



MEDICAL CANNABIS REGISTRY (MCR) TRAINING

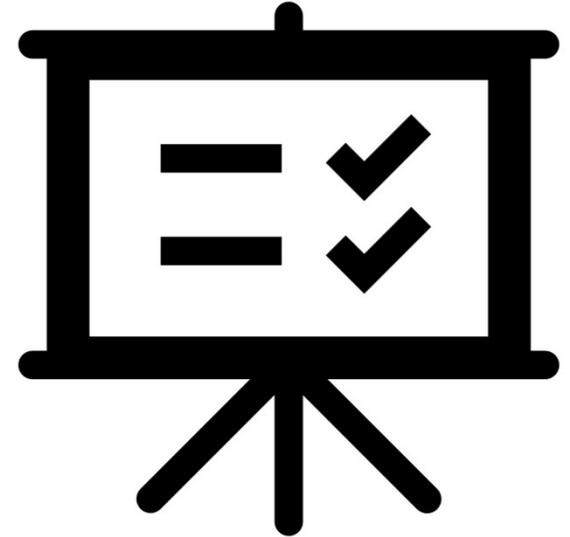
Adult/Minor Patient or Designated Provider



Course Objectives

After this training you will be able to:

- Overview
- Medical Cannabis Registry (MCR) Login/Register
- Multiple Registrations Select Portal
- View Personal/DP record & Mobile Cards
- Search for Medically Endorsed Stores
- Who accessed my Record
- View Messages
- Inactive and Reactivate Account
- Remove Patient or DP (adult only)
- Resources



Medical Cannabis Registry

Medical Cannabis Registry (MCR)

- Patients who have a Medical Cannabis Authorization are not required to register or become a user of the Medical Cannabis Registry (MCR) unless they are under the age of 18.
- Before you register in MCR:
 - Your Healthcare Practitioner completes an Authorization Form.
 - Bring your Authorization Form to a Medically Endorsed Cannabis Retailer.
 - A Medical Cannabis Consultant enters the information from your Authorization Form into the MCR.
 - You will receive a recognition card to present for future purchases.

[For more information, Click here to access the DOH Patient Information website.](#)

Medical Cannabis Registry (MCR)

For Patients and/or Designated Providers who wish to become users in MCR, the following slides provide the steps necessary to complete registration and use the system.

Accessing MCR as a User Allows You to:

- | | |
|---|--|
| ➤ View your Personal Record Information within MCR. | ➤ Manage your MCR account and Designated Provider. |
| ➤ Use a Web-Browser to access your Mobile Recognition Card. | ➤ View information for Who is Accessing Your Record. |

Medical Cannabis Registry (MCR) Login/Register

MCR Login/Register

- You must use SAW to access / manage your account in the Medical Cannabis Registry (MCR).
- Navigate to the Main SAW screen to access the Medical Cannabis Registry and click “Access Now”.
- SAW Link:
<https://secureaccess.wa.gov/>

The screenshot displays the Secure Access Washington (SAW) interface. At the top left is the Seal of the State of Washington, featuring a portrait of George Washington and the text "THE SEAL OF THE STATE OF WASHINGTON 1889". To the right, a green banner says "Good morning! What can we help you access today?". Below this is a navigation bar with "SecureAccess Washington" and buttons for "ACCOUNT", "GET HELP", "Español", and "LOGOUT". A yellow banner prompts users to "Click here to add another contact method to your account to avoid losing access to your services." The main content area includes a welcome message and a list of services. The "Medical Cannabis Registry provided by Department of Health" is highlighted with a red arrow pointing to a red-bordered "Access Now" button. To the right, there is a "Services From" dropdown menu set to "ALL OF WASHINGTON" and a "WASHINGTON STATE AGENCIES" logo.

MCR Login/Register

You will then 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

[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.

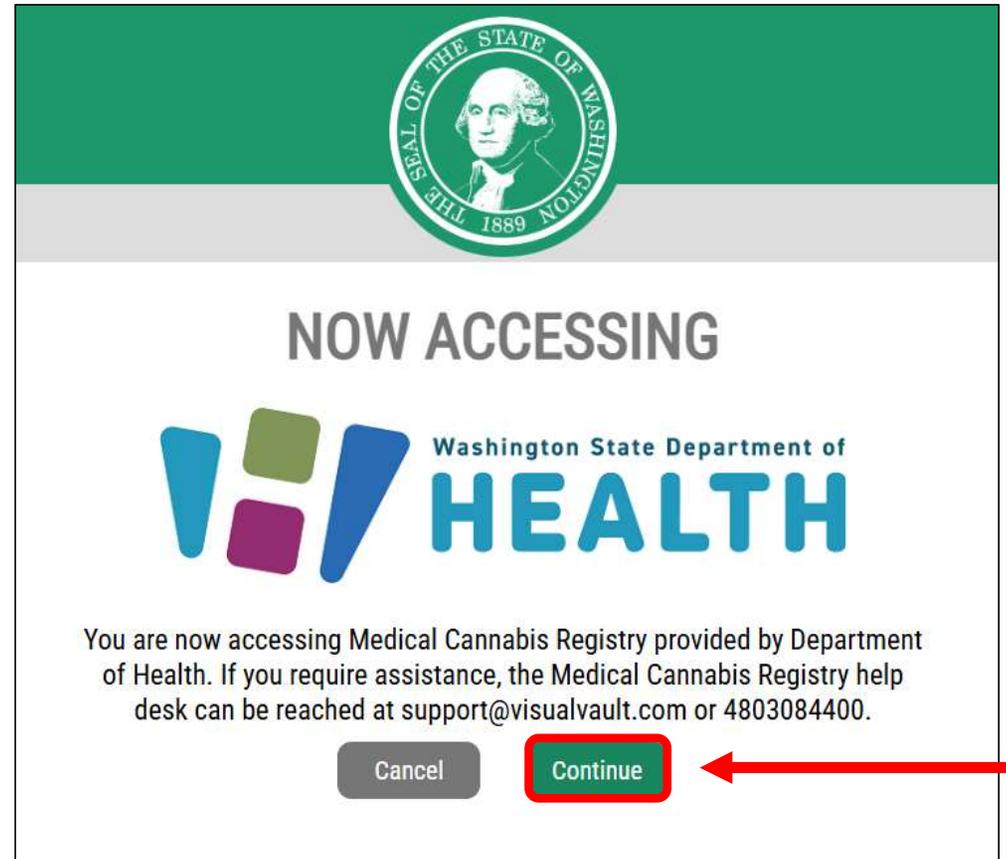
Yes, remember my device

Submit



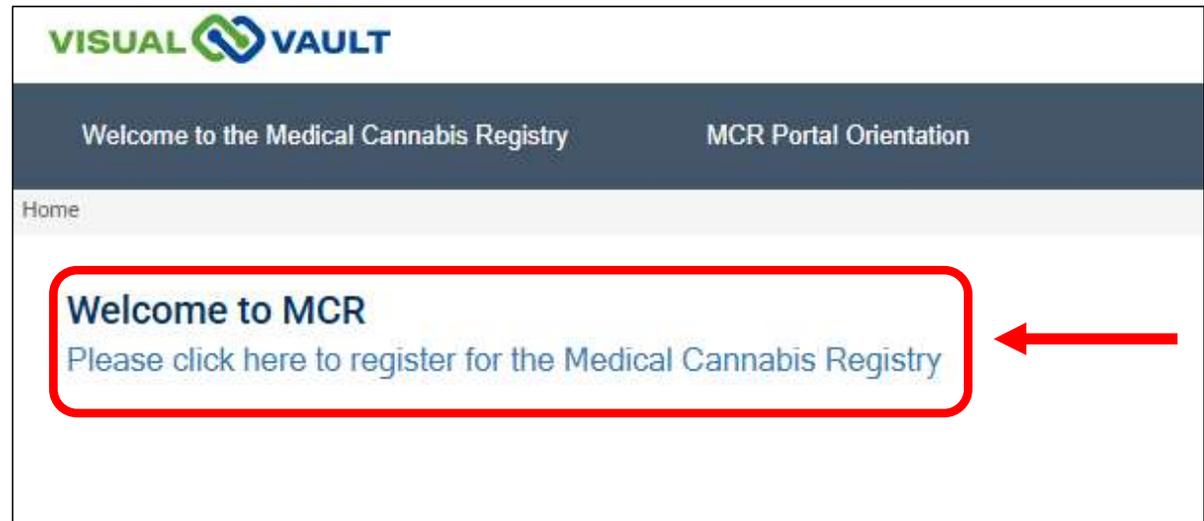
MCR Login/Register

- 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.
- This registration process is the same for Patients and Designated Providers.
- Click the link to register.
 - Complete the steps on the following slides to register.



* Note: If a Medical Cannabis Consultant has already registered you as a user in MCR, skip to [slide 14](#).

MCR Login/Register

- From the “Welcome to MCR Registration” screen:
 - Select your role as “Patient” if you are a patient.
 - Select “Designated Provider” if you are a designated provider.

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

* Note: Law Enforcement can only Verify the Recognition Card Number. They cannot search by name or other information.

MCR Login/Register

- Complete the “Individual Information” fields:
 - Your email will automatically fill from your SAW account.
 - Enter your Registration Card number. *
 - Enter your Date of Birth.
- Click the “Register” button.

Individual Information

Email Address:*

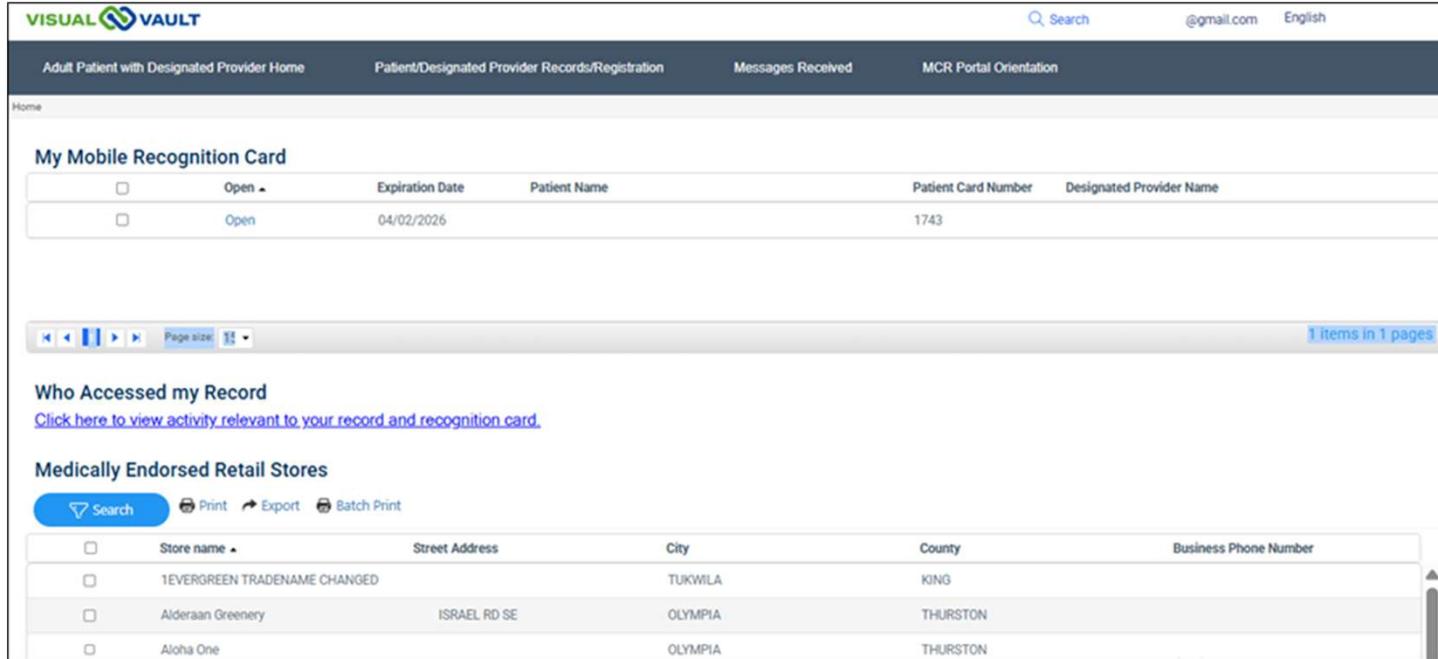
Recognition Card Number:*

Date of Birth:*

* Note: If you do not have a recognition card number, you will be prompted to see a Medical Cannabis Consultant to complete your registration

MCR Login/Register

The Patient and Designated Provider Home Dashboard will load with your information.



VISUAL VAULT Search @gmail.com English

Adult Patient with Designated Provider Home Patient/Designated Provider Records/Registration Messages Received MCR Portal Orientation

Home

My Mobile Recognition Card

<input type="checkbox"/>	Open	Expiration Date	Patient Name	Patient Card Number	Designated Provider Name
<input type="checkbox"/>	Open	04/02/2026		1743	

Page size 1 items in 1 pages

Who Accessed my Record

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

Medically Endorsed Retail Stores

Search Print Export Batch Print

<input type="checkbox"/>	Store name	Street Address	City	County	Business Phone Number
<input type="checkbox"/>	1EVERGREEN TRADENAME CHANGED		TUKWILA	KING	
<input type="checkbox"/>	Alderaan Greenery	ISRAEL RD SE	OLYMPIA	THURSTON	
<input type="checkbox"/>	Aloha One		OLYMPIA	THURSTON	

Multiple Registrations Select Portal

Multiple Registration/Select Portal

- From the top menu of the Patient / Designated Provider home screen:
 - Click “Patient/Designated Provider Records/Registration.”
 - Click “Register as an additional user type here”.

VISUAL VAULT

Adult Patient with Designated Provider Home → Patient/Designated Provider Records/Registration

Home

Registration
Register as an additional user type here ←

My Patient Record

<input type="checkbox"/>	Open ▾	Card Print Date	Patient Card Expiration Date	First Name
<input type="checkbox"/>	Open		10/20/2025	ANDREW

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

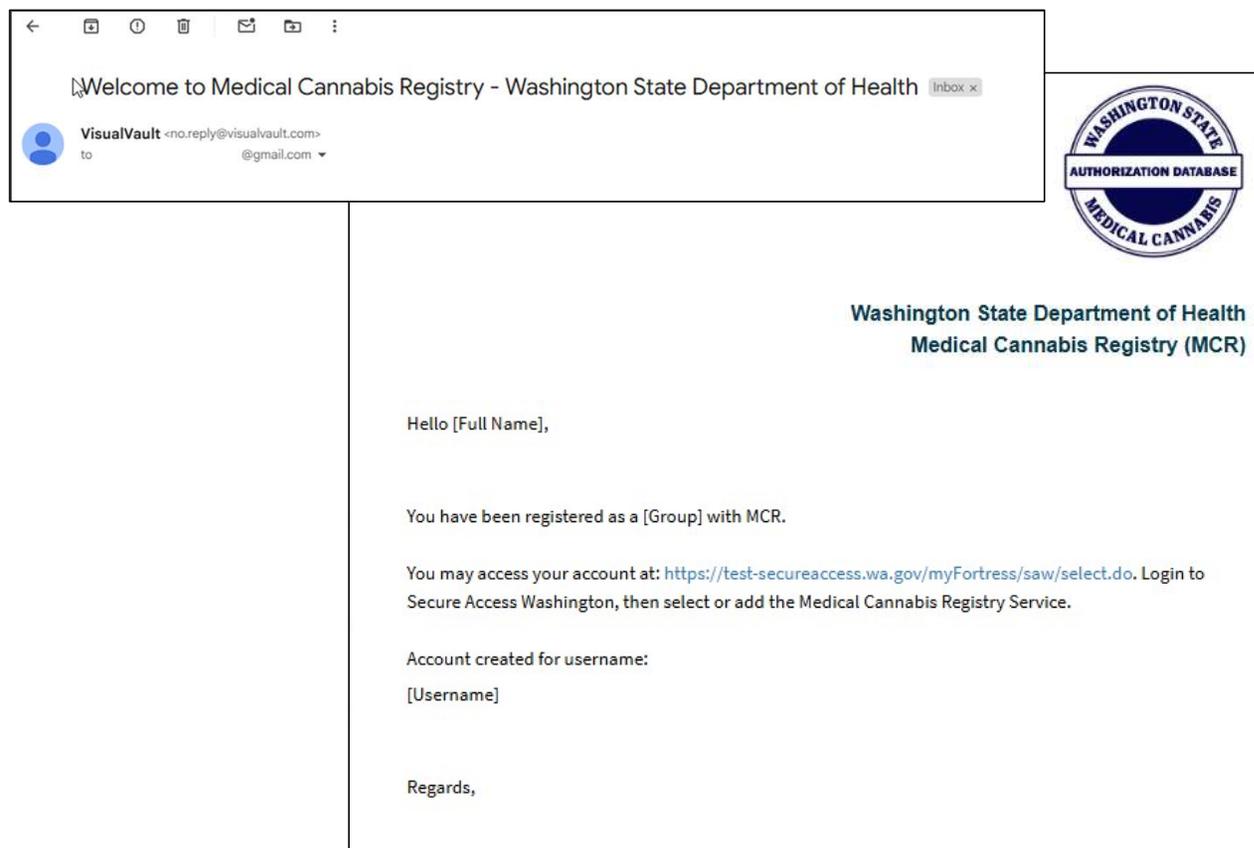
Please select a user type. If you need to register as more than one user type, you will be able to do so after your initial registration is successful.

User Type: *
Select Item
Patient
Designated Provider
Retail Employee
Law Enforcement
Healthcare Practitioner

* Note: Law Enforcement can only Verify the Recognition Card Number. They cannot search by name or other information.

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

Adult Patient Home Patient Records and Registration **MCR Portal Orientation**

My Mobile Recognition Card

Search Print Export Batch Print

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

Page size: 15

Who Accessed my Record

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

Medically Endorsed Retail Stores

Search Print Export Batch Print

Multiple Registration/Select Portal

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



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

View your Personal / DP record and View Recognition Cards

View Personal Record – Patient/DP

- From the top menu of the Patient/DP Homepage, click “Patient/Designated Provider Records/Registration”
- Click “Open” next to your name under My Patient Record or Associated Designated Provider.

The screenshot shows the Visual Vault Patient/DP homepage. At the top, the logo 'VISUAL VAULT' is on the left and a search icon is on the right. Below the logo, a dark blue navigation bar contains the text 'Adult Patient with Designated Provider Home' and a red arrow pointing to a red-bordered box containing the text 'Patient/Designated Provider Records/Registration'. Below the navigation bar, the page content is divided into sections: 'Home', 'Registration' (with a link 'Register as an additional user type here'), and 'My Patient Record'. The 'My Patient Record' section contains a table with columns: 'Open', 'Card Print D', 'Patient Card Expiration Date', 'First Name', 'Last Name', and 'Designat'. The first row of the table has a red-bordered box around the 'Open' button and a red arrow pointing to it. Below the 'My Patient Record' section, there is a 'Page size: 15' dropdown menu. The 'Associated Designated Provider Record' section contains a table with columns: 'Open', 'Card Print Date', 'Expiration Date', 'First Name', and 'Last Name'. The first row of this table also has a red-bordered box around the 'Open' button and a red arrow pointing to it.

View Personal Record – Patient/DP

- View your information as it appears in MCR.
- This information is pulled from your Authorization Form.
- You can edit your:
 - Email address.
 - Remove users: see [slide 45](#)

Washington State Department of Health
Patient Record

WASHINGTON STATE AUTHORIZATION DATABASE MEDICAL CANNABIS

Patient: DAFFY DUCK

Required fields: *

Practitioner Authorization Patient Card Summary Card

Individual Information

First Name: * DAFFY Middle Name:

Last Name: * DUCK Suffix:

Date of Birth: * 01/01/1950

Email Address: Retype Email Address:

Patient Physical Address

Address Line 1: * 1234 State Dr Zip Code: * 98501

Address Line 2: City: * OLYMPIA

State: * WASHINGTON County: * THURSTON

Mailing address same as physical address:

Remove Account from Registry

Please select a reason for removing this account from the Medical Cannabis Registry in the dropdown field below:

To remove the patient (and the designated provider, if any): select the relevant "Patient Self-Inactivation" option.
To remove only the designated provider: select the relevant "Inactivate Designated Provider" option.

View Recognition Card

- From the “Patient/DP Home Screen:
 - Select your recognition Card from the List under “My Mobile Recognition Card”
 - Click “Open” to view.
 - A new tab will open displaying the Recognition card.

The screenshot shows the Visual Vault interface. At the top, there is a navigation bar with the Visual Vault logo and three menu items: "Designated Provider for Minor Home", "Designated Provider for Minor Records/Registration", and "Messages Received". Below the navigation bar, there is a section titled "Home". Under "Home", there is a list of recognition cards. The first card is "My Mobile Recognition Card", which is highlighted with a red box. To the right of this card, there is an "Open" button, which is also highlighted with a red box. A red arrow points from the "Open" button to the "My Mobile Recognition Card" text. Below the list, there is a pagination bar with navigation arrows, a page number "1", and a "Page size: 1" dropdown menu.

	Open	Expiration Date	Designated Provider Name
<input type="checkbox"/> My Mobile Recognition Card	Open		
<input type="checkbox"/>	Open	08/05/2026	DESIG REGISTRATION

View Recognition Card

- You can use this Mobile version in place of your physical card at any medically endorsed retail store.
- It is **not** recommended to screenshot this image to avoid any discrepancies from the Registry.



Searching for Medically Endorsed Cannabis Stores

Search for Medically Endorsed Retail Stores

- From your Home Dashboard, scroll down to “Medically Endorsed Retail Stores.”
 - Click the search button and search by specific criteria.
 - ❖ Store Name
 - ❖ Street address
 - ❖ City
 - ❖ County
 - ❖ Business Phone Number

The screenshot shows the Visual Vault web application interface. The top navigation bar includes the Visual Vault logo, a search bar, and user information (mcrtraining1@gmail.com, English). Below the navigation bar, there are several menu items: "Adult Patient with Designated Provider Home" (highlighted with a red box and a red arrow), "Patient/Designated Provider Records/Registration", "Messages Received", and "MCR Portal Orientation".

The main content area is titled "Who Accessed my Record" and includes a link: "Click here to view activity relevant to your record and recognition card." Below this, the section "Medically Endorsed Retail Stores" is displayed. A red box highlights the search button, and a red arrow points to it from the top right. The search results are shown in a table with the following columns: Store name, Street Address, City, County, and Business Phone Number.

<input type="checkbox"/>	Store name	Street Address	City	County	Business Phone Number
<input type="checkbox"/>	1EVERGREEN TRADENAME CHANGED	1623 79TH AVE	TUKWILA	KING	
<input type="checkbox"/>	2EVERGREEN HEALTH SOLUTION	4692 BETH ESTATES	NEW JACK	BERG	2705094496
<input type="checkbox"/>	Alderaan Greenery	111 ISRAEL RD SE	OLYMPIA	THURSTON	(555) 420-1003

At the bottom of the table, there is a pagination bar showing "Page size: 15" and "316 items in 32 pages".

Search for Medically Endorsed Retail Stores

- Click the search button and search by specific criteria.
 - Store Name
 - Street address
 - City
 - County
 - Business Phone Number

The screenshot shows the Visual Vault user interface. At the top, there is a navigation bar with the Visual Vault logo, a search icon, the user email 'mcrtraining1@gmail.com', and the language 'English'. Below this is a dark blue header with navigation links: 'Adult Patient with Designated Provider Home', 'Patient/Designated Provider Records/Registration', 'Messages Received', and 'MCR Portal Orientation'. The main content area is titled 'Who Accessed my Record' with a link to view activity. Below that is the 'Medically Endorsed Retail Stores' section. This section contains a search form with a plus sign icon, a dropdown menu (highlighted with a red box and a red arrow), a search operator dropdown set to 'contains', an input field, and a 'Search' button. The dropdown menu is open, showing options: 'Store name', 'Street Address', 'City', 'County', and 'Business Phone'.

Who Accessed My Record and View Messages

Who Accessed My Record

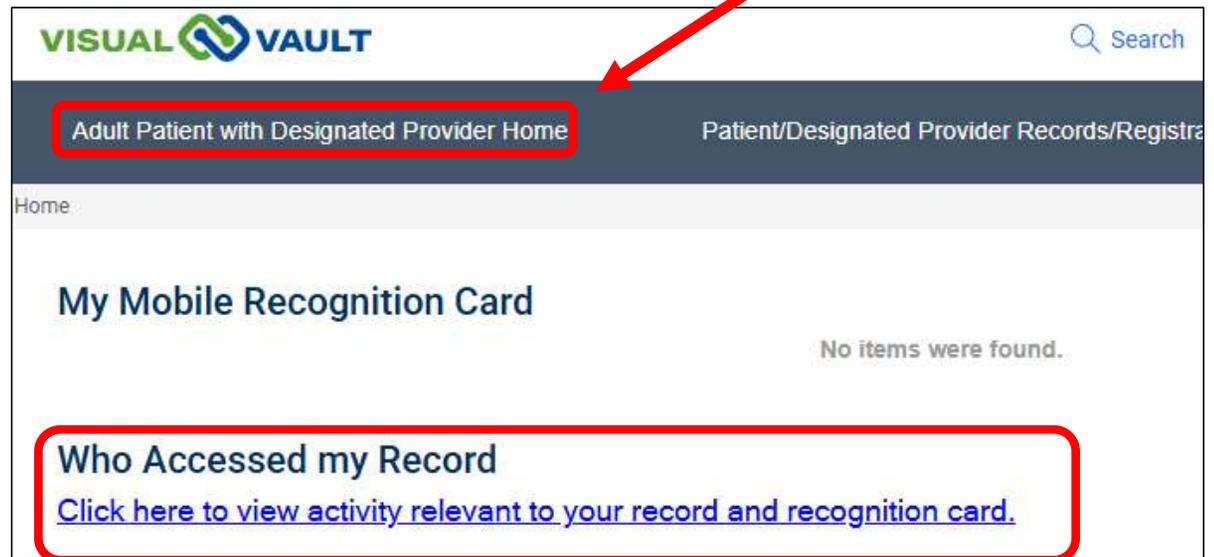
RCW 69.51A.230(1)(c) states that a qualifying patient or designated provider may request and receive information on any person or entity that has queried their name or information in the Medical Cannabis Registry.

- As a user in MCR, you may access this report through your online portal.
- Patients can also use this report to see their designated providers card activity.



Who Accessed My Record

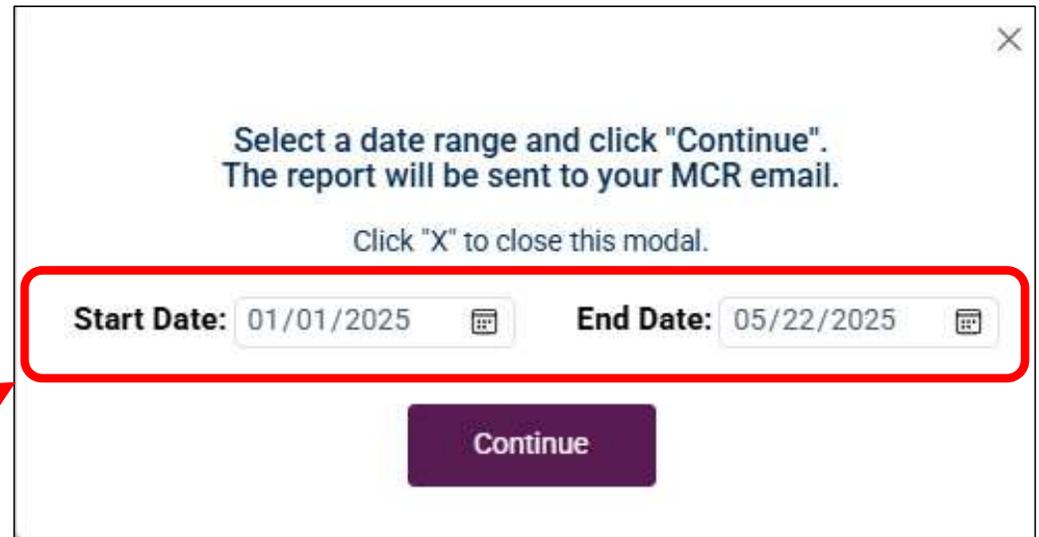
- From Patient/DP Homepage, navigate to “Who Accessed my Record”
- Click “Click here to view activity relevant to your record and recognition card.”



The screenshot displays the Visual Vault interface. At the top left is the logo "VISUAL VAULT" with a green and blue icon. To the right is a search bar with a magnifying glass icon and the word "Search". Below the logo is a dark blue navigation bar containing the text "Adult Patient with Designated Provider Home" (highlighted with a red box) and "Patient/Designated Provider Records/Registra". Below the navigation bar is a light gray header area with the word "Home". The main content area features a section titled "My Mobile Recognition Card" with the text "No items were found." below it. At the bottom of the main content area, there is a red-bordered box containing the text "Who Accessed my Record" and a blue hyperlink: "Click here to view activity relevant to your record and recognition card." Two red arrows point to the "Adult Patient with Designated Provider Home" link and the "Who Accessed my Record" section.

Who Accessed My Record

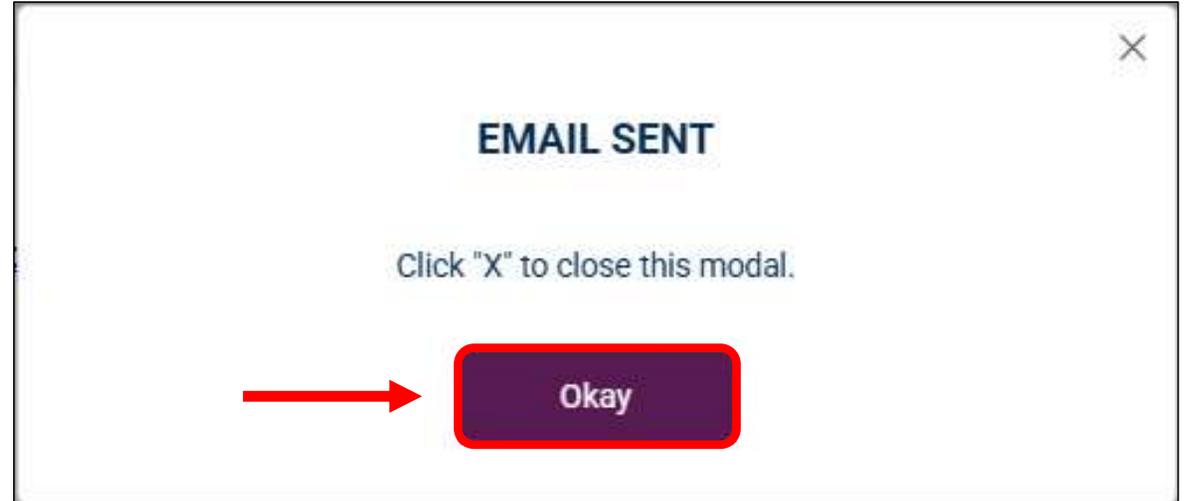
- A pop-up message will appear,
 - Select the date range for your search.
 - Clicking Continue will prompt MCR to email the report to your email on file.



A screenshot of a modal dialog box with a close button (X) in the top right corner. The text inside the modal reads: "Select a date range and click 'Continue'. The report will be sent to your MCR email." Below this, it says "Click 'X' to close this modal." There are two date input fields: "Start Date: 01/01/2025" and "End Date: 05/22/2025", each with a calendar icon to its right. A red box highlights the date input fields, and a red arrow points to the left side of this box. At the bottom center of the modal is a purple button labeled "Continue".

Who Accessed My Record

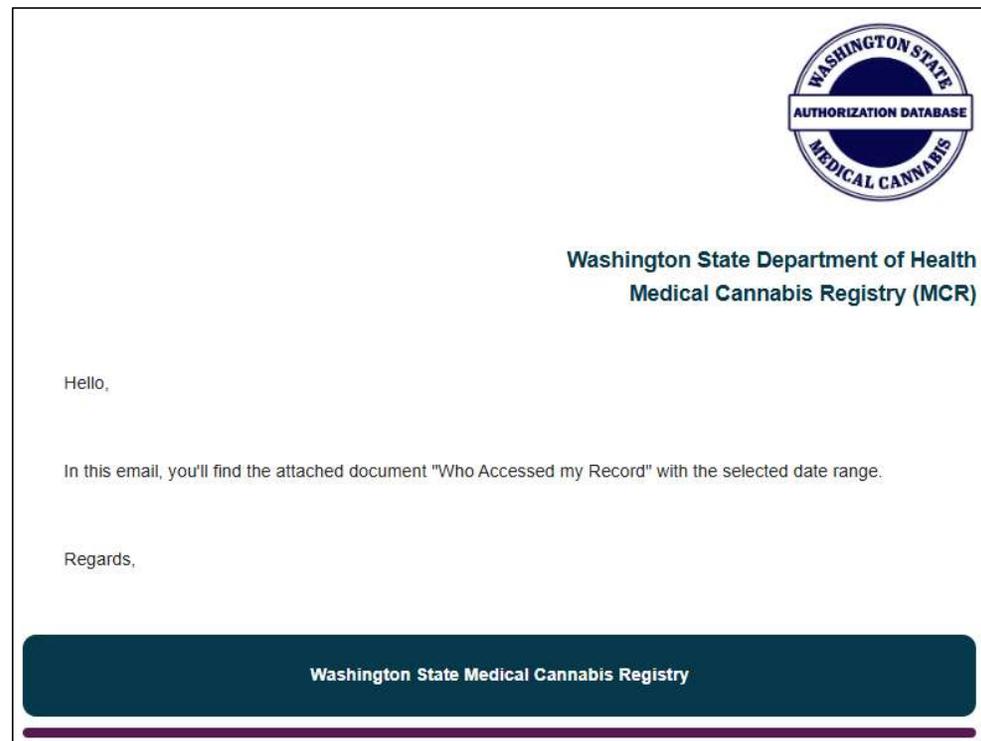
- An “Email Sent” pop-up will appear,
 - Select “Okay” to return to your portal.



Who Accessed My Record



- MCR will email you the “Who Accessed My Record” report.
- The report will come as an attachment in a **.pdf** file.



Who Accessed My Record

- After downloading this file, you can:
 - View the report.
 - Print the report.
 - Save for your records.

* Note: this report is only emailed to your email on file with MCR. It will not be stored locally within MCR.

Who Accessed my Record - 1747937589848.pdf 1 / 11 - 100% +

 1
 2
 3


Washington State Department of Health
Who Accessed my Record



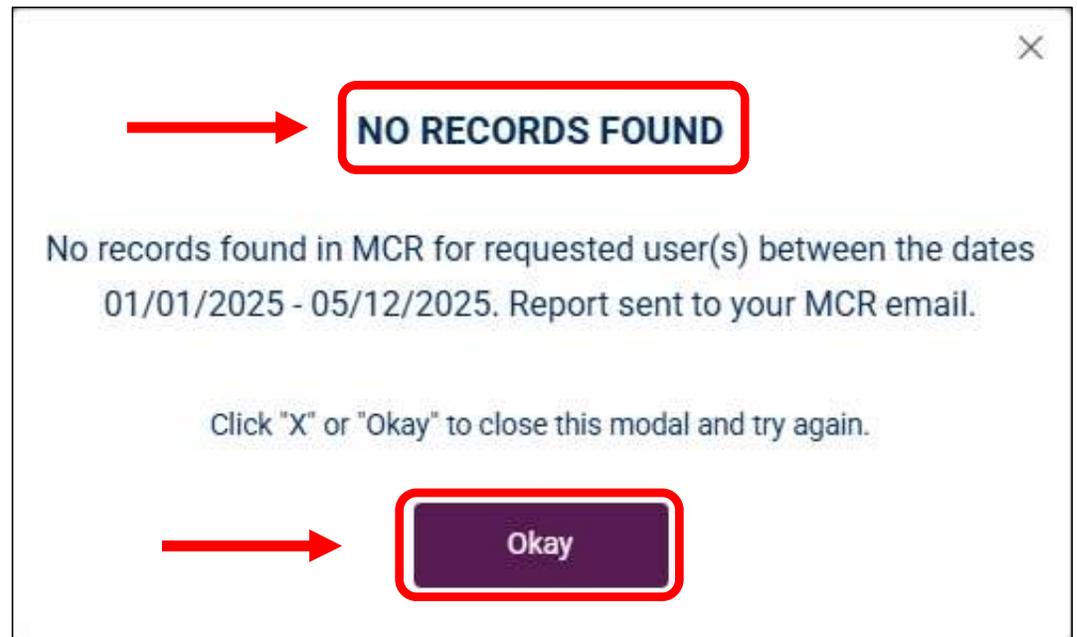
Requested by: _____ DOB: **01/01/1950**

Card Number: _____ Report period: **01/01/2025 to 05/22/2025**

Full Name	Patient or DP	Issue Date	Expiration Date	Date & Time	Action Taken	Who Accessed
	Adult Patient	05/20/2025	05/20/2026	01/02/2025 10:27:00 AM	Card Found: Verify Card	
	Adult Patient	05/20/2025	05/20/2026	01/22/2025 12:46:00 PM	Record Not Found: Create New Patient Record	
	Adult Patient	05/20/2025	05/20/2026	01/23/2025 01:34:00 PM	Record Not Found: Create New Patient Record	
	Adult Patient	05/20/2025	05/20/2026	01/23/2025 01:49:00 PM	Record Not Found: Create New Patient Record	
	Adult Patient	05/20/2025	05/20/2026	01/24/2025 12:38:00 PM	Record Not Found: Create New Patient Record	
	Adult Patient	05/20/2025	05/20/2026	02/06/2025 12:06:00 PM	Record Not Found: Create New Patient Record	
	Adult Patient	05/20/2025	05/20/2026	02/06/2025 12:54:00 PM	Record Not Found: Create New Patient	

Who Accessed My Record

- If there were no search results using the date range entered,
 - A pop-up message will appear indicating “No Records Found”
 - Click “Okay” to return to your portal.



View Messages

View Messages

MCR Account users may receive messages from the Medical Cannabis Program or from the MCR System.

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

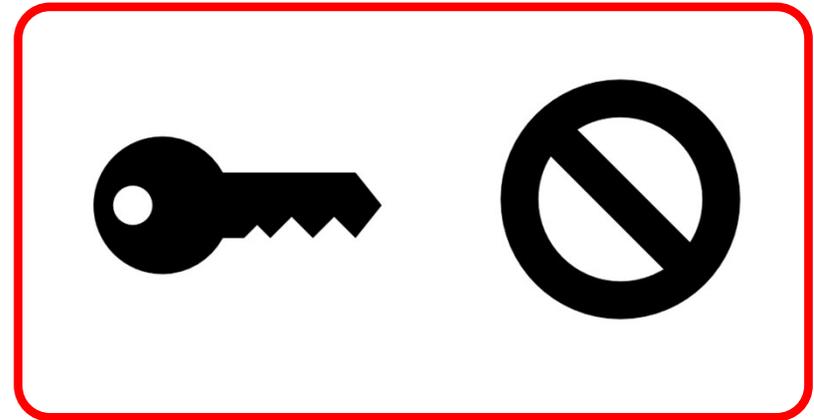
The screenshot shows the Visual Vault interface. At the top, there is a search bar and user information. The main navigation bar contains several options, with 'Messages Received' highlighted in a red box and an arrow pointing to it. Below this, the 'Messages Received' dashboard is displayed, featuring a search bar and action buttons like 'Print', 'Export', and 'Batch Print'. A table lists the messages, with one message highlighted by a red box and an arrow. The message details are as follows:

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

Inactive and Reactivating 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.”

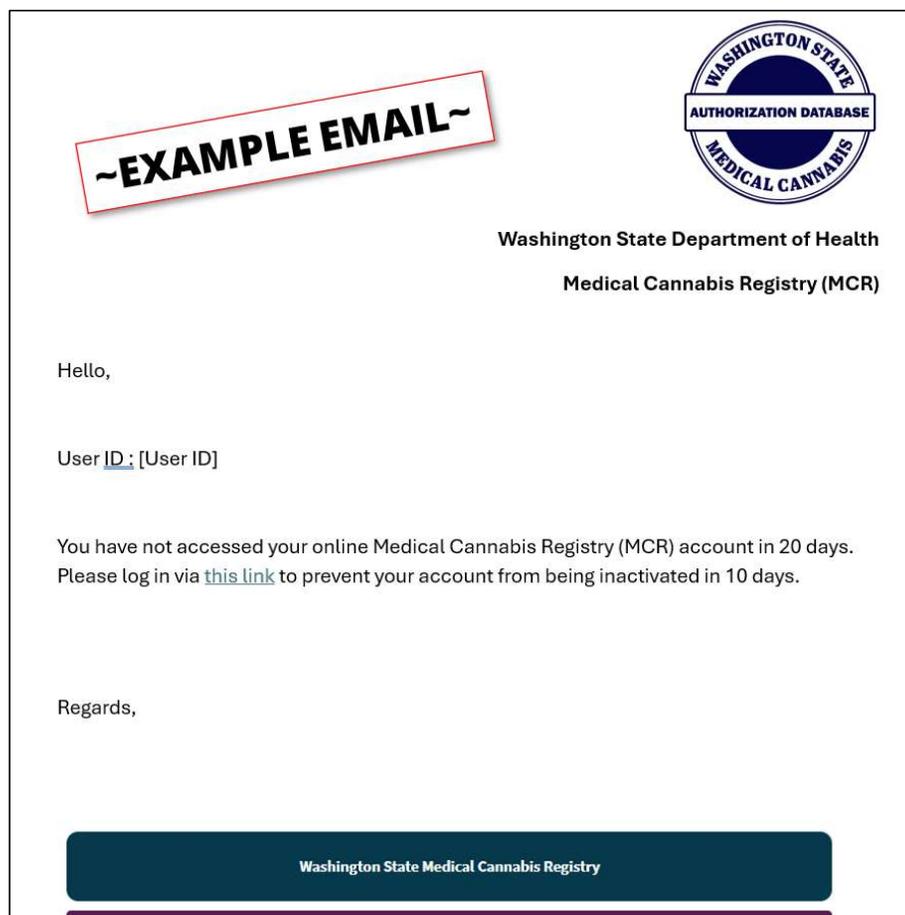


Inactive and Reactivating Account

Notification and Reactivation:

- After 20 days of inactivity, you will receive an e-mail 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

When an Account Becomes Inactive:

- After 30 days of inactivity, you will receive an e-mail 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

Reactivating an Inactive 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:

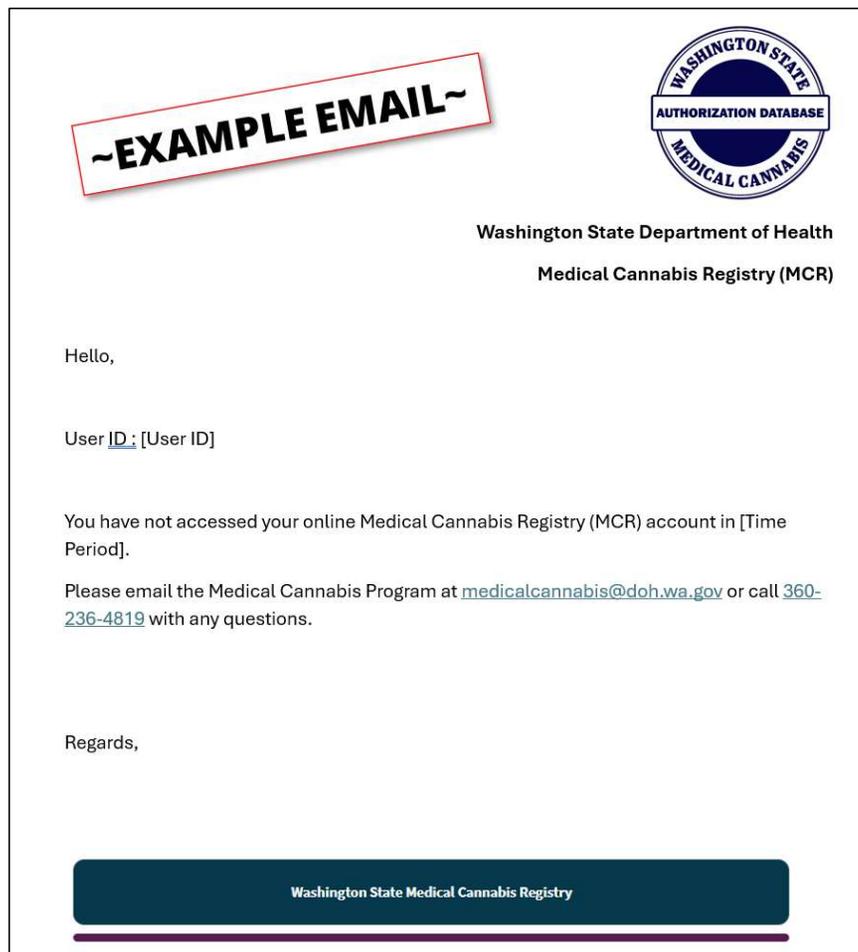
Email Address:* Date of Birth*

Reactivate Account

The form contains several red arrows pointing to the input fields for First Name, Middle Name, Last Name, Suffix, and Date of Birth. A red arrow also points to the 'Reactivate Account' button, which is highlighted with a red rectangular border.

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.”



Remove Patient or DP – Adult only

Remove Patient or DP – Adult only

If you decide you no longer want to be in the Medical Cannabis Registry (MCR), you can remove yourself, your Designated Provider, or both at the same time.

- From the top menu of the Patient/DP Homepage:
 - Click “Patient/Designated Provider Records/Registration”
 - Click “Open” next to your name under My Patient Record or Associated Designated Provider Record.

The screenshot displays the Visual Vault web application interface. At the top, the logo "VISUAL VAULT" is on the left, and a search icon is on the right. Below the logo, a dark navigation bar contains the text "Adult Patient with Designated Provider Home" and a red arrow pointing to a red-bordered box containing the text "Patient/Designated Provider Records/Registration".

Below the navigation bar, the page content is divided into sections. The "Home" section includes a "Registration" heading and a link "Register as an additional user type here". The "My Patient Record" section contains a table with columns: "Open", "Card Print D", "Patient Card Expiration Date", "First Name", "Last Name", and "Designat". The "Open" button in the first row is highlighted with a red box and a red arrow pointing to it.

Below the "My Patient Record" section, there is a "Page size: 15" dropdown menu. The "Associated Designated Provider Record" section contains a table with columns: "Open", "Card Print Date", "Expiration Date", "First Name", and "Last Name". The "Open" button in the first row is highlighted with a red box and a red arrow pointing to it.

Remove Patient or DP – Adult only

- You can remove your account from the Registry at any time. This will also remove your Designated Provider at the same time.
- You can also select to remove “only” your Designated Provider for any reason.
- Steps:
 - From your Patient Record, Scroll Down to “Remove Account from Registry”

Washington State Department of Health
Patient Record

Patient: DP:

Required fields: *

Practitioner Authorization Patient Designated Provider Card Summary Card

Individual Information

First Name: * Middle Name: *
Last Name: * Suffix: *
Date of Birth: * 10/23/2006
Email Address: * @gma Retype Email Address: * @gma

Patient Physical Address

Address Line 1: * 6601 NE Zip Code: * 98115-7942
Address Line 2: * City: * SEATTLE
State: * WASHINGTON County: * KING

Mailing address same as physical address:

Remove Account from Registry

Please select a reason for removing this account from the Medical Cannabis Registry in the dropdown field below:
*To remove the patient (and the designated provider, if any): select the relevant "Patient Self-Inactivation" option.
To remove only the designated provider: select the relevant "Inactivate Designated Provider" option.*

Reason for Removal: * Select Item

Remove Designated Provider Remove Patient Account

Designated Provider

Does the patient have a designated provider (DP)? *
This question must be answered "Yes" for a minor or any individual with a Compassionate Care Renewal.

Yes

Save and Continue

Remove Patient or DP – Adult only

- Select a Reason from the drop-down menu.
 - Click “Remove Patient” which removes both yourself and the Designated Provider.

or

- Click “Remove Designated Provider” to remove only the Designated Provider.



Remove Account from Registry

Please select a reason for removal

To remove the patient (and the designated provider)

To remove only the designated provider

Reason for Removal: *

Select Item

Patient Self-Inactivation: No longer needing medical cannabis

Patient Self-Inactivation: Wants removed from the medical cannabis registry

Patient Self-Inactivation: Unable to access medical product that meets my needs

Patient Self-Inactivation: Other

Patient Self-Inactivation: Prefer not to Say

Inactivate Designated Provider: No longer needing medical cannabis

Inactivate Designated Provider: DP requested to be removed from the system.

Inactivate Designated Provider: No longer associated with the Designated Provider

Inactivate Designated Provider: Other

Select Item

Remove Designated Provider

Remove Patient Account

Designated Provider

Do you have a designated provider (DP)? *

This question must be answered "Yes" for a minor or any individual with a Compassionate Care Renewal.

Yes

Save and Continue

Resources

Utilize the following resources:

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

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

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

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



Support

Contacting Tech Support & Help Desk:

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

Email: mcr@visualvault.freshdesk.com

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

Standard Operating Hours:

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

VisualVault Holidays:

New Year's Day

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.