



## Resetting Password

**Note:** It is recommended that you use Google Chrome as your internet browser because other browsers may not work properly with the Missouri Medical Marijuana Portal Website.

To reset your password, navigate to the **Missouri Medical Marijuana Portal Website** at: <https://mo-public.mycomplia.com>.

1. Click **'Forgot Password'**.

A screenshot of the "Missouri Medical Marijuana Portal - Sign In" page. The page has a light gray background. At the top, the title "Missouri Medical Marijuana Portal - Sign In" is centered. Below the title, there are two input fields: "Username (email) \*" with the placeholder text "Username" and "Password \*" with the placeholder text "Password". Below the password field, there is a checked checkbox labeled "Accept Terms and Conditions." Below that is a reCAPTCHA widget with the text "I'm not a robot" and a "reCAPTCHA Privacy - Terms" link. At the bottom, there are two green buttons: "SIGN IN" and "FORGOT PASSWORD". The "FORGOT PASSWORD" button is highlighted with a red rectangular border and a red circle with the number "1" next to it.

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

## Reset Password

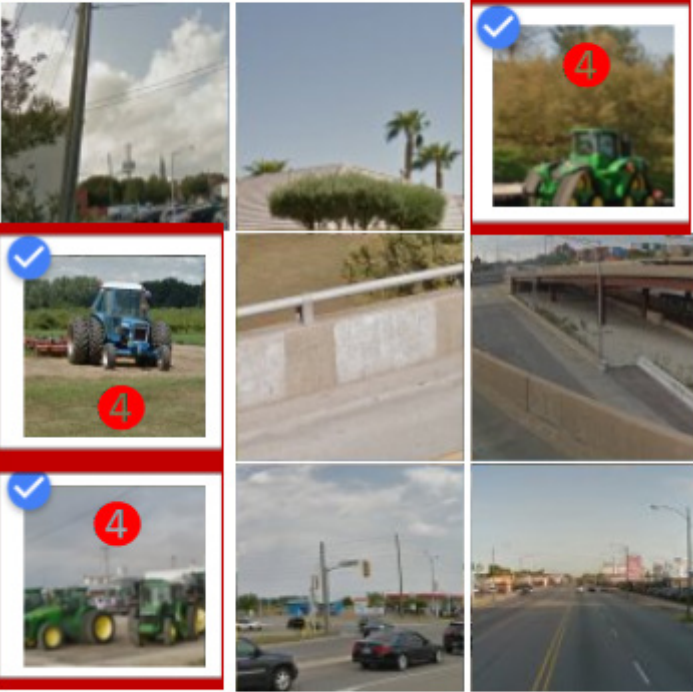
2 Enter your registered email \*  
Email

3  I'm not a robot   
reCAPTCHA  
Privacy · Terms

[SEND RESET PASSWORD MAIL](#) [SIGN IN](#)

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

Select all images with  
**tractors**

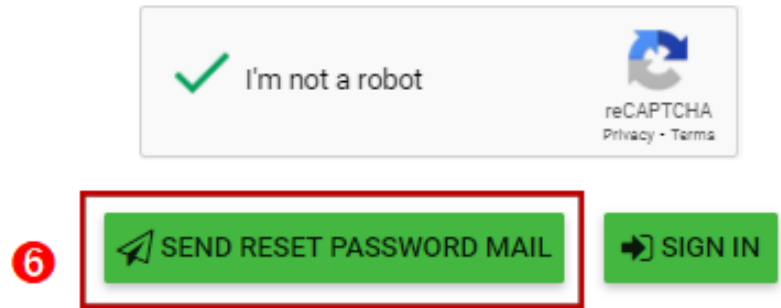


5 [VERIFY](#)

6. You will be redirected back to the Reset Password page. Click '**Send Reset Password Mail**'.

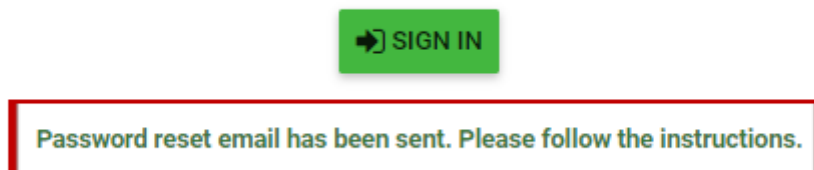
Enter your registered email \*

Email



The screenshot shows a form with a reCAPTCHA box containing a green checkmark, the text "I'm not a robot", and the reCAPTCHA logo with "reCAPTCHA Privacy - Terms" below it. Below the reCAPTCHA box are two green buttons: "SEND RESET PASSWORD MAIL" (with a paper plane icon) and "SIGN IN" (with a right arrow icon). The "SEND RESET PASSWORD MAIL" button is highlighted with a red rectangular border, and a red circle with the number "6" is positioned to its left.

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



You will need to check your email for a message from the **Missouri Medical Marijuana Program** with the email address of: [mmmp-noreply@nonprod.mo.mycomplia.com](mailto:mmmp-noreply@nonprod.mo.mycomplia.com). The subject of the email will be **Password Reset**.

Open the email and follow the instruction to reset your password.

7. Click **'Reset Password'**.



Complia received a request to reset the password for this email address.

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



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 [support-mo@mycomplia.com](mailto:support-mo@mycomplia.com)

8. 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.

9. Re-enter the **Password**.

10. Click **'Reset Password'**.



8  New Password \*

9  Re-enter Password \*



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

## Reset Password

New Password \*

●●●●●●●●

Re-enter Password \*

●●●●●●●●

 RESET PASSWORD

Your password has been reset successfully, please login

Check your email again for another message from the **Missouri Medical Marijuana Program**.

11. In the email, click **'Sign In'**.



Your password has been successfully changed.

If your password was changed without your notice please contact [support-mo@mycomplia.com](mailto:support-mo@mycomplia.com)



 Sign In

For general inquiries or to request support with your account, please email [support-mo@mycomplia.com](mailto:support-mo@mycomplia.com).

You will be redirected to the **Missouri Medical Marijuana Portal –Sign In page**:

12. Enter your **Username**.

13. Enter your **Password**.

14. Check the box to **Accept the Terms and Conditions** if it is not already checked.

15. Click **I'm not a robot**.

If a pop-up window appears, follow the prompts.

16. Click **'Sign In'**.

The image shows a screenshot of the "Missouri Medical Marijuana Portal - Sign In" page. The page has a light gray background and a white form area. At the top, the title "Missouri Medical Marijuana Portal - Sign In" is centered. Below the title, there are two input fields: "Username (email) \*" and "Password \*". The "Username" field is highlighted with a red box and a red circle containing the number 12. The "Password" field is highlighted with a red box and a red circle containing the number 13. Below the password field, there is a checkbox labeled "Accept Terms and Conditions." with a red circle containing the number 14. Below the checkbox, there is a reCAPTCHA widget with a red circle containing the number 15. The reCAPTCHA widget includes a checkbox labeled "I'm not a robot" and a "reCAPTCHA" logo with links for "Privacy" and "Terms". At the bottom of the form, there are two buttons: a green "SIGN IN" button with a right arrow icon, highlighted with a red box and a red circle containing the number 16, and a green "FORGOT PASSWORD" button with a lock icon.