Accela Citizen Access

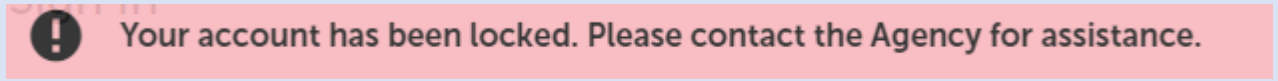
Forgot Password Option in Accela

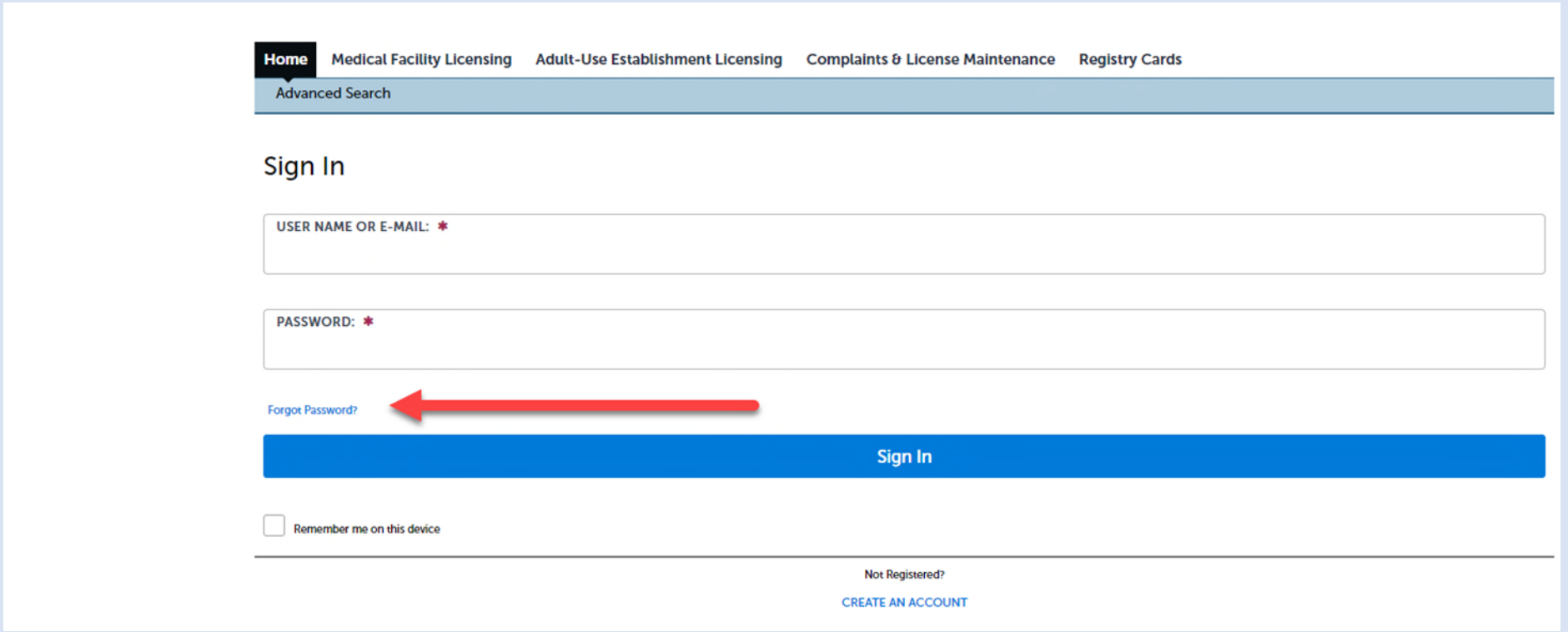
This is for those who have already registered for an online account but have forgot their password.

Forgot your Password

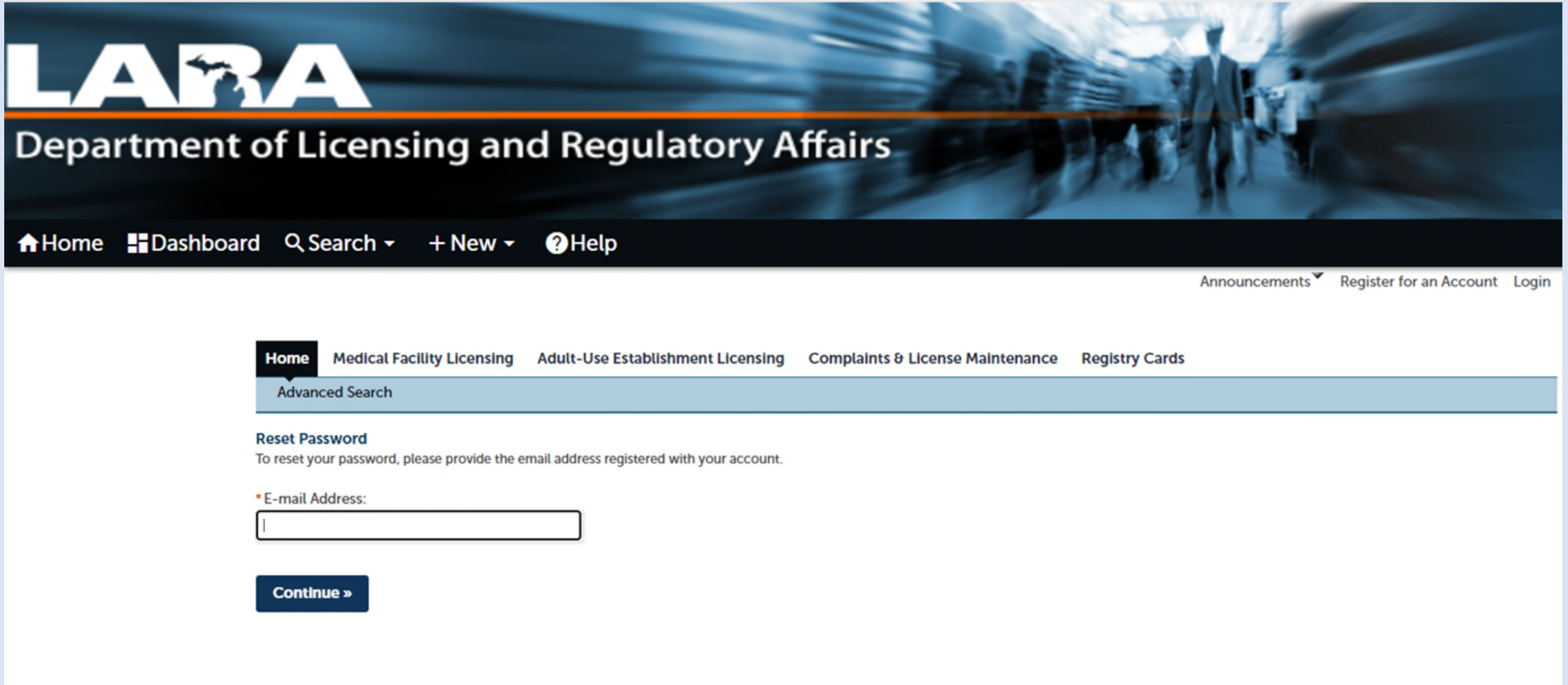
1. If you can't remember your password, you can request a new one on the main log in page (www.Michigan.gov/CRAOnline) by clicking on "Forgot Password".

   However, if you already got this error message, you would need to call us at 517-284-8599, option 1 to have your account unlocked.



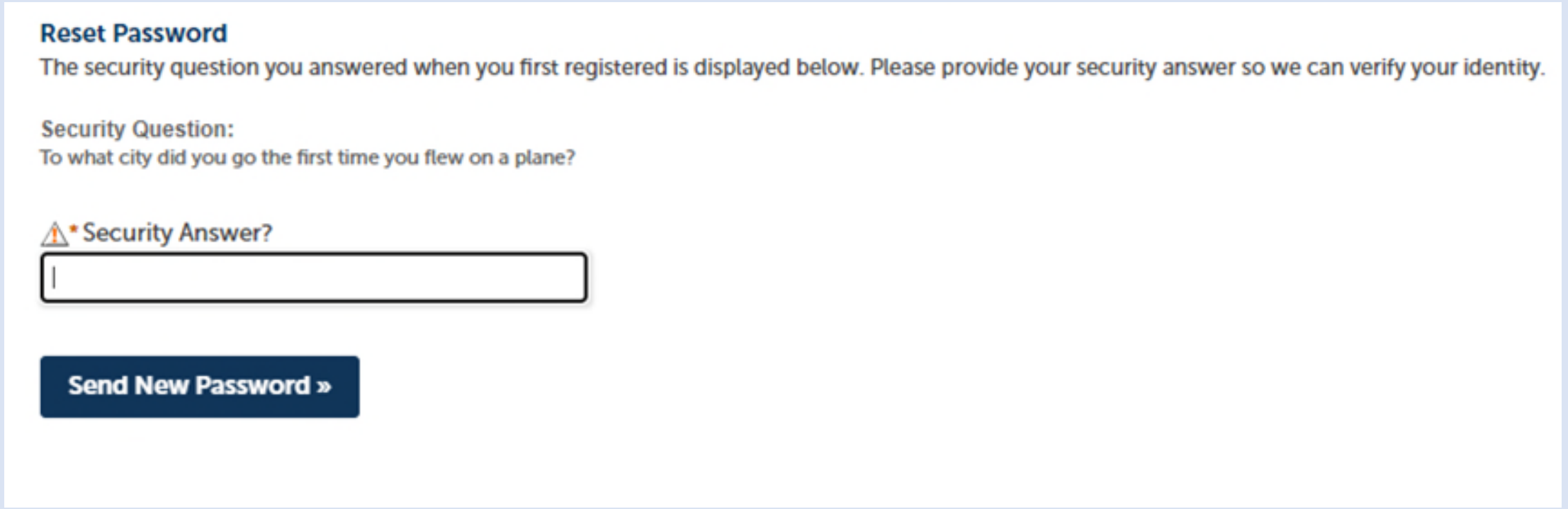


2. Enter your email address that you used to register for an account with and then click “Continue”.



3. Answer the security question you used to set up your account.

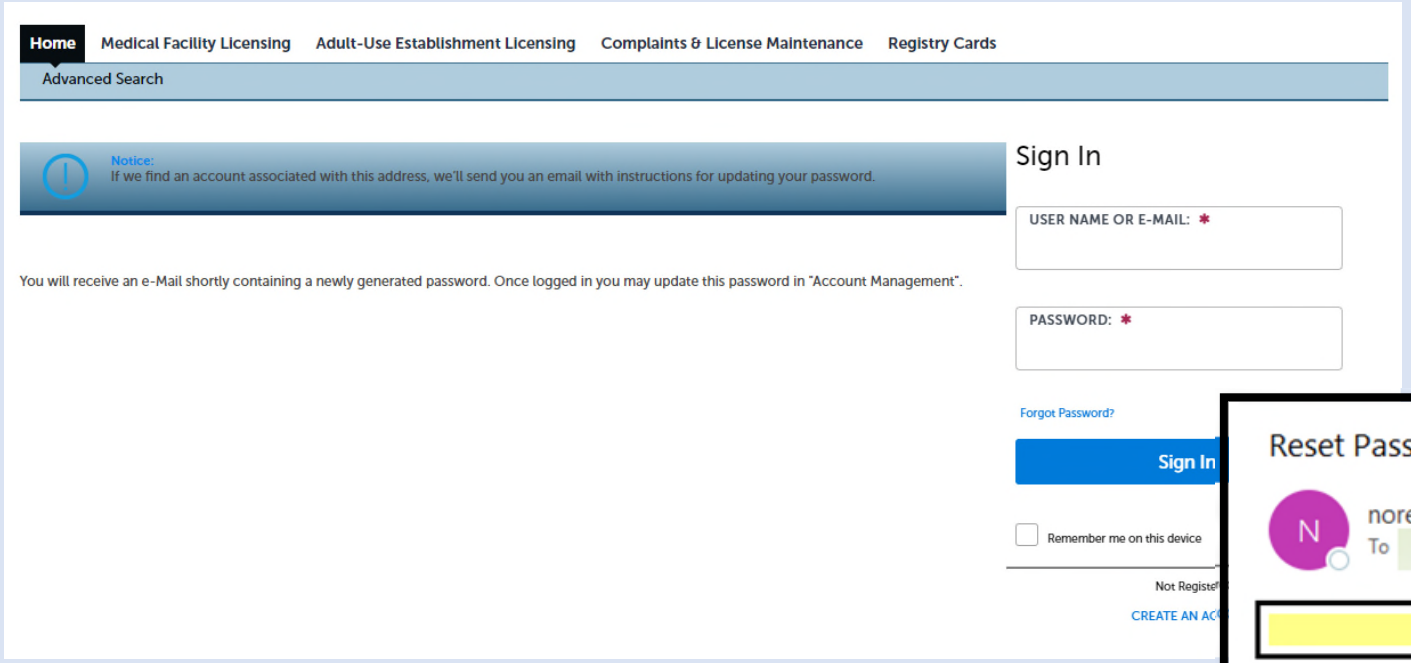
(The answers are case sensitive, example: If your answer is "March", "march" will not work).

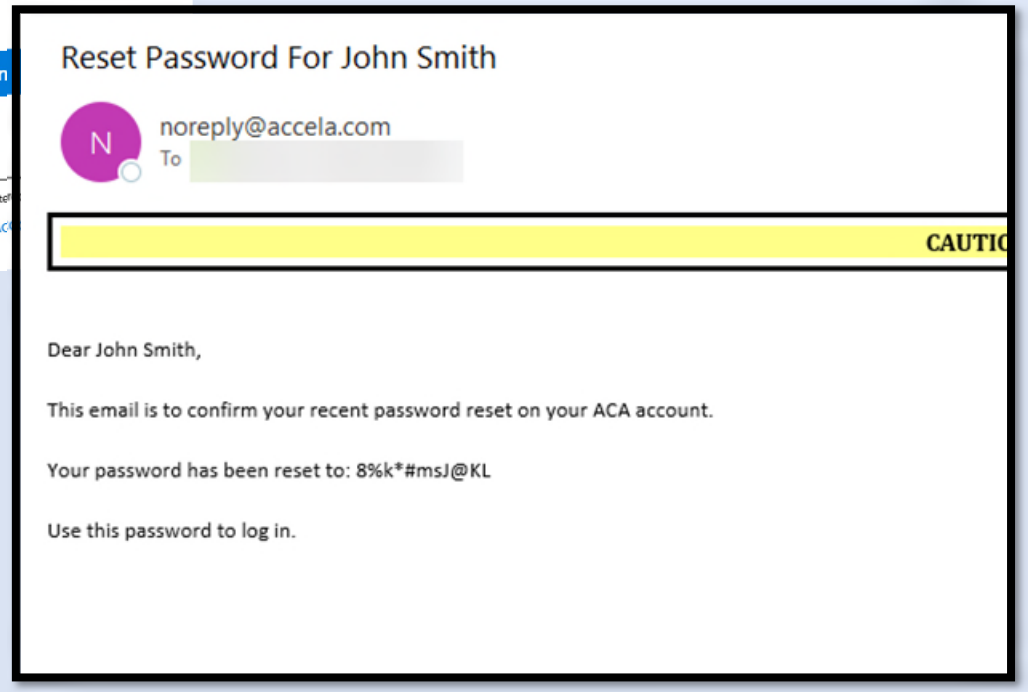


If you do not know the answer to your security question, you will need to request a new password via email from the email address we have on record for your account. Send the email to CRA-MMMPInfo@michigan.gov.

**Please be sure to include a picture of your Drivers License, Personal Identification or Voter ID Card. Our office will respond within one business day. **

4. You will receive this confirmation page once an email has been sent to you. We recommend that you copy the new password and paste it into the “Password” field during sign in.

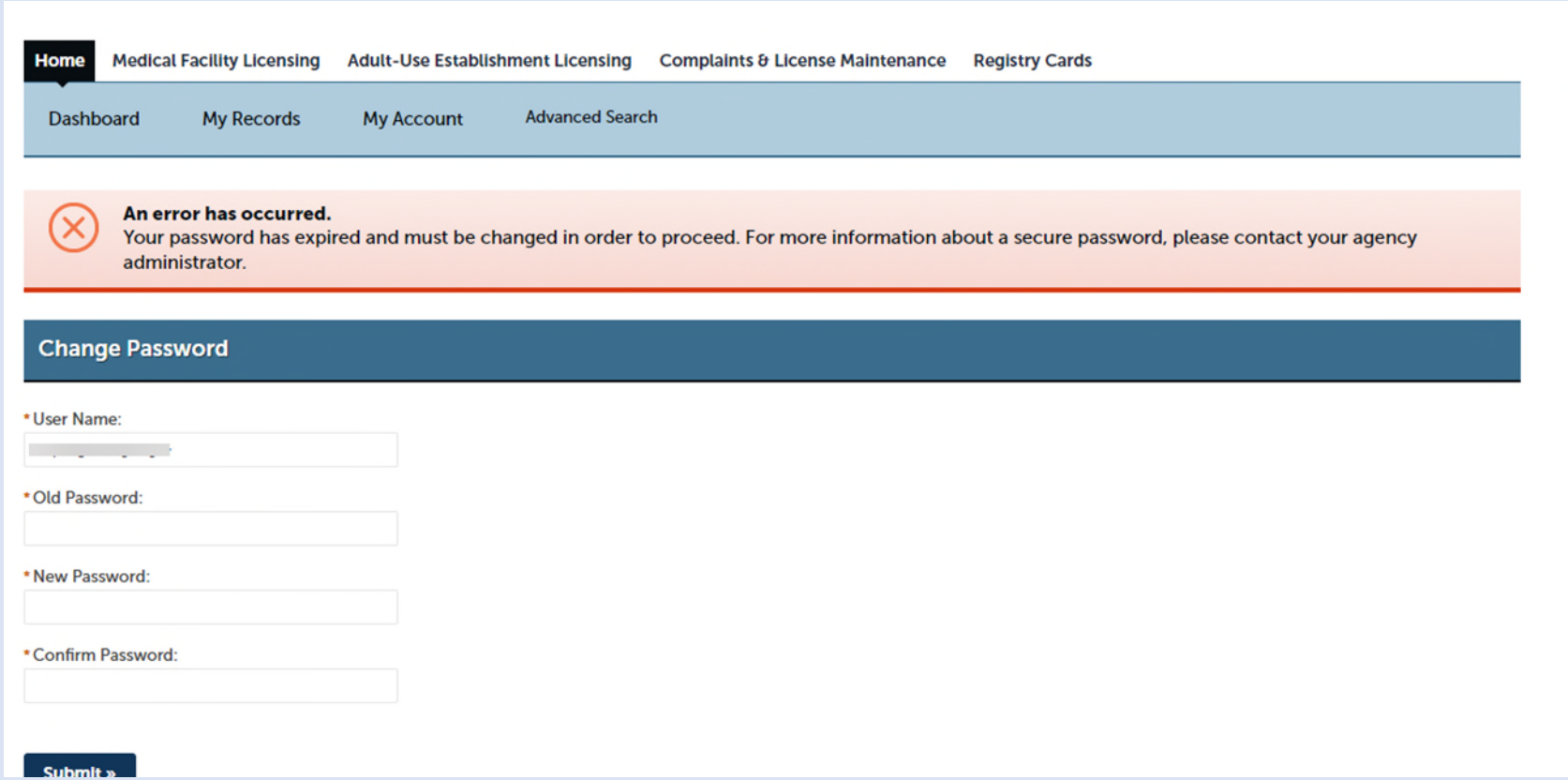




The email with the password can be found in your inbox (or sometimes junk mail folder).

Unfortunately, the program uses the letter O, number 0, lower case l (L) and upper case I (i). Some new passwords are very hard to read so that is why we recommend copying and pasting the password.

5. After logging in for the first time it will force you to change your password.
    1. Enter your username/email.
    2. In the “Old Password” field enter the temporary password that was just emailed to you.
    3. Enter a new password.
    4. Re-enter the new password.
    5. Click Submit.

You should now be able to access the online portal for your Michigan Medical Marijuana Registry Patient Card.

Online resources can be found at www.Michigan.gov/mmp