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'**.

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

5. When the pop-up window appears, follow the prompts, and select all images that have the item mentioned.

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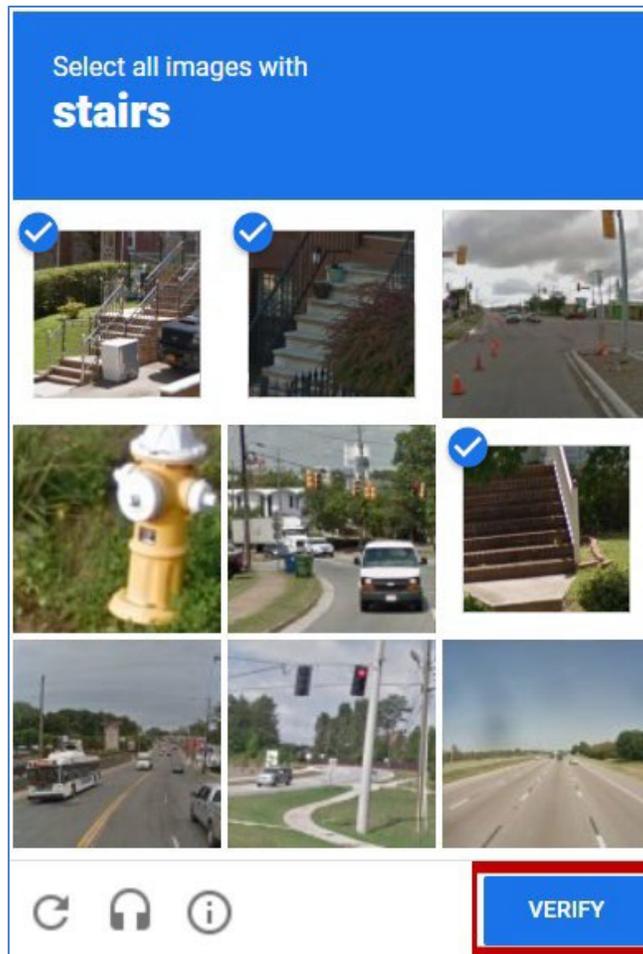
7. You will be redirected back to the Reset Password page. Click **'Send Forgot Password Email'**.

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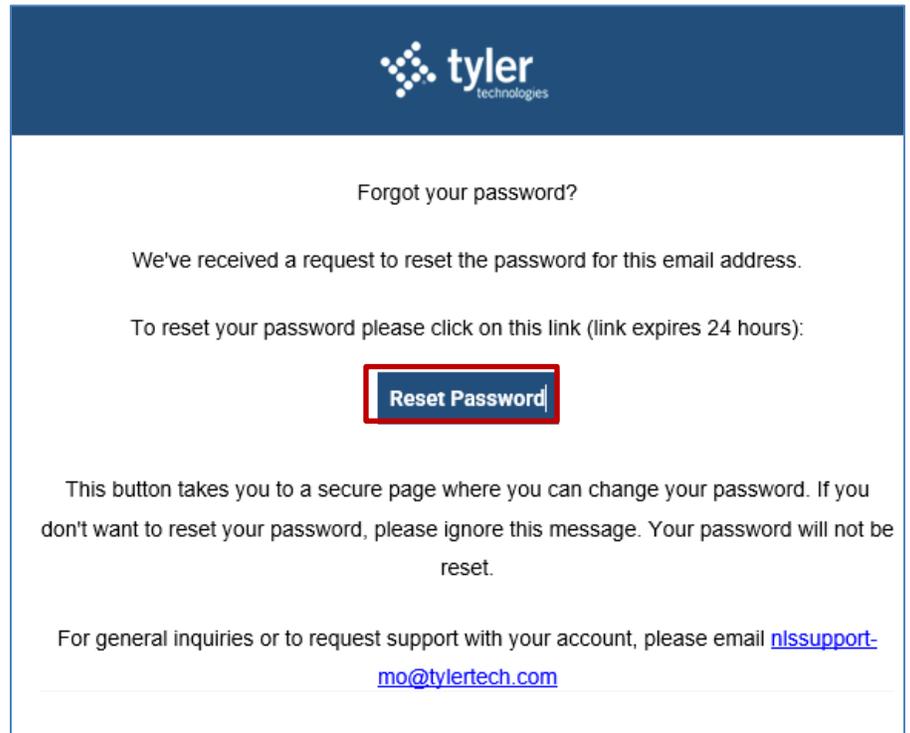
CANCEL

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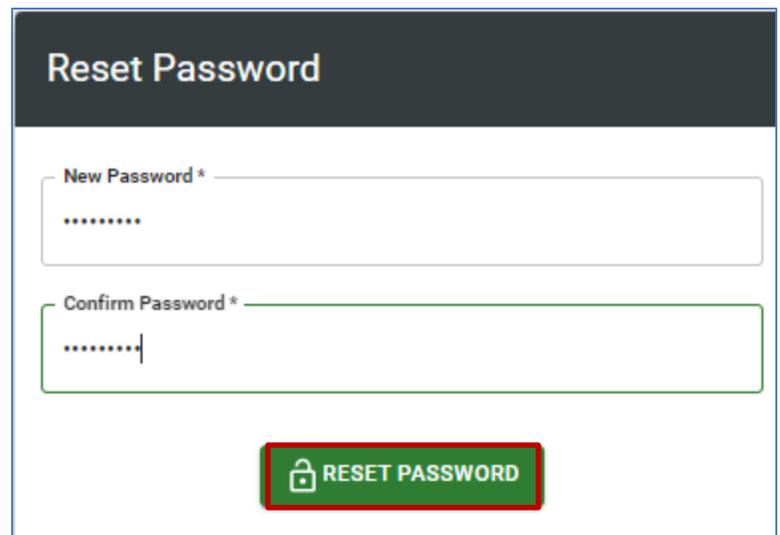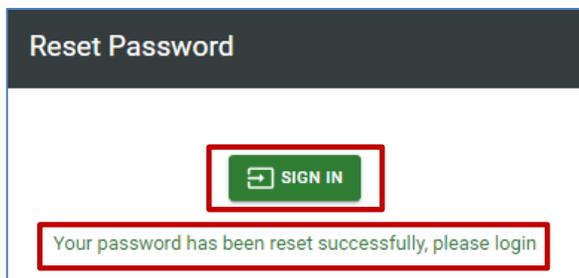
10. Open the email and Click **'Reset Password'.**

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Forgot your password?

We've received a request to reset the password for this email address.

To reset your password please click on this link (link expires 24 hours):

Reset Password

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.

For general inquiries or to request support with your account, please email nlssupport-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.

Reset Password

SIGN IN

Your password has been reset successfully, please login

Reset Password

New Password *

••••••••

Confirm Password *

••••••••

🔒 RESET PASSWORD

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14. Check your email again for another message from the **Division of Cannabis Regulation (DCR)**. In the email, click **'Sign In'.**
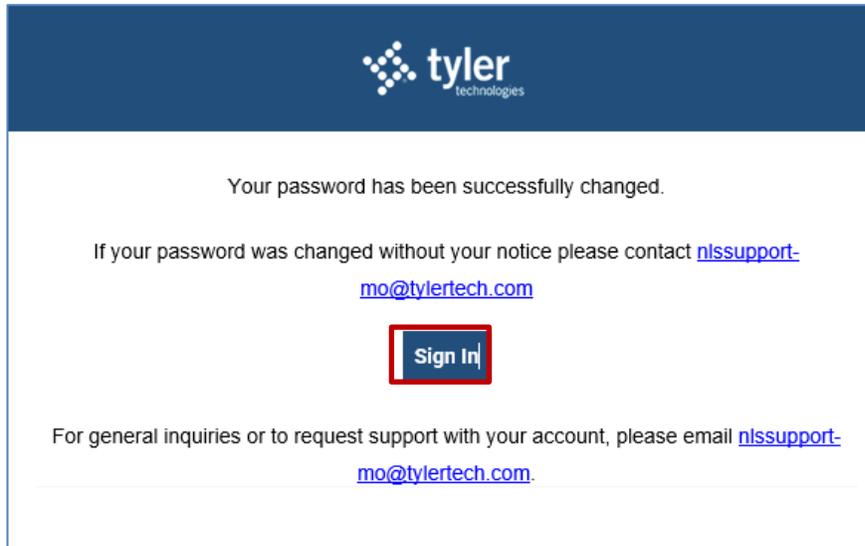
You will be redirected to the **Online Registry Portal –Sign In page**.

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'**.

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