

Understanding the Registry

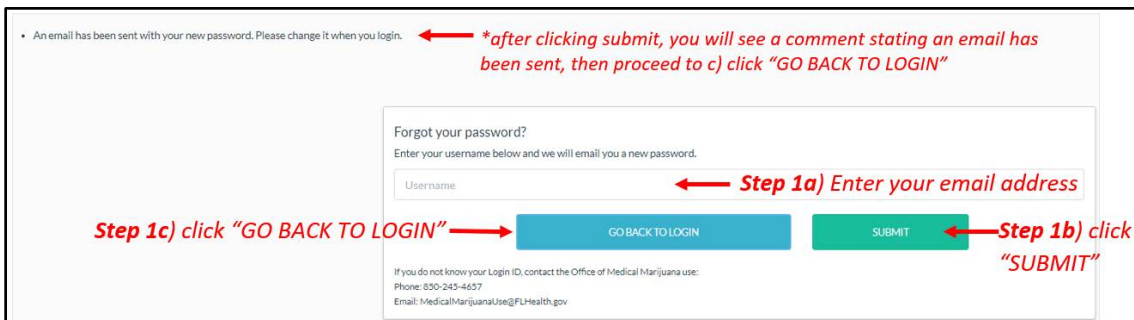
Patient and Caregiver Reset Password Instructions

Step 1: You can request a new temporary password by going to the Registry at:

<https://mmuregistry.flhealth.gov/Public/ForgotPassword>.

- Enter your username (email address entered into the Registry by your qualified physician)
- Click on "SUBMIT." It will say "an email has been sent."
- Click "GO BACK TO LOGIN."

The temporary password is case sensitive, it is only valid for one login attempt and must be used within 24 hours. Below you will find step-by-step instructions on how to reset your password and access your user profile.



• An email has been sent with your new password. Please change it when you login. ← **after clicking submit, you will see a comment stating an email has been sent, then proceed to c) click "GO BACK TO LOGIN"*

Forgot your password?
Enter your username below and we will email you a new password.

Username: ← *Step 1a) Enter your email address*

GO BACK TO LOGIN ← *Step 1c) click "GO BACK TO LOGIN"* SUBMIT ← *Step 1b) click "SUBMIT"*

If you do not know your Login ID, contact the Office of Medical Marijuana use:
Phone: 850-245-4657
Email: MedicalMarijuanaUse@FLHealth.gov

Step 2: Open your email account. Locate and open the email with "Password Reset" as the subject. The email is sent to you from MedicalMarijuanaUse@flhealth.gov. This is the email that tells you what your temporary password is. Remember your temporary password, you will use it to log in.

This password is case sensitive. Temporary passwords are in the following order: 3 capital letters, 2 lower case letters, 3 more capital letters, a symbol and finally a number. For example, ABCdeHIJ#0 (please note that the lower-case L and a capital i look the same).

If you do not find the "Password Reset" email, [click here](#) for additional information.

Step 3: Click on the Registry link provided in the email.

This link takes you to the Registry's home screen (website).



Florida Medical Marijuana Registry - mmuregistry.flhealth.gov

Mission:
To protect promote & improve the health of all people in Florida through integrated state, county & community efforts.

Vision: To be the Healthiest State in the Nation.

Your New Password is below. Please change it once you log in.

Current Password: **RYYkhIKS&2** ← *Step 2: Your current password*

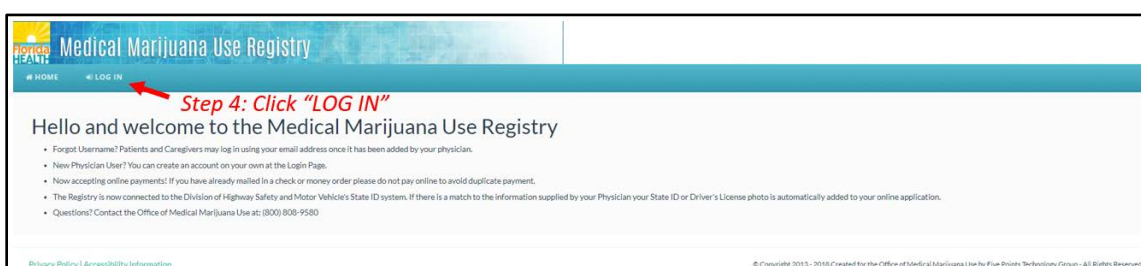
This temporary password will expire in 24 hours after the time this email was sent. You can receive a new temporary password by clicking on the "Forgot Password" link on the site

You can log in to the site here: <https://mmuregistry.flhealth.gov/>. ← *Step 3: The link to the Medical Marijuana Use Registry.*

Florida Department of Health
FLBoardOfMedicine.gov
FloridasOsteopathicMedicine.gov
FloridaHealth.gov

PHAB Accredited Health Department
Public Health Accreditation Board

Step 4: Click "Log In."



Medical Marijuana Use Registry

HOME LOG IN ← *Step 4: Click "LOG IN"*

Hello and welcome to the Medical Marijuana Use Registry

- Forgot Username? Patients and Caregivers may log in using your email address once it has been added by your physician.
- New Physician User? You can create an account on your own at the Login Page.
- Now accepting online payments! If you have already mailed in a check or money order please do not pay online to avoid duplicate payment.
- The Registry is now connected to the Division of Highway Safety and Motor Vehicle's State ID system. If there is a match to the information supplied by your Physician your State ID or Driver's License photo is automatically added to your online application.
- Questions? Contact the Office of Medical Marijuana Use at: (800) 806-9580

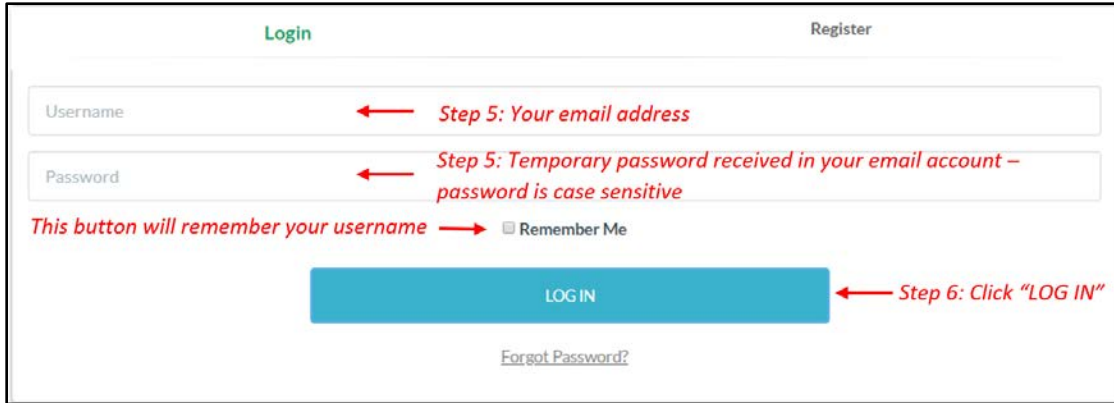
Privacy Policy | Accessibility Information

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Step 5: Type your username and temporary password in the correct boxes on the screen.

The temporary password is case sensitive, it is only valid for one successful login attempt and must be used within 24 hours of it being sent to you.

Step 6: Click “Log In.”



The screenshot shows a login form with the following elements and annotations:

- Buttons for "Login" and "Register" at the top.
- Input field for "Username" with an annotation: "Step 5: Your email address".
- Input field for "Password" with an annotation: "Step 5: Temporary password received in your email account – password is case sensitive".
- A "Remember Me" checkbox with an annotation: "This button will remember your username".
- A blue "LOG IN" button with an annotation: "Step 6: Click 'LOG IN'".
- A link for "Forgot Password?" below the button.

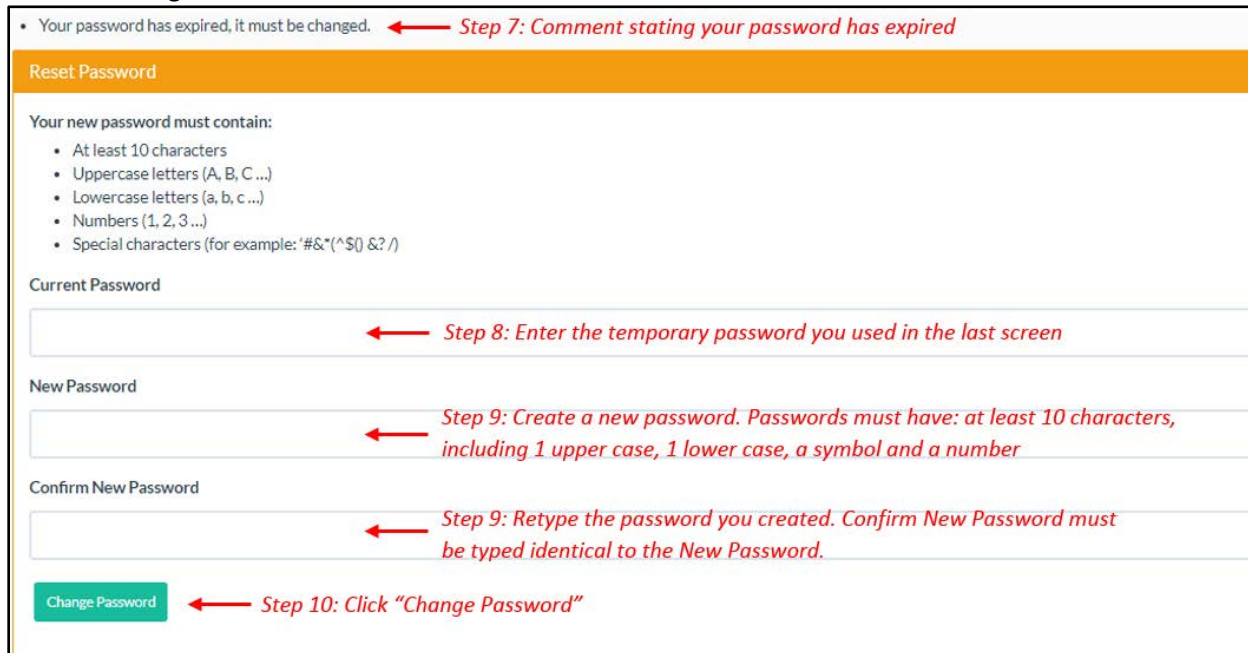
Step 7: After you log in, you will be instructed to change your password. Read the message that will appear on your screen: “Your password has expired, it must be changed.”

Step 8: Type your temporary password into the “Current Password” box (this is the temporary password that was sent to your email in Step 2)

Step 9: Create your new password. You need to add a password to your Registry account that is unique to you. It must be 10 characters long and have:

- Uppercase letters (A, B, C ...)
- Lowercase letters (a, b, c ...)
- Numbers (1, 2, 3 ...)
- Special characters (for example: '#&*(^\$() &? /)

Step 10: Click “Change Password.”



The screenshot shows a "Reset Password" page with the following elements and annotations:

- A notification at the top: "Your password has expired, it must be changed." with an annotation: "Step 7: Comment stating your password has expired".
- A list of requirements for the new password: "Your new password must contain:" followed by a bulleted list: "At least 10 characters", "Uppercase letters (A, B, C ...)", "Lowercase letters (a, b, c ...)", "Numbers (1, 2, 3 ...)", and "Special characters (for example: '#&*(^\$() &? /)".
- An input field for "Current Password" with an annotation: "Step 8: Enter the temporary password you used in the last screen".
- An input field for "New Password" with an annotation: "Step 9: Create a new password. Passwords must have: at least 10 characters, including 1 upper case, 1 lower case, a symbol and a number".
- An input field for "Confirm New Password" with an annotation: "Step 9: Retype the password you created. Confirm New Password must be typed identical to the New Password".
- A green "Change Password" button with an annotation: "Step 10: Click 'Change Password'".

Step 11: A message box will pop up on your screen stating, “Your Password Has Been Successfully Changed.” Click “Ok.”



The screenshot shows the "Reset Password" page with a modal message box in the center. The message box contains the text: "Your password has been successfully changed." and an "Ok" button. An annotation points to the message box: "Step 11: Message stating, 'Your password has been successfully changed'".

Step 12: You will automatically be redirected to your Registry home page.