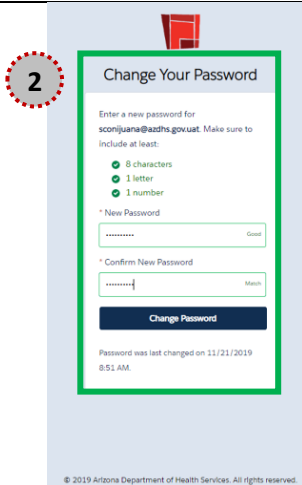


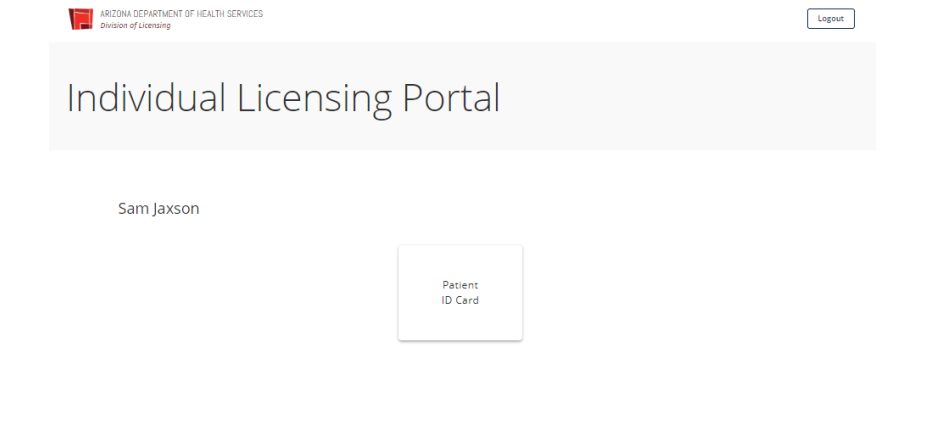


Medical Marijuana Licensing Management System

TOPIC:	PCG Portal First Time Change Password		External Audience:	Patient / Caregiver
Updated By:	Project	Last Revision:	1/31/20	System: Individual Licensing Portal
OVERVIEW:	Change password for first time access to Portal – Use temporary link in email Tips for resolving potential access issues			
Prerequisites:	*** Access to internet *** Access to email provider for unique email address on account			
Instructions:	1) Patient Portal First Time Access Instructions 2) TROUBLESHOOTING: I don't have the original email 3) TROUBLESHOOTING: I forgot my password? 4) TROUBLESHOOTING: I forgot my username? 5) TROUBLESHOOTING: I don't know what email I used for the portal?			

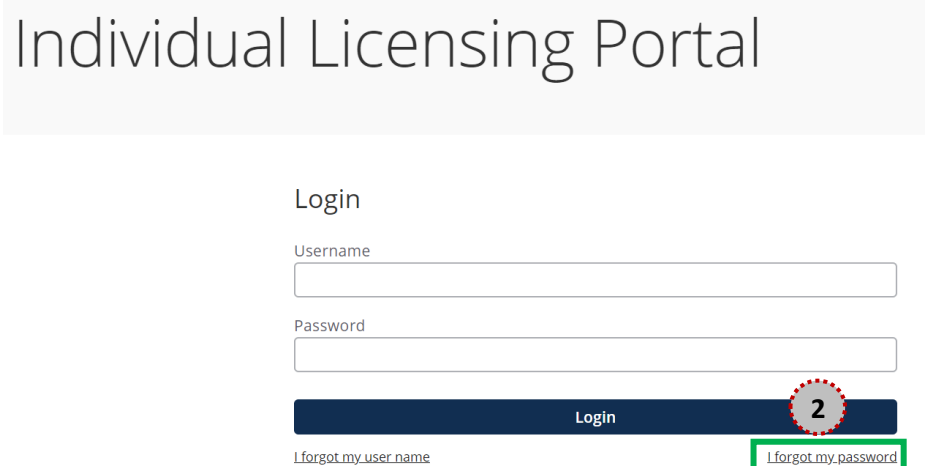
1) Patient Portal First Time Access Instructions

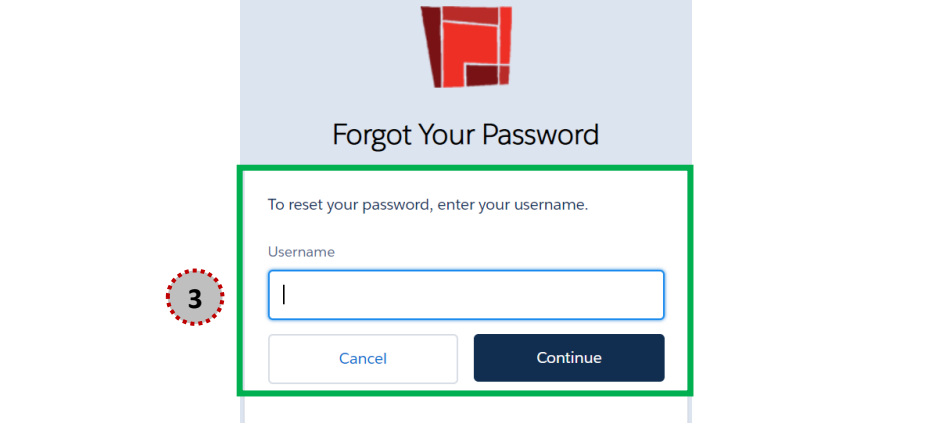
<p>1) Email will be sent to unique personal email address – Click temporary link in email</p>	<p>Hello _____, your Arizona Medical Marijuana Registry Identification Card (electronic card) is now available online.</p> <p>Your username is: 1</p> <p>To retrieve your card, click 1 on this temporary link and follow the steps! After registration, log in to the Individual Licensing Portal to access all cards related to your account.</p>
<p>2) Follow the instructions onscreen to change your password</p>	

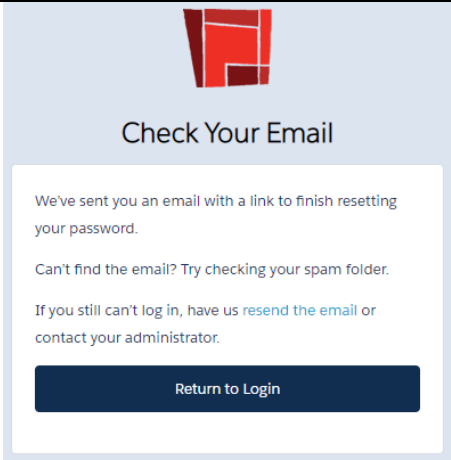

<p>3) Once your password is changed, you will be logged in to the portal</p>	 <p>ARIZONA DEPARTMENT OF HEALTH SERVICES Division of Licensing</p> <p>Individual Licensing Portal</p> <p>Sam Jaxson</p> <p>Patient ID Card</p> <p>Logout</p>
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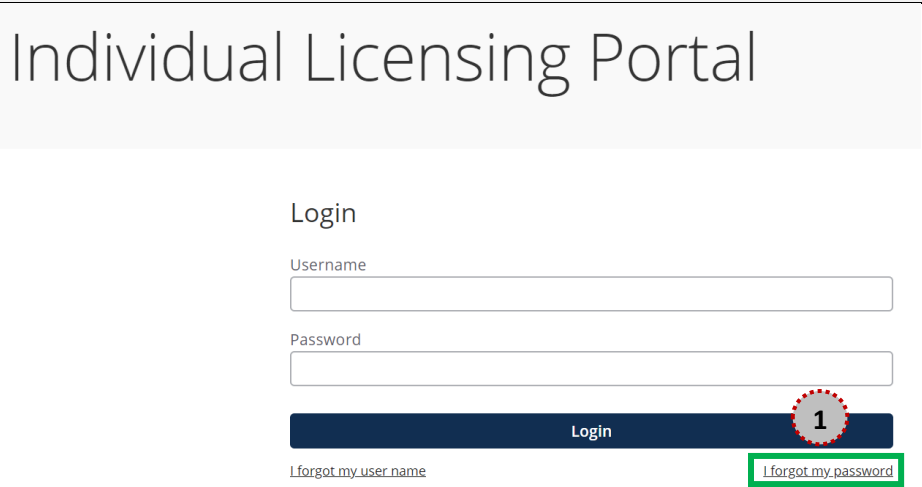
2) TROUBLESHOOTING: I don't have the original email

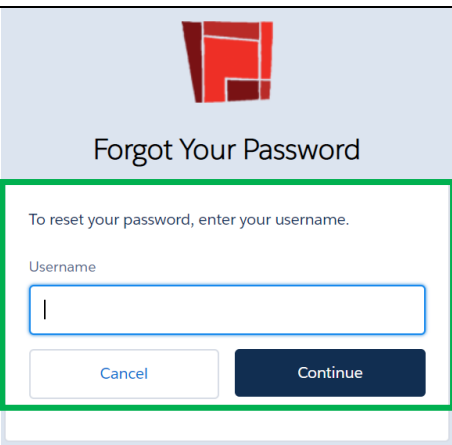
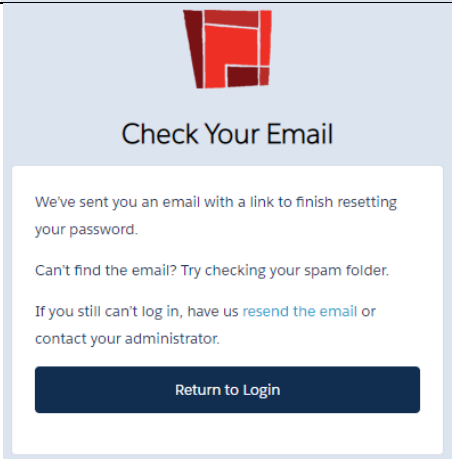
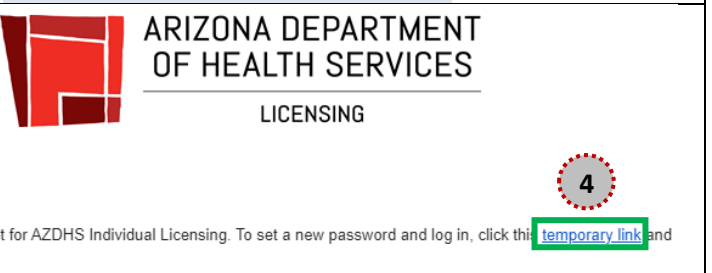
<p>1) Go to Individual Licensing Portal</p>	<ul style="list-style-type: none"> LINK: https://individual-licensing.azdhs.gov
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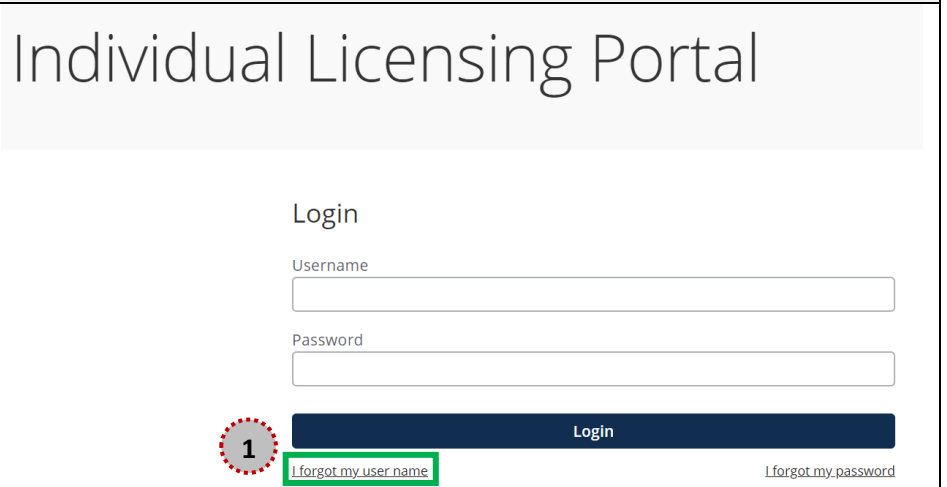
<p>2) Click I forgot my password</p>	 <p>Individual Licensing Portal</p> <p>Login</p> <p>Username</p> <p>Password</p> <p>Login</p> <p>I forgot my user name</p> <p>I forgot my password</p>
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<p>3) Reset password by entering username *HINT: Username is unique email address</p>	 <p>Forgot Your Password</p> <p>To reset your password, enter your username.</p> <p>Username</p> <p>Cancel</p> <p>Continue</p>
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<p>4) Reset password instructions will be sent to your email</p>	
<p>5) Click the temporary link in the reset password email that you received</p>	

<p>3) TROUBLESHOOTING: I forgot my password?</p>	
<p>1) In the Individual Licensing Portal, click I forgot my password</p>	

<p>2) Reset password by entering username <i>*HINT: Username is unique email address</i></p>	
<p>3) Reset password instructions will be sent to your email</p>	
<p>4) Click the temporary link in the reset password email that you received</p>	

<p>4) TROUBLESHOOTING: I forgot my username?</p>	
<p>1) In the Individual Licensing Portal, click I forgot my username</p>	

<p>2) Enter Email Address and Date of Birth for username recovery</p>	<p style="text-align: center;">Username Recovery</p> <p>Email Address <input type="text"/></p> <p>Date of Birth <input type="text"/></p> <p style="text-align: center;">Send Recovery Email</p>
<p>3) An email will be sent with associated usernames</p>	<p style="text-align: center;">Check Your Email</p> <p style="text-align: center;"><small>We've sent you an email with all usernames associated with Email entered. Can't find the email? Try checking your spam folder. If you still can't log in, contact your administrator.</small></p> <p style="text-align: center;">Back to login</p>
<p>4) Username is displayed in email</p>	<div style="text-align: right;">  <p>ARIZONA DEPARTMENT OF HEALTH SERVICES</p> <p>LICENSING</p> </div> <div style="text-align: center;"> <p>4</p> <p>Your username is:</p> <p><code>bhemp@azdhs.gov.uat</code></p> </div>

<p>5) TROUBLESHOOTING: I don't know what email I used for the portal?</p>	
<p>1) Contact AZDHS Medical Marijuana Program</p>	<ul style="list-style-type: none"> • Provide 5 points of verification to receive email on file for the account