



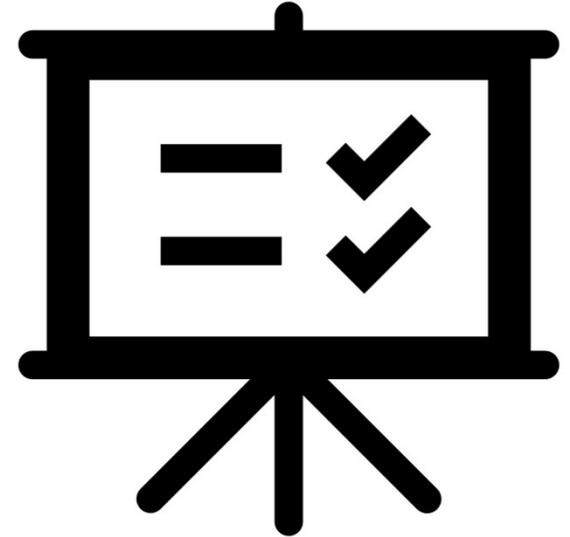
MEDICAL CANNABIS REGISTRY (MCR)

Store Owner/Delegate Training

Course Objectives

After this training you will be able to:

- Medical Cannabis Registry (MCR) Login/Register
- Multiple Registrations Select Portal
- View Personal Record
- Accessing Store / Multiple Stores
- Inactive and Reactivate Account
- Add/Remove Store Employees and Delegates
- Employee Quarterly Confirmation
- Pay Fees
- 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 completing any tasks, 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/>

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 then 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.

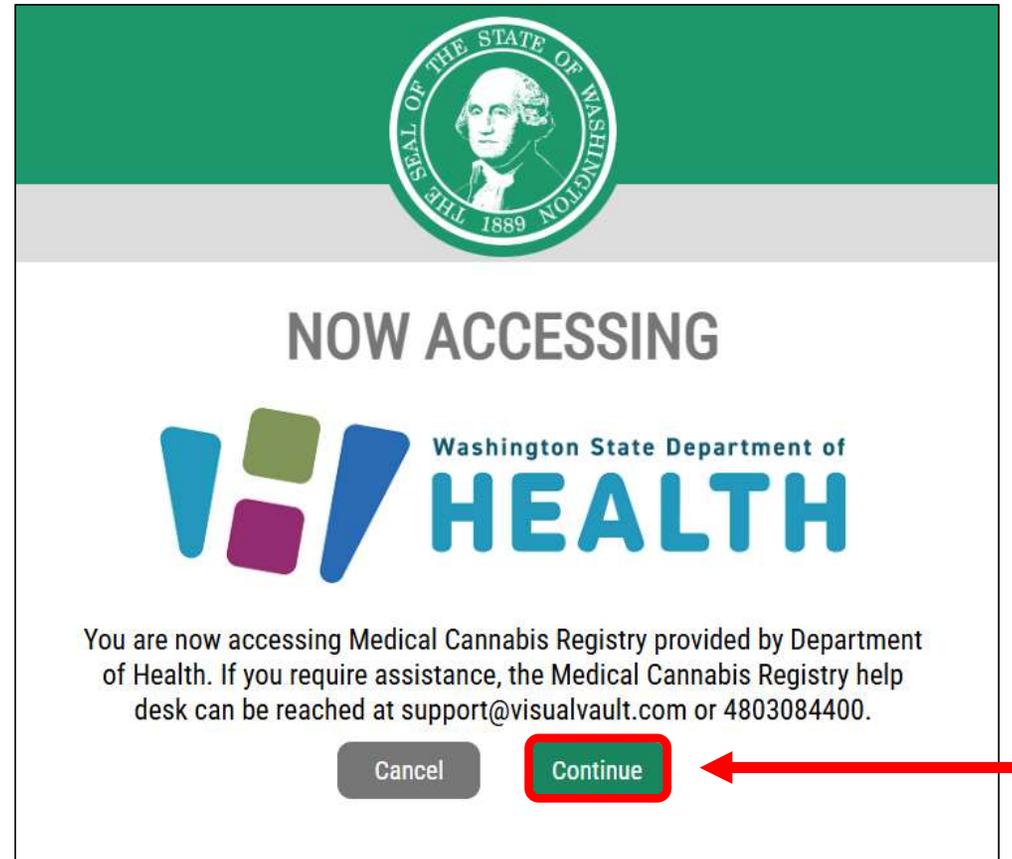
If the device you are using is shared or public, we recommend you do not remember this device.

Yes, remember my device

Submit

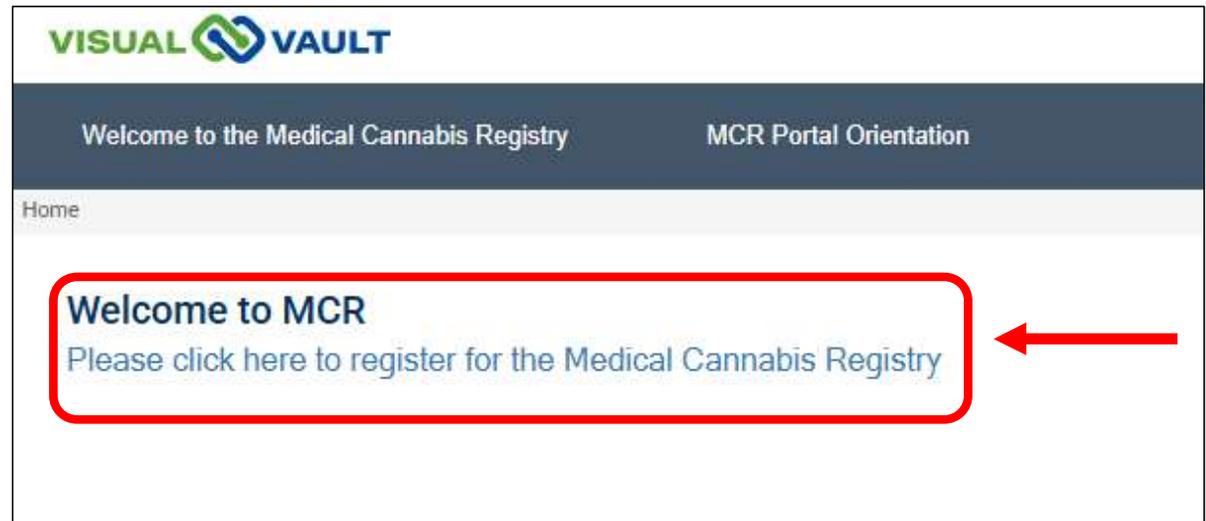
MCR Login/Register

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



MCR Login/Register

- Select “Retail Employee”

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Washington State
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MEDICAL CANNABIS

Welcome to MCR Registration

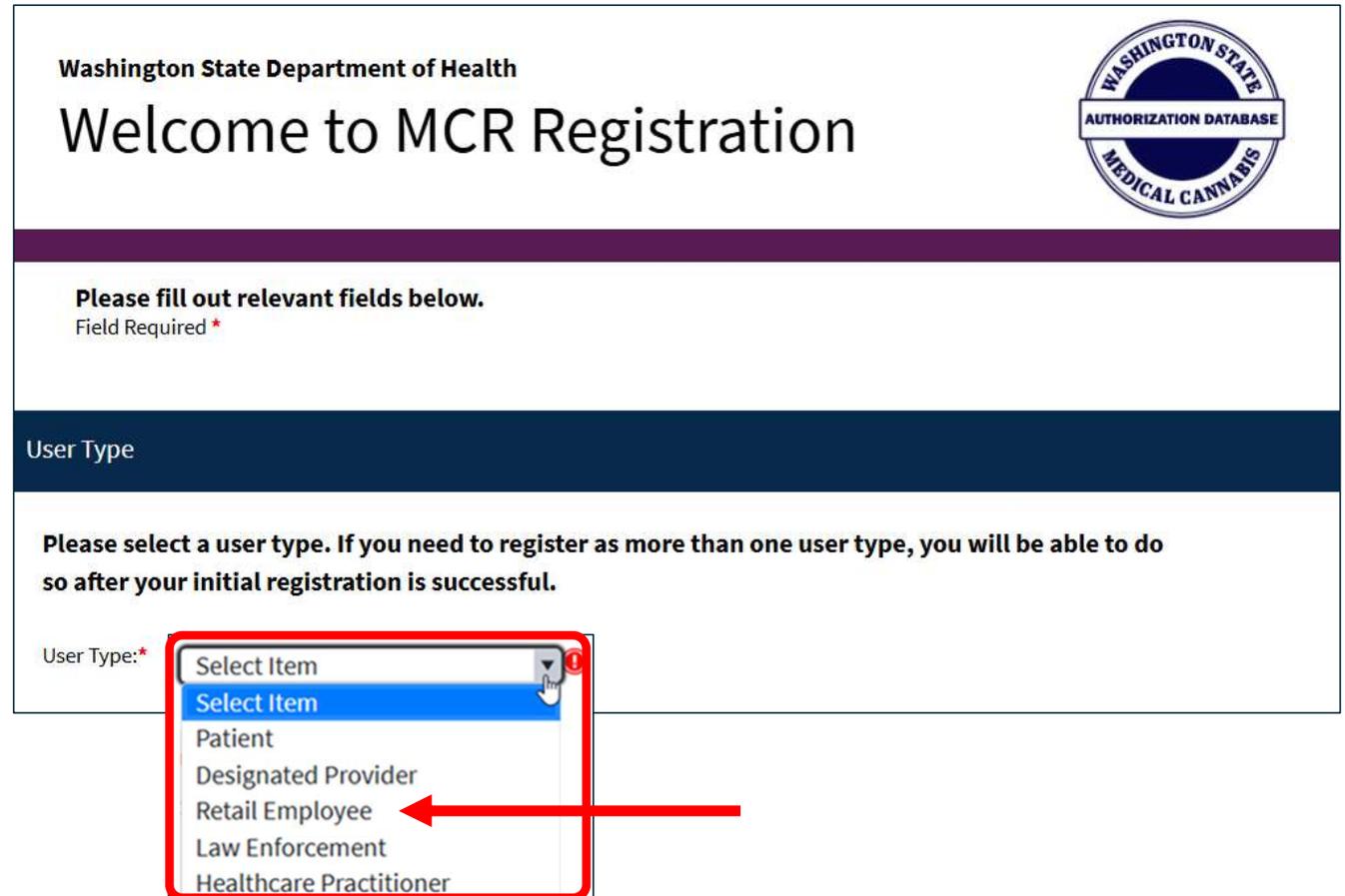
Please fill out relevant fields below.
Field Required *

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.

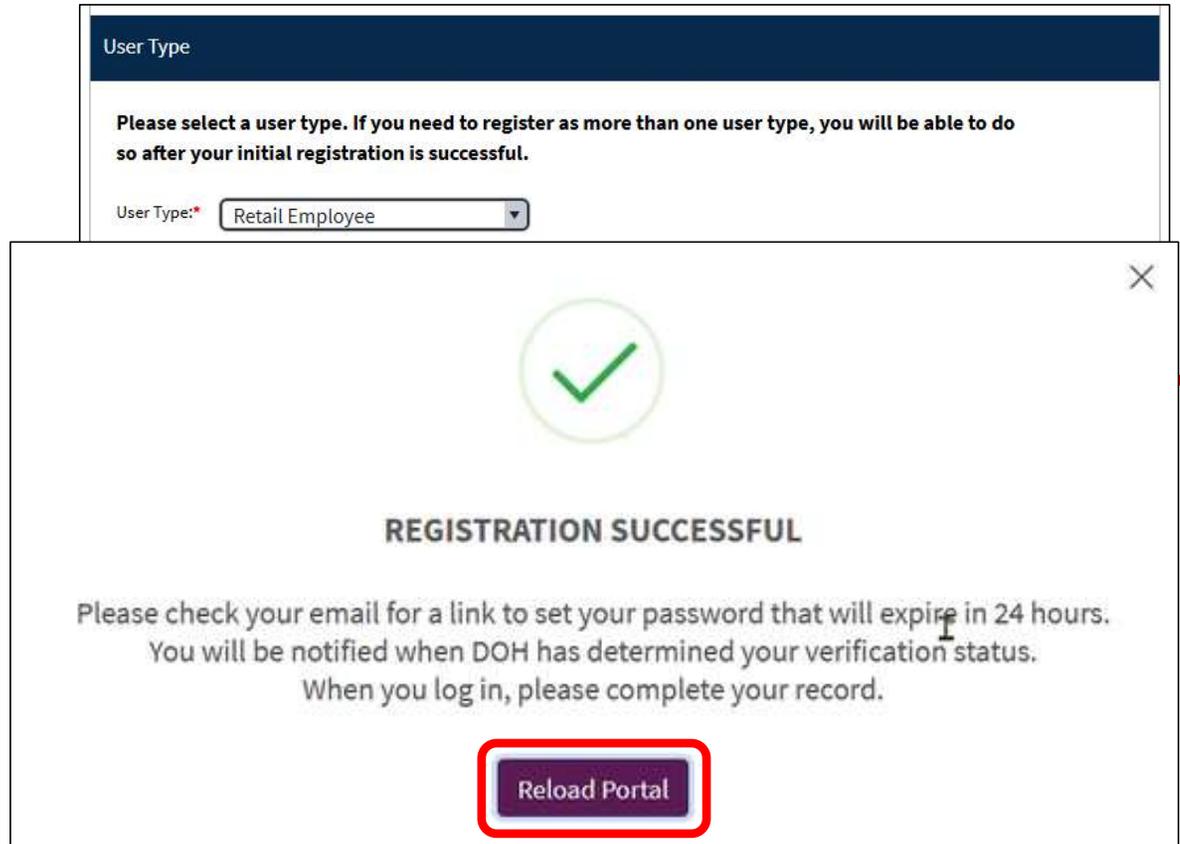
The screenshot shows a registration form with the following sections and fields:

- 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:** A text input field with a red instruction: "Please enter this value if you are an active certified Medical Cannabis Consultant."
- Register:** A blue button with a red border.

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

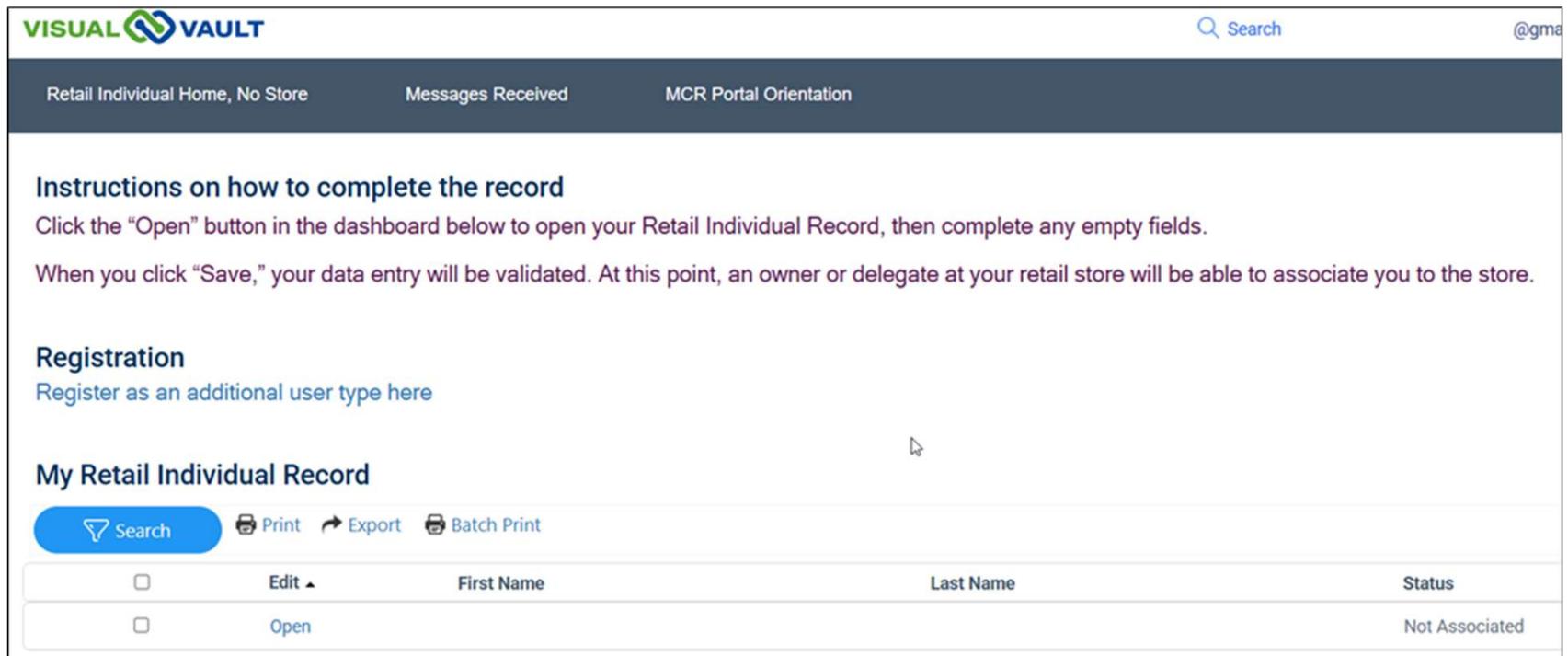
- The “Registration Successful” pop-up will appear.
 - Click “Reload Portal” to access MCR.



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 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 of the 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

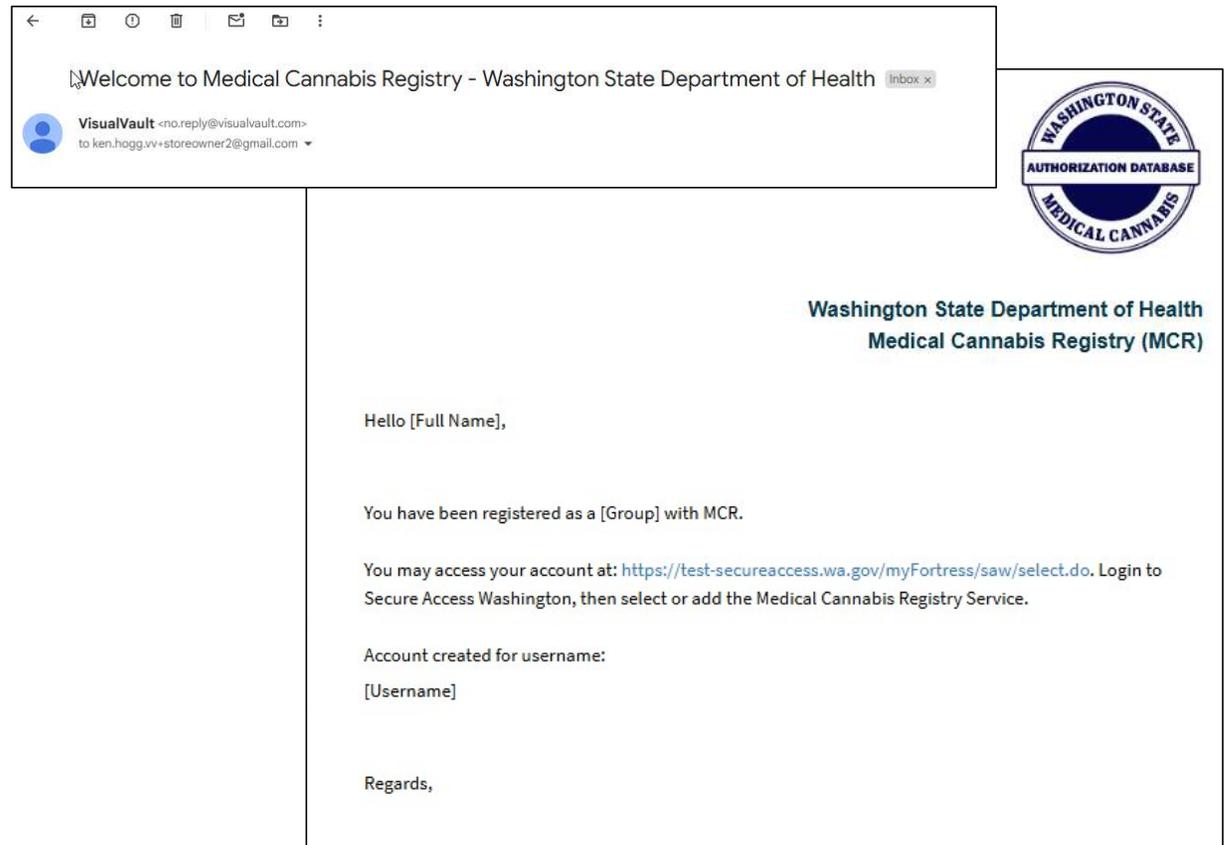


The screenshot shows the Visual Vault MCR Retail Homepage. At the top left is the Visual Vault logo. On the top right, there is a search bar and a user profile icon labeled '@gma'. Below the logo is a dark navigation bar with three items: 'Retail Individual Home, No Store', 'Messages Received', and 'MCR Portal Orientation'. The main content area has a heading 'Instructions on how to complete the record' followed by two paragraphs of text. Below this is a 'Registration' section with a link 'Register as an additional user type here'. The 'My Retail Individual Record' section features a search bar, 'Print', 'Export', and 'Batch Print' buttons. Below these is a table with one row of data.

	Edit	First Name	Last Name	Status
<input type="checkbox"/>	Open			Not Associated

MCR Login/Register

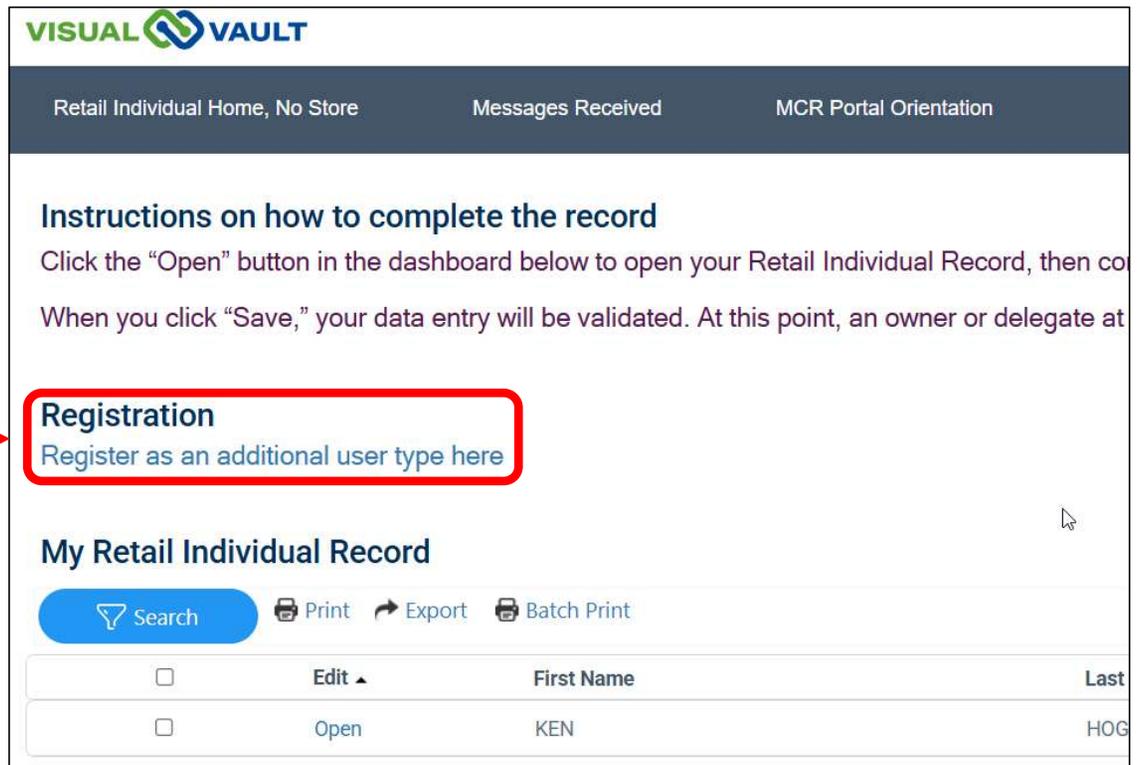
- MCR will send registration confirmation to your email.
- Access your email and locate the confirmation.
- This email also includes a link to SAW for easy access.



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 Budtender.



VISUAL VAULT

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 co
When you click “Save,” your data entry will be validated. At this point, an owner or delegate at

Registration
Register as an additional user type here

My Retail Individual Record

Search Print Export Batch Print

<input type="checkbox"/>	Edit ▾	First Name	Last
<input type="checkbox"/>	Open	KEN	HOG

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.

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MEDICAL CANNABIS

Welcome to MCR Registration

Please fill out relevant fields below.
Field Required *

User Type

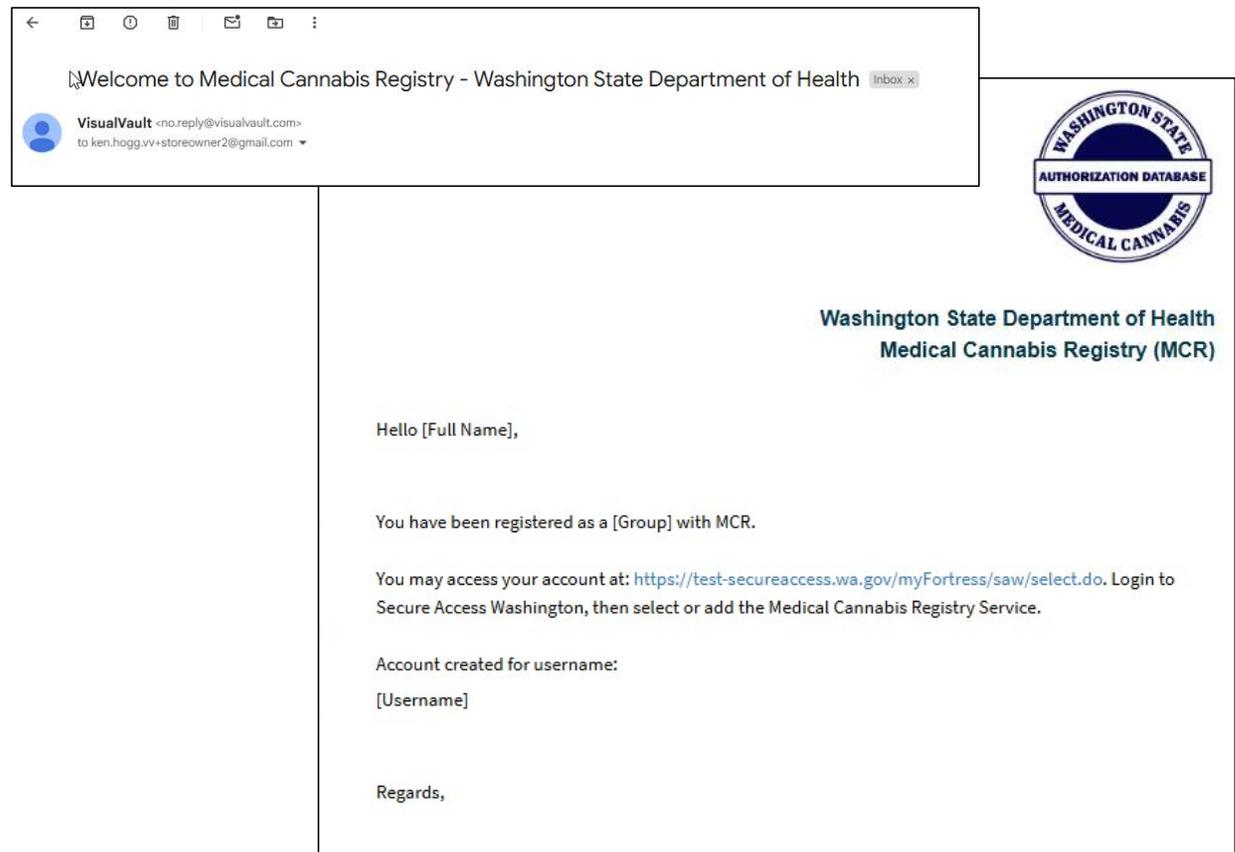
Please select a user type. If you need to register as more than one user type, you will be able to do so after your initial registration is successful.

User Type: *

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

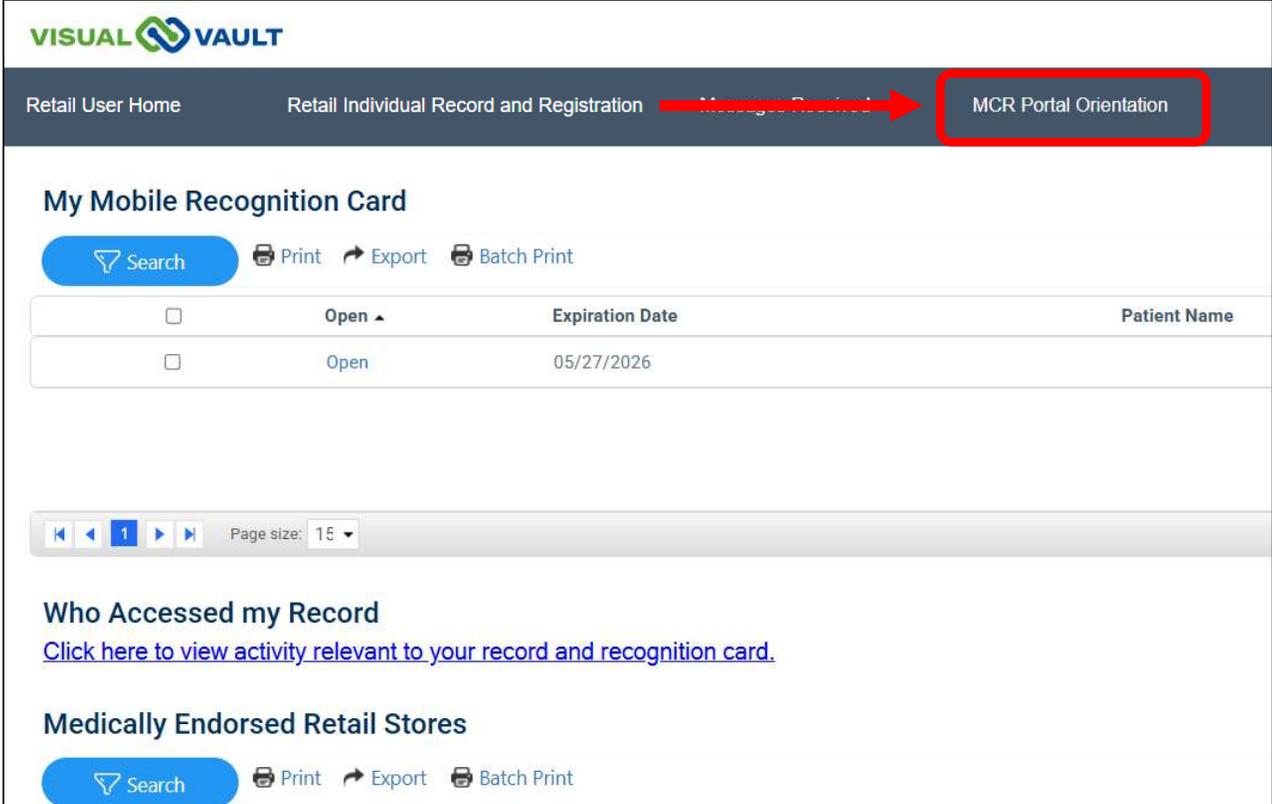
Multiple Registration/Select Portal

- 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.

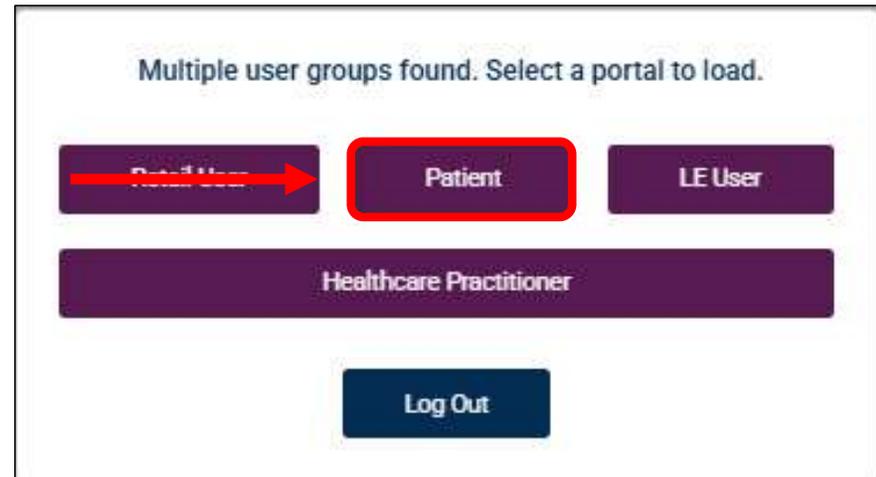


The screenshot displays the Visual Vault user interface. At the top, the logo "VISUAL VAULT" is visible. Below it, a dark navigation bar contains several menu items: "Retail User Home", "Retail Individual Record and Registration", "Manage Records", and "MCR Portal Orientation". A red arrow points from "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 first row shows an "Open" status and an expiration date of "05/27/2026". Below the table is a pagination control showing "Page size: 15" and navigation arrows. 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.

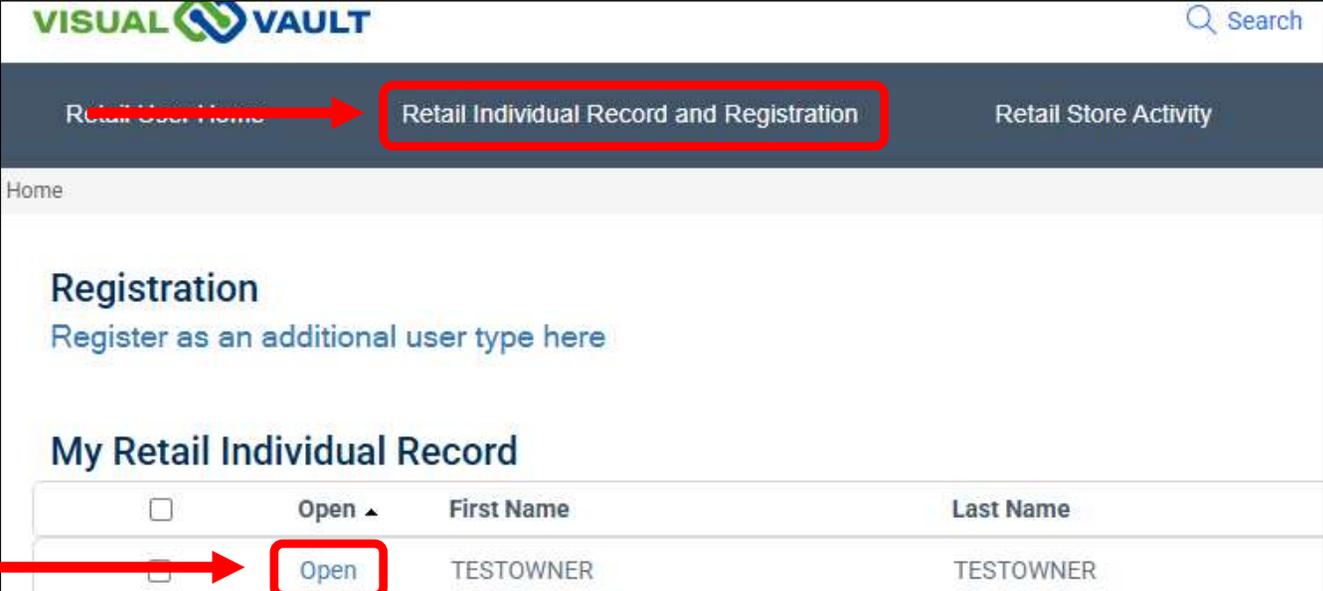
* Note: Clicking “Logout” will log you out of MCR completely.



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 Retail User Home page. The top navigation bar includes the Visual Vault logo, a search icon, and three menu 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 highlighted with a red box. Below the navigation bar, the page content includes a "Home" section with a "Registration" link and a "My Retail Individual Record" table. The table has columns for "Open", "First Name", and "Last Name". A red arrow points from the "Open" button in the first row to the "Open" button in the second row, which is also highlighted with a red box.

	Open ▲	First Name	Last Name
<input type="checkbox"/>			
<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. Owners will need to update their record with the LCB separately.

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Retail Individual Record

WASHINGTON STATE AUTHORIZATION DATABASE MEDICAL CANNABIS

Field Required *

Individual Information

First Name:* TESTOWNER Middle Initial:

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

Last 4 digits of SSN:*

Contact Information

Email Address:* ken.hogg.vv@gmail.com

Retype Email Address:* ken.hogg.vv@gmail.com

Personal Phone Number:

Save

Accessing Store / Multiple Stores

Accessing Store / Multiple Stores

- Verify your current store:
 - From the retail homepage, verify “My Current Store” is showing the store you will be performing in within MCR.
 - Ensure the correct store is showing here when completing transactions or tasks within MCR.

The screenshot displays the Visual Vault retail homepage. At the top, the logo "VISUAL VAULT" is visible. Below the logo, a dark navigation bar contains three items: "Retail User Home" (highlighted with a red box and a red arrow pointing left), "Retail Individual Record and Registration" (with a red arrow pointing left), and "Retail Store" (partially visible). The main content area features three sections: "Patient Search" with a magnifying glass icon and the text "Patient Search"; "Designated Provider Search" with a magnifying glass icon and the text "Designated Provider Search"; and "My Current Store". The "My Current Store" section contains a table with two rows. The first row has a checkbox and the text "Store Name ▲". The second row has a checkbox and the text "Wookiee Weed", which is highlighted with a red box and a red arrow pointing left.

<input type="checkbox"/>	Store Name ▲
<input type="checkbox"/>	Wookiee Weed

Accessing Store / Multiple Stores

- Another way to access your stores is through your Individual Record.
- From the Retail Homepage, click the “Retail Individual Record and Registration” link.
- Then click “Open” next to your name.
- This will open your individual record and show any associated stores (see next slide).

Home

Registration
Register as an additional user type here

My Retail Individual Record

<input type="checkbox"/>	Open ▾	First Name	Last Name	Status
<input type="checkbox"/>	Open	TEST	TEST	TOWNER Associated to Store

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 stores.
- 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.

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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

- **For Owners:** If the Associated Stores section is empty, LCB has not added you as an Owner to their records.
- **For Delegates:** An Owner needs to add you as a Delegate for your stores to show here

Washington State Department of Health

Retail Individual Record

WASHINGTON STATE AUTHORIZATION DATABASE MEDICAL CANNABIS

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, the “Multiple user groups found” pop-up message will not appear.

Visual Vault logo

Retail Individual Home, No Store

MCR Portal Orientation

Instructions on how to complete the record

Click the “Open” button

When you click “Save,”

Multiple user groups found. Select a portal to load.

Retail User Patient LE User Healthcare Practitioner

Log Out

Registration

Register as an additional user

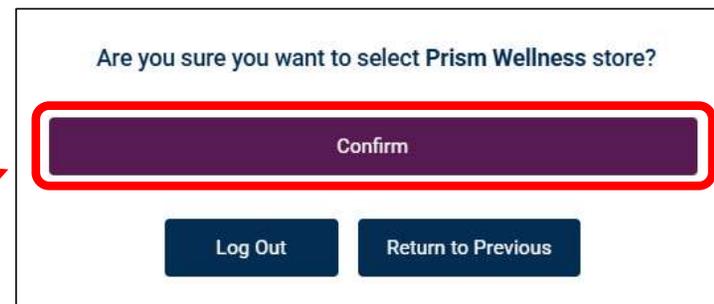
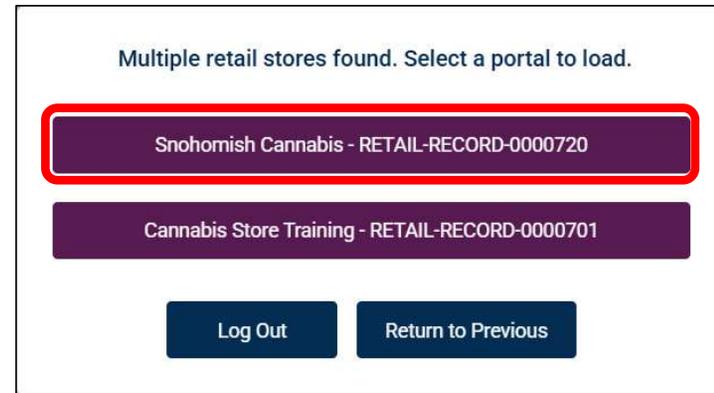
My Retail Individual

Search

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

Accessing Store / Multiple Stores

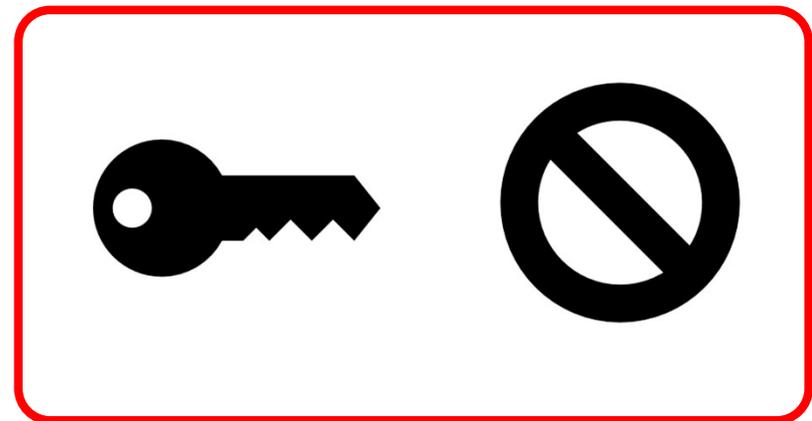
- A pop-up message will appear displaying multiple stores,
 - Click the store button you would like to access.
 - Click “Confirm.”
- This makes the store active on your portal (see next slide) so that you can access activity, messages, and store data.



Inactive and Reactivate Account

Inactive and Reactivating Account

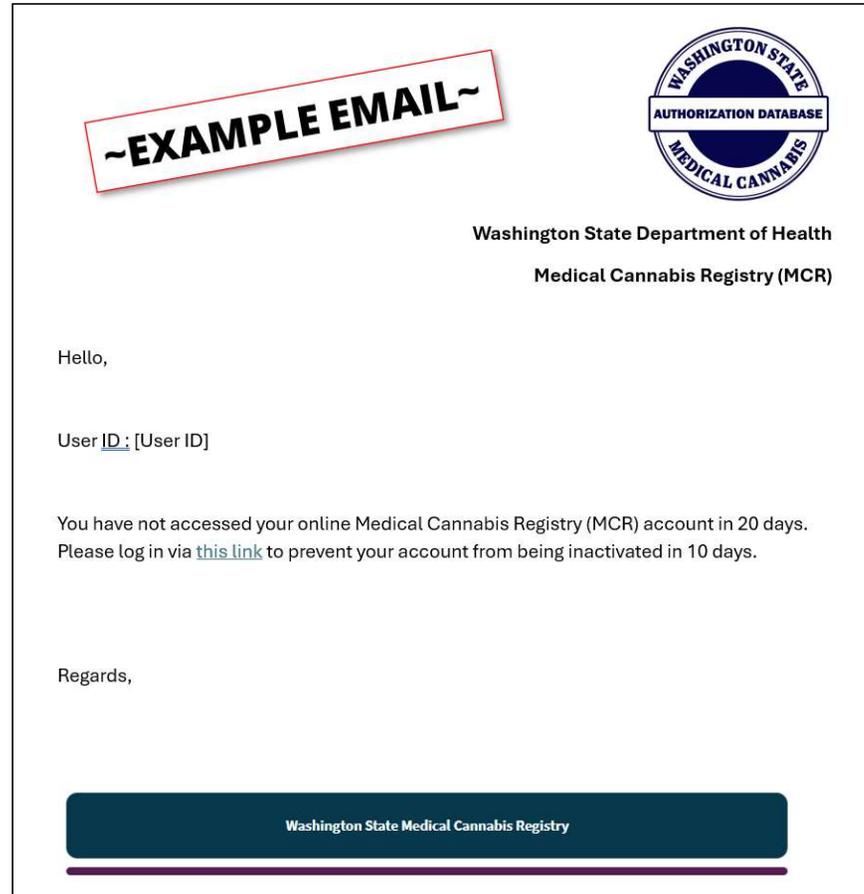
- Your MCR Account will remain active as long as you log in every 30 days.
- For Security reasons, your MCR account will change to an “Inactive” if it has been 30 days or more.
- You will be notified via email if your account is approaching inactivity or is inactive.
- If your account is inactive, you 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 an email 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.
- Click the “Reactivate Account” button.

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MCR Account Reactivation

WASHINGTON STATE
AUTHORIZATION DATABASE
MEDICAL CANNABIS

Please fill out relevant fields below and click "Reactivate Account"
Field Required*

Individual Information

First Name:* Last Name:*

Email Address:* Date of Birth:* MM/dd/yyyy

Last 4 of SSN:*

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.”



Add/Remove Store Employees and Delegates

Add/Remove Store Employees/Delegates

- From the top menu of the Retail User's Homepage,
 - Click the “Retail Store Activity” link.
 - Click the “Open” link next to the store you would like to access.

Home

Retail Store Record

Search

<input type="checkbox"/>	Create Date	Open	Store Name	Status
<input type="checkbox"/>	2/26/2025	Open		Active

Add Store Employees/Delegates

- From the Retail Store Record page, ensure that you are on the “Employee Information” Tab.
- Enter the employee’s information.
 - First name
 - Last name
 - DOB
 - Last 4 SSN
- Click “Search”

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Retail Store Record:
Wookiee Weed

WASHINGTON STATE
AUTHORIZATION DATABASE
MEDICAL CANNABIS

Field Required *

Store Information **Employee Information**

Employee Permissions

First Name: * Middle Initial:

Last Name: * Date of Birth: *

Last 4 SSN: *

Search

NOTE: If store ownership has changed or is incorrect, you will need to contact the WSLCB to have it verified and changed.

Employee Records

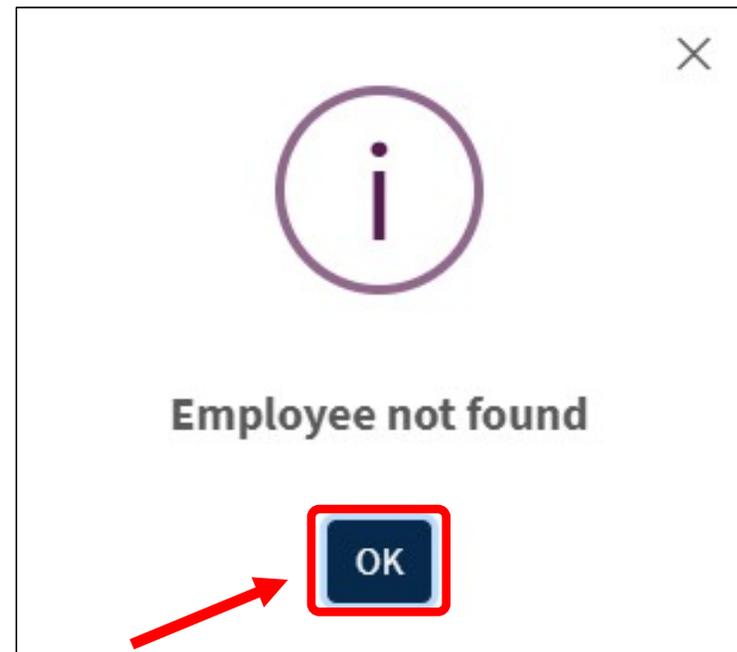
Current Employees

Remove Employee Permissions

	First Name	Last Name	Employee Type
<input type="checkbox"/>			Budtender Added to Store, Retail Delegate

Add Store Employees/Delegates

- If there is no employee found:
 - A pop-up message will indicate Employee not found.
 - Click “OK” to return to the search page.



Add Store Employees/Delegates

- If a record is found, a pop-up message will appear.
- Select which role you would like to assign.
 - You will only see the “Consultant” option if they are in the DOH Licensing file.

Washington State Department of Health

Retail Store Record:
Wookiee Weed



Field Required *

Store Information Employee Information

Employee Permissions

First Name: * Middle Initial:

Last Name: * Date of Birth: * 

Last 4 SSN: *

Wookiee Weed: Results Found. ✕

DEEP INDIGO 

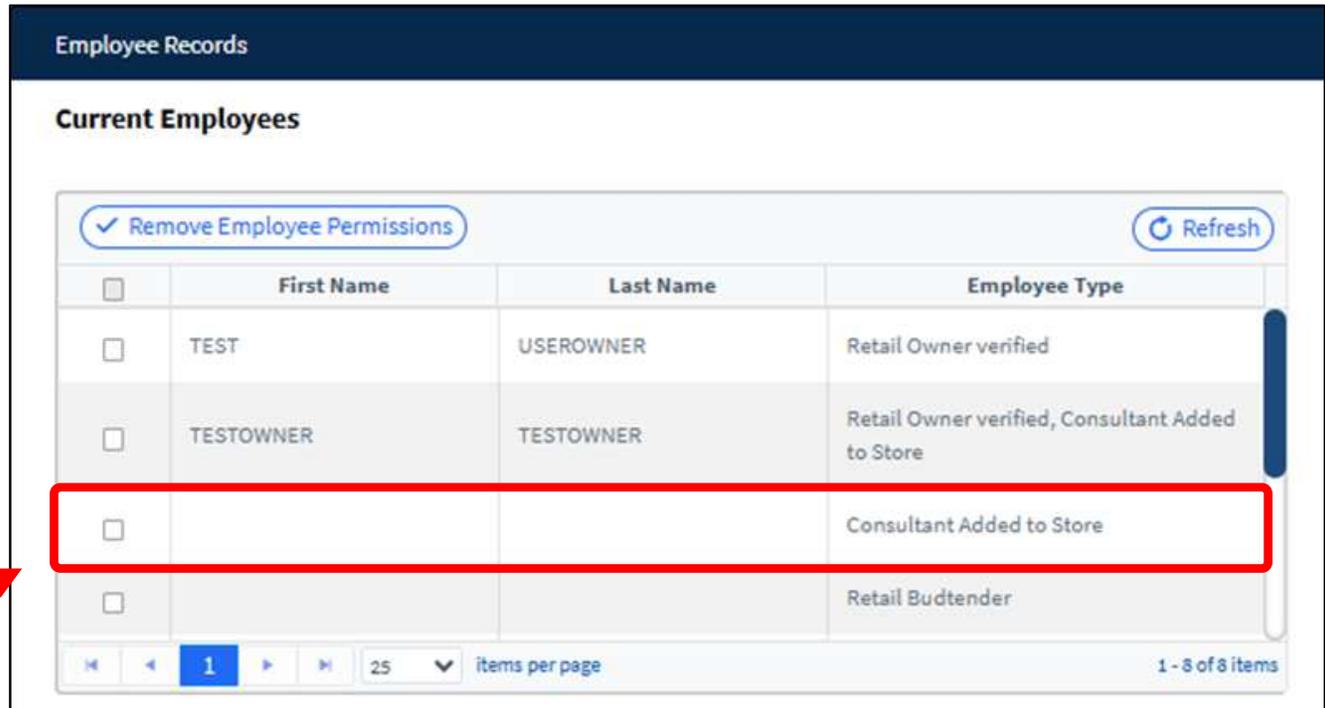
Add Consultant **Add Delegate + Consultant**

Remove Employee Permissions Refresh

	First Name	Last Name	Employee Type
<input type="checkbox"/>			Budtender Added to Store, Retail Delegate

Add Store Employees/Delegates

- On the Employee Information Tab, under your Retail Store Record, you will see:
 - Employee names that have been added to the store.
 - Their user type(s).
 - Manage employee permissions.



Employee Records

Current Employees

Remove Employee Permissions

<input type="checkbox"/>	First Name	Last Name	Employee Type
<input type="checkbox"/>	TEST	USEROWNER	Retail Owner verified
<input type="checkbox"/>	TESTOWNER	TESTOWNER	Retail Owner verified, Consultant Added to Store
<input type="checkbox"/>			Consultant Added to Store
<input type="checkbox"/>			Retail Budtender

1 25 items per page 1 - 8 of 8 items

Remove Store Employees/Delegates

- To remove employees from a Retail Store Record, navigate to the Employee Records section:
 - Check the check box next to their name
 - Click remove employee permissions
 - From the Pop-Up box, choose the appropriate action.

* Note: If a Consultant does not renew their certification, their permissions will default to a Budtender.

Washington State Department of Health
Retail Store Record:



Employee Records

Current Employees

Remove Employee Permissions Refresh

<input type="checkbox"/>	First Name	Last Name	Employee Type
<input type="checkbox"/>	TEST	USEROWNER	Retail Owner verified
<input type="checkbox"/>	TESTOWNER	TESTOWNER	Retail Owner verified, Consultant Added to Store
<input checked="" type="checkbox"/>			Consultant Added to Store
<input type="checkbox"/>			Retail Budtender

1 25 items per page 1 - 8 of 8 items

<input type="checkbox"/>	First Name	Last Name	Employee Type
<input type="checkbox"/>			Budtender Added to Store, Retail Delegate

Remove Store Employees/Delegates

- To remove employees from a Retail Store Record, navigate to the Employee Records section:
 - Check the check box next to their name
 - Click remove employee permissions
 - From the Pop-Up box, choose the appropriate action.

* Note: If a Consultant does not renew their certification, their permissions will default to a Budtender.

Washington State Department of Health
Retail Store Record:

WASHINGTON STATE AUTHORIZATION DATABASE

Employee Records

Current Employees

✓ Remove Employee Permissions Refresh

First Name Last Name Employee Type

Tribal Store Training 2: Results Found. X

Click 'X' if you would not like to take action.

@gmail.com Remove Employee

1 25 items per page 1 - 8 of 8 items

	First Name	Last Name	Employee Type
<input type="checkbox"/>			Budtender Added to Store, Retail Delegate

Employee Quarterly Confirmation

Employee Quarterly Confirmation

Washington Administrative Code (WAC) 246-71-050 outlines specific requirements for employees accessing the Medical Cannabis Registry (MCR).

- The Medical Cannabis Program has created a process to meet this requirement called Employee Quarterly Confirmation. This process is completed through MCR on a quarterly basis.
- Verifying employees quarterly helps:
 - Protect against the misuse of the retail store account in the Medical Cannabis Registry.
 - Ensure employees who no longer work at the store aren't still able to access MCR.
 - Provide tracking for who and when retail employees access or perform transactions in MCR.



Employee Quarterly Confirmation

How to complete the Quarterly Confirmation Process in MCR.

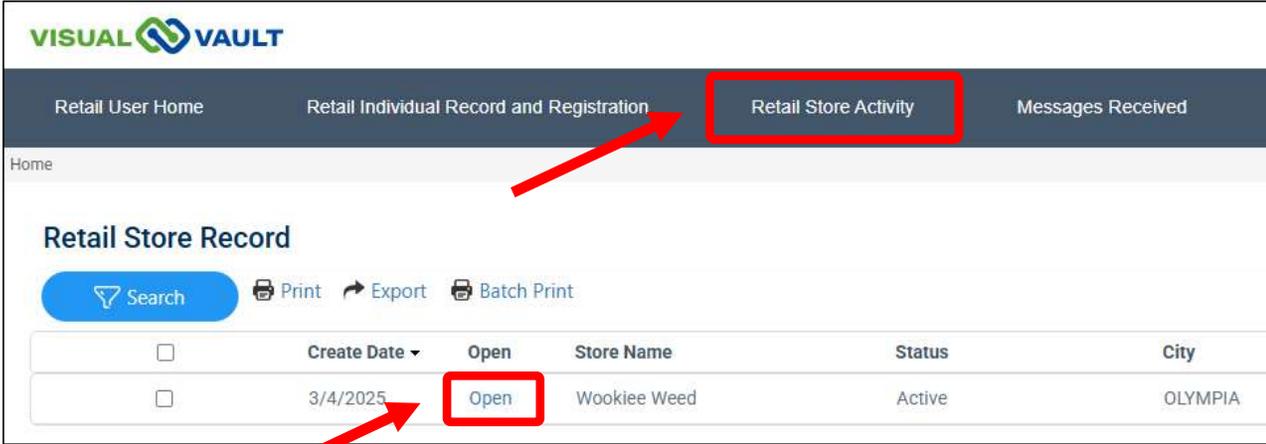
- This process is completed by the store owner or delegate.
- You will receive an email reminding you to complete your confirmations starting on the 15th of the last month of the quarter, to the end of the month.
- The message will provide links and directions to complete your quarterlies.

Missed Quarterly Confirmations

- A message will be sent to the owner and delegates if the quarterly confirmation is missed.
- You will be provided instructions and a link to complete the process.
- Until your quarterly confirmation is completed, your store and employees will have limited access to MCR.
 - Limited access includes inability to verify cards, create cards, etc.
 - Access will be fully restored once your quarterly confirmation is complete.

Employee Quarterly Confirmation

- From the top menu bar, select “Retail Store Activity”
 - Click “Open” next to your Retail Store to open your Retail Store Record.



The screenshot displays the Visual Vault web application interface. At the top, the logo 'VISUAL VAULT' is visible. Below it, a dark navigation bar contains four menu items: 'Retail User Home', 'Retail Individual Record and Registration', 'Retail Store Activity' (highlighted with a red box), and 'Messages Received'. A red arrow points from the 'Retail Store Activity' menu item down to a table below. The table is titled 'Retail Store Record' and includes a search bar, 'Print', 'Export', and 'Batch Print' buttons. The table has columns for 'Create Date', 'Open', 'Store Name', 'Status', and 'City'. The first row shows a date of '3/4/2025', a status of 'Active', and a store name of 'Wookiee Weed'. The 'Open' button in this row is highlighted with a red box, and a red arrow points to it from below.

	Create Date	Open	Store Name	Status	City
<input type="checkbox"/>	3/4/2025	Open	Wookiee Weed	Active	OLYMPIA

Employee Quarterly Confirmation

- To complete the Quarterly Confirmation:
 - From the Retail Store Record, scroll down to the Employee Records section.
 - Click “Quarterly Confirmation” button
- This will open the Quarterly Confirmation Record.

Washington State Department of Health
Retail Store Record: Retail Name



Field Required*

Store Information Employee Information

Employee Permissions

First Name*: Middle Name:
Last Name*: Date of Birth*:

[Search](#)

NOTE: If store ownership has changed or is incorrect, you will need to contact the WSLCB to have it verified and changed.

Employee Records

Current Employees

[Remove Employee Permissions](#)

Select	First Name	Last Name	Employee Type
<input type="checkbox"/>	JIM	SMITH	Owner Verified
<input type="checkbox"/>	JAMIE	REYNOLDS	Consultant Added to Store, Retail Delegate
<input type="checkbox"/>	RUDY	BLUESON	Buttender Added to Store

[View Fees](#) [Quarterly Confirmation](#)

Employee Quarterly Confirmation

- Click the “Begin Confirmation” button.
- This will load a new window listing all employees.

Washington State Department of Health
Quarterly Confirmation Record



Field Required*

[Store Information](#) [Employee Information](#)

Store Details

Store Name:

WSLCB Number:

Confirmation Details

Confirmation Date:

Confirmed By:

Begin Confirmation

Confirmed Employees

First Name	Last Name	Employee Role

Employee Quarterly Confirmation

- From this window:
 - Click the “Confirm” button to confirm the employee.
 - Click the “Remove” button to remove the employee.
 - Click “Finish”

Employee	Role	Confirm	Remove
Monica Geller	Delegate	Confirm	Remove
Chandler Bing	Budtender	Confirm	Remove

Finish

Pay Fees

Pay Fees – locate invoice

How to locate and view your quarterly invoice.

- From the top menu of the homepage,
 - Click “Retail Store Activity”
 - Scroll down and click “Open” next to the Retail Invoice Record for that quarter.

The screenshot shows the Visual Vault web application interface. At the top, there is a navigation bar with the following items: "Retail User Home", "Retail Individual Record and Register", "Retail Store Activity" (highlighted with a red box and a red arrow), and "Messages Received". Below the navigation bar, the page title is "Home". The main content area is divided into two sections: "Quarterly Confirmation Record" and "Retail Invoice Record".

The "Quarterly Confirmation Record" section includes a search bar, "Print", "Export", and "Batch Print" buttons. Below this is a table with the following data:

<input type="checkbox"/>	Create Date	Open	Store Name	Status
<input type="checkbox"/>	3/7/2025	Open	Wookiee Weed	Complete

The "Retail Invoice Record" section includes a search bar, "Print", "Export", and "Batch Print" buttons. Below this is a table with the following data:

<input type="checkbox"/>	Open	Invoice Number	Total Due
<input type="checkbox"/>	Open	RET-INV-000282	\$0.00

A red arrow points to the "Open" button in the "Retail Invoice Record" table. The "Open" button is also highlighted with a red box.

Pay Fees

- Viewing individual transactions.
- From the Retail Invoice Record,
 - Click “Open” next to the individual transaction.

Washington State Department of Health

Retail Invoice Record

WASHINGTON STATE AUTHORIZATION DATABASE MEDICAL CANNABIS

Cart Payer

Retail Information

Store Name: Wooklee Weed

WSLCB Number: RETAIL-RECORD-0000387

Store Transactions

For Quarter: Q2: Apr 1 - Jun 30

Invoice Number: RET-INV-000282

	Invoice Date ↑	Card Action	Consultant Details
Open	1/1/2025	Initial Printing	TESTOWNER TESTOWNER
Open	1/1/2025	Initial Printing	TESTOWNER TESTOWNER

Pay Fees

- The “Card Fee Record” page will then show:
 - The Card number.
 - Date of transaction.
 - Card Type.
 - Print reason.
 - Store information.
 - Consultant Details.
 - Total Due.



Washington State Department of Health
Card Fee Record



Cardholder Details

Card Number:	<input type="text" value="1748 4713 13s1 1t88"/>	Invoice Date:	<input type="text" value="05/28/2025"/>
Print Reason:	<input type="text" value="Initial Printing"/>	Card Type:	<input type="text" value="Adult Patient"/>
Store Name:	<input type="text" value="Cannabis Store Training"/>		
UBI:	<input type="text" value="RETAIL-RECORD-0000701"/>		
WSLCB Number:	<input type="text" value="RETAIL-RECORD-0000701"/>		
Store City:*	<input type="text" value="OLYMPIA"/>		
Store County:*	<input type="text" value="THURSTON"/>		
Consultant Details:*	<input type="text" value="Daffy Duck"/>		

Total Due:

Pay Fees – locate invoice

- The Retail Invoice Record includes:
 - Store Transactions
 - Total Due
 - Due Date
 - (Select) Payment Method
- After you review all transactions:
 - Choose “Payment Method”
 - Click “Pay Fees”

* Note: You can also print the Invoice from this page.

Washington State Department of Health
Retail Invoice Record

Washington State
AUTHORIZATION DATABASE
MEDICAL CARRIAGES

Cart Payer

Retail Information

Store Name:

WSLCB Number:

Store Transactions

For Quarter: Q2: Apr 1 - Jun 30

Invoice Number: RET-INV-000451

	Invoice Date	Card Action	Consultant Details
Op...	1/1/2025	Initial Printing	SOFIA DIAZ
Op...	1/1/2025	Initial Printing	SOFIA DIAZ
Op...	3/1/2025	Initial Printing	SOFIA DIAZ
Op...	3/1/2025	Initial Printing	SOFIA DIAZ

Total Due:

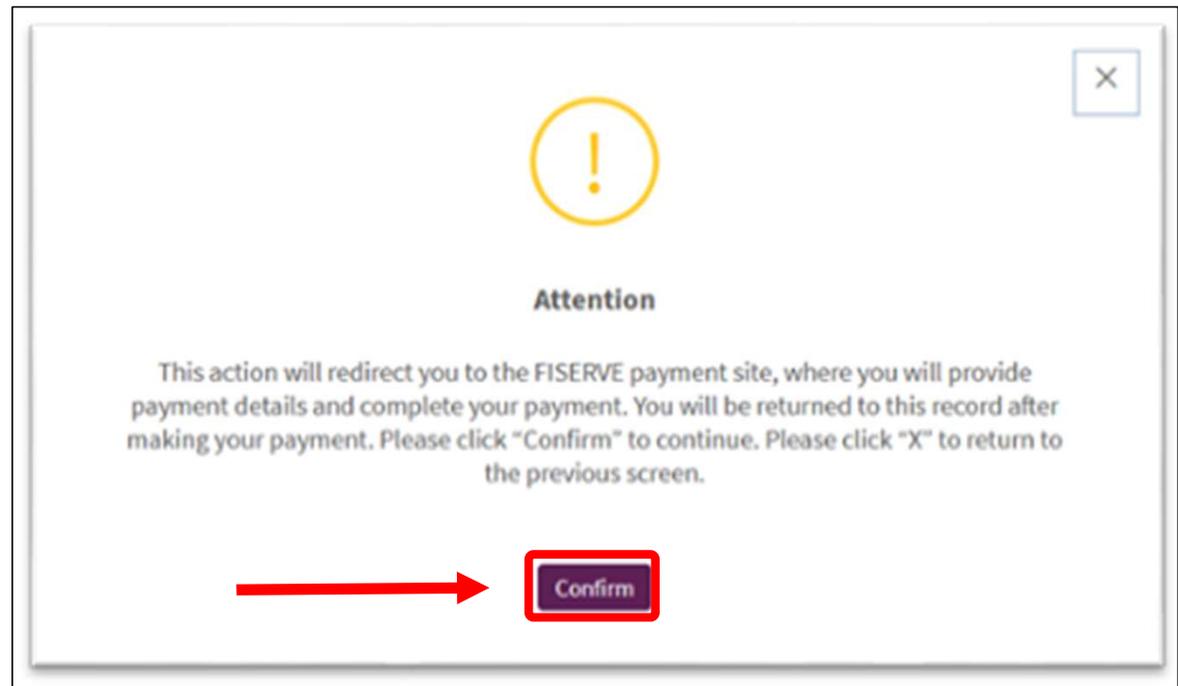
Due Date:

Payment Method:

Print Invoice Pay Fees

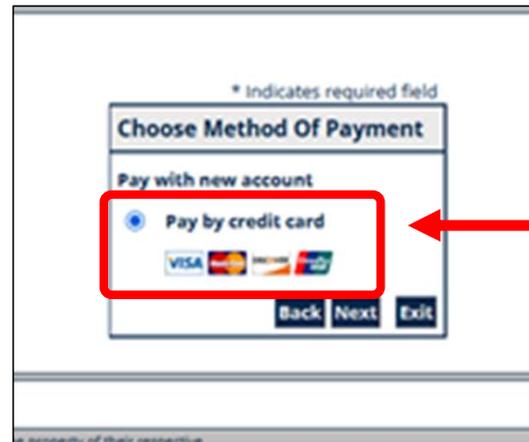
Pay Fees

- You will be redirected to the FISERVE payment site.
 - Click “Confirm” to continue to the FISERVE payment site.



Pay Fees

- The “Payment Method” is selected in MCR from the Retail Invoice Record.
 - If “Credit Card” is selected, FISERVE will only display the “pay by credit” card Payment Option.
 - If “ACH” is selected, FISERVE will only display the “pay by electronic check” Payment Option.
- Click “Next” to advance to the next screen.



* Indicates required field

Choose Method Of Payment

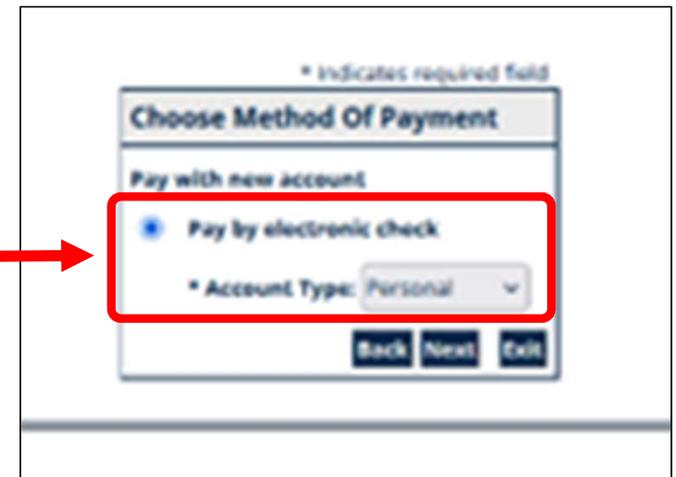
Pay with new account

Pay by credit card

VISA MasterCard American Express Discover

Back Next Exit

A red box highlights the "Pay by credit card" option, and a red arrow points from this box to the right.



* Indicates required field

Choose Method Of Payment

Pay with new account

Pay by electronic check

* Account Type: Personal

Back Next Exit

A red box highlights the "Pay by electronic check" option and the "Account Type" dropdown, and a red arrow points from this box to the left.

Pay Fees

- The Payment Information screen is where all payment data is entered.
 - Enter all payment information
 - Complete the Captcha
 - Click “Next”

* Note: If you select “Business Name” for payment in MCR, then it will populate in the FISERVE payment window.

Payment Information
Once your payment is complete, you will be returned to MCR for final processing. **Please do not close this window.**

I Agree * Indicates required field

Billing Address

Use Business Name

*First Name:
M.I.:
*Last Name:
*Street Line 1:
Street Line 2:
*City:
*State: Select State
*Zip:
*Country: UNITED STATES
Phone:
*E-Mail:

Payment Details

*Payment Amount: 2.00 USD

Payment Method

*Name on Card:
*Card Number:
*Expiration Date: * Month * Year
*Card Verification Value(CVV2): [What's This?](#)

I'm not a robot 

Medical Cannabis Registry

Pay Fees

- The Payment Review screen displays all the payment data that has been entered.
 - Click “Pay Now” to submit the payment.
- If successful, you will return to MCR.
- If unsuccessful, you will see an error message on the FISERVE screen asking to try again later.

* Note: for any issues, please reach out to the Medical Cannabis Team.

Payment Review
Once your payment is complete, you will be returned to MCR for final processing. **Please do not close this window.**

Address
Billing Address: Sofia Diaz 123 street Seattle, WA 98115 saesha.senger.vv+payment@gmail.com
Payment Method Credit Card View Sofia Diaz x9916 12/37
Payment Amount Amount: 2.00 USD Total: 2.00 USD

[Pay Now](#) [Exit](#)

Medical Cannabis Registry

Payment Results
We encountered technical difficulties making the payment, please try again later.

We're Sorry, Payment Incomplete [Printable Receipt](#)

Merchant: WA State Dept of Health
Merchant City/State: Tumwater, WA
Payment Status: **Error**
Payment Date: 04/08/2025
Confirmation Number: 25040827075821
Billing Address: Sofia Diaz
123 payment address
Seattle, WA 98115
E-Mail Address: saesha.senger.vv+payment@gmail.com
Total Amount: 2.00 USD
Account #: x1234
Routing #: 056008840
Account Type: Checking

[Exit](#)

Medical Cannabis Registry

View Message Notifications

View Message Notifications

Owners and Delegates 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.

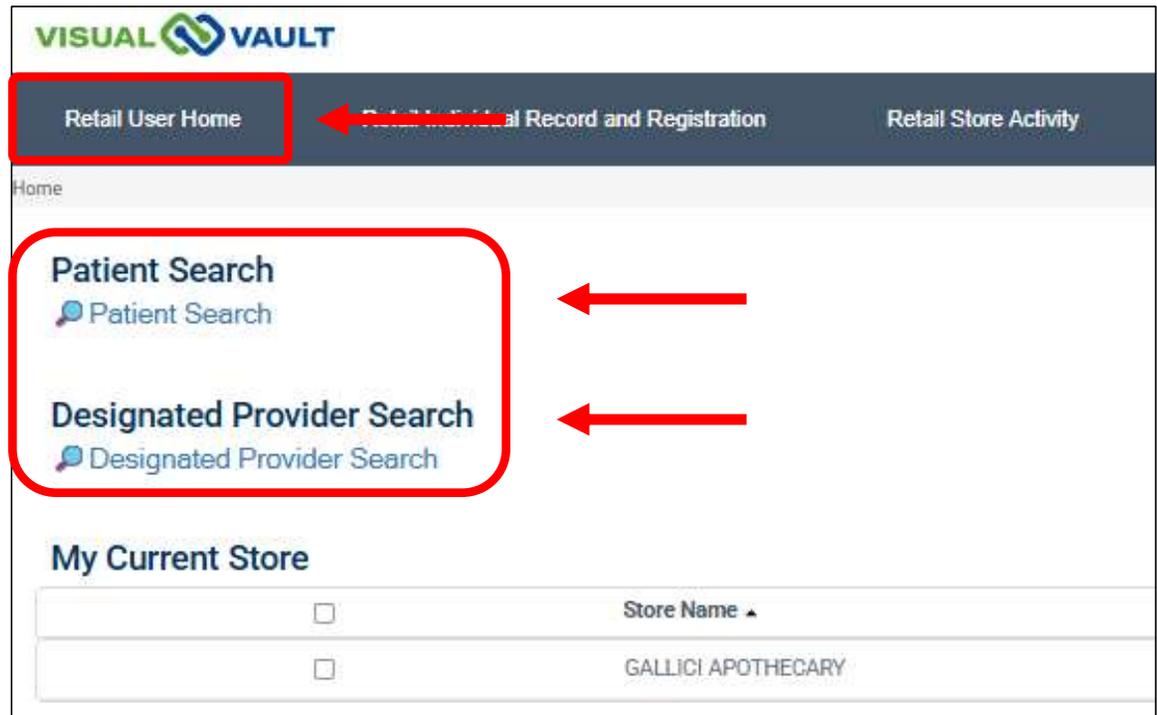
The screenshot shows the Visual Vault interface. At the top, the 'Messages Received' menu item is highlighted with a red box and an arrow. Below this, the 'Messages Received' dashboard is displayed, featuring a search bar and action buttons (Print, Export, Batch Print). A table lists messages, with one message selected and its details shown in a preview window. The preview window is also highlighted with a red box and an arrow. The message is from the Washington State Department of Health regarding the Medical Cannabis Registry.

Date	Communication	Subject	Message
4/22/2025 12:08 PM	Email	Testing-- Budtender added to the store	 Washington State Department of Health [No Title] Medical Cannabis Registry 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.
- Navigate to 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,
 - Click “Verify Card”

Washington State Department of Health

Patient Search

WASHINGTON STATE
AUTHORIZATION DATABASE
MEDICAL CANNABIS

To search, enter card number OR name and date of birth.
Field Required *

Card Number Search

Card Number: *

Search for results

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

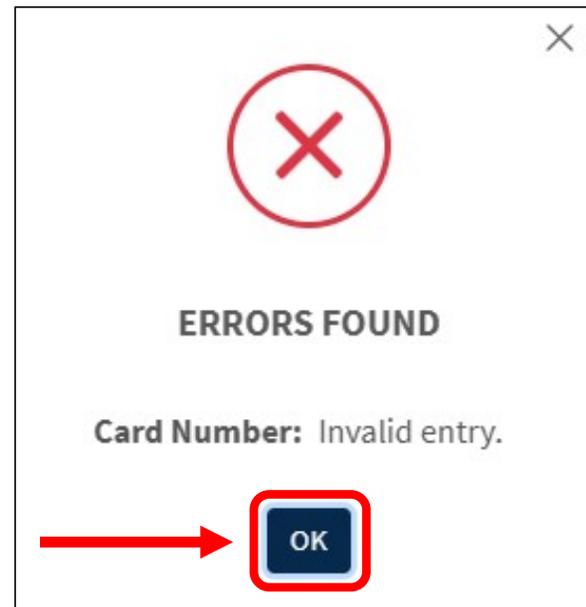
TRANSACTION AMOUNTS:
Usable Cannabis: 5 ounces maximum
Solid Infusion: 48 ounces maximum
Liquid Infusion: 216 ounces maximum
Concentrates: 21 grams maximum

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

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.