

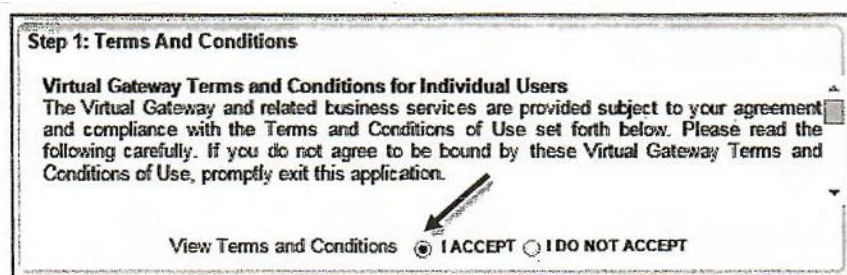
Medical Use of Marijuana Program: Renewing Your Registration Online

It is strongly encouraged that you register online with the Program. Doing so will allow you to have immediate, online access to your profile and receive notices from the Program through your email. As a patient, you can gain access to your online account at any time by self-registering with the Program’s Virtual Gateway portal at <https://sso.hhs.state.ma.us>.

Please follow these steps:

STEP 1:

- Go to the Program’s online system at <https://sso.hhs.state.ma.us>. Accept the “Terms and Conditions” by clicking “I ACCEPT.”



- Enter your information in the “Personal Information” section:
 - Under “Service Name” select “Medical Use of Marijuana System.”
 - Type in your personal information for each section.
 - Answer the security question.
 - Click “Submit.”



STEP 2:

- Create a password by following the instructions on the screen.

Step 5: Create Password

To log in to the Virtual Gateway, you will need to create a password. Passwords must be 8 to 16 characters long. Passwords must contain the following:

- Between 8 and 16 characters
- Atleast one uppercase character(A,B,C,...)
- Atleast one lowercase character(a,b,c,...)
- Atleast one number(1,2,3,....)

Passwords cannot contain:

- The words 'test', 'password' or 'pass'
- Your first name, your last name, or your full name
- Your Virtual Gateway Username
- Your Email Address

Important: Keep your information safe and secure. Do not share your Virtual Gateway password with anyone.

Password

Confirm Password

- Next, select two (2) secret questions and provide answers to them. These questions will be used to reset your account if you forget your password. Once complete, click “Submit.”

Step 6: Secret Questions


Two secret questions must be selected and answered. These questions will be used if you forget your password or need to change it. Once you have selected and answered your questions, click the "Submit" button and your Virtual Gateway username will be displayed.

Secret Question 1:

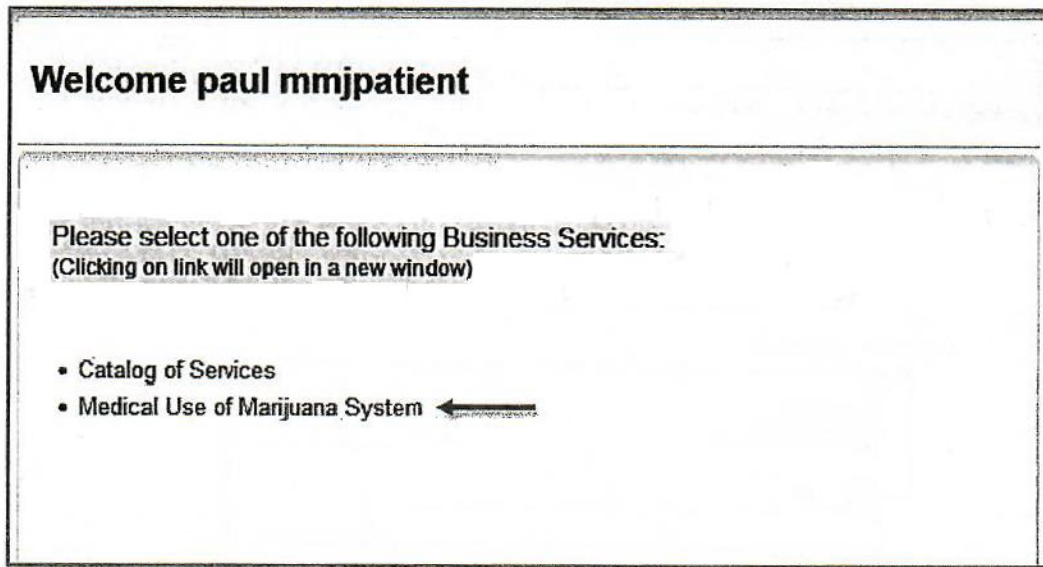
Answer to Secret Question 1:

Secret Question 2:

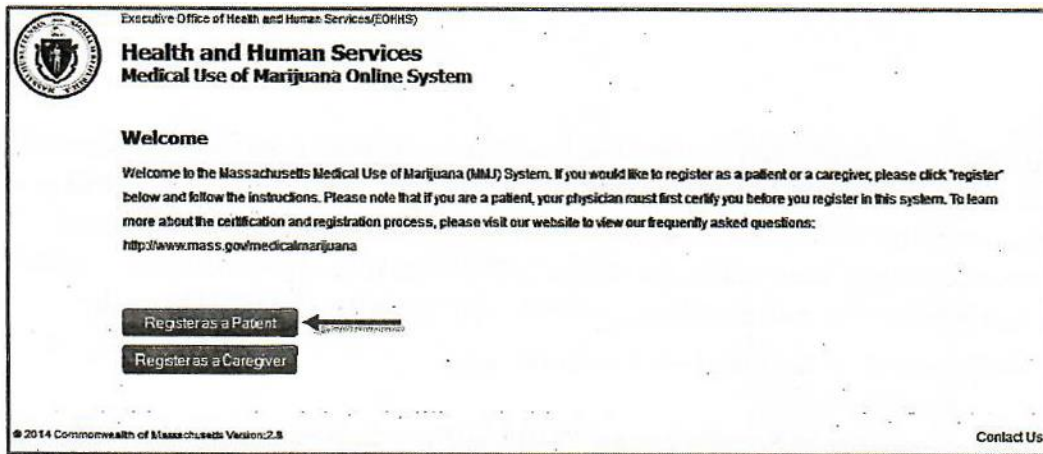
Answer to Secret Question 2:



STEP 3: Click on the link for the “Medical Use of Marijuana System.”



STEP 4: Click the “Register as a Patient” button.



STEP 5: Enter all four (4) identification fields and click the “Proceed” button.

- Your Registration Number is located on your Program ID card.

Executive Office of Health and Human Services (EOHHS)
Health and Human Services
Medical Use of Marijuana Online System

Identification

Instructions:
Please fill in the fields below to proceed with patient registration in the Medical Use of Marijuana System. All fields marked with an asterisk (*) are required.

Patient Identification

Pin or Registration Number: * _____

Last Name: * _____

Date of Birth (mm/dd/yyyy): * _____

Social Security Number (Last 4 Digits): * _____

Cancel Proceed ←

STEP 6: If you successfully enter all of the identification fields, you will be taken to the home page for your patient profile. If it is within 60 days of your registration’s expiration date, you will see a “Renew Registration” link near the bottom of the page. Click this link to begin the registration renewal process.

Executive Office of Health and Human Services (EOHHS)
Health and Human Services
Medical Use of Marijuana Online System

Home My Caregivers My Purchases My Registration Help

Home

Welcome f11000061 111000061. You are a registered patient with the Medical Use of Marijuana Program. Your registration number is P11000061 and your registration is active until December 18, 2015.

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

Please renew your registration by clicking the "Renew Registration" link below.

Renew Registration ←

To print your temporary program ID card please click the "Print Temporary Program ID card" link below.
Print Temporary Program ID Card

STEP 7: Proceed through the registration renewal application following the instructions provided on the screen. The registration renewal application will be pre-populated with the information from your existing patient record.

STEP 8: You will then be brought to the “Review and Submit Renewal” page to review and confirm your registration information.

- If you need to correct any information, you may click the associated field on the right side of the screen and edit your information, or you may click the “Back” button until you reach the correct screen and edit your information.
- After you have verified that the information is correct, click the “Proceed” button until you return to the Review and Submit Application screen.
- Once you have verified that the information is correct, click on the “Submit” button.

STEP 9: You will then be taken to the Home screen with a message stating that you have submitted an application. Your application will then be reviewed by the Program.