Division of Cannabis Regulation

Microbusiness Application User Guide

Contents

Browser/Hardware Recommendation

The recommended browser for accessing the online registry portal is Google Chrome; other browsers may experience issues and not function as designed. Applicants are advised to use a personal computer when accessing the online registry portal and creating an application. Mobile devices will display the website in a condensed format, and applicants may encounter difficulties entering application information.

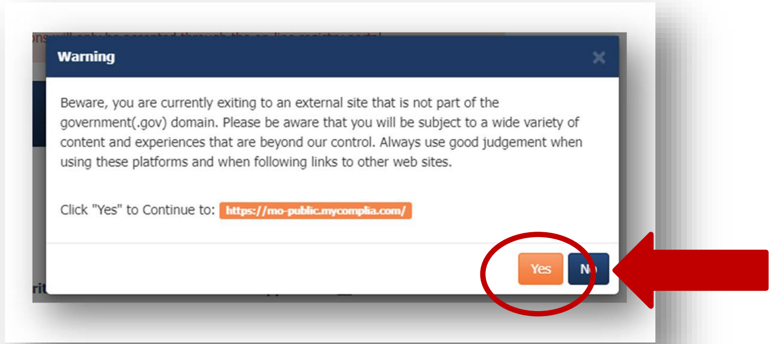
Before Getting Started

- Application tools and tutorials are available on the department's website at cannabis.mo.gov to assist with the application process.
- Applicants can save their progress in a Microbusiness application and return to the application at a later time. To save the application, locate the green "Save" button found at the bottom of the application page. Once saved, the applicant can exit the application. Incomplete applications can be found in the "Applications" section of the online registry portal.
- Once a Microbusiness application has been submitted, no further changes can be made to the application. Prior to submitting, review the entered information for accuracy.
- Required documents must be uploaded to the application. The acceptable upload formats are: JPEG/JPG, PNG, PDF, and DOC/DOCX. The department may not be able to view other upload format sources, which may result in the application being returned for corrections.
- The department is available to assist with questions by phone through our toll-free number at 1-866-219-0165, available Monday – Friday from 9:00 am to 4:00 pm CST, or by email at CannabisFAS@health.mo.gov.

Accessing the Online Registry Portal

- From the Cannabis.mo.gov website:
  - Click the 'Licensee Information' drop-down from the toolbar, located to the right of the screen and select "How to Apply" from the available options.
  - Once the 'How to Apply' webpage loads, click the 'Facility Licensing Registration' button in blue on the screen.

- A "Warning" box will appear, alerting the user that they are exiting the department's website and going to a website that is not part of the government (.gov) domain. Click "Yes" to continue, and you will be redirected to the online registry portal.



- To directly access the online registry portal's website, navigate to https://mo-public.mycomplia.com/#!/signin.

Please note: First-time users must register an account on the online registry portal. To register a new account, follow the steps listed under the First-Time User Account Registration section of this user guide.

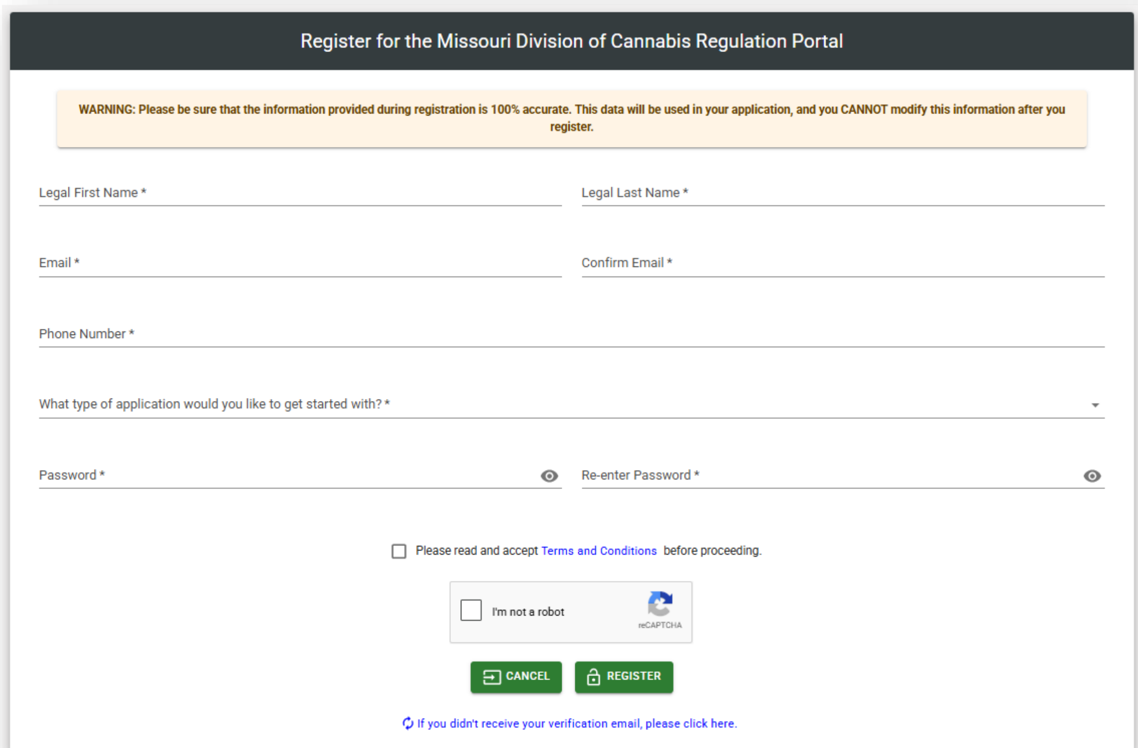
First-Time User Account Registration

- To create a new account for the online registry portal:
    - Navigate to https://mo-public.mycomplia.com/register.
    - Enter the legal first name and legal last name of the individual wishing to set up the account.
        - Registration information *cannot* be changed once the account is created. Ensure the information provided is correct prior to continuing.
    - Next, enter the email address into the email field, confirming the email address entered by retyping the information in the confirm email field.
    - A phone number is required to be entered in the phone number field. Enter the desired number into this field.
    - Next, answer the 'What type of application would you like to get started with?' field.
        - For the purposes of creating a Microbusiness application, select 'Business' from the drop-down options.
    - Lastly, create a password to be entered in the password field. Re-enter the password in the re-enter password field.
    - Below the password fields are two check boxes that will need to be checked.
        - The first box is confirming the user has read and accepts the Terms and Conditions before proceeding.

- To read the Terms and Conditions, click on the blue text, “Terms and Conditions”, in the statement.

- Next, the system will confirm that the user registering for an account is not a robot. Click the check box in the ‘I’m not a robot’ box and follow any prompts provided.

- After entering all information for the account registration, click the green ‘Register’ box toward the bottom of the screen.

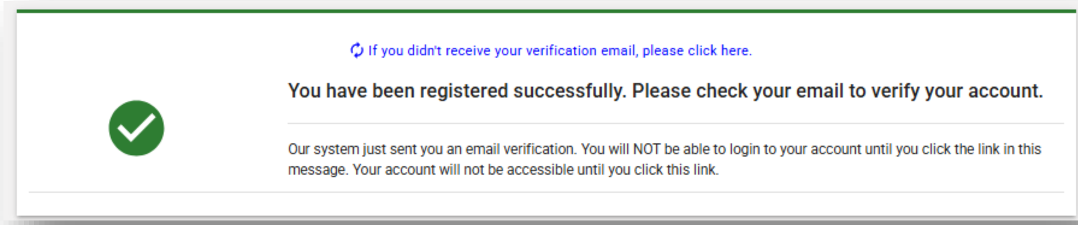


Please note: The email address provided for the User Registration will receive notification of any change in application status and will be used as the Username when logging in.

Successful Registration

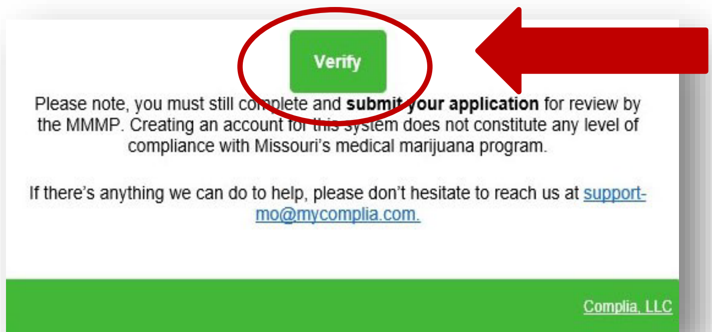
- The user will be immediately notified that the registration was successful by receiving a notification on the screen stating ‘You have been registered successfully. Please check your email to verify your account.’
  - If the user does not find an email in the associated inbox:
  - First, check the spam/junk folder.

  If no email is received, go back to the original screen and click on ‘If you didn’t receive your verification email, please click here.' This is displayed at the top of the notification message



Account Verification

- Check your email. Once you locate the email from the online registry portal, open it and click the "Verify" button within the email message.

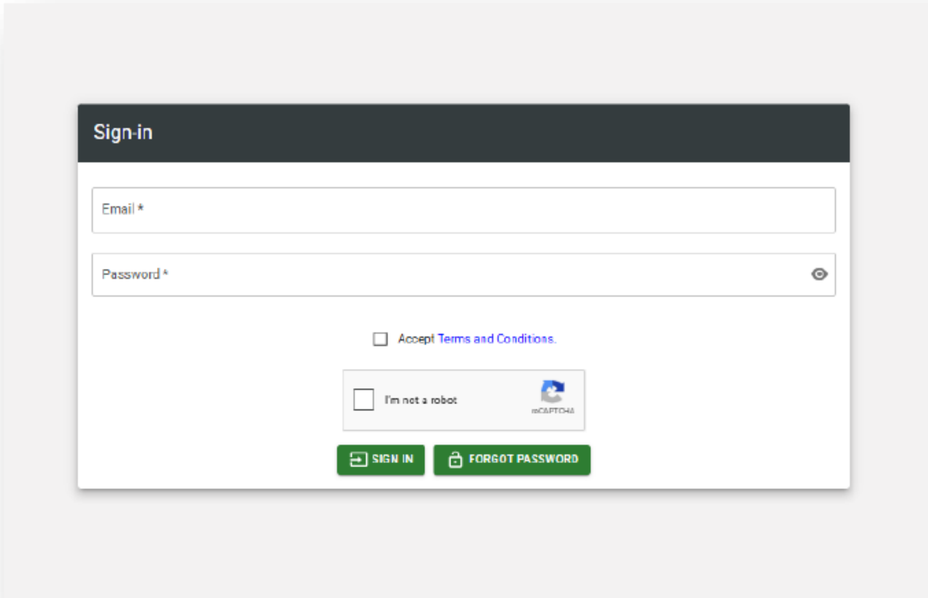


Please note: If the verification email is not received within 15 minutes, go back to the registration page https://mo-public.mycomplia.com/register and click on the 'If you didn't receive your verification email, please click here.' statement at the bottom of the screen, below the 'Cancel' and 'Register' buttons.

Sign-In

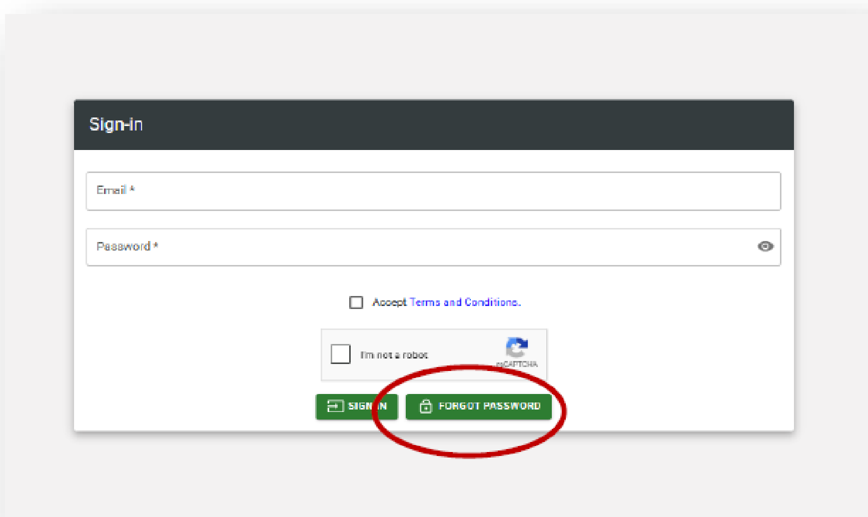
- To sign into the newly created account:
  - Navigate to https://mo-public.mycomplia.com/login
  - Enter the Username associated with the account in the Username field. The Username is the email address used when registering the account.
  - Enter the Password that you created during registration in the Password field.
  - Read the Terms and Conditions by clicking on the wording in blue font. Once you have read and agreed to the terms, check the box to accept.

- Check the “I’m not a robot” box, follow the prompts, and click “Sign In”.



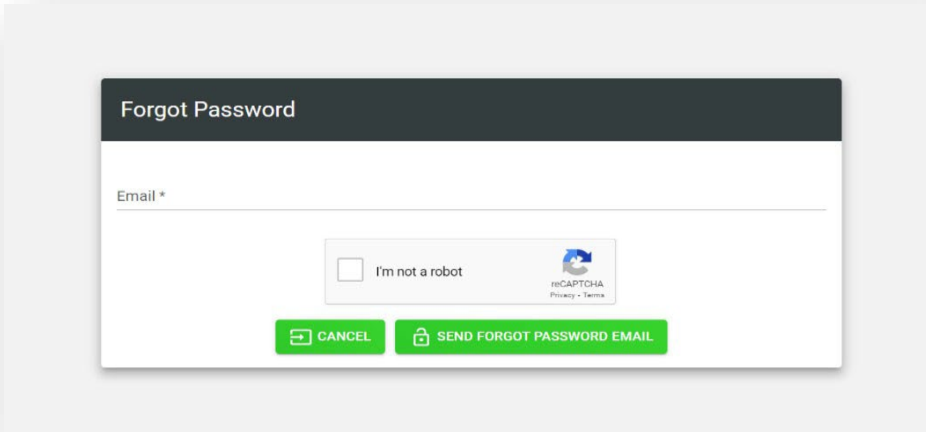
Password Reset

- Passwords can be reset by following the steps below:
    - Navigate to the online registry portal sign-in page at https://mo-public.mycomplia.com/#!/signin.
    - From the log-in page, click “Forgot Password” next to the log-in button to request a password reset.



- A ‘Forgot Password’ screen will appear.
    - Type in the email address associated with the account in the email field.

- Click the checkbox in the ‘I’m not a robot’ box.
- Click the ‘Send Forgot Password Email’ green box.

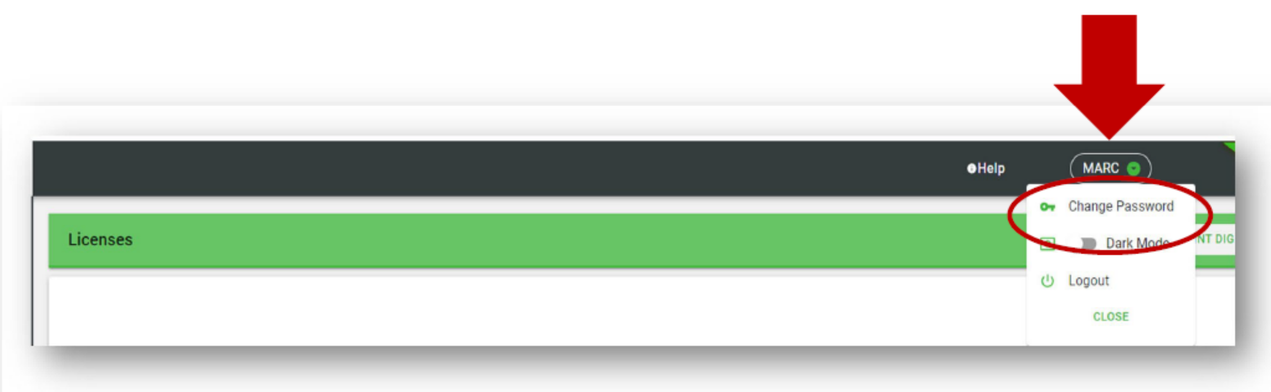


- An email will be sent to the email address from the online registry portal. Follow the prompts to reset your password.

  **If you experience difficulties during the login process, please call our toll-free line at 1-866-219-0165, available Monday-Friday from 9:00 am – 4:00 pm CST.

Updating the Password

- After signing in, click the drop-down arrow for User Account at the top right corner of the page. This will be the area where the name of the user is listed. For example, if the user created an account using the name Marc, the User Account will be listed in the top-right corner of the page as Marc with a green circle to the right of the name.



- Click “Change Password” and follow the prompts.

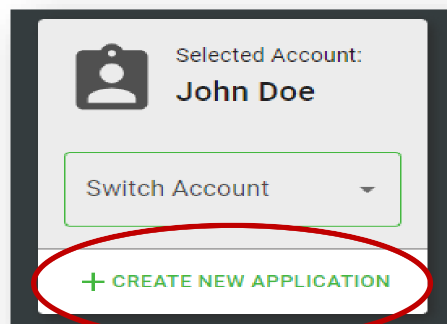
New Microbusiness Application

Within the Application

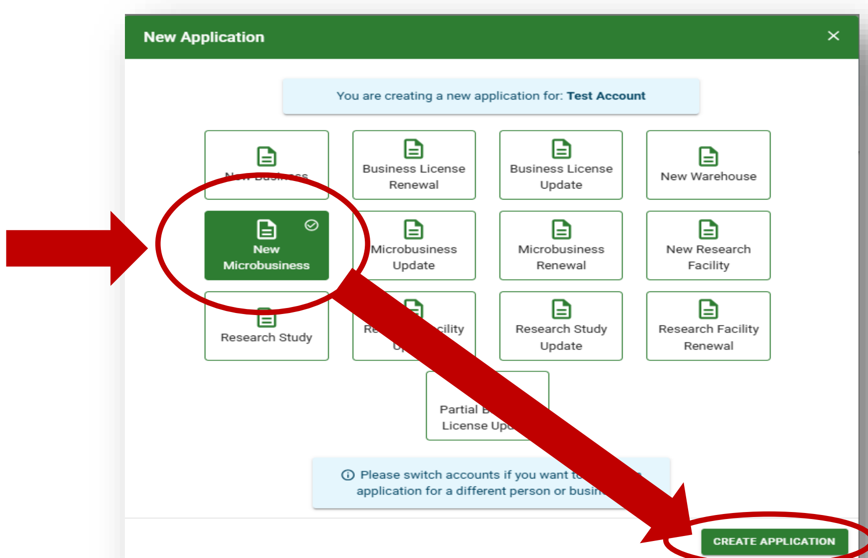
- Items within the application denoted with an asterisk (*) are required fields.
- Be sure to click the “Information” icon for helpful pro-tips.
- Once the page is completed, click the “**Save**” button to save the entered information.
- Click the “**Save and Next**” button located at the bottom of the page to save the entered data fields and move to the next tab.
- Click the “**Cancel**” button to exit the application. Unsaved information will not be retained within the application if “Save” is not clicked prior to selecting "Cancel”.

Starting a New Microbusiness Application

- To create a Microbusiness application:

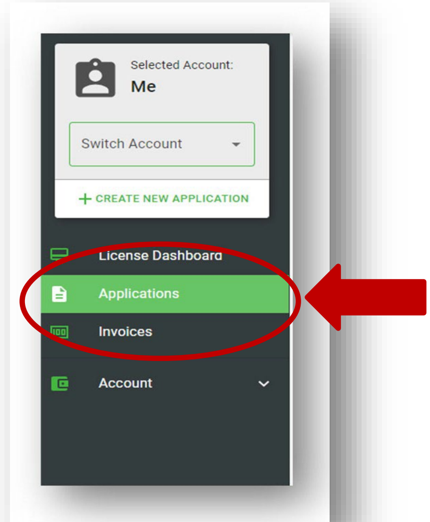


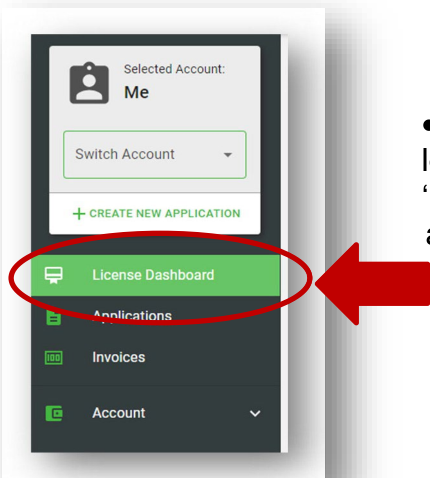
  - Locate the toolbar on the left of the screen.
  - Click “+Create New Application” in the upper left corner, found below the ‘Switch Account’ option.
  - A box with the application options will display.
  - Select the “New Microbusiness” box from the available options.
  - Then, click the green “Create Application” button, located at the bottom right of the window.



User Accounts

- Navigating the user account:
    - To open any saved, rejected, or denied applications, locate the toolbar on the left side of the screen.
        - Click on the 'Applications' option. This will display any applications associated with the account.
    - Once created, applications are automatically saved to the "Applications" tab on the left sidebar and can be accessed at any time.



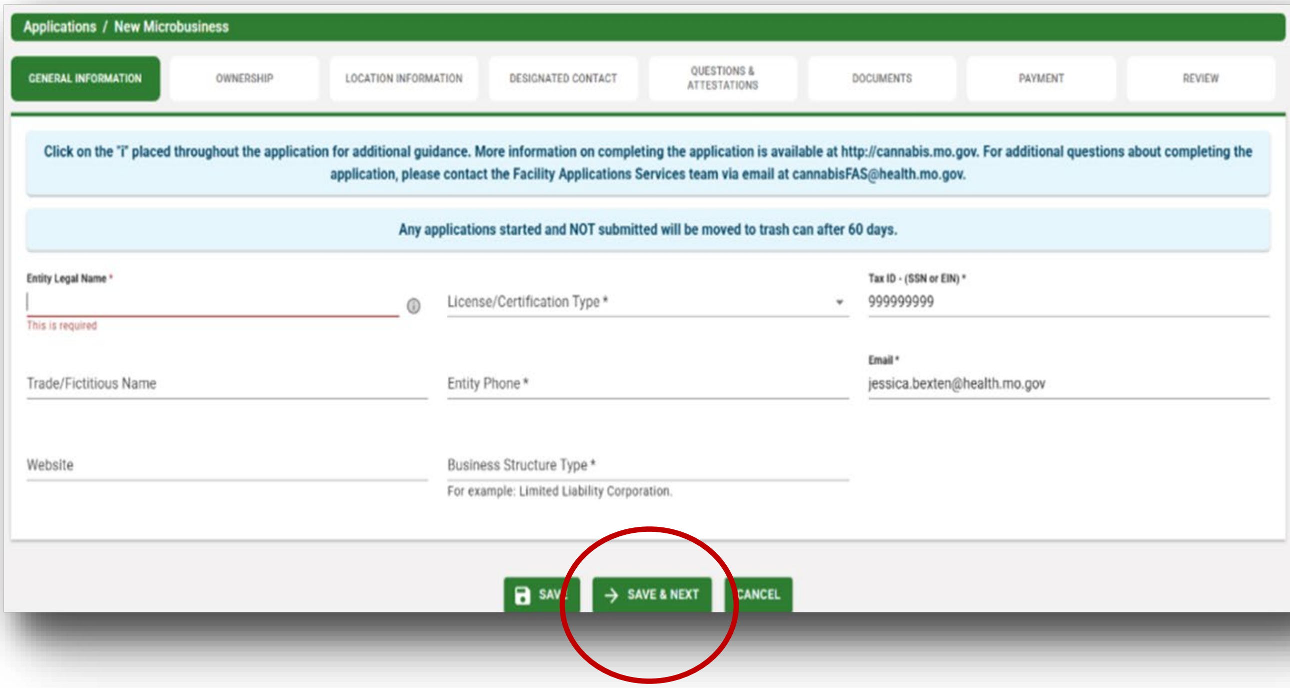


- To locate any processed, approved, or expired applications, locate the toolbar on the left side of the screen. Click on the 'License Dashboard' option from the list, and the associated applications will display.

General Information Tab

- The General Information tab of the Microbusiness application reflects the information of the proposed Microbusiness, including the Entity Legal Name, License/Certification Type, Tax ID, Entity Phone, Email, and Business Structure Type.
    - Applicants must complete all fields with an asterisk (*) next to the title to be able to submit the application.

- Once all required fields on the page have been completed, click the "**Save & Next**" button at the bottom of the page to save the entered information and move to the next tab of the application.

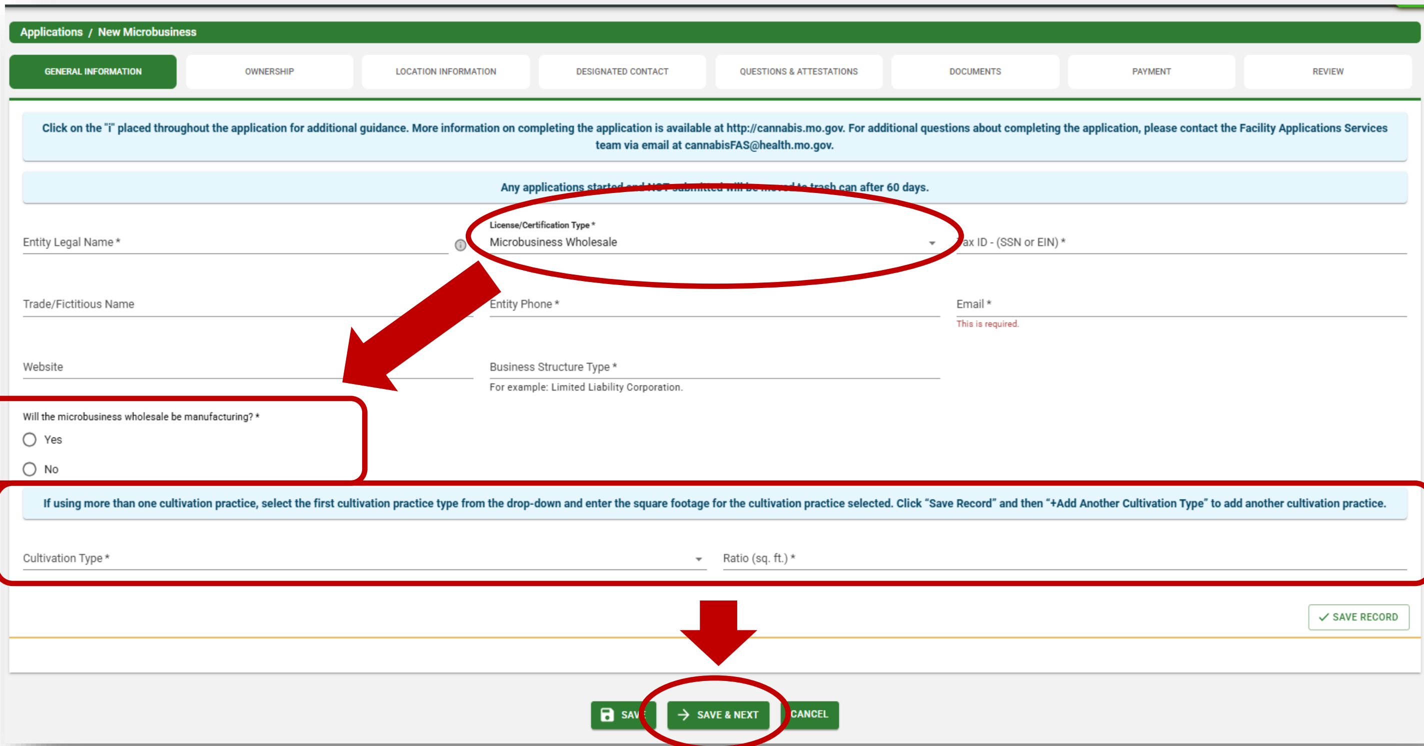


Microbusiness Wholesale Selection

A Microbusiness Wholesale license allows the licensee to participate in manufacturing, cultivation or both. When Microbusiness Wholesale is selected as the license type, the applicant must select whether the Microbusiness will manufacture and any applicable cultivation types they plan to implement. Any cultivation types selected will need to have the ratio of square footage entered in the 'Ratio' field, found next to the 'Cultivation Type' field. The identified cultivation types must be included in the required blueprints.

To fill out this portion of the application, proceed with the following:

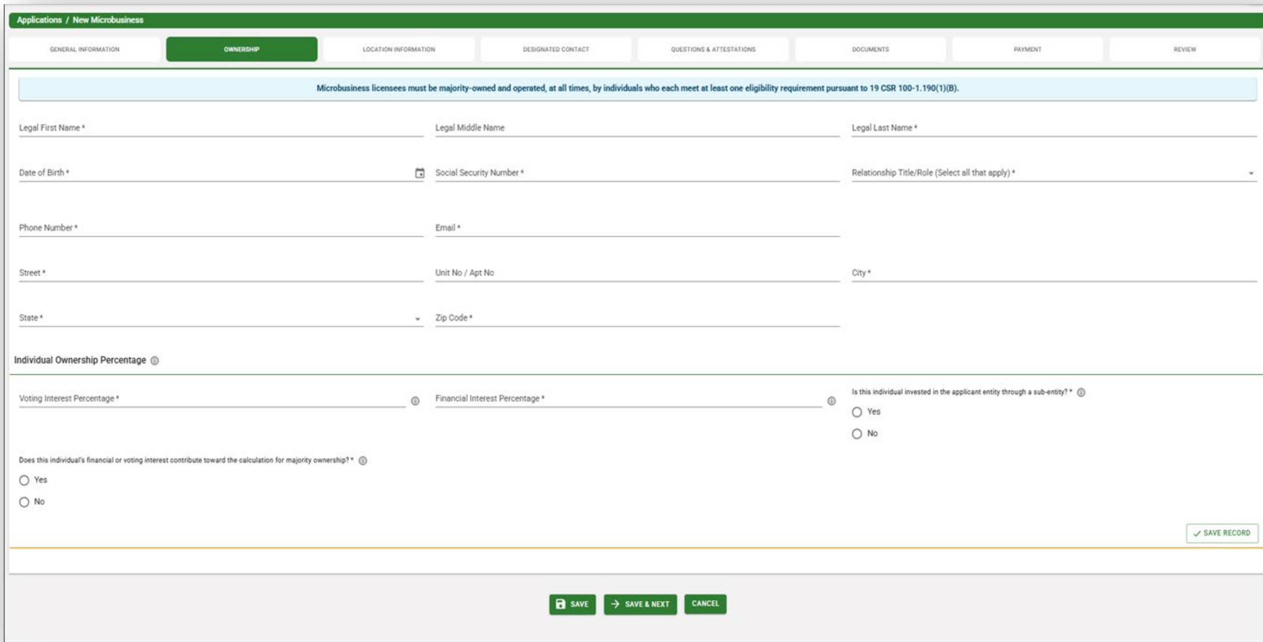
- Select 'Yes' or 'No' in response to the question, 'Will the Microbusiness wholesale be manufacturing?'.
- Next, click the Cultivation Type drop-down to select which of the listed cultivation types the wholesale will operate.
    - List the ratio of square footage for each of the selected cultivation types.
- Click the 'Save Cultivation Type' button found in the bottom right corner of the screen.
- Then, click the 'Save & Next' button at the bottom of the page to move to the next tab.



Ownership Tab

- The Ownership tab is where the information for each individual with an ownership interest in the proposed Microbusiness needs to be listed. The individuals with an ownership interest listed in this tab must also match the visual ownership structure.
  - To complete this tab, enter information into all required fields for the owner.
    - For each individual with an ownership interest listed, you will have to answer if they are eligible individuals contributing to the majority ownership. When claiming majority ownership, the eligibility criteria must be selected from the auto-populated list.
  - After completing each field, click “Save Record” toward the bottom right of the screen.
  - To add more than one owner, click ‘+Add New Record’ at the bottom right of the screen and complete the required fields.
  - Continue this process until all individuals with ownership interest have been added.
  - Once all individuals with ownership interest have provided information and the information has been saved, click the green ‘Save & Next’ button at the bottom of the page to move to the next tab.

Please note: If an error message appears when clicking on the green ‘Save & Next’ button, it will indicate that the owner record has not been saved. To save, click the “Save Record” button found at the bottom right of the page, then click the green “Save & Next” button.

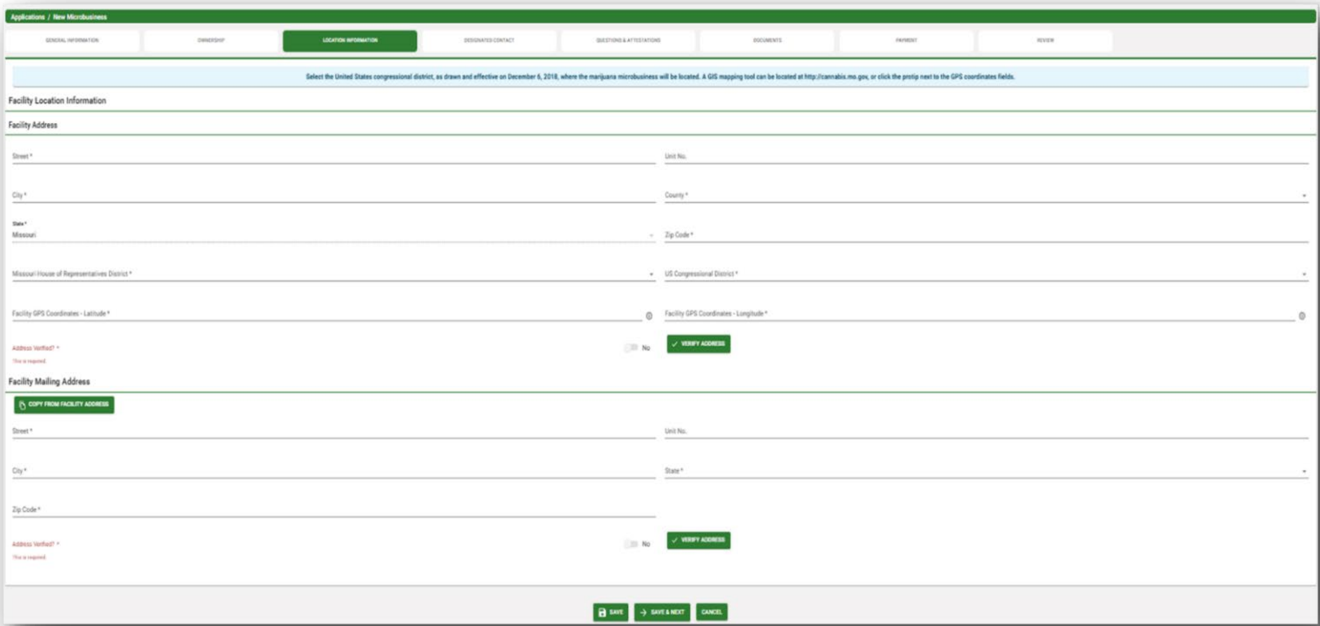


Location Information Tab

- The Location Information tab is used for the applicant to enter the proposed facility location and the facility mailing address.

NOTE: The facility mailing address does not need to be the same as the proposed facility location.

- To complete this tab, enter all required fields for the location.
    - To assist applicants with determining the correct congressional district, the department has provided a DCR Location Tool, which will be discussed in more detail below. Article XIV, Section 2, requires the department to distribute licenses by the eight congressional districts in the state of Missouri, as drawn and effective December 6, 2018. The congressional districts, effective December 6, 2018, were drawn in 2010. The DCR Location Tool uses the 2010 congressional district map.
- Once all required information has been entered into the Location Information tab and the addresses have been verified, click the green ‘Save & Next’ button at the bottom of the page to move to the next tab.



DCR Location Tool

- To locate the DCR Location Tool, navigate to https://survey123.arcgis.com/share/4c2747aafbfc41e4a1387646e1a32aaa&?hide=submit to determine the congressional district, house district, and GPS coordinates where the proposed facility will be located. Ensure this information is documented accurately, as applications are drawn by lottery according to the congressional district identified within the application.

How to Use the DCR Location Tool

- For applicants who know the address for the proposed location of the Microbusiness facility:
    - Click in the ‘Find address or place’ search bar, located at the top of the DCR Location Tool. Type the address and hit ‘Enter’. The tool will populate the congressional district and GPS coordinates (latitude and longitude) of the facility location.

    - Enter the congressional district, house district, and GPS coordinates into the associated fields on the Location tab within the application.

    - After entering the information within the application, click the green ‘Verify Address’ button to confirm the location information.

    - A separate box will pop up for the applicant to review the address entered. The applicant will need to select either the address as entered or the verified one. To make a selection, click on the ‘Entered Address’ box or the ‘Verified Address’ box and then click the green ‘Done’ button at the bottom right of the Address Selection box.

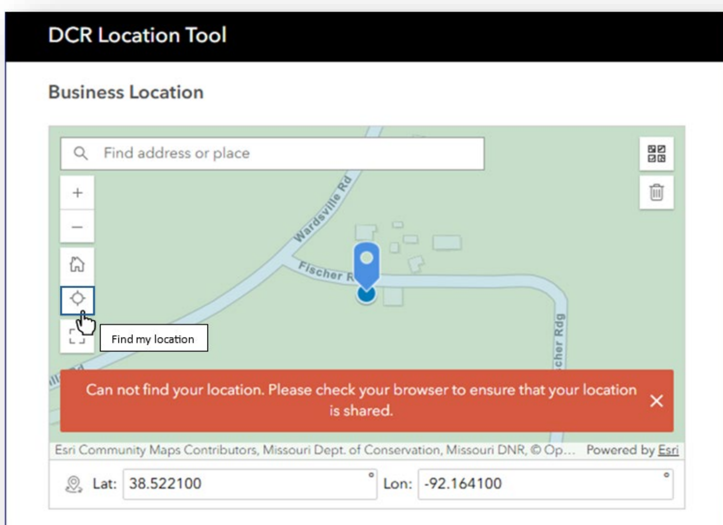
- For applicants who do not have an address for the proposed location due to the location being undeveloped or who are using a plot of land for the proposed location of the Microbusiness facility:

EITHER:

  - Type in the latitude and longitude of the proposed facility location in the Lat: (latitude) and Lon: (longitude) boxes towards the bottom of the mapping box. This will automatically populate the House and Congressional Districts.
  - Enter the congressional district, house district, and GPS coordinates into the associated fields on the Location tab within the application.
  - After entering the information, click the green ‘Verify Address’ button to confirm the location information. A separate box will pop up for the applicant to review the address entered.
  - Either click on the ‘Entered Address’ box or the ‘Verified Address’ box and then click the green ‘Done’ button at the bottom right of the Address Selection box.

OR:

  - While at the proposed facility location have the DCR Location Tool available. While the tool is available, either click within the ‘Find address or place’ search bar and select ‘Use current location’ to populate the information, or click the ‘Find my location’ icon to the left of the tool, which appears as a target emblem.

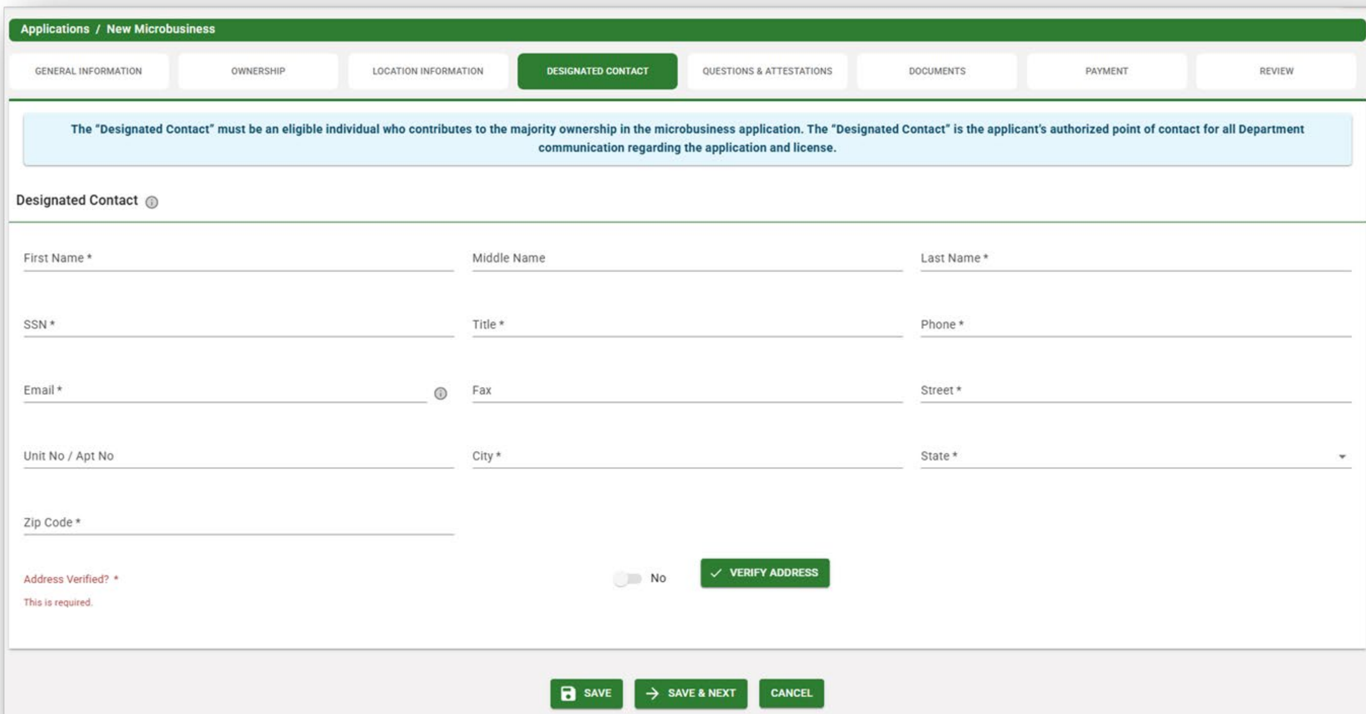


Designated Contact Tab

- The Designated Contact is an individual authorized to speak and make decisions on behalf of the applicant entity. This individual will act as the point of contact for all department communications regarding the application and license, if applicable.

- When selecting a designated contact for the Microbusiness application, it is required that the individual must be an eligible individual contributing to the majority ownership of the Microbusiness.

- Click the green 'Save & Next' button at the bottom of the page to move to the next tab.



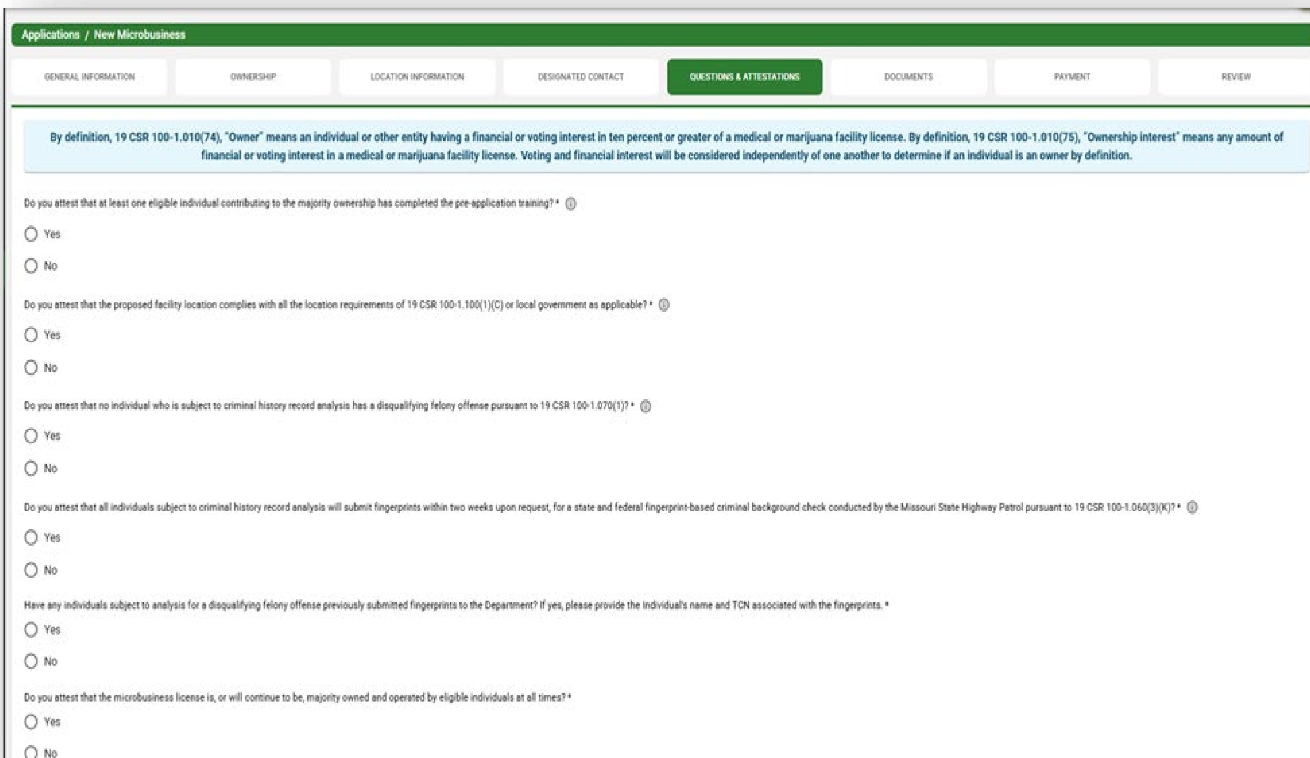
Questions & Attestations Tab

- The Questions & Attestations tab is for the applicant to confirm applicable information as it relates to the rules and regulations governing Microbusinesses.

- To complete this tab, the applicant will need to read through each question and respond accordingly. If an attestation is answered ‘No’ when the answer must reflect ‘Yes’, an error message stating ‘Application cannot be submitted with this selection’ with appear below the ‘No’ response.

- Once all questions have been answered, the applicant filling out the application will need to type their legal name within the ‘Signature’ field at the bottom of the page, ensuring the date being signed reflects the correct date.

- After completing the required fields, click the green ‘Save & Next’ button at the bottom of the page to move to the next tab.

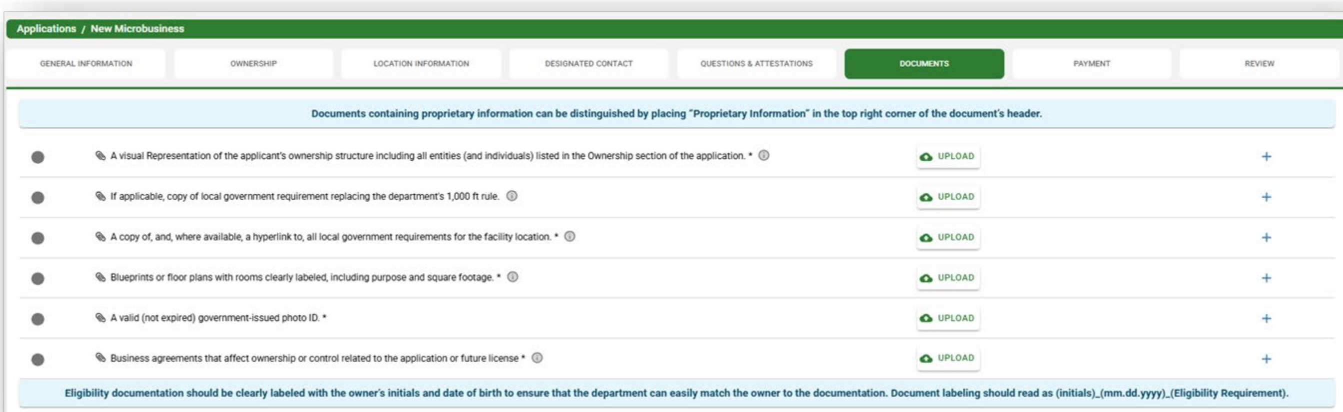


Documents Tab

- The Documents tab is for the applicant to upload all required documentation to support the information being claimed within the application.
    - To complete this tab, the applicant will need to upload any required documents, in each of the separated upload sections. To upload a document, click the 'Upload' button found at the end of each document statement.
    - NOTE: It is required to submit documentation for the eligibility criteria being claimed. While the upload sections for the Eligibility Criteria Documents do not include an asterisk (*), the application will be considered incomplete without the supporting documents.
    - The acceptable upload formats are: JPEG/JPG, PNG, PDF, and DOC/DOCX. The department may not be able to view other upload formats, which may result in the application being returned for correction.

General Facilities Documents

- The top portion of the Documents tab contains required document uploads for all Microbusinesses.



How to Upload Documents

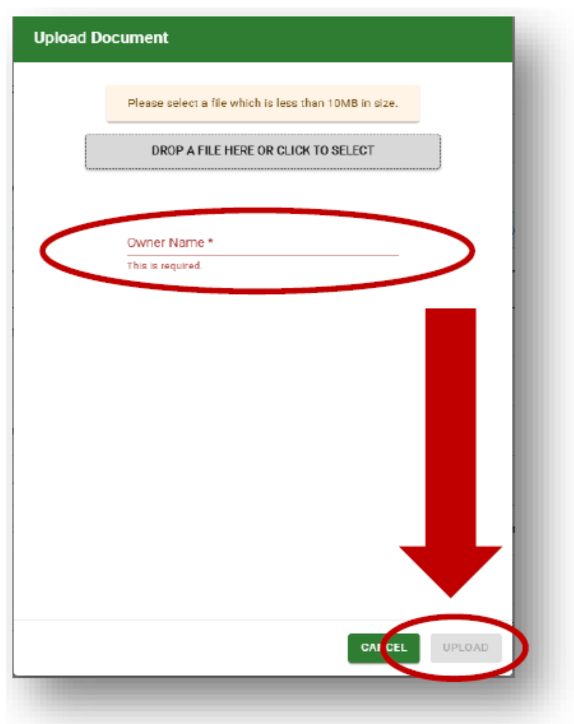
To upload a document:

- Click on the 'Upload' button, located to the right of the upload section.
- Once the Upload Document pop-up window appears, either click on the 'Drop a File Here or Click to Select' gray button or drag the applicable document to the Upload Document window.

- Allow the document to download, a percentage bar will appear to detail when the download is complete. Then click the green 'Upload' button at the bottom right of the window to have it added to the application.

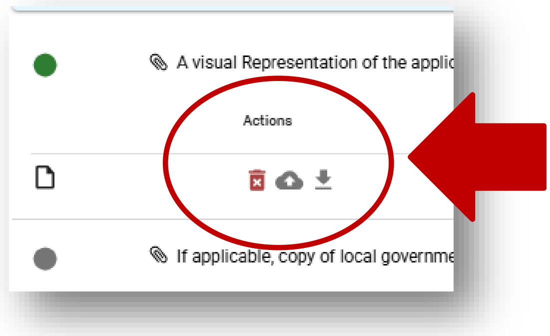
- Repeat the above steps for each of the upload sections.

- For Eligibility Criteria documents, the Upload Document pop-up window will require the individual's name to be entered in the 'Owner Name' field prior to allowing the upload to be completed. To enter the individual's name claiming the eligibility criteria, click within the 'Owner Name' field and proceed with the upload as described above.



NOTE: Documents must be uploaded one at a time. Some upload sections allow for multiple documents to be uploaded, such as “valid (not expired) government-issued photo ID” and “Eligibility Criteria Document” sections. Files can be previewed or deleted after upload by selecting one of the ‘Action’ icons in the upload document section.

- To locate the ‘Action’ icons, click the plus sign (+) at the far right of the upload document section. This will expand the information and allow for uploaded documents to be visible.



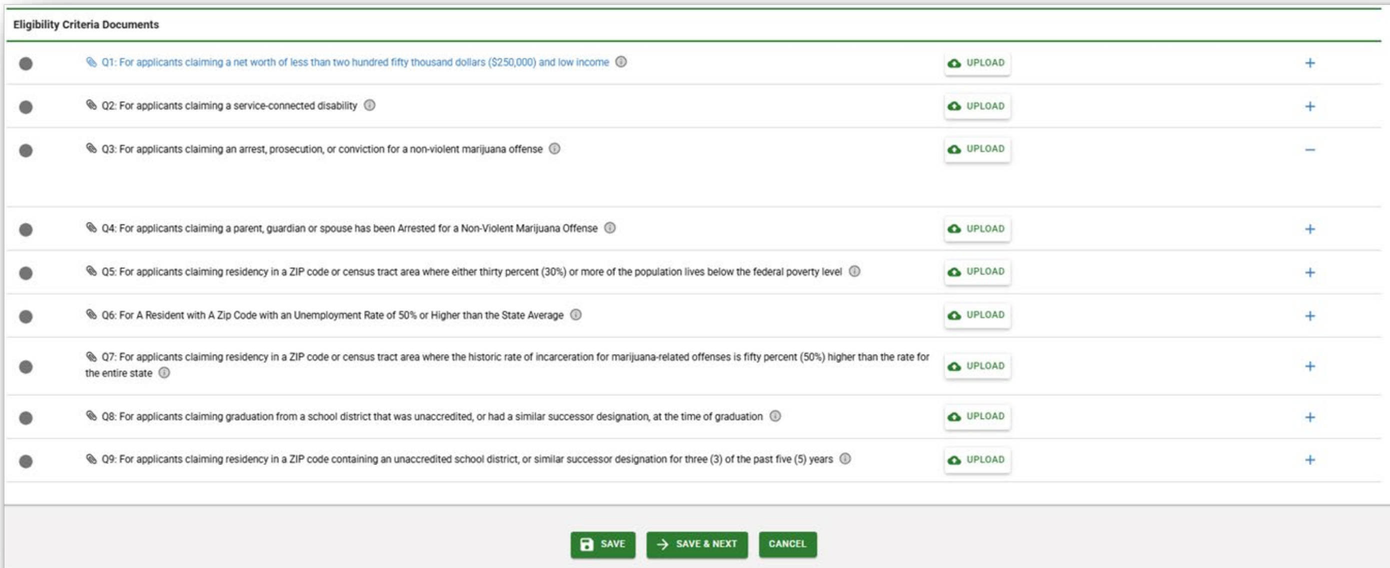
Microbusiness Eligibility Requirements Section

- The bottom portion of the Documents tab contains eligibility-specific document uploads. Required documentation must be uploaded in this section of the application for **each** individual contributing to majority ownership. Those individuals must meet one or more Microbusiness eligibility requirements and individually or collectively contribute towards more than fifty percent (50%) of the financial and voting interest.

- Documentation labeling should be consistent and read as follows: (initials)_(mm.dd.yyyy)_(Eligibility requirement)

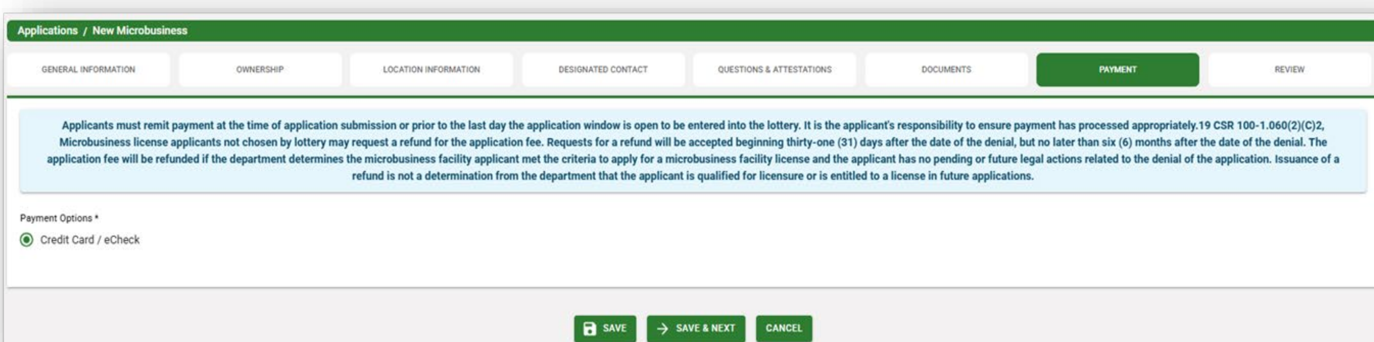
    - Example: For John Doe’s Q1 eligibility, labeling would read as - *JD_08.01.2026_Q1.* The initials will reflect those of the relevant eligible individual. The date should match the date the document is uploaded. The last portion should identify the relevant eligibility criterion.

- After completing the required fields, please preview all uploaded documentation to ensure it can be opened and clearly viewed. Click the green ‘Save & Next’ button at the bottom of the page to move to the next tab.



Payment Tab

- The Payment tab is for the applicant to acknowledge that a fee is due when submitting the application. Application fees are submitted after the Review Tab of the application.
    - Payment can only be made by credit/debit card or electronic check.
- This tab only requires the applicant to click the green ‘Save & Next’ button at the bottom of the page.



Review Tab

- The Review tab is to allow the applicant to review the information entered within the application is accurate and complete prior to submission.

  NOTE: Changes cannot be made to the application once it has been submitted. It is encouraged that the individual submitting the application thoroughly review the information before submission.

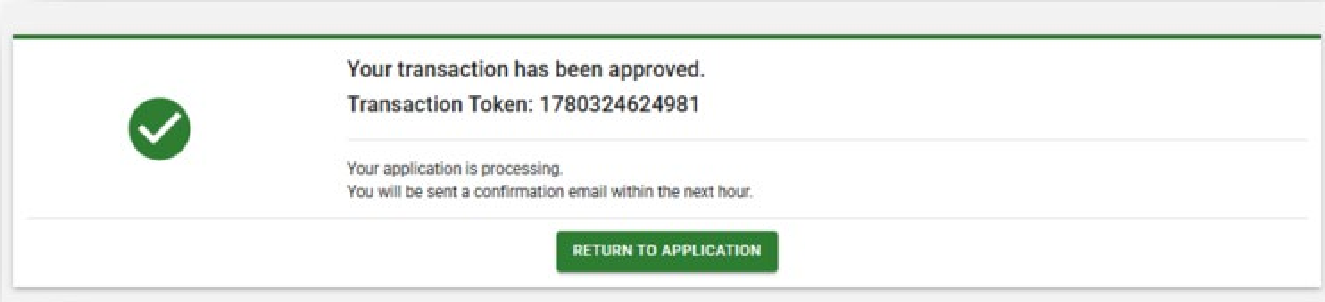
- All fields on the Review tab must have a green check mark to proceed to payment and allow for application submission.
- Application fields indicated with a red "X" reflect an area that has not been completed. To correct items marked as having an error:
  - Locate the tab of the application where the error is indicated and click on the tab header at the top of the application window to go back to the section.
  - Enter the missing information and click the green 'Save & Next' button at the bottom of the page until the 'Review' tab has been reached.
  - Verify that all information now displays a green check mark.
- Once all fields have a green check mark, click the green 'Submit' button at the bottom of the screen to proceed to the payment page.

Payment Submission

- After clicking the green 'Submit' button at the bottom of the 'Review' tab page, there will be a window that pops up stating the application is being processed, and if any payment is due, the user will be redirected to the payment system.
- The website will be redirected to the Magic Collector Solutions payment website.
  - Select the payment type of either credit card, debit card, or electronic check (eCheck) from the available options.

  NOTE: Card payments are subject to a percentage fee, where electronic checks are subject to a fifty-cent ($0.50) eCheck fee.

  - Fill out the payment fields.
  - Click the blue 'Next Step: Review Payment' button at the bottom of the screen.
  - Review entered information.
  - Click the blue 'Make Payment' button at the bottom of the screen.
- Upon successful payment submission, the page will return to the online registry portal and display a confirmation of submission message.



- A confirmation email will be sent from the online registry portal to the email address/username associated with the account, along with the email address listed for the designated contact. This email will contain the application ID/reference code.
  - This indicates that your application has been successfully submitted to the department for processing.

Returned Applications

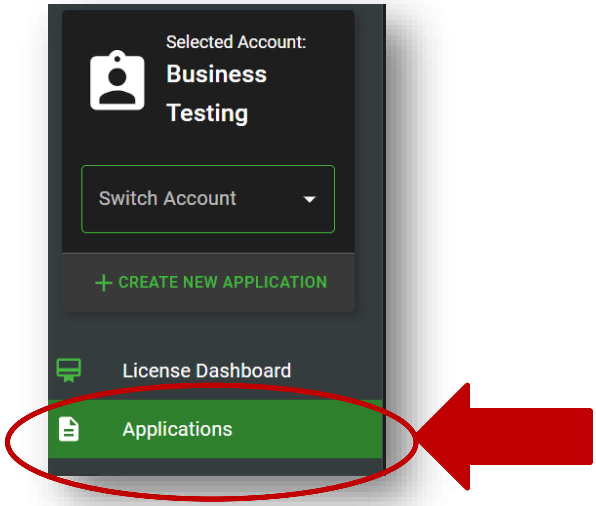
Locating a Returned Application

The department will review applications in the order they were drawn in the lottery. If the application is found to require correction or is incomplete, the department will return the application for correction. This process is referred to as 'Returned for Corrections' within the online registry portal. Below are steps to locate, open, correct and resubmit an application that has been returned for corrections.

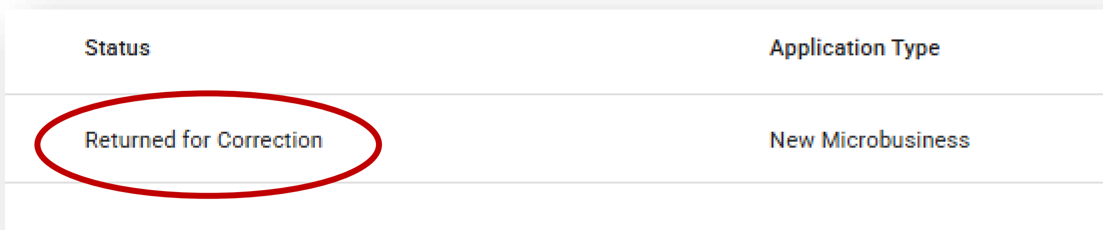
Option 1

- Log into mo-public.mycomplia.com

- Click “Applications” from the left side toolbar found to the left of the screen.



- All open and returned applications will populate in this location, with any returned applications listed as ‘Returned for Correction’ under status.

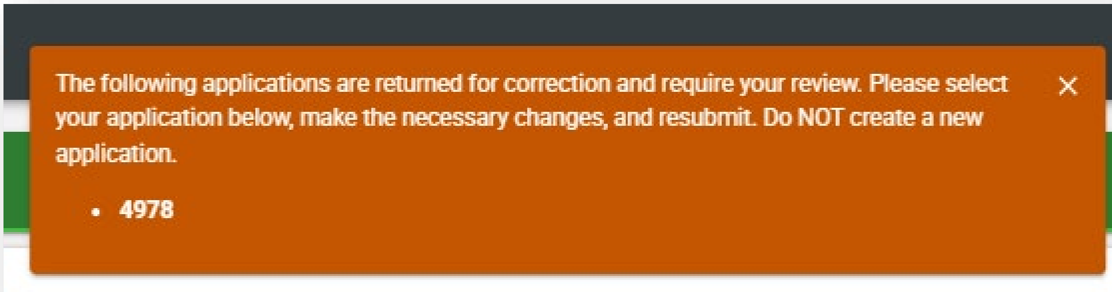


  - Click the application ID corresponding to the application that is in ‘Returned for Correction’ status on that row of information to open the application and make edits.

Option 2

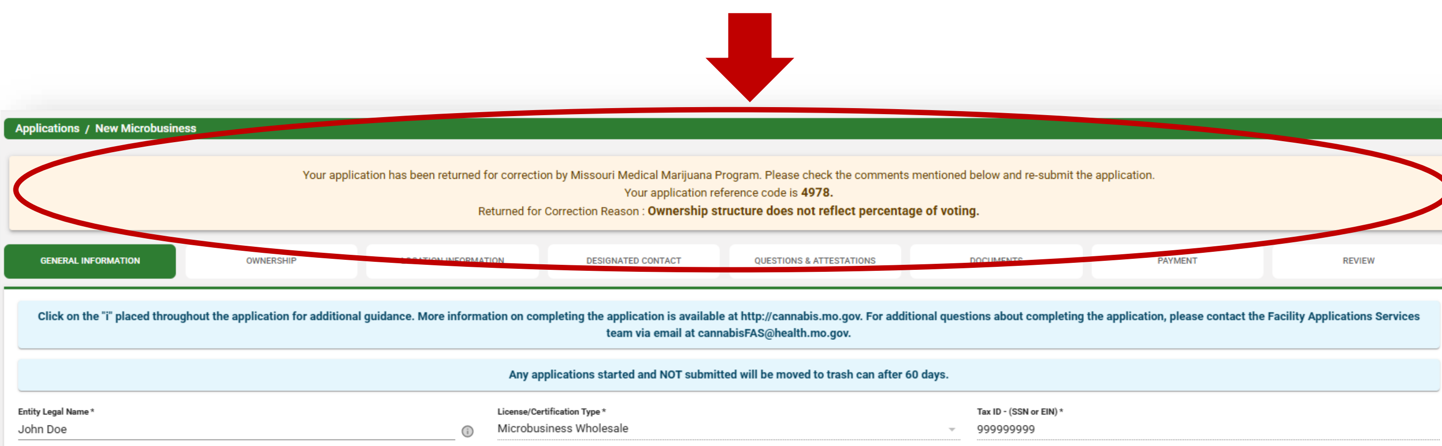
- Upon log-in, an orange box will appear as a pop-up, listing the application that requires corrections.

- Click on the application ID number located within the orange box to open the application.



Application Corrections

- Applications returned for corrections will contain all information submitted previously and can be edited to make corrections. The department will send an email to the designated contact outlining all corrections needed, along with a notification from the online registry portal indicating that the application has been returned for correction.
- Navigate through the application by clicking on the application tabs across the top.
- After making required corrections on each tab, select “Save”.
- Once all corrections are made, navigate to the “Review” tab.
- Verify that corrected information has been saved.
- Click “Submit” at the bottom of the page to resubmit the application with corrections.
- A confirmation email will be sent from the online registry portal indicating that the application has been successfully resubmitted.



Application Status

All applications created will have a corresponding status. Below is a list of statuses and descriptions.

Status	Description
Open	Created/started applications that have not yet been submitted.
Submitted	Applications submitted, or applications resubmitted following a return for corrections.
Return for Correction	Applications have been returned to the applicant to make required changes/corrections.
Approved	Applications approved for Licensure.
Denied	Applications denied for Licensure.

When viewing the listed applications and their associated status, not all statuses may be visible, and the user will need to filter to view all applications.

- To do this, log in to the account. Locate the toolbar found on the left-hand side of the screen and click ‘Applications’.
- After being directed to this page, click the three green lines found in the upper right-hand corner of the white box. This will allow the filter function to be visible.
- Click in the ‘Status’ drop-down box to the left, directly below the ‘Applications’ header.
- Select the desired status by clicking on the status type. A green checkmark will appear to reflect the selected status types.