

# 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.

# 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.

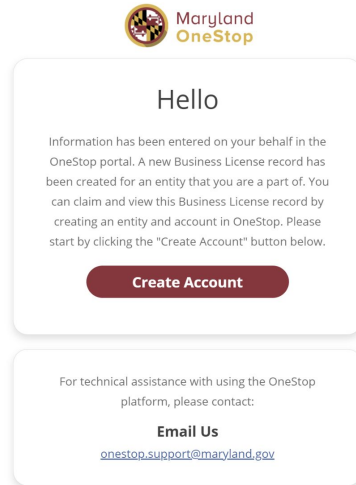
**Entity Account.** You will need to create an entity account to view your MMCC Agent Registration. As a Dispensary Agent, the entity account will allow you to conduct business related to your Agent Registration and view registered patients.

## 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

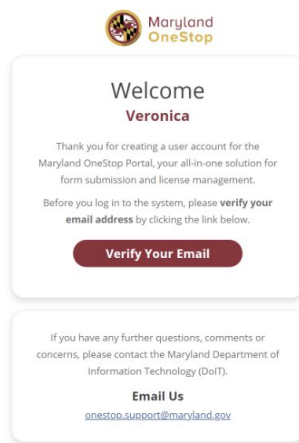
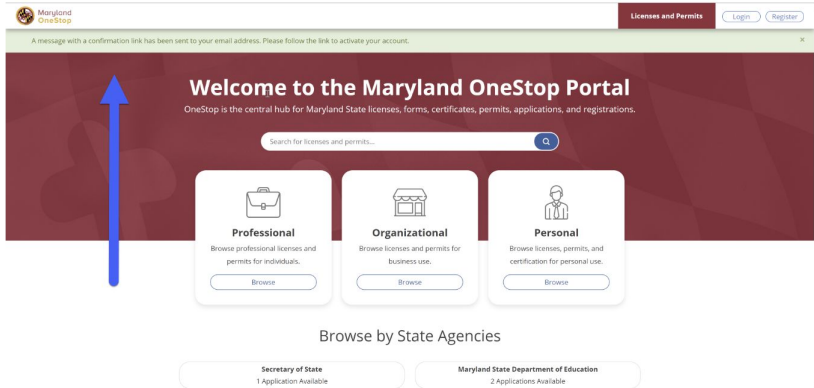
1. You will receive an email that information has been entered on your behalf in OneStop. Click the red *Create Account* button.



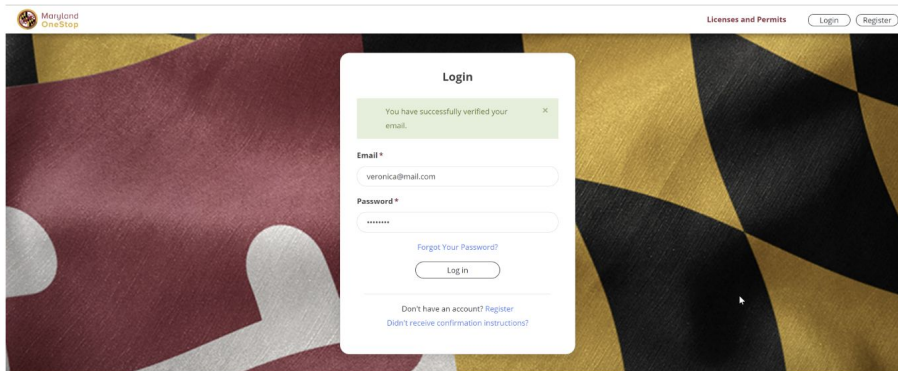
2. Create a Personal account by entering your information.

A screenshot of the "Register" form on the Maryland OneStop website. The form is titled "Register" and is set against a background of the Maryland state flag. The form fields include: "First Name \*" with the value "Veronica", "Last Name \*" with the value "Haven", "Email \*" with the value "veronica@mail.com", "Password \*" (masked with asterisks), and "Confirm Password \*" (masked with asterisks). Below the password fields, there 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." A red "Register" button is at the bottom of the form. Below the button, there is a link: "Already have an account? Log in". The top right of the page shows "Licenses and Permits" and "Login Register" buttons.

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

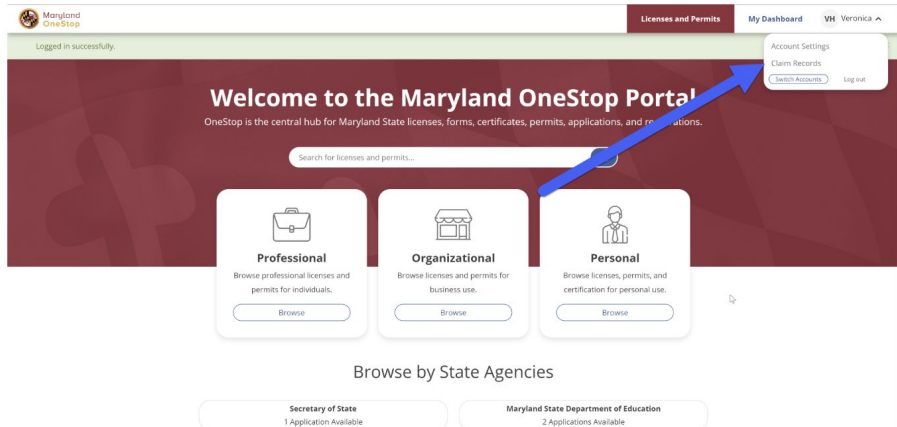


4. Now that you have verified your email, log in with your credentials.

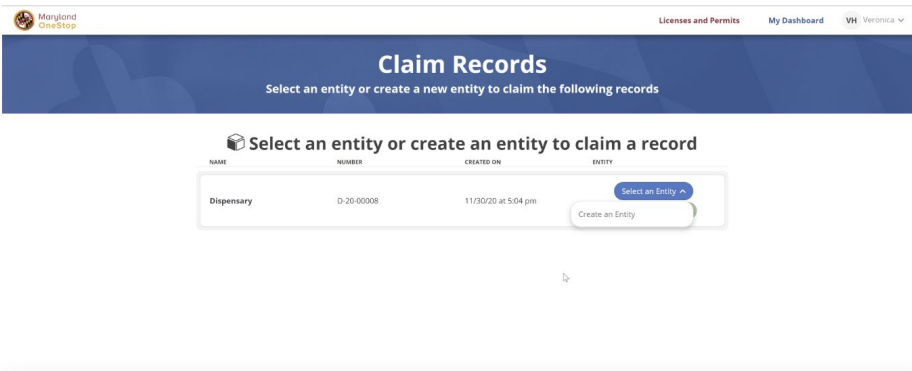
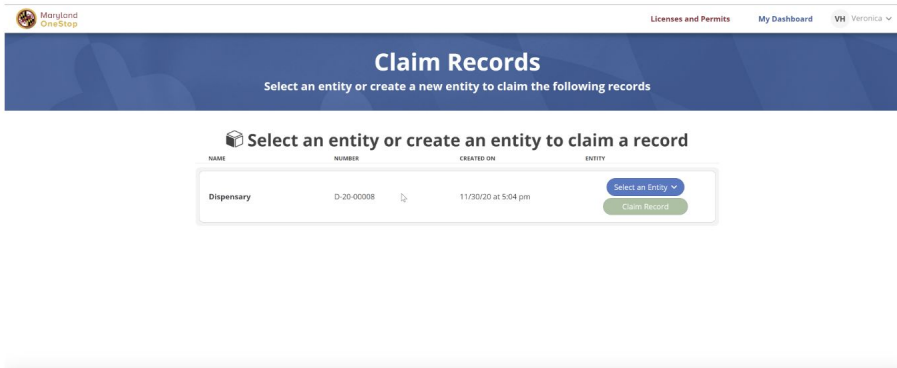


# Claim your Record Email/Create your Entity Account

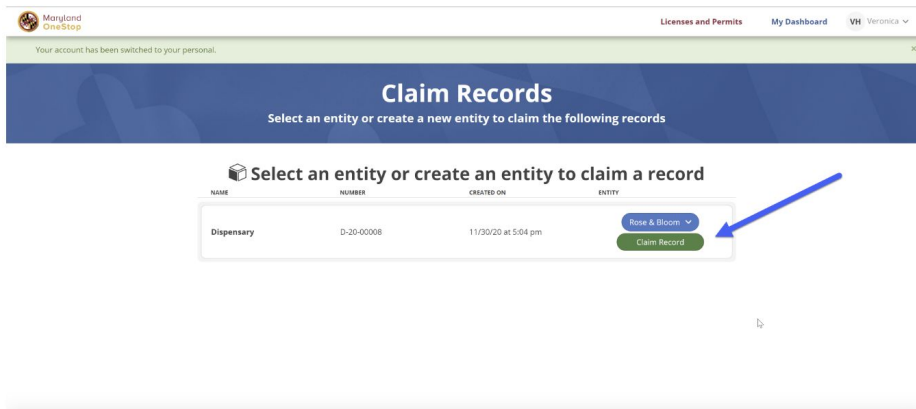
1. Log in using your Personal account information. While in your Personal account, click your account name located on the top-right corner of the screen. In the drop down, click the *Claim Records* button.



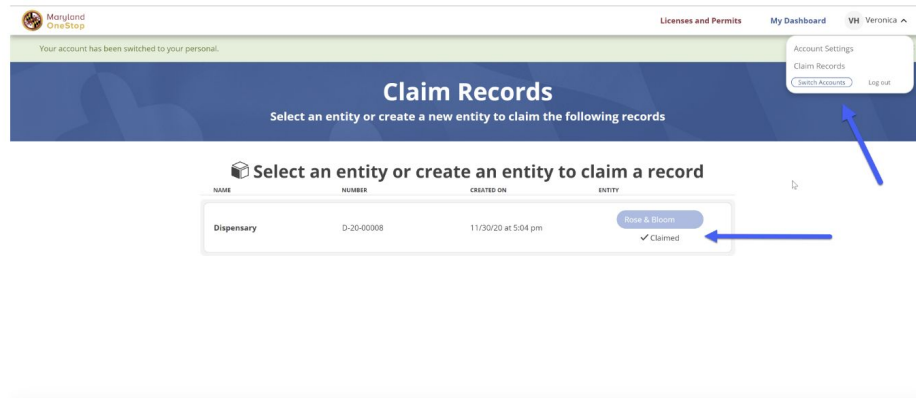
2. On the Claim Records page, click the blue *Select an Entity* button. You will need to *Create an Entity*. Enter the name of the Entity.



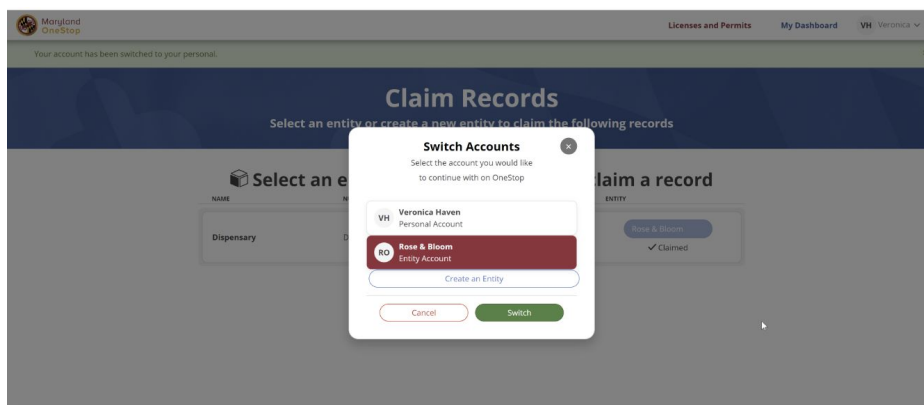
- Using the Entity account you just created, you will select the now green *Claim Record* button.



- 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.



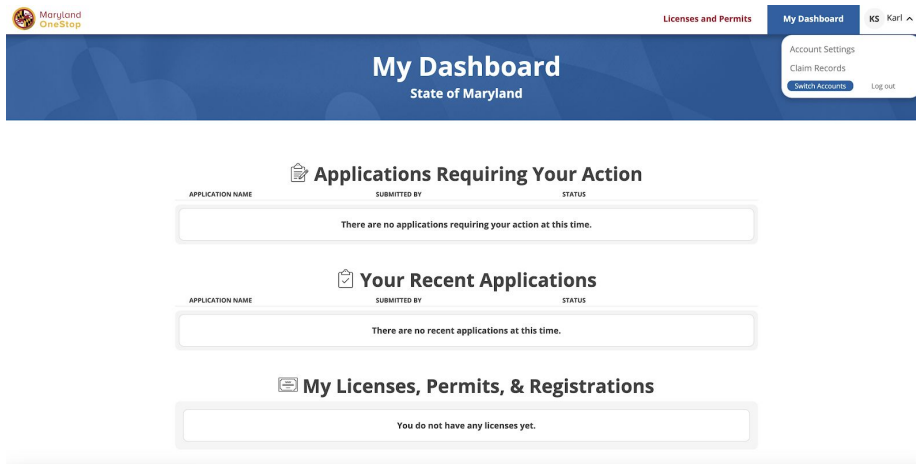
- Select your Entity and select the green *Switch* button.



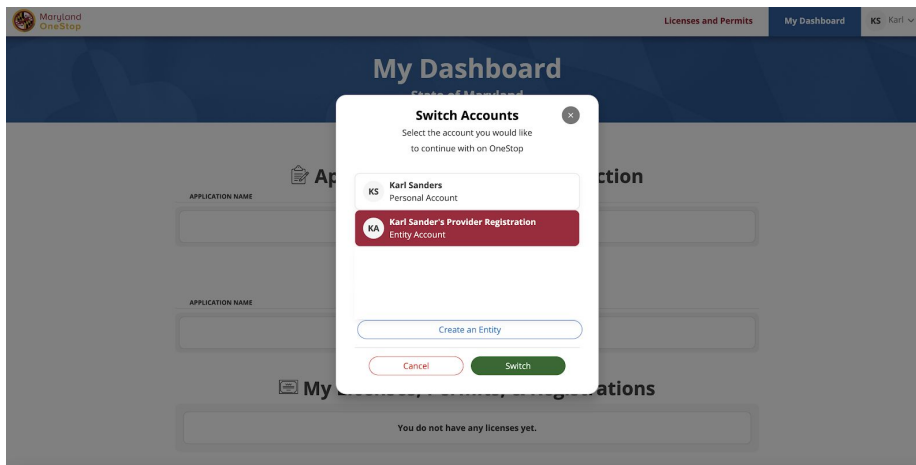
# Switch Between Accounts

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**.

The screenshot shows the 'Karl Sander's Provider Registration's Dashboard' for the State of Maryland. The top navigation bar includes 'Licenses and Permits', 'Entity's Dashboard', and a user profile 'KS Karl'. Below the navigation bar, there are tabs for 'Registered Patients', 'Documents', and 'Team'. The main content area is titled 'Applications Requiring Your Action' and contains a message: 'There are no applications requiring your action at this time.' Below this, there is a section for 'Karl Sander's Provider Registration's Recent Applications' with a table of application records.

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:

Maryland OneStop

Licenses and Permits My Dashboard KS Karl

### My Dashboard

State of Maryland

#### Applications Requiring Your Action

APPLICATION NAME	SUBMITTED BY	STATUS
There are no applications requiring your action at this time.		

#### Your Recent Applications

APPLICATION NAME	SUBMITTED BY	STATUS
There are no recent applications at this time.		

#### My Licenses, Permits, & Registrations

You do not have any licenses yet.		
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This is your Entity account dashboard:

Maryland OneStop

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

APPLICATION NAME	SUBMITTED BY	STATUS
There are no applications requiring your action at this time.		

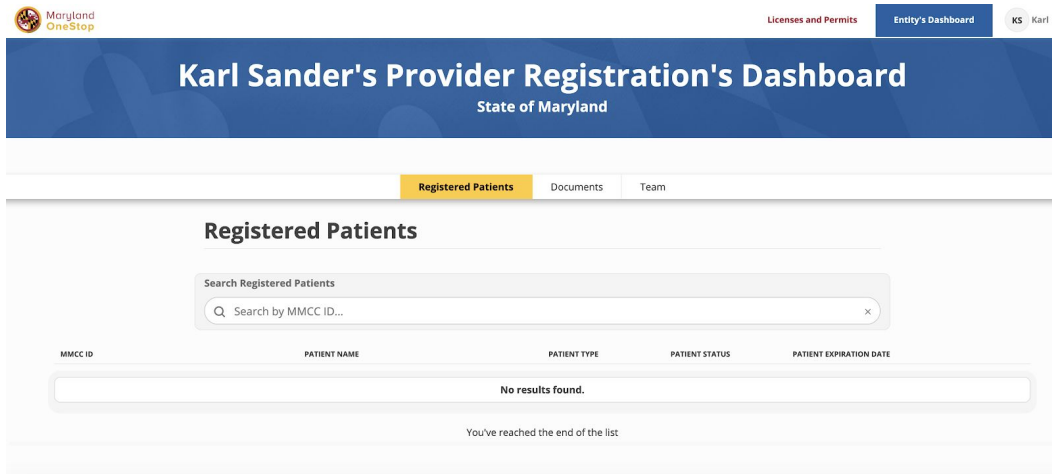
#### Karl Sander's Provider Registration's Recent Applications

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# 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.



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

## Karl Sander's Provider Registration's Dashboard

State of Maryland

Registered Patients | Documents | Team

### Registered Patients

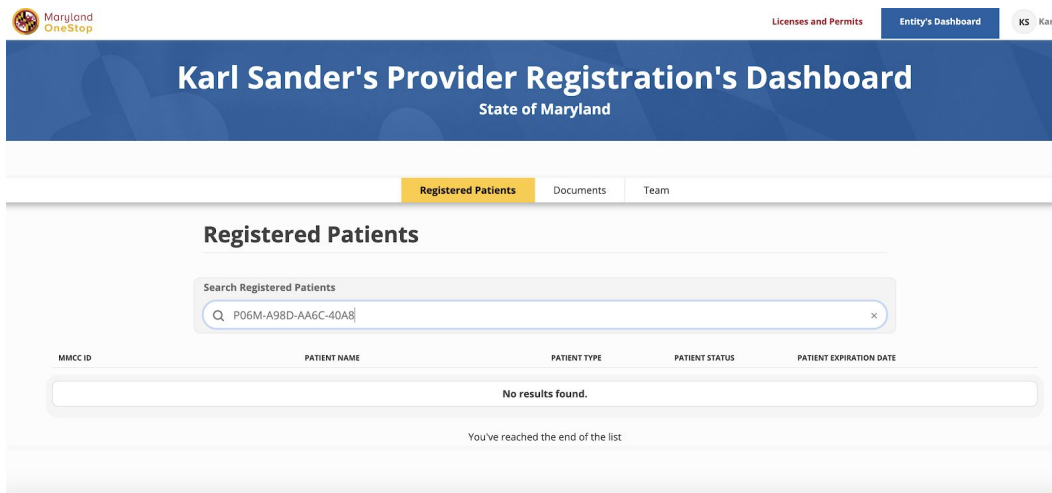
Search Registered Patients

Search by MMCC ID...

MMCC ID	PATIENT NAME	PATIENT TYPE	PATIENT STATUS	PATIENT EXPIRATION DATE
No results found.				

You've reached the end of the list

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



Maryland OneStop | Licenses 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

P06M-A98D-AA6C-40A8

MMCC ID	PATIENT NAME	PATIENT TYPE	PATIENT STATUS	PATIENT EXPIRATION DATE
No results found.				

You've reached the end of the list

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

The screenshot displays the 'Karl Sander's Provider Registration's Dashboard' for the State of Maryland. The page includes a navigation bar with 'Registered Patients', 'Documents', and 'Team' tabs. A search bar is present with the query 'P06M-A98D-AA6C-40A8'. Below the search bar is a table with the following data:

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

Below the table, it states 'You've reached the end of the list'.