### TOPIC: PCG Portal First Time Change Password

<table>
<thead>
<tr>
<th>Updated By:</th>
<th>Project</th>
<th>Revised: 1/31/20</th>
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### 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**

1) Email will be sent to unique personal email address – Click **temporary link** in email

2) Follow the instructions onscreen to **change your password**

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**1.** Email will be sent to unique personal email address – Click **temporary link** in email

**2.** Follow the instructions onscreen to **change your password**
3) Once your password is changed, you will be logged in to the portal

2) TROUBLESHOOTING: I don’t have the original email

<table>
<thead>
<tr>
<th>1) Go to Individual Licensing Portal</th>
<th>2) Click <strong>I forgot my password</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• <strong>LINK:</strong> <a href="https://individual-licensing.azdhs.gov">https://individual-licensing.azdhs.gov</a></td>
<td></td>
</tr>
</tbody>
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3) Reset password by **entering username**
   *HINT: Username is unique email address*
4) Reset password instructions will be sent to your email

5) Click the **temporary link** in the reset password email that you received

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3) **TROUBLESHOOTING: I forgot my password?**

1) In the Individual Licensing Portal, click **I forgot my password**

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2) Reset password by entering username
*HINT: Username is unique email address

3) Reset password instructions will be sent to your email

4) Click the temporary link in the reset password email that you received

4) TROUBLESHOOTING: I forgot my username?

1) In the Individual Licensing Portal, click I forgot my username
Medical Marijuana Licensing Management System

### Username Recovery

2) Enter Email Address and Date of Birth for username recovery

3) An email will be sent with associated usernames

4) Username is displayed in email

5) TROUBLESHOOTING: I don’t know what email I used for the portal?

<table>
<thead>
<tr>
<th>1) Contact AZDHS Medical Marijuana Program</th>
<th>Provide 5 points of verification to receive email on file for the account</th>
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Revised: 1/31/2020