



Adding an Individual to an Account

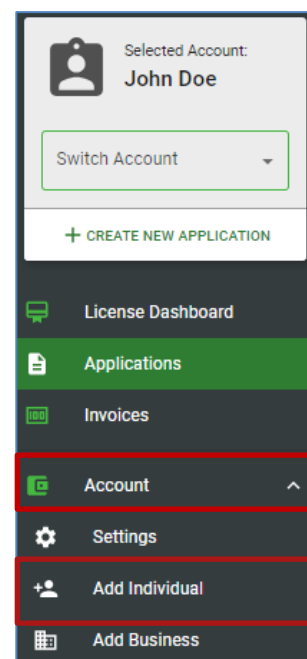
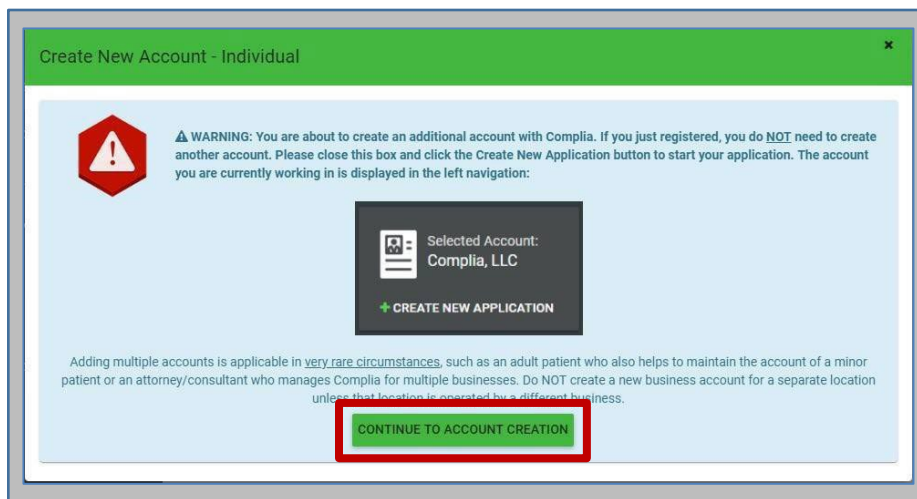
The steps below provide how-to guidance for adding an individual to an existing account. When an individual is added to an account a profile is created for that person, both individuals (the original account owner and the added individual) can access both profiles and act as either person.

This is most often used when more than one person shares an email address, when a patient has a caregiver, when a minor patient and their parent/legal guardian apply for their patient and caregiver ID cards, or, when an individual accidentally registers for a “business” account-type.

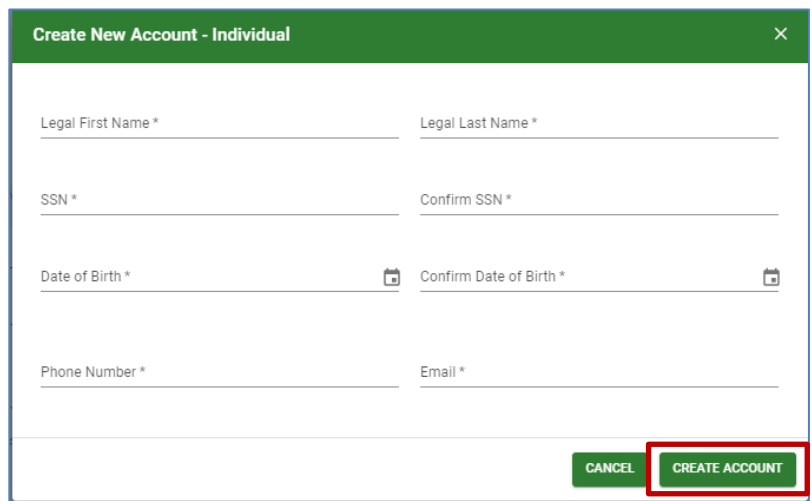
The online registry portal works best when using Google Chrome as your internet browser to help minimize errors.

How-to Add an Individual to an Account

1. Log in to the **Online Registry Portal** at: <https://mo-public.mycomplia.com/>
2. Click on '**Account**' then '**Add Individual**'.
3. A menu will pop-up, click '**Continue to Account Creation**'.



- Fill out the **New Account** information with the individual's **Legal First Name**, **Legal Last Name**, **Social Security Number**, re-enter **Social Security Number**, **Date of Birth**, re-enter **Date of Birth**, **Phone Number**, and **Email**.
- Click '**Create Account**'.



The form is titled "Create New Account - Individual" and contains the following fields:

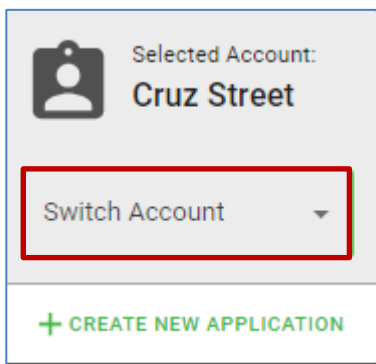
- Legal First Name *
- Legal Last Name *
- SSN *
- Confirm SSN *
- Date of Birth *
- Confirm Date of Birth *
- Phone Number *
- Email *

At the bottom right, there are two buttons: "CANCEL" and "CREATE ACCOUNT". The "CREATE ACCOUNT" button is highlighted with a red border.

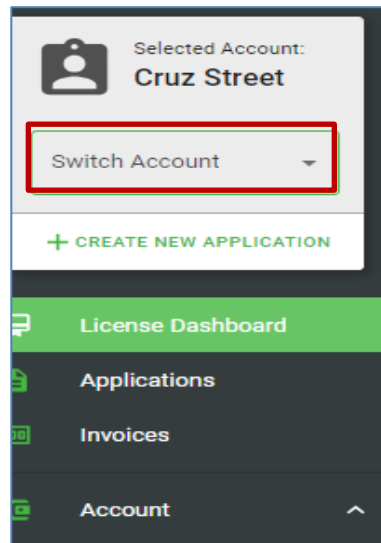
Switching Users

After adding a new individual to your account, you can switch between these user accounts:

- Click the '**Switch Account**' drop down menu.
- Select the individual you want to switch to.

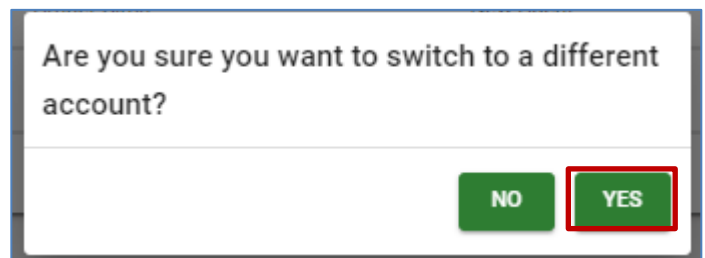


The form shows the "Selected Account: Cruz Street" and a "Switch Account" dropdown menu. The dropdown menu is highlighted with a red border.



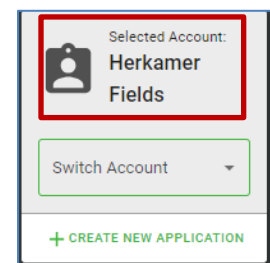
The dashboard shows the "Selected Account: Cruz Street" and a "Switch Account" dropdown menu. The dropdown menu is highlighted with a red border.

- Click '**Yes**' to confirm that you want to switch to a different account.



The dialog asks "Are you sure you want to switch to a different account?" and has two buttons: "NO" and "YES". The "YES" button is highlighted with a red border.

- You can confirm that you have switched users by looking at the **Selected Account**.



The form shows the "Selected Account: Herkamer Fields" and a "Switch Account" dropdown menu. The "Selected Account" text is highlighted with a red border.

Updated 2/5/2025