

## Missouri Medical Marijuana Program – Industry Portal User Guide



### Overview

Complia is the official web portal for the Missouri Medical Marijuana Program (MMMP). Industry stakeholders can utilize Complia to manage the application process for patient, caregiver, and business license applications. Complia allows users to update their previously submitted and approved applications as well as renew expiring licenses.

## Register

New users must first register by navigating to the Registration page:

The screenshot shows the registration page titled "Register for the Missouri Medical Marijuana Authority Portal". At the top, there is a yellow warning box: "WARNING: Please be sure that the information provided during registration is 100% accurate. This data will be used in your application, and you CANNOT modify this information after you register." Below this are several input fields: "First Name \*", "Last Name \*", "Email \*" (with the value "gopiraj@mycompla.com"), "Confirm Email \*", and "Phone Number \*". There is a dropdown menu for "What type of application would you like to get started with? \*". Below that are "Password \*" and "Re-enter Password \*" fields. A checkbox is present for "Please read and accept Terms and Conditions before proceeding." followed by an "I'm not a robot" checkbox and a reCAPTCHA widget. A green "REGISTER" button is at the bottom, with a link "if you didn't receive your verification email, please click here." below it. The footer includes "© 2019 State of Missouri | Accessibility" and "Powered by Complia | MMMP | v.3.29.0".

Once the registration information is submitted, confirm your email address by clicking the link sent to your inbox. **You will not be able to log in until you verify your email address.**

## Log In

Once your new account email has been verified, you can log in:

The screenshot shows the sign-in page titled "Sign In". At the top left is the logo for the "STATE OF MISSOURI DEPARTMENT OF HEALTH & SENIOR SERVICES". At the top right are links for "Sign In" and "Register". The main content area has "Username (email) \*" and "Password \*" fields. Below these is a checked checkbox for "Accept Terms and Conditions." followed by an "I'm not a robot" checkbox and a reCAPTCHA widget. At the bottom are two green buttons: "SIGN IN" and "FORGOT PASSWORD". The footer includes "© 2019 State of Missouri | Accessibility" and "Powered by Complia | MMMP | v.3.29.0".

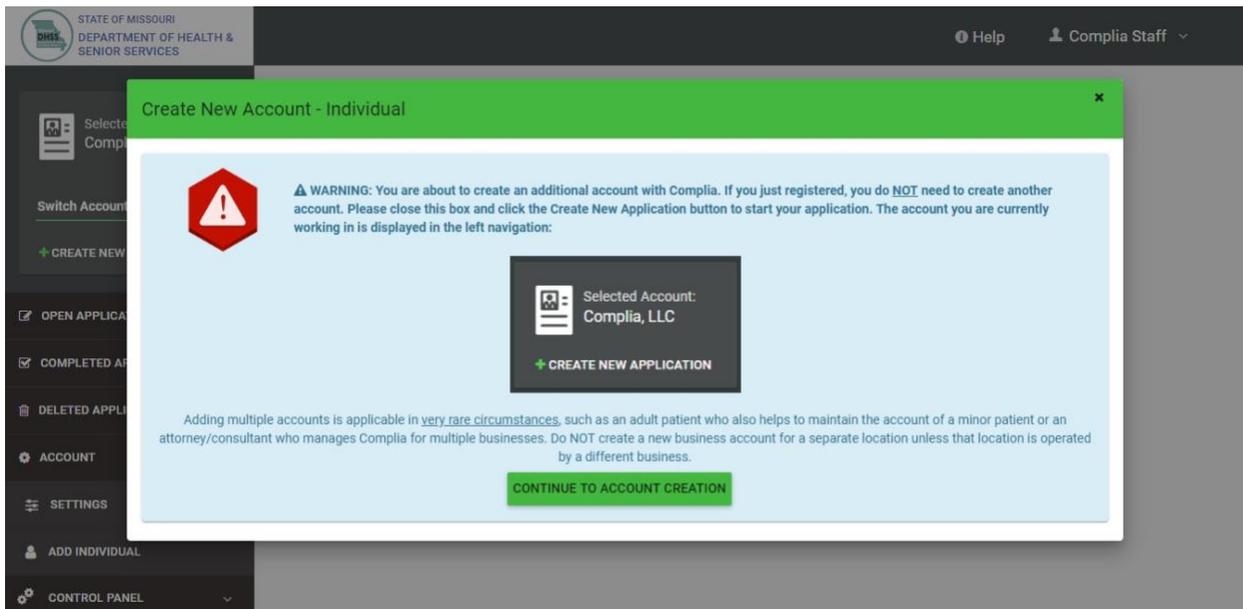
If you forget your password, click the Forgot Password button, provide your email address, and follow the instructions.

### Managing Multiple Accounts

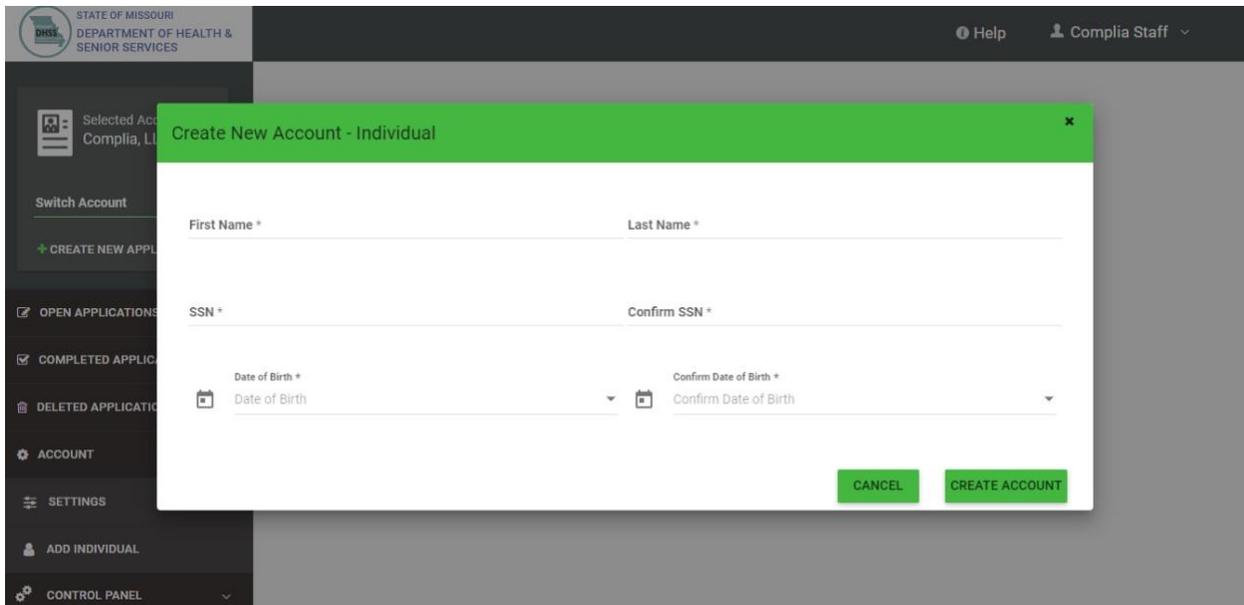
In order to keep your applications organized, separate accounts are required to submit applications for a specific individual or business. For example, if you want to apply for your patient license and a business license, you will be required to maintain those applications in two separate accounts: one for you and one for the business.

Adding multiple accounts is applicable in *very rare circumstances*, such as an adult patient who also helps to maintain the account of a minor patient or an attorney/consultant who manages Complaia (MMMP Licensing System) for multiple businesses. Do **NOT** create a new business account for a separate location unless that location is operated by a different business.

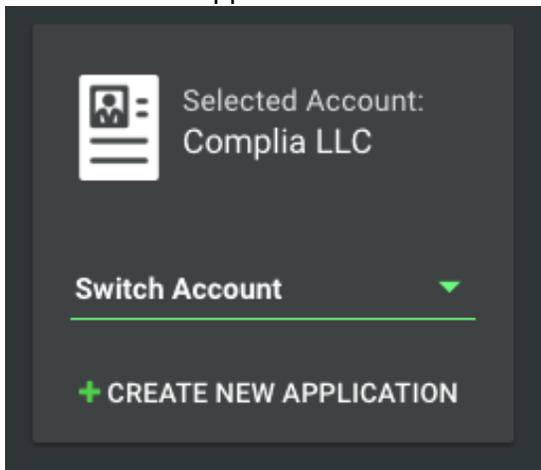
To add a new account, expand the Account tab and select Add Individual or Add Business:



Next, click Continue to Account Creation:



The box in the upper left corner of the screen allows you to easily switch between accounts



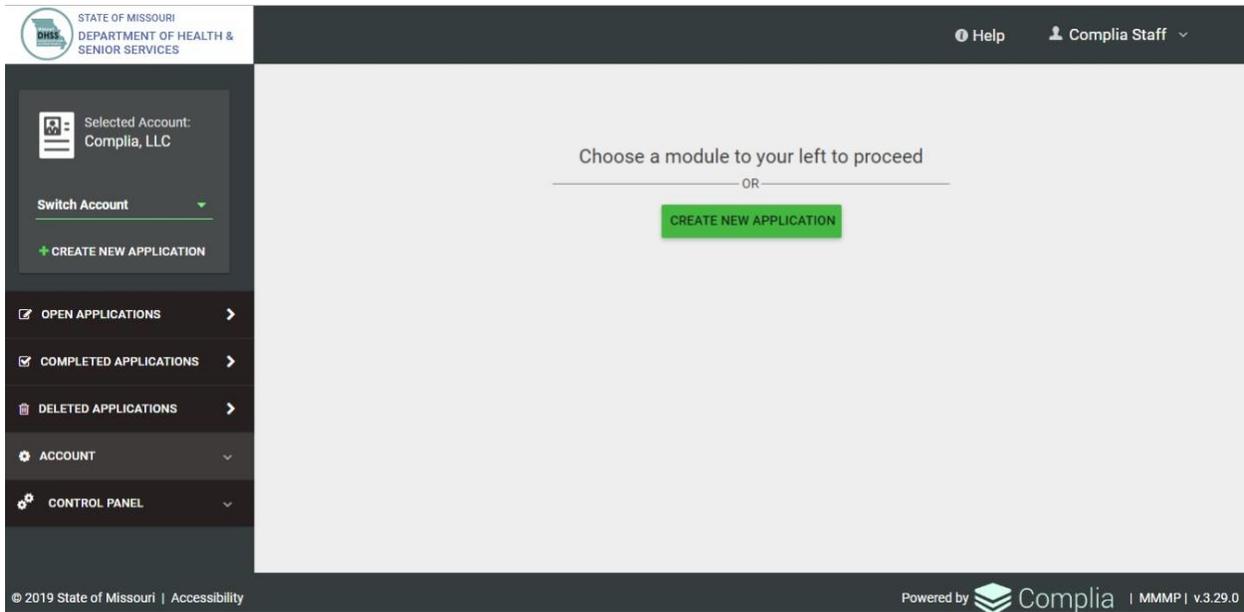
To switch between accounts, click the drop down and select the desired account.

### Payment

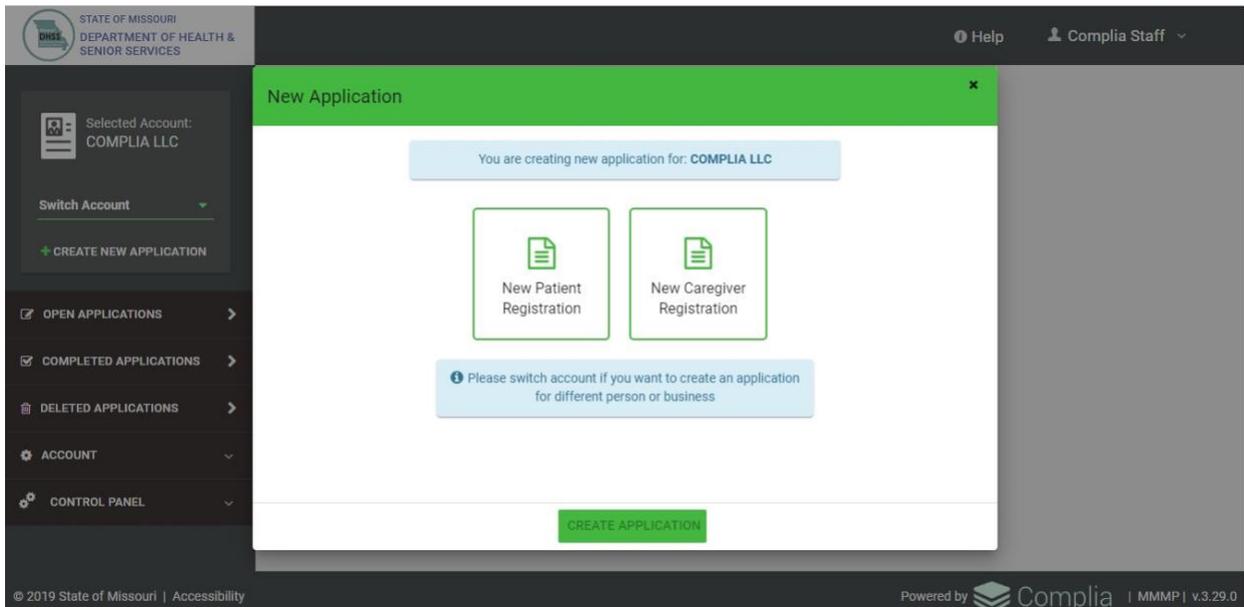
Most applications in Complia require the payment of fees as detailed by the MMMP rules and regulations. Users will be redirected to JetPay, the state payment processor, after submitting each application. Please contact JetPay directly for payment related questions.

### Submit a New Application

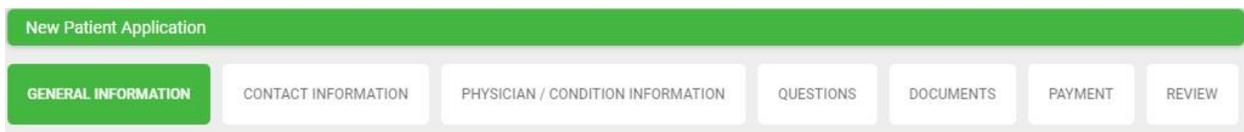
To start a new application, click the Create New Application button in the center of the screen:



Next, choose the application type you'd like to create. Be sure to verify that you are working in the proper account by verifying the information in the blue box. Click Create Application to start the application.



Once the application is created, please fill in all of the required information. Each application contains required data fields, question responses, and document uploads:



You are welcome to save the application and return to it at a later time if you need more time. Simply click save and log off.

As your application is nearing completion, navigate to the Review tab to verify all required items are completed. If you see any red X's, you'll need to go back to the applicable tab to complete the missing items.

Once your application is submitted, it will be available for review by the MMMP. Please be sure to monitor your inbox for updates as your application is reviewed. If the MMMP finds any potential issues with your application, it may be rejected. You will receive an email notification when this occurs. Rejected applications must be corrected and resubmitted through Complia.

### Updating your Records

Complia allows users to update their previously submitted and approved applications. Update applications will be available later this year. This guide will be updated in coordination with the release of these features.

### Renewals

Renewal applications will be available in 2020. This guide will be updated in coordination with the release of these features.

### Support

For questions regarding application requirements, acceptable documentation, the status of your application, payments, rules, regulations, policy, or other program specific questions, please contact the MMMP directly at (866) 219-0165 or (573) 751-6580 or via email at [medicalmarijuanainfo@health.mo.gov](mailto:medicalmarijuanainfo@health.mo.gov). Visit <https://health.mo.gov/safety/medical-marijuana/index.php> for detailed information surrounding the program including FAQs.

If you have technical support questions and need assistance with logging in, switching accounts, or utilizing the portal properly, please contact [support-mo@mycomplia.com](mailto:support-mo@mycomplia.com).

**Complia support is not able to provide status updates on submitted applications. Please do not contact Complia support to ask about the status of your application. Doing so may result in processing delays.**