

## Medical Marijuana Licensing Management System

TOPIC:	Patient/Caregiver Verify Update Email Steps		External Audience: Patient/Caregiver
Updated By:	Project	Last Revision: 1/9/20	System: ADHS Website
OVERVIEW:	Changing Email (Primary & Alternate) and Phone Number data on account for patients/caregivers.		
Prerequisites:	<b>*** Be able to access a device connected to the internet</b>		
Instructions:	<ol style="list-style-type: none"> <li>1) <a href="#">Access Update Application Information Form</a></li> <li>2) <a href="#">Update Patient Email Address</a></li> <li>3) <a href="#">Update Alternate Email</a></li> <li>4) <a href="#">Update Phone Number</a></li> <li>5) <a href="#">NO UPDATE additional message</a></li> </ol>		

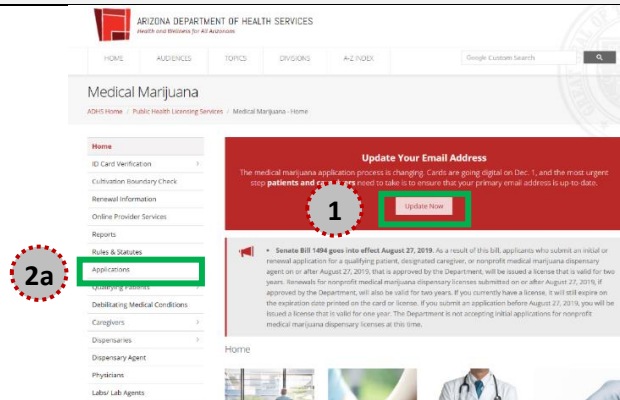
### 1) Access Update Application Information form

Access AZDHS Website - Medical Marijuana Licensing Program page  
<https://www.azdhs.gov/licensing/medical-marijuana/index.php>

**1** Click **Update Now**

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**2a** Click **Applications**



**2b** Click **Application Update (Email and Phone Number Only) No Fee**

Please Select an Application Type

**You must close your browser window and start a new browser window after each application. If you do not follow this requirement unpredictable results may occur and you may lose the fee that you paid. Do not click your browser's back button.**

NEW APPLICATIONS	RENEWAL APPLICATIONS
<a href="#">Qualifying Patient New Application</a>	<a href="#">Renewal Application - Qualifying Patient</a>
<a href="#">Designated Caregiver New Application</a>	<a href="#">Renewal Application - Designated Caregiver</a>
<a href="#">Minor Qualifying Patient New Application</a>	<a href="#">Renewal Application - Minor Qualifying Patient and Caregiver</a>
<b>Other Options:</b>	
<a href="#">Card Change Application</a>	<a href="#">Check Application Status</a>
<a href="#">Replace Lost/Stolen Card Application</a>	<a href="#">Map your residential address</a>
<a href="#">Application Update (Email and Phone Number Only) No Fee</a>	

<p><b>3</b> Complete all fields in the form:</p> <ol style="list-style-type: none"> <li>First Name</li> <li>Last Name</li> <li>Date of Birth</li> <li>Patient ID <b>or</b> Caregiver ID</li> </ol> <p><i>*** Information <b>MUST MATCH</b> current, active card</i>  <i>*** NOTE: Difference between letter "O" and number zero "0"</i></p> <p><b>4</b> Click <b>Validate</b></p>	
<p><b>2) Update Patient Email Address</b></p>	
<p><b>5</b> Review Contact Information  <i>*** Card Information displayed is in MM Licensing Management System</i></p> <p><b>6</b> Enter new or updated Contact Information</p> <ol style="list-style-type: none"> <li>Email Address</li> <li>Alternate Email Address (optional)</li> <li>Phone Number</li> </ol> <p><b>7</b> Click <b>UPDATE</b></p>	
<p><b>8</b> View <b>SUCCESS</b> message with instructions to <b>VALIDATE</b> the email address  <i>*** New Email address will not be updated in the MM Licensing Management System <b>until</b> the email has been validated</i></p>	
<p><b>9</b> Login to email provider, access email account, locate email from: <a href="mailto:AZMedicalMarijuana@azdhs.gov">AZMedicalMarijuana@azdhs.gov</a></p>	
<p><b>10</b> Open email</p> <p><b>11</b> Click <b>VALIDATE EMAIL</b> link to complete data update process</p>	
<p><b>12</b> View <b>SUCCESS</b> message confirming email changed in MM Licensing Management System</p> <p><b>13</b> View updated information in MM Licensing Management System</p>	

3) Update Alternate Email

Follow steps 1-4 in above example to access "UPDATE CONTACT INFORMATION" screen

- 5 Review Contact Information  
*\*\*\* Card Information displayed is in MM Licensing Management System*
- 6 Enter new or updated Contact Information
  - a. Alternate Email
- 7 Click **UPDATE**

- 8 View **SUCCESS** message with instructions to **VALIDATE** the email address  
*\*\*\* New Alternate Email address will not be updated in the MM Licensing Management System until the email has been validated*

- 9 Login to email provider, access email account, locate email from:  
[AZMedicalMarijuana@azdhs.gov](mailto:AZMedicalMarijuana@azdhs.gov)

- 10 Open email
- 11 Click **VALIDATE EMAIL** link to complete data update process

- 12 View **SUCCESS** message confirming email changed in MM Licensing Management System
- 13 View updated information in MM Licensing Management System

- 14 View email notification of Contact Information changes
  - a. Old information
  - b. New/updated information

### 4) Update Phone Number

Follow steps 1-4 in above example to access "UPDATE CONTACT INFORMATION" screen

- 5 Review Contact Information  
*\*\*\* Card Information displayed is in MM Licensing Management System*
- 6 Enter new or updated Contact Information
  - a. Phone Number
- 7 Click **UPDATE**

- 8 View **SUCCESS** message

- 9 Login to email provider, access email account, locate email from:  
[AZMedicalMarijuana@azdhs.gov](mailto:AZMedicalMarijuana@azdhs.gov)

- 10 Review new email from [AZMedicalMarijuana@azdhs.gov](mailto:AZMedicalMarijuana@azdhs.gov) verifying updated Contact Information
  - a. Old information
  - b. New/updated information

### 5) NO UPDATE additional message

- 5 No data is changed on Update Contact Information
- 6 Click **UPDATE**

- 7 View *No Data Changed* Message