

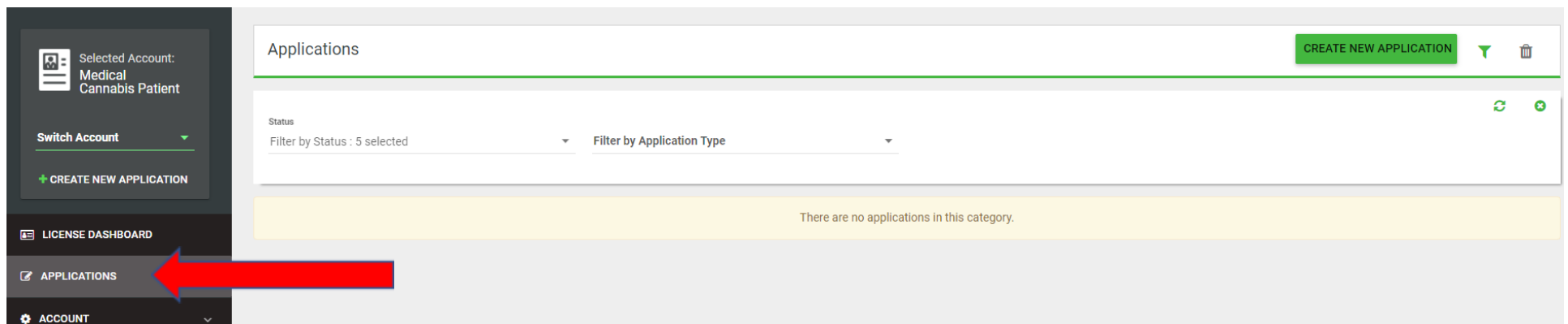
Patient User Guide

For Submitting a Renewal Application

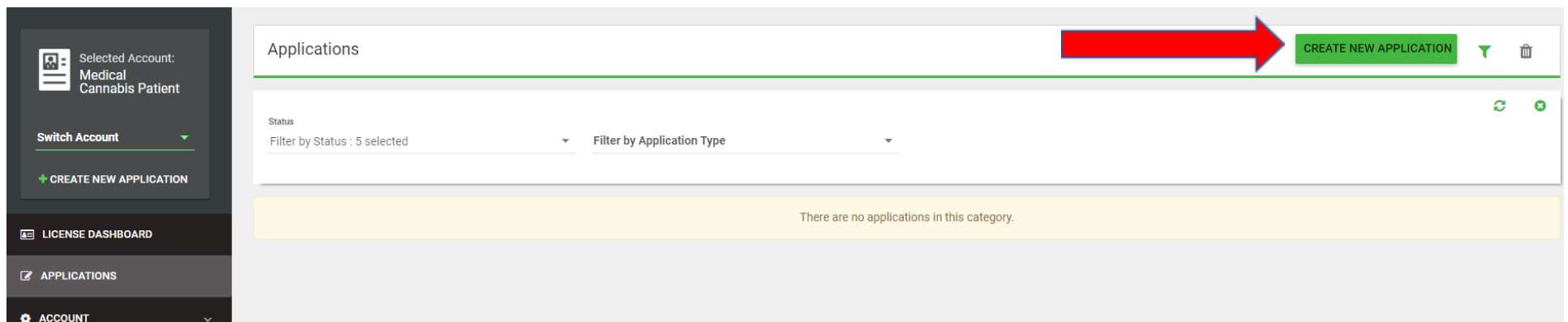
ID Card and Certification are Expiring

Log into your account at <https://wv-public.mycomplia.com>.

Click on “Applications” on the left side of your screen.



Click on “Create New Application” on the right side of your screen.



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Select I am a Patient then click on Patient Renewal then click Create Application.

The screenshot shows a web interface for creating a new application. At the top, a green header bar contains the text "New Application" and a close button (x). Below the header, a light blue box displays "You are creating a new application for:" followed by a redacted name. Underneath, there is a dropdown menu labeled "I am a*" with "Patient" selected. A red arrow points to this dropdown. Below the dropdown are three buttons: "New Patient Registration", "Patient Update", and "Patient Renewal". The "Patient Renewal" button is highlighted in green and has a checkmark icon, with a red arrow pointing to it. Below these buttons is a light blue information box with an 'i' icon and the text: "Please switch accounts if you want to create an application for a different person or business." At the bottom of the interface, a green button labeled "CREATE APPLICATION" is highlighted with a large red arrow.

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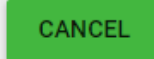
Select your License Number beginning with PAT00. Then click Save.

Applications / Patient Renewal

LICENSE INFORMATION GENERAL INFORMATION CONTACT INFORMATION LEGAL GUARDIAN INFORMATION PHYSICIAN / CONDITION INFORMATION QUESTIONS DOCUMENTS PAYMENT REVIEW

Please select the applicable license number from the drop down. Please note: If your license has been deactivated or is expired, it may not appear in the drop down. You may review the document requirements for each update type by clicking the tip icon.

License Number * 

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Next select from the top tabs any information that you need to correct. Otherwise, the information from your original application will remain the same. For an annual physician's certification renewal, you will need to upload your Physician's Certification by clicking on the Physician/Condition Information Tab.

Applications / Patient Renewal

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License Number *
PAT00 [REDACTED]

SAVE SAVE & NEXT CANCEL

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Select "View Available Certifications"

Applications / Patient Renewal


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This information can be obtained from the medical cannabis patient certification form you receive from your West Virginia Medical Cannabis Program registered physician.

Certification Type

Please select the type of physician certification to start with: *

Online - Electronic Certification

 **VIEW AVAILABLE CERTIFICATIONS**

Patient User Guide For Submitting a Renewal Application ID Card and Certification are Expiring

The Online-Electronic Certification will populate then select the Physician Certification by clicking on the appropriate one. Click update.

Physician Certification Selection

Please select the Physician Certification by clicking on respective sections below.

Physician Name: [REDACTED]	✓
[REDACTED]	
Recommendation ID: [REDACTED]	Examination Date: 03/01/2022

The new Physician's Certification will automatically update to your application.

Hit Save & Next until you get to the Review Tab and make sure everything has a green check mark.

Review your application and hit "Submit".

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- How do I change my mailing address? If your application is still pending, send an email to medcanwvpatients@wv.gov to request the application be rejected back to you for correction. If your application has been approved, you would submit a Patient Update application.
- How do I change my name? If your application is still pending, send an email to medcanwvpatients@wv.gov to request the application be rejected back to you for correction. If your application has been approved, you would submit a Patient Update application.
- Can I update my photo? If your application is still pending, send an email to medcanwvpatients@wv.gov to request the application be rejected back to you for correction. If your application has been approved, you would submit a Patient Update application.
- How do I request a change to my “Physician Limitations” for my allowable monthly purchase amount and/or form? If your application is still pending, send an email to medcanwvpatients@wv.gov to request the application be rejected back to you for correction. If your application has been approved, you would submit a Patient Update application.
No changes are made until the Program reviews and approves it.
- How can I change the email address on our account? You may change your email on the account, by adding another email. Login to Account, Settings, Security and Add User. You will need to logout and login as the new user email and then remove the old email you are changing out. If you want to add an email back, simply View the Removed Users and restore the email.

Technical Help Contact Information

If you have technical support questions and need assistance with logging in, switching accounts, or utilizing the portal properly, please contact support-wv@mycomplia.com or [\(720\) 259-8357](tel:7202598357) for any further assistance.

Please provide your license number or application id number, your name and as many details as possible when contacting technical support. When you email support, a ticket is automatically created with your request details.