

MEDICAL MARIJUANA USE REGISTRY

PATIENT’S AND CAREGIVER’S USER GUIDE

WHAT’S IN THIS USER GUIDE?

This Guide lays out the basics of the Medical Marijuana Use Registry:

- Logging In & Managing your Account1
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LOGGING IN AND MANAGING YOUR REGISTRY ACCOUNT

“Why is this important?”

Knowing how to log in and manage your Registry Account is important because the Registry is how your doctor instructs others on how you, or the patient(s) you are a Caregiver for, may obtain Low-THC Cannabis or Medical Marijuana Products. Being able to access the Registry means you are empowered with the knowledge of your Orders, and will be able to manage your online Identification Card Application much faster than those who send paper Identification Card Applications in the mail.

“How do I get started?”

Patient and Caregiver accounts can only be created by a Qualified Physician. This occurs when you first visit a doctor who is qualified to place Orders for patients with a qualifying medical condition. Please remember that all patients must have a profile created for them by their Qualified Physician.

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“How do I know if I have an account?”

The email address you supplied to your physician is used to access your Registry account. If you have never provided your email to your physician, you will not have a username to access your account. If you feel that's the case, your physician can search for your profile and confirm. If they see that your email has not been added to your Profile, they can easily add it.

If you know that the doctor has supplied your email address to your Profile in the Registry, check your email inbox for an invitation to log in for the first time. The email will look like this:



When your doctor saves your email address to your Profile, the Registry will send you this email, along with another that contains your temporary password.

“I don't have that password email.”

Or...

“I forgot my password.”

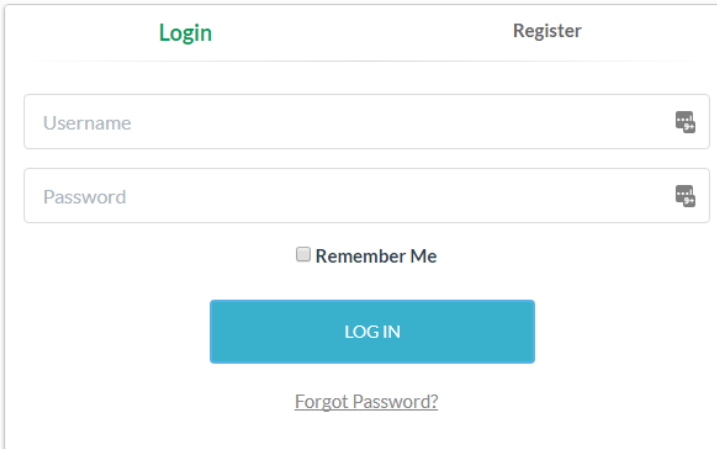
This is not a problem. If your doctor added your email address to your profile, you can request a new temporary password by using your email address. Here's how:

Using your web browser, navigate to the Registry (<https://mmuregistry.flhealth.gov/>) and click Login in the top Menu Bar.



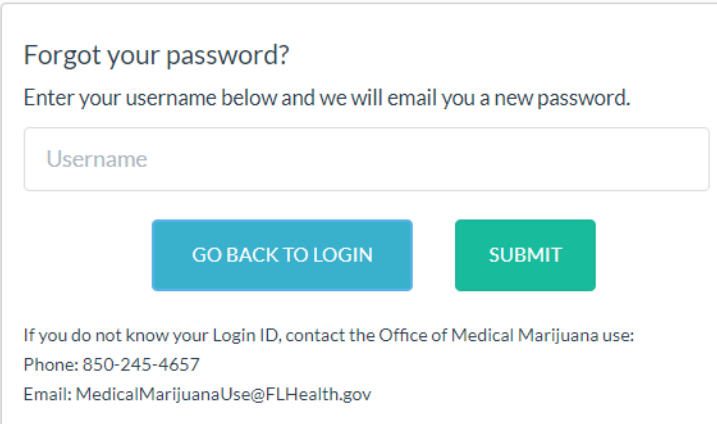
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Just below the Log In Button, you'll see a link titled "Forgot Password?"



The screenshot shows a login form with the following elements: a 'Login' header in green, a 'Register' link, a 'Username' input field with a search icon, a 'Password' input field with a search icon, a 'Remember Me' checkbox, a blue 'LOG IN' button, and a blue underlined link for 'Forgot Password?'.

You'll be asked to supply your username. Enter your username and click Submit.



The screenshot shows a 'Forgot your password?' page with the following elements: the heading 'Forgot your password?', the instruction 'Enter your username below and we will email you a new password.', a 'Username' input field, a blue 'GO BACK TO LOGIN' button, a green 'SUBMIT' button, and contact information for the Office of Medical Marijuana use: 'Phone: 850-245-4657' and 'Email: MedicalMarijuanaUse@FLHealth.gov'.

"I don't know my username!"

Your username is always going to be the email address your doctor added to your Profile.

"Now what?"

Once you've supplied your username and click Submit, the Registry will email you a temporary password to the email address associated with your profile. The temporary password is only valid for 24 hours and for one successful login attempt – as soon as you use it, you'll be asked to reset your password to something else. Password requirements can be found on the following page.

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“The Registry told me that ‘this login was not found.’ What do I do?”

First, check the spelling of the email you supplied. It should be the same as what the doctor entered. If you still don’t get a match, it is possible that the doctor mis-typed the email address, or perhaps they haven’t supplied it to your Profile yet. Contact your doctor to resolve this.

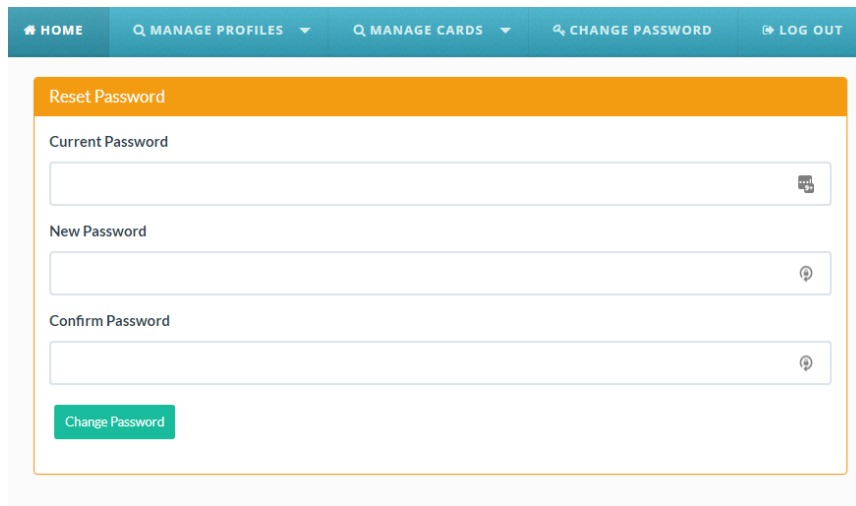
“I never got the email after submitting my username.”

If the system did **not** say “this login was not found” and you still did not receive an email from the Registry, please check your email’s Spam or ‘Junk’ folders – sometimes emails generated by the Registry are intercepted there. If you find that it was caught by your junk filter, you should adjust your settings – the Registry will be emailing you important information (such as your OMMU ID Card application information) later, and you won’t want to miss those!

“I’m able to log in, but I want to change my password.”

Once you’re logged in, you’ll see a “Change Password” link in the menu bar at the top. Clicking it will take you to where you can change it.

This page is where you’ll change your password:



The information in the Registry is very private, so you’ll need to use a secure password that

- Is at least 10 characters long
- Has at least one uppercase letter (A, B, C, etc.)
- Has at least one lowercase letter (a, b, c, etc.)
- Uses a “special character” like ‘#&*^\$()&?’
- And at least one number (1, 2, 3, etc.)

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UNDERSTANDING YOUR PROFILE

Your Profile contains all of the personal information needed to provide you with products and support. It contains your:

- Name
- Phone number
- Email address (which is also your username)
- Date of Birth
- Patient Number
- Weight and gender
- Address information

If you have an Approved OMMU ID Card, you'll see:

- The photo that is on your card
- A unique card identifier number for Law Enforcement
- How long you have until the card expires

If you do not yet have an ID Card, you'll see:

- A blank photo placeholder
- A notification that your Card Application isn't complete

The next page shows you what your Profile looks like when you're first given an account and haven't received your first ID Card.

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This is what your Profile looks like when you're first given a Registry Account:

Patient Profile for: PATIENT, TYPICAL Patient Number: P0ZBRQAZ

192x192

Id Card #: [Manage Card](#)

? Your Card application is incomplete. Navigate to Your Card to finish it up.

You cannot obtain cannabis products until this is completed

Last Name:	PATIENT
First Name:	TYPICAL
Middle Initial:	S
Primary Phone:	123-456-890
Email Address:	derek.prowse@fiveptg.com
Date Of Birth:	01/01/1911
Patient Number:	P0ZBRQAZ
Patient Weight:	120 lbs
Gender:	Male
Address1:	123 ANY STREET
Address2:	APT 2
City:	PANAMA CITY BEEACH
County:	BAY
Zip code:	32413

[Manage Profile Details](#)

If you have a Caregiver associated to you, you will see them listed at the bottom:

Address2:	APT 2
City:	PANAMA CITY BEEACH
County:	BAY
Zip code:	32413
Caregivers	TYPICAL, CAREGIVER

[Manage Profile Details](#)

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“Something on my Profile isn’t right. I want to fix it.”

To edit your Profile, click “Manage Profile Details” near the bottom of your Profile. You’ll be taken to a page where you can make changes.

Changing parts of your Profile:

Last Name:	PATIENT
First Name:	TYPICAL
Middle Initial:	S
Primary Phone:	123-456-890
Email Address:	derek.prowse@fiveptg.com
Date Of Birth:	01/01/1911
Patient Number:	POZBRQAZ
Patient Weight:	120 lbs
Gender:	Male
Address1:	123 ANY STREET
Address2:	APT 2
City:	PANAMA CITY BEEACH
County:	Bay
Zip code:	32413
Caregivers	TYPICAL, CAREGIVER

[Go Back to Profile](#) [Save Your Changes](#)

There are three types of changes that can be made to your Profile:

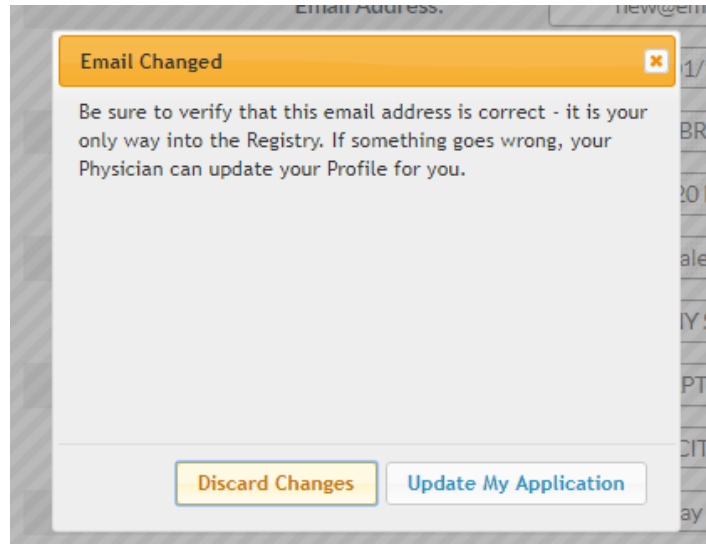
- Things only your Doctor can change:
 - Your name
 - Your date of birth
 - Your weight
 - Your gender
 - The caregiver associated with your Profile
- Things you can change without needing a new ID Card:
 - Your Phone Number
 - Your Email Address
- Things that require a new ID card if changed:
 - Your address information (Address Line 1 thru Zip Code)

Your Patient Number cannot be changed.

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“I want to use a different email address than what the Doctor put in.”

To change your email address, enter in your new email address in the appropriate field and click “Save Your Changes.” You’ll be asked to confirm that you want to make this change:



Be careful and confirm it's right! Entering an invalid email address may cause you to lose your access to the Registry!

Email addresses **must** be unique for each user, you cannot share an email address with another person in the Registry.

“Now what?”

Now use this new email address as your username when you need to log in again.

Whenever you change your email address, you’ll be asked to reset your password the next time you log in to protect your privacy.

“I accidentally put in the wrong email address. What do I do?”

If you haven’t logged out yet, you can correct it in your Profile, just change it as described above.

If you have logged out since making the change, and you think you mistyped your email address, your physician will be able to fix it for you.

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“The Doctor entered my Name/DOB/Weight/Gender wrong.”

Your doctor must correct this immediately. Contact them to arrange to have your profile fixed.

An incorrect Name/DOB/Weight/Gender will complicate your experience of getting an ID Card and cause delays in receiving Dispensations from a Medical Marijuana Treatment Center.

If you have an incorrect Name and/or DOB listed, Law Enforcement Officials may not be able to verify that you are legally authorized to possess cannabis products.

“My Profile is for a completely different person.”

Your doctor must correct this immediately. This is an extremely rare occurrence but is a sign that the doctor accidentally applied your email address to the wrong patient.

“I don’t see my Caregiver under my Profile.”

Your doctor is responsible for adding your Caregiver to your Profile.

“I’m a Caregiver, but don’t see my Patient as a choice in the Menu.”

The Patient’s doctor needs to link your account to the patient you represent. Have the patient contact their doctor to request for you to be added to the patient’s profile.

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MANAGING YOUR ONLINE MEDICAL MARIJUANA USE ID CARD APPLICATION

Florida Law requires that you obtain a Medical Marijuana Use ID Card from the Department of Health to obtain products from an MMTC. You do not need an ID Card to visit a doctor and have them place Orders for you, but without the card, you can't use the Orders to obtain products.

While you are welcome to mail in a paper application for your ID Card, the Registry makes it easy to apply online and get your card more quickly. This part of the User Guide walks you through the process of completing your online application.



You can view your application from the link in the menu bar titled "Your Card."

"How is my Application laid out for me?"

Your Card Application has six parts:

- Your Photo,
- Your Address and other basic information,
- Your Proof of Residence,
- Your payment,
- The Date the Card was printed, and
- A place for you to sign electronically.

Card Application For: PATIENT, TYPICAL

 <p>192x192</p> <p>Choose File</p> <p>Submit a full-face, passport-type, color photograph of the patient taken within the 90 days immediately preceding registration, and 2x2 inches in size. The photograph must be color, clear, with a full front view of your face, with a plain white background. The photograph must be taken in normal street attire, without a hat, head covering, or glasses.</p> <p>Photo Requirements</p>  <p>A passport Photo must be supplied to apply</p>	Last Name:	PATIENT
	First Name:	TYPICAL
	Middle Initial:	S
	Primary Phone:	123-456-890
	Email Address:	derek.prowse@fiveptg.com
	Date Of Birth:	01/01/1911
	Patient Number:	POZBRQAZ
	Patient Weight:	120 lbs
	Gender:	Male
	Address1:	123 ANY STREET
Address2:	APT 2	
City:	PANAMA CITY BEEACH	
County:	Bay	
Zip code:	32413	

Update My Information


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Below that is a place for you to supply your Proof of Residence and Payment, and a section that will state when your card was printed:

Proof of Residence

All applicants must submit a copy of a valid Florida Driver's License or Florida Identification card. If the applicant does not possess a valid Florida Drivers's License or a current Florida Identification card, they may submit a current utility bill in the person's name including a Florida address or a current Florida Voter's Registration card. For minor applicants, the applicant may submit a copy of the minor's Birth Certificate or current record of registration from a Florida school(K-12, and proof of residency of a designated caregiver.

[Choose File](#)



You must supply Proof of Residence to apply

The patient cannot obtain cannabis products until this is completed

Payment Record

Cards cannot be issued or renewed until the Office of Medical Marijuana Use receives a \$75 processing fee.


Pay By Mail:
You may mail in your payment in to the following address:

Florida Department of Health
ATTN: Office of Medical Marijuana Use
PO Box 31313
Tampa, FL 33631-3313

Pay Online:

[Click here to go Pay Online](#)


A \$2.75 convenience fee will be added to each online payment.



A payment issue has not been processed

Date Card Printed

This section is when the Card was printed by the OMMU
Date Card Printed: (mm/dd/yyyy)



The Card has not been printed yet

...and at the very bottom is where you electronically sign for your Application:


Signature

To sign electronically, enter your first and last name exactly as it is stored in the system.

Type in your first name:

Type in your last name:

[Submit My Card Application](#)



You must sign to apply
You cannot obtain cannabis products until this is completed and reviewed by the Office of Medical Marijuana Use

The undersigned persons certify that the applicant has requested a physical Medical Marijuana Use Registry Identification Card as authorized under section 381.986, Florida Statutes, and Chapter 64-4, FAC. The information contained in this application and in any attached exhibits that serves as a basis for card issuance, is accurate and complete, and that no one other than me or my caregiver is submitting this request on my behalf. I understand that knowingly making a false statement in writing with the intent to mislead a public servant in the performance of his or her official duty shall be guilty of a misdemeanor of the second degree punishable as provided in sections 775.082 or 775.083, Florida Statutes.

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“So, what do I need to do?”

Some of the application is your part, and some of it is completed by the OMMU. You’re responsible for:

- Your Photo. There are two ways to have a photo uploaded to your online application:
 - When you are added to the Registry by your doctor, the Registry will check your DOB and SSN to see if there’s a match in the state’s Driver’s License/State ID Card system. If it finds a match, it will upload your photo automatically.
 - You can upload your own photo using the button titled “Choose File.”
 - Uploading a photo will replace any existing one! If the existing one was Approved, and you replace it, you’ll have to wait for the new photo to be reapproved.
 - If the new photo is being added to a previously-approved Application, a fee may apply.
 - If the photo is not appropriate for a State Issued ID Card, the OMMU will *not* approve your application. Click “Photo Requirements” for more information.
- Your Address and other basic information.
 - Sometimes physicians input old or incorrect information for the patient. Review this section carefully and verify that what is listed is correct! A fee may be required if a new card needs to be printed later.
 - You change your address on your online application by clicking on “Manage My Information”.
 - *If your card has already been approved, you can still change your address by clicking on “Manage My Information” then clicking on “Update Address”. A fee will be applied for changing your address once the card has been approved.*
- Your Proof of Residence.
 - You need to upload the appropriate documentation. You may upload as many files as needed.
 - If you’re a **Seasonal Resident**, carefully review and supply the documentation requirements specific to you.
 - If you’re applying for a **Caregiver Card**, you need to supply **Proof of Representation** in place of Proof of Residence.
- Your Signature.
 - You’ll only be able to sign once your photo and proof of residence have been uploaded.
 - Type your name into the signature fields exactly as it’s listed in your Patient Profile.
- Your Payment Record.
 - If you mailed in your payment, the OMMU will supply the Payment Record when your Payment has processed.
 - If you have not mailed your payment, and wish to pay online, with a small convenience fee, click on the “Click Here to Pay Online” button.
 - This button will only appear once you have submitted your application including the photograph, proof of residence and signature.

OMMU will mark the Application as Approved when it meets legal requirements and supply a Print Date when your Card is printed.

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“There is already a photo in my Application, and I didn’t upload it.

Where did it come from?”

The Registry is connected to the Division of Highway Safety and Motor Vehicle’s State ID system. When a new account is added to the Registry, it checks your SSN and DOB provided by the physician – if there is a match in the system, your State ID or Driver’s License photo is automatically added to your Application.

You can replace it with another photo, if you wish, but it must be a valid ID photo approved by the OMMU in order for you to be issued a Card.

“I would rather pay online as opposed to mailing in a check.”

To submit an online payment, click the button titled “Click Here to Pay Online.” A new window will pop up containing the Bill2Pay interface where you can supply your payment details. Payments by e-check and credit card are accepted. A \$2.75 convenience fee applies to each online payment.

When you’ve finished paying online, go back to the Registry. When you reload your Online Application, it will update with your payment status.

“Can I pay a little now, and the rest of the fee later?”

No. The OMMU can only accept full payments, both by mail and electronically.

“How can I know what the status of my mailed-in payment is?”

As the OMMU receives your mailed-in payment, processes it, and completes the transaction, the Registry will be updated so that you can follow along. If your mailed-in payment fails or is rejected, the OMMU will note this in the Registry so that you can try again.

“How do I know the status of my Application?”

You can log in and visit your application page at any time. Each part you submit can be individually reviewed by the OMMU, so when something is Approved or Rejected, you can see it online. If you do not know why something was rejected, there are always comments listed below the section.

If your photo, Proof of Residence, or other information has an issue, the OMMU will mark it as ‘Rejected’ and you’ll be emailed about it right away. The Registry will denote Rejected items with a red triangle symbol. Supply the corrected documentation to get back on track towards receiving your Card.

When your Card Application is fully approved, you’ll receive an email that will serve as your Temporary Card. You can use this email to obtain your orders while you wait for your physical card to arrive in the mail.

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“How long is my Card good for?”

Your card expires 365 days after it is approved by the OMMU. When your card is renewed, assuming you complete the renewal before your card expires, you'll **keep** your old expiration date, plus an additional year. This means if you renew early, you will not lose the extra weeks you had before your old card would have expired.

“It says I should renew soon. How do I do that?”

You will be prompted via email and within the Registry that you should begin renewing your card 45 days prior to its expiration. When there are 45 days or less until your card expires, you'll see a button titled “Renew My Application” on your existing card page. This starts the application process over again. As long as your existing card is valid, starting a renewal application will **not** affect your ability to obtain product – the old card will remain valid until its expiration date.

“I want to update my Card.”

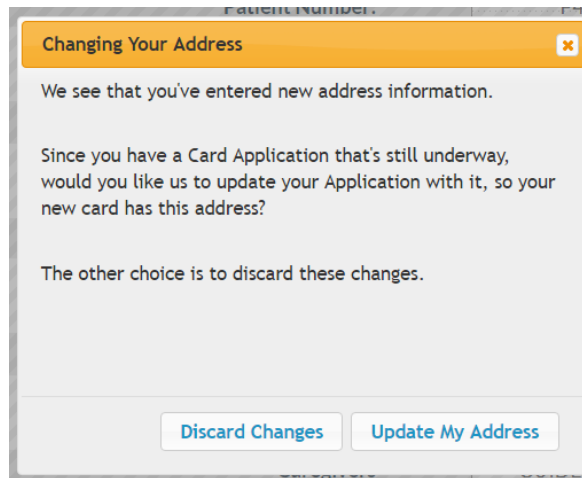
It is vital that the address that is printed on your card and on your Patient Profile be correct. A difference between the address in which you actually reside and the address that is listed for you in the Registry could become problematic if you have an MMTC attempt to deliver products to you, or if you're stopped by Law Enforcement.

To update your address, navigate to your Patient or Caregiver Profile and click the “Manage Profile Details” button.

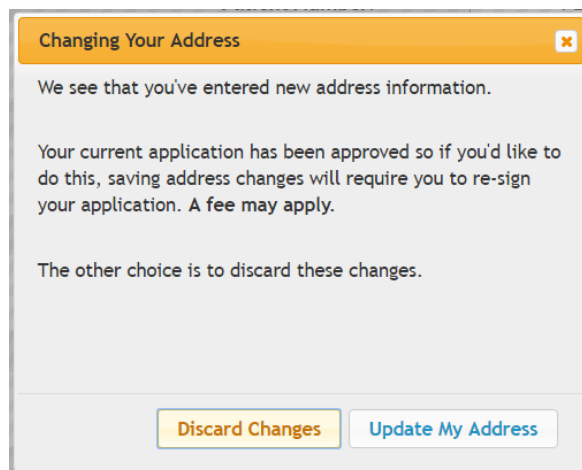
If you change your address, the Registry will ask you to confirm this. If you do so, you'll need to apply for an updated card. See the next page for more information.

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If you have an open (started but not approved) card application, the Registry will update it rather than make you complete another application. The on-screen prompt will tell you this:



If you **do not** have an open card application, the system will confirm that you wish to start one now:



From there, you'll need to provide updated Proof of Residence (matching your new address), sign electronically for the application, and provide payment: \$15 if paying by mail, or \$17.75 (fee + processing fee) if you wish to pay online.

Note: When you get a new card for your address change, it does **not** change your original card expiration date.

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WHAT TO EXPECT WHEN REVIEWING YOUR ORDERS

- Each Physician Certification can contain up to three Orders. Orders cannot overlap.
- Each Order includes its own start date and end date within the Certification.
 - You will not be able to obtain products for an Order until the start date. Before then, the order is listed as “Scheduled.”
 - After the end date, an Order is listed as “Closed.” You will not be able to obtain products after this date.
- Each Order can have a Low-THC **and** a Medical Cannabis entry for **each** possible route of administration.
 - Routes of administration include inhalation, topical, oral, sublingual, and rectal.
- Each Route can have its own unique Amount Per Dose and Doses Per Day.
 - The Registry uses this information to work out how many milligrams of product you’ve been authorized by your Physician to obtain from a Medical Marijuana Treatment Center.

When you first arrive at your Profile, you will see your Orders dashboard under your Demographics:

Orders for: TEST, TESTER

Show entries Search:

Expand	Order Status	Start Date	Placed By	Purchase Device	Days	End Date
<input type="button" value="Expand"/>	Open	8/6/2018	JACK ROTHMAN	Yes	21	8/27/2018
<input type="button" value="Expand"/>	Scheduled	9/3/2018	JACK ROTHMAN	Yes	42	10/15/2018

Showing 1 to 2 of 2 entries

Here, you can see that this patient has two Orders: one that starts on the 6th of August and another that is scheduled to start on the 3rd of September. You can also see the duration of each order (the number of days the patient can obtain Products).

The Order also says that this patient can purchase a Delivery Device.

If you click the name of the physician, you’ll be taken to a page where you can see their phone number, address, and other information.

Click anywhere else on the row for an Order, and it will expand to show you much more information. We’ll show this on the next page.

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Orders for: TEST, TESTER

Show 10 entries Search:

Expand	Order Status	Start Date	Placed By	Purchase Device	Days	End Date
Collapse	Open	8/6/2018	JACKROTHMAN	Yes	21	8/27/2018

Route: Oral

Total Amount Ordered: 1050 milligrams

Amount Per Dose: 10 milligrams

Doses Per Day: 5

Note: If the doctor wants to share special directions or notes to you and the MMTC, they'll be shown here.

Dispensed On	At	Via	Amount Dispensed	Status
There are no Dispensations recorded for this route.				

Expand	Scheduled	9/3/2018	JACKROTHMAN	Yes	42	10/15/2018
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Showing 1 to 2 of 2 entries

When you expand the order, you can see much more information for it. You can click each tab to view the different routes of administration that the doctor has placed an order for.

In each one, you're told:

- The Route
- The total amount the doctor ordered
- The amount per dose
- The number of doses per day the doctor recommended
- Any special notes the physician added to the order
- A history of all the Dispensations you've received for this part of the order

“How can I tell what I’m able to have?”

Expand the Order and click through the tabs to browse the details of your Order.

Remember: You can only obtain products for Orders that have the status of **Open**.

“How much is left for me to obtain in my Order?”

In each tab, you can see the Amount Remaining in your Order History listing.

“I saw the doctor, but there’s no order in there for my visit.”

Contact your physician to understand why they have not supplied the Order yet.

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“Some of my Orders say they’re Completed or Expired. Why’s that?”

When you have obtained the total amount of product that the Order allows for, you have “Completed” it. If you’ve reached the End Date of an Order, it’s flagged as “Expired.” In either case, you can no longer obtain products from that Order.

“There’s only one Route in my Order. I thought I could have more.”

It is your doctor’s decision how many Routes to add to an Order. An Order may have no more than one Low-THC and one Medical Cannabis entry for each of the available Routes of Administration, but your doctor will decide what Routes are best for you.

“My Order isn’t right, or isn’t an effective treatment.”

Your doctor can edit or update any order in your list. Reach out to them for help.

“Can I get products without an order?”

No. Any person that provides you with Low-THC Cannabis or Medical Marijuana products when you do not have an **Open** Order may be violating the law.

Remember: The Law Enforcement community has access to the Registry and uses it to verify if people in possession of Cannabis are legally authorized to do so.

“It looks like an MMTC recorded one of my Dispensations wrong!”

When you obtain products, the Medical Marijuana Treatment Center (MMTC) is required to record how much they’ve dispensed for you in the Registry.

If you feel they’ve made a mistake, please contact them and they can make a correction to the record.

“There’s a little note in red text for one of my Dispensations. What is that?”

When a MMTC records a Correction (see the previous question), they must supply a reason for the change. The reason they supply shows in red text in your Dispensation History.

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A SPECIAL SECTION JUST FOR CAREGIVERS

As a Caregiver, you can not only manage your own login, but you can also do a few special actions for the Patient(s) for which you are a Caregiver for. You can add an email address to a patient that does not have one, if you want them to be able to log in on their own. In the event that the Caregiver and the Patient share an email address, the email should be entered into the Caregiver profile. This way, the Caregiver will have access to, both, Patient and Caregiver profiles and applications.

“I want my Patient to be able to log in on their own.”

In the menu bar, you'll see that you not only have access to the Profile of yourself as a Caregiver, but you also have access to your Patient's Profile(s). With this access, you can edit or add email addresses just as we described previously.

If this is your first time adding an email address for the Patient, your Patient will get two emails – one for their username, and a separate one for their temporary password.

“I want to be someone's Caregiver.”

Florida Law permits you to be a Caregiver for a Patient so that you can legally obtain/possess their cannabis products and manage their online Card Application. However, the law also requires that the Registry enforce the following rules:

- A Patient may have only one Caregiver unless:
 - The Patient is a minor.
 - The Doctor indicates that the patient is Incapacitated.
 - If you are an Institutional Caregiver, such as at a Hospice or similar organization, you can have your Caregiver Account marked as an Institutional Caregiver Account – this allows you to be a Caregiver for more than one Patient.
- When the Doctor adds you to the Registry, they'll have to certify that:
 - You attest to comply with the requirements of being a caregiver.
 - That you are not 'conflicted' – meaning that you are *not a* qualified ordering physician or employed by/have economic interest in a medical marijuana treatment center or a marijuana testing laboratory.
 - **When you renew you card later, you'll be asked these same questions.**

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“What happens when I’m added as a Caregiver?”

When you’re first added as a Caregiver, and on every anniversary of you being added, you’ll be required to complete an online training in order to act as a Caregiver in the Registry. The training will be presented as a series of slides to review when you first log in.



Tip: Use the ‘hamburger’ icon in the upper-right corner to switch between slides.

Once you’ve reviewed the information in the slides, the Registry will give you a short quiz to ensure you understand the importance of being a Caregiver. Passing the quiz lets you progress forward. You may retake the quiz and review the slides as often as you like until you get a passing score.