



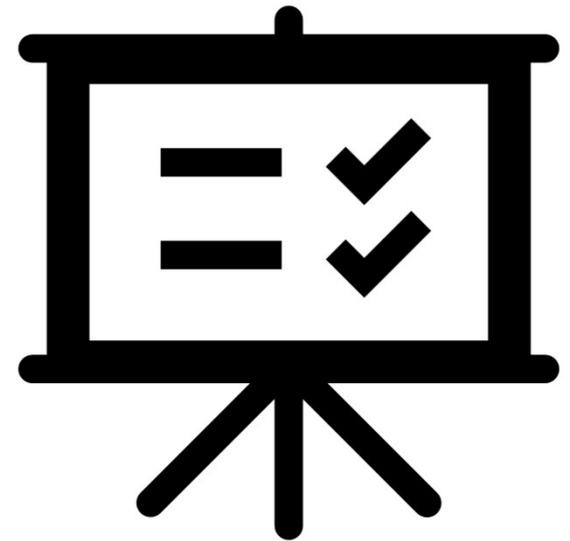
# MEDICAL CANNABIS REGISTRY (MCR)

Retail Budtender Training

# Course Objectives

## After this training you will be able to:

- Medical Cannabis Registry Login / Register
- Multiple Registration Select Portal
- View Personal Record
- Accessing Store / Multiple Stores
- Inactive and Reactivate Account
- View Message Notifications
- Verify Patient / DP by card number
- Resources



# Medical Cannabis Registry (MCR) Login/Register

# MCR Login/Register

You must first add the MCR by clicking "Add A New Service".

Use the code **MCR2025** or search the term "cannabis". If you need further instruction, see the SAW training guide on our [website](#).

- When you are assisting Medical Cannabis patients, you must access MCR through your own SAW account.
- Navigate to the Main SAW screen to access the Medical Cannabis Registry and click "Access Now".
- SAW Link: <https://secureaccess.wa.gov/>

SecureAccess Washington

ACCOUNT GET HELP Español LOGOUT

Click here to add another contact method to your account to avoid losing access to your services.

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.](#)

Add A New Service

Medical Cannabis Registry provided by Department of Health **Access Now**

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.

[Contact the help desk for MCR](#) [Remove from my list](#)

Services From ALL OF WASHINGTON

WASHINGTON STATE AGENCIES

# MCR Login/Register

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

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

## Multi-Factor Authentication (MFA)

### Enter Code

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

3612- 104244

[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.

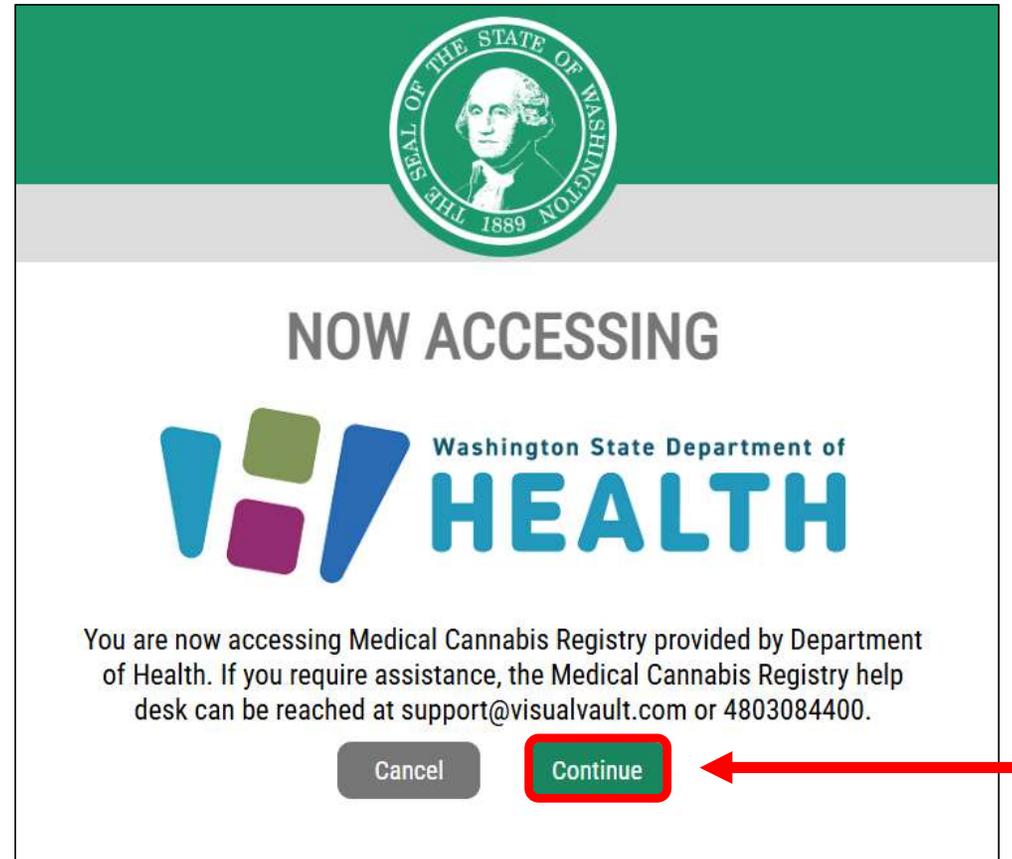
Yes, remember my device

Submit



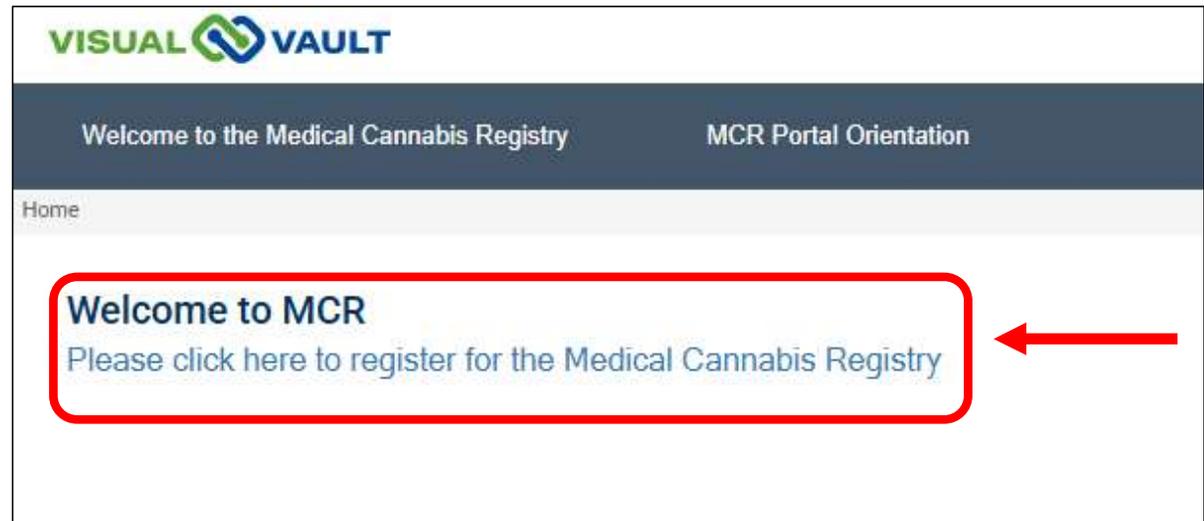
# MCR Login/Register

- 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.
- If you are already registered, MCR will load your Retail Homepage.



# MCR Login/Register

- Select “Retail Employee”

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Washington State  
AUTHORIZATION DATABASE  
MEDICAL CANNABIS

## Welcome to MCR Registration

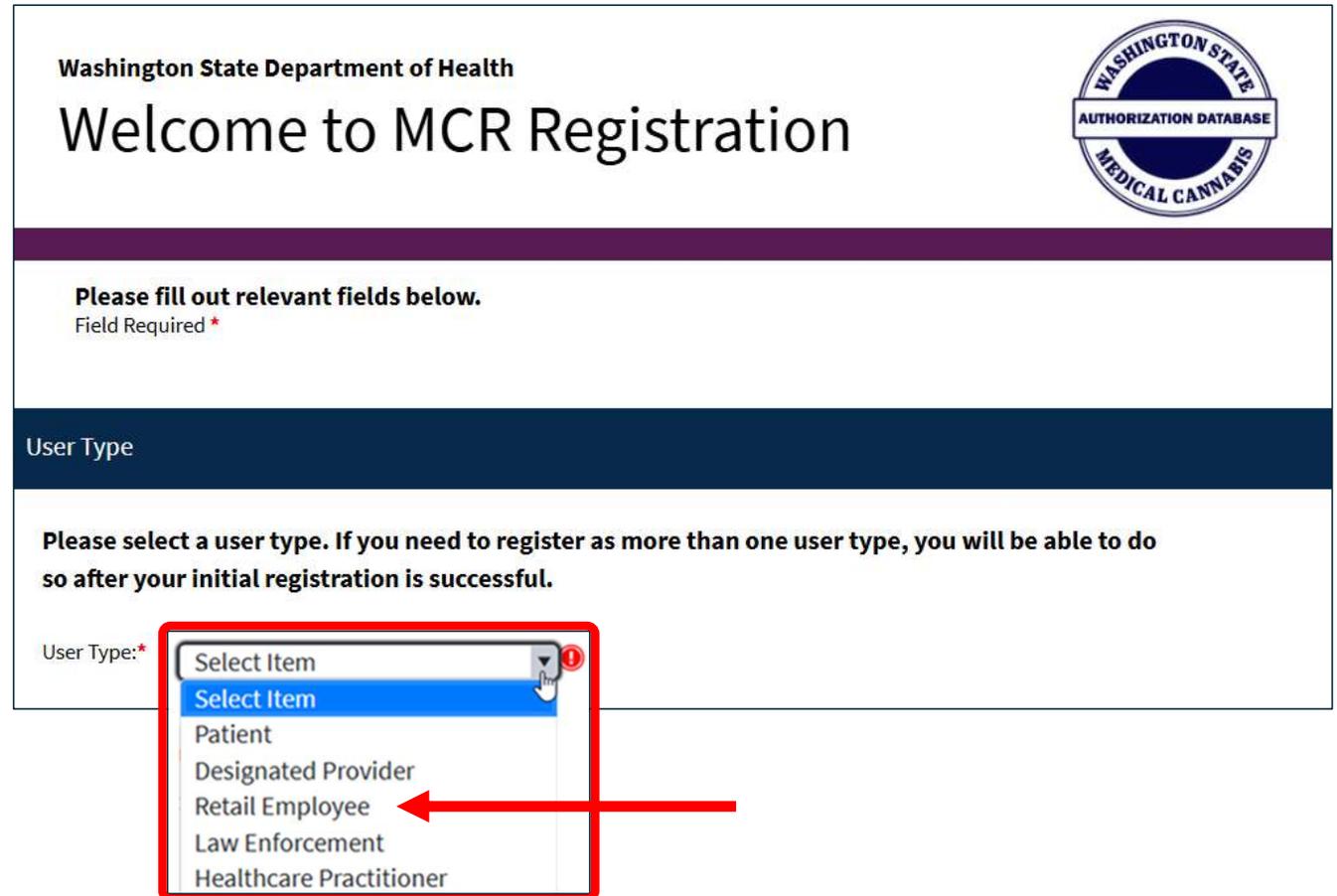
Please fill out relevant fields below.  
Field Required \*

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



# MCR Login/Register

- Enter:
  - First and Last name,
  - Email Address,
  - DOB,
  - And last 4 of your SSN
- The “Consultant Certification Number” is optional.
  - Only enter it if you have received your Cannabis Consultant Certification.

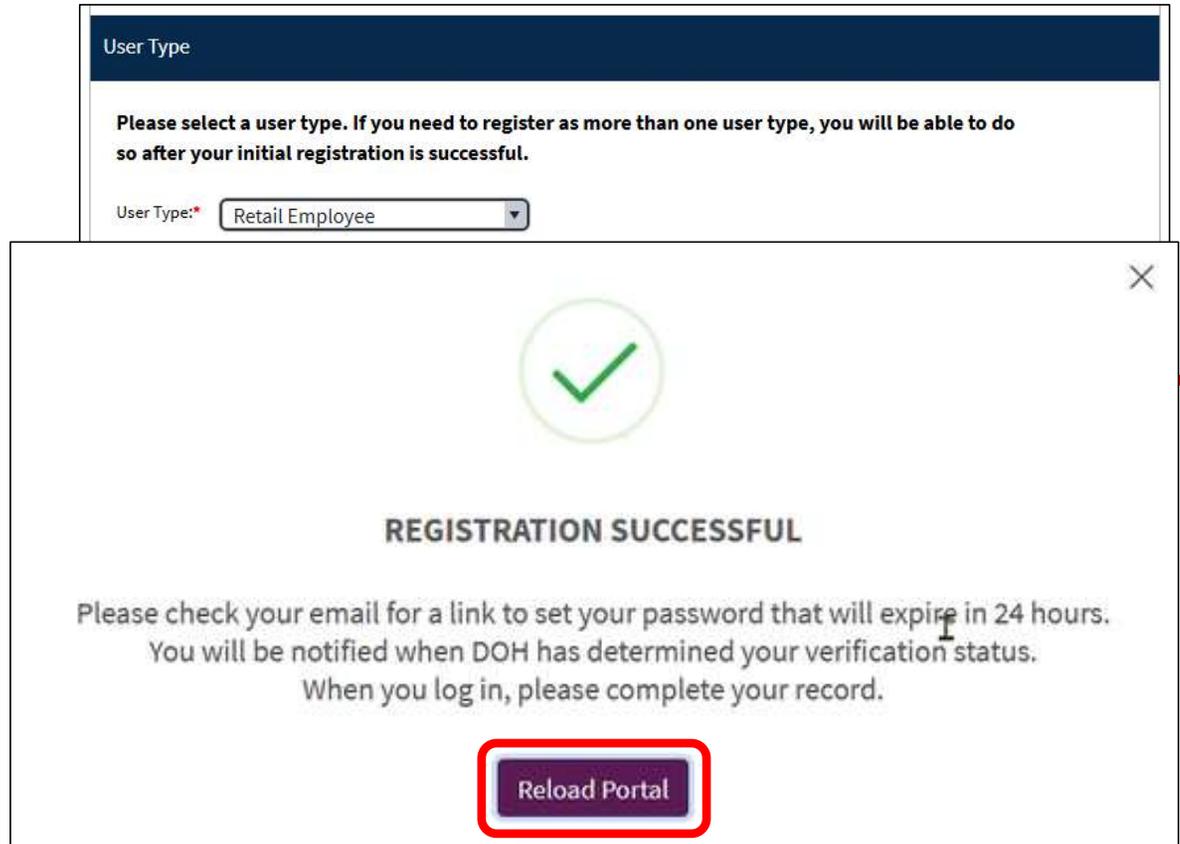
The screenshot shows a registration form with the following sections and fields:

- User Type:** A dropdown menu with "Retail Employee" selected.
- Individual Information:**
  - First Name:\*
  - Last Name:\*
  - Email Address:\*
  - Date of Birth:\*
  - Last 4 of SSN:\*
  - Consultant Certification Number: (optional)
- Register:** A button highlighted with a red box.

Red arrows point to the First Name, Last Name, Email Address, Date of Birth, and Last 4 of SSN fields. A red box highlights the Register button.

# MCR Login/Register

- The “Registration Successful” pop-up will appear.
  - Click “Reload Portal” to access MCR.



The image shows two overlapping windows from a web application. The top window is titled 'User Type' and contains the following text: '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.' Below this text is a dropdown menu labeled 'User Type:\*' with 'Retail Employee' selected. The bottom window is a 'Registration Successful' pop-up. It features a green checkmark icon at the top center, followed by the text 'REGISTRATION SUCCESSFUL'. Below that, 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 of this pop-up is a purple button with the text 'Reload Portal', which is highlighted with a red rectangular border. A red horizontal line is visible on the right side of the pop-up window.

# MCR Login/Register

## Retail Homepage

Search

Retail Individual Home, No Store Messages Received MCR Portal Orientation

### Instructions on how to complete the record

Click the “Open” button in the dashboard below to open your Retail Individual Record, then complete any empty fields.

When you click “Save,” your data entry will be validated. At this point, an owner or delegate at your retail store will be able to associate you to the store.

### Registration

[Register as an additional user type here](#)

### My Retail Individual Record

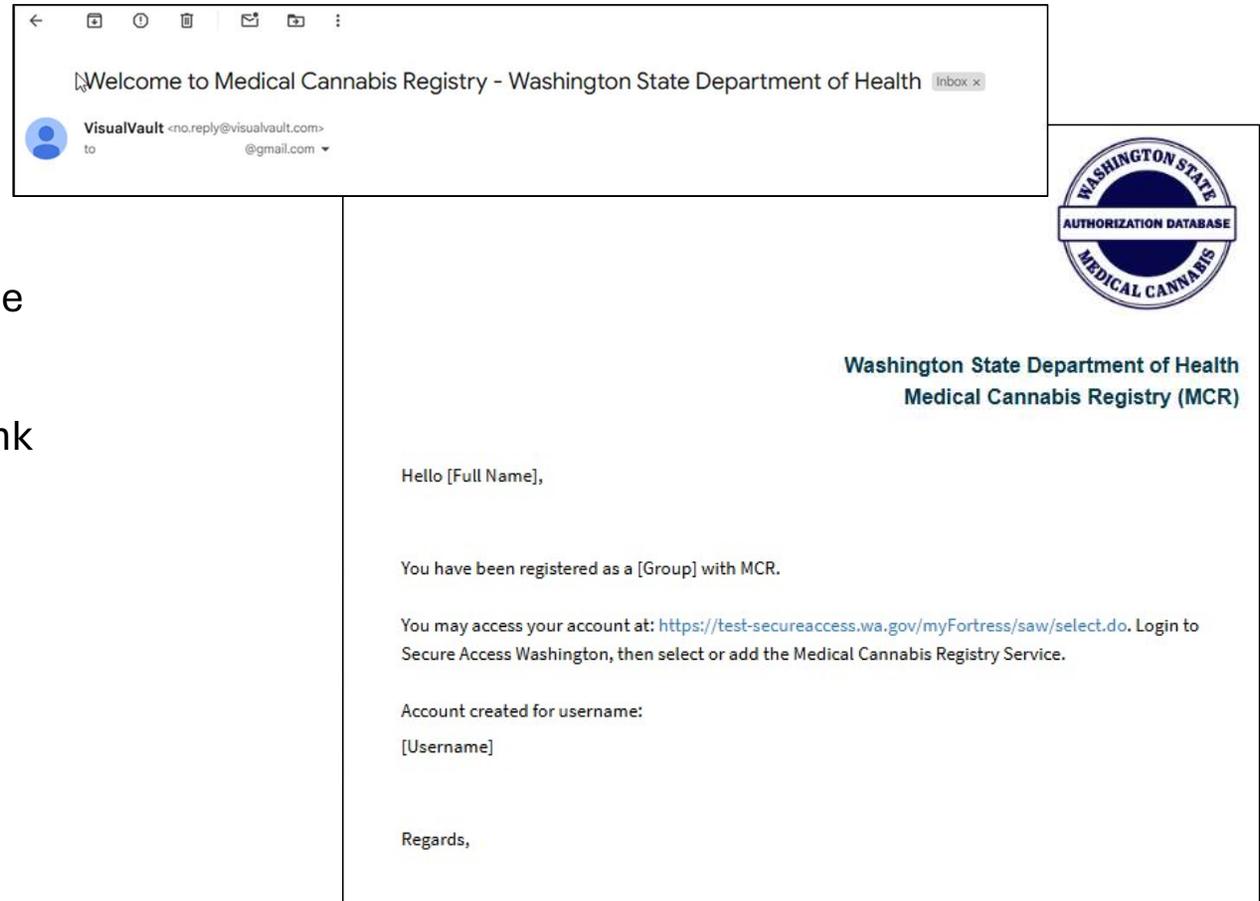
Search Print Export Batch Print

<input type="checkbox"/>	Edit	First Name	Last Name	Status
<input type="checkbox"/>	Open			



# 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 Retail Homepage, select “Register as an additional user type here”.
- You do not need to Re-Register to become a Medical Cannabis Consultant or Owner/Delegate.



The screenshot shows the Visual Vault interface. At the top, the logo 'VISUAL VAULT' is displayed. Below it, a dark blue header contains the text 'Retail Individual Home, No Store', 'Messages Received', and 'MCR Portal Orientation'. The main content area has a heading 'Instructions on how to complete the record' followed by two lines of text: 'Click the “Open” button in the dashboard below to open your Retail Individual Record, then co' and 'When you click “Save,” your data entry will be validated. At this point, an owner or delegate at'. Below this is a red-bordered button labeled 'Registration' with the text 'Register as an additional user type here' underneath. Further down is a section titled 'My Retail Individual Record' with a search bar and buttons for 'Print', 'Export', and 'Batch Print'. Below these are two rows of data, each with a checkbox, an 'Edit' button, and a 'First Name' column. The second row also has an 'Open' button. The 'Last' column is partially visible on the right.

# 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

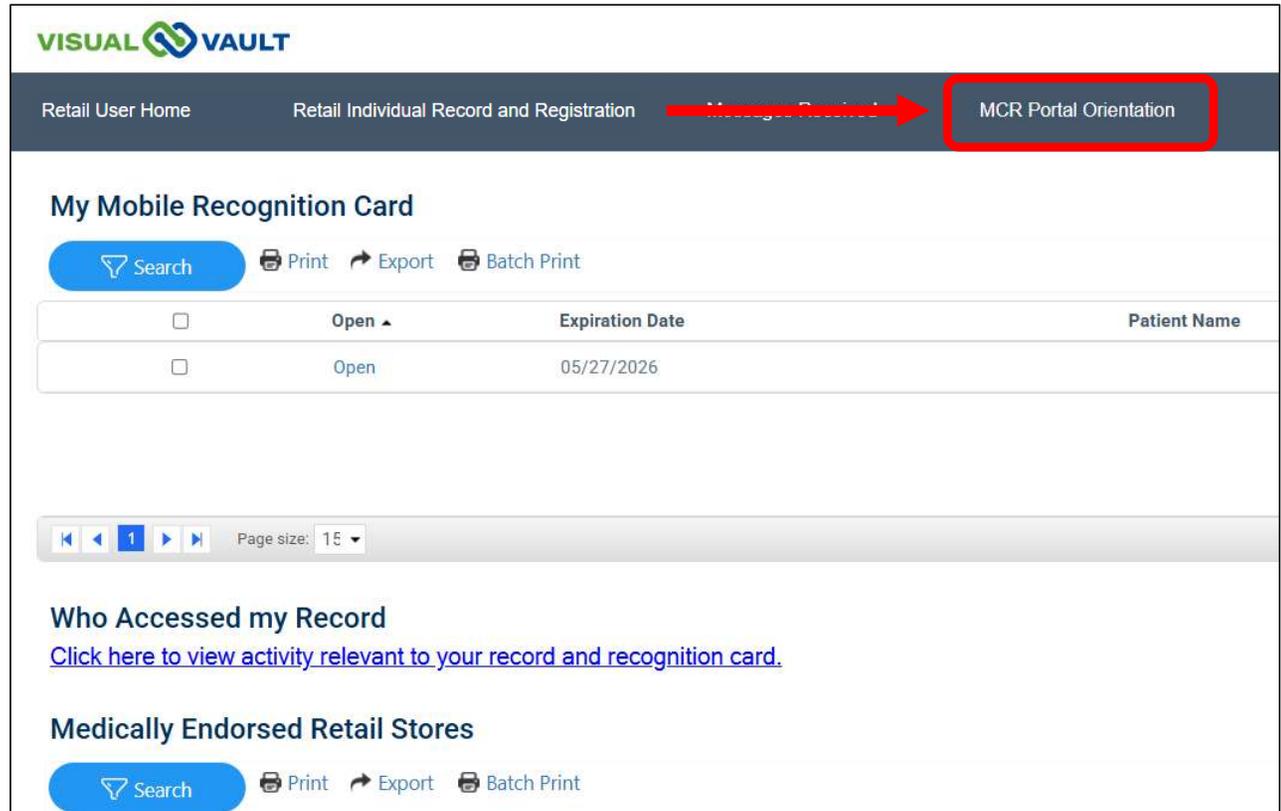
# Multiple Registration/Select Portal

- 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.

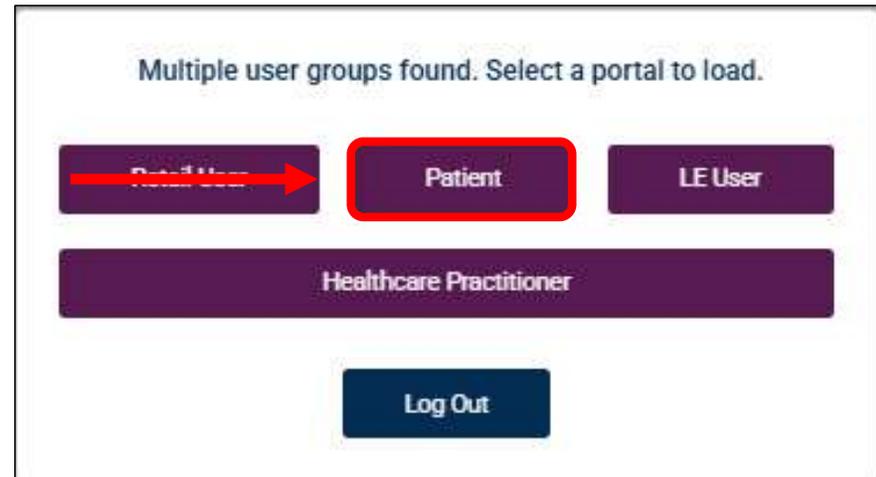


The screenshot displays the Visual Vault user interface. At the top, the logo "VISUAL VAULT" is visible. Below the logo, a dark navigation bar contains several menu items: "Retail User Home", "Retail Individual Record and Registration", "Manage Records", and "MCR Portal Orientation". A red arrow points from "Manage Records" to "MCR Portal Orientation", which is highlighted with a red rectangular box. Below the navigation bar, the main content area is titled "My Mobile Recognition Card". It features a search bar, "Print", "Export", and "Batch Print" buttons. A table below shows a list of cards with columns for checkboxes, "Open" status, "Expiration Date", and "Patient Name". The table contains one row with an "Open" status and an expiration date of "05/27/2026". Below the table is a pagination bar with "Page size: 15" and navigation icons. Further down, there are sections for "Who Accessed my Record" with a link to view activity, and "Medically Endorsed Retail Stores" with another search and action bar.

# 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 Retail Homepage,
  - Click on “Retail Individual Record and Registration”
  - Click “Open” next to your name.

The screenshot shows 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, there is a dark blue navigation bar with three items: 'Retail User Home', 'Retail Individual Record and Registration', and 'Retail Store Activity'. A red arrow points from 'Retail User Home' to 'Retail Individual Record and Registration', which is also enclosed in a red box. Below the navigation bar, the page content includes a 'Home' section with a 'Registration' heading and a link 'Register as an additional user type here'. Underneath is a section titled 'My Retail Individual Record' containing a table with columns for checkboxes, 'Open', 'First Name', and 'Last Name'. A red arrow points from the first checkbox to the 'Open' button in the second row, which is also enclosed in a red box.

<input type="checkbox"/>	Open ▲	First Name	Last Name
<input type="checkbox"/>	Open	TESTOWNER	TESTOWNER

# View personal record

- The Retail Individual Record page will load showing your Individual Information.
- You can update your information on the Retail Individual Record here.
  - Make any updates as needed.
  - Click “Save”
  - A pop-up message will confirm the changes made were successful.

\* Note: Updates made in MCR will not change your SAW login information.

Washington State Department of Health

## Retail Individual Record

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AUTHORIZATION DATABASE  
MEDICAL CANNABIS

Field Required \*

Individual Information

Individual Information

First Name:\*  Middle Initial:

Last Name:\*  Date of Birth:\* 01/01/1981

Last 4 digits of SSN:\*

Contact Information

Email Address:\*

Retype Email Address:\*

Personal Phone Number:

Save

# View personal record

- From your Retail Individual Record, you can access your retail stores.
  - Click the “Retail Stores” tab.
  - Click “Open” next to the store information you would like to access.

\* Note: An Owner/Delegate would need to add you to a store before that store will show in this list.

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## Retail Individual Record

Field Required \*

Individual Information **Related Stores**

Associated Stores

Open	Store Name ↑	Status	WSLCB Number
<b>Open</b>	Prism Wellness	Active	RETAIL-RECORD-0000363
Open	Tribal Store Training 2	Active	RETAIL-RECORD-0000373
Open	Wookiee Weed	Active	RETAIL-RECORD-0000367

1 items per page 1 - 3 of 3 items

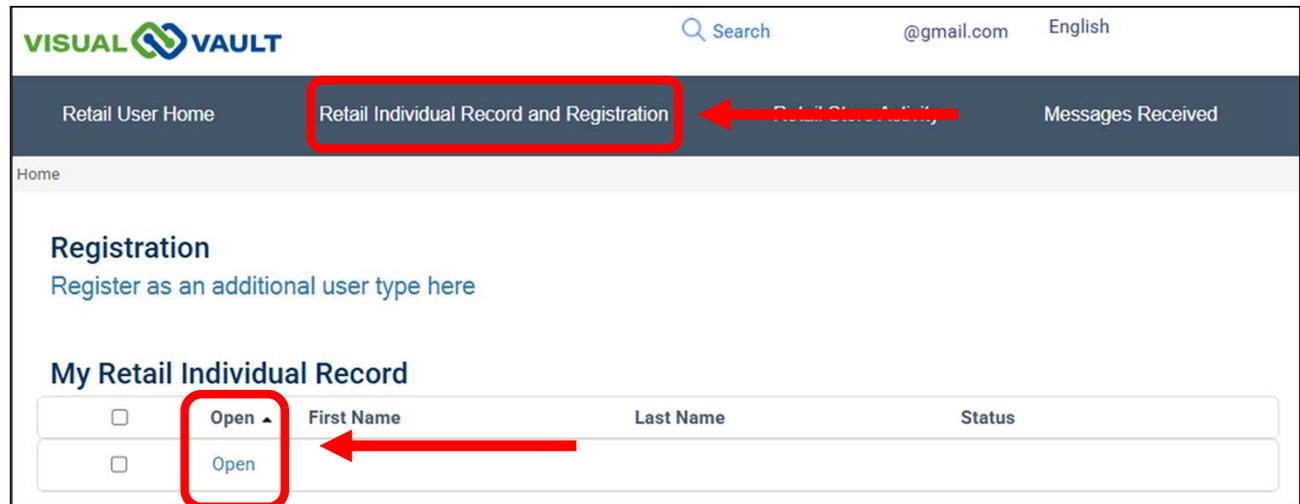
# Accessing Store / Multiple Stores

# Accessing Store / Multiple Stores

Another way to access your Associated Stores is through your Individual Record.

- From the top menu of the Retail Homepage,
  - Click the “Retail Individual Record and Registration” link.
  - Click “Open” next to your name.
- This opens your individual record which shows all your associated stores.

(see next slide)



The screenshot shows the Visual Vault Retail User Home page. The top navigation bar includes the Visual Vault logo, a search bar, and user information (@gmail.com, English). The main navigation menu has links for 'Retail User Home', 'Retail Individual Record and Registration' (highlighted with a red box and arrow), 'Retail Store Activity', and 'Messages Received'. Below the navigation bar, there is a 'Home' section with a 'Registration' link and a 'My Retail Individual Record' table. The table has columns for 'First Name', 'Last Name', and 'Status'. The first row of the table has a checkbox, a dropdown menu with 'Open' selected (highlighted with a red box and arrow), and the columns for 'First Name', 'Last Name', and 'Status'. The second row has a checkbox and a link labeled 'Open' (pointed to by a red arrow).

# Accessing Store / Multiple Stores

- This provides a different view from your dashboard to see what other stores you are associated with without having to change Portals.
- From the “Retail Individual Record” page:
  - Click the “Related Stores” tab at the top of the page.
  - View all associated stores in the window below.
  - To access the store, click “Open” and the Retail Store Record will open in a new page.

Washington State Department of Health

WASHINGTON STATE AUTHORIZATION DATABASE MEDICAL CANNABIS

## Retail Individual Record

Field Required \*

Individual Information Related Stores

### Associated Stores

Open	Store Name ↑	Status	WSLCB Number
Open	Prism Wellness	Active	RETAIL-RECORD-0000363
Open	Tribal Store Training 2	Active	RETAIL-RECORD-0000373
Open	Wookiee Weed	Active	RETAIL-RECORD-0000367

1 20 items per page 1 - 3 of 3 items

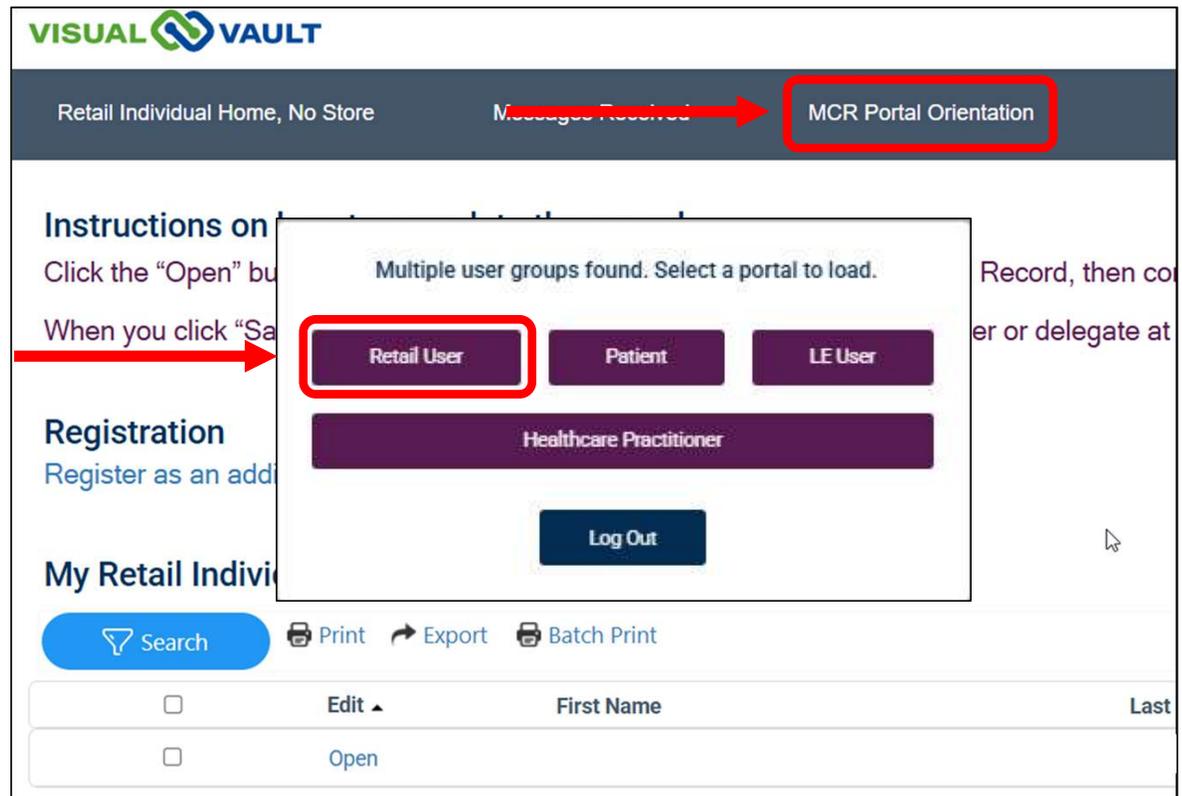
# Accessing Store / Multiple Stores

- To change stores, you must first:

- Select “MCR Portal Orientation” at the top right corner of the menu bar.
- A new pop-up box will appear.
- Select “Retail User.”

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

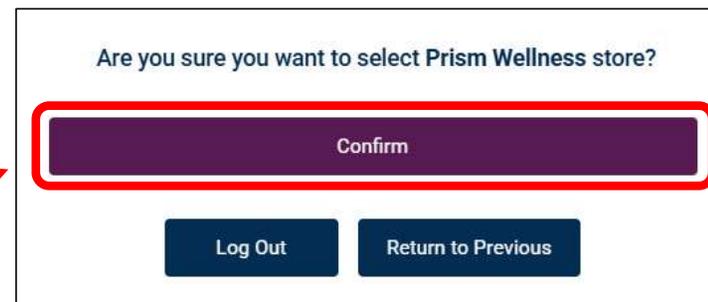
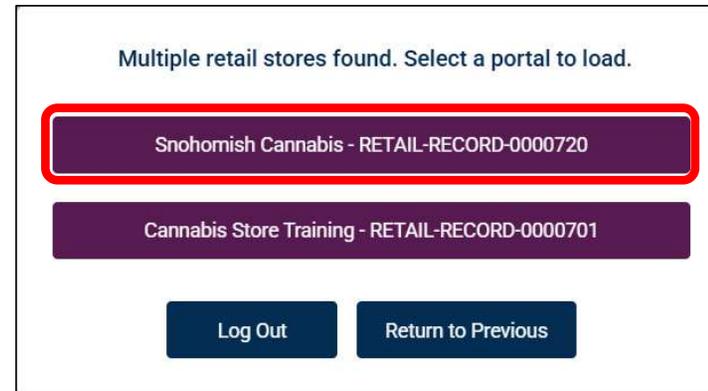
\* Note: If you are only registered as a Budtender, this “Multiple user groups found” pop-up message will not appear.



The screenshot shows the Visual Vault interface. At the top, the logo "VISUAL VAULT" is displayed. Below it, the text "Retail Individual Home, No Store" is visible. A red arrow points to a "Messages Received" notification, and another red arrow points to a "MCR Portal Orientation" button in the top right corner. A pop-up box titled "Multiple user groups found. Select a portal to load." is centered on the screen. This pop-up contains four buttons: "Retail User" (highlighted with a red box), "Patient", "LE User", and "Healthcare Practitioner". Below these buttons is a "Log Out" button. A red arrow points from the text "When you click 'Save'" in the background to the "Retail User" button. The background also shows sections for "Instructions on...", "Registration", and "My Retail Individ...". At the bottom, there is a search bar and a table with columns for "Edit", "First Name", and "Last".

# Accessing Store / Multiple Stores

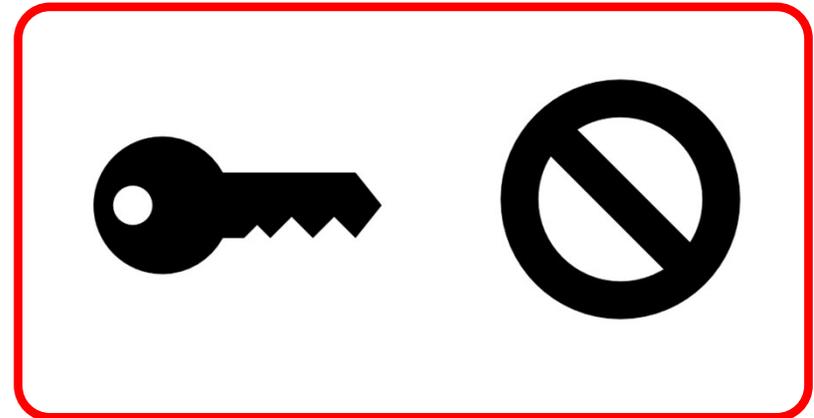
- A pop-up message will appear displaying multiple stores,
  - Click the store button you would like to access.
  - Click “Confirm.”
- This makes the store active on your portal (see next slide) so that you can access activity, messages, and store data.



# Inactive and Reactivate Account

# Inactive and Reactivating Account

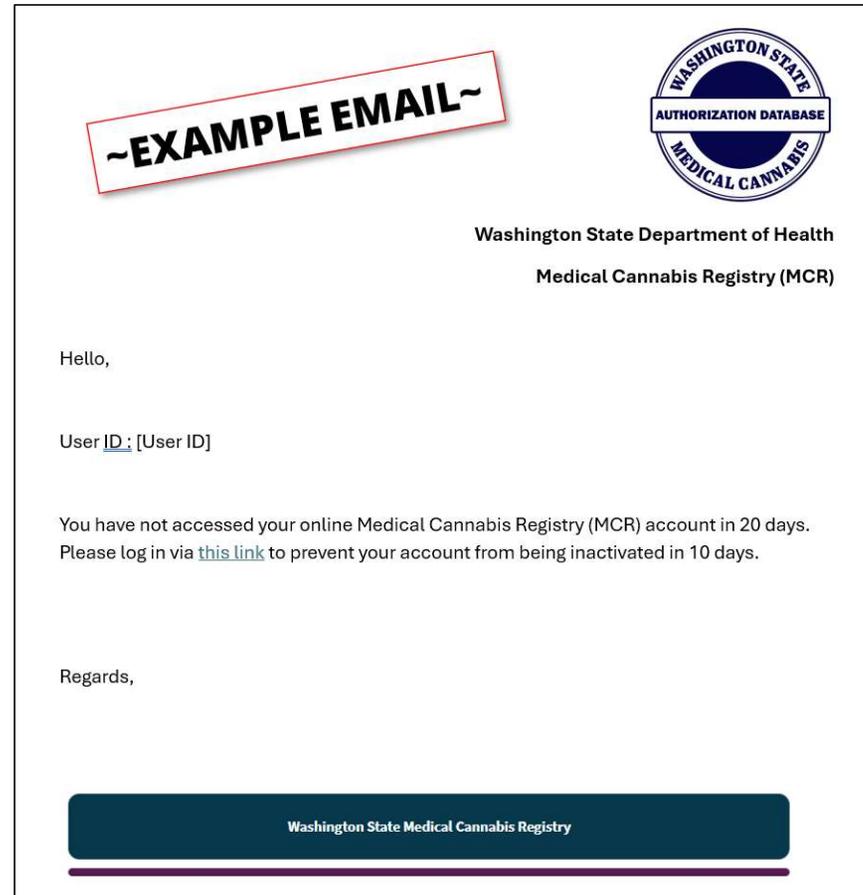
- Your MCR Account will remain active as long as you log in every 30 days.
- For Security reasons, your MCR account will change to an “Inactive” if it has been 30 days or more.
- You will be notified if your account is approaching inactivity or is inactive.
- If your account is inactive, you will need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



# 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,
  - And DOB
- Click the “Reactivate Account” button.

Washington State Department of Health

**MCR Account Reactivation**



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

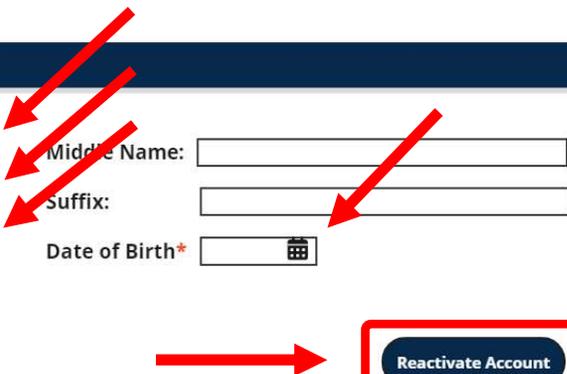
**Individual Information**

First Name:\*  Middle Name:

Last Name:\*  Suffix:

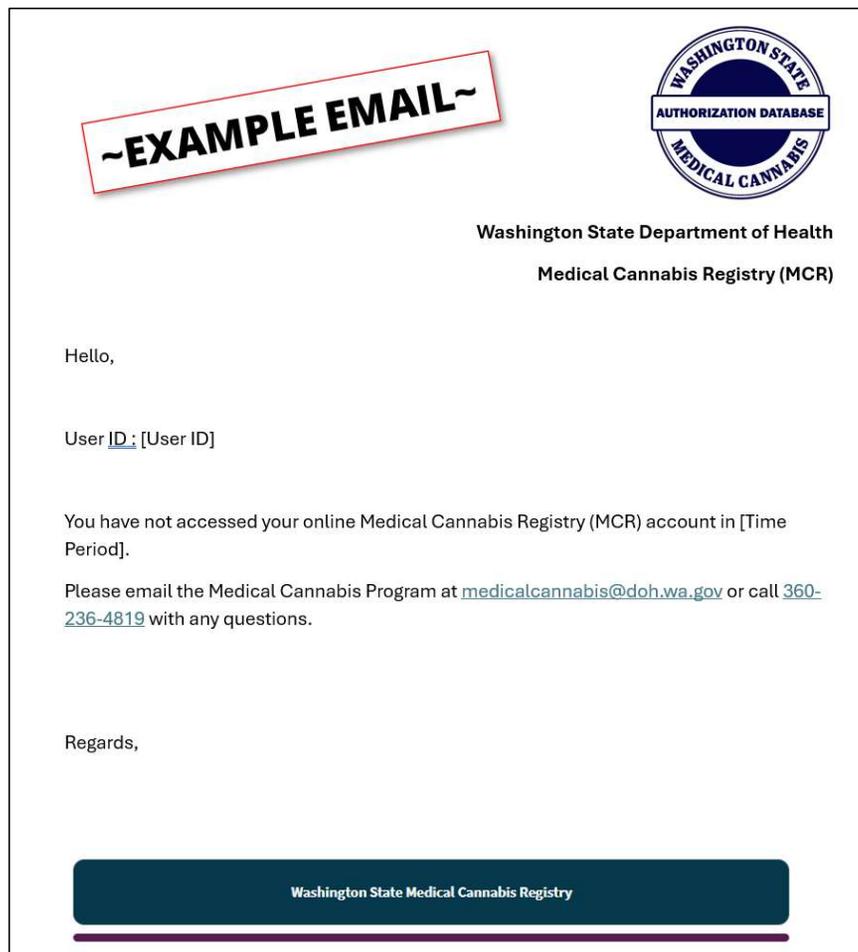
Email Address:\*  Date of Birth\*

**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 Message Notifications

# View Message Notifications

Budtenders 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.

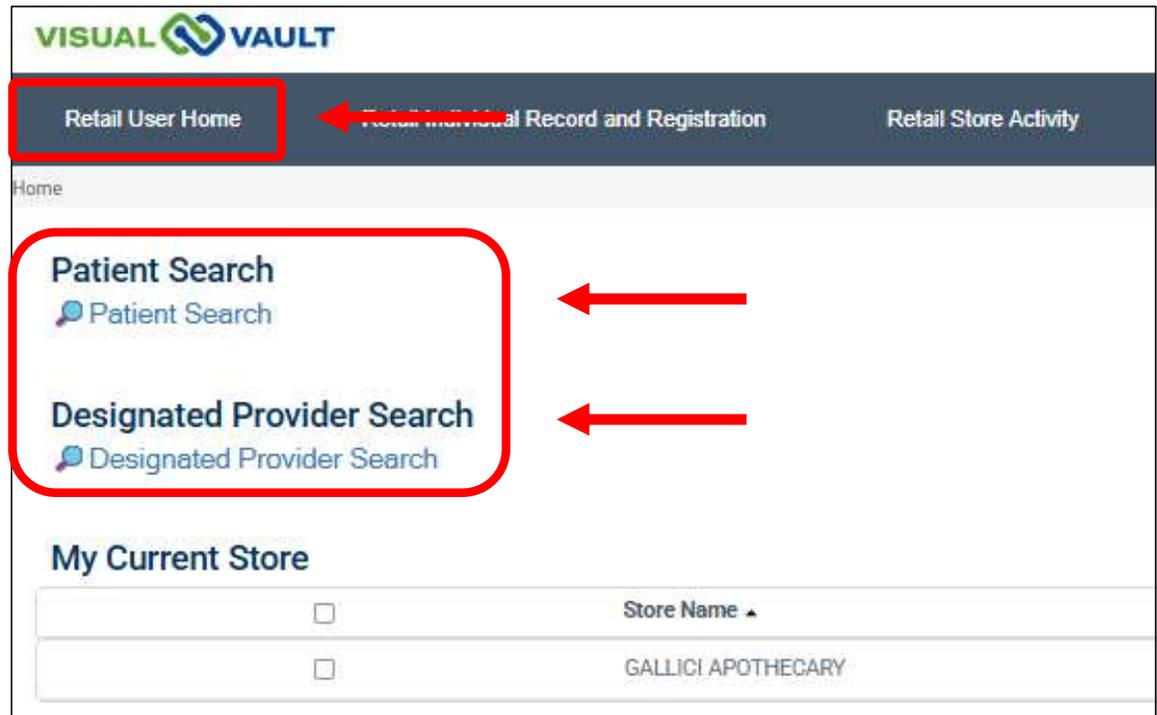
Visual Vault Messages Received dashboard screenshot. The 'Messages Received' menu item is highlighted with a red box and an arrow. A message is highlighted with a red box, showing details for an email received on 4/22/2025 at 12:08 PM. The message content includes the Washington State Department of Health logo and the text: 'Washington State Department of Health [No Title] Medical Cannabis Registry', 'Hello [First Name] [Last Name],', 'Email Text', and 'Washington State Medical Cannabis Registry'.

Date	Communication	Subject	Message
4/22/2025 12:08 PM	Email	Testing-- Budtender added to the store	 <b>Washington State Department of Health [No Title] Medical Cannabis Registry</b> Hello [First Name] [Last Name], Email Text Washington State Medical Cannabis Registry

# Verify Patient / DP by Card Number

# Verify Patient/DP by Card Number

- It is important, for every transaction, to verify the Patient or Designated Provider's Recognition Card.
- From the "Retail User Home" page:
  - Click on "Patient Search" or "Designated Provider" Search.



# Verify Patient/DP by Card Number

- Here you can search by the Recognition Card Number.
  - Enter the Recognition Card number.
  - Click “Verify Card.”

Washington State Department of Health

**Patient Search**

WASHINGTON STATE  
AUTHORIZATION DATABASE  
MEDICAL CANNABIS

To search, enter card number.  
Field Required \*

Card Number Search

Card Number: \*

Verify Card

# Verify Patient/DP by Card Number

- The Recognition Card will be displayed.

Washington State Department of Health  
**Recognition Card: Retail**



---

Recognition Card Details: Patient

First Name:	<input type="text"/>	Expiration Date:	<input type="text" value="05/08/2026"/>
Middle Name:	<input type="text"/>	Date Issued:	<input type="text" value="05/08/2025"/>
Last Name:	<input type="text"/>	Print Reason:	<input type="text" value="Initial Printing"/>
Card Number:	<input type="text"/>	Card Printed:	<input type="checkbox"/>

---

Washington State Medical Cannabis Recognition Card

Card#: 1746 8213 29cl 6w72  
Patient:



Effective Date: 05/08/2025  
Expiration Date: 05/08/2026  
Plant Limit: 6  
Authorizing Healthcare Practitioner:



Card#: 1746 8213 29cl 6w72



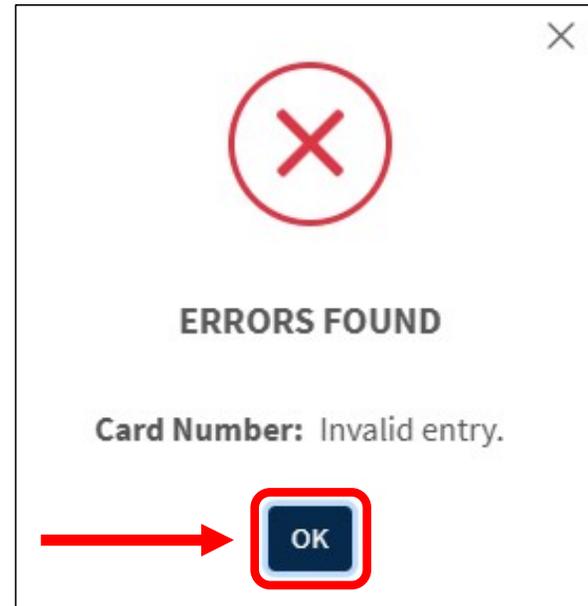
TRANSACTION AMOUNTS:  
Usable Cannabis: 5 ounces maximum  
Solid Infusion: 40 ounces maximum  
Liquid Infusion: 20 ounces maximum  
Concentrates: 21 grams maximum

**NOT FOR IDENTIFICATION PURPOSES**  
Warning: It is illegal to duplicate this card except when allowed by law.

QUESTION? Call the Washington State Department of Health Medical Cannabis Program (509) 555-4210 Return to the Department of Health if found.

# Verify Patient/DP by Card Number

- If the Recognition Card number is not found:
  - A pop-up message will appear.
  - Click “OK” to try again.



# Resources

## Utilize the following resources:

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

[Click here: Washington State DOH Medically Endorsed Retail Store 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](mailto: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

Labor Day

Memorial Day

Thanksgiving

American Independence Day

Christmas Day



# Questions?





To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email [doh.information@doh.wa.gov](mailto:doh.information@doh.wa.gov).