

MEDICAL MARIJUANA USE REGISTRY

PATIENT AND CAREGIVER USER'S GUIDE

WHAT'S IN THIS USER'S GUIDE?

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

- LOGGING IN AND MANAGING YOUR REGISTRY ACCOUNT
- A SPECIAL SECTION JUST FOR CAREGIVERS
- UNDERSTANDING YOUR PROFILE
- WHAT TO EXPECT WHEN REVIEWING YOUR ORDERS
- MANAGING YOUR ONLINE MEDICAL MARIJUANA USE ID CARD

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 where Qualified Ordering Physicians instructs others on how Patients may obtain Low-THC Cannabis, Medical Marijuana or Medical Marijuana Delivery Devices. Being able to access the Registry means you will be able to view your orders and manage your Identification Card application online.

“How do I get started?”

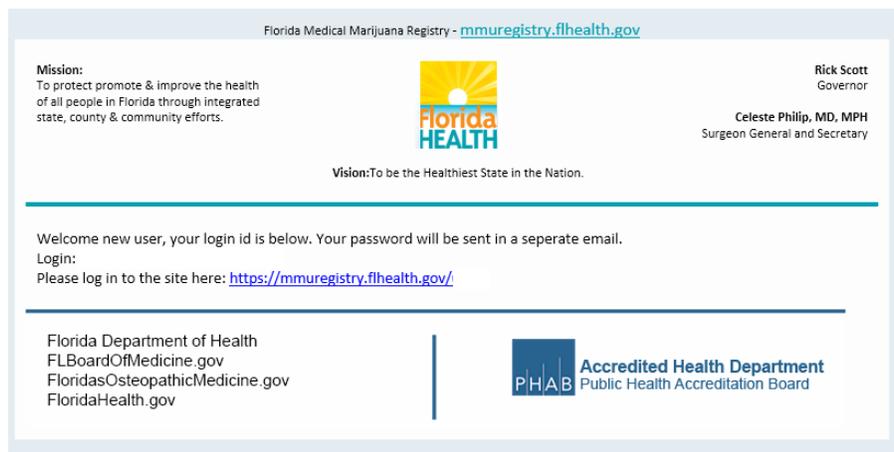
Patient and Caregiver accounts can only be created by your Qualified Ordering Physician. Please remember that all patients must have a profile created for them by their Qualified Ordering Physician.

MEDICAL MARIJUANA USE REGISTRY

“How do I know if I have an account?”

For you to get a Registry account, your Qualified Ordering Physician needs to have your email address. If you have never provided it to your Qualified Ordering Physician, you probably do not have an account. If you feel that is the case, your Qualified Ordering Physician can review your profile and confirm. If they see that your email has not been added to your profile, they can add it easily.

If you know that your Qualified Ordering Physician 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 Qualified Ordering Physician saves your email address to your profile, the Registry will send you an email automatically, along with another email that will contain your temporary password.

“I do not have that password email anymore!”

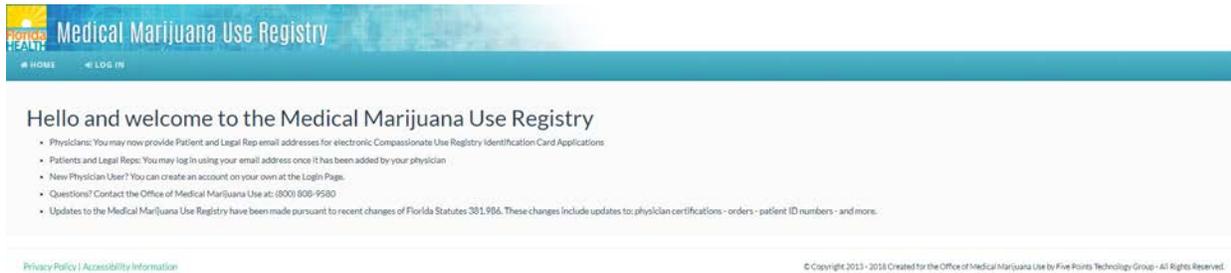
or...

“I forgot my password!”

If your Qualified Ordering Physician put in your email address to your profile, you can request a new temporary password by using your email address. (See Page 3)

MEDICAL MARIJUANA USE REGISTRY

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



Just below the LOGIN button, you will see a link titled “Forgot Password?”

A screenshot of the login and registration form. It has two tabs: "Login" (active) and "Register". The form contains a "Username" input field, a "Password" input field with a toggle for visibility, and a "Remember Me" checkbox. A prominent blue "LOG IN" button is centered below the fields. At the bottom, there is a link for "Forgot Password?".

You will be asked to supply your username. Enter your username and click on SUBMIT.

A screenshot of the "Forgot your password?" form. The heading is "Forgot your password?" followed by the instruction "Enter your username below and we will email you a new password." There is a "Username" input field with a toggle for visibility. Below the field are two buttons: "GO BACK TO LOGIN" (blue) and "SUBMIT" (green). At the bottom, there is contact information for the Office of Medical Marijuana Use: "Phone: 850-245-4657" and "Email: compassionateuse@flhealth.gov".

MEDICAL MARIJUANA USE REGISTRY

“I do not know my username!”

Your username will always be the email address that your Qualified Ordering Physician put in your profile.

“What’s next?”

Once you have submitted your username, the Registry will email you a temporary password to the email address associated with your profile. That password is only valid for one login attempt and must be used within 24 hours – as soon as you log in, you will be asked to reset your password to something else. Password requirements can be found on page 5.

“I received a ‘this login was not found’ message from the Registry. What do I do?”

First, check your spelling and capitalization of the email you supplied. It should be the same as what the Qualified Ordering Physician entered (usernames are case sensitive). If you still do not get a match, it is possible that the Qualified Ordering Physician mistyped the email address, or perhaps they haven’t supplied it to your profile yet. Please contact your Qualified Ordering Physician to resolve this.

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

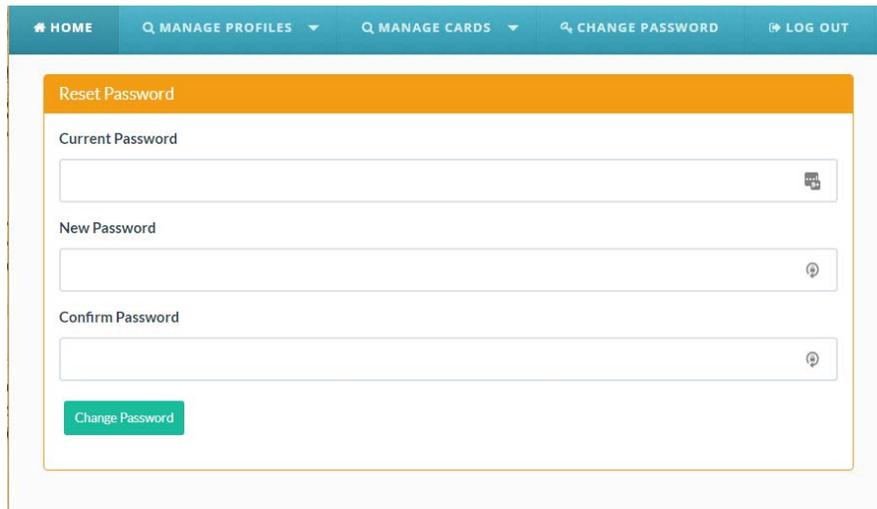
If the system *did not* say “This login was not found.” and you still did not get an email from the Registry, please check your Spam and Junk folders in your email inbox – sometimes emails generated by the Registry are intercepted there. If you find it was caught by your Junk filter, this would be a good time to adjust your settings and put the Registry’s email address on your “safe-sender list” – the Registry will be emailing you important information, such as your Medical Marijuana Use Registry ID Card application information. Emails generated by the Registry will come from MedicalMarijuanaUse@FLHealth.gov

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

Once you are logged in, you will see a “Change Password” link in the menu bar at the top. Clicking it will take you to where you can change it. (See Page 5)

MEDICAL MARIJUANA USE REGISTRY

This page is where you will change your password:



The screenshot shows a web interface for changing a password. At the top, there is a teal navigation bar with the following links: HOME, Q MANAGE PROFILES, Q MANAGE CARDS, CHANGE PASSWORD, and LOG OUT. Below this is a white box with an orange header that says 'Reset Password'. Inside this box, there are three text input fields: 'Current Password', 'New Password', and 'Confirm Password'. Each field has a small icon on the right side. Below the fields is a teal button labeled 'Change Password'.

The information in the Registry is confidential, so you will need to use a secure password that has all of the following:

- 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 ‘#&*(^\$() &? /’
- Has at least one number (1 2 3 etc)

“I want to use a different email address instead of what my Qualified Ordering Physician put on my profile...”

To change your email address, you will need to visit your profile, and update it. (See Page 6)

MEDICAL MARIJUANA USE REGISTRY

To visit your profile, click the link in the menu bar titled YOUR PROFILE:

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](#)

You will be taken to your profile page.

MEDICAL MARIJUANA USE REGISTRY

Next, click the button near the bottom titled “Manage Profile Details”. The page will change to allow you to edit certain fields:

The screenshot shows the 'Medical Marijuana Use Registry' patient profile management interface. The header includes the Florida logo, the title 'Medical Marijuana Use Registry', and a 'Welcome | TYPICAL PATIENT' message. A navigation bar contains links for HOME, YOUR PROFILE, YOUR CARD, CHANGE PASSWORD, and LOG OUT. The main content area is titled 'Patient Profile for: PATIENT, TYPICAL' and 'Patient Number: POZBRQAZ'. It features a placeholder for a 192x192 ID card. The profile details are presented in a form with the following fields:

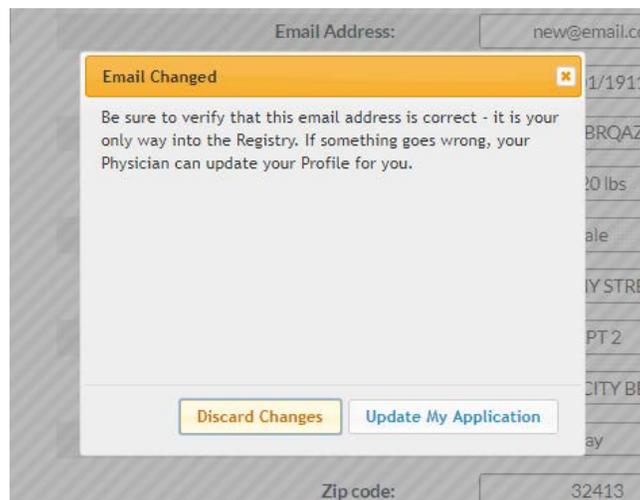
Last Name:	PATIENT
First Name:	TYPICAL
Middle Initial:	S
Primary Phone:	123-456-890
Email Address:	derek.prowse@fiveptg.com
Date Of Birth:	01/01/1911
Patient Number:	POZBRQAZ
Patient Weight:	120 lbs
Gender:	Male
Address1:	123 ANY STREET
Address2:	APT 2
City:	PANAMA CITY BEEACH
County:	Bay
Zip code:	32413

At the bottom of the form are two buttons: 'Go Back to Profile' and 'Save Your Changes'. A red warning message states: 'If you need the other items changed, such as the spelling of your name or date of birth, your Physician must do this - contact them for help'.

MEDICAL MARIJUANA USE REGISTRY

Click in the email address field, put in your new email address, and select “Save Your Changes.”

You will be asked if you really want to make this change.



Be careful, and confirm it is right! Entering an invalid email address, may cause you to temporarily lose 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 you use this new email address as your username when you need to log in again.

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

MEDICAL MARIJUANA USE REGISTRY

A SPECIAL SECTION JUST FOR CAREGIVERS:

As a Caregiver, you can not only manage your own account, but also the account for the patient(s) for which you are a Caregiver. If you would like to manage your profile, and the profile of the patients you represent, make sure the Qualified Ordering Physician supplies your email to your Caregiver account. Caregivers can add a different email address to a patient that does not have one, if you want them to be able to log in on their own.

“I want to be someone’s caregiver.”

Florida law states that a caregiver must:

1. Not be a Qualified Ordering Physician and not be employed by or have an economic interest in a Medical Marijuana Treatment Center or a marijuana testing laboratory.
2. Be 21 years of age or older and a resident of the state of Florida.
3. Agree in writing to assist with the qualified patient’s medical use of marijuana.
4. Be registered in the Medical Marijuana Use Registry.

A qualified patient may designate no more than one caregiver to assist with the qualified patient’s medical use of marijuana, unless:

1. The qualified patient is a minor and the designated caregivers are parents or legal guardians of the qualified patient.
2. The qualified patient is an adult who has an intellectual or developmental disability that prevents the patient from being able to protect or care for himself or herself without assistance or supervision and the designated caregivers are the parents or legal guardians of the qualified patient.
3. The qualified patient is admitted to a hospice program.

A Caregiver may be registered in the Medical Marijuana Use Registry as a designated Caregiver for no more than one qualified patient, unless:

1. The Caregiver is a parent or legal guardian of more than one minor who is a qualified patient.
2. The Caregiver is a parent or legal guardian of more than one adult who is a qualified patient and who has an intellectual or developmental disability that prevents the patient from being able to protect or care for himself or herself without assistance or supervision.
3. All qualified patients the Caregiver has agreed to assist are admitted to a hospice program and have requested the assistance of that caregiver with the medical use of marijuana; the Caregiver is an employee of the hospice; and the Caregiver provides personal care or other services directly to clients of the hospice in the scope of that employment.

MEDICAL MARIJUANA USE REGISTRY

Who added this photo to my application(s)?"

You may have noticed that when you visited your online application, that there is an ID photo already present. This is because the Registry is linked with the Florida Driver's License and State ID Card system. The Registry will check for a match of your Social Security Number and date of birth and your photo will be supplied if a match is found. This way, you do not have to worry about getting one uploaded.

If the photo is missing or seems wrong, speak with your physician to make sure they entered your SSN and DOB correctly.

UNDERSTANDING YOUR PROFILE

Your Profile contains:

- Your name and date of birth
- A unique patient ID number
- Your phone number
- Your email address (which is also your username)
- Your weight and gender
- Your address information
- If you have an approved Medical Marijuana Use Registry ID Card, you will 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 application has not been approved yet, you will see
 - A blank photo placeholder
 - A notification that your Card Application is not complete

The next page shows you what your Profile looks like when you are first provided with an account and have not been approved for an ID Card.

MEDICAL MARIJUANA USE REGISTRY

This is what your profile looks like when you are first provided 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](#)

MEDICAL MARIJUANA USE REGISTRY

“Something on my profile is not right. I want to fix it.”

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

Changing parts of your profile:

Last Name:	<input type="text" value="PATIENT"/>
First Name:	<input type="text" value="TYPICAL"/>
Middle Initial:	<input type="text" value="S"/>
Primary Phone:	<input type="text" value="123-456-890"/>
Email Address:	<input type="text" value="derek.prowse@fiveptg.com"/>
Date Of Birth:	<input type="text" value="01/01/1911"/>
Patient Number:	<input type="text" value="POZBRQAZ"/>
Patient Weight:	<input type="text" value="120 lbs"/>
Gender:	<input type="text" value="Male"/>
Address1:	<input type="text" value="123 ANY STREET"/>
Address2:	<input type="text" value="APT 2"/>
City:	<input type="text" value="PANAMA CITY BEEACH"/>
County:	<input type="text" value="Bay"/>
Zip code:	<input type="text" value="32413"/>
Caregivers	<input type="text" value="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 Qualified Ordering Physician can change:
 - Your name
 - Your date of birth
 - Your weight
 - Your gender
 - The name of your Caregiver
- Things you can change without needing a new ID Card
 - Your phone number
 - Your email address
- Things that you can change that will require a new ID card:
 - Your address information (Address Line 1 through ZIP Code)

Your patient ID number cannot be changed.

MEDICAL MARIJUANA USE REGISTRY

“The Qualified Ordering Physician got my name/DOB/weight/gender wrong.”

Your Qualified Ordering Physician must correct these errors. Contact them to arrange to have your profile corrected.

If your demographic information is incorrect, law enforcement officials and MMTC employees may not be able to verify you in the Registry.

Also, incorrect demographic information may complicate your experience getting an ID Card and may cause delays in receiving dispensations from a Medical Marijuana Treatment Center.

“I do not see my caregiver under my profile.”

Your Qualified Ordering Physician is responsible for adding your caregiver to your profile. If your caregiver is not yet associated with your profile, they will not be able to apply for an identification card until your Qualified Ordering Physician includes them.

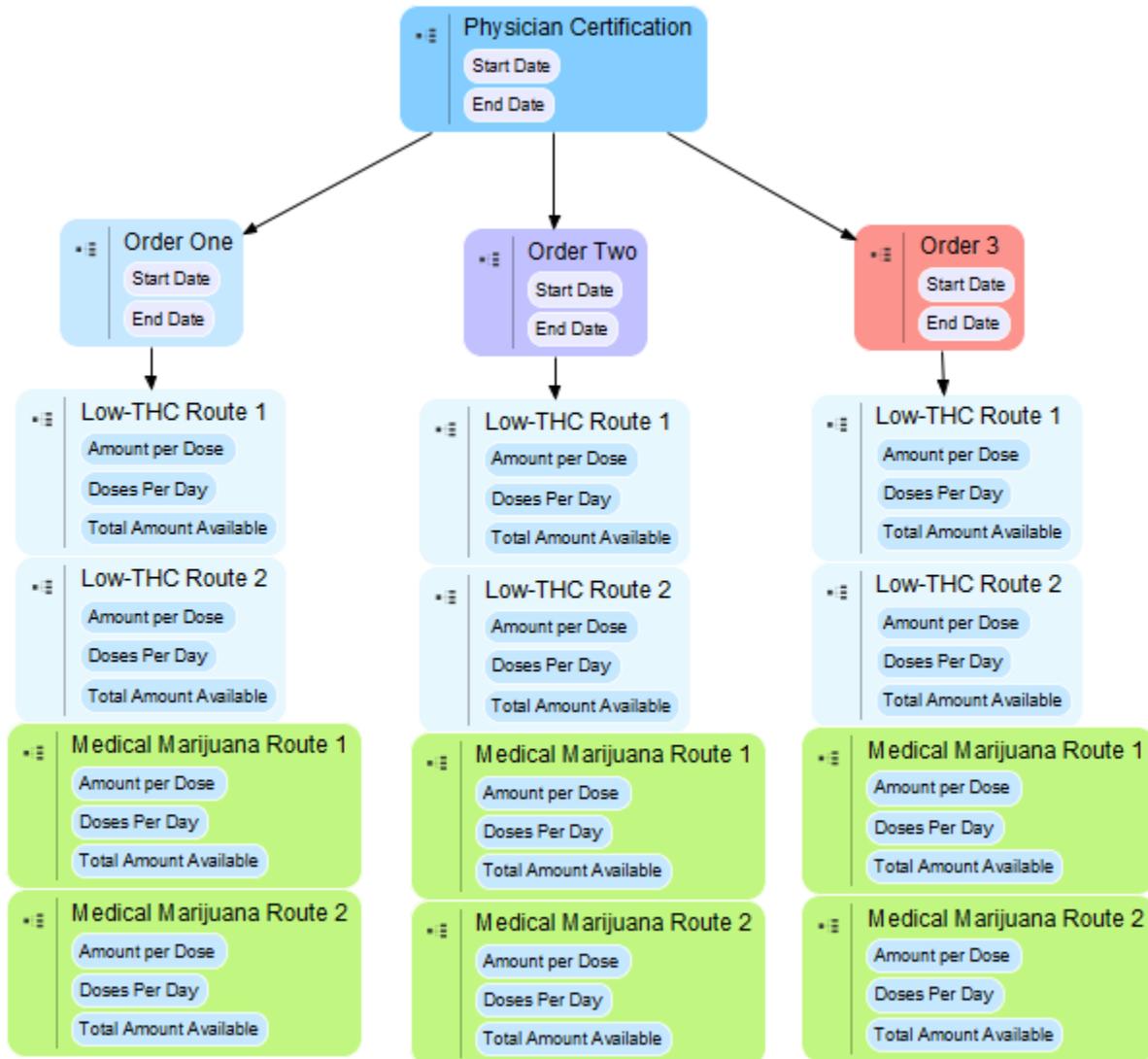
“I’m a caregiver, but do not see my patient as a choice in the menu.”

The Patient’s Qualified Ordering Physician needs link your Caregiver account to the Patient’s account that you represent.

MEDICAL MARIJUANA USE REGISTRY

WHAT TO EXPECT WHEN REVIEWING YOUR ORDERS

Florida law requires that your Qualified Ordering Physician place Orders in a specific format. They are organized using this structure:



Remember, if you do not understand your orders, your Qualified Ordering Physician or staff at a Medical Marijuana Treatment Center will be able to help.

MEDICAL MARIJUANA USE REGISTRY

Here are some of the requirements that direct how Orders are organized:

- Orders must exist within a physician certification
 - Each Physician Certification must have a fixed start date and a fixed end date
 - Orders can only be placed within that date range
 - The longest any single Certification can last is 210 days
 - Your Qualified Ordering Physician can have one open Certification (for now) and one scheduled Certification (for later) in a Patient profile at any one time
 - Certifications cannot overlap
- **Note: Patients, Caregivers, and MMTC staff cannot view certifications.**
- Each Physician Certification can contain up to three Orders
- Each Order has its own start date within the Certification
 - You will not be able to obtain Products for an Order until the start date. Before the start date, the Order is listed as “Scheduled”
- Each Order also has an end date
 - After the end date, the Order is listed as Closed or Expired. You won’t be able to obtain Products after the end date.
- Orders cannot overlap.
- Each order also can have up to four different Routes – 2 Low-THC Cannabis and 2 Medical Marijuana. Routes are the method by which the Product is delivered, such as inhalation, topical, or oral
- Each Route can have its own unique amount per dose, and doses per day
 - The Registry uses this information to calculate how many milligrams of Product you have been authorized by a Qualified Ordering Physician to obtain from a Medical Marijuana Treatment Center.

On the next page, you can see what an example order looks like to a patient, or their caregiver.

MEDICAL MARIJUANA USE REGISTRY

When you first arrive at your profile, you will see your Orders dashboard under your demographics:

Orders for: PATIENT, TYPICAL

Show entries Search:

Expand	Order Status	Start Date	Purchase Device	Days	End Date	Edit
Scheduled	12/1/2017	ANTHONY HALL	Yes	30	12/31/2017	
Scheduled	11/15/2017	ANTHONY HALL	Yes	15	11/30/2017	

Showing 1 to 2 of 2 entries Previous Next

Here, you can see that this patient has two Orders, one that starts on the 15th of November, and another that starts on the 1st of December. This also shows how many days each Order is live where the Patient can obtain Products

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

If you click the name of the Qualified Ordering Physician, you will be directed 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 about your order. (See following page)

MEDICAL MARIJUANA USE REGISTRY

Expand Order Status Start Date Purchase Device Days End Date Edit

Scheduled 12/1/2017 ANTHONY HALL Yes 30 12/31/2017

Low-THC Cannabis - Oral Low-THC Cannabis - Topical Medical Cannabis - Sublingual Medical Cannabis - Sublingual

Route: Oral

Total Amount Ordered: 1500

Amount Per Dose: 10

Doses Per Day: 5

Note: If 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.				

Scheduled 11/15/2017 ANTHONY HALL Yes 15 11/30/2017

Showing 1 to 2 of 2 entries Previous 1 Next

When you expand the Order, you can see much more information/ You can click each tab to view the different Routes that the Qualified Ordering Physician has placed an Order for. For each Order, you can see:

- The Route
- The amount per dose
- The number of doses per day the Qualified Ordering Physician recommended
- Any special notes from the Qualified Ordering Physician
- And lastly, a history of all the Dispensations you have ever received for this part of the Order.

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

Expand your Order and click through the tabs to browse your orders.

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.

MEDICAL MARIJUANA USE REGISTRY

“Some of my orders say they’re completed or expired... what’s that?”

When you have obtained all the Products that the Order allows for, it is marked as Complete. When the end date of an Order occurs, it is flagged as Expired. In both cases, you cannot obtain Products for that Order any longer.

“My Order is not right, or is not an effective treatment.”

Your Qualified Ordering Physician 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.

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

When you obtain Products, the Medical Marijuana Treatment Centers are required to record how much they have dispensed for you in the Registry.

If you feel they have 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’s 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.

MANAGING YOUR ONLINE MEDICAL MARIJUANA USE ID CARD

Florida law requires that you obtain a Medical Marijuana Use ID Card from the Department of Health in order to obtain Products from an MMTC.

While you are invited to mail in a pen-and-paper ID Card application, the Registry makes it easy to get your card quickly.

MEDICAL MARIJUANA USE REGISTRY

“How do I get started?”

When your Qualified Ordering Physician initially created your account, the Registry automatically started your first identification card application. You can visit it from the link in the menu bar titled YOUR CARD.

“How is my application laid out for me?”

Your card application has 6 parts:

- Your photo
- Your address and other basic information
- Your proof of residence
- Your payment
- The date the card was printed
- A place for you to sign electronically

Your online application has 6 parts. The top has your photo and demographic information:

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

MEDICAL MARIJUANA USE REGISTRY

Below that is a place for you to supply your proof of residence and sections for when your payment was processed and 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 Driver'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 sign online 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](#)

The undersigned persons certify that the applicant has requested a physical Medical Marijuana Use Registry Identification Card as authorized under section 381.988, Florida Statutes, and Chapter 64-4, F.A.C. 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.

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

MEDICAL MARIJUANA USE REGISTRY

“So, what do I need to do?”

Some of the application is for you to supply, and some of it is completed by the Office of Medical Marijuana Use. You are responsible for:

- Your photo
 - The Registry is connected to the Division of Highway Safety and Motor Vehicle’s State ID system. It looks at your information that your Qualified Ordering Physician provided – if there’s match, 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 meet the statutory requirements. If the photo does not meet statutory requirements, your application will not be approved. Click “Photo Requirements” for more information.
 - You can upload your photo using the button titled Choose File. If you already have a photo brought over from your Driver’s License/State ID Card, you can use that and move on to the rest of your Application.
 - Uploading a photo will replace any existing one. If the existing one was approved, and you replace it, you will have to wait for the new photo to be approved.
 - If the new photo is going into a previously-approved Application, a fee may apply.
- Your address and other basic information
 - Sometimes, Qualified Ordering Physicians put in old or incorrect information. Review this section carefully because a fee may be required, if a new card needs to be printed later.
- Your proof of residence
 - You will need to upload this. If you need more than one file, you can add as many as you need.
- If you are applying for a **Caregiver ID card**, you need to supply a **proof of representation** instead of a proof of residence.
- A place for you to sign electronically.
 - You will only be able to sign once you have completed your part of the Application.
 - Type your name into the signature fields exactly as it is listed in the upper-right of the Registry.

If you mailed in your payment, the OMMU will supply the payment record when your payment is processed, and will supply a printed date when your card is printed. They will also mark the application as approved when it meets legal requirements.

“Can I pay online instead of mailing in payment?”

To submit a payment online, click the button titled “Click Here to go 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 have finished paying online, go back to the Registry - when you reload your Online Application, it will update with your payment status.

MEDICAL MARIJUANA USE REGISTRY

“Can I submit a partial payment and pay the rest later?”

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?”

Once the OMMU receives and processes your payment, the Registry will be updated, so you can follow along. If your mailed-in payment fails or is rejected, the OMMU will note this in the Registry, so you may resubmit payment.

“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 they approve or reject something, 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 will be emailed about it right away, so you can fix it quickly. You will also see onscreen any rejected items. Simply resupply them to get back on track towards getting your card.

When your card application is fully approved, you will get an email that will serve as your temporary ID Card. You can use this email to obtain your orders while you wait for your physical card to arrive in the mail.

“How long is my card good for?”

Florida law states that your card must be renewed every year.

“It says I should renew soon, how do I do that?”

In your online application, below your address information, there’s a button named “Renew My Application”. This starts the application over again. **If your previous card is still valid, this will not affect your ability to obtain Products.**

“I want to update my card.”

You can start a renewal of your application any time you wish. A new processing fee will be needed for any new card printed.