

How to Register with the Medical Use of Marijuana Program: Instructions for Patients

May 23, 2017

This document was issued originally by the Department of Public Health (DPH). As part of the transfer of the medical-use of marijuana program on or before December 31, 2018, the Commission adopted this document. We suggest that before you rely on the contents of this document, you check the applicable medical-use marijuana laws, which include M.G.L. c. 94I and 935 CMR 501.500, as they may provide or clarify the legal requirements related to this document. We also suggest that you periodically check for revisions to this document. Questions with regards to this document may be directed to CannabisCommission@Mass.gov.

Registering online with the Medical Use of Marijuana Program (“Program”) is the fastest and most convenient way to register to possess marijuana for medical purposes.

Please note that in order to register as a patient in the Medical Use of Marijuana Online System (MMJ Online System) you must first be certified by a qualified health care provider.

If you are unable to register online, a more lengthy paper registration process is available. Please call (833) 869-6820 to request a paper registration form.

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/VGPortal/faces/SelfReg.jspx?_adf.ctrl-state=gijn3spa8_3

Once your registration application is reviewed by the Program, you will be notified by email regarding the status of your registration. Registration applications are reviewed in the order they are received.

If approved for registration, you will be able to print a temporary paper Program ID Card and will receive your plastic Program ID Card in the mail in 1 – 2 weeks. The temporary paper Program ID Cards expire four weeks from the date that your registration is approved by the Program, at which time you should have received a plastic Program ID Card. If you do not receive your plastic Program ID Card within three weeks, call the Program at (833) 869-6820.



Preparing for Registration

Before registering in the MMJ Online System, you will need to gather the following:

- Access to a scanner or a mobile phone or other device capable of uploading documents;
- Your **PIN**, as provided to you by your health care provider, and emailed to you by the Program, after you are certified;
- valid form of identification (as explained below);
- A photograph of yourself (as explained below); *and*
- A form of payment, or proof of verified financial hardship (as explained below).

Valid Form of Identification

Valid forms of identification include one of the following:

- Massachusetts driver's license;
- Massachusetts ID card (with a photograph of yourself);
- U.S. passport and another document that proves your Massachusetts residency; *or*
- U.S. military ID and another document that proves your Massachusetts residency.

If submitting a driver's license or ID card issued by your state's Department of Motor Vehicles:

If you submit a driver's license or Massachusetts ID card as your valid form of identification, the name and address you submit on your application must match the name and address on your driver's license or Massachusetts ID card. If it does not match, your application will be returned to you for further clarification.

For more information on how to update the name and address on your ID, contact the RMV, or visit their website at www.MassRMV.com.

If submitting a passport or US military ID:

If you submit a passport or US military ID as your valid form of identification, you must also submit a document that proves your primary residence (as outlined below). The name and address on your application must match the name and address on the document that you submit to prove your primary residence.

Submit one of the following to prove your primary residence:

- Utility bill (gas, electric, telephone, cable, or heating oil), that is less than 60 days old and contains 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.

Photograph of Yourself

This photo will be placed on your Program ID Card. If you are using a Massachusetts driver's license or a Massachusetts photo ID card, you may be able to use your RMV photo during the online registration process.

If the Medical Use of Marijuana Online System is able to retrieve your RMV photo, *you do not have to upload a separate photo of yourself.*

If you are not submitting a Massachusetts-issued driver's license or ID as your valid form of ID or the Medical Use of Marijuana Online System is unable to retrieve your RMV photo, then you must upload a photo 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 (see example below);
- 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.



Form of Payment

There is a \$50 fee to complete a patient

registration. *Acceptable forms of payment include:*

- Credit card;
- Debit card; *or*
- Electronic Funds Transfer (by providing a bank account number and bank routing number).

Prepaid cards (e.g. Visa gift cards) are not an acceptable form of payment.

Proof of Verified Financial Hardship

If you have a verified financial hardship, you may be qualified for a waiver of the \$50 registration fee. You are considered to have a verified financial hardship if you are a recipient of MassHealth or Supplemental Security Income, or your household income does not exceed 300% of the federal poverty level for your family size (see table below).

300% of Federal Poverty Level

Family Size	Annual Income
1	\$36,180
2	\$48,720
3	\$61,260
4	\$73,800
5	\$86,340
6	\$98,880
7	\$111,420
8	\$123,960
Each Additional	\$12,540

From the U.S. Department of Health & Human Services 2017 Poverty Guidelines

To apply for a waiver of the registration fee, you must submit proof of verified financial hardship.

*Proof of verified financial hardship includes a **copy** of one of the following:*

- Official MassHealth acceptance letter for the current year, OR official MassHealth redetermination letter for the current year, OR official MassHealth card;
- Supplemental Security Income (SSI) benefit verification letter for the current year;
 - SSI is not the same program as Social Security

- SSI is not the same as SSDI (Social Security Disability Insurance)
- Supplemental Nutrition Assistance Program (“SNAP”) statement from the current year;
or
- Complete State or Federal tax return from this year or last year, including all attachments (all schedules and forms such as Form W-2, Form 1099, etc.).

Registration Process

The Medical Use of Marijuana Online System is housed within the Executive Office of Health and Human Services Virtual Gateway (“VG”). You will first need to register with the VG and then with the MMJ Online System.

You will be sent an email from VG during the registration process. We recommend keeping your email account open during the registration process so you can easily access this email. This email will contain a link that you will click on in order to finish the VG registration process. The link may expire as soon as seven (7) days after being emailed to you and is only valid the first time that you click on it.

Be sure to keep your VG username and password. You will need your **original** username when you renew your registration.

Registration Renewals

Registrations expire annually. You may re-apply for registration, on an annual basis, up to 60 days before the date that your registration expires by following the instructions outlined above.

It is highly recommended that applicants apply for a registration renewal at least 60 days prior to the expiration of their current Program ID card. This will ensure that there is no gap in the applicant’s active status.

Selecting a Personal Caregiver

You have the option of designating a personal caregiver to assist you with your medical use of marijuana. After your registration has been approved by the Program, you may log back in to the MMJ Online System and designate up to two personal caregivers who are not currently designated by another patient, unless that personal caregiver is your immediate family member.

To select a personal caregiver, please follow these steps:

- **Step 1:** Log in to VG at <https://SSO.HHS.State.MA.US> and select “Medical Use of Marijuana System.”
- **Step 2:** Click on “My Caregivers” at the top of the screen.

- **Step 3:** On the next screen click on the "Generate PIN" button to generate a PIN for your personal caregiver. On that screen you will be given the option to print the PIN or enter your personal caregiver's email address where you would like the PIN emailed.
- **Step 4:** Provide the PIN to your personal caregiver and direct them to register with the Medical Use of Marijuana Program at <https://SSO.HHS.State.MA.US/VGPortal/Faces/SelfReg.Jsp>.
- **Step 5:** After your personal caregiver has registered with the Program, you will be sent an email notice confirming their registration. Log back in to the Medical Use of Marijuana Online System, click on "My Caregivers" at the top of the screen, and verify that the individual displayed is your personal caregiver. If yes, select "Yes, I validate that this is my Personal Caregiver," and indicate whether your personal caregiver is an immediate family member, or not. Then click on "Approve." You will then be taken to a screen that indicates that your personal caregiver's registration is pending approval by the Program. After their registration is processed, an email will be sent to your personal caregiver regarding the status of their registration.

Other Important Information About Registration

Important

Patients must maintain an active certification from their health care provider **and** an active registration with the Program in order to be protected for medical use of marijuana under Massachusetts Law.

Program ID Card

You must carry your Program ID Card **at all times** while you are in possession of marijuana for medical use.

Program ID Cards are issued every three (3) years. However, you are required to renew your registration with the program every year in order to remain active.

Notify the Program within five business days after discovering that your Program ID Card is lost, stolen, or destroyed by calling (833) 869-6820.

There is a \$10 fee to replace a Program ID Card.

Valid Form of Identification

After registering with the Program, your valid form of identification on file with the Program must remain active and not expired in order to access a Registered Marijuana Dispensary (RMD) or obtain marijuana for medical use from an RMD.

Change of Registration Information

If, at any time, there is any change to the information you submitted for registration (such as a change in your name, address, email, or phone number), you must update this information in the MMJ Online System within five business days of the change.

To update your registration information, please follow these steps:

- **Step 1:** Log in to the VG at <https://SSO.HHS.State.MA.US> and select “Medical Use of Marijuana System.”
- **Step 2:** Click on the “My Registration” link at the top of the screen.
- **Step 3:** To update your information, click “Edit” at the left side of the screen. Edit the necessary information and click the “Update” button.

Accessing a Registered Marijuana Dispensary

In order to access a Registered Marijuana Dispensary (RMD) to obtain marijuana for medical use, an adult patient must:

- Present their Program ID Card **and** their valid form of identification;
- Have an active certification from their health care provider;
- Have an active registration with the Program; *and*
- Maintain on file with the Program a valid form of identification that is not expired.

Questions

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

The following pages provide detailed step-by-step instructions on how to register with the Program using the Medical Use of Marijuana Online System.

Step-By-Step Registration Instructions

Step 1: Scan and save on to your computer:

- The valid form of identification (and the document that proves your Massachusetts residency, if applicable); *and*
- The photograph of yourself (if applicable).

If you are applying for a registration fee waiver, scan and save the proof of verified financial hardship onto your computer.

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

If uploading a US military ID, scan and upload the front *and* the back of the card. Be sure to have the copy of the front and back of the card saved on one file.

Step 2: Go to the Program's online system at: <https://SSO.HHS.State.MA.US/VGPortal/Faces/SelfReg.Jsp>

- Accept the "Terms and Conditions" by clicking "I ACCEPT"

Step 1: Terms And Conditions

Virtual Gateway Terms and Conditions for Individual Users
 The Virtual Gateway and related business services are provided subject to your agreement and compliance with the Terms and Conditions of Use set forth below. Please read the following carefully. If you do not agree to be bound by these Virtual Gateway Terms and Conditions of Use, promptly exit this application.

View Terms and Conditions I ACCEPT I DO NOT 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;
 - Please note that this is not the same PIN that was provided to you by your health care provider after you were certified (keep this PIN for Step 6). *This (4 digit) PIN is any four digit number that you chose.*
 - Answer the security question; and
 - Click "Submit."

Step 2: Personal Information

Please highlight the service to which you would like access and **complete all** of the sections below. When you are finished, click the **'Submit'** button.

Service Name ←

First Name

Middle Initial (Optional)

Last Name

4 Digit PIN Please choose any four digit number that you will be able to remember. You may be asked to give this number for identification reasons in the future.

Birth Date (Month/Day)

Email Address

Confirm Email Address

Security Question

Answers that are numbers should be typed as numbers not words (for example, enter 8 rather than 'eight' or 3 rather than 'three')

What number comes after 6?

←

- The next page explains how you will receive an email to the email address you provided from VirtualGateway@State.MA.US. This email will contain a link to complete your self-registration.
- After clicking the link in the email, review your information to ensure it is correct. If it is incorrect, you may edit the information by clicking the “Edit” button.

Step 4: New User Confirmation

Please review your information below. If this information **IS** correct, continue to Step 5. If this information **IS NOT** correct, click **"Edit"** to change the information and then continue to Step5.

First Name

Middle Initial

Last Name

4 Digit PIN

Birth Date (Month/Day)

Service Name

←

- 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 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

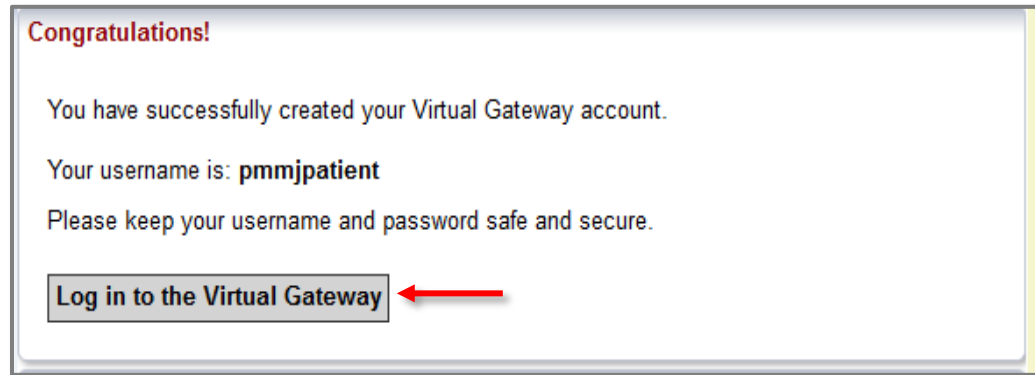
Answer to Secret Question 1

Secret Question 2

Answer to Secret Question 2



- You will then see a confirmation page with your new user name and a link to log in to the Virtual Gateway.
The Virtual Gateway log in page can also be reached at <https://SSO.HHS.State.MA.US/>. You will also receive an email from VirtualGateway@State.MA.US with your user name and a link to the log in page.
Be sure to keep your Virtual Gateway username and password. You will need your **original** username when you renew your registration.



Step 3: Enter your user name and password, and click “Login” to enter Virtual Gateway.

Executive Office of Health and Human Services - Virtual Gateway

Virtual Gateway

Mass.gov

Welcome to the Virtual Gateway

Login

Username

Password (Case sensitive)

[Login](#) ←

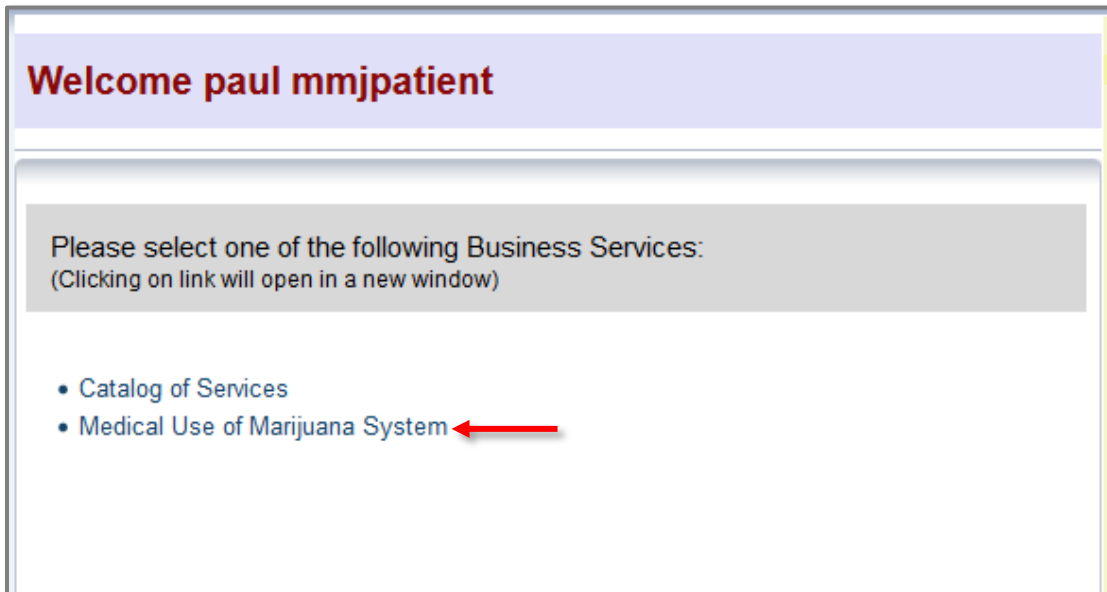
[Forgot Password](#)

Virtual Gateway Customer Service

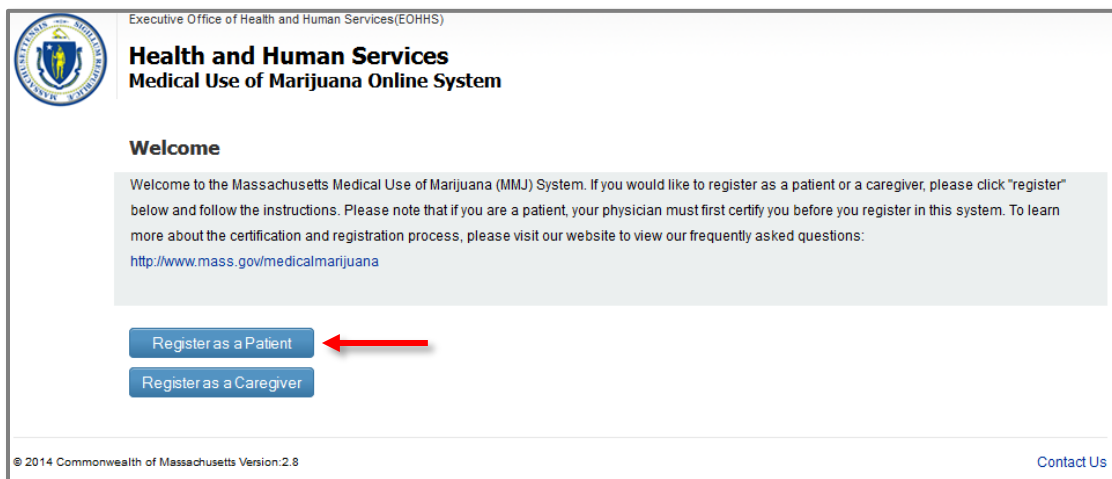
Monday through Friday
8:30 am to 5:00 pm
800-421-0938 (Voice)
617-847-6578 (TTY for the deaf and hard of hearing)

The image shows the Virtual Gateway login page. It features a teal header with the site name and logo. Below is a purple banner with the welcome message. The main content area has a 'Login' section with input fields for 'Username' and 'Password' (noted as case sensitive), a 'Login' button with a red arrow, and a 'Forgot Password' link. To the right, a yellow box contains 'Virtual Gateway Customer Service' information, including hours and contact numbers.

Step 4: Click on the “Medical Use of Marijuana System” link.



Step 5: Click the “Register as a Patient” button.



Step 6: Enter all 4 identification fields and click the “Proceed” button.

- The **PIN Number** is the 6 digit alpha-numeric number you received from your healthcare provider, and that was emailed to you by the Program, after you were certified.

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 7 & Onward: If you successfully enter all of the identification fields you will be taken to the instructions page. Review these instructions and click “Proceed.”

When you are signed in to the Medical Use of Marijuana Online System, you may use the “Help” link in the top right corner for further detailed instructions.

Mass.gov | State Agencies | State A-Z Topics | Logout

Executive Office of Health and Human Services (EOHHS)

Health and Human Services
Medical Use of Marijuana Online System

Click to view the user manual with instructions

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

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