



### Password Reset

The steps below provide how-to guidance for resetting a password for either an individual or business account.

The email address used must first register for an account prior to resetting the password. If you have not yet registered for an account, please refer to Application Tutorial 1 | Creating an Individual 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 Reset a Password

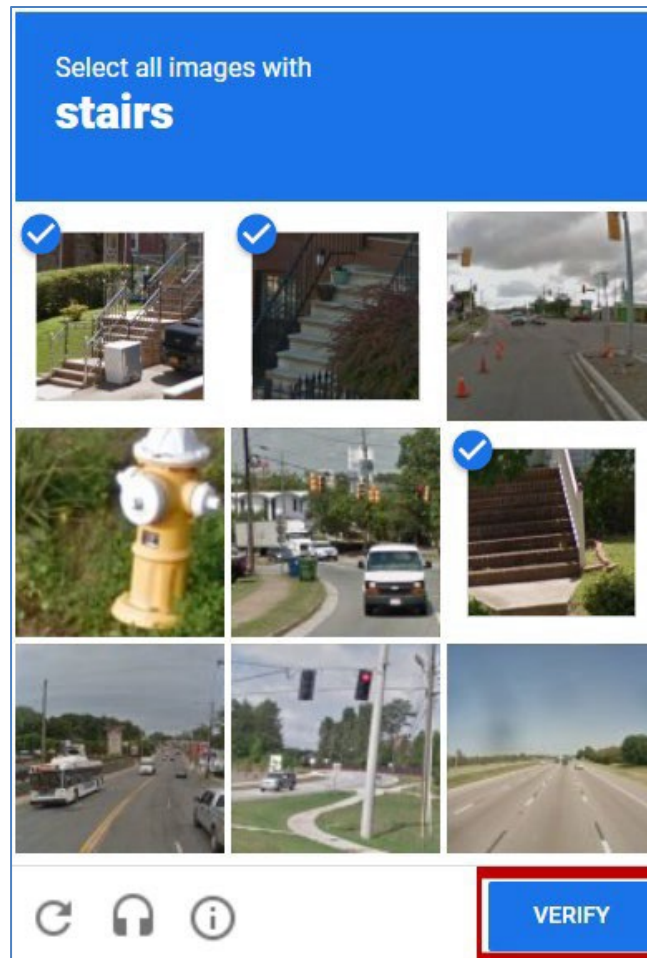
1. Navigate to the **Online Registry Portal** at:  
<https://mo-public.mycomplia.com>
2. Click **'Forgot Password'**.

The screenshot shows the 'Sign-in' page of the Missouri Department of Health and Senior Services Online Registry Portal. It features two input fields for 'Email \*' and 'Password \*'. Below the password field is a checkbox for 'Accept Terms and Conditions.' and a reCAPTCHA widget with the text 'I'm not a robot'. At the bottom, there are two green buttons: 'SIGN IN' and 'FORGOT PASSWORD'. The 'FORGOT PASSWORD' button is highlighted with a red rectangular box.

3. Enter your registered **Email Address**.
4. Click **I'm not a robot**.

The screenshot shows the 'Forgot Password' page. It has a single input field for 'Email \*' which is highlighted with a red rectangular box. Below the email field is a reCAPTCHA widget with the text 'I'm not a robot', also highlighted with a red rectangular box. At the bottom, there are two green buttons: 'CANCEL' and 'SEND FORGOT PASSWORD EMAIL'.


- When the pop-up window appears, follow the prompts, and select all images that have the item mentioned.
- Click **'Verify'**.





- You will be redirected back to the Reset Password page. Click **'Send Forgot Password Email'**.

**Forgot Password**

Email \*

☐ I'm not a robot   
reCAPTCHA  
Privacy · Terms

 CANCEL  SEND FORGOT PASSWORD EMAIL

8. The following message will appear indicating that a Password reset email has been sent:

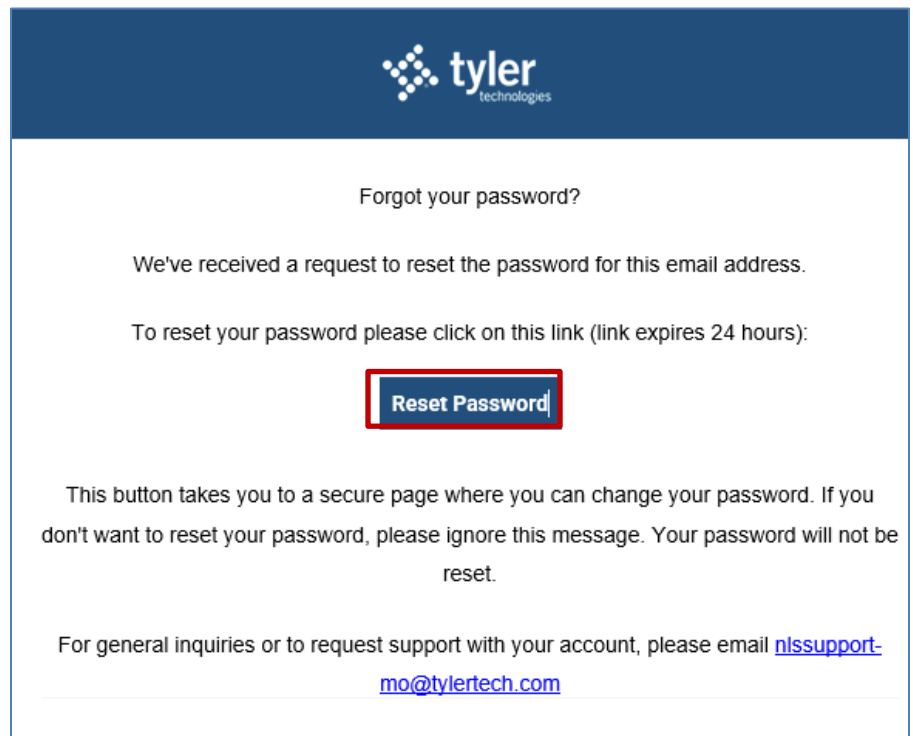


Password check your email and follow the instructions.

9. You will need to check your email for a message from the **Division of Cannabis Regulation (DCR)** with the email address of: DCR <dcr-noreply@mo.mycomplia.com> The subject of the email will be **Password Reset**. If you do not see the reset link in your email account, be sure to check your spam folder.

**Note:** The password reset link expires in 24 hours. If you do not click the link within that time, you must go back to the portal and click '**Send Reset Password Mail**'. Password reset emails are only sent to the accounts registered email address.

10. Open the email and Click '**Reset Password**'.

The email body has a dark blue header with the "tyler technologies" logo. The main content is white. It starts with "Forgot your password?". Below that, it says "We've received a request to reset the password for this email address." and "To reset your password please click on this link (link expires 24 hours):". A blue button with white text "Reset Password" is highlighted with a red box. Below the button, it says "This button takes you to a secure page where you can change your password. If you don't want to reset your password, please ignore this message. Your password will not be reset." At the bottom, it says "For general inquiries or to request support with your account, please email [nlsupport-mo@tylertech.com](mailto:nlsupport-mo@tylertech.com)".

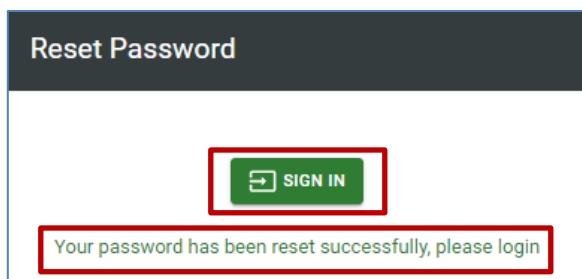
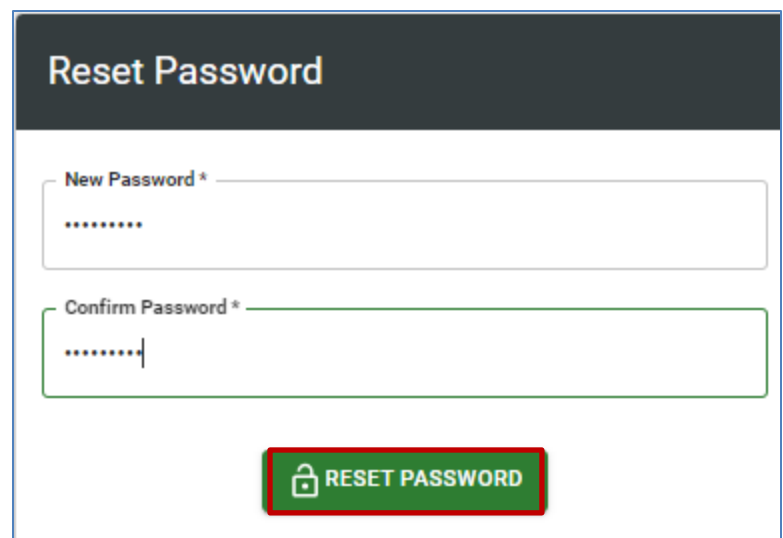
11. Enter a **New Password**.

**Note:** your new password must be at least 8 characters and contain at least one uppercase letter, one lowercase letter, and at least one number.

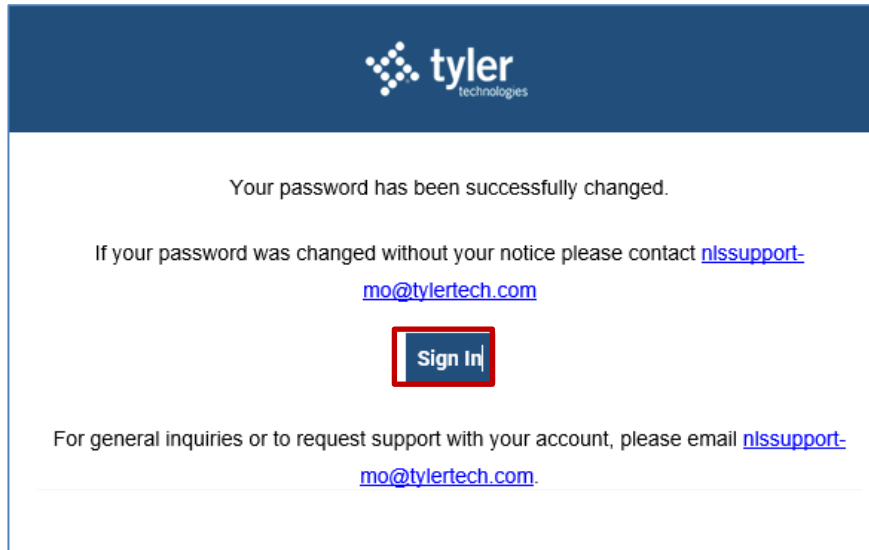
12. Re-enter the **Password**.

13. Click '**Reset Password**'.

You will see a message indicating that your password has been reset successfully and you can now login.

The screen has a dark grey header with "Reset Password" in white. Below is a white area with a green button labeled "SIGN IN" with a white left-pointing arrow icon, highlighted with a red box. At the bottom, a red-bordered box contains the text "Your password has been reset successfully, please login".The form has a dark grey header with "Reset Password" in white. Below is a white area with two input fields: "New Password \*" and "Confirm Password \*", both with green borders and green dots for password masking. Below the fields is a green button labeled "RESET PASSWORD" with a white lock icon, highlighted with a red box.

14. Check your email again for another message from the **Division of Cannabis Regulation (DCR)**. In the email, click **'Sign In'**.



You will be redirected to the **Online Registry Portal –Sign In page**.

15. Enter your **Username/Email**. Enter your **Password**.
16. Check the box to **'Accept the Terms and Conditions'** if it is not already checked.
17. Click **I'm not a robot**. If a pop-up window appears, follow the prompts to select all boxes that have the item mentioned.
18. Click **'Sign In'**.

A screenshot of a web form titled "Sign-in". It contains two input fields: "Email \*" and "Password \*", both highlighted with red rectangular boxes. Below the password field is a checkbox labeled "Accept Terms and Conditions." with a link to "Terms and Conditions". Further down is a reCAPTCHA widget with the text "I'm not a robot" and a red box around the checkbox. At the bottom are two green buttons: "SIGN IN" (with a right arrow icon) and "FORGOT PASSWORD" (with a lock icon). The "SIGN IN" button is highlighted with a red rectangular box.

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