



## Lost your Username and Password?

Losing the Username and Password from when you had created your Virtual Gateway account last year can be stressful, but there have been some changes in the Medical Marijuana Program of Massachusetts that have made this exceptionally easier.

If you have not claimed your account on the new state website called the Massachusetts Cannabis Industry Portal (MassCIPortal), then you will not need anything except the ability to log into the e-mail associated with your account.

If you have claimed your account, you should have your username (first letter of your first name, your last name and then possibly a number; for example: tkane19) and a 12-character password that has at least one capital letter, one number, and one special character such as: !, @, #, \$, %, ^, or &.

If you lost this information, you can click on 'Forgot Username' or 'Forgot Password', enter in some of your information, and they will e-mail you a temporary password or your username.

**The new website is: [patient.massciportal.com](https://patient.massciportal.com)**

*\*\*Once you have your username and password, make sure to write down and put it in a safe place so it will not get lost. We can also save this information for you if you would like.*

**Username:** \_\_\_\_\_

**Password:** \_\_\_\_\_

For any additional questions or issues with registration or the Medical Marijuana Program as a whole reach out to us to see if we can help!

If we are unable to help you, we suggest contacting the Cannabis Control Commission.

**Email:**

Commission@CCCMass.com

**Phone:**

(833) 869-682