



Medical Marijuana Program

Online Registration FAQs

What is the Online Cardholder Registry?

The Online Cardholder Registry is a new website that allows Nevadans to apply online to the Nevada Medical Marijuana Cardholder Registry. It will be expanded in phases; current functionality allows new applicants to register and create a profile, scan and upload their driver's license and download and print the medical marijuana card application. Even in this early phase, the online function saves applicants the amount of time it would take to send the Division an application packet request, and then actually receive the packet in the mail.

More functionality is coming in the future including online payments, upload of application documents, application status checking, application renewals, and cardholder history of dispensary purchases.

How do I access the Online Cardholder Registry?

Go to <https://mmportal.nv.gov/Account/Login>, and click on Register as a Cardholder.

How do I register using the website?

1. Go to the website Cardholder Registration page, as stated above. Then, the process to register is very simple:
2. Scan the back of your driver's license or State ID card to a JPG, PNG, or TIF file in grayscale or color at 300 DPI or greater and save the file to your desktop. Refer to your scanner owner's manual for details on how to scan a document. Instead of scanning, you can take a digital picture of the back of your ID, and save that file to your desktop. Information from the barcode on your ID is used to create your profile.
3. Using the Select button, browse to the desktop, select the file, and click open. The file will appear.
4. Enter your email address and create a password. Click on the Register button and the system creates your profile using the information from the barcode of your Driver's License or State ID card.

After I have registered, how do I login?

You can login from the Cardholder Registration page by clicking the login button at the bottom of the page or go to this link, <https://mmportal.nv.gov/Account/Login>, and enter your login information.

Important: Your Username is your driver's license number or State ID number. Your password is the password you created when you registered.

How do I create my application?

After you log in to your account, enter your SSN where indicated and click Create Application. If your mailing address is different from your physical address, enter that information as well as your mobile or home phone number.

How do I download or print the application?

You can download the invoice by clicking on Download Invoice. You can then save the invoice to your computer or open and print it right then.

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What is my account number?

Your account number is the 10 digit number on your driver's license or State ID card -- whichever one you used.

What if I don't have an email address?

You can register online even if you don't have an email account.

What if I want to use a Caregiver?

Add your caregiver to your account once you have registered. Just click on the CareGiver? Button and the upload prompts will display. Then follow the same process for uploading the caregiver's driver's license or ID card. When that information is uploaded, recreate the application using the caregiver's information.

What do I do if the upload process fails?

The upload process is dependent on a quality bar code. When upload is unsuccessful, it is usually because the driver's license or State ID did not scan properly. You must scan the surface of the card directly from the back of the card; do NOT scan a copy. Also, be sure to scan at 300 DPI or greater in grayscale or color. If you follow these instructions precisely, you should not have any problems.

What does it cost to register?

There is no charge for registering on the Cardholder Registry site. However, when you send in your application, you must remit \$100 to cover the \$25 application request fee and the \$75 application processing fee with your application.

Can I register with my iPhone or iPad?

Since this process involves printing, no.

I don't have a scanner. Now what do I do?

Instead of scanning, you can take a digital picture of the back of your ID, and save that file to your desktop.

Can I still apply the old way?

At present, applicants can still request an application packet using the form on the Patient Registry homepage, http://dpbh.nv.gov/Reg/MM-Patient-Cardholder-Registry/MM_Patient_Cardholder_Registry_-_Home/.

Simply print the form, fill it out and send it in with \$25.

How much time will registering online save me?

Patients using the online process can have an application packet in their hand in a matter of minutes. Even though the Registry responds to packet requests within 3 days, depending on where applicants live, it can take several days to two weeks for a requested packet to arrive in the mail.

From the time a completed application arrives at the Division, the Division has 30 days to process and approve or deny it, per NRS 453A.210. Please note that when applicants hire consultants, it can take significantly longer for patients to get their approval letters.