



# Accela Citizen Access


Forgot Password Option in 

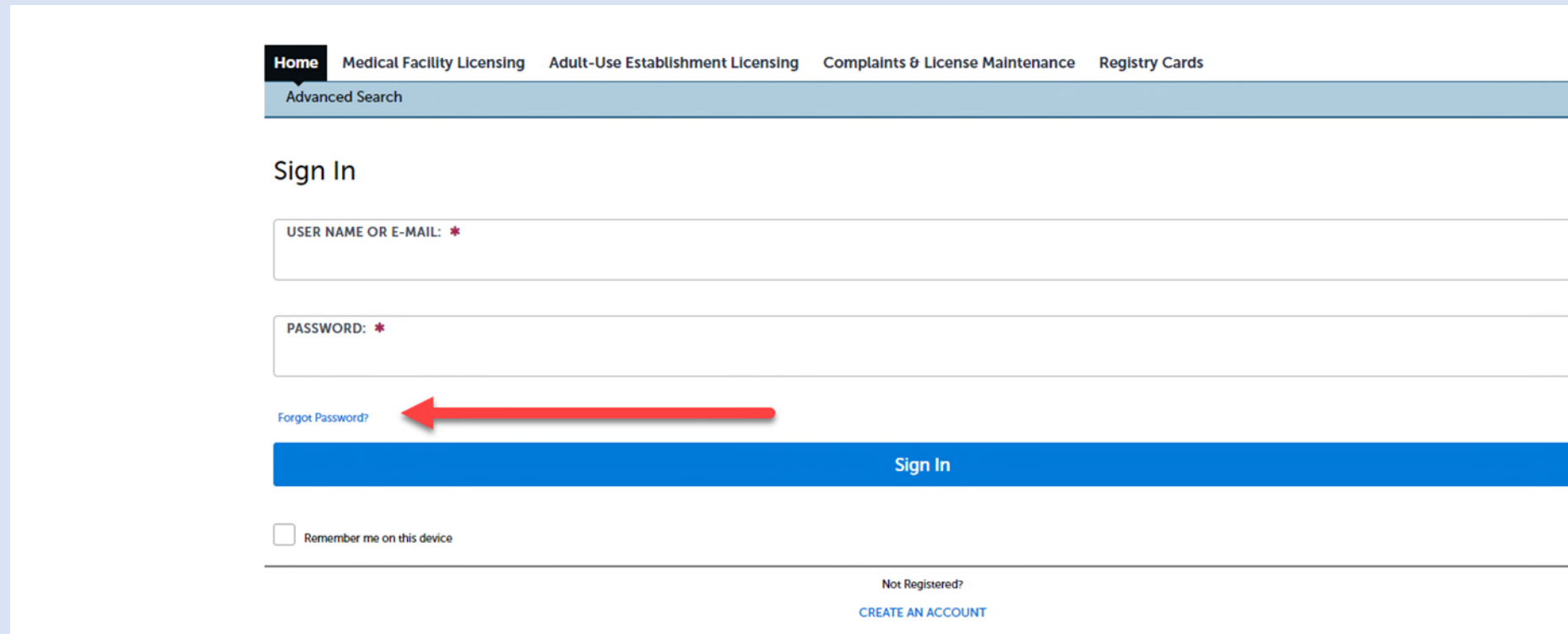
This is for those who have already registered for an online account but have forgot their password.

# 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](http://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.

 Your account has been locked. Please contact the Agency for assistance.




Home Medical Facility Licensing Adult-Use Establishment Licensing Complaints & License Maintenance Registry Cards

Advanced Search

## Sign In

USER NAME OR E-MAIL: \*

PASSWORD: \*

Forgot Password? 

Sign In

Remember me on this device

Not Registered?  
[CREATE AN ACCOUNT](#)

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

The screenshot shows the LARA website header with the logo and navigation menu. The main content area features a 'Reset Password' section with a text input field for the email address and a 'Continue' button.

**LARA**  
Department of Licensing and Regulatory Affairs

Home Dashboard Search + New Help

Announcements Register for an Account Login

Home Medical Facility Licensing Adult-Use Establishment Licensing Complaints & License Maintenance Registry Cards

Advanced Search

**Reset Password**  
To reset your password, please provide the email address registered with your account.

\* E-mail Address:

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).*

**Reset Password**

The security question you answered when you first registered is displayed below. Please provide your security answer so we can verify your identity.

**Security Question:**  
To what city did you go the first time you flew on a plane?

 **\* Security Answer?**

**Send New Password »**

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](mailto: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.

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**Notice:**  
If we find an account associated with this address, we'll send you an email with instructions for updating your password.

You will receive an e-Mail shortly containing a newly generated password. Once logged in you may update this password in "Account Management".

Forgot Password?

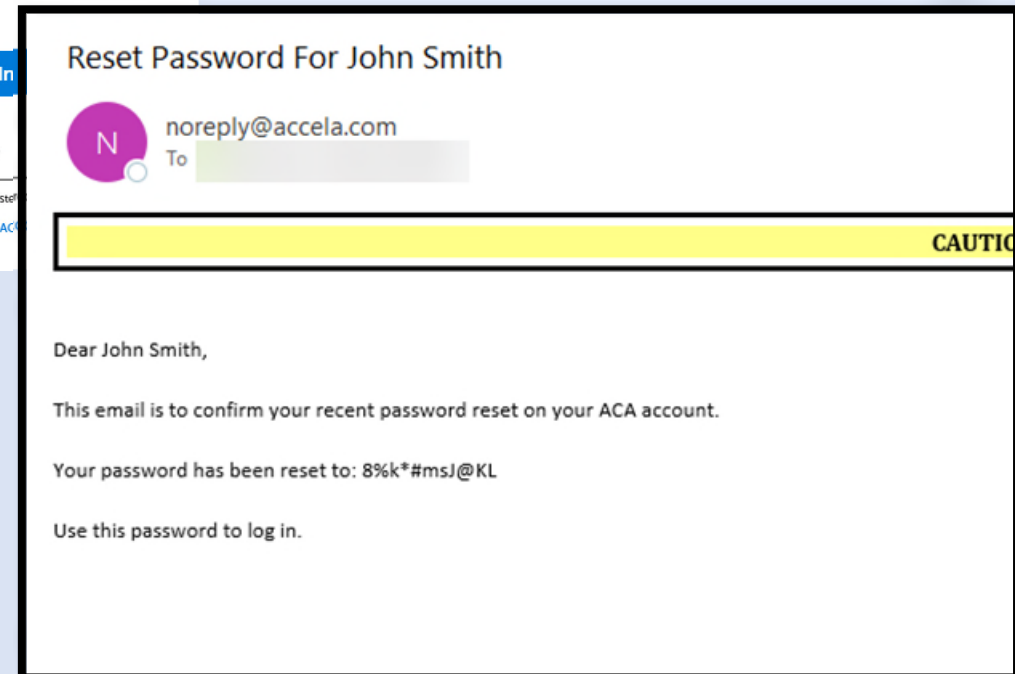
Sign In

Remember me on this device

Not Registered? [CREATE AN ACCOUNT](#)

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](http://www.Michigan.gov/mmp)

