

## INITIAL STATE REGISTRATION: STEP BY STEP

**Step 1:** Visit the the Medical Use of Marijuana Online System at <https://patient.massciportal.com>.



Medical Use of Marijuana Online System

### Login

#### Instructions:

Use this page to login to the Medical Use of Marijuana Online System. If you don't have an account, click on the "Create Account" button to create one. If you had an account on the Massachusetts Virtual Gateway, you will need to verify your identity and claim your account by clicking on the "Claim Account" button.

Username:

Password:

You have been successfully logged out

Log in

[Create Account](#)

[Claim Account](#)

[Forgot Username](#)

[Forgot Password](#)

- Click on the "Create Account" link



Medical Use of Marijuana Online System

### Create Account

#### Instructions:

Please fill in the fields below to create an account for the Medical Use of Marijuana Online System. All fields marked with an asterisk (\*) are required.

#### User Information

First Name: \*

Middle Name:

Last Name: \*

Email: \*

Confirm Email: \*

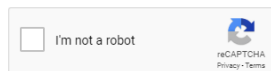
Password: \*

Confirm Password: \*

The password must meet the following requirements:

- Must be at least 12 characters long.
- Contain at least one upper case character.
- Contain at least one lower case character.
- Contain at least one number.
- Contain at least one of the following characters: !, @, #, \$, %, ^, &.

I agree to the Medical Use of Marijuana Online System's [terms and conditions](#).



Cancel

Create Account

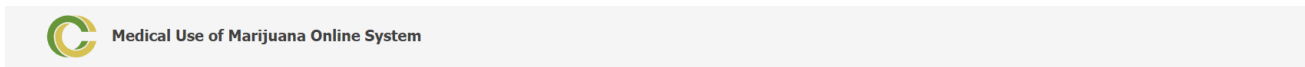
*The Cannabis Control Commission runs the portal. We can certainly help you with what we can, but they have ultimate control over the website. This packet is for educational purposes only.*



- Enter your information in the “User Information” section
- Accept the “Terms and Conditions” by clicking “I agree to the Medical Use of Marijuana Online System” terms and conditions.
- Pass the CAPTCHA
- Click “Create Account.”

\*\*\*Make sure you write down your Password and Username (Shown on next page) because you will need these later

**Step 2:** The next page explains how you will receive an email to the email address you provided. This email will contain a link to confirm your email address to complete your registration. That screen will look as such:



**Verify Your Email**

Your account has been created successfully. Your username is tkane. A verification email has been sent to the email address provided. Please click the link sent in the email to activate your account. If you have not received the email, click [here](#) to resend the email.

- The e-mail will come in from [noreply@massciportal.com](mailto:noreply@massciportal.com). You will have 30 minutes to get into your e-mail in order to click on the link. If you do not reach that e-mail in time, then it needs to be resent.

Activate your Massachusetts Medical Use Of Marijuana Online Account Inbox x



**noreply@massciportal.com**

to me ▾

Date: Saturday, February 15, 2020

A new account has been created on the Massachusetts Medical Use of Marijuana Online System. Your username is provided below.

username: tkane

To activate this account click on the link below. (this link will expire in 30 minutes) If you have trouble clicking the link, you may also copy and paste it into your browser.

<https://patient.massciportal.com/mmj-patient/user/confirmEmail?token=018acd46-3a0d-49b5-9678-80325a00a6a9>

If you have any questions about the Medical Use of Marijuana Program, please visit [www.mass.gov/medicalmarijuana](http://www.mass.gov/medicalmarijuana) or call (833) 869-6820.

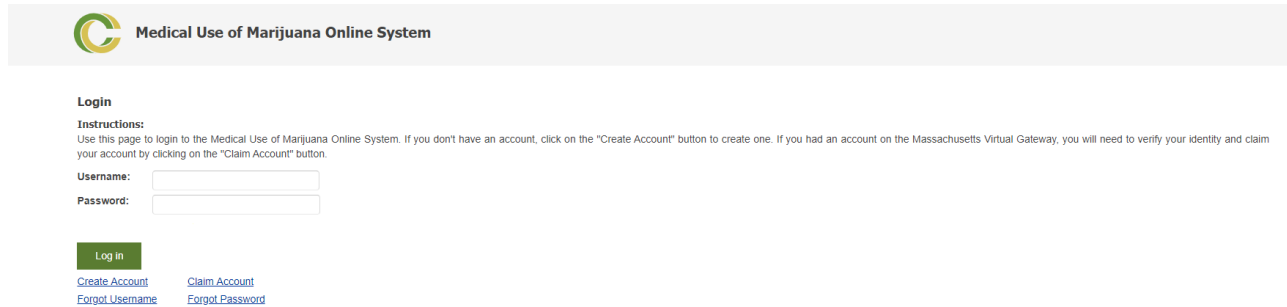
Sincerely,

The Medical Use of Marijuana Program  
Massachusetts Cannabis Control Commission



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**Step 3:** After clicking the link in the email, click the link on the page to proceed to the login page:  
[patient.massciportal.com](http://patient.massciportal.com)



**Medical Use of Marijuana Online System**

**Login**

**Instructions:**  
Use this page to login to the Medical Use of Marijuana Online System. If you don't have an account, click on the "Create Account" button to create one. If you had an account on the Massachusetts Virtual Gateway, you will need to verify your identity and claim your account by clicking on the "Claim Account" button.

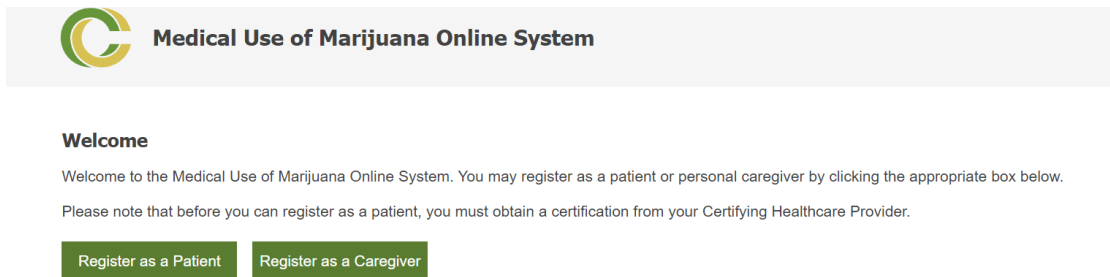
**Username:**

**Password:**

[Log In](#)

[Create Account](#)   [Claim Account](#)  
[Forgot Username](#)   [Forgot Password](#)

- Sign in using your Username and Password, and click "Log In" to access the system. Your username will be the first letter of your name and your last name. Your password will be whatever you had created. Once you sign in, you will see this screen.



**Medical Use of Marijuana Online System**

**Welcome**

Welcome to the Medical Use of Marijuana Online System. You may register as a patient or personal caregiver by clicking the appropriate box below.

Please note that before you can register as a patient, you must obtain a certification from your Certifying Healthcare Provider.

[Register as a Patient](#)   [Register as a Caregiver](#)

- Click "Register as a Patient".

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**Step 5:** Enter information for all 4 identification fields and click the “Proceed” button.

The PIN Number is the number you received from your Certifying Healthcare Provider, and that was emailed to you by the Program, after you were certified.



## Medical Use of Marijuana Online System

### Identification

#### Instructions:

Please fill in the fields below. All fields marked with an asterisk (\*) are required. In the “PIN or Registration Number” field, enter the PIN or registration number given to you by your Certifying Healthcare Provider after they certified you for the medical use of marijuana.

#### Patient Identification

PIN or Registration Number: *	<input type="text"/>
Last Name: *	<input type="text"/>
Date of Birth (mm/dd/yyyy): *	<input type="text"/>
Social Security Number (Last 4 Digits): *	<input type="text"/>

Cancel

Proceed

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**Step 6:** If you successfully enter all of the identification fields you will be taken to the instructions page. Review these instructions and click “Proceed.” This will look as such:

 Medical Use of Marijuana Online System

### Instructions

#### General Instructions for Patient Registration

#### Registration Progress

Now that you have successfully created an account, you may continue the registration process with the Medical Use of Marijuana Program.

Please also make sure to keep track of your username and password. You will need this information to log in to the system to make any necessary updates or to renew your registration.

#### PREPARING FOR REGISTRATION

In order to register as a patient in the Medical Use of Marijuana Online System you will need the following:

- A valid form of identification (as outlined below)
- A photograph of yourself (as outlined below)

Scan and save onto your computer the valid form of identification and the photograph of yourself.

These documents will be uploaded to the Medical Use of Marijuana Online System during the patient registration process.

#### VALID FORMS OF IDENTIFICATION

Valid forms of identification include:

- Massachusetts driver's license
- Massachusetts ID card (with a photograph of yourself)
- US passport, or
- US military ID

The address you enter in the Medical Use of Marijuana Online System must match the address on your Massachusetts driver's license or ID card and the proof of residency that you submit. *Proof of Massachusetts residency may include, but is not limited to:*

- A utility bill (gas, electric, telephone, cable, or heating oil), that is less than 60 days old. It must contain your name and address
- Your current Massachusetts motor vehicle registration card with your current address
- Tullion bill with your current address. It must have a due date of less than 6 months ago
- Car insurance policy or bill (less than 60 days old)
- Home mortgage or lease, or loan contracts with your name, address and signature (dated within 6 months of today)
- Original or certified copy of a U.S. Marriage Certificate dated within the past 6 months
- A property tax or excise tax bill for the current year with your name and address.
- First-class mail from any federal or state agency that displays your name and address (dated less than 60 days old)
- Current MA-issued Professional License with your address

#### PHOTOGRAPH OF YOURSELF

This photo will be placed on your Program ID Card.

Your photo should be:

- In color
- Uploaded as a square photo in portrait/upright format
- Taken within the last 6 months to reflect what you look like now
- Taken in front of a plain white or off-white background
- Taken looking directly at the camera
- Taken without smiling and with both eyes open
- Taken in clothing that you normally wear (for example, no clothing item that covers your face or head except for religious purposes)

Please ensure that your photo is in .jpg format with a maximum size of 2 MB. If your photo does not fit the specifications listed above, then your application may be denied.

#### Program ID Card

• Upload MA-issued Professional License with your address

#### PHOTOGRAPH OF YOURSELF

This photo will be placed on your Program ID Card.

Your photo should be:

- In color
- Uploaded as a square photo in portrait/upright format
- Taken within the last 6 months to reflect what you look like now
- Taken in front of a plain white or off-white background
- Taken looking directly at the camera
- Taken without smiling and with both eyes open
- Taken in clothing that you normally wear (for example, no clothing item that covers your face or head except for religious purposes)

Please ensure that your photo is in .jpg format with a maximum size of 2 MB. If your photo does not fit the specifications listed above, then your application may be denied.

#### Program ID Card

After you complete the registration process, staff will review your information. If you are approved, you will then be able to print a paper Program ID card. Within 60 days, you will receive a Program ID Card in the mail. To purchase marijuana for medical use from an MTC, you must show your Program ID Card as well as the exact same form of identification that you uploaded onto the Medical Use of Marijuana Online System.

You must have your Program ID Card and the exact same form of identification you uploaded in the Medical Use of Marijuana Online System at all times when you possess Marijuana for Medical use.

NOTE: If you also wish to register as both a patient and a caregiver in the Medical Use of Marijuana System, please note that you will need to acquire another User ID in the Medical Use of Marijuana Online System.

#### SELECTING A PERSONAL CAREGIVER

After you have registered with the Medical Use of Marijuana Online System and your registration has been approved by the Medical Use of Marijuana Program, you may log back into the Medical Use of Marijuana Online System and will have the option to select a personal caregiver. A personal caregiver is someone who may assist you with your medical use of marijuana.

You may designate up to two caregivers who are not currently designated by another patient, unless that caregiver is your immediate family member.

You may designate up to two caregivers. Those caregivers cannot be currently designated by another patient, unless that caregiver is your immediate family member. In order to designate a personal caregiver you will need to generate a pin, provide the pin to your caregiver, and tell them to register in the system. Please note that you may also select a caregiver at any time after completing your patient registration. If you wish to select a caregiver after completing your patient registration, please follow these steps:

- Step 1: Log into your account on the Medical Use of Marijuana Online System
- Step 2: Click on "My Caregivers" to generate a pin for your caregiver. Provide your caregiver with the pin.
- Step 3: Inform your caregiver that he or she must register as a caregiver via the Medical Use of Marijuana Online System at <https://vaient.mass.gov/portal>
- Step 4: After your caregiver has registered, click on the link "My Caregivers" at the top of the page and follow the instructions to approve your caregiver.
- Step 5: After you approve your caregiver, your caregiver will be sent an email confirming that they have been approved by you as your caregiver.

#### CHANGE OF ADDRESS

If you move, your address may be updated by calling the Medical Use of Marijuana Program at (833) 869-6820.

#### QUESTIONS

Should you have questions regarding the registration process, please contact the Medical Use of Marijuana Program Support Center at (833) 869-6820.

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**Step 7:** On the next page (shown below), you will enter your information into the required fields denoted by a red asterisk (\*). These include the following:

Registration Information: Mother’s Maiden Name, Gender, Home Phone Number, and E-mail

Residential Address: Address, City, and Zip Code

If you are homeless, you may check the box denoting your status. If you check this box, you will be required to provide a Massachusetts mailing address.

**Please note:** If you are submitting a driver’s license or a Massachusetts ID card as your valid form of identification, the name and address in your application must match the name and address on your corresponding Valid Form of ID.

Mailing Address: Address, City, State, and Zip Code

If your mailing address is the same as your residential address, you may check the box and the information will automatically populate.

Identification Document Information: Valid Form of Identification and Number on Valid Form of Identification

From the drop down menu, select which “Valid Form of Identification” you will be uploading:

Massachusetts Driver’s License; Massachusetts ID; United States passport; or US Military ID

Enter the “Number on your Valid Form of ID.” Depending on which valid form of ID you upload, the number will be your:

Massachusetts Driver’s License number (Include the ‘S’); Massachusetts ID number; United States passport number; or US Military ID number

Attestation: Read through the Attestations and check the box to attest that you understand and agree with each of the attestations.

Once you complete filling out your information and check the attestation box, click “Proceed.”

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**Step 9:** If you successfully enter all of the identification fields you will be taken to the “Valid Form of Identification” page.

- Enter the expiration date of your Valid Form of ID.
- Scan a copy of the front of your MA ID or MA Driver’s License.

**Please Note:** Only include a scan of the back if your address is different than the one on the front of the license. Your address needs to match whatever the MA RMV has in their system.


That can be updated by visiting: <https://atlas-myrmv.massdot.state.ma.us/myrmv/>

- To upload a copy of your Valid Form of ID, click “Choose File” or “Browse” button and select the file that you saved to your computer prior. Then click “Upload” before hitting the “Proceed” button at the bottom of the screen.

**When uploading a document to this screen, ensure that the document is in .jpg format or .pdf format and has a maximum size of 2 MB.**

**Please note:** This file should contain a copy of your Valid Form of ID. You should not upload the picture of yourself at this time; you will be asked to do so on the next page.

**Also note:** If you are uploading a US Military ID, you must upload the file that contains both the **front and back** copy of your ID.


Medical Use of Marijuana Online System

**Valid Form of Identification**

**Instructions:**  
Upload a valid form of identification that meets the requirements outlined below, and input the requested information. Please note this page is to upload your valid form of ID; ensure it is only one of the four forms of ID listed below. Be sure to upload an image of your entire valid form of ID, including both the front and back of the ID. Do not upload a photo of yourself here. You will upload a photo of yourself later in the registration process.

**Valid Form of Identification**

*Valid forms of identification include one of the following:*

- Massachusetts driver's license;
- Massachusetts ID card (that has a picture of yourself on it);
- US passport; or
- US military ID.

When uploading a document to this screen, ensure that the document is in .jpg format or .pdf format and has a maximum size of 2 MB.

If you submit a driver's license or Massachusetts ID card as your valid form of identification, **the name and address in your application must match the name and address on your ID.** For more information on how to update the name and address on your Massachusetts license or ID, or how to renew your license or ID, please contact the RMV, or visit their website at [www.massrmv.com](http://www.massrmv.com).

If uploading a US military ID, scan and upload the front and the back of the card.

My Uploaded Document	Date Uploaded	Actions
Document MA Issued Photo ID	02/15/2020 11:56 AM	

**Upload Valid Form of Identification**

Valid Form of Identification: \*

Number on Valid Form of Identification: \*

Expiration date of Valid Form of ID: \*

Select the file of the Valid Form of Identification to upload: \*  No file chosen

- [✓ Instructions](#)
- [✓ Demographic](#)
- [■ Identification](#)

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- Click “Proceed” to continue to the next page.

**\*\*Additional Step ONLY for those registering using a US Passport or US Military ID:** You will be prompted to upload a picture of yourself as well. This photo will be placed on your Program ID Card. Those registering with their MA ID or MA Driver’s License will have their photo already pulled from the RMV database so they can skip this step.

**Photograph of Yourself:**

Your photo must be:

- In color;
- A square photo in portrait/upright format;
- Taken in front of a plain white or off-white background;
- Taken within the last 6 months to reflect what you look like now;
- Showing only your head and the top of your shoulders;
- Taken looking directly at the camera held at eye level;
- Taken with both eyes open, and without eyewear; and
- Taken without any item that covers your face or head, except for religious purposes.

A passport photo meets these requirements and can be obtained at any location that issues passport photos, such as a pharmacy, the post office, or a camera store. Alternatively, you may upload a photo from a cell phone camera if the photo meets the requirements outlined above.

- Scan said photo to the device you’re doing the registration on. Choose this photo from your files and click “Upload” before proceeding to the next page.

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**Step 10:** After uploading the image of your identification and the picture of yourself (if applicable), then you must submit a document that proves that you are a resident of Massachusetts (as outlined below):

*Upload one of the following, which proves that you are a resident of Massachusetts:*

- Utility bill (gas, electric, telephone, cable, or heating oil), that is less than 60 days old and must contain your name and address;
- Current Massachusetts motor vehicle registration card with your current address;
- Tuition bill with a due date of less than 6 months ago and addressed to your current address;
- Car insurance policy or bill that is dated less than 60 days old;
- Home mortgage, lease or loan contracts dated within 6 months of today with your name, address and signature;
- Certified U.S. Marriage Certificate dated within the past 6 months;
- Property tax or excise tax bill for the current year with your name and address;
- First-class mail dated less than 60 days old from any federal or state agency that displays your name and address; or
- Current Massachusetts-issued Professional License with your address.

*\*\*\*Also, the name and address you submit in the Medical Use of Marijuana Online System must match the name and address on the document that you submit to prove your Massachusetts residency.*

- Scan or take a picture of one of these proofs that clearly display all the applicable information such as full name, MA address and the date.
- Click “Choose File” and pick the correct file that has the scan of the Proof of Residency
- Click “Upload” to upload file to registration

**When uploading a document to this screen, ensure that the document is in .jpg format or .pdf format and has a maximum size of 2 MB.**

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## Medical Use of Marijuana Online System

### Proof of Massachusetts Residency

#### Instructions:

You must submit a document that proves that you are a resident of Massachusetts (as outlined below). Also, the name and address you submit in the Medical Use of Marijuana Online System **must match** the name and address on the document that you submit to prove your Massachusetts residency.

When uploading a document to this screen, ensure that the document is in .jpg format or .pdf format and has a maximum size of 2 MB.

Upload one of the following, which proves that you are a resident of Massachusetts:

- Utility bill (gas, electric, telephone, cable, or heating oil), that is less than 60 days old and must contain your name and address;
- Current Massachusetts motor vehicle registration card with your current address;
- Tuition bill with a due date of less than 6 months ago and addressed to your current address;
- Car insurance policy or bill that is dated less than 60 days old;
- Home mortgage, lease or loan contracts dated within 6 months of today with your name, address and signature;
- Certified U.S. Marriage Certificate dated within the past 6 months;
- Property tax or excise tax bill for the current year with your name and address;
- First-class mail dated less than 60 days old from any federal or state agency that displays your name and address; or
- Current Massachusetts-issued Professional License with your address.

#### Upload Proof of Massachusetts Residency

Select the file proving your Massachusetts residency to upload: \*

Choose File No file chosen

Upload

Back

Proceed

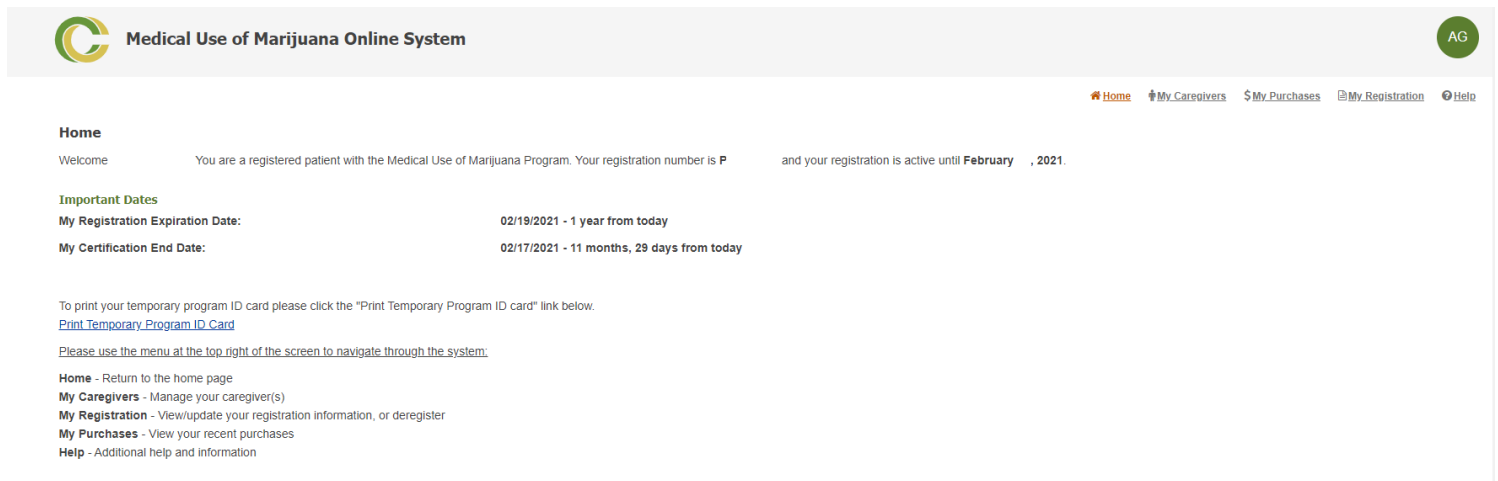
- ✓ Instructions
- ✓ Demographic
- ✓ Identification
- Proof of Residency

- Click "Proceed" to continue

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**Step 11:** You'll see the photo the state will be using for your hard copy, plastic Medical Marijuana Program card.

**Step 12:** You'll be taken to a screen where you'll have to double check all of your information such as your name, address, phone number, etc. Once you click "Submit", your registration will automatically be processed as long as your registered using your MA Identification or your MA Driver's License. You'll see this page as shown below:



The screenshot shows the user dashboard for the Medical Use of Marijuana Online System. At the top left is the system logo and name. On the top right is a user profile icon labeled 'AG'. Below the header is a navigation menu with links for Home, My Caregivers, My Purchases, My Registration, and Help. The main content area includes a welcome message, a section for important dates with registration and certification expiration information, and a list of navigation links with brief descriptions for each.

**Medical Use of Marijuana Online System** AG

[Home](#) [My Caregivers](#) [My Purchases](#) [My Registration](#) [Help](#)

**Home**  
Welcome You are a registered patient with the Medical Use of Marijuana Program. Your registration number is P and your registration is active until **February**, 2021.

**Important Dates**

<b>My Registration Expiration Date:</b>	02/19/2021 - 1 year from today
<b>My Certification End Date:</b>	02/17/2021 - 11 months, 29 days from today

To print your temporary program ID card please click the "Print Temporary Program ID card" link below.  
[Print Temporary Program ID Card](#)

Please use the menu at the top right of the screen to navigate through the system.

- Home** - Return to the home page
- My Caregivers** - Manage your caregiver(s)
- My Registration** - View/update your registration information, or deregister
- My Purchases** - View your recent purchases
- Help** - Additional help and information

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From here, you will be able to print your temporary, paper Program ID Card. You will receive your plastic Program ID Card in the mail at a later date. Temporary, paper Program ID Cards expire four weeks from the date that your registration is approved by the Program. By the time the temporary expires, you should have received a plastic Program ID Card in the mail.

If you do not receive your plastic Program ID Card within three weeks, call the Program at (833) 869-6820.

The temporary, paper Program ID Card looks like this:



It will have the image you provided or the image from the Registry of Motor Vehicles in the “Your Image here” portion. It will also have your patient registration number, name and expiration date when that temporary card will expire.

Unfortunately, those registering with a US Military ID or a US Passport will have to wait for the state to process your registration. This process may take two to three weeks.

Anyone registering with those credentials will then be taken to the Home screen with a message stating that you have submitted a new registration application. Once your registration application is reviewed by the Medical Use of Marijuana Program, you will be notified by email regarding the status of your registration.

Registration applications are reviewed in the order they are received.

For further questions or if you would like to try and expedite your registration being processed, you can try to contact the state via their phone number (833) 869-6820 or by e-mailing Matthew Giancola at: [Matt.Giancola@CCCMass.com](mailto:Matt.Giancola@CCCMass.com)

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