Medical Use of Marijuana Program: Renewing Your Registration Online

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 G.L. c. 94I and 935 CMR 501.000, 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.

It is strongly encouraged that you register online with the Medical Use of Marijuana Program (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/VGPortal/Faces/SelfReg.jspx?_Adf.Ctrl-State=Afasaleds_3.

Please follow these steps:

**Step 1:** Go to the Program’s online system at Https://SSO.HHS.State.MA.US/VGPortal/Faces/SelfReg.jspx?_Adf.Ctrl-State=Afasaleds_3

- 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.”
You will be taken to a page explaining that you will receive an email at the email address you provided. The email will be from VirtualGateway@State.MA.US and it 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 not, you may edit it by clicking the “Edit” button.
• Create a password by following the instruction on the screen.

![Step 5: Create Password](image)

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

Password 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](image)

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

[Submit]  [Cancel]
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.

**Step 2:** Enter your user name and password, and click “Login” to enter Virtual Gateway.
**Step 3:** Click on the link for the “Medical Use of Marijuana System.”

![Image of Medical Use of Marijuana System](image1.png)

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

![Image of Register as Patient](image2.png)
**Step 5:** Enter all four identification fields and click the “Proceed” button.
- Your Registration Number is located on your Program ID card.

**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.
**Step 7:** Proceed through the registration renewal application following the instructions provided on the screen. The registration renewal application will be prepopulated with the information from your existing patient record.

**Step 8:** Form of Payment
- There is a $50 fee to complete a patient registration
- Acceptable forms of payment include:
  - Credit card; or
  - Debit card;

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**Fee waiver:** If you have a verified financial hardship, you may be qualified for a registration fee waiver. You are considered to have a verified financial hardship if you are a current recipient of MassHealth, or Supplemental Security Income, or your income does not exceed 300% of the federal poverty level. In order to apply for a registration fee waiver, you must submit proof of verified financial hardship.

**Proof of verified financial hardship includes the following:**
- MassHealth card;
- Supplemental Security Income (SSI) benefit verification letter;
- State or federal tax return from this year or last year; or
- SNAP Electronic Benefit Transfer (EBT) statement from the current year.

- To apply for a fee waiver check the “Apply for Registration Fee Waiver” box, and then click the “Proceed” button.
Step 9: Once you have completed your payment or submitted your proof of financial hardship, 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 10: 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.