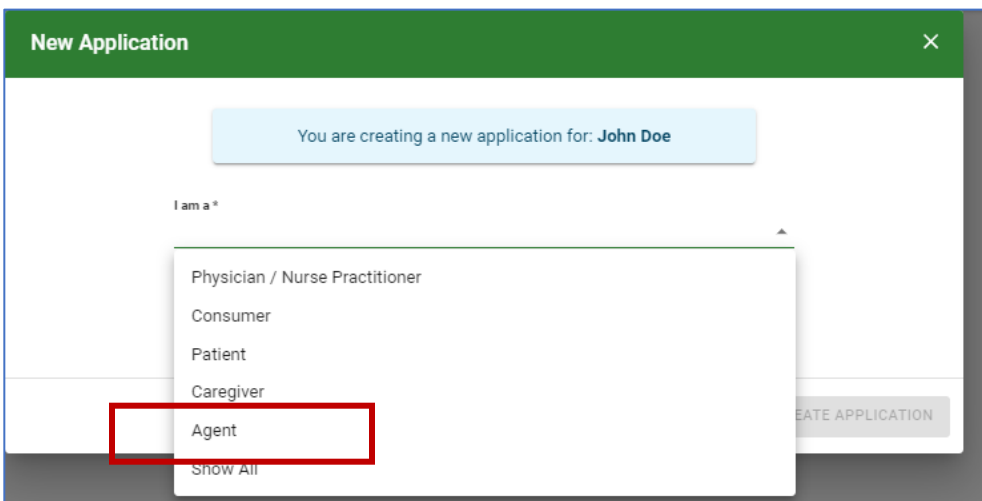
1. Navigate to the **Online Registry Portal website** at: <https://mo-public.mycomplia.com>
2. Enter your **Username (email)** and **Password**.
3. Check the **Accept Terms and Conditions** box if it is not already checked.
4. Click **I’m not a robot**. Click **Sign In**.

The screenshot shows the 'Sign-in' page of the Online Registry Portal. It features a dark header with the 'Sign-in' title. Below the header are two input fields: 'Email *' and 'Password *'. The 'Email *' field is highlighted with a red box. Below the 'Password *' field is a red box, and an arrow points to the 'Accept Terms and Conditions' checkbox. Another arrow points to the 'I'm not a robot' checkbox, which is part of a reCAPTCHA widget. At the bottom, there are two green buttons: 'SIGN IN' and 'FORGOT PASSWORD'. The 'SIGN IN' button is highlighted with a red box.

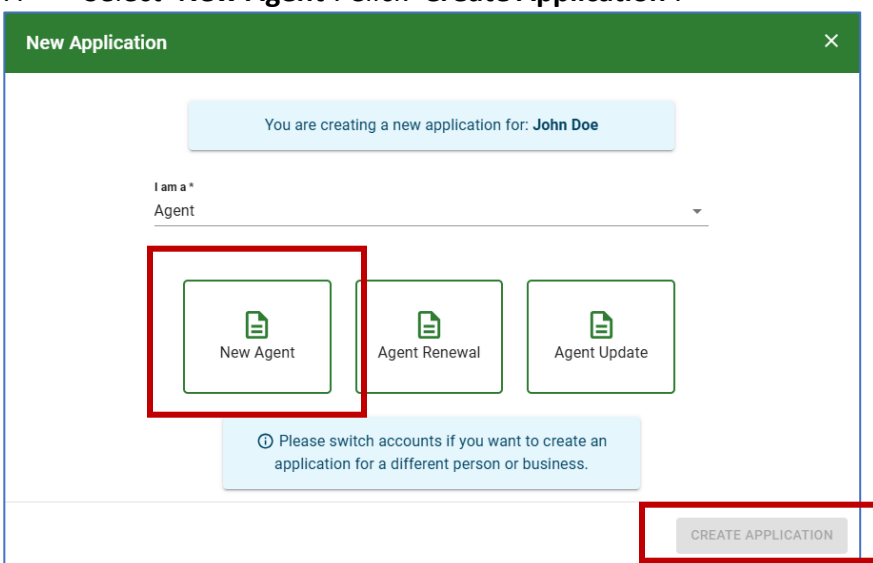
5. Click **'Create New Application'**.



6. For the **'Application Type'**, click **'I am a*'**, and select **'Agent'**.



7. Select **'New Agent'**. Click **'Create Application'**.



8. Fill in the details on the **General Information** tab by entering your **Legal First Name**, **Legal Last Name**, and **Phone Number**.

NOTE: Items denoted with an * are required fields that must be completed in order to save the application and move to the next screen. Your **Date of Birth**, **Social Security Number** and **Email Address** should already be filled in for you.

Applications / New Agent

GENERAL INFORMATION CONTACT INFORMATION QUESTIONS DOCUMENTS PAYMENT REVIEW

First Name * John Middle Name Last Name * Doe

Date of Birth * 01/01/1970 Social Security Number * 555-55-5555 Email Address * john.doe@gmail.com

Phone * (123)456-7893

SAVE → SAVE & NEXT CANCEL

- Click the **“Save”** button to save the 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.

SAVE → SAVE & NEXT CANCEL

Updated 2/26/2025