Dispensary Barcode Scanner Tip Sheet

Medical Marijuana Licensing Management System

There are multiple factors that could result in barcodes not scanning with ease – reflective surfaces, scanners with lights, the condition of the mobile device screens, etc… Depending on the combination of some of these scenarios, you may experience challenges.

If you experience difficulty scanning the new electronic medical marijuana registry identification cards, please refer to the tips below.

If the patient / caregiver HAS a physical card:

➢ Use the physical card instead

If the patient / caregiver DOES NOT HAVE a physical card:

➢ Turn up the phone's brightness level. Dimly lit phones will be more difficult to scan

➢ Zoom in on the barcode to scan
   o *Note: in most instances this should work; however, it may not work if scanning through glass or when using barcode scanners with lights)*

➢ Type in the barcode number of the electronic card

➢ Remove sources of reflection (i.e. covering up the scanner light if it has one, scanning the phone in a dark/covered space, not having reflective surfaces around it)

➢ Encourage patients and caregivers to clean the surface of their phone – if a phone is scratched or smudged/dirty, it will be more difficult to read