Understanding the Registry
Patient and Caregiver Initial Login Instructions

Step 1: Open the personal email account that you gave to your doctor when they added you to the Medical Marijuana Use Registry.

Step 2: Locate and open the emails with “Medical Marijuana Use Registry New User Account” as the subject line. One email contains your username (your username is the email you supplied to your doctor). The second email contains your temporary password. Remember your temporary password, you will use it to log in.

Passwords in the Registry are case sensitive. Temporary passwords are in the following order: 3 capital letters, 2 lower case letters, 3 capital letters, a symbol and a number. For example, ABCdeHJK#0 (please note that the lower-case L and a capital i look the same).

*If you do not find the “Office of Medical Marijuana Use New User Account” 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 page.

Step 4: Click “Log In.”
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.”

After you log in, you will be instructed to change your password.

Step 7: Type your temporary password into the “Current Password” box (this is the temporary password that was sent to your email in Step 2).

Step 8: 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 include each of the following:

- Lowercase letters (a-z)
- Uppercase letters (A-Z)
- Numbers (0-9)
- Special characters (,!#$%&'()*+,-./:;<=>?@[\]^_`{|}~)

*You can click “Show Password” for help.

Step 9: Confirm your new password.

Step 10: Click “Submit.”

Step 11: A confirmation message box will appear. Click “Ok.”

You will automatically be redirected to your Registry home page.
Understanding the Registry
Patient and Caregiver Password Reset Login Instructions

**Step 1:** You can request to reset your password by going to the Registry at: [https://mmuregistry.flhealth.gov/Public/ForgotPassword](https://mmuregistry.flhealth.gov/Public/ForgotPassword).

- **a)** Enter your Username (Your username is your email address).
- **b)** Click “Submit.” A message will state that, if the account exists, a link has been sent to the email address.
- **c)** Click “Go Back to Login.”

**Step 2:** Go to your email account and locate the email with “Password Reset” as the subject line. Utilize the most recent “Password Reset” email. The temporary link is only valid for one login attempt and must be used within 24 hours.

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

**Step 3:** Click on the “Reset Password” link in the email. This link will take you to the “Change Password” screen.
Step 4: Create your new password. You need to add a password to your Registry account that is unique to you. It must be at least 10 characters long and include each of the following:

- Lowercase letters (a-z)
- Uppercase letters (A-Z)
- Numbers (0-9)
- Special characters (!#$%&'()*+,-./:;<=>?@[\]^_`{|}~)

*You can click “Show Password” for help.

Step 5: Confirm your new password.

Step 6: Click “Submit.”

Step 7: A message box will pop up stating, “Your password has been successfully changed.” Click “Ok.”

Step 8: You will be taken back to the home page where you must log in using the new password you created in Step 4.
Understanding the Registry
Locating email in Junk/Spam – Adding a safe-sender

Many email services make their filters very strict and emails coming from the Medical Marijuana Use Registry can be marked as spam or junk mail. Most emails will arrive directly to the inbox. However, if they do not please check your junk/spam folder.

Step 1: Open your email.

Step 2: Locate the Junk/Spam folder. This folder usually appears on the left side of the screen of the email service you use. For example:

*If you are accessing your email from another device you may need to locate your folder list from a drop-down menu.

Step 3: Click the folder titled Junk or Spam to view the emails that are sorted into it.

Step 4: Click the email from MedicalMarijuanaUse@flhealth.gov to open the email.

If the email was not in your spam/junk folder, you may need to add our email address to your Safe-Sender or White List.

The attached link will help you to add MedicalMarijuanaUse@flhealth.gov to your safe-senders list.

For instructions on adding us to your Hotmail/Outlook safe-senders list, click here.
Step 1: Log into the Medical Marijuana Use Registry [https://mmuregistry.flhealth.gov/](https://mmuregistry.flhealth.gov/). *If you do not remember your password, learn how to reset it by [clicking here](https://mmuregistry.flhealth.gov/).

Step 2: Navigate to the “YOUR PROFILE” menu option at the top of the page to view your information.

Step 3: Scroll to the bottom of your profile page, then click “LEAVE YOUR CURRENT PHYSICIAN.” *If the “Current Physician” states “No Current Physician,” or you do not have a button for “LEAVE YOUR CURRENT PHYSICIAN,” you are not currently active with a qualified physician. Please contact your new qualified physician and have them activate you under their care.

Step 4: Click “Confirm” to save your changes.

Once you have completed these steps, please contact your new qualified physician and have them activate you under their care.

If you have not already chosen a new qualified physician, you can use the [Medical Marijuana Physicians Search Tool](https://mmuregistry.flhealth.gov/) to help you find a qualified physician by location or specialty.

If you wish to file a complaint against a physician, you may do so here: [https://www.flhealthcomplaint.gov/](https://www.flhealthcomplaint.gov/)
Understanding the Registry
Understanding Your Orders

**Step 1:** Log into the Medical Marijuana Use Registry [https://mmuregistry.flhealth.gov/](https://mmuregistry.flhealth.gov/).

*Note:* If you do not remember your password, learn how to reset it by [clicking here](https://mmuregistry.flhealth.gov/).

**Step 2:** Navigate to the “Your Profile” menu option at the top of the page to view your information.

**Step 3:** Scroll to the bottom of your profile page to the section that lists your orders.

Each order shows you:

- **Order status:** Orders are listed as Open, Scheduled, Expired, Completed, or Cancelled.
  - Open: Orders from which you can currently purchase medical marijuana.
  - Scheduled: Orders that will become Open at a later date.
  - Expired: Orders that are past the end date but not all dispensations were made.
  - Completed: all dispensations have been made from that Order.
  - Cancelled: your physician has cancelled the Order.

- **Order Type:** Shows type of marijuana recommended by your physician.

- **Start dates:** The date the Order is open or scheduled to open.

- **Placed by:** The name of the physician who placed the Order. *Clicking the physician’s name will take you to their physician profile page.*

- **Purchase Device:** Shows if you can purchase a delivery device or not. This is decided by your physician.

- **Days:** The number of days your Order is open.

- **End Date:** The date your Order will expire.
Step 4: Click “Expand” to see the details of your order.

Once the order has been expanded you will find:

- The route your physician has recommended for you to use/take for that type.
- Total Amount Ordered: The total milligrams on the Order.
- Mg Per Day: The total number of milligrams per day your physician recommends.
- Note: Notes from the physician for you or the MMTC.
- Dispensable Amount: Amount remaining available for dispensations.
- Details on all items you have purchased from an MMTC.

For additional information, visit KnowTheFactsMMJ.com
Understanding the Registry
Amount Available Calculation Page

This guide will help patients and caregivers understand the Amount Available Calculation page on the patient’s profile. The Amount Available Calculation page will provide information on how much product has been dispensed to a patient in the supply period, how much available product the patient can be dispensed, and their dispensation history.

**AMOUNT AVAILABLE CALCULATION PAGE**

**Step 1:** Navigate to the Medical Marijuana Use Registry (MMUR) [https://mmuregistry.flhealth.gov](https://mmuregistry.flhealth.gov)

**Step 2:** Click “YOUR PROFILE.”

**Step 3:** Once you are on your profile page, scroll down to the “Orders” section.

**Step 4:** Click “EXPAND” next to an open “Smoking Marijuana” or an open “Medical Marijuana” order type.
Step 5: The “Dispensable Amount” is the amount currently eligible to be dispensed and is calculated as the difference between the amount permitted by your current order and your total dispensation history over the past 35 days for “Smoking Marijuana” and the past 70 days for the “Medical Marijuana” order types.

![Dispensable Amount Table]

Step 5a: The “Amount Remaining” displays the amount remaining permitted by your current open order.

![Amount Remaining Table]
Step 5b: Click “See Calculation” next to “Dispensable Amount” to see details of this calculation.

Step 6: The Calculations page will open in a new internet browser tab showing information for all routes within a patient’s certification.
Step 6a: Information regarding marijuana in the form of smoking will display on the right side of the “Aggregate” tab on the calculations page. “35-Day Smoking Dispensation History” is calculated as the sum of the patient’s total dispensation history over the past 35 days and is based on the dispensations made by MMTCs when the patient purchases marijuana in a form for smoking.
**Step 6b:** “Smoking Amount Eligible to be Dispensed” displays the current amount of Marijuana in a form for Smoking available to be dispensed. Per section 381.986(8)(e)16.b., Florida Statutes, patients may not receive product in excess of this amount, even if there is a higher total amount left on the order.

![Dispensation Table](image)

**Step 6c:** “Dispensation History” shows all dispensations counting towards the patients aggregate sum as referenced in section 381.986(8)(e)16.b., Florida Statutes. Once the “date expires” has passed, the amount(s) dispensed on that date will no longer count towards the 35-Day Smoking Dispensation History.

![Dispensation History Table](image)
Step 7: “70-Day Medical Marijuana History” is calculated as the sum of the patient’s total dispensation history over the past 70 days and is based on the dispensations made by MMTCs when the patient purchases marijuana in the selected route type.

Step 7a: “Medical Marijuana Amount Eligible to be Dispensed” displays the current amount of Marijuana in the selected route type available to be dispensed. Per section 381.986(8)(e)16.b., Florida Statutes, patients may not receive product in excess of this amount, even if there is a higher total amount left on the order.
**Step 7b:** “Dispensation History” shows dispensations for the selected route type counting towards the patient’s aggregate sum as referenced in section 381.986(8)(e)16.b., Florida Statutes. Once the “date expires” has passed, the amount(s) dispensed on that date will no longer count towards the **70-Day Medical Marijuana Dispensation History**.
Step 7c: The “Aggregate” tab shows all dispensations counting towards the patient’s aggregate sum as referenced in section 381.986(8)(e)16.b., Florida Statutes. Once the “date expires” has passed, the amount(s) dispensed on that date will no longer count towards the 70-Day Medical Marijuana Dispensation History.

For additional information, visit
KnowTheFactsMMJ.com