



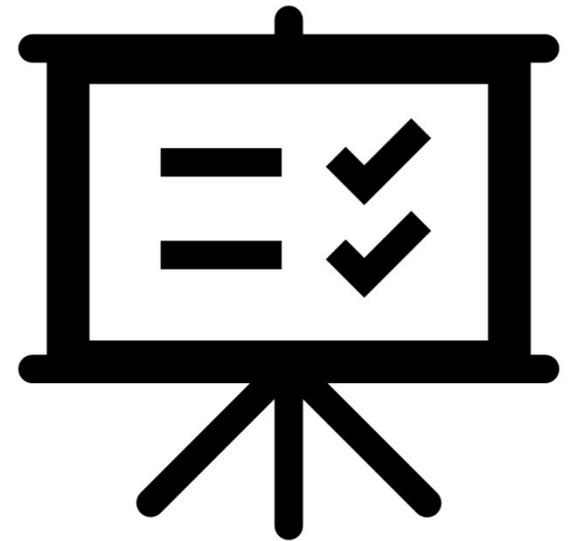
# MEDICAL CANNABIS REGISTRY (MCR)

Law Enforcement Training

# Course Objectives

## After this training you will be able to:

- WSP System Access for MCR
- Medical Cannabis Registry Login / Register
- Multiple Registration Select Portal
- View personal Record / Verification
- Inactive and Reactivate Account
- Verify Patient / DP by card number
- Resources



# WSP Access

- [RCW 69.51A.230\(1\)\(d\)](#) allows for:
  - “Appropriate local, state, tribal, and federal law enforcement or prosecutorial officials who are engaged in a bona fide specific investigation of suspected cannabis-related activity that may be illegal under Washington state law to confirm the validity of the recognition card of a qualifying Patient or Designated Provider.”
- Law Enforcement Officers can access MCR in two different ways:
  - Using the ACCESS System through the Washington State Patrol’s Secure Database.
  - Enrolling as a User in MCR and going through the verification process with the Department of Health.

# WSP Access

- Using ACCESS Query Screen
  - Go to the tab “Workspace”
  - Enter your “Agency Identifier”
  - Enter the Card Identification number (Recognition Card Number)

The screenshot shows the Omnixx Force application interface. At the top, there is a navigation bar with tabs for Home, Forms, and Workspace. The Workspace tab is highlighted with a red box and a red arrow pointing to it. Below the navigation bar, there are buttons for Workspaces (Add, Delete, Save, Close All Forms) and a search bar containing 'MJA'. The main content area is titled 'QUERY MEDICAL MARIJUANA RECOGNITION CARD ('. Below the title, there are 'Submit' and 'Clear All' buttons. The form is divided into two sections: 'AGENCY/CASE DATA' and 'IDENTIFICATION DATA'. In the 'AGENCY/CASE DATA' section, the field '\* Originating Agency Identifier (ORI)' is highlighted with a red box and contains the value 'WAWSP0007'. A red arrow points to this field. In the 'IDENTIFICATION DATA' section, the field '\* Card Identification Number (IDN)' is highlighted with a red box and contains the value '1744118313Z5T753'. A red arrow points to this field. At the bottom of the form, there are 'Submit' and 'Clear All' buttons.

# WSP Access

If the card is valid, you will receive results that include the patient or DP's information, as well as an image. You will be able to export these responses into a formal report.

WASHINGTON DEPARTMENT OF HEALTH QUERY RESPONSE

AUTHORIZATION QUERY. IDN/174411831325T753

STATUS/Active

RECOGNITION CARD  
CARD ID/1744 1183 13z5 t753  
TYPE/Patient

EFFECTIVE DATE/04/08/2025  
EXPIRATION DATE/04/08/2026

CARD HOLDER INFORMATION  
NAME/GREENSSA, CONNISSA  
DOB/9/9/1933

PATIENT INFORMATION  
NAME/GREENSSA, CONNISSA

PRODUCT INFORMATION  
USEABLE MARIJUANA AMOUNT/3 ounces maximum (OUNCES)  
SOLID INFUSION AMOUNT/48 ounces maximum (OUNCES)  
LIQUID INFUSION AMOUNT/216 ounces maximum (OUNCES)  
CONCENTRATES AMOUNT/21 grams maximum (GRAMS)  
PLANT LIMITATIONS/7 (NUMBER OF PLANTS)

Photograph

PRODUCT INFORMATION  
USEABLE MARIJUANA AMOUNT/3 ounces maximum (OUNCES)  
SOLID INFUSION AMOUNT/48 ounces maximum (OUNCES)  
LIQUID INFUSION AMOUNT/216 ounces maximum (OUNCES)  
CONCENTRATES AMOUNT/21 grams maximum (GRAMS)  
PLANT LIMITATIONS/7 (NUMBER OF PLANTS)

Photograph



05/19/2025, 11:21:36 - MKE: MJA - Source: DOH - To: ACCN9 - ISN: 075J000FXN

# 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/>

THE SEAL OF THE STATE OF WASHINGTON  
1889

## Good morning!

What can we help you access today?

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 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.

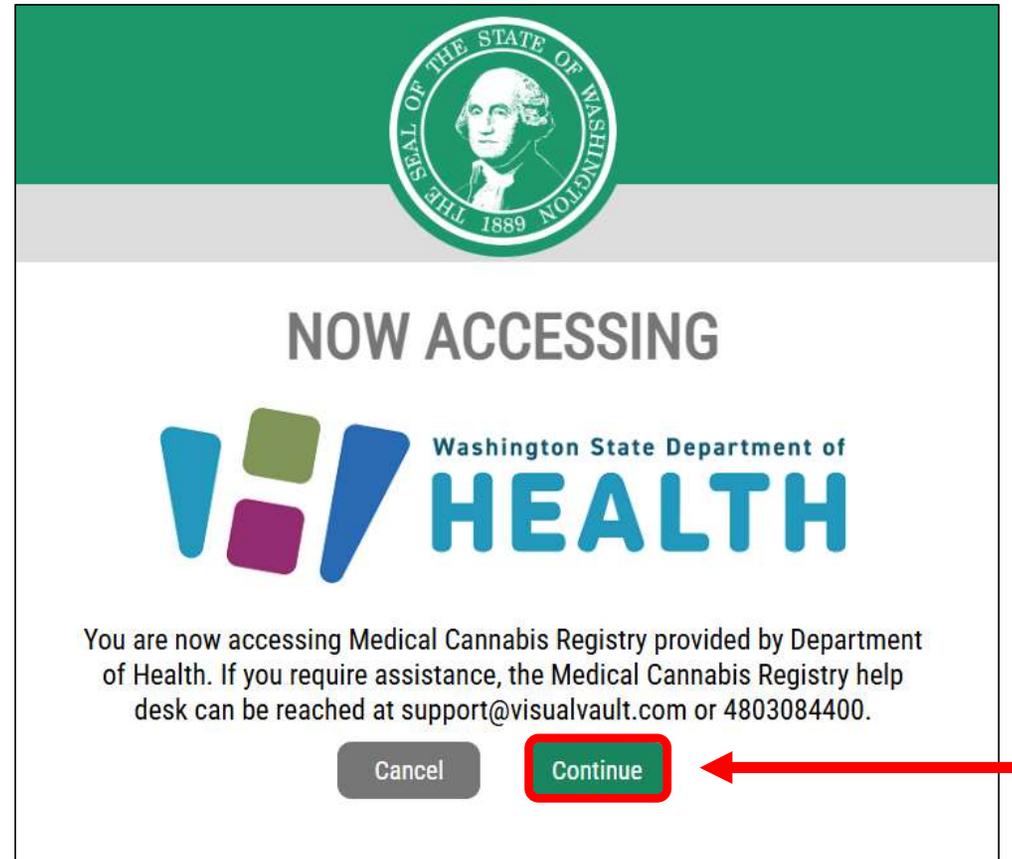
Yes, remember my device

Submit



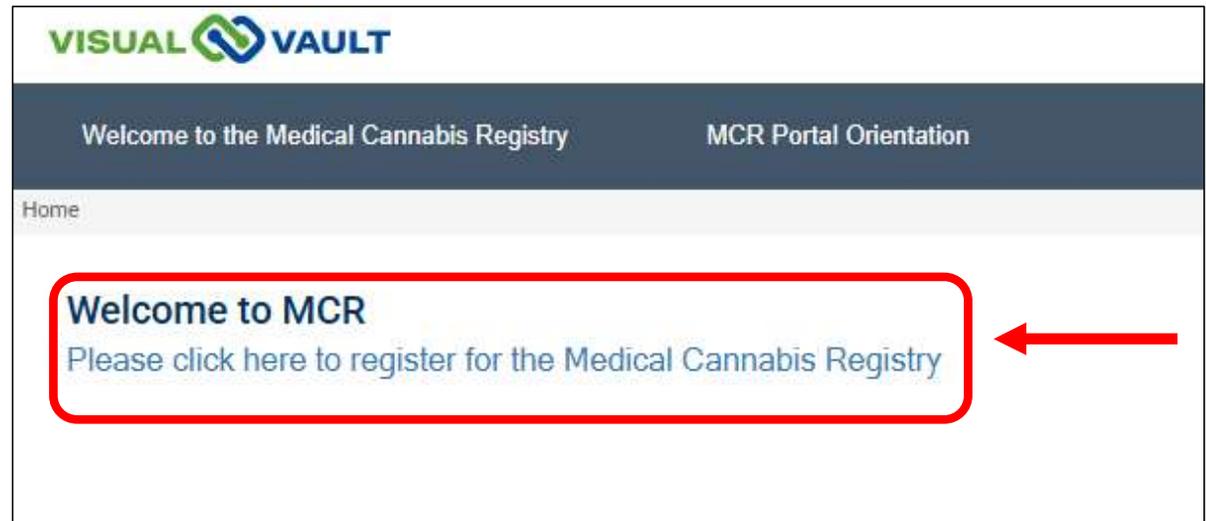
# MCR Login/Register

- 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

- Select “Law Enforcement” from the drop-down menu

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



# MCR Login/Register

- Enter:
  - First and Last Name,
  - Email Address,
  - Badge Number,
  - and the Last 4 of your Social Security Number SSN.

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

First Name:\*

Last Name:\*

Email Address:\*

Badge Number:\*

Last 4 of SSN:\*

Register

The screenshot shows a registration form with several input fields. Red arrows point to the 'Last Name' field, the 'Email Address' field, the 'Badge Number' field, and the 'Last 4 of SSN' field. The 'Register' button is also highlighted with a red box.

# MCR Login/Register

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

Please fill out relevant fields below.  
Field Required \*

User Type

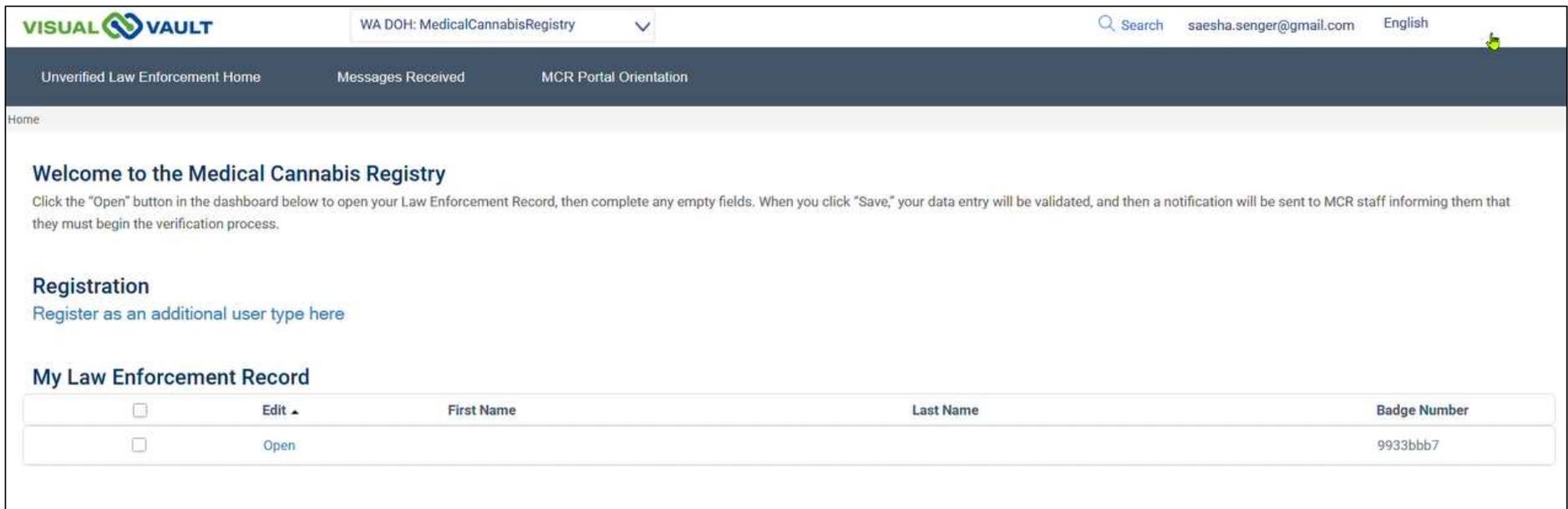
REGISTRATION SUCCESSFUL

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.

Reload Portal

# MCR Login/Register

## Law Enforcement Homepage



The screenshot shows the Visual Vault MCR Law Enforcement Homepage. At the top left is the Visual Vault logo. To its right is a dropdown menu showing 'WA DOH: MedicalCannabisRegistry'. Further right are search and user information fields: 'Search', 'saesha.senger@gmail.com', and 'English'. Below this is a dark navigation bar with three items: 'Unverified Law Enforcement Home', 'Messages Received', and 'MCR Portal Orientation'. The main content area starts with a 'Home' breadcrumb. It features a 'Welcome to the Medical Cannabis Registry' section with a paragraph of instructions. Below that is a 'Registration' section with a link to 'Register as an additional user type here'. The 'My Law Enforcement Record' section contains a table with one row of data.

	Edit ▲	First Name	Last Name	Badge Number
<input type="checkbox"/>	Open			9933bbb7

# 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 Law Enforcement Homepage,
  - Select “Register as an additional user type here”.



The screenshot shows the Visual Vault Law Enforcement User Home interface. The top navigation bar includes the Visual Vault logo and three menu items: "Law Enforcement User Home", "Law Enforcement Record and Registration", and "Messages Received". The main content area features a "Registration" link with the text "Register as an additional user type here" below it. This link is highlighted with a red rectangular box, and a red arrow points to it from the right. Below the registration link is a section titled "My Law Enforcement Record" which contains a table with two rows, each with a checkbox and the word "Open".

My Law Enforcement Record	
<input type="checkbox"/>	Open
<input type="checkbox"/>	Open

# 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

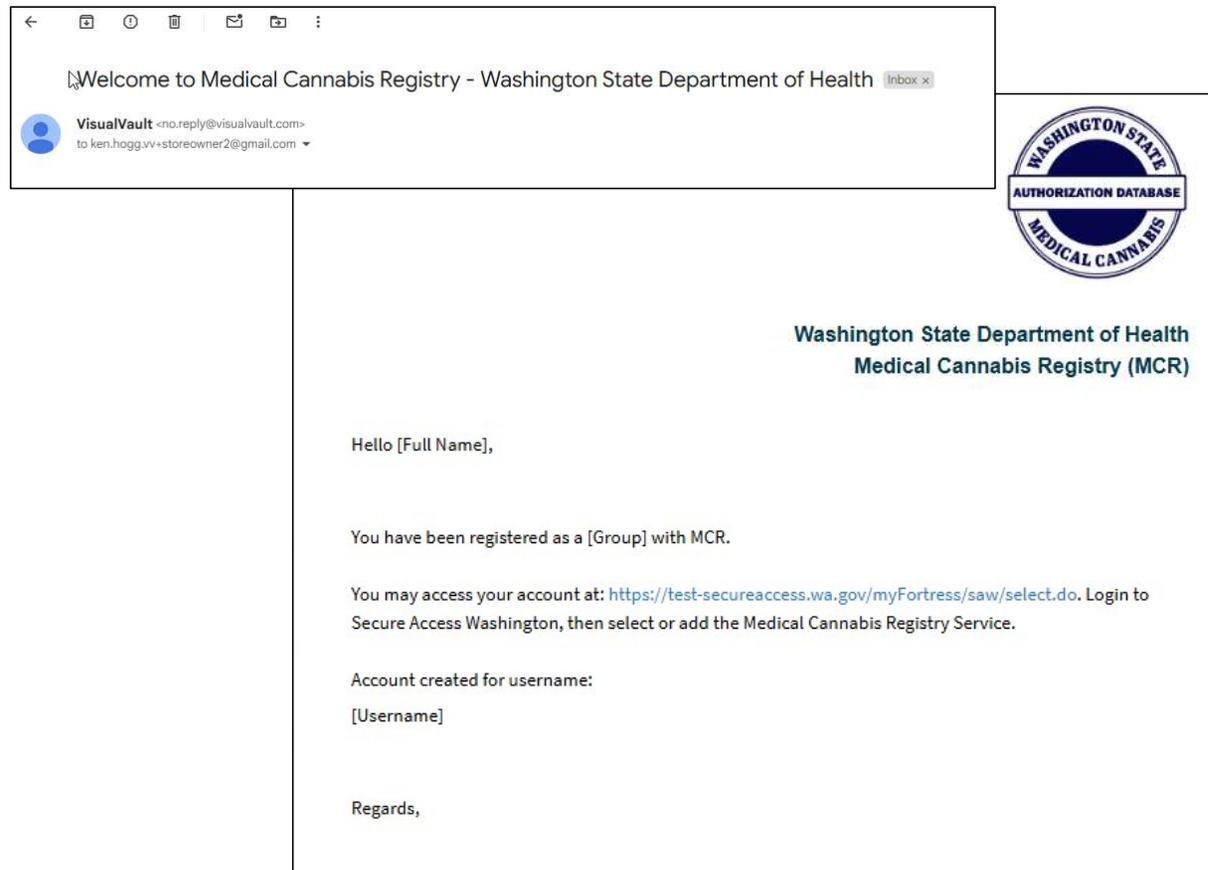
Please select a user type. If you need to register as more than one user type, you will be able to do so after your initial registration is successful.

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.

**VISUAL VAULT**

Law Enforcement User Home    Law Enforcement Record and Registration    Messages    **MCR Portal Orientation**

**Registration**  
Register as an additional user type here

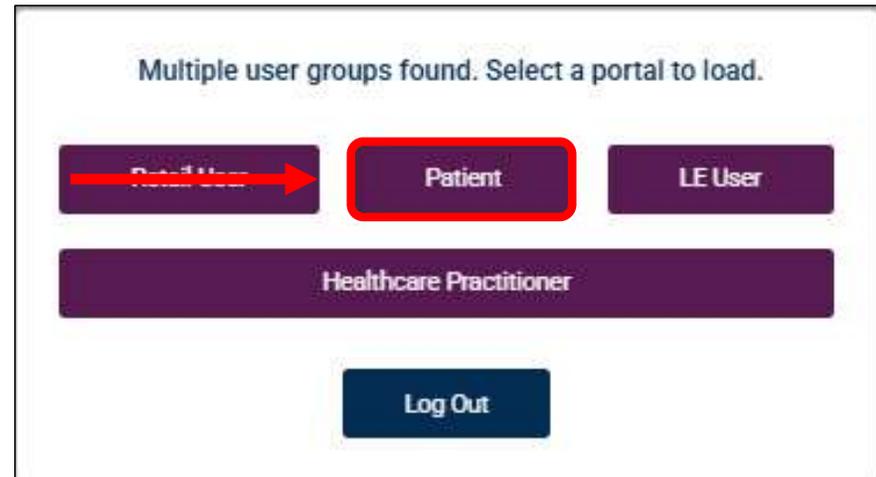
**My Law Enforcement Record**

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

# 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 / Verification

# View Personal Record / Verification

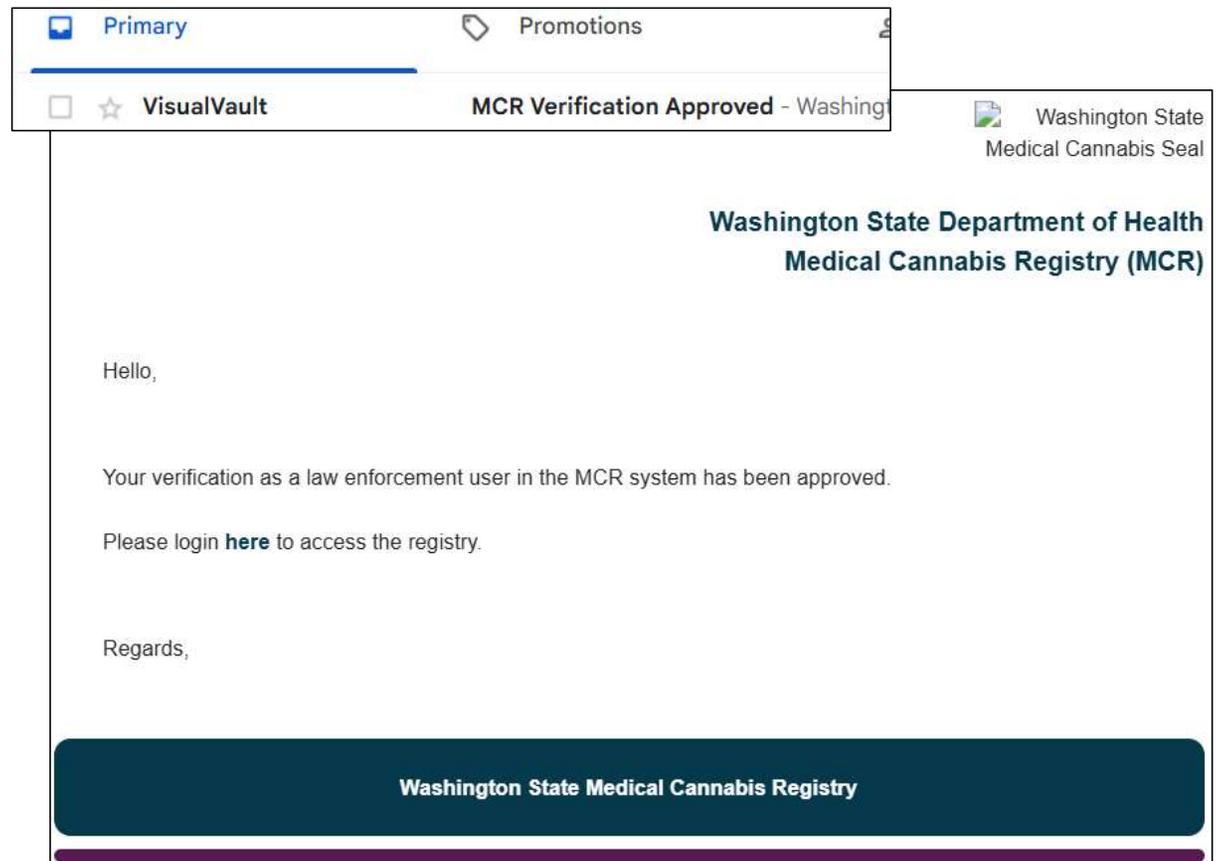
- After initial registration in MCR, DOH will:
  - Review your MCR record.
  - Validate your Law Enforcement status against the information you provided.
  - Verify or Deny your access to MCR.

\* Note: this process may take up to 7 business days to complete.



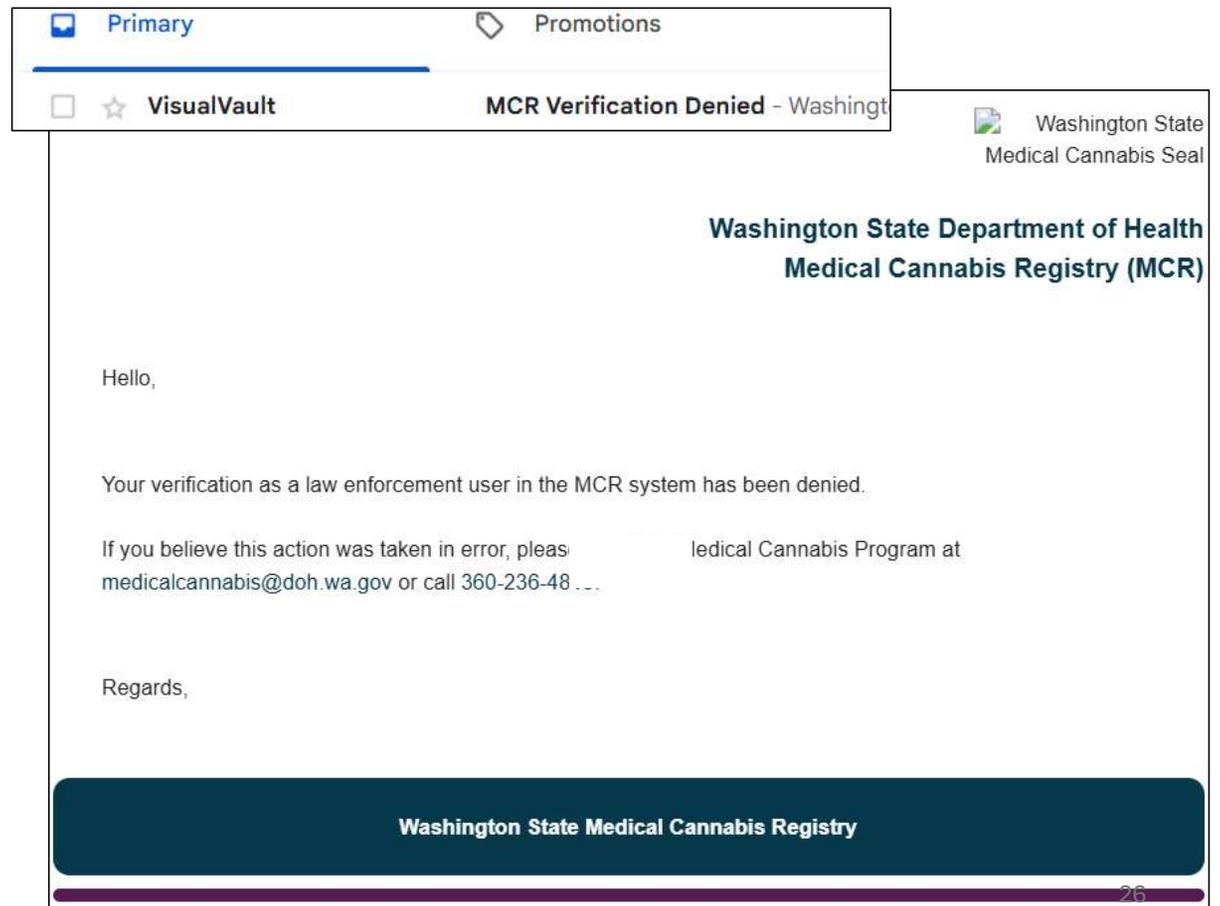
# View Personal Record / Verification

- If DOH approves your Law Enforcement user account:
  - You will receive a confirmation email.
  - The email contains a link to access MCR via SAW.



# View Personal Record / Verification

- If DOH approves your Law Enforcement user account:
  - You will receive a confirmation email.
  - The email contains a link to access MCR via SAW.



# View Personal Record / Verification

- From the Law Enforcement Home Screen:
  - Click “Open” to open your record.

**VISUAL VAULT**

Law Enforcement User Home Law Enforcement Record and Registration Mess

### Registration

Register as an additional user type here

### My Law Enforcement Record

<input type="checkbox"/>	Open	LE	⌵
<input type="checkbox"/>	Open	PAULA	

# View Personal Record / Verification

- You can view your information on your Law Enforcement Record.
- Your information is not editable.

\* Note: To make any updates, Law Enforcement will need to update their record directly with the DOH Medical Cannabis Program.

Washington State Department of Health  
Law Enforcement Record

Please fill out all required information:  
Field Required \*

**Individual Information**

First Name:\* GRACE Middle Initial:   
Last Name:\* TAYLOR Date of Birth:\* 02/02/2000   
Last 4 of SSN:\*

**Contact Information**

Business Phone Number:\* (206) 888-5555   
Email Address:\* ken.hog.vv=allusers@gmail.com   
Retype Email Address:\* ken.hog.vv=allusers@gmail.com

**Precinct Address**

Agency:\* seattle pd   
Precinct Street Address:\* 123 NE 77TH ST  Zip Code:\* 98115   
City:\* SEATTLE  State:\* WASHINGTON   
County:\* KING

Save

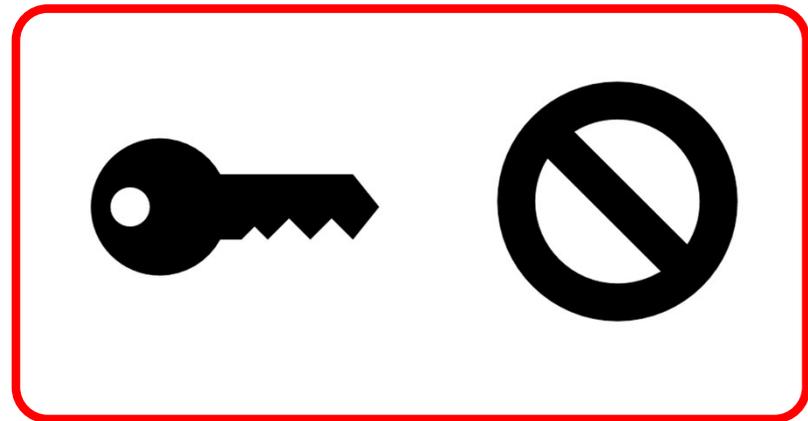
**WA State Badge Number**

Badge Number:\* BB88339LUJ

# Inactive and Reactivate Account

# Inactive and Reactivating Account

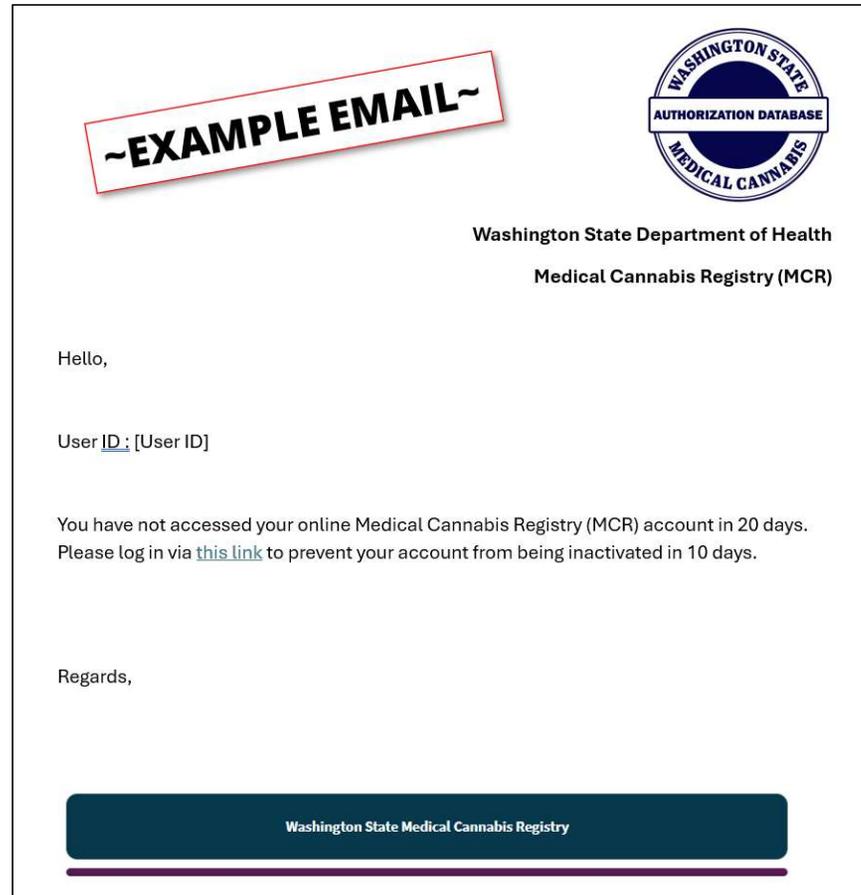
- Your MCR Account will remain active as long as you log in every 30 days.
- For Security reasons, your MCR account will change to an “Inactive” if it has been 30 days or more.
- You will be notified via email if your account is approaching inactivity or is inactive.
- If your account is inactive, you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



# 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 and Last name.
  - Email Address.
  - DOB.
  - Last 4 of SSN.
  - Dandge 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.  
Field Required \*

Individual Information

First Name:\*

Last Name:\*

Email Address:\*

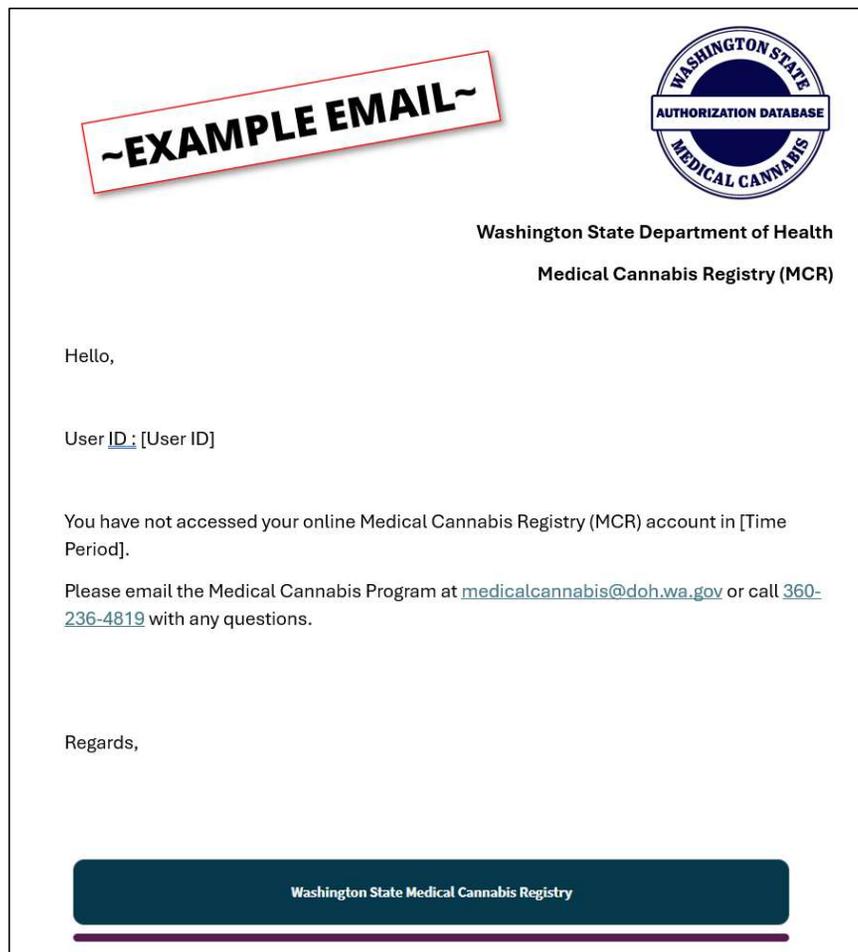
Date of Birth:\* MM/dd/yyyy

Last 4 of SSN:\*

Badge Number:\*

# Inactive and Reactivating Account

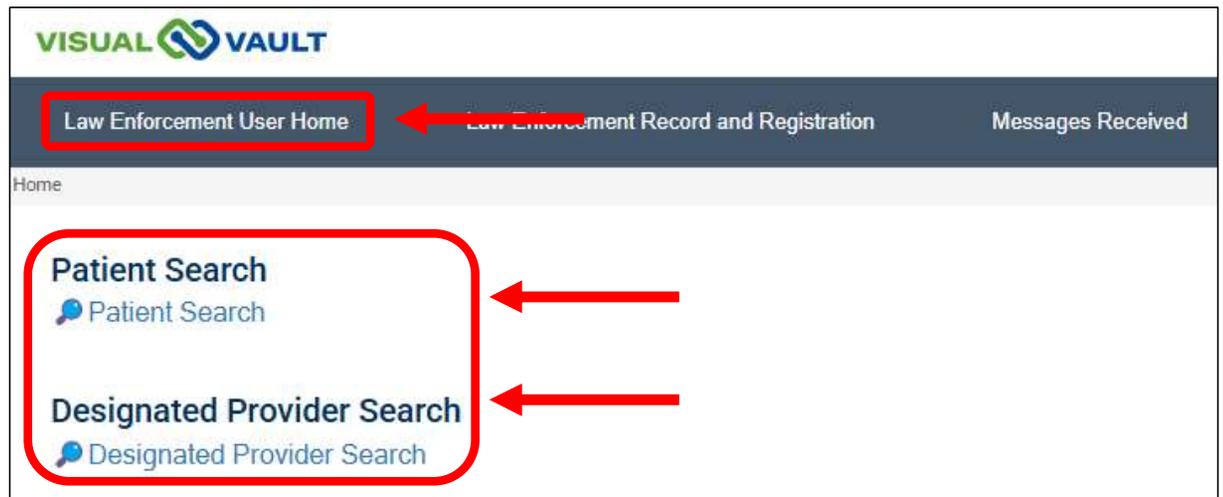
- After 1 year of inactivity, you will receive a notification.
- Subject: “MCR Account Inactive for [Time Period].”
- After 1 year of no use, you must contact DOH to have your account “Reactivated.”



# Verify Patient / DP by Card Number

# Verify Patient/DP by Card Number

- From the Law Enforcement User Home Page:
  - Click on Patient Search or Designated Provider Search.



# Verify Patient/DP by Card Number

- Enter the 16-digit alpha/numeric Recognition Card number.
- Click “Verify Card”

\* Note: You can only verify via the Recognition Card Number. You cannot verify with a name.

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 then be displayed.

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



Recognition Card Details: Patient

First Name:	<input type="text" value="CHARLENE"/>	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" value="WHITE"/>	Print Reason:	<input type="text" value="Initial Printing"/>
Card Number:	<input type="text" value="1746 8213 29cl 6w72"/>	Card Printed:	<input type="checkbox"/>

---

**Washington State Medical Cannabis Recognition Card**

Card#: 1746 8213 29cl 6w72  
Patient: CHARLENE WHITE



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



Card#: 1746 8213 29cl 6w72

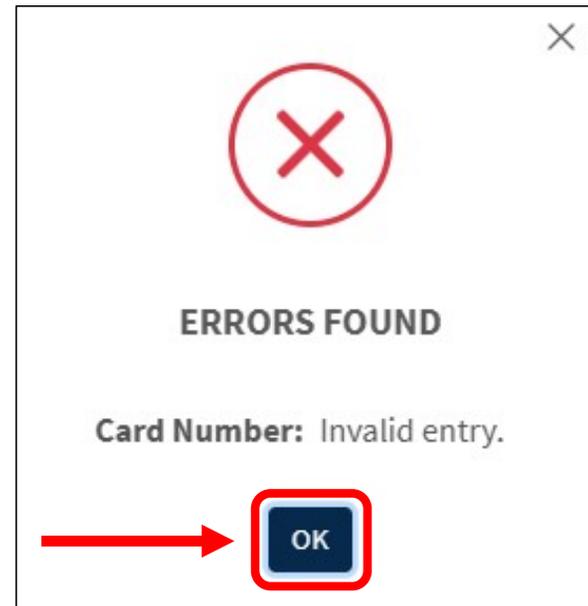
TRANSACTION AMOUNTS:  
Usable Cannabis: 5 ounces maximum  
Solid Infusion: 48 ounces maximum  
Liquid Infusion: 216 ounces maximum  
Concentrates: 21 grams maximum

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

QUESTIONS? Call the Washington State Department of Health Medical Cannabis Program (360) 225-4215 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

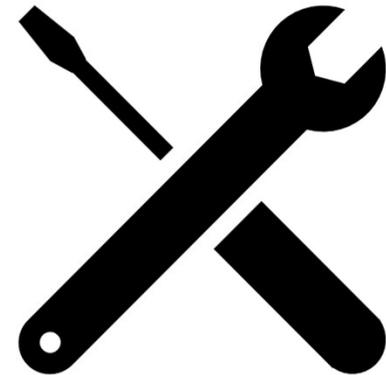
Labor Day

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).