

Tips for Licensees: Contact Information & Authorized Contacts

Pursuant to the [Administrative Rules](#) for marijuana businesses, licensees have a continuing duty to provide the Cannabis Regulatory Agency (CRA) with up-to-date contact information and shall notify the CRA in writing of any changes to any of the following:

- Mailing address
- Phone number
- Email address
- Any other contact information provided to the CRA

To assist licensees in remaining compliant with these requirements, beginning in 2024 the CRA will send a reminder to each licensee on May 1st each year containing the contact information on file with the CRA for the licensee, as well as a list of the licensee's authorized contacts.

An authorized contact is a contact who has been authorized by a licensee to speak to the CRA on behalf of the licensee and have online access to the licensee's records.

This reminder will be sent to the email address on file with the CRA for the licensee, as well as the email address of each authorized contact on file with the CRA for the licensee. Please add noreply@accela.com to your email contacts to help ensure the email is not filtered to your junk/spam email folder.

If May 1st has passed and you did not receive this email, your contact information on file with the CRA may need to be updated.

How to Check Contact Information and Authorized Contacts

After logging in to your account in the [online portal](#):

1. Select the **My Records** tab.
2. Select the drop-down of the program in which you are seeking to identify the contact information (either **Medical Facility Licensing** or **Adult-Use Establishment Licensing**).
3. **For Medical Facility Licensing:** Select the ERG record in the Record Number column of the licensee for which you are seeking to identify the contact information.
4. **For Adult-Use Establishment Licensing:** Select the AU-ER record in the Record Number column of the licensee for which you are seeking to identify the contact information.
5. After selecting the applicable Record Number, the Record Details will open.
6. Select the drop-down for **More Details**, then select the + next to **Related Contacts**.

a. For Medical Facility Licensees:

- i. The licensee's information is indicated under **Registered Entity information**.
- ii. The information for any authorized contact is indicated under **Person Completing Online Form information**.

b. For Adult-Use Establishment Licensees:

- i. The licensee's information is indicated under **Record Entity information**.
- ii. The information for any authorized contact is indicated under **Person Completing Application information**.

More detailed instructions on these steps can be found here: [Identifying Contact Information & Authorized Contacts in ACA \(michigan.gov\)](#)

How to Update Contact Information

If the contact information for the licensee needs to be updated, a [Demographic Amendment Application](#) must be completed. Instructions on how to complete the Demographic Amendment Application can be found here: [Demographic Amendment Application Instructions](#)

How to Update Authorized Contacts

If an authorized contact needs to be added, an [Authorization of Additional Contact Person form](#) must be completed. Part A must be completed by the licensee. Part B must be completed by the party being authorized as a contact person.

If an authorized contact needs to be removed, a [Removal of Authorized Contact Person form](#) must be completed by the licensee.

If contact information for the authorized contact needs to be updated, please have the authorized contact complete a [Demographic Amendment Application](#). The "Applicant/Licensee Legal Name" section should contain the name of the authorized contact person (not the name of the licensee).

All contact forms and related questions may be sent to the Agency's License Maintenance Section at CRA-Amendments@michigan.gov. For more information about the Cannabis Regulatory Agency, please visit www.michigan.gov/CRA.