

Montana Medical Marijuana Program – Industry Portal User Guide



Complia

Compliance Made Simple



Healthy People. Healthy Communities.

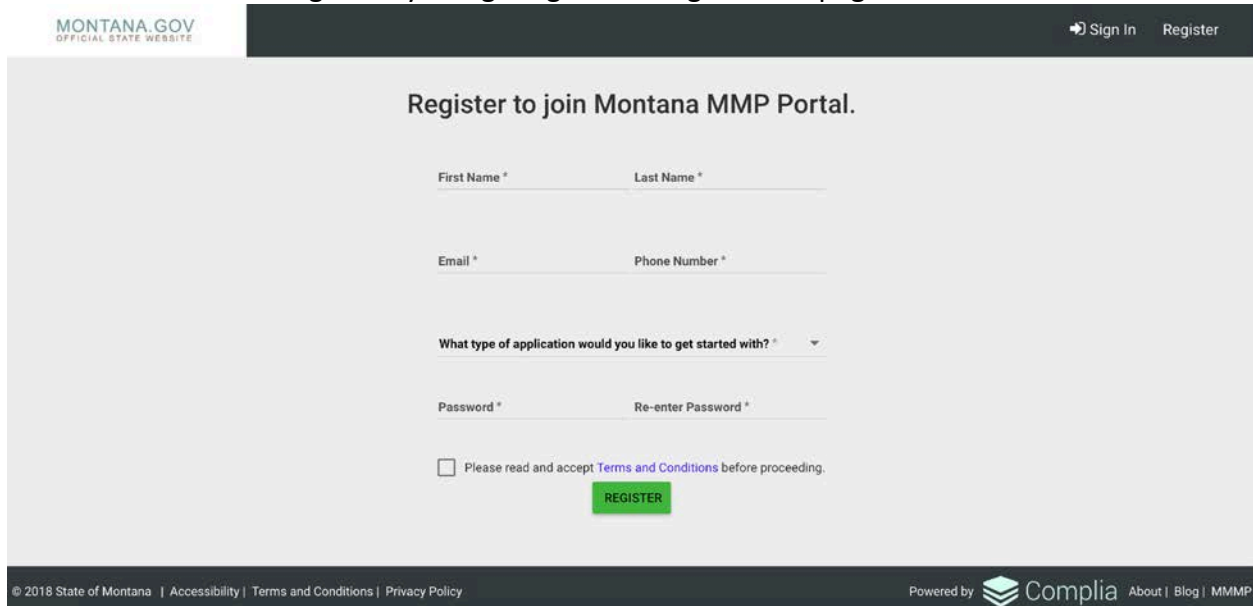
Department of Public Health & Human Services

Overview

Complia is the official web portal for the Montana Medical Marijuana Program. Industry stakeholders can utilize Complia to manage the application process for patient, employee, and business license applications. Complia allows users to update their previously submitted and approved applications as well as renew expiring registrations. Patients and employees can also order replacement cards through Complia.

Register

New users must first register by navigating to the Registration page:

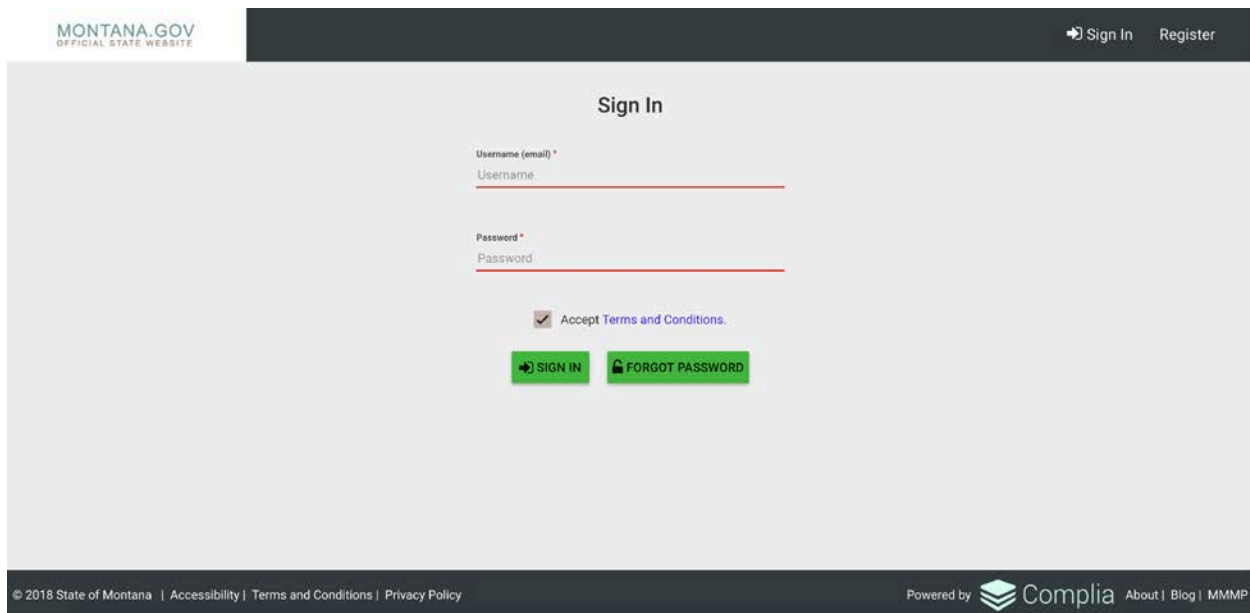


The screenshot shows the registration page for the Montana MMP Portal. At the top left is the "MONTANA.GOV OFFICIAL STATE WEBSITE" logo. At the top right are "Sign In" and "Register" links. The main heading is "Register to join Montana MMP Portal." Below this are several input fields: "First Name *" and "Last Name *" (with a shared underline), "Email *" and "Phone Number *" (with a shared underline), a dropdown menu for "What type of application would you like to get started with? *", "Password *" and "Re-enter Password *" (with a shared underline), and a checkbox for "Please read and accept Terms and Conditions before proceeding." A green "REGISTER" button is positioned below the checkbox. The footer contains copyright information for the State of Montana and the Complia logo with links for "About", "Blog", and "MMMP".

Once the registration information is submitted, confirm your email address by clicking the link sent to your inbox.

Log In

Once your new account email has been verified, you can log in:



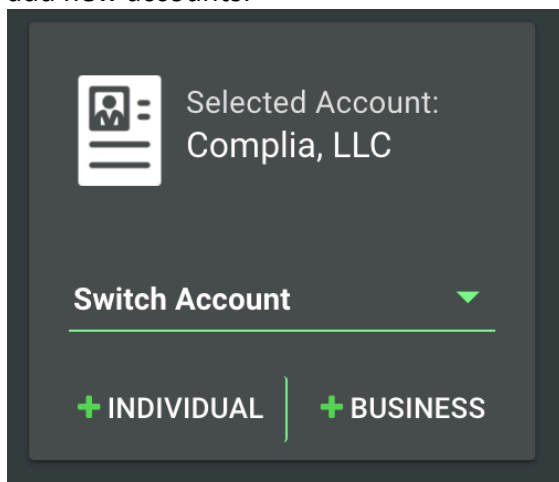
If you forget your password, click the Forgot Password button, provide your email address, and follow the instructions.

Managing Multiple Accounts

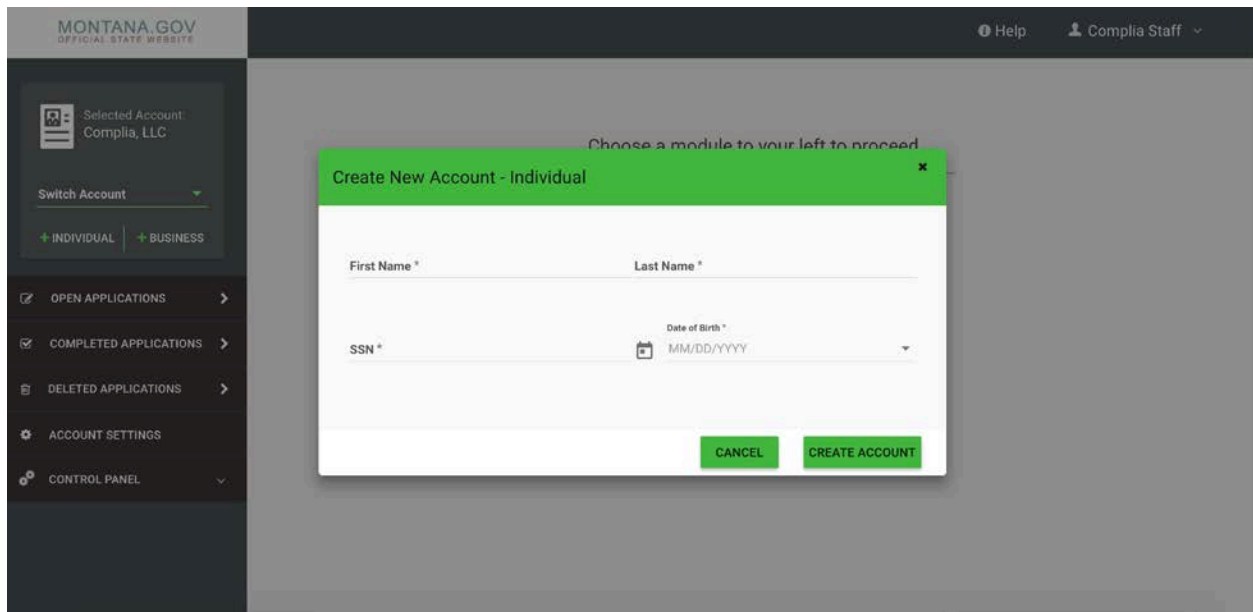
In order to keep your applications organized, separate accounts are required to submit applications for a specific individual or business.

Please note: You will use your individual account to apply for your patient card and/or employee badge. You will use your business account to apply for your Provider/MIPP, Dispensary, and/or Lab license. It's important you use the same accounts every time you apply for a new or renew a license, patient card, or employee badge and not create new accounts.

The box in the upper left corner of the screen allows you to easily switch between accounts and add new accounts:



To switch between accounts, click the drop down and select the desired account. To add a new account, click either +Individual or +Business and provide the required information:



Payment

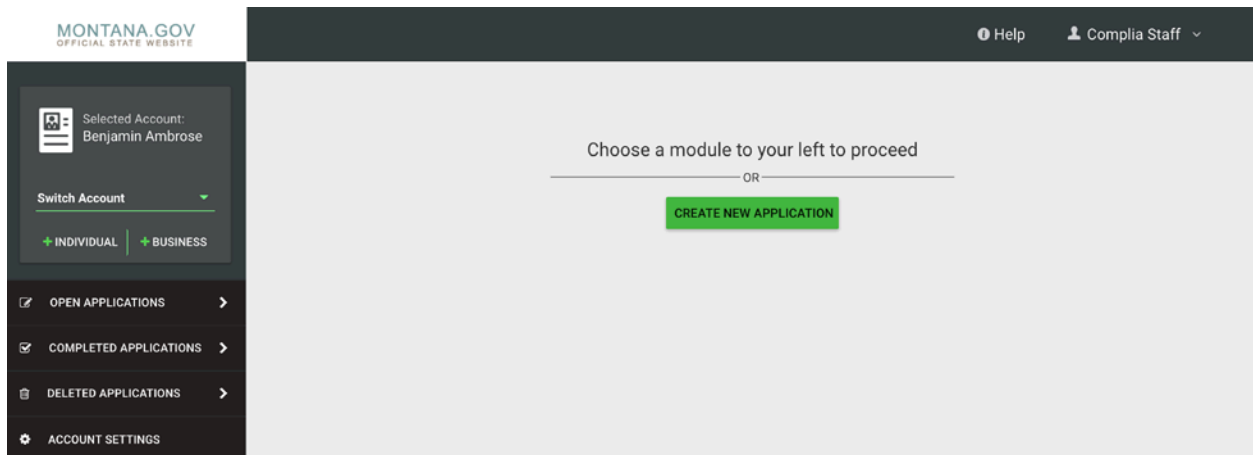
Most applications in Complia require the payment of fees as detailed by the MMMP rules and regulations. Users are able to pay by credit card, ACH, or mail. On each application, you are required to select a payment method even if your fee is zero. For faster application processing, it is recommended you pay by credit card or ACH.

Please note: For mailed in payments, please put your name and reference number in the memo line of the check so the department can correctly allocate your payment to your application.

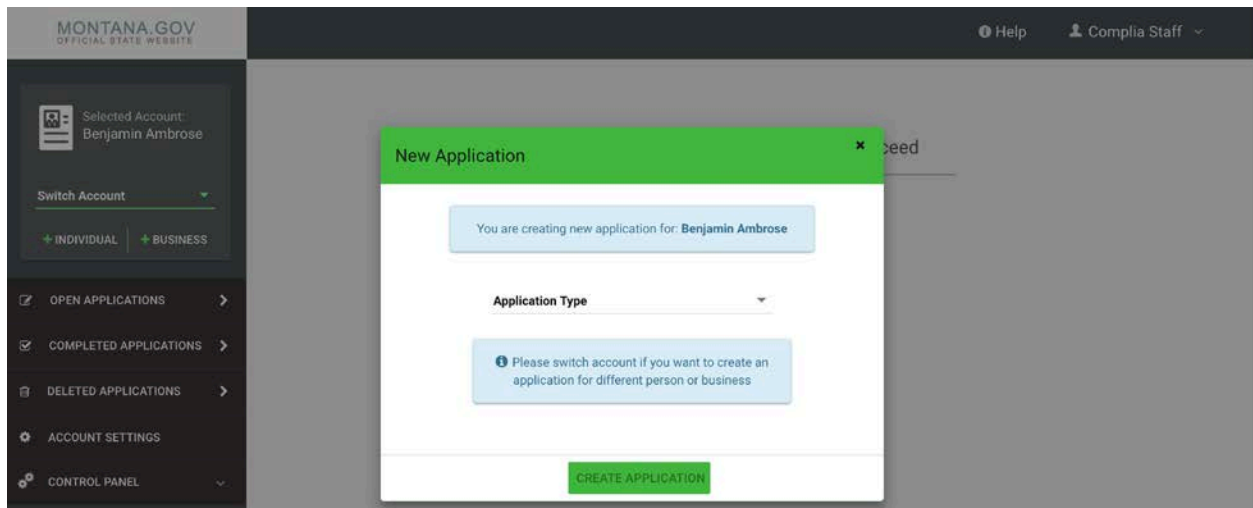
Users who select credit card or ACH payment will be redirected to Montana Interactive, the state payment processor, after submitting each application. Please contact the department directly for electronic payment related questions.

Submit a New Application

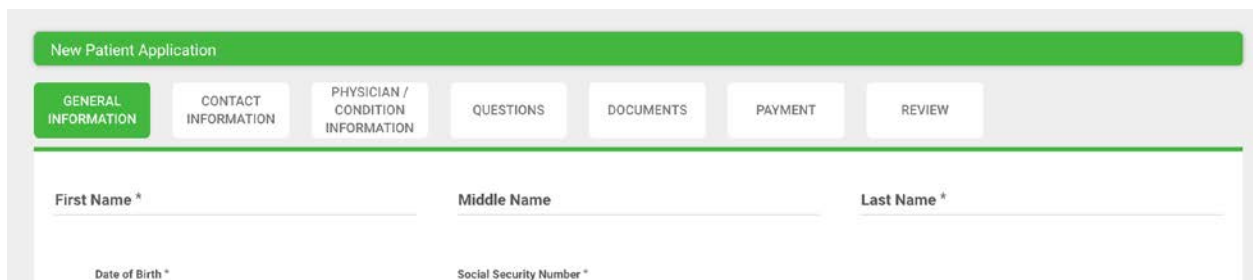
To start a new application, click the Create New Application button in the center of the screen:



Next, choose the application type you'd like to create. Be sure to verify that you are working in the proper account by verifying the information in the blue box. Click Create Application to start the application.



Once the application is created, please fill in all of the required information. Each application contains required data fields, question responses, and document uploads:



You are welcome to save the application and return to it at a later time if you need more time. Simply click save and log off.

As your application is nearing completion, navigate to the Review tab to verify all required items are completed. If you see any red X's, you'll need to go back to the applicable tab to complete the missing item.

Once your application is submitted, it will be available for review by the MMMP. Please be sure to monitor your inbox for updates as your application is reviewed. If the MMMP finds any potential issues with your application, it may be rejected. You will receive an email notification when this occurs. Rejected applications must be corrected and resubmitted through Complia.

Application Tips

Cardholder Tips–

- If you are unable to provide a current form of identification, please contact the department to see if you qualify for a hardship waiver. If the department determines you qualify for a hardship waiver, this would be uploaded in lieu of the ID in the document tab of the application.
- Examples of acceptable photos:



The photo must be SQUARE and properly oriented. Sideways or rectangular photos will be rejected. Please contact METRC Support if you need help rotating/cropping a photo. Photo must be a clear, color photo of the patient's unobscured face taken within the last six months to reflect the patient's current appearance with a plain white or off-white background. The patient must be directly facing the camera, have a neutral facial expression or natural smile with both eyes open, no sunglasses, and hats removed. The photo should be from the shoulders up. Generally, the photo should look like a driver's license or passport photo. The file may not be digitally enhanced or altered in a way that changes the patient's appearance. Photos that do not adhere to these requirements will be rejected.

Provider/MIPP/Dispensary Tips –

- For faster application processing, fingerprints can be completed ahead of time for each person of interest listed on your application.
- Before applying for your business license, METRC Level 1 Training must be completed.
 - To enroll or verify if training is complete, contact METRC Support, www.metro.com/montana or (877) 566-6506
- If you are a NEW Provider you must submit documentation you have been a Montana Residence for at least 3 years as required by SB 333. Example, 3 years of tax returns.
- If you have been approved for your provider license you may use the same fingerprints if done within 1 year to add a MIPP (Chemical Manufacturing Endorsement) or

Dispensary License. During the application process, indicate your provider license number on the general information tab when prompted. You will still upload consent to fingerprint documents and sign at the bottom of the form your request to waive fingerprints. The department will verify your provider license and last fingerprint results on file.

- Every Provider/MIPP/Caretaker Relative Provider must also apply for a dispensary license regardless of your number of cardholders. If the dispensary is located at the same location as your grow, the fee is \$0. If your dispensary is in a different location than your grow or you have multiple dispensaries, the fee is \$500 each.
- Reminder to have yourself and all employee's register for an employee badge.

Laboratory Tips –

- For faster application processing, fingerprints can be completed ahead of time for each person of interest listed on your application and Scientific Director.
- Reminder to have yourself and all employee's register for an employee badge.

Updating your Records

Complia allows users to update their previously submitted and approved applications. Update applications will be available soon. This guide will be updated in coordination with the release of these features.

Replacement Cards

Replacement cards will be available for order starting in May 2018. This guide will be updated in coordination with the release of these features.

Renewals

Renewal applications will be available starting in July 2018. This guide will be updated in coordination with the release of these features.

Support

For questions regarding application requirements, acceptable documentation, the status of your application, rules, regulations, policy, or other program specific questions, please contact the MMMP directly at 406-444-0596 or via email at mtmarijuanaprogram@mt.gov. Industry stakeholders are also encouraged to visit <http://dphhs.mt.gov/marijuana> for detailed information surrounding the program including FAQs.

If you have technical support questions and need assistance with logging in, switching accounts, or utilizing the portal properly, please contact Metrc support at support@metrc.com.

Metrc support is not able to provide status updates on submitted applications. Please do not contact Metrc support to ask about the status of your application. Doing so may result in processing delays.