

Cannabis Control Commission Virtual Gateway to MassCIP Migration

Beginning this month, the Cannabis Control Commission's (Commission) Medical Use of Marijuana Program Online System (Online System) will migrate from the Commonwealth's Virtual Gateway (VG) to the Massachusetts Cannabis Industry Portal (MassCIP). This change will give Patients, Caregivers, Medical Marijuana Treatment Center (MTC) Agents, Laboratory Agents, and clinicians access to a streamlined, user-friendly experience, allowing for more efficient service and future upgrades.

Question: How will this impact users with existing VG accounts?

Answer: When the system launches, users with existing VG accounts will be migrated to MassCIP and will need to claim their accounts online in order to manage business completed in the portal.

Question: What happens if I don't claim my account in a timely manner?

Answer: Nothing, your account will remain reserved for you. Once we launch, you will not be able to manage your Medical Use of Marijuana Program (Program) business until you claim and setup your new account.

Question: How do I claim my account?

Answer: Please visit our [tutorials](#) to learn how to claim your account, reset passwords, and more.

Question: How will this migration make registration and account management easier for me?

Answer: Integration with Registry of Motor Vehicles (RMV) data will allow for immediate verification of patient and caregiver identification information, making automatic registration possible for most groups and reducing processing wait times. Additionally, the Online System's self-service functions give you greater ability to manage accounts independently, such as changing passwords, creating new accounts, and more. Looking ahead, anticipated integration with MTC point-of-sale systems will optimize establishment operations – potentially expediting the transaction process and reducing your wait times at Marijuana Establishments.

Question: Will this migration impact pediatric patient registration?

Answer: Pediatric patient registration will remain a paper-based application at this time, but we are building out additional functionality that will eventually move pediatric patient registration into MassCIP.

Question: Do you have a contingency plan?



Answer: Yes, if there are any unanticipated challenges, all Online System business will continue in VG until otherwise noted. We do not anticipate any significant disruption to patient service.

Question: How will the Commission ensure that patient privacy is maintained during the migration and in the new environment?

Answer: This is the same system that stores our licensing data and we have ensured that the it was built with security as a top priority.

Question: Will law enforcement agents be able to verify my patient/caregiver status with MassCIP?

Answer: No, law enforcement will be unable to access the Online System feed and confirm Program registration status until the Department of Criminal Justice Information Services updates their systems to integrate with MassCIP. The Commission has recommended that law enforcement agencies accept Program ID cards as sufficient proof of Program registration.

As a reminder, registered patients and caregivers may have up to a 60-day supply of marijuana (10 ounces, or the equivalent in other forms such as edible marijuana-infused products), and must carry their Program ID card at all times while in possession of marijuana for medical use. Please consult an attorney if you have any questions about patients' rights.

