

# Maryland Medical Cannabis Commission

## Entity Claiming User Instructions for Agents

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# Introduction

Maryland State has created a portal to house the state's licenses, permits, applications, and registrations across numerous state agencies. The portal is called OneStop, and it is a resource for the Maryland Medical Cannabis Commission (MMCC) registered patients, caregivers, providers, and businesses to manage their documents on a central hub.

As a MMCC registered agent, you will have access to the OneStop system with an entity type of account in order to view your registration details. As an **MMCC registered Dispensary Agent**, you will be able to access registered patients to view remaining flower & THC balances for sales.

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# OneStop Account

## Personal and Entity Accounts

OneStop allows users to hold two types of accounts: a personal account and an entity account. A personal account is associated with one individual person. Any activity completed on OneStop using a personal account belongs to the person who has created the account. An entity account can be created once a personal account has been made. Entity accounts are typically associated with an establishment, however, as an agent, you will need an entity account to claim your registration.

**Personal Account.** You automatically have a personal account when you register with OneStop. Having an individual account gives you the ability to conduct personal business outside of MMCC. Your personal OneStop account grants you the ability to apply or register for various permits and licenses throughout the state of Maryland.

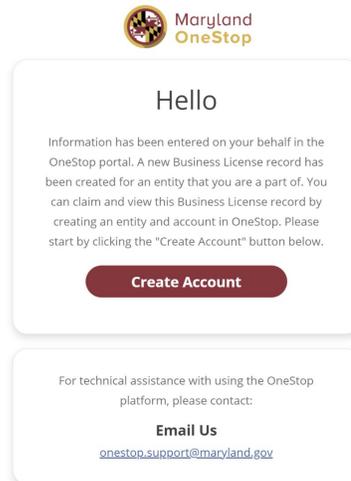
**Entity Account.** You will need to create an entity account to view your MMCC Agent Registration. As a Dispensary Agent, the entity account will allow you to conduct business related to your Agent Registration and view registered patients.

## Setting up your Account

Upon MMCC approval, the designated representative for your organization will receive an email from [onestop.support@maryland.gov](mailto:onestop.support@maryland.gov) to notify you that a new Agent Registration record has been created on your behalf. Click the *Create Account* button, and you will be directed to the registration page on OneStop.

## Create Your Personal Account

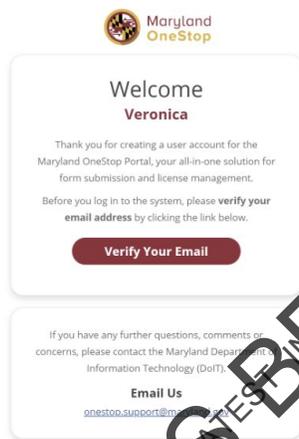
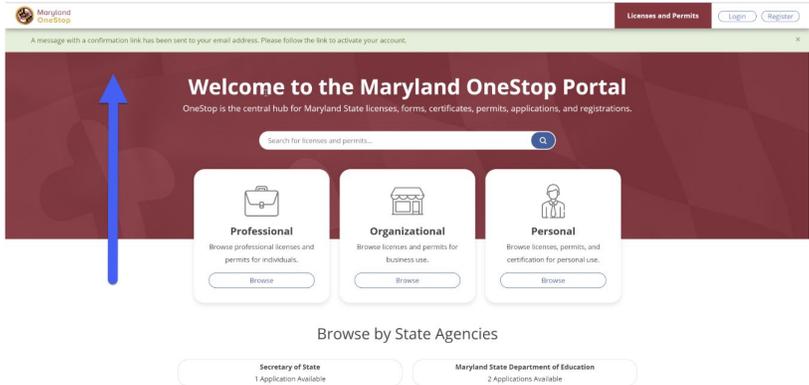
1. You will receive an email that information has been entered on your behalf in OneStop. Click the red *Create Account* button.



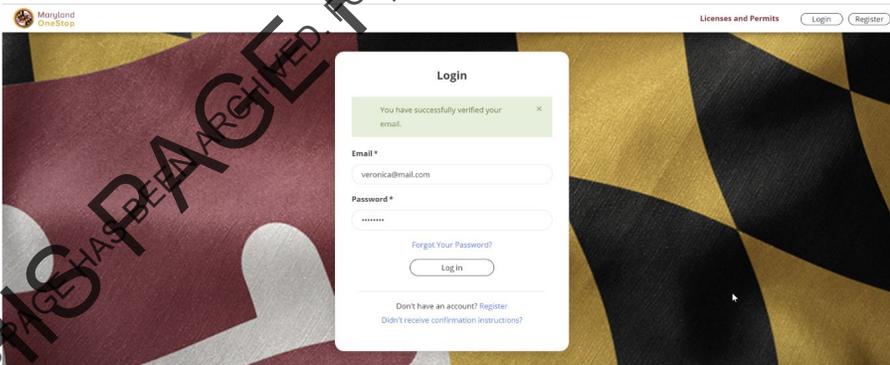
2. Create a Personal account by entering your information.

A screenshot of the Maryland OneStop "Register" form. The form is centered on a background featuring the Maryland state flag. The form has a white background with a rounded border. It contains several input fields: "First Name \*" (with "Veronica" entered), "Last Name \*" (with "Haven" entered), "Email \*" (with "veronica@mail.com" entered), "Password \*" (with "\*\*\*\*\*" entered), and "Confirm Password \*" (with "\*\*\*\*\*" entered). Below these fields are four radio button options for password requirements: "Not include your name, email address.", "Include at least one number or symbol.", "Include both lower and upper case characters (a-z).", and "Be at least 8 characters long." At the bottom of the form is a "Register" button and a link that says "Already have an account? Log in".

3. You will receive an email to confirm your account registration. Click the red *Verify Your Email* button.

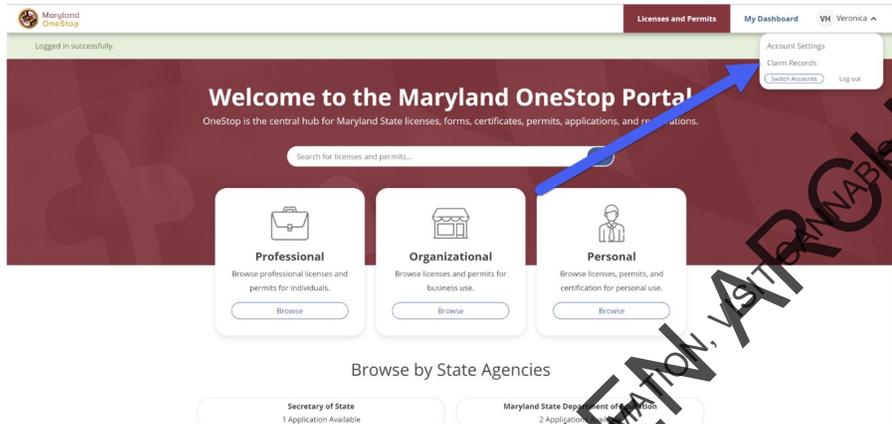


4. Now that you have verified your email, log in with your credentials.

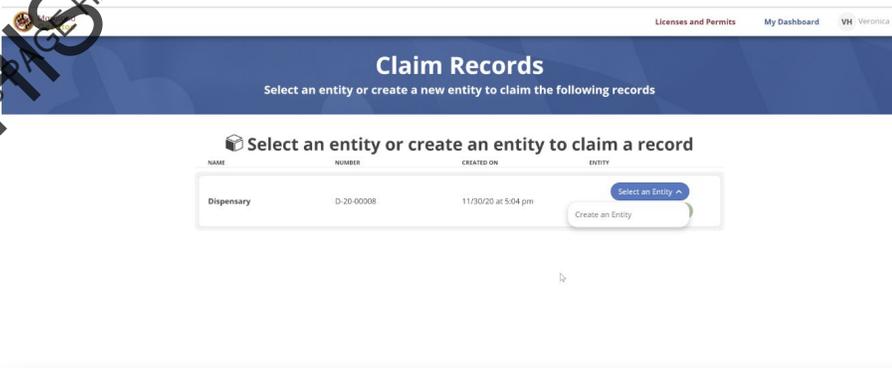
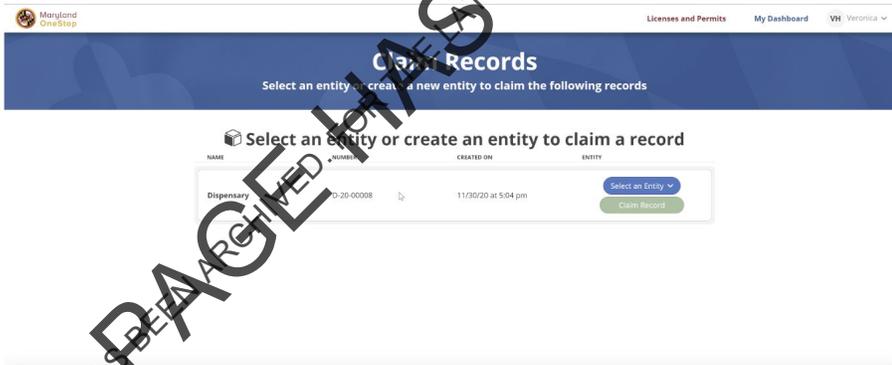


# Claim your Record Email/Create your Entity Account

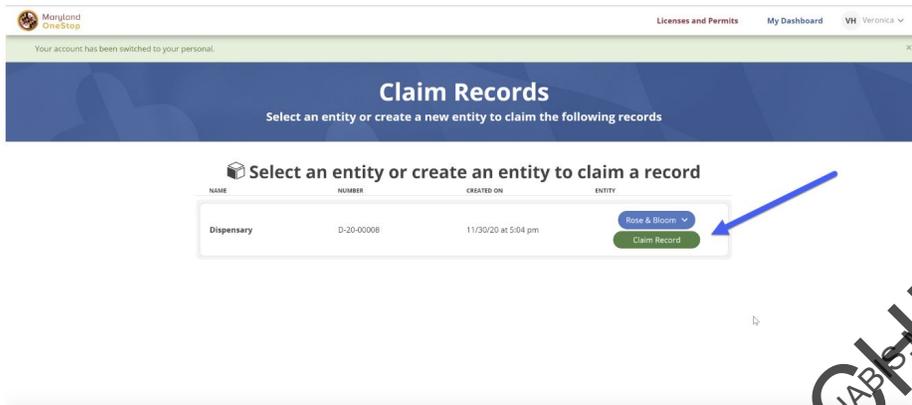
1. Log in using your Personal account information. While in your Personal account, click your account name located on the top-right corner of the screen. In the drop down, click the *Claim Records* button.



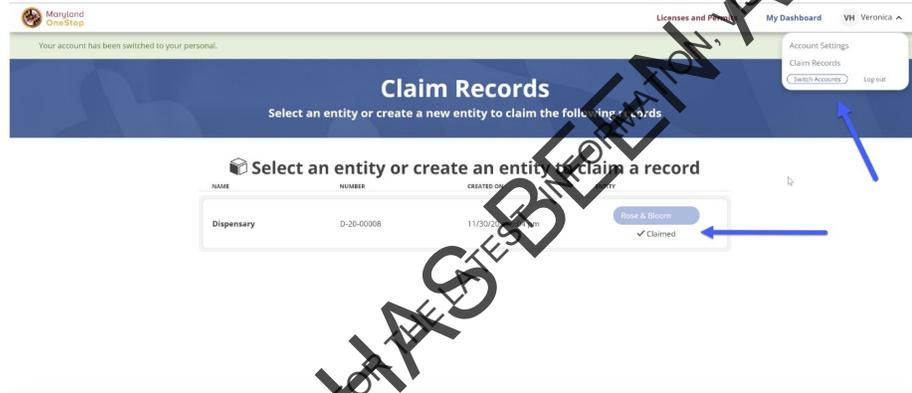
2. On the Claim Records page, click the blue *Select an Entity* button. You will need to *Create an Entity*. Enter the name of the Entity.



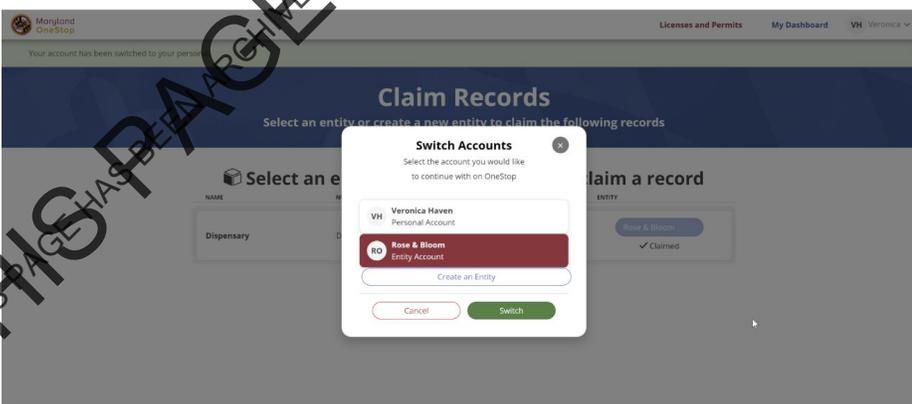
- Using the Entity account you just created, you will select the now green *Claim Record* button.



- You are still in your Personal account. Click your account name located on the top-right corner of the screen. In the drop down, click the *Switch Accounts* button.



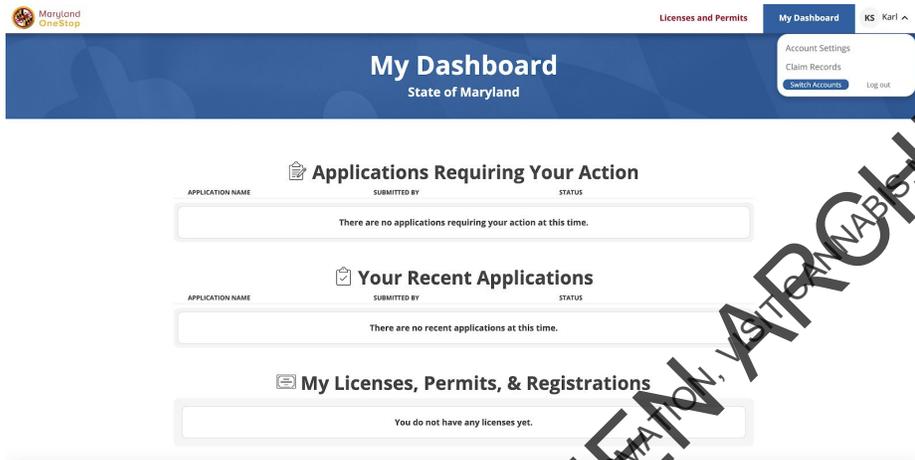
- Select your Entity and select the green *Switch* button.



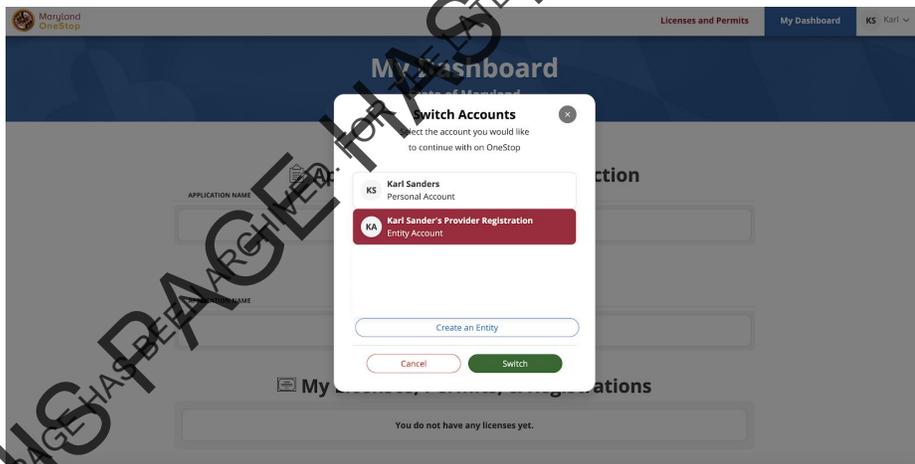
## Switch Between Accounts

To view your Agent Registration record on your dashboard, you will need to switch from your personal account to your entity account. Your record will show on the Licenses, Permits, & Registrations section.

1. Click your account name dropdown button in the top right corner.
2. Under Account Settings, click *Switch Accounts*.



3. Select the *Entity Account*. Note: To switch back to a personal account, select *Personal Account*.
4. Click the green *Switch* button.



5. You have now switched to your **Entity Account**.

Maryland OneStep | Licenses and Permits | Entity's Dashboard | KS Karl

## Karl Sander's Provider Registration's Dashboard

State of Maryland

Registered Patients | Documents | Team

### Applications Requiring Your Action

There are no applications requiring your action at this time.

### Karl Sander's Provider Registration's Recent Applications

APPLICATION NAME	SUBMITTED BY	STATUS
Provider Registration	Karl Sander's Provider Registration on 11/22/20 at 1:03 pm	Completed on Nov 22nd, 2020 at 1:03 pm
Provider Certification	Karl Sander's Provider Registration on 11/20/20 at 10:20 am	Completed on Nov 20th, 2020 at 10:20 am
Provider Certification	Karl Sander's Provider Registration on 11/20/20 at 10:11 am	Completed on Nov 20th, 2020 at 10:11 am

## Future Access

When accessing the system after registering for the first time, you will be prompted to login with your username and password. **Once you have logged in successfully, you will always be directed to your personal account. You will need to switch to your Entity account.**

1. Click on the dropdown button with your name in the top right corner.
2. Click *Switch Accounts*.
3. Select the Entity account.
4. Click *Switch*.
5. You are now in your Entity account.

Your Personal dashboard includes your Personal applications, licenses, permits and registrations. Your Entity dashboard includes your provider registration and a view to search registered patients.

**To access your Entity dashboard, you will need to make sure you are on your Entity account. The dashboard button in the top right corner next to the blue bell icon indicates which dashboard (“My Dashboard” or “Entity Dashboard”) you are currently viewing.**

This is your Personal account dashboard:

The screenshot shows the 'My Dashboard' for the State of Maryland. The user is logged in as 'KS Karl'. The dashboard is divided into three main sections:

- Applications Requiring Your Action:** A table with columns 'APPLICATION NAME', 'SUBMITTED BY', and 'STATUS'. The content indicates 'There are no applications requiring your action at this time.'
- Your Recent Applications:** A table with columns 'APPLICATION NAME', 'SUBMITTED BY', and 'STATUS'. The content indicates 'There are no recent applications at this time.'
- My Licenses, Permits, & Registrations:** A box indicating 'You do not have any licenses yet.'

This is your Entity account dashboard:

The screenshot shows the 'Karl Sander's Provider Registration's Dashboard' for the State of Maryland. The user is logged in as 'KS Karl'. The dashboard has three tabs: 'Registered Patients', 'Documents', and 'Team'. The 'Documents' tab is active. The dashboard is divided into two main sections:

- Applications Requiring Your Action:** A table with columns 'APPLICATION NAME', 'SUBMITTED BY', and 'STATUS'. The content indicates 'There are no applications requiring your action at this time.'
- Karl Sander's Provider Registration's Recent Applications:** A table with columns 'APPLICATION NAME', 'SUBMITTED BY', and 'STATUS'. It lists three completed applications:

APPLICATION NAME	SUBMITTED BY	STATUS
Provider Registration	Karl Sander's Provider Registration on 11/22/20 at 1:03 pm	Completed on Nov 22nd, 2020 at 1:03 pm
Provider Certification	Karl Sander's Provider Registration on 11/20/20 at 10:20 am	Completed on Nov 20th, 2020 at 10:20 am
Provider Certification	Karl Sander's Provider Registration on 11/20/20 at 10:11 am	Completed on Nov 20th, 2020 at 10:11 am

# Viewing Registered Patients - Dispensary Agents Only

As a registered Dispensary Agent, you will have access to a view of all registered patients.

1. On the Entity Dashboard click the Registered Patients Tab.

The screenshot shows the 'Registered Patients' tab selected in the navigation menu. The search bar is empty, and the table below it displays 'No results found.' The table headers are: MMCC ID, PATIENT NAME, PATIENT TYPE, PATIENT STATUS, and PATIENT EXPIRATION DATE. The text 'You've reached the end of the list' is visible at the bottom of the table area.

2. Here you can search for Registered Patients by entering their registration number.

The screenshot shows the same 'Registered Patients' tab, but the search bar now contains the text 'P06M198D11C10A8'. The table below it still displays 'No results found.' The text 'You've reached the end of the list' is visible at the bottom of the table area.

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3. You must click Enter on your keyboard to see the search results.

Maryland OneStop Licensures and Permits Entity's Dashboard KS Karl

## Karl Sander's Provider Registration's Dashboard

State of Maryland

Registered Patients Documents Team

### Registered Patients

Search Registered Patients

Q P06M-A98D-AA6C-40A8

MMCC ID	PATIENT NAME	PATIENT TYPE	PATIENT STATUS	PATIENT EXPIRATION DATE
P06M-A98D-AA6C-40A8	John Saints	Adult Patient	Registered	Nov 25th, 2020 at 12:00 am

You've reached the end of the list

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