Cannabis Control Commission
COMMONWEALTH OF MASSACHUSETTS

Medical Use of Marijuana Program Online System (Online System) Release 5.0 User Interface Updates Document

JANUARY 2020

Massachusetts Cannabis Control Commission:

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1. Introduction

This document lists the changes made to the Medical Use of Marijuana Online System with the release of Version 5.0. The main change in this release is the migration of the system from the Executive Office of Health and Human Services (EOHHS) Virtual Gateway (VG) to a Cannabis Control Commission private cloud environment hosted on Amazon Web Services (AWS) GovCloud. With respect to this migration, a new custom security module has been created to replace the VG's Authentication and Identity Management Solution (AIMS).

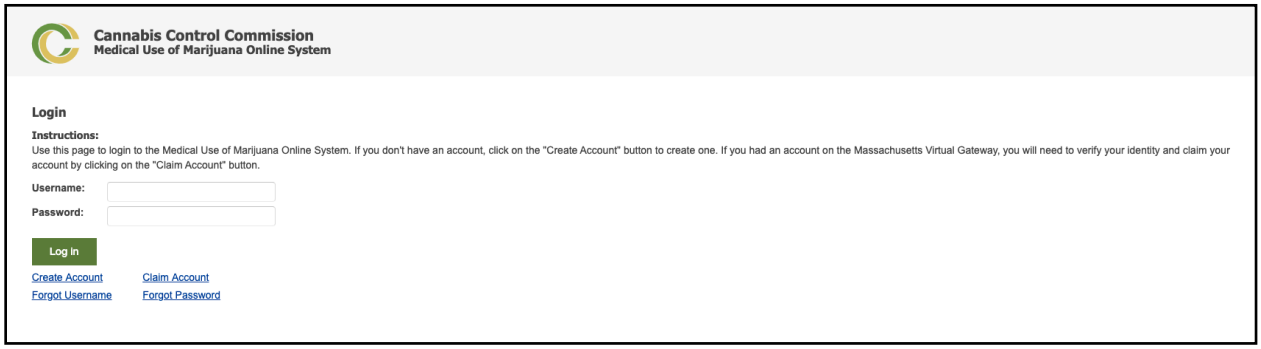
In addition these security changes the system now also supports Physician Assistant registration as medical providers.

This document was prepared for review by the Cannabis Control Commission communications team and lists all of the security changes for each of the stakeholders and includes instructions for account creation, account claiming, password change, and forgot username/password.

2. Changes to the Patient Portal

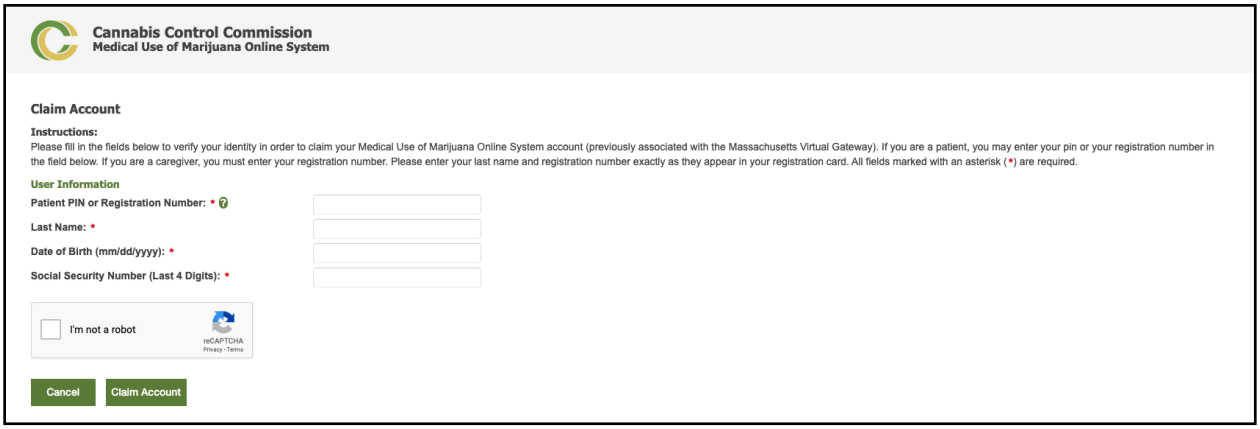
2.1. Login Page

The first page that the patient or caregiver will see when they access the system is the Login page. Here, they can login with their username and password to access the system. There are also links for the user to create a new account, claim an existing account that was linked to the VG, recover their username and reset their password.

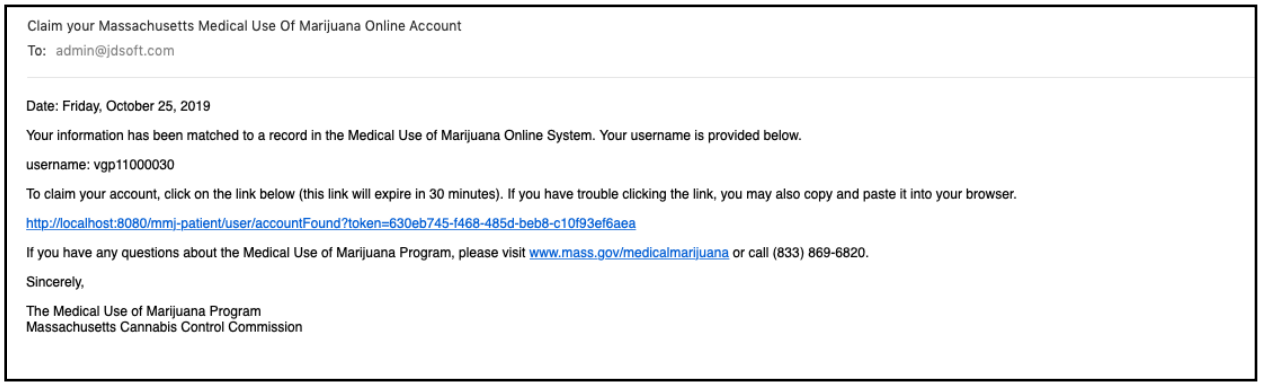


2.2. Claiming an Existing Account

Previously, patients and caregivers needed to login to the Massachusetts Virtual Gateway in order to access the MMJ System. These users will be able to claim their existing accounts which were linked to the VG and create a new password for their account by clicking the “Claim Account” link on the login page. They will be prompted to enter their registration number, last name, date of birth, last four digits of their social security number. They will also need to pass a captcha. If the user is a patient, they may also enter their pin instead of their registration number.



If this information matches with a patient or caregiver in the system, they will be sent an email to their registered email address with a link to claim their account.

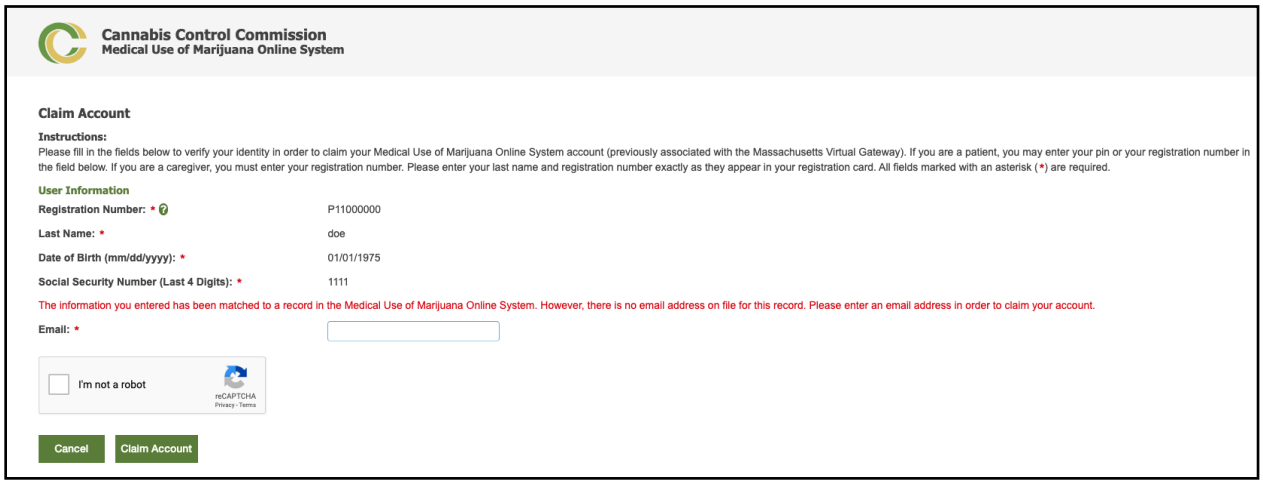


The link will contain a time sensitive token (30 minutes). Once the user clicks on the link they will go to a page where they will be prompted to enter a password for their account.

If a user does not click the link and create a password within the token timeout period they will need to re-enter their identifying information again to have another email sent.

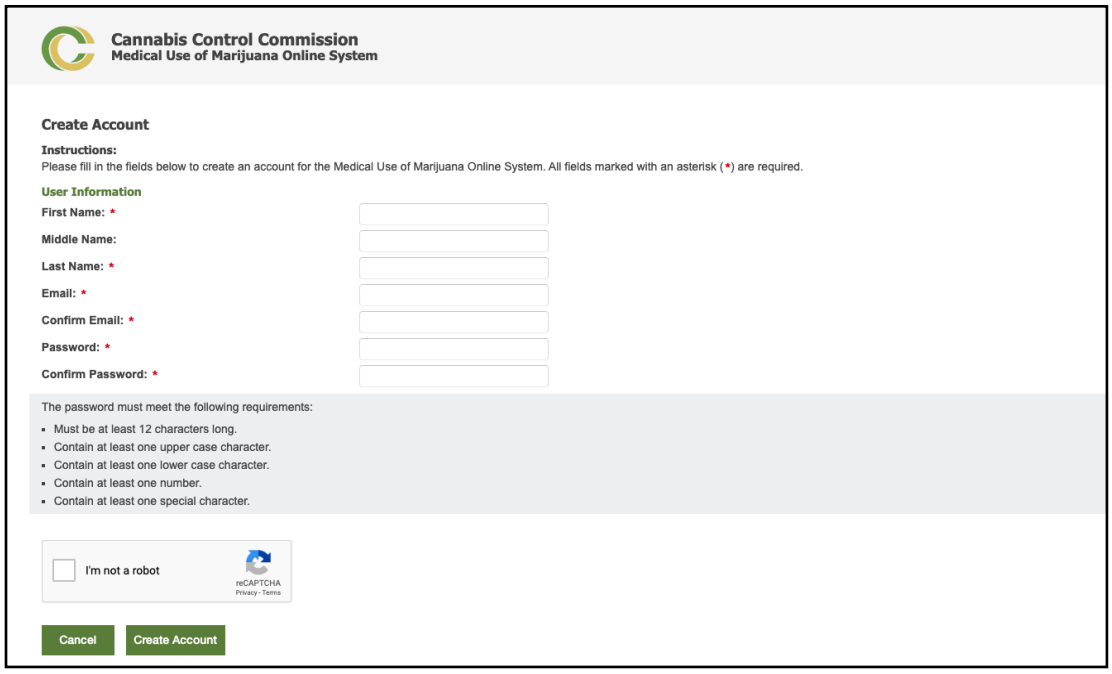
Once the user creates a password and clicks on the “Create Password” button, they will be redirected to a confirmation page with a link to return to the login page where they can login with their new password.

If a user has an account that is linked to a patient and the user has not passed the demographic info page in the registration process, it is possible that they may not have an email saved on their record. In this case the user is prompted for an email address and they are sent the confirmation email at this email address. Once they are finished with the account claim process, this email address is saved on their user account.

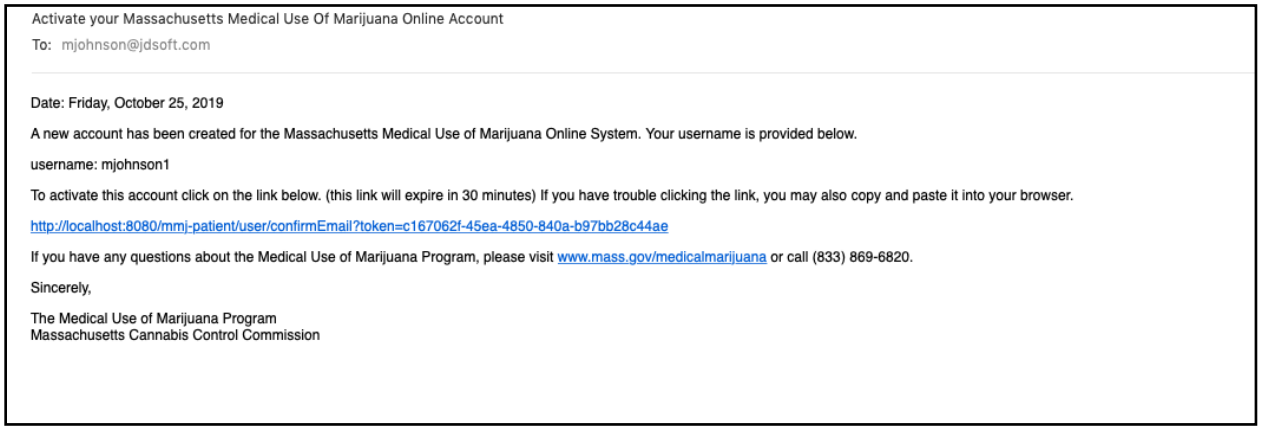


2.3. New Account Creation

A patient or caregiver will create a new account by gong to the login page and clicking on the "Create Account" link. Then they will provide an email address, first name, middle name, last name, password and will also need to pass a captcha. The system will generate a username for them based on their first name and last name.



They then will be sent an email confirmation with a link containing a time sensitive token (30 minutes).



Activate your Massachusetts Medical Use Of Marijuana Online Account

To: mjohnson@jdsoft.com

Date: Friday, October 25, 2019

A new account has been created for the Massachusetts Medical Use of Marijuana Online System. Your username is provided below.

username: mjohnson1

To activate this account click on the link below. (this link will expire in 30 minutes) If you have trouble clicking the link, you may also copy and paste it into your browser.

http://localhost:8080/mmj-patient/user/confirmEmail?token=c167062f-45ea-4850-840a-b97bb28c44ae

If you have any questions about the Medical Use of Marijuana Program, please visit www.mass.gov/medicalmarijuana or call (833) 869-6820.

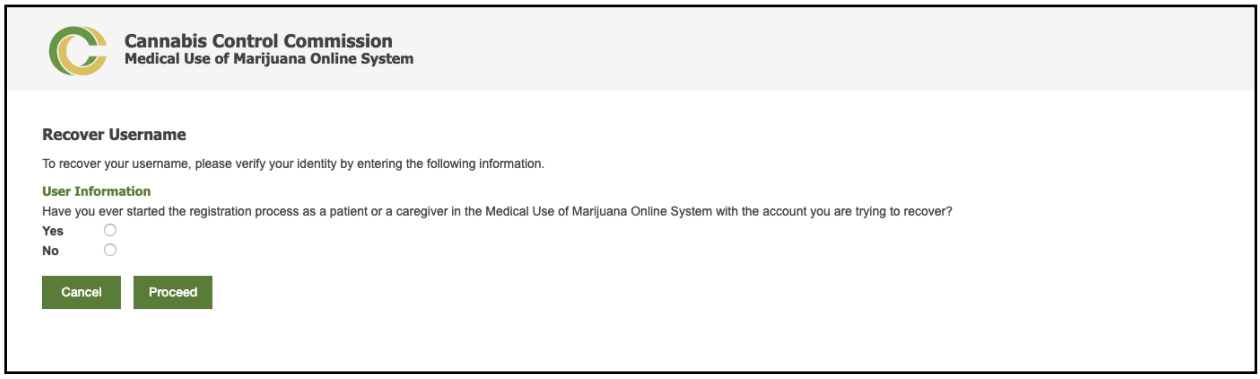
Sincerely,

The Medical Use of Marijuana Program
Massachusetts Cannabis Control Commission

When they click the link they will confirm their email address and be redirected to a confirmation page with a link to return to the login page where they can login and proceed with registration in the same way as current applicants.

2.4. Forgot Username

When a patient or caregiver clicks on “Forgot Username” on the login page, they are asked if they have previously started a registration with this account.



Cannabis Control Commission
Medical Use of Marijuana Online System

Recover Username

To recover your username, please verify your identity by entering the following information.

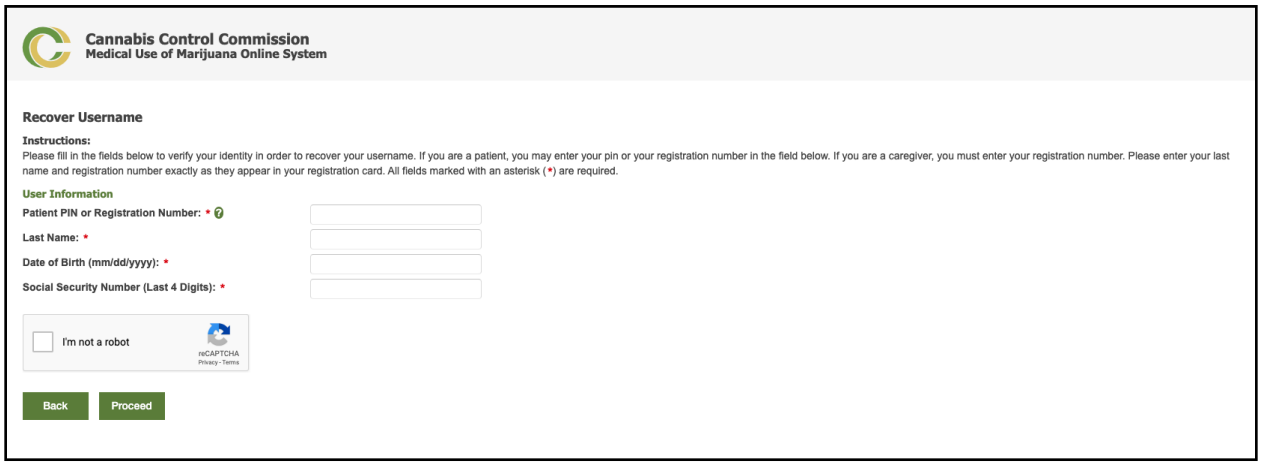
User Information

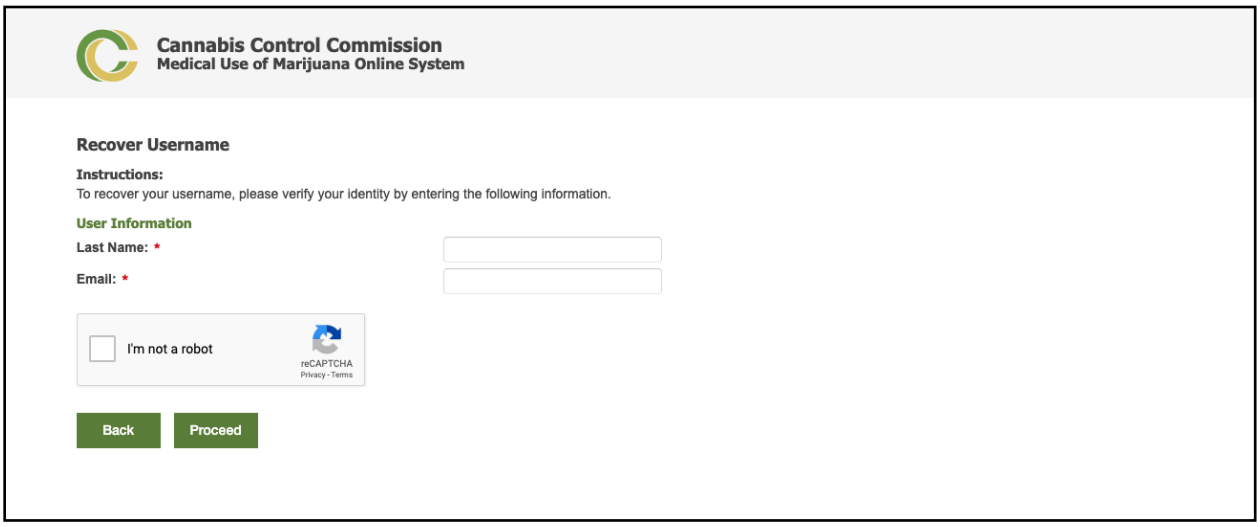
Have you ever started the registration process as a patient or a caregiver in the Medical Use of Marijuana Online System with the account you are trying to recover?

Yes ○
No ○

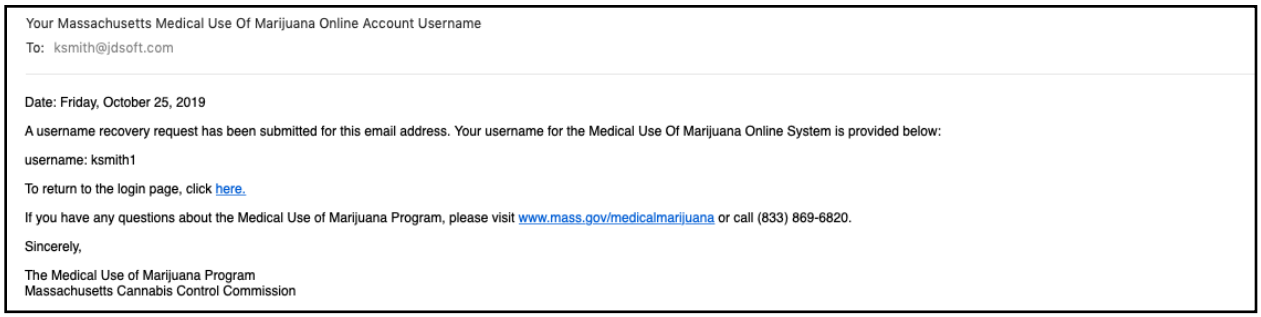
Cancel Proceed

If they have, they will need to enter their registration number, last name, date of birth, and last four digits of their social security number and they will also need to pass a captcha. If the user is a patient, they may also enter their pin instead of their registration number. If they haven't started a registration with the account they are trying to recover, they will need to enter their last name and email address.



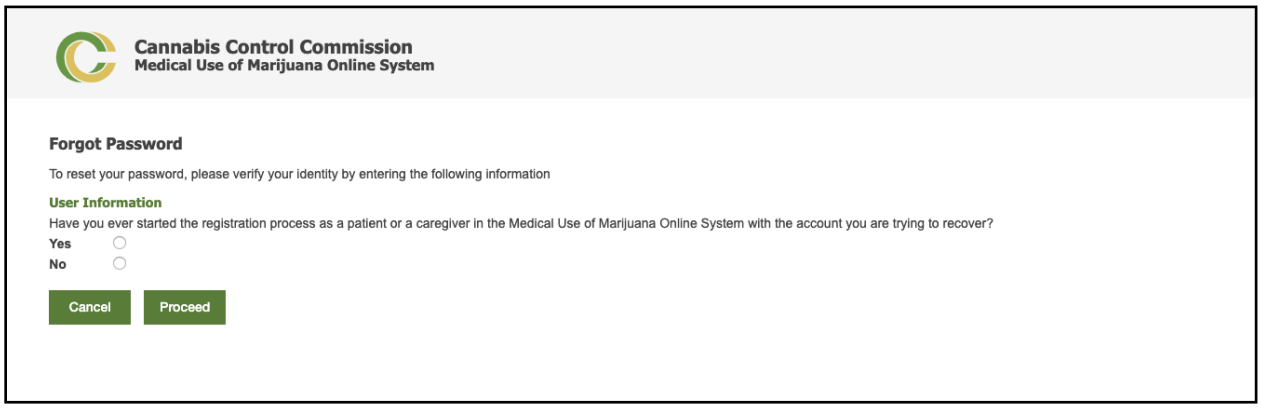


If the information matches a patient or caregiver in the system, they are sent an email with their username.

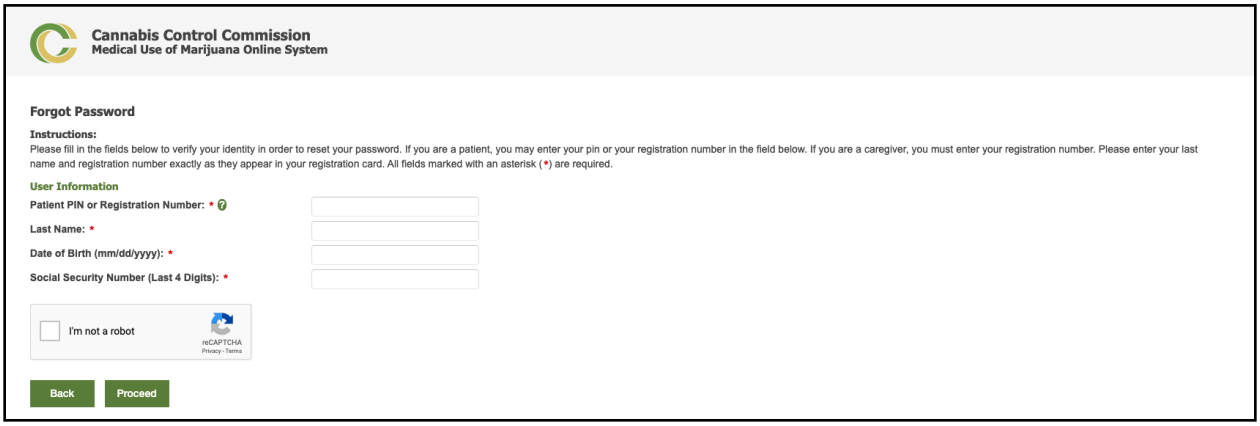


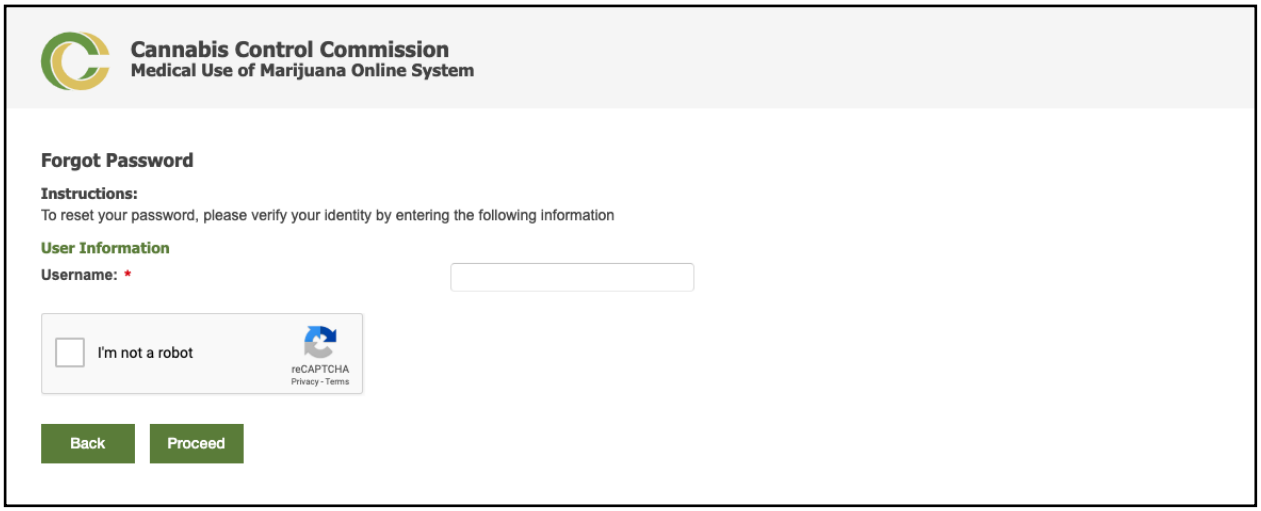
2.5. Forgot Password

When a patient or caregiver clicks on “Forgot Password” on the login page, they are asked if they have previously started a registration with this account.

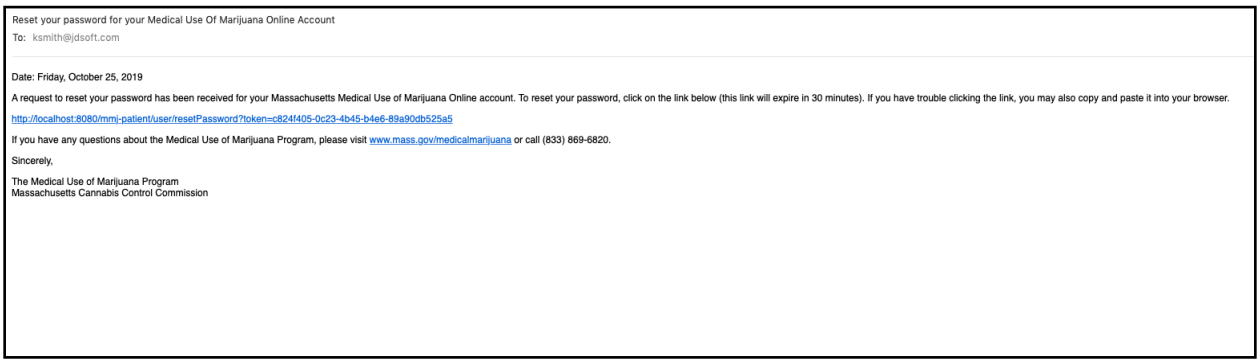


If they have, they will need to enter their registration number, last name, date of birth, and last four digits of their social security number and also pass a captcha. If the user is a patient, they may also enter their pin instead of their registration number. If they haven't started a registration with the account they are trying to recover, they will need to enter their username.





If the information matches a patient or caregiver in the system, they are sent an email with a with a link containing a time sensitive token (30 minutes)



Reset your password for your Medical Use Of Marijuana Online Account

To: ksmith@jdsoft.com

Date: Friday, October 25, 2019

A request to reset your password has been received for your Massachusetts Medical Use of Marijuana Online account. To reset your password, click on the link below (this link will expire in 30 minutes). If you have trouble clicking the link, you may also copy and paste it into your browser.

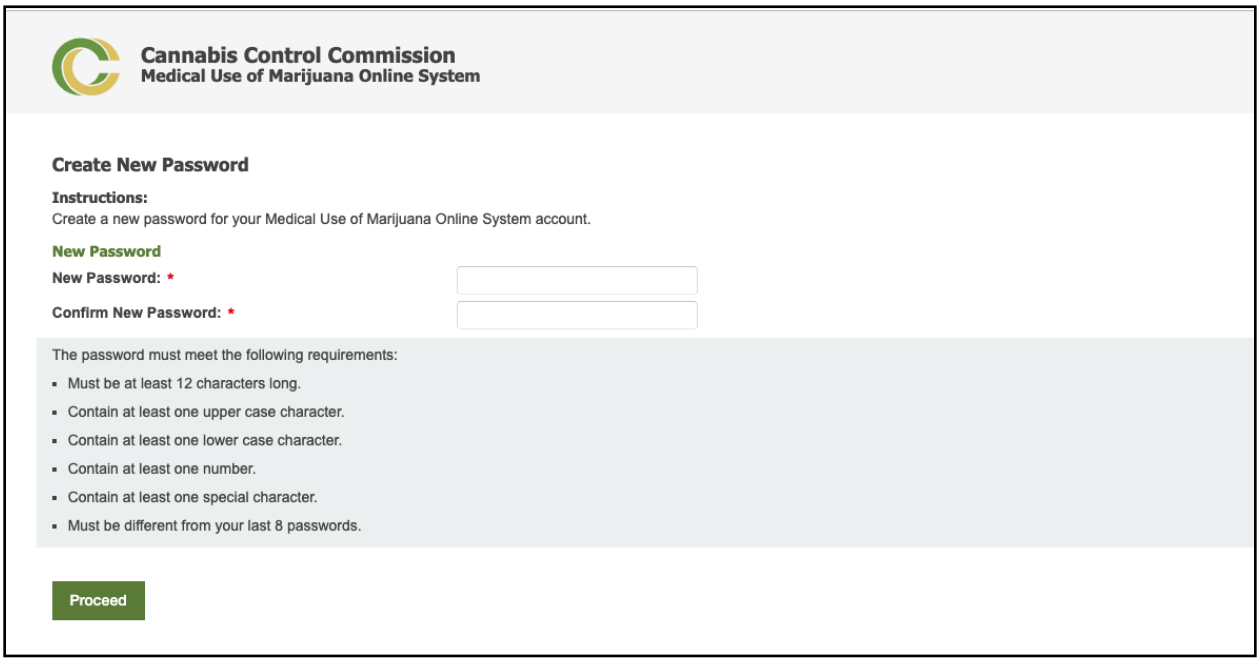
http://localhost:8080/mmj-patient/user/resetPassword?token=c824f405-0c23-4b45-b4e6-89a90db525a5

If you have any questions about the Medical Use of Marijuana Program, please visit www.mass.gov/medicalmarijuana or call (833) 869-6820.

Sincerely,

The Medical Use of Marijuana Program
Massachusetts Cannabis Control Commission

On clicking the link, they are taken to a page where they can set a new password.



Cannabis Control Commission
Medical Use of Marijuana Online System

Create New Password

Instructions:
Create a new password for your Medical Use of Marijuana Online System account.

New Password

New Password: *

Confirm New Password: *

The password must meet the following requirements:

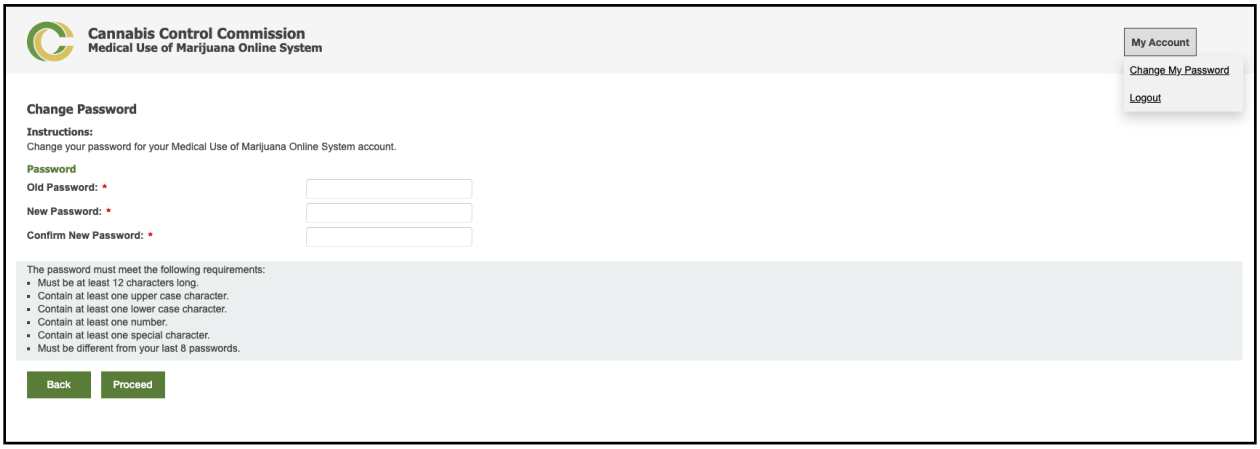
- Must be at least 12 characters long.
- Contain at least one upper case character.
- Contain at least one lower case character.
- Contain at least one number.
- Contain at least one special character.
- Must be different from your last 8 passwords.

Proceed

On setting a new password and clicking the “Proceed” button, they are taken to a confirmation page with a link to return to the login page.

2.6. Change Password

Once a user is logged in, they can change their password by clicking the “Change My Password” link from the “My Account” menu on the top right of the page. The will be required to enter their existing password and provide their new password. Once their password is changed they are shown a confirmation page with a link to return to the home page.



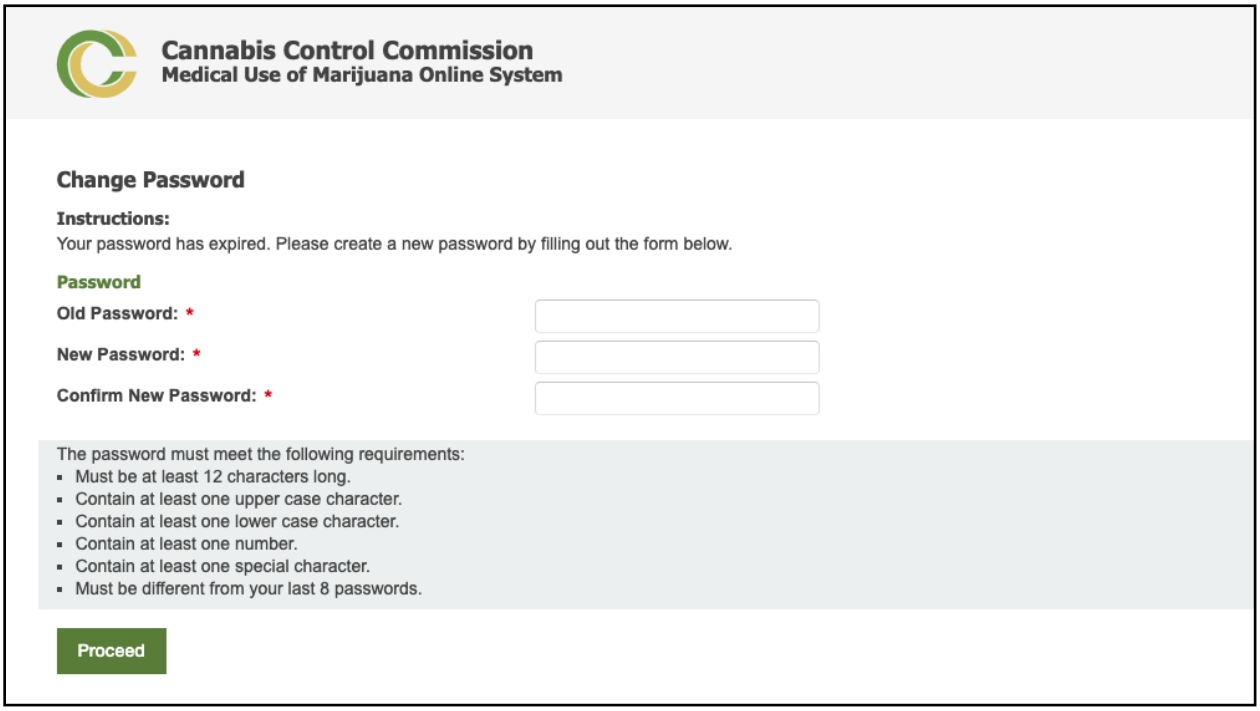
2.7. Password Policy

The system has the following requirements for passwords for patients and caregivers.

- Must be at least 12 characters long.
- Contain at least one uppercase character.
- Contain at least one lowercase character.
- Contain at least one number.
- Contain at least one special character.
- When changing a password, a user may not use their last 8 passwords.

2.8. Password Expiry

Patient and caregiver passwords expire every 90 days from the date the password was created or changed. When a user's password is expired, they are forced to reset their password the next time they login. Commission users with the appropriate roles may also manually force a user to change their password on next login through the interface.



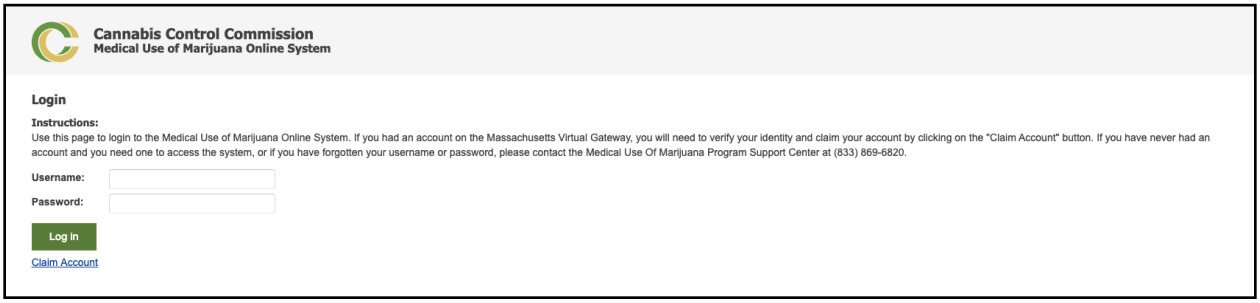
2.9. Account Locking

After 5 failed login attempts within 15 minutes of each other the user's account will be locked for 15 minutes. If the user tries to log in again after this, they will get a message telling them that their account is locked and they need to wait for 15 mins before trying again. Commission users with the appropriate roles may also manually unlock a user's account.

3. Changes to the Medical Provider Portal

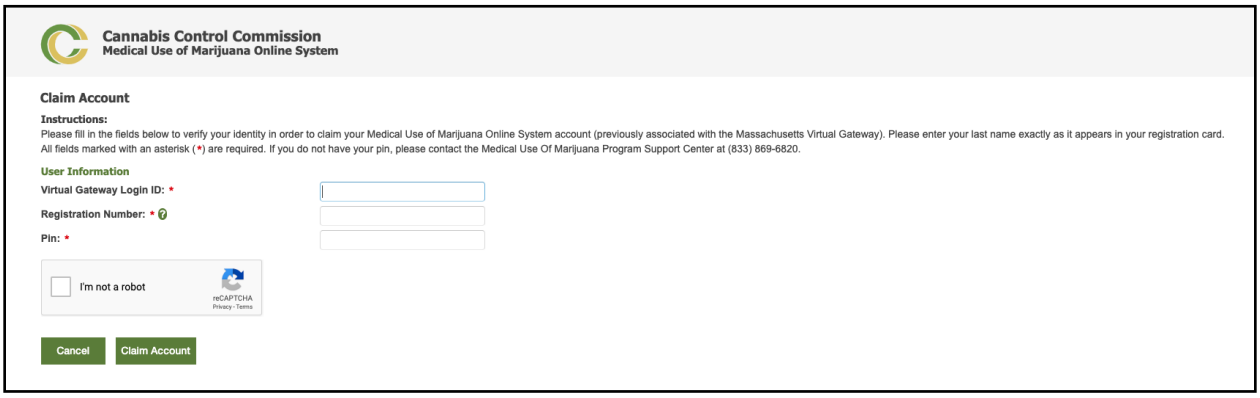
3.1. Login Page

The first page that the medical provider will see when they access the system is the Login page. Here, they can login with their username and password to access the system. There is also a link for the user to claim an existing account that was linked to the VG.

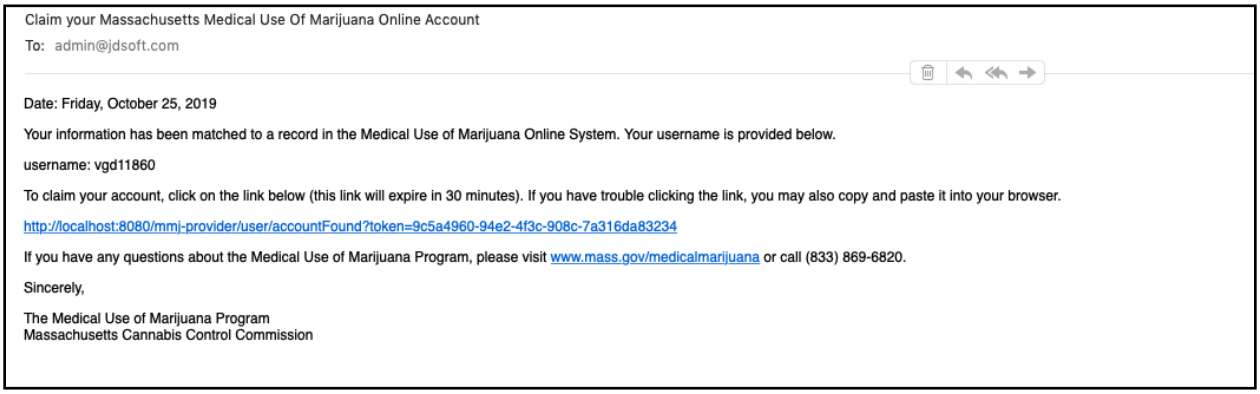


3.2. Claiming an Existing Account

Previously, medical providers needed to login to the Massachusetts Virtual Gateway in order to access the MMJ System. These users will be able to claim their existing accounts which were linked to the VG and create a new password for their account by clicking the “Claim Account” link on the login page. They will be prompted to enter their virtual gateway login id, registration number, and an account recovery PIN number (see below). The PIN number will be pre-generated and provided to the Commission so that they may provide it to existing medical providers. The PIN is required because there is limited non-public information that is collected from Medical Providers.



If this information matches exactly, they will be sent an email to the email address on the provider record with a link to claim their account.



Claim your Massachusetts Medical Use Of Marijuana Online Account

To: admin@jdsoft.com

Date: Friday, October 25, 2019

Your information has been matched to a record in the Medical Use of Marijuana Online System. Your username is provided below.

username: vgd11860

To claim your account, click on the link below (this link will expire in 30 minutes). If you have trouble clicking the link, you may also copy and paste it into your browser.

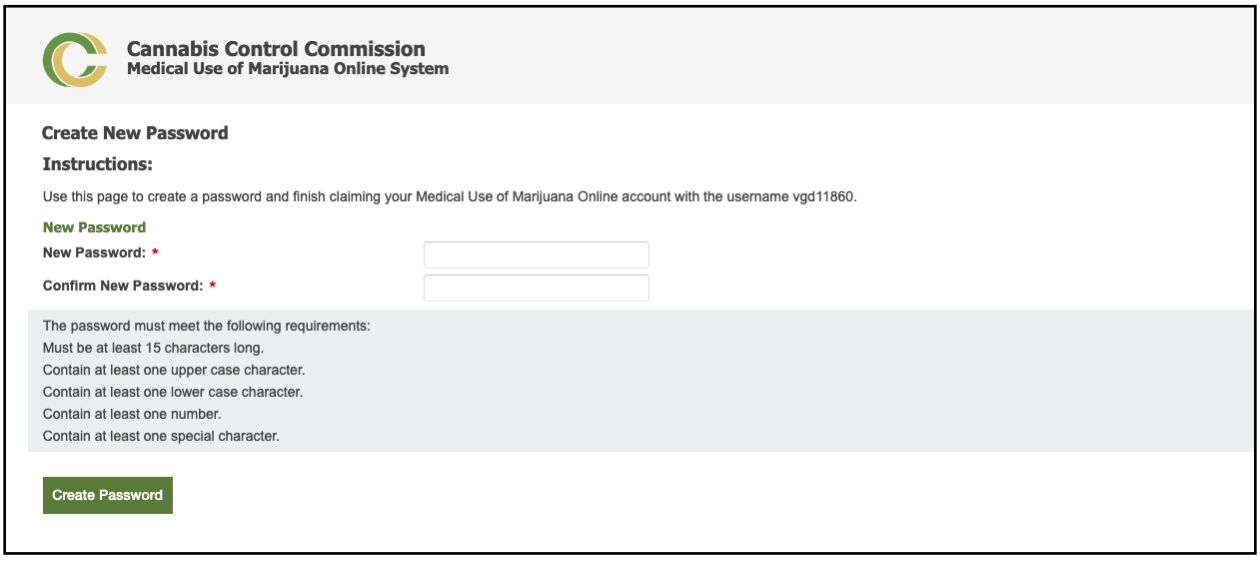
http://localhost:8080/mmj-provider/user/accountFound?token=9c5a4960-94e2-4f3c-908c-7a316da83234

If you have any questions about the Medical Use of Marijuana Program, please visit www.mass.gov/medicalmarijuana or call (833) 869-6820.

Sincerely,

The Medical Use of Marijuana Program
Massachusetts Cannabis Control Commission

The link will contain a time sensitive token (30 minutes). Once the user clicks on the link they will go to a page where they will be prompted to enter a password for their account (see below). At this point they will have claimed their account and will be sent to a confirmation page with a link to return to the login page.



Cannabis Control Commission
Medical Use of Marijuana Online System

Create New Password

Instructions:

Use this page to create a password and finish claiming your Medical Use of Marijuana Online account with the username vgd11860.

New Password

New Password: *

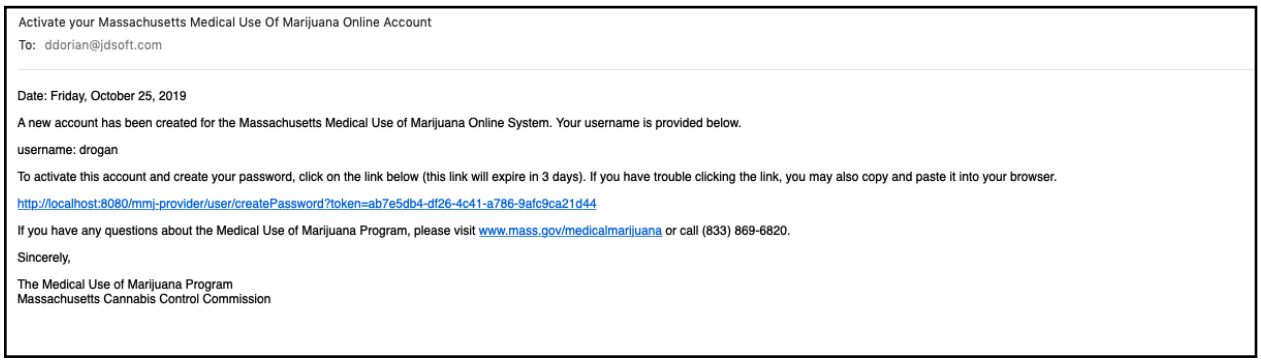
Confirm New Password: *

The password must meet the following requirements:
Must be at least 15 characters long.
Contain at least one upper case character.
Contain at least one lower case character.
Contain at least one number.
Contain at least one special character.

Create Password

3.3. New Account Creation

New user account creation for medical providers will work similar to how it did before. Instead of creating a VG account for providers, commission users with the appropriate roles will create a Medical Use of Marijuana Online System user account. Once this account is created, the medical provider will be sent an email with a link to create their password.



Activate your Massachusetts Medical Use Of Marijuana Online Account

To: ddorian@jdsoft.com

Date: Friday, October 25, 2019

A new account has been created for the Massachusetts Medical Use of Marijuana Online System. Your username is provided below.

username: drogan

To activate this account and create your password, click on the link below (this link will expire in 3 days). If you have trouble clicking the link, you may also copy and paste it into your browser.

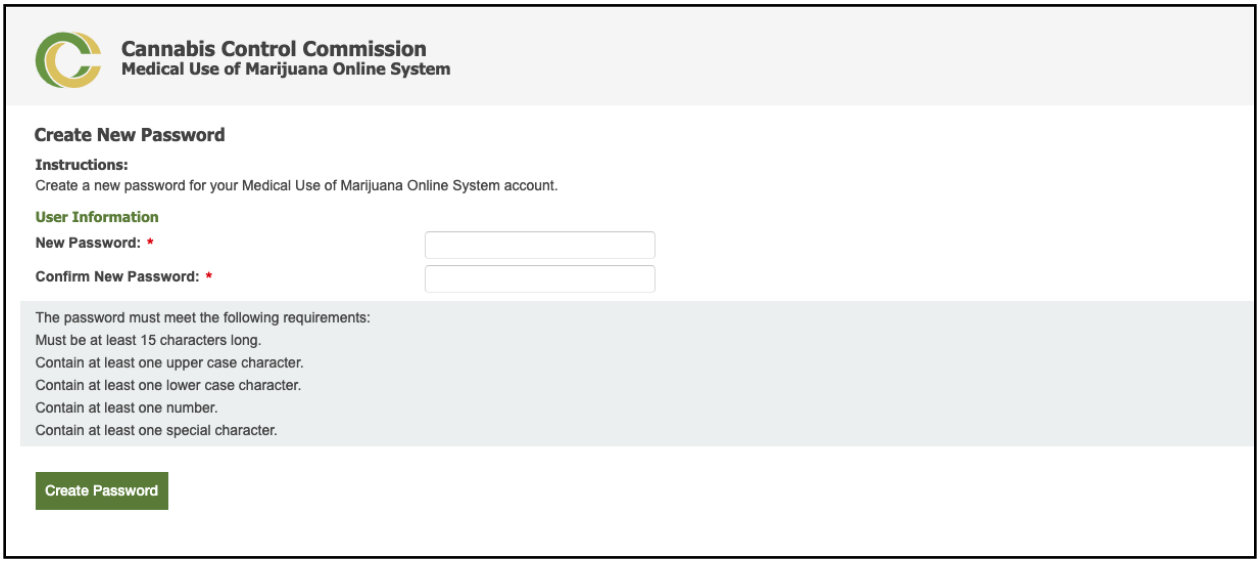
http://localhost:8080/mmj-provider/user/createPassword?token=ab7e5db4-df26-4c41-a786-9afc9ca21d44

If you have any questions about the Medical Use of Marijuana Program, please visit www.mass.gov/medicalmarijuana or call (833) 869-6820.

Sincerely,

The Medical Use of Marijuana Program
Massachusetts Cannabis Control Commission

The link will contain a time sensitive token (3 days). Once the user clicks on the link they will go to a page where they will be prompted to enter a password for their account (see below). At this point they will have created their account and will be able to enter their information and self register as they did previously.



Cannabis Control Commission
Medical Use of Marijuana Online System

Create New Password

Instructions:
Create a new password for your Medical Use of Marijuana Online System account.

User Information

New Password: *

Confirm New Password: *

The password must meet the following requirements:
Must be at least 15 characters long.
Contain at least one upper case character.
Contain at least one lower case character.
Contain at least one number.
Contain at least one special character.

Create Password

If a user does not confirm the email within the token timeout period they will need to contact the Commission to have a commission user resend the account creation email.

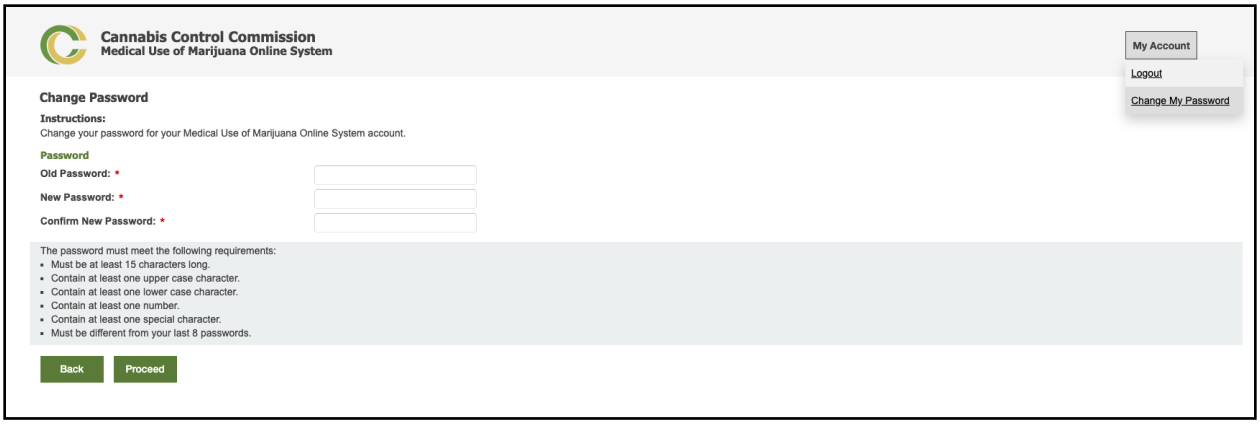
Commission users with the appropriate roles may also enter new medical provider registrations internally. This will work similar to how it did before, except a user account will be created for the provider and they will receive an email with a link to create their password as shown above.

3.4. Forgot Username / Forgot Password

Medical Providers will be instructed to contact the Commission if they forget their username or password. Commission users with the appropriate roles will have the ability to reset medical provider user's passwords and trigger an email with the medical provider's username or a link to reset their password.

3.5. Change Password

Once a user is logged in, they can change their password by clicking the "Change My Password" link from the "My Account" menu on the top right of the page. The will be required to enter their existing password and provide their new password. Once their password is changed they are shown a confirmation page with a link to return to the home page.



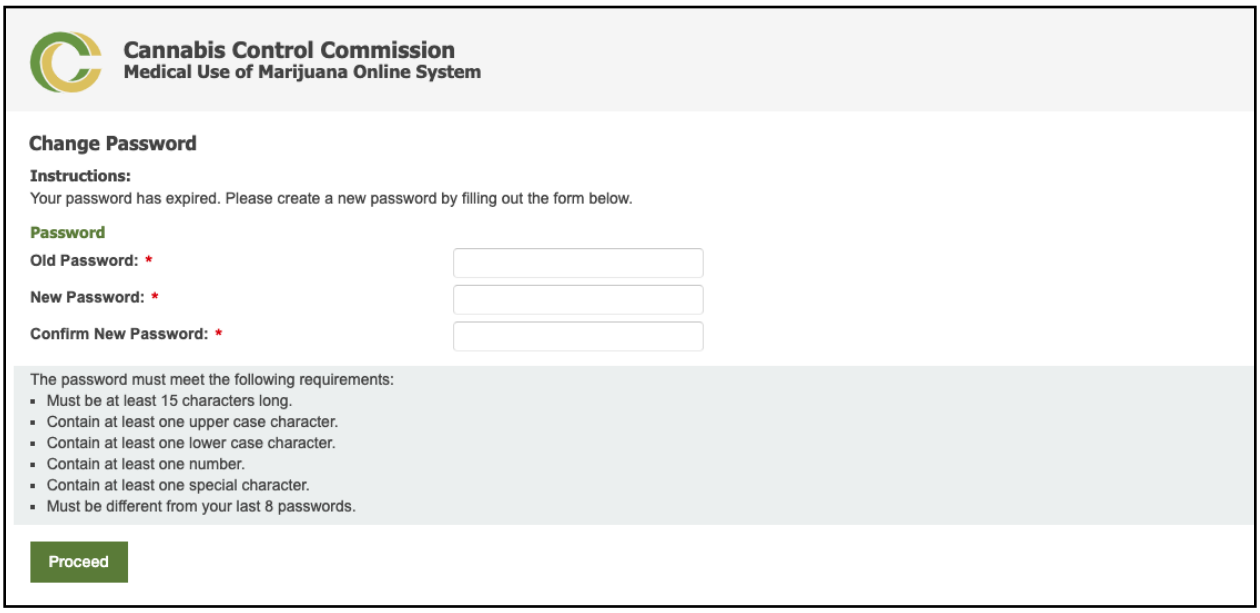
3.6. Password Policy

The system has the following requirements for a passwords for medical providers

- Must be at least 15 characters long.
- Contain at least one uppercase character.
- Contain at least one lowercase character.
- Contain at least one number.
- Contain at least one special character.
- When changing a password, a user may not use their last 8 passwords.

3.7. Password Expiry

Medical provider passwords expire every 45 days from the date the password was created or changed. When a user's password is expired, they are forced to reset their password the next time they login. Commission users with the appropriate roles may also manually force a user to change their password on next login through the interface.

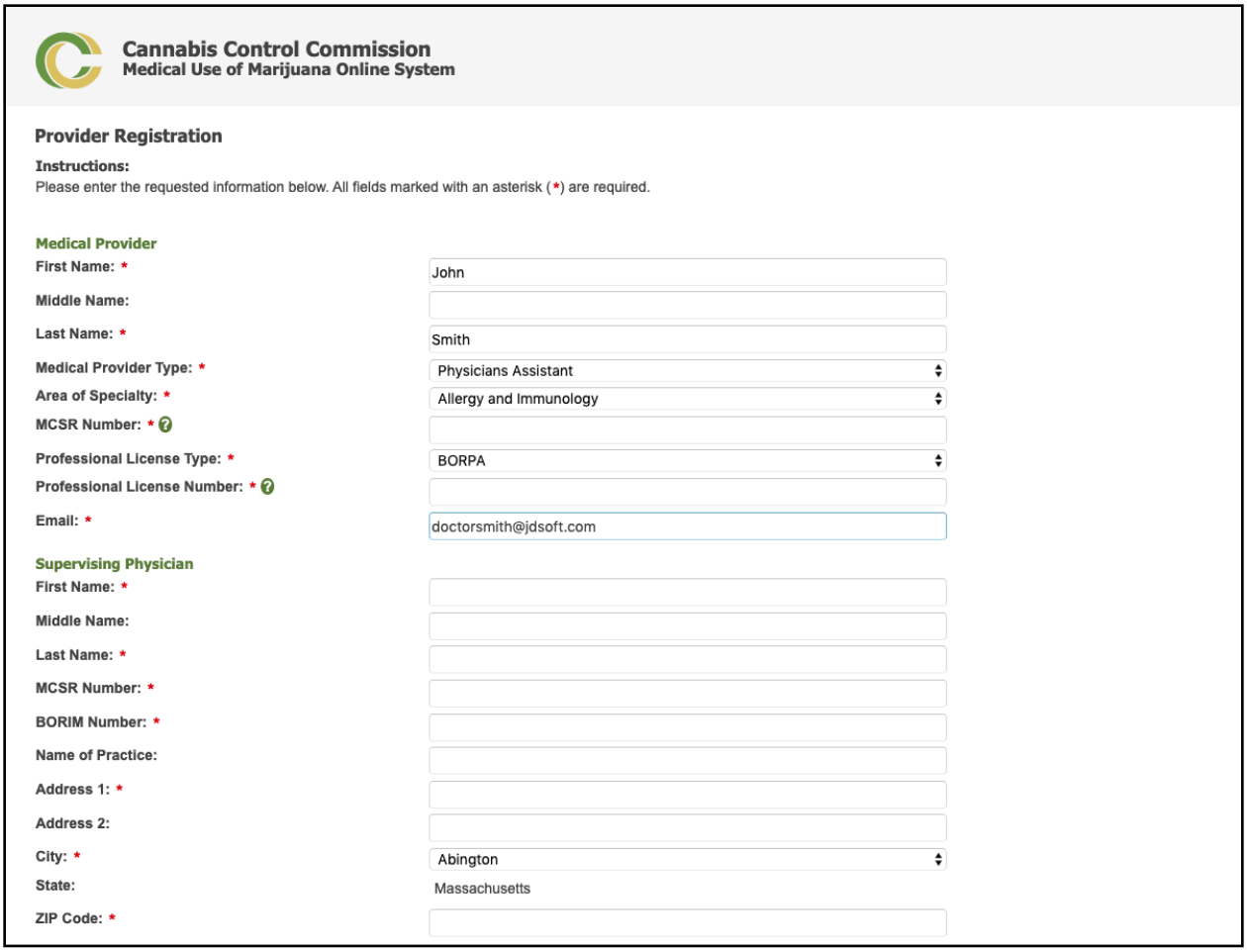


3.8. Account Locking

After 5 failed login attempts within 15 minutes of each other the user's account will be locked for 15 minutes. If the user tries to log in again after this, they will get a message telling them that their account is locked and they need to wait for 15 mins before trying again. Commission users with the appropriate roles may also manually unlock a user's account.

3.9. Registration for Physician Assistants

The system now supports registration for physician assistants for both self-registrations as well as internal registrations by commission users. While registering, medial providers can now choose “Physicians Assistant” as the type of medical provider they are registering as. When this is selected, they will have to choose “BORPA” as their professional license type. They will also have to enter the details for their supervising physician.



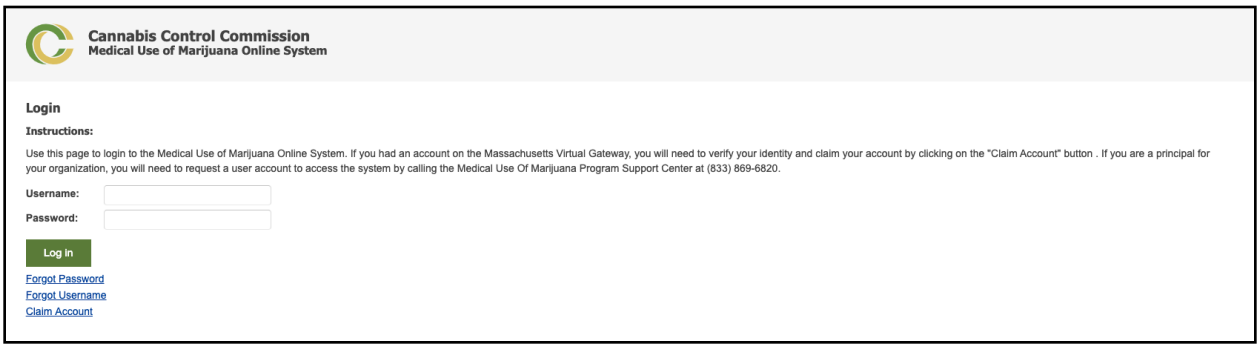
4. Changes to the MTC Agents, Lab Agents and Institutional Caregivers

4.1. Introduction

MTC Agents, Lab Agents and Institutional Caregivers have all had similar changes made to them. The only difference being that MTC Agents will have a separate entry point with a separate URL to access the application compared to the Partners interface which is going to be used by both Lab Agents and Institutional Caregivers. For the pages shown below, there will be one version for MTC Agents and another version for both Lab Agents and Institutional Caregivers. The users will only be able to perform the actions described below on the correct version of the page.

4.2. Login Page

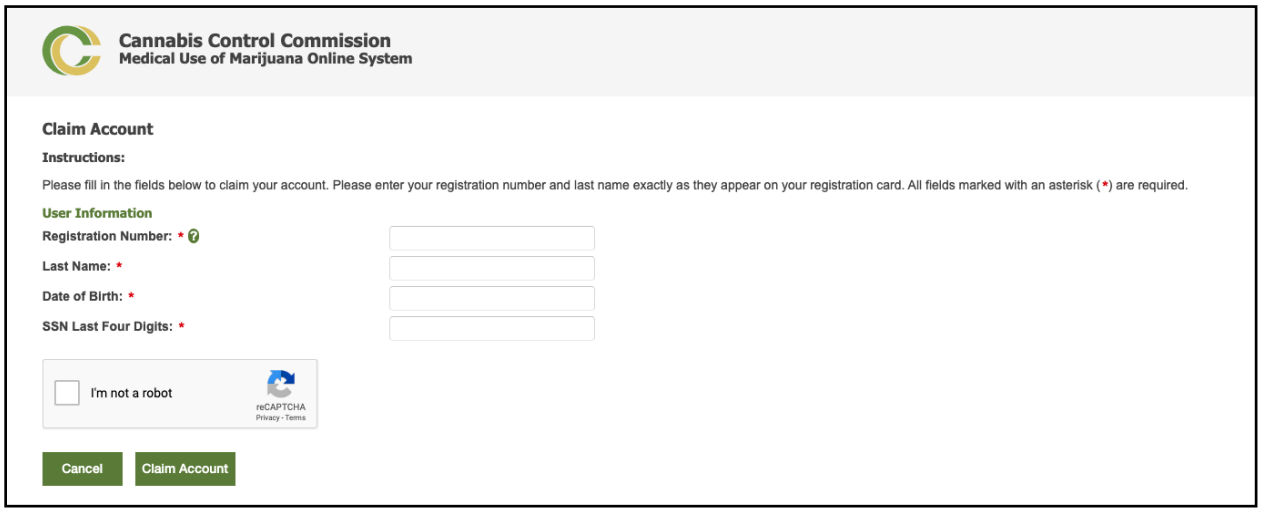
The first page that the user will see when they access the system is the Login page. Here, they can login with their username and password to access the system. There are also links for the user to claim an existing account that was linked to the VG, recover their username and reset their password.



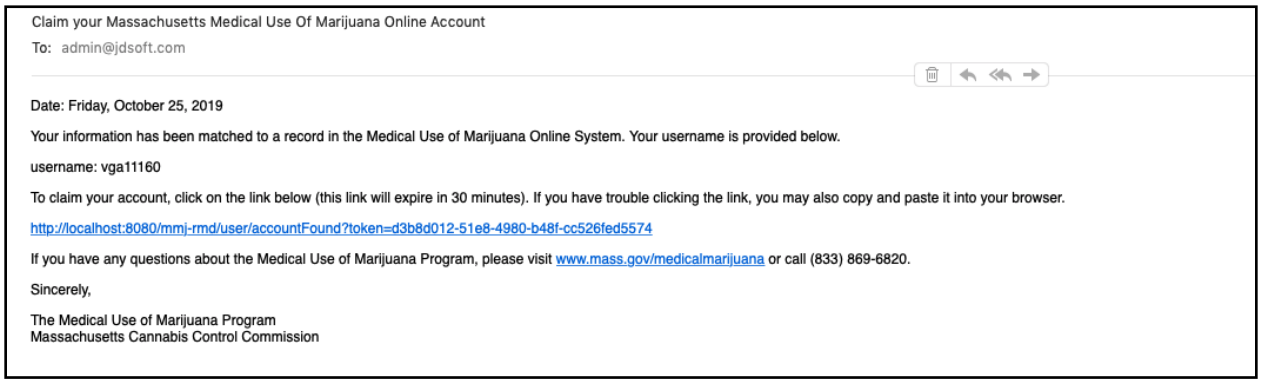
4.3. Claiming an Existing Account

Previously, MTC agents, Lab Agents and Institutional Caregivers needed to login to the Massachusetts Virtual Gateway in order to access the MMJ System. These users will be able to claim their existing accounts which were linked to the VG and create a new password for their account by clicking the

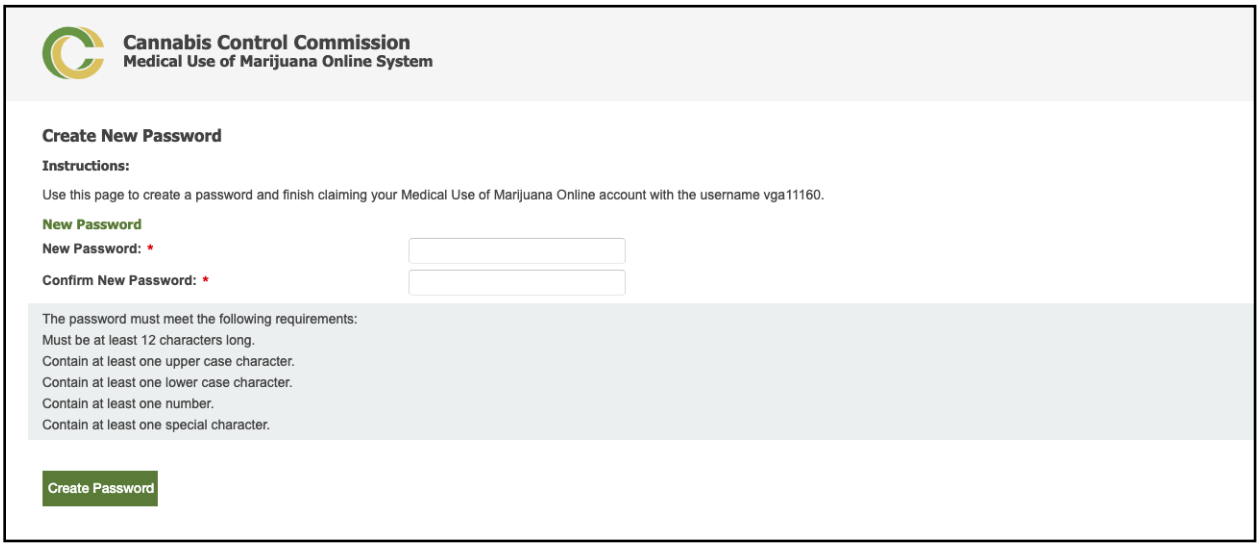
“Claim Account” link on their login page. They will be prompted to enter their registration number, last name, date of birth, and last four digits of their social security number and pass a captcha.



If this information matches an agent / institutional caregiver in the system, they will be sent an email to the email address on the agent record with a link to claim their account.



The link will contain a time sensitive token (30 minutes). Once the user clicks on the link they will go to a



page where they will be prompted to enter a password for their account.

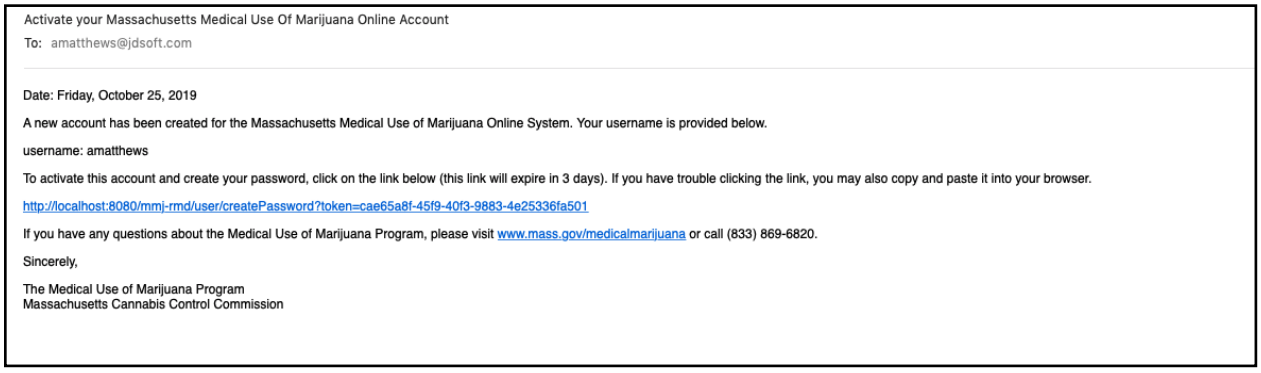
If a user does not click the link and create a password within the token timeout period they will need to re-enter their identifying information again to have another email sent.

Once the user creates a password and clicks on the “Create Password” button, they will be redirected to a confirmation page with a link to return to the login page where they can login with their new password.

4.4. New Account Creation

4.3.1 Principal Account Creation

New user account creation for principals will work similar to how it did before. Instead of creating a Virtual Gateway account for principals, Commission users with the appropriate roles will create a Medical Use of Marijuana Online System user account. Commission users can also make an existing user a principal for a new organization of the same type, (For example, if an MTC Agent account exists already, it can be granted the role of principal for a different MTC, the same is true for Lab Agent accounts and Institutional Caregiver accounts.) If a new account is created, the user will be sent an email with a link to create their password.



Activate your Massachusetts Medical Use Of Marijuana Online Account

To: amatthews@jdsoft.com

Date: Friday, October 25, 2019

A new account has been created for the Massachusetts Medical Use of Marijuana Online System. Your username is provided below.

username: amatthews

To activate this account and create your password, click on the link below (this link will expire in 3 days). If you have trouble clicking the link, you may also copy and paste it into your browser.

http://localhost:8080/mmj-rmd/user/createPassword?token=cae65a8f-45f9-40f3-9883-4e25336fa501

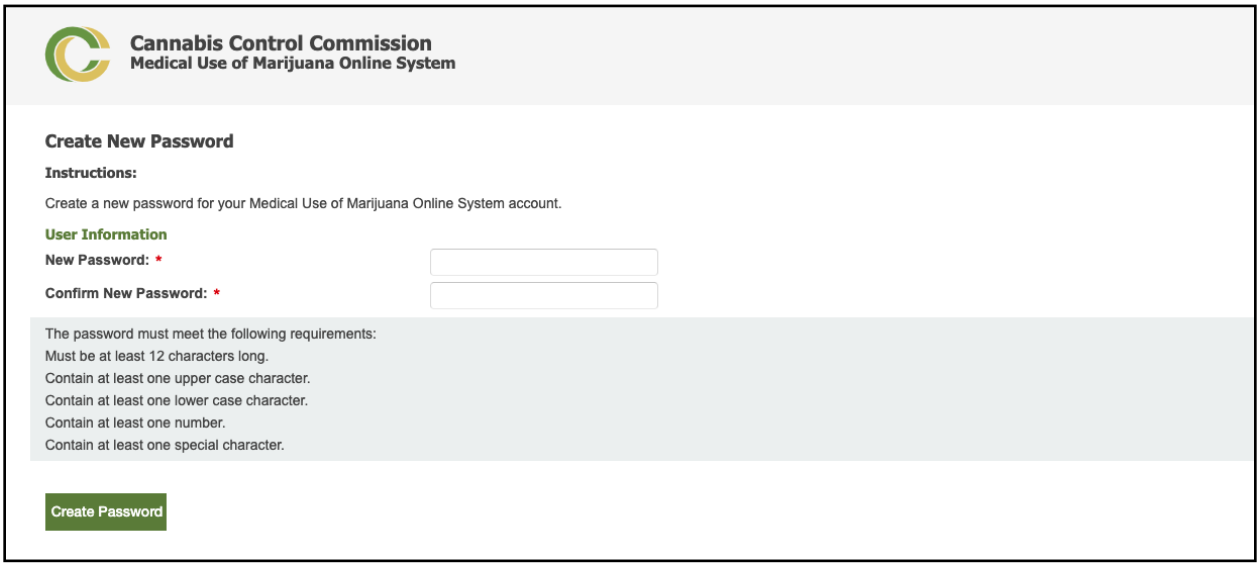
If you have any questions about the Medical Use of Marijuana Program, please visit www.mass.gov/medicalmarijuana or call (833) 869-6820.

Sincerely,

The Medical Use of Marijuana Program
Massachusetts Cannabis Control Commission

The link will contain a time sensitive token (3 days). Once the user clicks on the link they will go to a page where they will be prompted to enter a password for their account (see below). At this point they will have created their account and will be able to enter their information and self register as they did previously. If an existing user was made a principal for a new organization,

they will receive an email letting them know, and they will be able to choose their new organization after logging in.

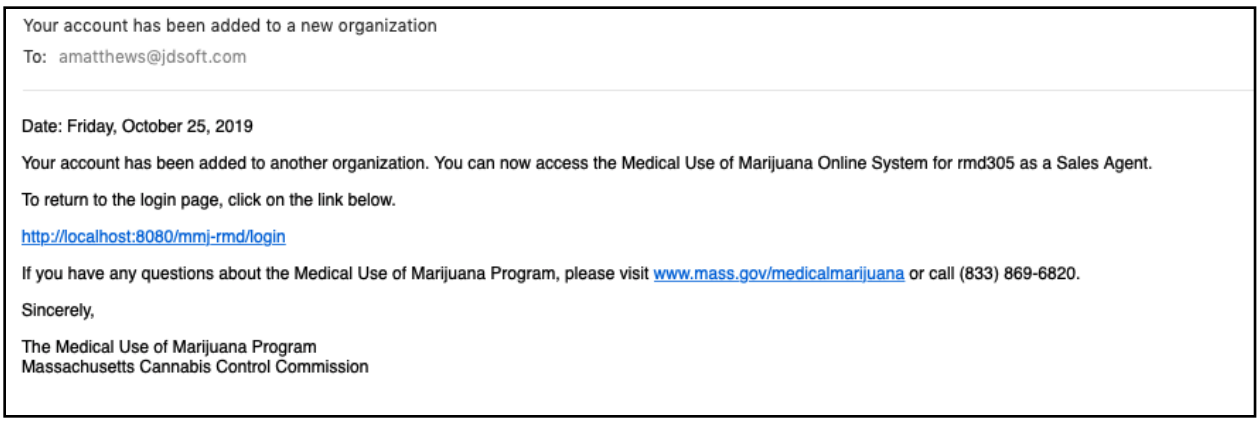


If a user does not click the link in the email and create a password within the token timeout period (3 days) they will need to contact the Commission to have a commission user resend the account creation email.

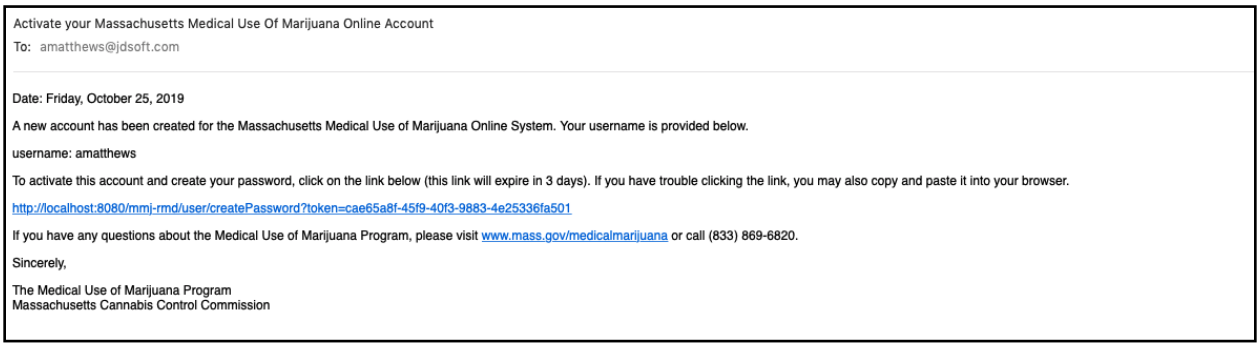
Commission users with the appropriate roles may also enter new principal registrations internally. This will work similar to how it did before, except a user account will be created for the principal if an account with the same details does not exist. If a registration with the same identifying details already exists, a new role will be added to the user account. If a new account is created, they will receive an email with a link to create their password as shown above.

4.3.2 Non - Principal Agent and Institutional Caregiver Account Creation

When a new registration application is approved for an agent or institutional caregiver and there already exists a registration of the same type with the same identifying information, the new record will be associated with the existing user account, and the user will receive an email informing them of this then they can login to their account and select their new organization.



If a user account of the same type with the same details does not exist, a new user account is created and an email will be sent to the new user's email to activate their account and create a password.



Activate your Massachusetts Medical Use Of Marijuana Online Account

To: amatthews@jdsoft.com

Date: Friday, October 25, 2019

A new account has been created for the Massachusetts Medical Use of Marijuana Online System. Your username is provided below.

username: amatthews

To activate this account and create your password, click on the link below (this link will expire in 3 days). If you have trouble clicking the link, you may also copy and paste it into your browser.

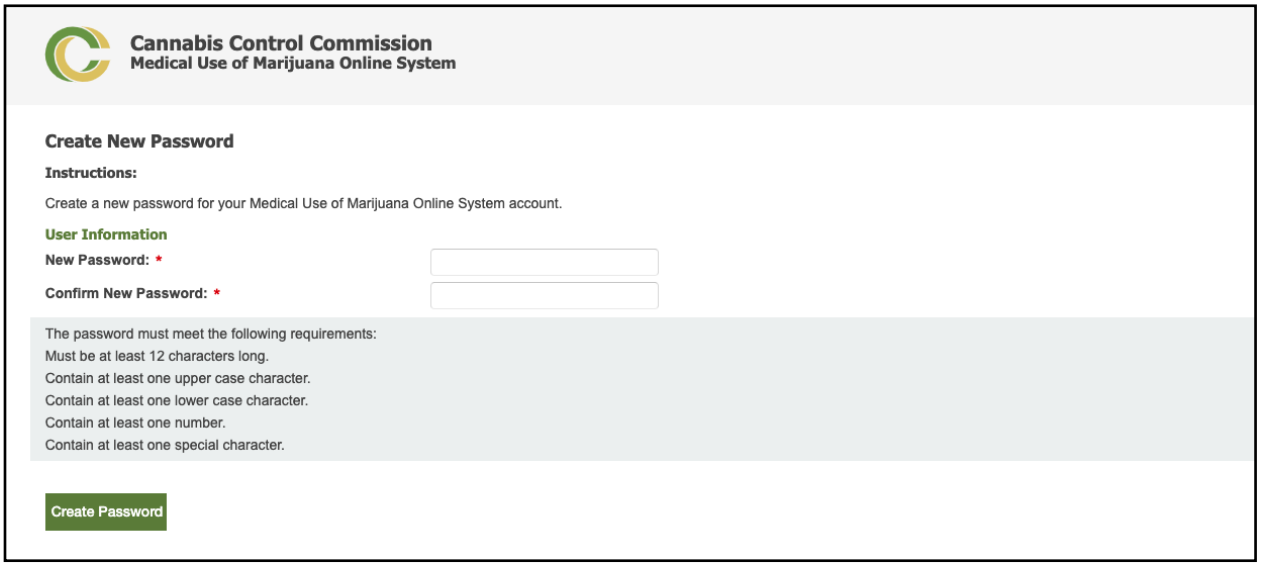
http://localhost:8080/mmj-rmd/user/createPassword?token=cae65a8f-45f9-40f3-9883-4e25336fa501

If you have any questions about the Medical Use of Marijuana Program, please visit www.mass.gov/medicalmarijuana or call (833) 869-6820.

Sincerely,

The Medical Use of Marijuana Program
Massachusetts Cannabis Control Commission

The link will contain a time sensitive token (3 days). Once the user clicks on the link they will go to a page where they will be prompted to enter a password for their account. At this point they will have created their account and will be able to login to their account and access the system.



Cannabis Control Commission
Medical Use of Marijuana Online System

Create New Password

Instructions:

Create a new password for your Medical Use of Marijuana Online System account.

User Information

New Password: *

Confirm New Password: *

The password must meet the following requirements:
Must be at least 12 characters long.
Contain at least one upper case character.
Contain at least one lower case character.
Contain at least one number.
Contain at least one special character.

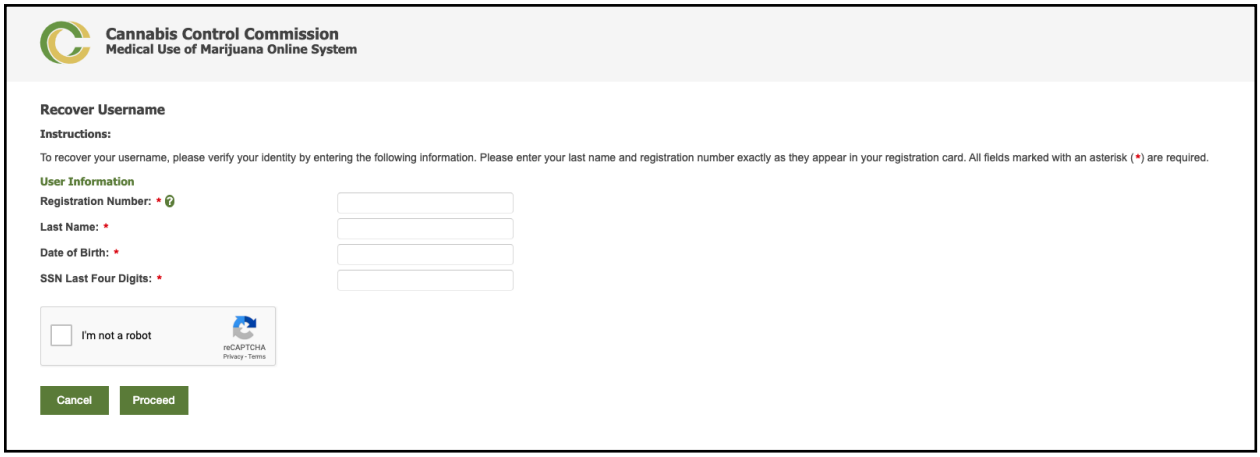
Create Password

Commission users with the appropriate roles may also enter new registrations internally. This will work similar to how it did before, except it will create a user account for the principal (if an account with the same identifying details does not exist), or it will add a new organization and role to the account if it already exists. If a new account is created, the user will receive an email with a link to create their password as shown above.

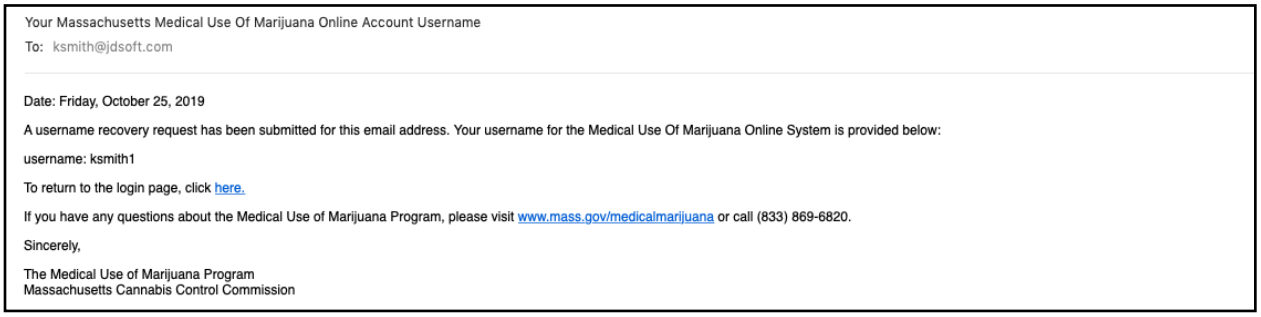
If a user does not confirm the email and create a password within the token timeout period they will need to contact the Commission to have a commission user resend the account creation email.

4.5. Forgot Username

When an agent or institutional caregiver clicks on “Forgot Username” on the login page, they will need to enter their registration number, last name, date of birth, and last four digits of their social security number and also pass a captcha.

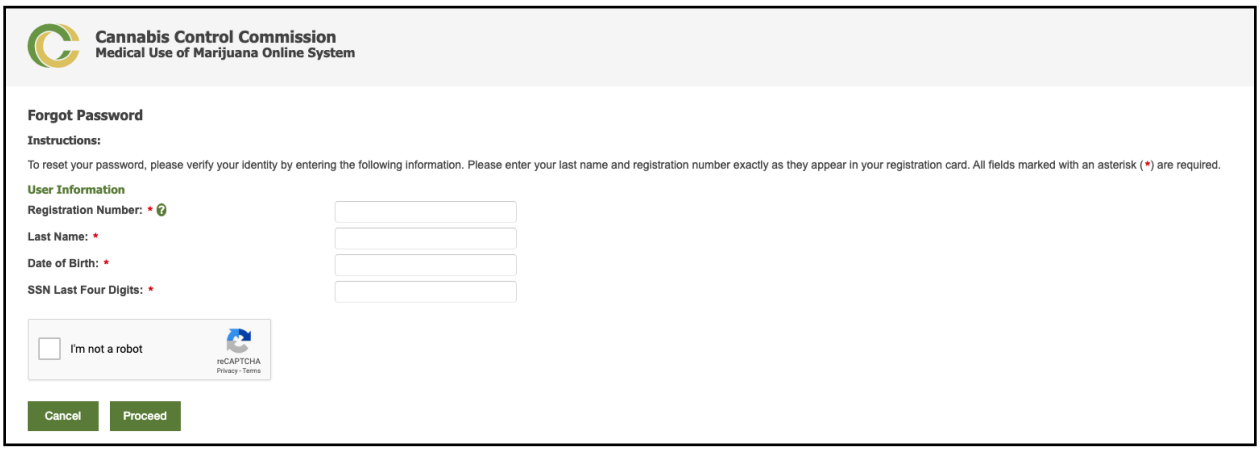


If the information matches an agent or institutional caregiver in the system, they are sent an email with their username.

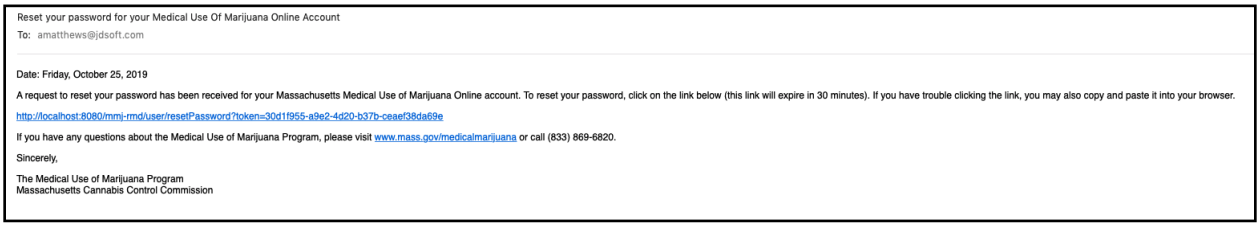


4.6. Forgot Password

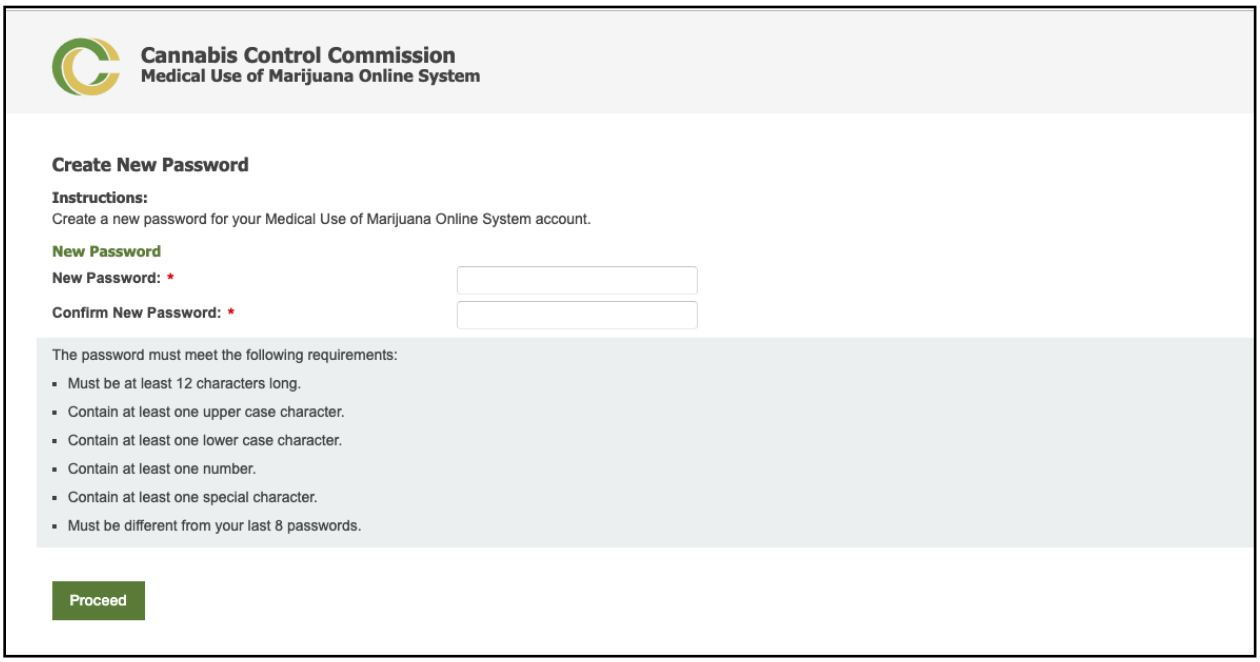
When an agent or institutional caregiver clicks on “Forgot Password” on the login page, they will need to enter their registration number, last name, date of birth, and last four digits of their social security number and also pass a captcha.



If the information matches an agent or institutional caregiver in the system, they are sent an email with a with a link containing a time sensitive token (30 minutes)



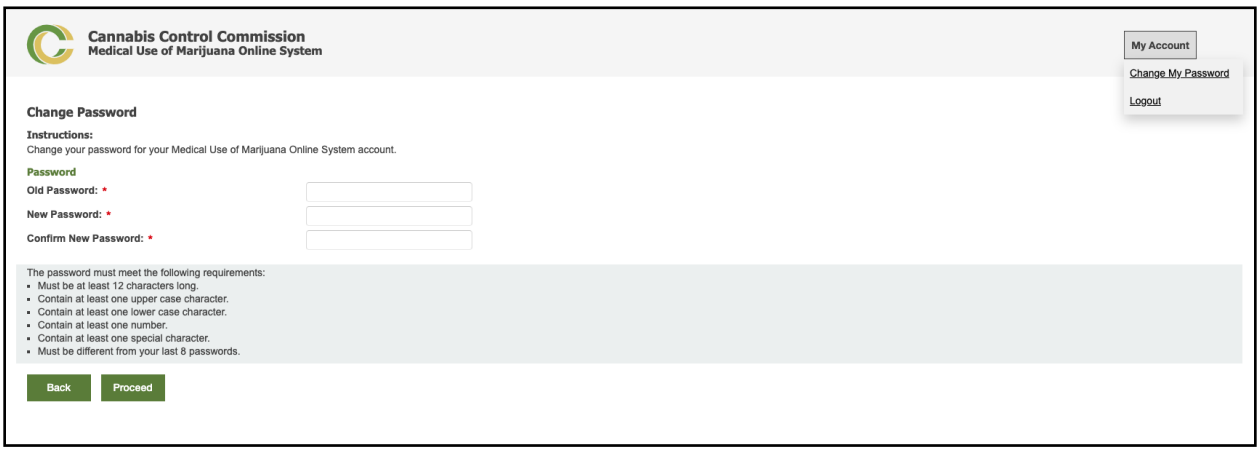
On clicking the link, they are taken to a page where they can set a new password.



On setting a new password and clicking the “Proceed” button, they are taken to a confirmation page with a link to return to the login page.

4.7. Change Password

Once a user is logged in, they can change their password by clicking the “Change My Password” link from the “My Account” menu on the top right of the page. The will be required to enter their existing password and provide their new password. Once their password is changed they are shown a confirmation page with a link to return to the home page.



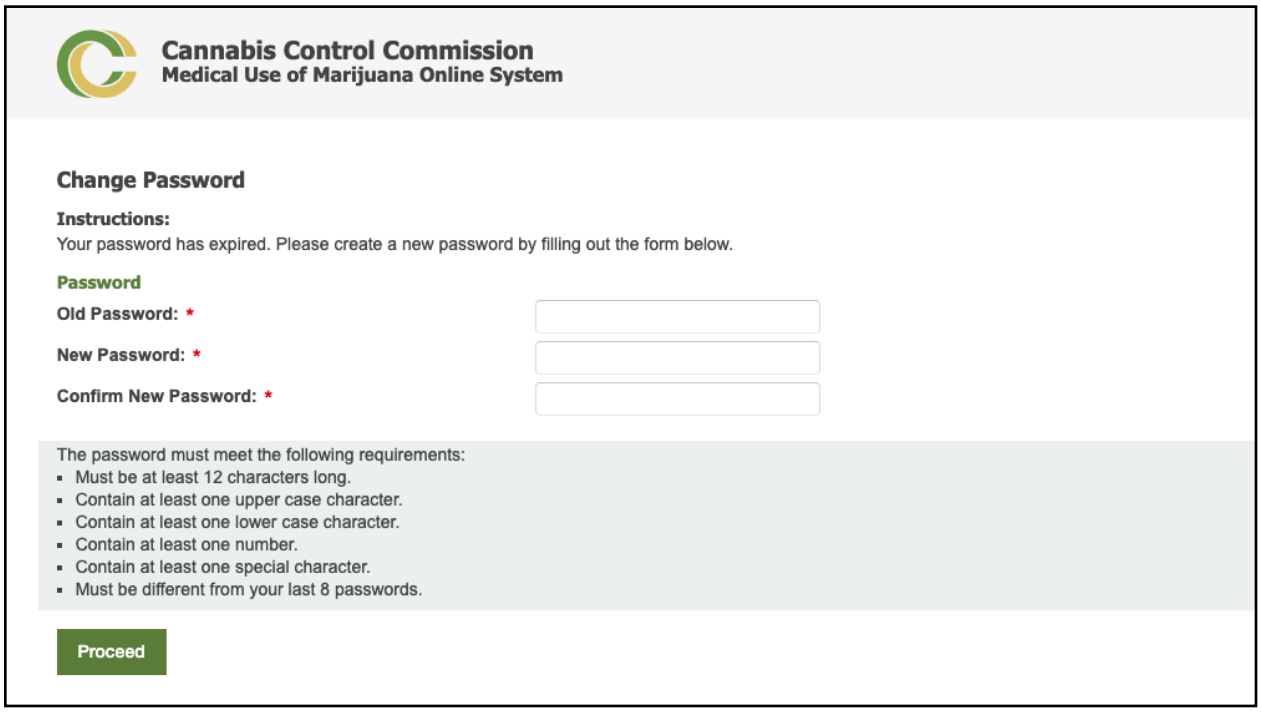
4.8. Password Policy

The system has the following requirements for passwords for MTC Agents, Lab Agents and Institutional Caregivers.

- Must be at least 12 characters long.
- Contain at least one uppercase character.
- Contain at least one lowercase character.
- Contain at least one number.
- Contain at least one special character.
- When changing a password, a user may not use their last 8 passwords.

4.9. Password Expiry

For MTC Agents, Lab Agents and Institutional Caregivers, passwords expire every 90 days from the date the password was created or changed. When a user's password is expired, they are forced to reset their password the next time they login. Commission users with the appropriate roles may also manually force a user to change their password on next login through the interface.



4.10. Account Locking

After 5 failed login attempts within 15 minutes of each other the user's account will be locked for 15 minutes. If the user tries to log in again after this, they will get a message telling them that their account is locked and they need to wait for 15 mins before trying again. Commission users with the appropriate roles may also manually unlock a user's account.