

INDIVIDUAL LICENSING PORTAL

What is the Individual Licensing Portal?

Provides patients with the following features:

- Ability to submit and track new and renewal applications
- Access to view, download, and print electronic card
- Access to view allotment transaction history

How do I login?

Access the [Portal](#) at the following website: <https://individual-licensing.azdhs.gov>

- If you have an active card, you already have an account. **DO NOT** create a new account, because it will not be linked to your card.
- Your **username** is the email address you provided on your most recent application.
- If you have forgotten your **password**, or you are logging on for the first time, click the 'Forgot Password' link on the login page, and an email will be sent to you.

ACCOUNT ISSUES

What if I don't know which email address was submitted on my application, or if I no longer have access to the email address associated with my account?

- You can request to update the email address associated with your account by submitting our electronic Email Update Form: <https://bit.ly/2CgqpX5>

What if I don't have access to my card or allotment history when I login?

- You may have created a new account that is not linked to your card. You can request to update the email address associated with the account tied to your card by submitting our electronic Email Update Form: <https://bit.ly/2CgqpX5>

ALLOTMENT HISTORY

Per the Arizona Medical Marijuana Act (AMMA), a patient may purchase **up to 2.5 oz.** of medical marijuana in **any 14-day window**. Dispensaries must record how much medical marijuana is dispensed during each transaction, and it is tracked in the electronic Verification System.

- Patients can see a **60-day history** of their allotment transactions in their [Portal](#).
- Only the **purchases made today, and the previous 13 days** are calculated to determine how much of their 2.5 oz. the patient has available today.
- Dispensary agents can only see how much allotment a patient has available, not their transactions.

ALLOTMENT ISSUES

What if I see an error in my transaction history?

- Contact the dispensary. The dispensary has the ability correct errors for 72 hours after the transaction.
 - We encourage patients to **check their allotment history often** in case a correction is needed.
 - **ADHS cannot edit transactions**, because the AMMA only gives dispensaries the authority to enter allotments into the electronic Verification System.

What if I want to report an issue to ADHS?

- Submit a complaint via the [Online Complaint Form](#) available on our website. ADHS investigates all complaints within our jurisdiction to determine if a violation of the regulations can be substantiated.

CONTACT INFORMATION

Email: M2ProgramSupport@azdhs.gov

Phone: (602) 364-1793

Website: <https://azdhs.gov/licensing/medical-marijuana>

Portal: <https://individual-licensing.azdhs.gov>

Update Email

Request Form: <https://bit.ly/2CgqpX5>