



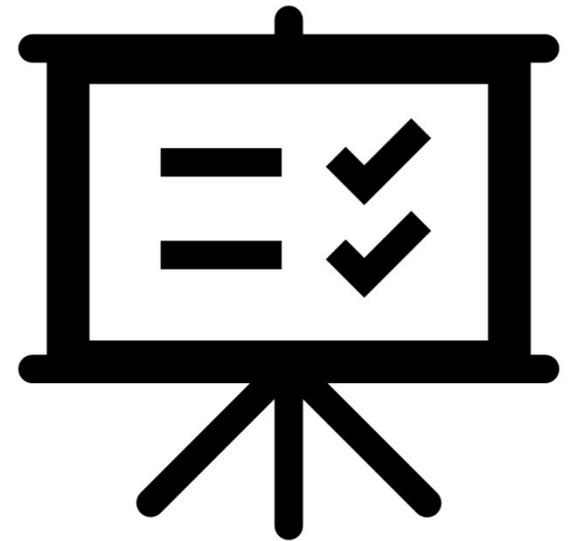
MEDICAL CANNABIS REGISTRY (MCR)

Healthcare Practitioner Training

Course Objectives

After this training you will be able to:

- Medical Cannabis Registry Login / Register
- Multiple Registration Select Portal
- View Personal Record
- Inactive and Reactivate Account
- View Patient / Designated Provider Records
- Revoke Authorization (Patients and DPs)
- View Message Notifications
- Search for Medically Endorsed Retail Stores
- Resources



Medical Cannabis Registry (MCR) Login/Register

MCR Login/Register

- Navigate to the Main SAW screen to access the Medical Cannabis Registry and click “Access Now”.
- SAW Link: <https://secureaccess.wa.gov/>

* Note: You can manage your Patients and Designated Providers Cannabis Authorizations within MCR, only if they have registered in MCR.

The screenshot shows the Secure Access Washington (SAW) website. At the top left is the Seal of the State of Washington. To the right, it says "Good morning! What can we help you access today?". Below this is a navigation bar with buttons for "ACCOUNT", "GET HELP", "Español", and "LOGOUT". A yellow banner contains the text: "Click here to add another contact method to your account to avoid losing access to your services." Below the banner, there is a welcome message: "Welcome to Secure Access Washington! To start using services from agencies around Washington, choose one from your list below or click the 'Add A New Service' button. To see open job postings for the SAW Team, go to our jobs page." There is an "Add A New Service" button. Below that, a list of services is shown. The first service is "Medical Cannabis Registry provided by Department of Health". A red arrow points from the text "Department of Health" to the "Access Now" button. Below the service list, there is a note: "The DOH maintains a medical cannabis authorization data system that provides recognition cards to qualifying patients and designated providers, allowing them to take advantage of legal protections offered by the law." and links for "Contact the help desk for MCR" and "Remove from my list". On the right side, there is a "Services From" dropdown menu set to "ALL OF WASHINGTON" and a logo for "WASHINGTON STATE AGENCIES".

MCR Login/Register

You will be prompted to select the appropriate MFA type (either by email, phone call, or text).

1 Choose Method 2 Enter Code 3 Remember Device 4 Access Service

Multi-Factor Authentication (MFA)

This service requires additional verification beyond username and password to prevent fraud and identity theft. You will need to enter a verification code.

Choose Method

How would you like to receive your verification code?

 *****.vv@gmail.com**
Receive the code in an email and enter it on the next screen.

1 Choose Method 2 Enter Code 3 Remember Device 4 Access Service

Multi-Factor Authentication (MFA)

Enter Code

Please enter the code sent to ***ger@gmail.com

3612-

[Resend Code](#)
[Choose another method](#)

If you do not receive an email with the authentication code:

- Check your junk/spam folder. If the email is not there, try these troubleshooting steps:
 - Check any other folders that may have received the email.
 - Refresh/update your email application and inbox.
 - Add help@secureaccess.wa.gov as an email contact inside of your email application.
- Click Resend Code. You can click Resend Code every two minutes, but do not try this more than three times. If you do not receive the resent code:
 - You may need to contact your email service provider to allow emails from help@secureaccess.wa.gov. If you have setup an additional email or mobile number, you can click Choose another method to select a different option for receiving a code.

MCR Login/Register

- The “Remember Device” option will appear.
 - Do not click “Yes”
 - Click “Submit.”

Multi-Factor Authentication (MFA)

Remember Device?

Choose to remember this device to reduce how often you are required to enter a verification code.

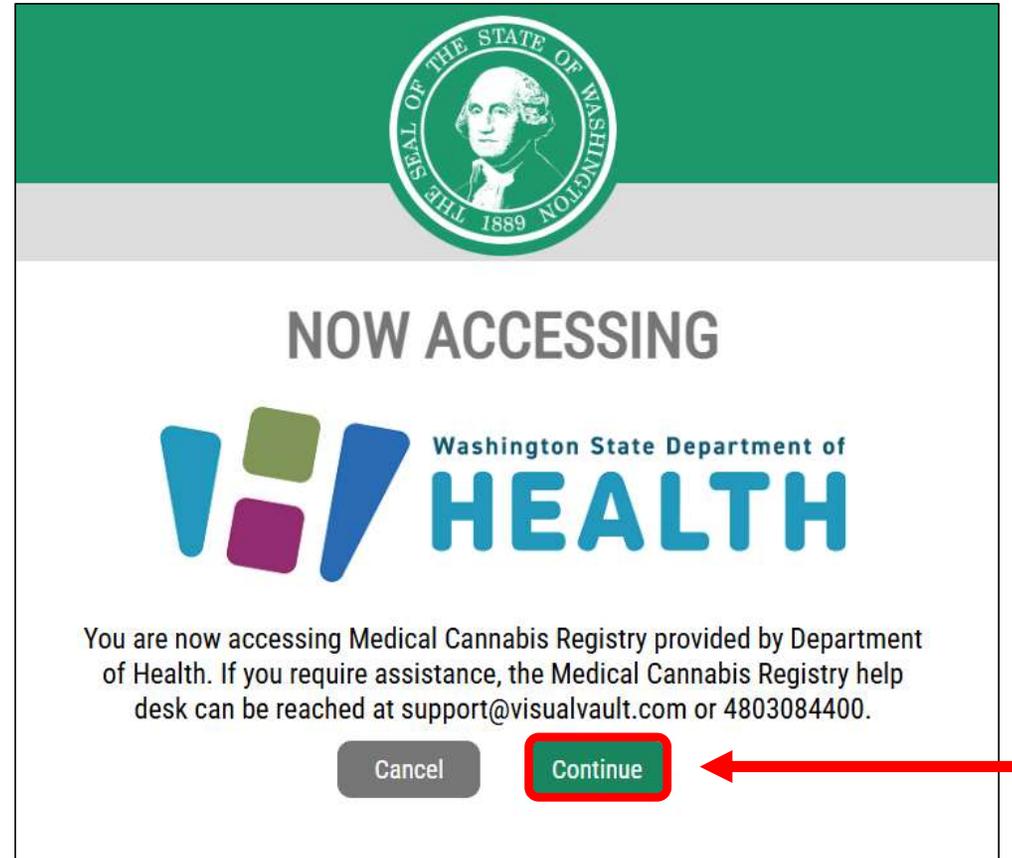
If the device you are using is shared or public, we recommend you do not remember this device.

Yes, remember my device

Submit

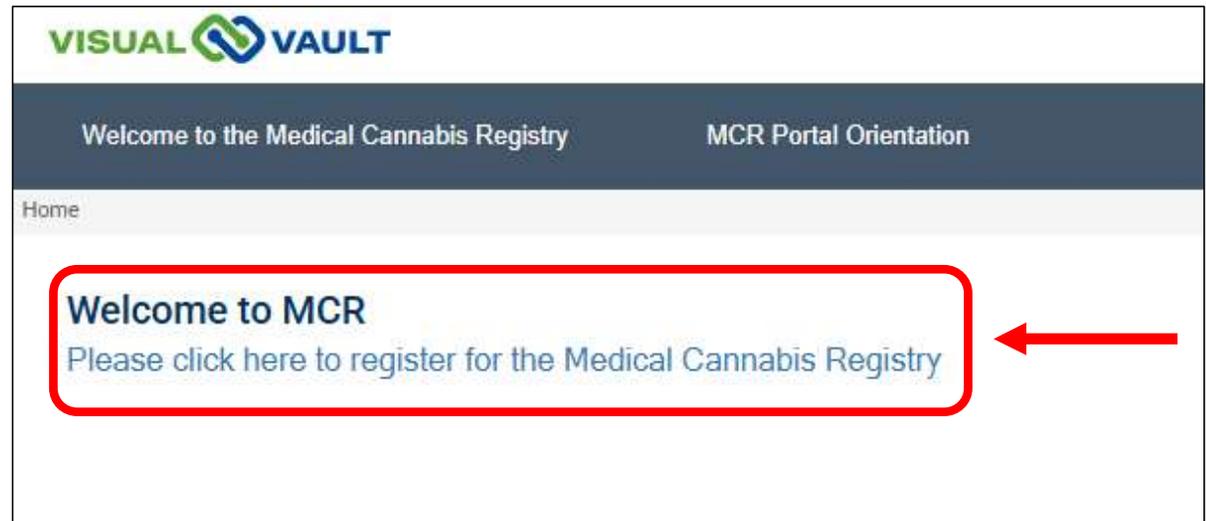
MCR Login/Register

- Click “Continue” to be directed to the Medical Cannabis Registry.



MCR Login/Register

- First-time registration will have a blank portal screen as shown here.
- Click the link to register.



MCR Login/Register



Washington State Department of Health

Welcome to MCR Registration

Please fill out relevant fields below.
Field Required *

User Type

Please select a user type. If you need to register as more than one user type, you will be able to do so after your initial registration is successful.

User Type:*

Select Item
Select Item
Patient
Designated Provider
Retail Employee
Law Enforcement
Healthcare Practitioner

- Select “Healthcare Practitioner” from the drop-down menu

MCR Login/Register

- Enter your Email and Healthcare Practitioner number.
- Click “Register”

Please fill out relevant fields below.
Field Required *

User Type

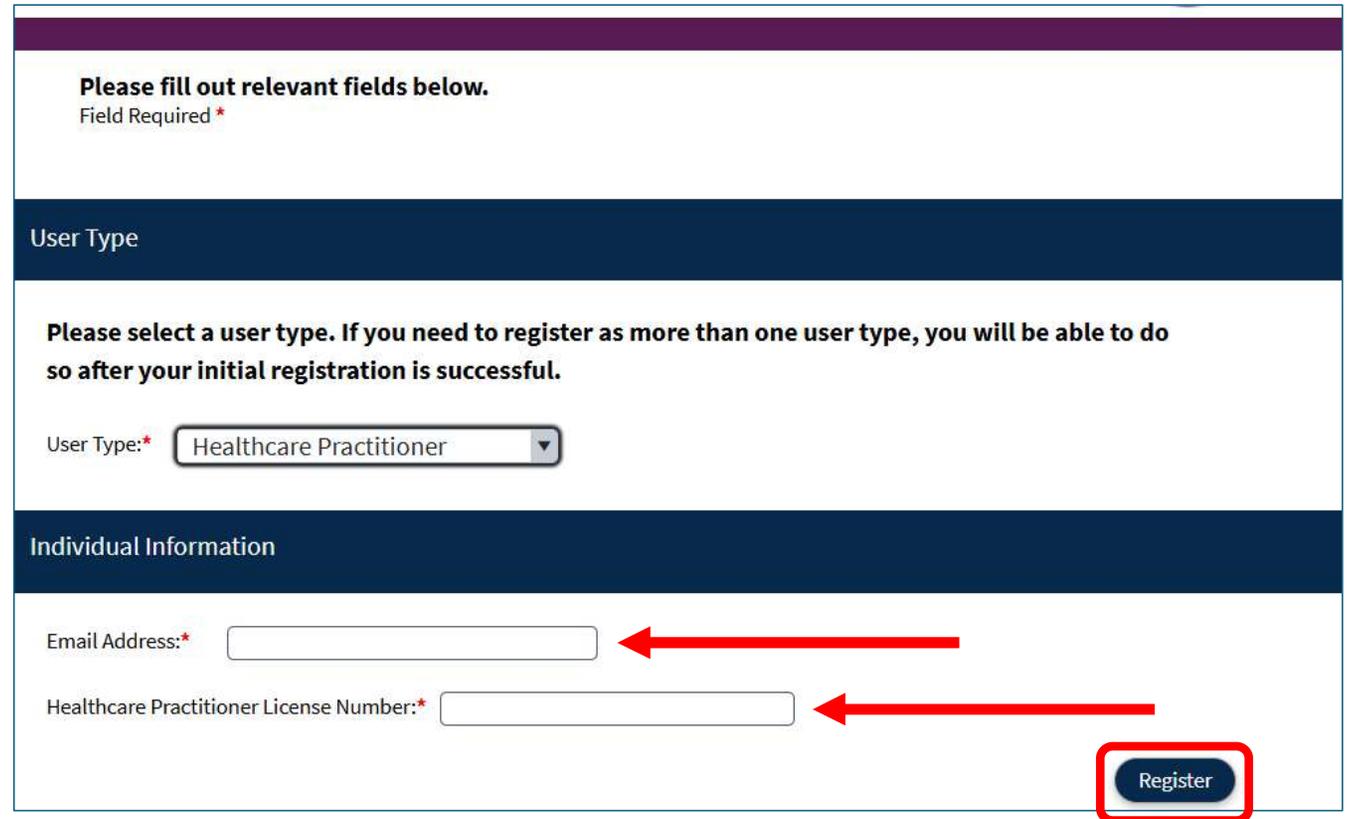
Please select a user type. If you need to register as more than one user type, you will be able to do so after your initial registration is successful.

User Type:*

Individual Information

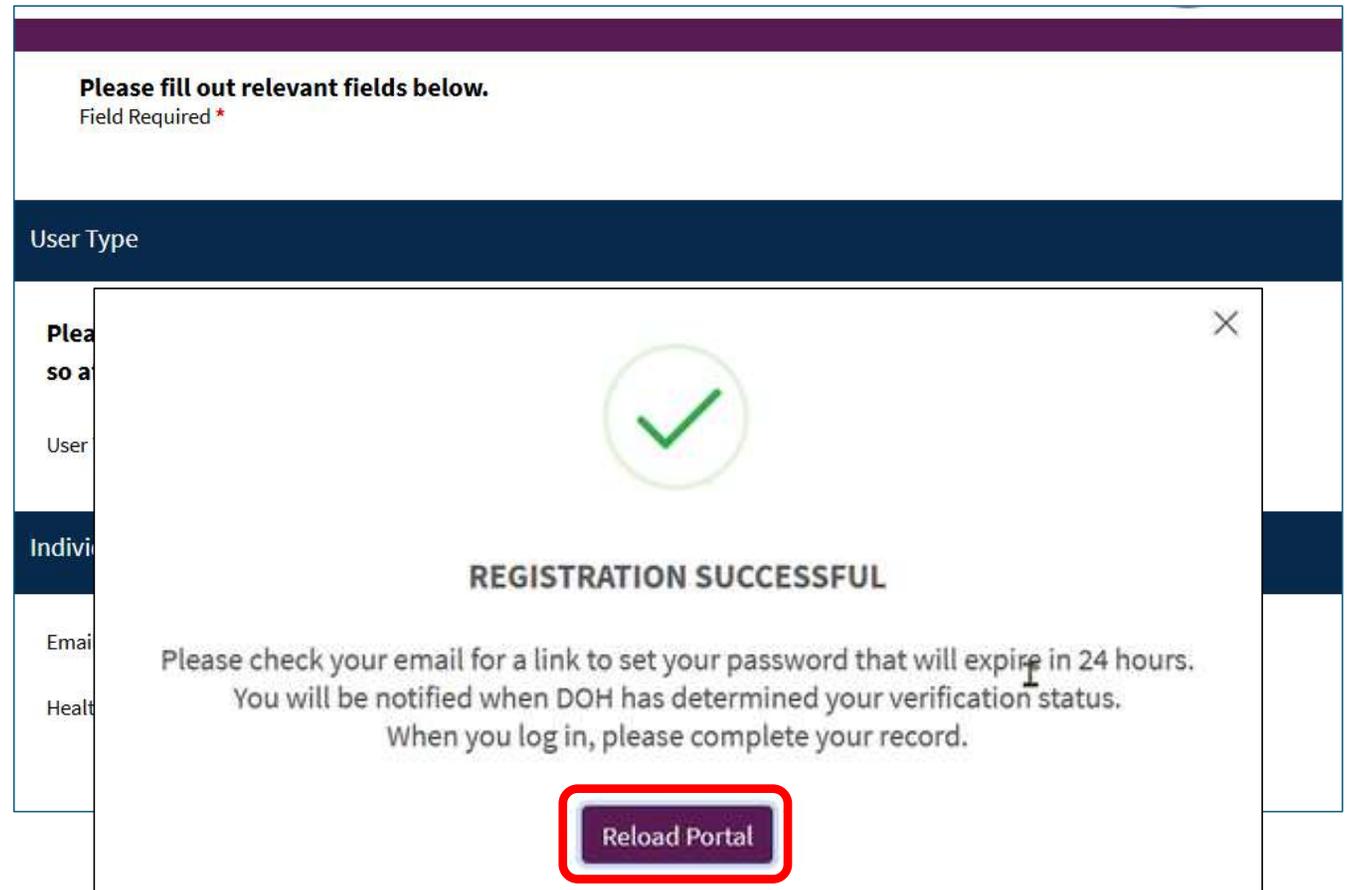
Email Address:*

Healthcare Practitioner License Number:*



MCR Login/Register

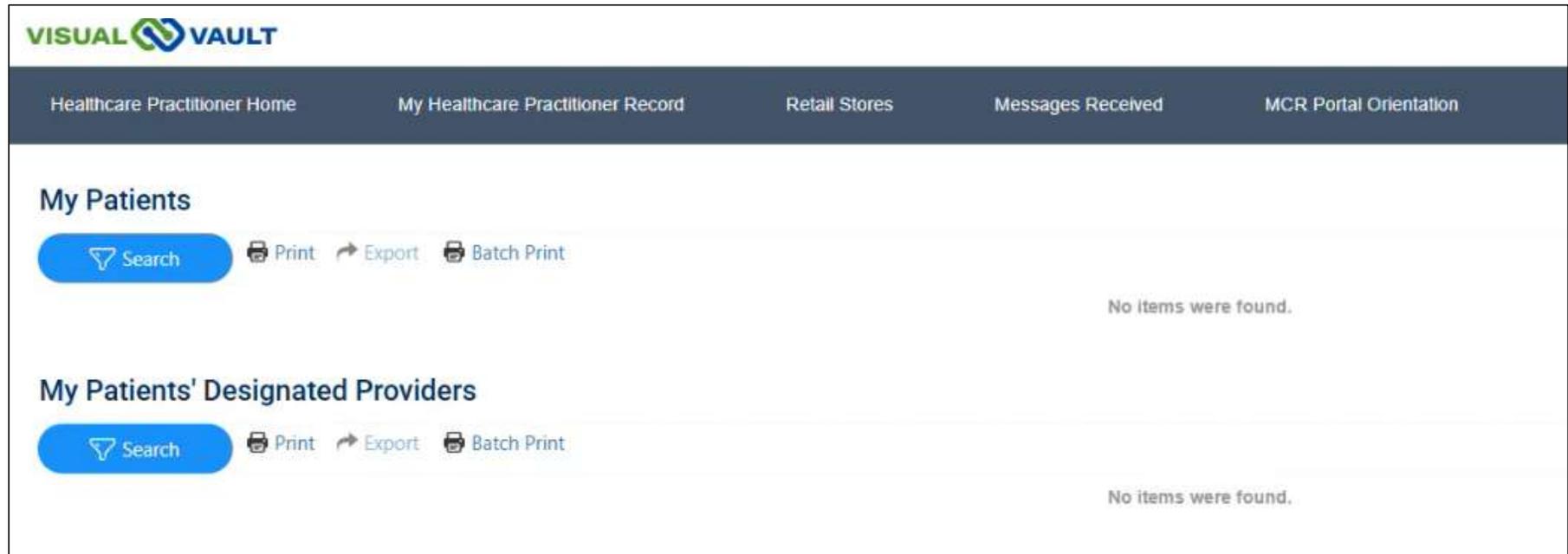
- In the Registration Successful pop-up click “Reload Portal” to access MCR.



The screenshot shows a registration success pop-up window. At the top, it says "Please fill out relevant fields below." with "Field Required *" below it. The window has a dark blue header with "User Type". The main content area has a green checkmark icon and the text "REGISTRATION SUCCESSFUL". Below this, it says "Please check your email for a link to set your password that will expire in 24 hours. You will be notified when DOH has determined your verification status. When you log in, please complete your record." At the bottom, there is a purple button labeled "Reload Portal" which is highlighted with a red rectangular border. The pop-up also has a close button (X) in the top right corner.

MCR Login/Register

Healthcare Practitioner (HCP) Homepage



VISUAL VAULT

Healthcare Practitioner Home My Healthcare Practitioner Record Retail Stores Messages Received MCR Portal Orientation

My Patients

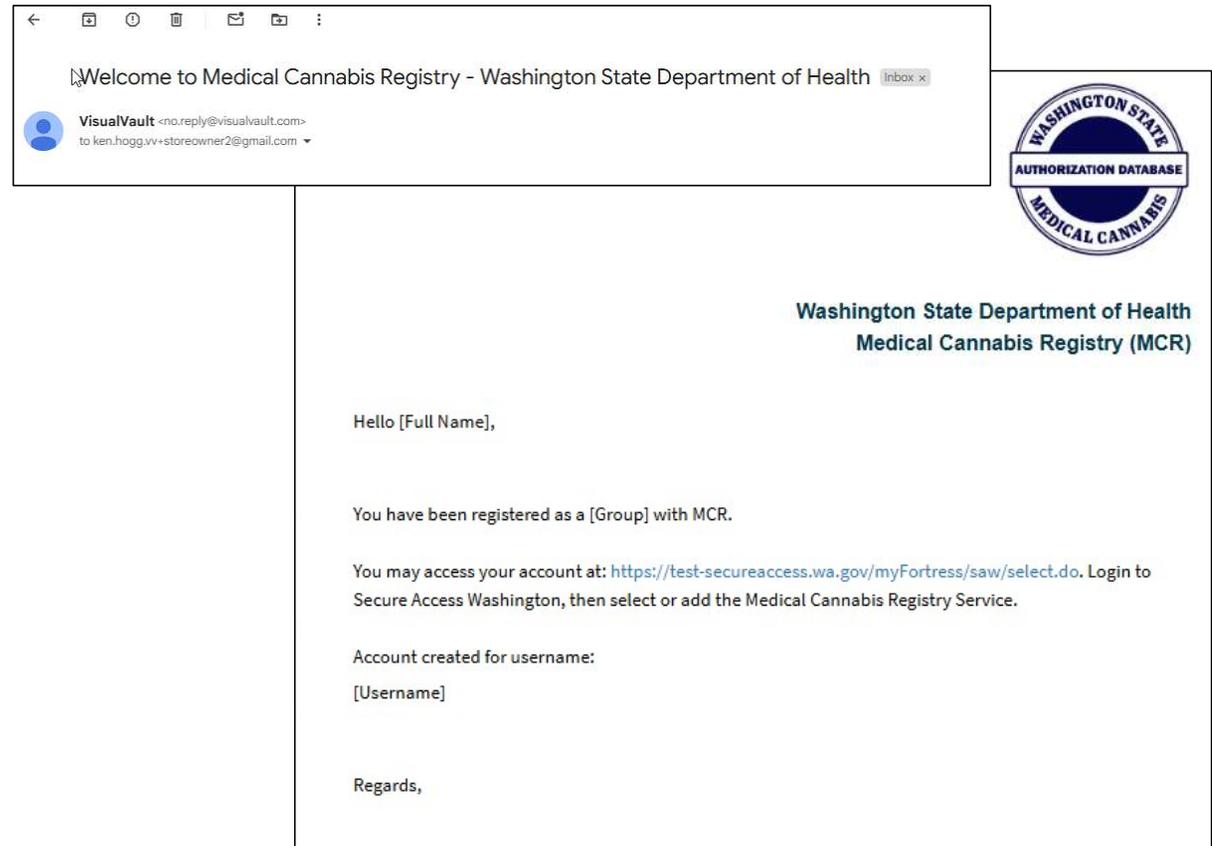
No items were found.

My Patients' Designated Providers

No items were found.

MCR Login/Register

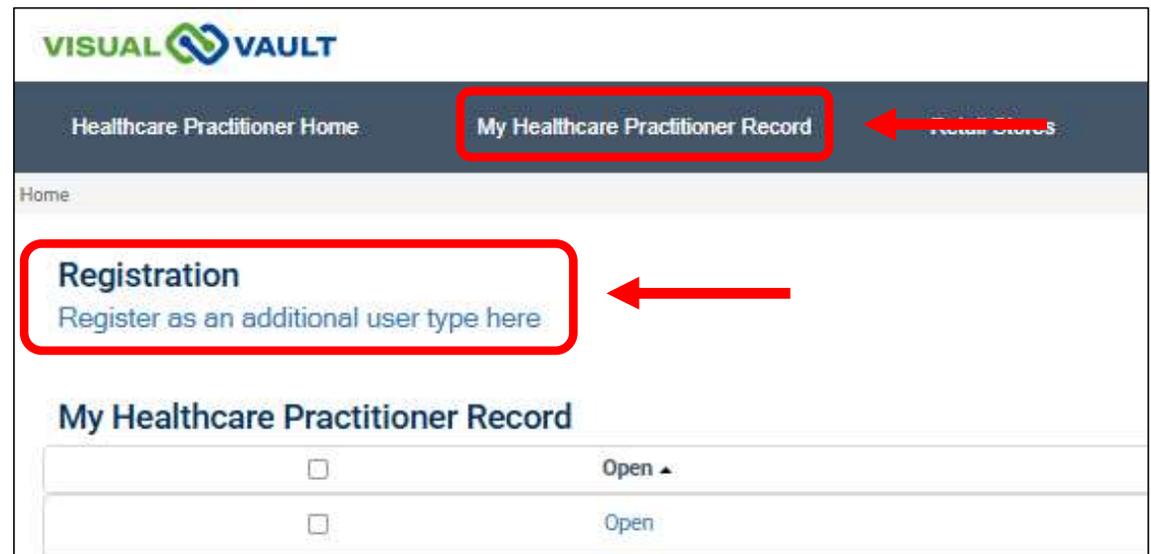
- MCR will send registration confirmation to your email.
- Access your email and locate the confirmation.
- This email also includes a link to SAW for easy access.



Multiple Registrations Select Portal

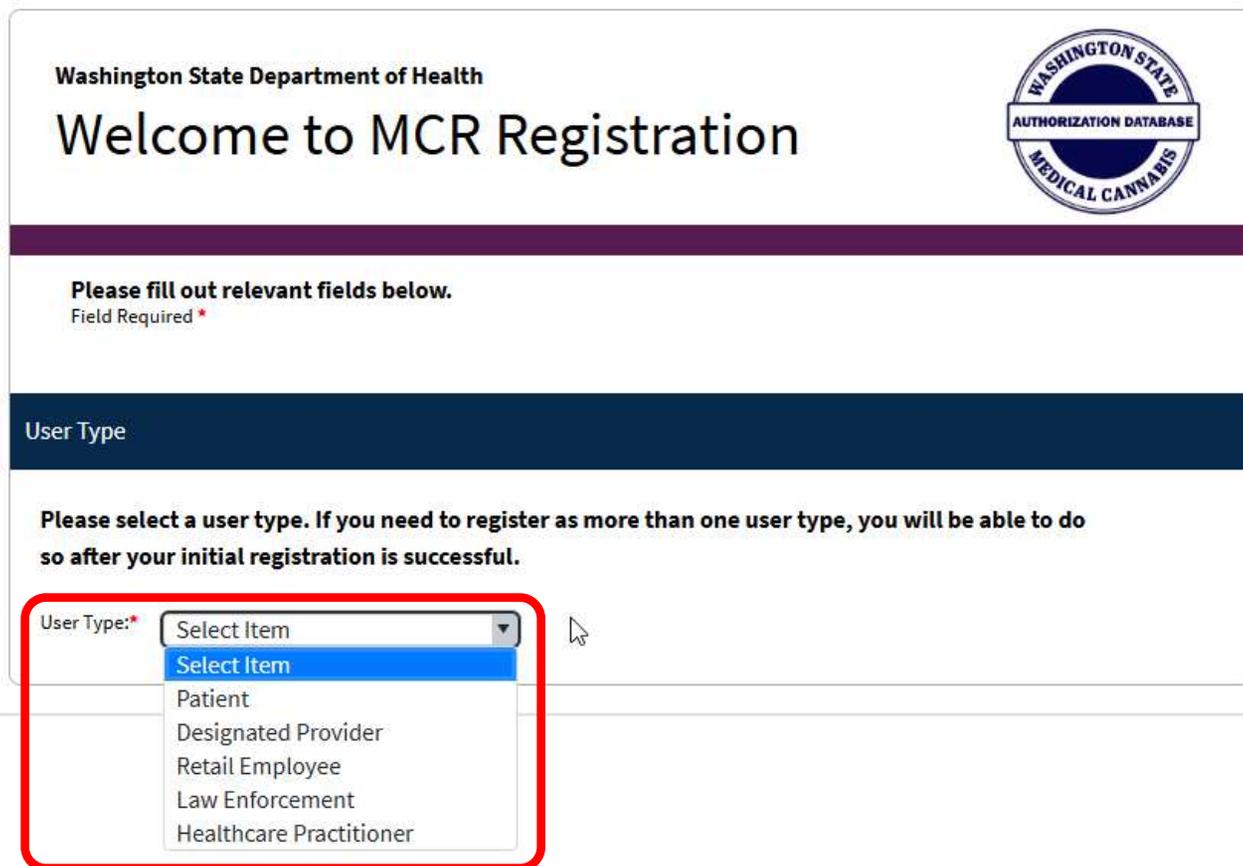
Multiple Registration/Select Portal

- From the Healthcare Homepage top menu, select “My Healthcare Practitioner Record”
 - Select “Register as an additional user type here”.



Multiple Registration/Select Portal

- Select the user type and follow the same registration steps as previously outlined.
- Once registered as a new user type, you will receive another confirmation email.



Washington State Department of Health

Washington State AUTHORIZATION DATABASE MEDICAL CANNABIS

Welcome to MCR Registration

Please fill out relevant fields below.
Field Required *

User Type

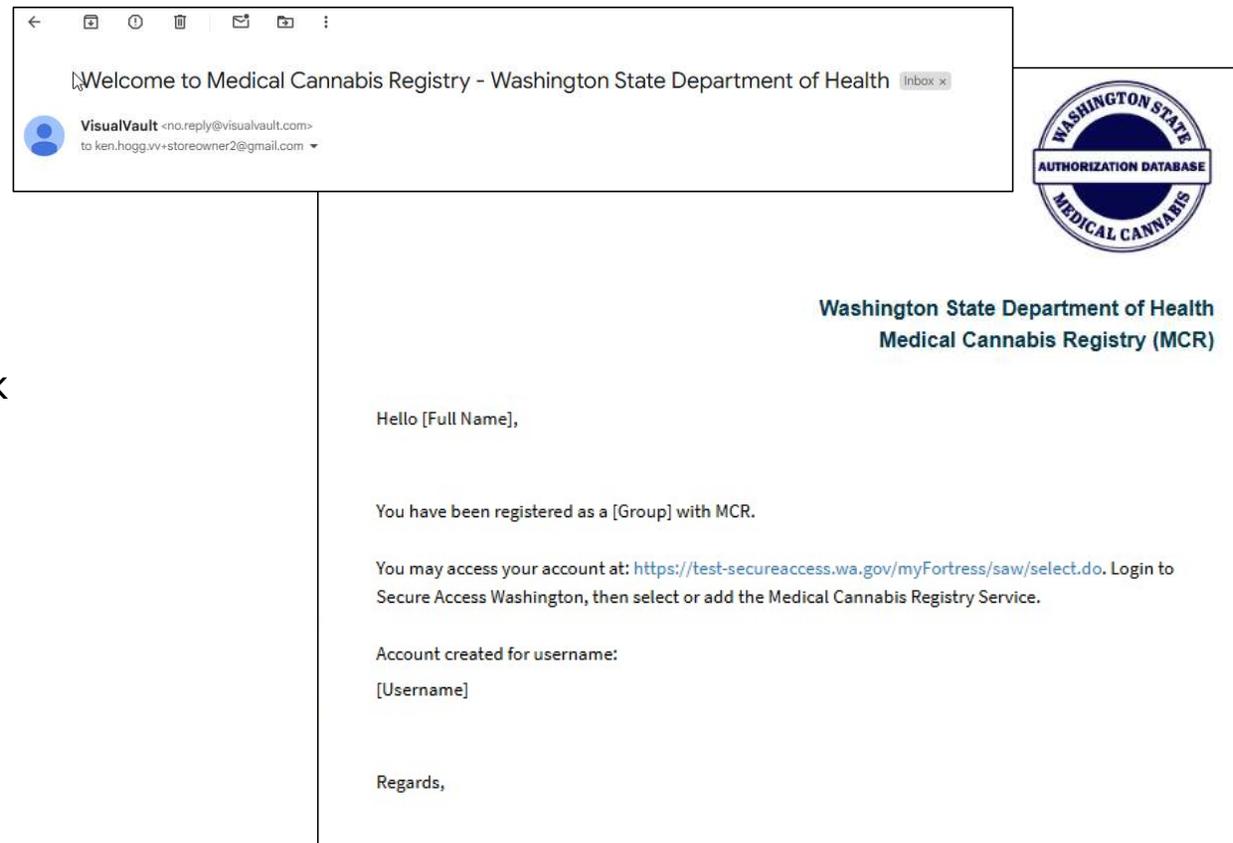
Please select a user type. If you need to register as more than one user type, you will be able to do so after your initial registration is successful.

User Type: *

- Select Item
- Patient
- Designated Provider
- Retail Employee
- Law Enforcement
- Healthcare Practitioner

Multiple Registration/Select Portal

- MCR will send registration confirmation to your email.
- Access your email and locate the confirmation.
- This email also includes a link to SAW for easy access.



Multiple Registration/Select Portal

- To navigate to another Portal:
 - Select “MCR Portal Orientation” at the top right corner of the menu bar.

Healthcare Practitioner Home My Health **MCR Portal Orientation**

My Mobile Recognition Card

Search Print Export Batch Print

<input type="checkbox"/>	Open ▲	Expiration Date	Patient Name
<input type="checkbox"/>	Open	05/27/2026	

Page size: 15

Who Accessed my Record

[Click here to view activity relevant to your record and recognition card.](#)

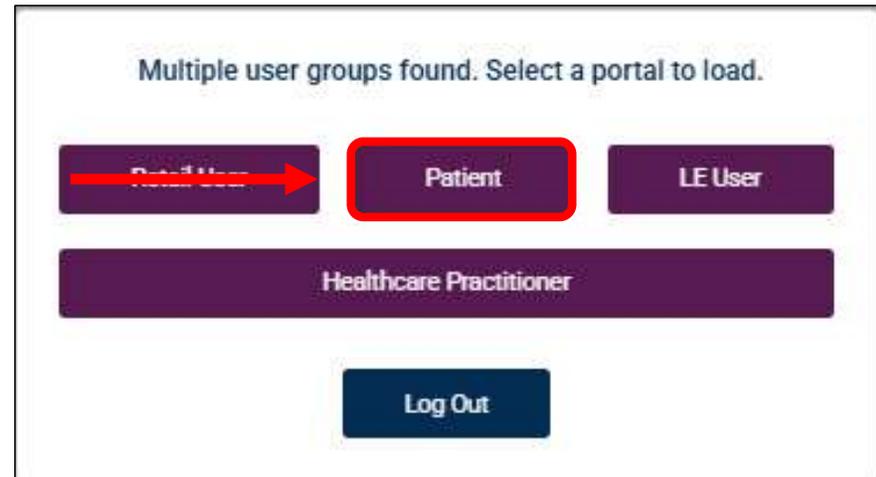
Medically Endorsed Retail Stores

Search Print Export Batch Print

Multiple Registration/Select Portal

- A new pop-up box will appear.
- Select which Portal you would like to access.

* Note: Clicking “Logout” will log you out of MCR completely.



View Personal Record

View Personal Record

- From the top menu of the Healthcare Provider Homepage,
 - Click on “My Healthcare Practitioner Record”
 - Click “Open” next to your name.

The screenshot displays the Visual Vault interface. At the top, the logo 'VISUAL VAULT' is on the left, and a search bar is on the right. Below the logo, the navigation menu includes 'Healthcare Practitioner with DEA Home', 'All Active Authorizations', and 'My Healthcare Practitioner Record', which is highlighted with a red box. A red arrow points from the 'All Active Authorizations' menu item to the 'My Healthcare Practitioner Record' menu item. Below the navigation bar, the page content includes a 'Home' section with a 'Registration' link and a 'My Healthcare Practitioner Record' section. This section contains a table with two rows. The first row has a checkbox, the text 'Open', and the column header 'First Name'. The second row has a checkbox, the text 'Open', and the name 'BETTY'. A red arrow points from the checkbox in the second row to the 'Open' text, which is also highlighted with a red box.

	Open	First Name
<input type="checkbox"/>	Open	BETTY

View Personal Record

- You can view your information on your Healthcare Practitioner Record.
- Your information is not editable.

* Note: Healthcare Providers will need to update their record with the DOH Licensing system (HELMs) separately.

Washington State Department of Health

Healthcare Practitioner Record



Please fill out all required information.
Field Required *

Individual Information

First Name:* Middle Initial:

Last Name:* Last 4 of SSN:*

Date of Birth:* 

Contact Information

Email Address:*

Healthcare Practitioner IDs

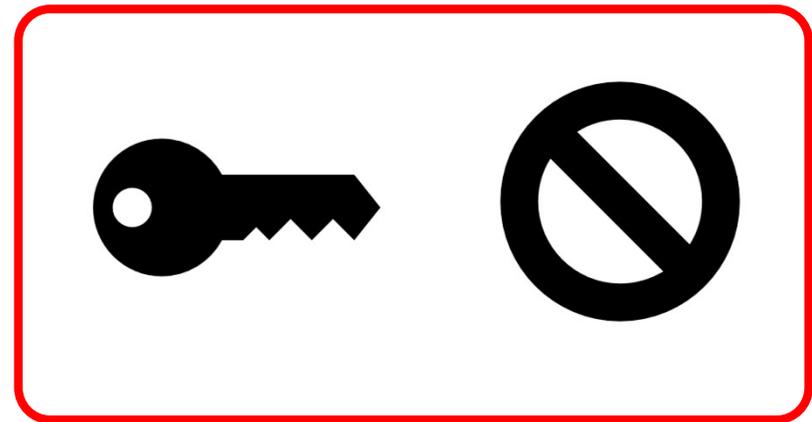
Healthcare Practitioner License Number:*

DEA Number:

Inactive and Reactivate Account

Inactive and Reactivating Account

- Your MCR Account will remain active as long as you log in every 30 days.
- For Security reasons, your MCR account will change to an “Inactive” if it has been 30 days or more.
- You will be notified via email if your account is approaching inactivity or is inactive.
- If your account is inactive, you will need to “Reactivate” your account manually.
- After 1 year of no use, you must contact DOH to have your account “Reactivated.”

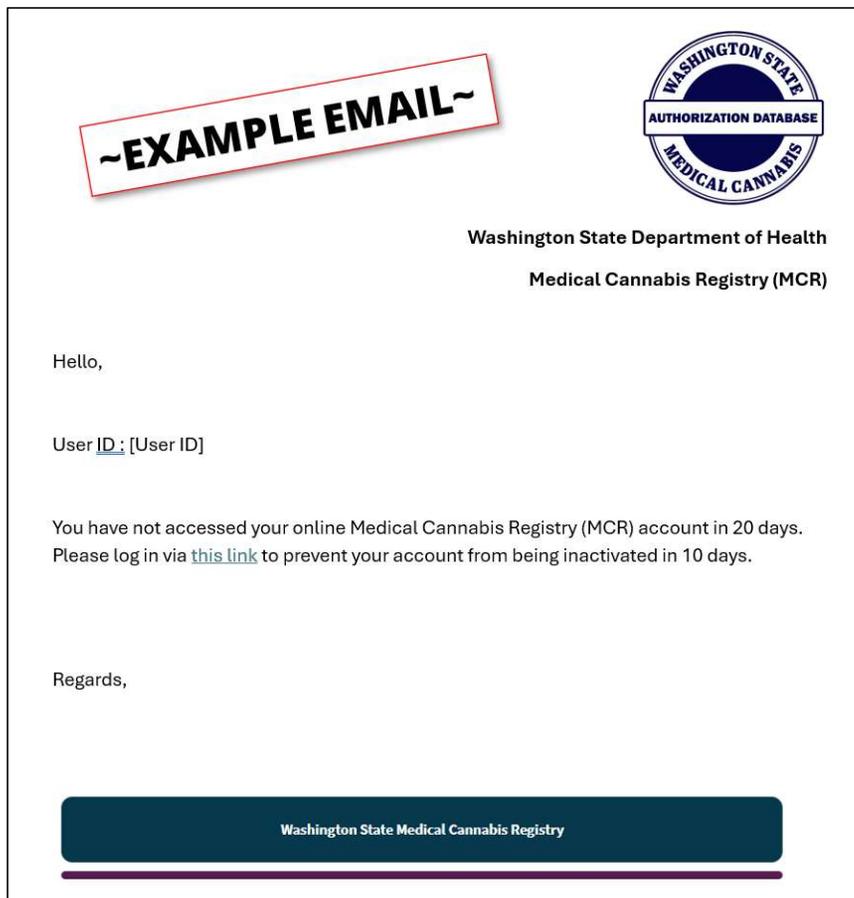


* Note: You can still provide authorizations to your patients even if your account is “Inactive.”

Inactive and Reactivating Account

- After 20 days of inactivity, you will receive a notification.
- Subject: “Your MCR account will be inactivated in 10 days.”
- Click the link within the email to log in. This will keep your account “Active.”

* Note: Inactive accounts are still in the system.



Inactive and Reactivating Account

- If after 30 days of inactivity, you will receive a notification.
- Subject: “Your MCR account has been inactivated.”
- Click the link to log in and “Reactivate” your account. A new “MCR Reactivate Account” page will open.



Inactive and Reactivating Account

- Enter:
 - First name.
 - Last name.
 - Email Address.
 - DOB.
 - Healthcare Practitioner Number.
- Click the “Reactivate Account” button.

Washington State Department of Health
MCR Account Reactivation

WASHINGTON STATE
AUTHORIZATION DATABASE
MEDICAL CANNABIS

Please fill out relevant fields below as they appear on your authorization form and click "Reactivate Account"
Field Required*

Individual Information

First Name:* Last Name:*

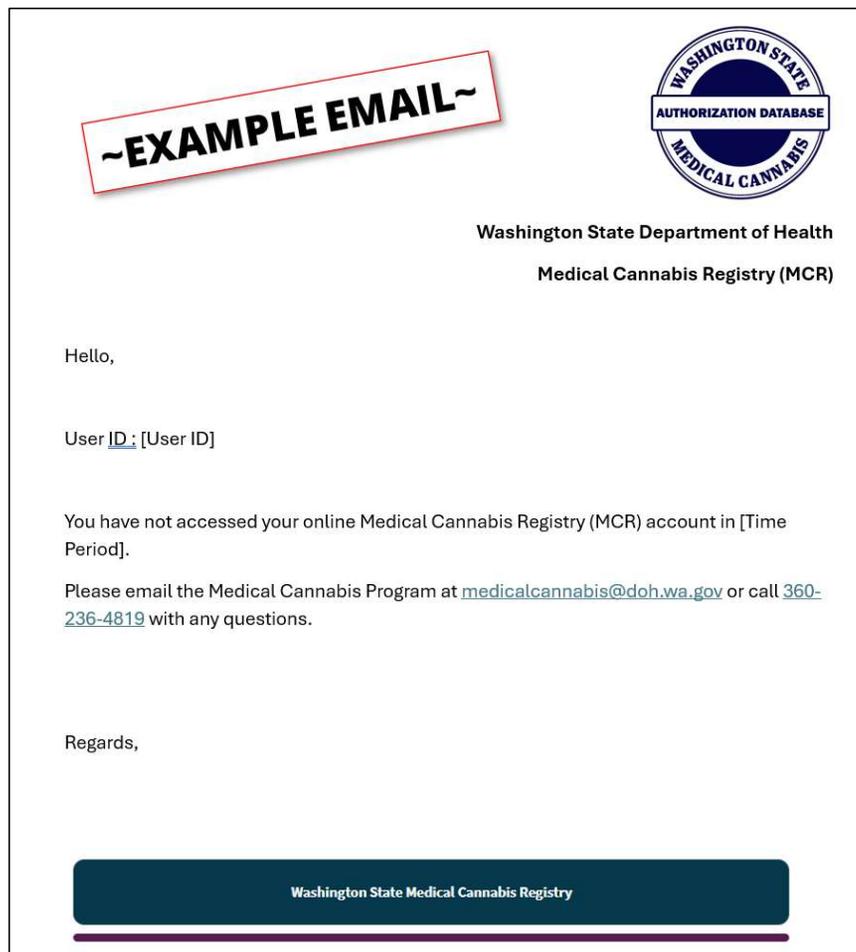
Email Address:* Date of Birth:*

Healthcare Practitioner License Number:*

Reactivate Account

Inactive and Reactivating Account

- After 1 year of inactivity, you will receive a notification.
- Subject: “MCR Account Inactive for [Time Period].”
- After 1 year of no use, you must contact DOH to have your account “Reactivated.”



View Patient / Designated Provider Records

View Patient / DP by Name Search

Patients and DPs will show here if they have registered at a Retail Store.

- From the Healthcare Practitioner Home dashboard:
 - Access a Patient or Designated Provider's record.
 - Search for your specific Patient/DP using the **blue** Search button.

The screenshot shows the Visual Vault interface. At the top, there is a navigation bar with 'Healthcare Practitioner Home' highlighted by a red box and an arrow. Below this, there are two main sections: 'My Patients' and 'My Patients' Designated Providers'. Both sections have a blue search button highlighted with a red box and an arrow. The 'My Patients' section contains a table with columns for Patient First Name, Patient Last Name, Designated Provider First Name, and Designated Provider Last Name. The 'My Patients' Designated Providers' section contains a table with columns for Designated Provider First Name, Designated Provider Last Name, and Status.

	Open	Patient First Name	Patient Last Name	Designated Provider First Name	Designated Provider Last Name
<input type="checkbox"/>	Open	GEORGE	QUINN	HARLEY	QUINN
<input type="checkbox"/>	Open	ANDREW	SMITH	SANDI	SMITH
<input type="checkbox"/>	Open	FRANCES	LOVELACE		

	Open	Designated Provider First Name	Designated Provider Last Name	Status
<input type="checkbox"/>	Open	HARLEY	QUINN	Active
<input type="checkbox"/>	Open	SANDI	SMITH	Active
<input type="checkbox"/>	Open	ROMAN	TORRES	Active

* Note: HPs with DEA Authorization will see their patients on this screen also.

View Patient / DP by Name Search

Patients and DPs will show here if they have registered at a Retail Store.

- Search by:
 - First name.
 - Last name
 - Designated Provider's first name.
 - Designated Provider's last name.
 - Status.

<input type="checkbox"/>	Patient First Name	Patient Last Name	Designated Provider First Name	Designated Provider Last Name	Status
<input type="checkbox"/>	ABIGAIL	CHANGE	BENJAMIN	BUTTON	Active
<input type="checkbox"/>	Open	HARLEY	QUINN		Active
<input type="checkbox"/>	Open	SANDI	SMITH		Active
<input type="checkbox"/>	Open	ROMAN	TORRES		Active
<input type="checkbox"/>	Open	QUENDOLYN	PURKE		Active

* Note: HPs with DEA Authorization will see their patients on this screen also.

View Patient / DP by Name Search

Patients and DPs will show here if they have registered at a Retail Store.

- Click “Open” next to the name you’d like to view.
 - See [slide 35](#) for an example of the Patient/Designated Provider’s record.

The screenshot shows the Visual Vault interface. The top navigation bar includes 'Healthcare Practitioner Home', 'My Healthcare Practitioner Record', 'Retail Stores', 'Messages Received', and 'MCR Portal Orientation'. The main content area is divided into two sections: 'My Patients' and 'My Patients' Designated Providers'. Both sections have a search bar and action buttons for 'Print', 'Export', and 'Batch Print'. The 'My Patients' table has columns for 'Patient First Name', 'Patient Last Name', 'Designated Provider First Name', and 'Designated Provider Last Name'. The 'My Patients' Designated Providers table has columns for 'Designated Provider First Name', 'Designated Provider Last Name', and 'Status'. Red boxes highlight the 'Open' buttons in both tables, and red arrows point to the corresponding records.

	Patient First Name	Patient Last Name	Designated Provider First Name	Designated Provider Last Name
<input type="checkbox"/> Open	GEORGE	QUINN	HARLEY	QUINN
<input type="checkbox"/> Open	ANDRE	SMITH	SANDI	SMITH
<input type="checkbox"/> Open	FRANCES	LOVELACE		
<input type="checkbox"/> Open	FRANCES	LOVELACE		

	Designated Provider First Name	Designated Provider Last Name	Status
<input type="checkbox"/> Open	HARLEY	QUINN	Active
<input type="checkbox"/> Open	SANDI	SMITH	Active
<input type="checkbox"/> Open	ROMAN	TORRES	Active
<input type="checkbox"/> Open	QUENDOLYN	BURKE	Active

* Note: HPs with DEA Authorization will see their patients on this screen also.

View Patient / DP by Name Search

Patients and DPs will show here if they have registered at a Retail Store.

- Healthcare Practitioner's with DEA authorization can view all active Medical Cannabis Authorizations.
- From the top menu of the HCP Homepage,
 - Click "All Active Authorizations"
 - Search for a specific Patient/DP using the **blue** Search button.

The screenshot shows the Visual Vault interface for a Healthcare Practitioner with DEA Home. The top navigation bar includes 'All Active Authorizations' (highlighted with a red box and arrow), 'ord', and 'Retail Stores'. Below the navigation bar, there are two sections: 'Active Patients' and 'Active Designated Providers'. Each section has a blue 'Search' button (highlighted with a red box and arrow) and a table of data. The 'Active Patients' table has columns for Patient First Name, Patient Last Name, and Designated Provider First Name. The 'Active Designated Providers' table has columns for Designated Provider First Name and Designated Provider Last Name. A pagination bar is visible between the two tables, showing page numbers 1 through 10 and a page size of 15.

<input type="checkbox"/>	Patient First Name	Patient Last Name	Designated Provider First Name
<input type="checkbox"/>	ABIGAIL CHANGE	ADDISON	BENJAMIN
<input type="checkbox"/>	ADAM	JUDGE	
<input type="checkbox"/>	ADULT NO DP CHANGED ADDRESS	PATIENT	

<input type="checkbox"/>	Designated Provider First Name	Designated Provider Last Name
<input type="checkbox"/>	ADLER	SELLECK
<input type="checkbox"/>	ADMIRAL	BLUE
<input type="checkbox"/>	ADULTDP	DUCK
<input type="checkbox"/>	AMETHYST	PURPLE
<input type="checkbox"/>	AMY	PURPLE

View Patient / DP by Name Search

Patients and DPs will show here if they have registered at a Retail Store.

- Enter in the criteria and click “Search.”

- Only Patients or Designated Providers will appear here if they have an Active Authorization and has a Recognition Card.
- Only the Patient or Designated Provider’s name will display.

The screenshot shows the 'Active Patients' search interface in the Visual Vault system. The search criteria dropdown is set to 'Patient First Name'. A red box highlights the dropdown menu, and a red arrow points to the search input field. The 'Search' button is circled in red. Below the search bar, a table displays search results for patients and designated providers.

<input type="checkbox"/>	Patient First Name	Patient Last Name	Designated Provider First Name	Designated Provider Last Name
<input type="checkbox"/>	ABIGAIL	CHANGE		
<input type="checkbox"/>		ADDISON		
<input type="checkbox"/>			BENJAMIN	
<input type="checkbox"/>				BUTTON
<input type="checkbox"/>			Designated Provider First Name	Designated Provider Last Name
<input type="checkbox"/>			ADLER	SELLECK
<input type="checkbox"/>			ADMIRAL	BLUE
<input type="checkbox"/>			ADULTDP	DUCK
<input type="checkbox"/>			AMETHYST	PURPLE
<input type="checkbox"/>			AMY	PURPLE

View Patient / DP by Name Search

Patient and Designated Provider Record

Washington State Department of Health
Patient Record



Patient: GEORGE QUINN DP:



Required fields: *

Individual Information

First Name: * Middle Name:

Last Name: * Suffix:

Revoke Account

Please select a reason for revocation below:

Reason for Revocation: *

Designated Provider Revocation Date:

Select one option below:

Revoke DP Only

Revoke Patient (also DP if any)

[Complete Revocation](#)

Washington State Department of Health
Designated Provider Record



SANDI SMITH



Required fields: *

Designated Provider Details

Please fill out all required information:

First Name: * Middle Name:

Last Name: * Suffix:

Revoke Account

Please select a reason for revocation below:

Reason for Revocation: *

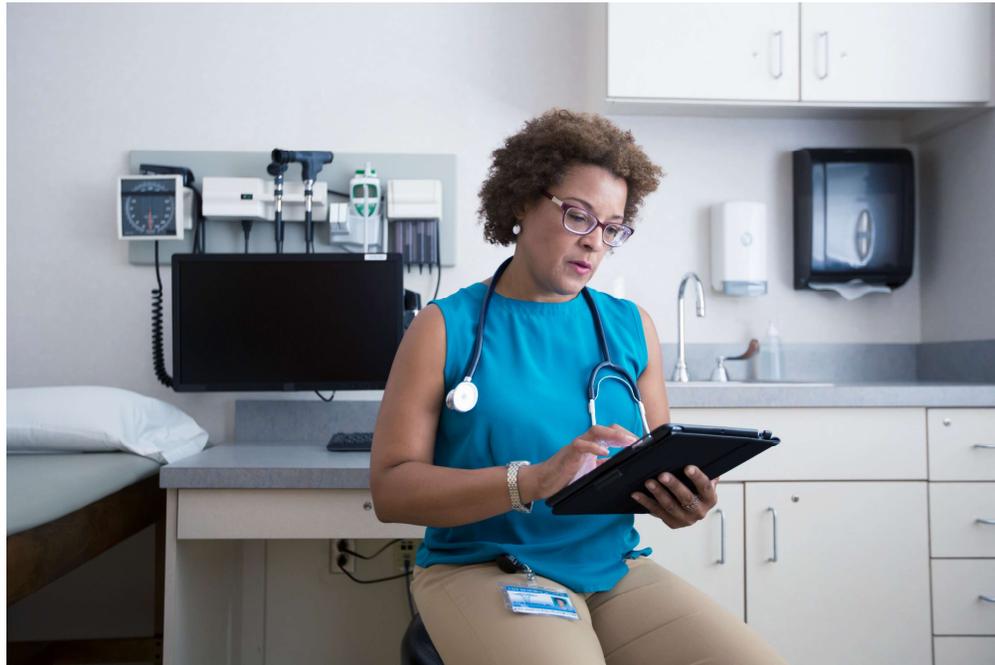
[Complete Revocation](#)

Revoke Authorization (Patients and Designated Provider)

Revoke Authorizations

As a Healthcare Practitioner, you can:

- Revoke your Patient (adult or minor).
- Revoke your Patient's Designated Provider.
- Revoke a minor Patient (through their record or a DP's record)



*Note: Revoking the Patient will automatically revoke the Designated Provider.
However, revoking a Designated Provider does not revoke the patient unless they are a minor.

Revoke Authorizations

- To revoke a Patient or DP, start at the Healthcare Practitioner Home Screen.
- Under the “My Patients” or “My Patient’s Designated Provider” section of the page, locate the individual you would like to revoke.
- Click the “Open” link next to their name.

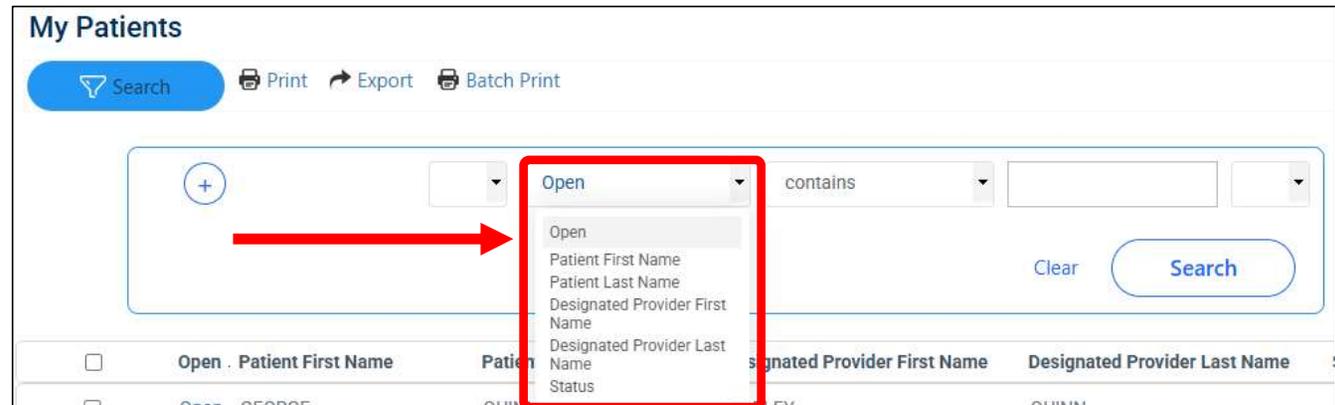
The screenshot displays the Visual Vault interface for a Healthcare Practitioner. The top navigation bar includes 'Healthcare Practitioner Home', 'All Active Authorizations', and 'My Healthcare Practitioner Record'. The main content area is divided into two sections: 'My Patients' and 'My Patients' Designated Providers'. Both sections feature a search bar and action buttons for 'Print', 'Export', and 'Batch Print'. The 'My Patients' table lists patients with columns for checkboxes, 'Open' links, 'Patient First Name', 'Patient Last Name', and 'Designated Provider'. The 'My Patients' Designated Providers table lists providers with columns for checkboxes, 'Open' links, and 'Designated Provider First Name'. Red arrows point to the 'My Patients' and 'My Patients' Designated Providers' section headers. Red boxes highlight the 'Open' links for the first patient (Edward Levy) and the first designated provider (Gwendolyn).

	Open	Patient First Name	Patient Last Name	Designated Provider
<input type="checkbox"/>	Open	EDWARD	LEVY	GWENDOLYN
<input type="checkbox"/>	Open	JPAT	JPAT	JPATDP
<input type="checkbox"/>	Open	REPAT	REPAT	REPATDPP
<input type="checkbox"/>		DARTU	VADED	DESIGNATED

	Open	Designated Provider First Name	Designated Provider Last Name
<input type="checkbox"/>			
<input type="checkbox"/>	Open	GWENDOLYN	BU
<input type="checkbox"/>	Open	DESIGNATED	PP

Revoke Authorizations

- You can also search for a Patient or DP using the “Search” button
- Click the “Search” button.
- Select the criteria to search by: First Name, Last Name, etc.



Revoke Authorizations

- From the “Patient Record”
 - Select the reason for Revocation from the drop-down menu.
 - Select the “Check Box” to revoke either the Patient or Designated Provider.
 - Click “Complete Revocation.”

* Note: In this example, we selected a “Patient.”
If you select a DP, you’ll follow the same process.

* Note: You can revoke both the Patient and DP
from the “Patient” record.

The screenshot displays the 'Patient Record' page for 'DARTH VADER'. It includes a 'Required fields' section, an 'Individual Information' section with first and last name fields, and a 'Revoke Account' section. The 'Reason for Revocation' dropdown menu is open, showing various options. The 'Revoke Patient (also DP if any)' checkbox is selected. The 'Complete Revocation' button is highlighted.

Washington State Department of Health
Patient Record

Washington State
AUTHORIZATION DATABASE
MEDICAL CANNABIS

Patient: DARTH VADER
DP: DESIGNATED PROVIDER

Required fields: *

Individual Information

First Name: * DARTH
Last Name: * VADER

Revoke Account

Please select a reason for revocation

Reason for Revocation: *

Select one option below:

Revoke DP Only
Revoke Patient (also DP if any)

Complete Revocation

Revoke Authorizations

- You will see a pop-up message asking to confirm the action to revoke the user with a warning message.
- Clicking “Continue” will complete the revocation process.
- A “Success” pop-up message will then appear.



Revoke Authorizations

How to Confirm a Revocation was completed:

- Navigate to your Healthcare Practitioner home screen.
- Verify the name has been removed from your lists.

The screenshot shows the Visual Vault web application interface. The top navigation bar includes the Visual Vault logo, a search bar, and user information (ken.hogg.vv@gmail.com, English). Below the navigation bar, there are several menu items: Healthcare Practitioner with DEA Home, All Active Authorizations, My Healthcare Practitioner Record, Retail Stores, Messages Received, and MCR Portal. The main content area is divided into two sections: 'My Patients' and 'My Patients' Designated Providers'. Both sections have a search bar and action buttons (Print, Export, Batch Print). The 'My Patients' section contains a table with the following data:

	Open	Patient First Name	Patient Last Name	Designated Provider First Name	Designated Provider Last Name	Status
<input type="checkbox"/>	Open	EDWARD	LEVY	GWENDOLYN	BURKE	Active
<input type="checkbox"/>	Open	JPAT	JPAT	JPATDP	JPATDP	Active
<input type="checkbox"/>	Open	REPAT	REPAT	REPATDPP	REPATDPP	Active
<input type="checkbox"/>	Open	DARTH	YADER			Active

The 'My Patients' Designated Providers' section contains a table with the following data:

	Open	Designated Provider First Name	Designated Provider Last Name	Status
<input type="checkbox"/>	Open	GWENDOLYN	BURKE	Active

View Message Notifications

View Message Notifications

Healthcare Practitioners may receive messages from the Medical Cannabis Program or from the MCR System.

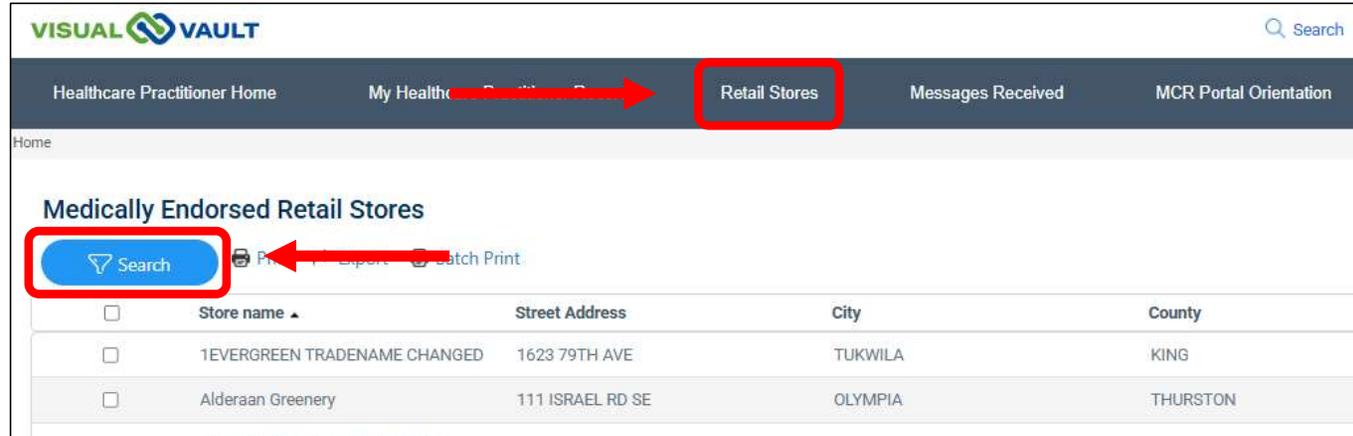
- How to view your messages:
 - Click on “Messages Received” from the top menu of the Homepage.
 - View your messages from this dashboard.
- These can be Email messages or Dashboard messages.

The screenshot shows the Visual Vault interface. At the top, there is a navigation bar with 'Retail User Home', 'Retail Indi...', and 'Messages Received' (highlighted with a red box and an arrow). Below this is a 'Messages Received' section with a search bar and options for 'Print', 'Export', and 'Batch Print'. A table lists messages with columns for 'Date', 'Communication', 'Subject', and 'Message'. One message is highlighted with a red box, showing an email received on 4/22/2025 at 12:08 PM. The message content includes the Washington State Department of Health logo and text: 'Washington State Department of Health [No Title] al Cannabis Registry', 'Hello [First Name] [Last Name],', 'Email Text', and 'Washington State Medical Cannabis Registry'. A red arrow points to the message row in the table.

Search for Medically Endorsed Retail Stores

Search for Medically Endorsed Retail Stores

- Click “Retail Stores” from the top menu of the home page.
- Click the **blue** search button.



The screenshot displays the Visual Vault user interface. At the top, the logo 'VISUAL VAULT' is on the left, and a search icon is on the right. The main navigation bar includes 'Healthcare Practitioner Home', 'My Health', 'Retail Stores' (highlighted with a red box and an arrow), 'Messages Received', and 'MCR Portal Orientation'. Below this, the page title is 'Home'. The main content area is titled 'Medically Endorsed Retail Stores' and features a blue search button (highlighted with a red box and an arrow), a print icon, an export icon, and a batch print icon. Below the search bar is a table with the following data:

<input type="checkbox"/>	Store name ▾	Street Address	City	County
<input type="checkbox"/>	1EVERGREEN TRADENAME CHANGED	1623 79TH AVE	TUKWILA	KING
<input type="checkbox"/>	Alderaan Greenery	111 ISRAEL RD SE	OLYMPIA	THURSTON

Search for Medically Endorsed Retail Stores

- Click “Retail Stores” from the top menu of the home page.
- Click the search button and search by specific criteria.
 - Store Name
 - Street address
 - City
 - County
 - Business Phone Number

The screenshot shows the Visual Vault interface for searching Medically Endorsed Retail Stores. The top navigation bar includes 'Healthcare Practitioner Home', 'My Healthcare Practitioner Record', 'Retail Stores', 'Messages Received', and 'MCR Portal Orientation'. Below the navigation is a search bar with a dropdown menu open, showing options: 'Store name', 'Street Address', 'City', 'County', and 'Business Phone Number'. A red arrow points to the 'Store name' option. The search bar also includes a 'contains' dropdown, a text input field, a 'Clear' button, and a 'Search' button.

Resources

Utilize the following resources:

[Click here: Washington State DOH Medical Cannabis Program Overview Homepage](#)

[Click here: Washington State DOH Medical Cannabis Patient/DP information Homepage](#)

[Click here: Washington State DOH Medical Cannabis Laws and Rules Homepage](#)

[Click here: Washington State DOH Medical Cannabis Program Updates Homepage](#)



Support

Contacting Tech Support & Help Desk:

Support portal: <https://mcr.freshdesk.com/>

Email: mcr@visualvault.freshdesk.com

Phone (Both): 480-308-4400 extension 2 or (844) 769-8285 extension 2

Standard Operating Hours:

Standard operating hours are between 8:00 AM and Midnight, US Pacific Time, Sunday through Saturday, excluding VisualVault's published holidays or holidays as observed locally by VisualVault.

VisualVault Holidays:

New Year's Day

Memorial Day

American Independence Day

Labor Day

Thanksgiving

Christmas Day



Questions?





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