



Missouri Department of Health and Senior Services

## DIVISION OF CANNABIS REGULATION

Application Tutorial 4 | Adding Authorized Users

### Setting up Authorized Users with a Physician or Nurse Practitioner Account

The steps below provide how-to guidance for adding Authorized Users to a physician or nurse practitioner account. Following these steps will create a log-in for that user and will give them full access to the certifying physician or nurse practitioner's account. Multiple users may be added.

Physicians and nurse practitioners should only authorize individuals who are trusted to perform administrative tasks for the physician. In no circumstances should a physician authorize someone to utilize this account for the purpose of certifying patients on behalf of the physician. Physicians found to authorize others to utilize their account for purposes of certifying patients may be subject to department investigations and subsequent deactivation of accounts. If no, please do not add additional users to your account. Users should NEVER share their password with anyone else.

If the certifying physician or nurse practitioner, who owns the account, would like to make someone an authorized user with permission to speak with the DCR about electronic certification forms that are submitted through the account, please email [CannabisInfo@health.mo.gov](mailto:CannabisInfo@health.mo.gov) with their first and last names.

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

### How to add an Authorized User during Registration

1. Log in to your **Online Registry Portal** account at: <https://mo-public.mycomplia.com/>
2. Within the Physician Registration Application, Go to the **Questions** Tab.
3. Scroll down to the question '**Do you authorize other individuals to access this account?**'
  - Select '**Yes**' to allow multiple authorized users, such as office staff and other designated individuals to access your account to submit Physician Certification Forms on your behalf.
  - If you select '**Yes**', some follow-up information will be required as part of the application approval process.

Applications / Physician Registration

PHYSICIAN INFORMATION QUESTIONS DOCUMENTS REVIEW

Do you verify you are the physician or nurse practitioner listed who is requesting to establish this account? \* ⓘ

☐ Yes

☐ No

Do you attest that you are a medical doctor, doctor of osteopathy, or an advanced practiced registered nurse licensed and in good standing under Missouri law? \* ⓘ

☐ Yes

☐ No

Do you attest that you have carefully reviewed all of the requirements pursuant to provisions in 19 CSR 20-95.110, and that you will follow these rules when certifying patients for medical marijuana? \* ⓘ

☐ Yes

☐ No

Do you authorize other individuals to access this account? \* ⓘ

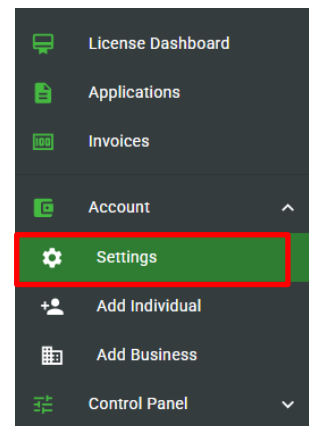
☐ Yes

☐ No

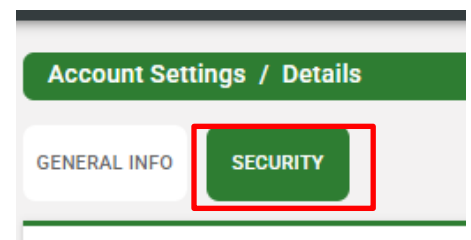
**Note:** During the application process, DCR will send email notification requesting the physician/nurse practitioner to contact DCR by phone to verify the application information and to provide a list of authorized users. This list will authorize DCR to speak to the authorized users about the account and any subsequent submissions. The physician/nurse practitioner must provide DCR with an updated list any time an authorized user is to be added or removed. This prevents unauthorized users from accessing the physician/nurse practitioners' account information.

### How to add an Authorized User after Registration is Approved

1. Log into [mo-public.mycomplia.com](https://mo-public.mycomplia.com)
2. Click Account on the left side navigation bar.
3. Click Settings.



4. Once the Settings page loads, click the tab at the top of that section labeled "Security".
5. From here you can manage who has access to your account.
  - To add, click "Add user" and enter the individuals' email address, first name and last name.
  - Any time you want to remove a user, click the chain icon to the far right of the row of information about that user.



## Accessing the Account

There are two ways that authorized users can access the physician's registration account:

1. By using the **Physician's Email Username** and **Password** to log in and act on the physician's behalf.

OR

2. By being **added as a user** to the physician's account and logging in with **their own Username and Password**.

Updated 2/6/2025