



**STATE OF OHIO**  
BOARD OF PHARMACY

## Ohio Medical Marijuana Control Program Dispensary Application Tips



No.	Question	Answer
1	How do I access the online Application?	To access the online Application, please <a href="#">click</a> here.
2	Do I need an account to access the online Application? How do I register for an account?	Applicants must register for an account to access the online Dispensary Application. Click <a href="#">here</a> and complete the required fields to register for an account. Please note: once your Application is completed and payment submitted, account information cannot be edited.
3	How do I reset or change my password?	For security reasons, customized passwords are not permitted for the Application. If you forget your password after registration, select "Forgot Password" and complete the form. A new password will be e-mailed to you.
4	Do the Application's large fillable boxes support formatting?	Fillable boxes, such as in section B-3.8.1, will not allow for html formatting, bold, italics or underlines. Line breaks and tabs are allowed. It is recommended that responses to sections with large fillable boxes be drafted and finalized in Microsoft Word or another word processor, then copied and pasted into the Application's fillable box.
5	Does the Application time out due to inactivity?	The system times out after 20 minutes of inactivity. Please make sure to save your work often to avoid losing any unsaved information.
6	How do I keep PDF attachments from exceeding the 10MB size limit?	When scanning to convert attachments to PDF format, set your scanner's resolution setting to 300 dpi. Scanning in Line Art scan mode or Grayscale scan mode will also result in a lower resolution document. If your PDF attachments were created by saving as a PDF or printing to PDF, try resaving the attachment as a reduced size PDF in Adobe Acrobat.
7	How do I make changes to my Application?	During the Application Period, but before payment has been submitted, an Application can be modified by logging into your account and clicking "View/Edit" for the Application in question. Once payment is submitted, an Application cannot be modified. If applying for more than one dispensary location, after payment has been submitted for the first location, common information (sections



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		A1–A3) cannot be modified. Only location specific information can be modified on the remaining Applications that have not completed payment.
8	When entering Prospective Associated Key Employees (PAKE) details, do I need to add the details in the same order in each part of the Application?	No, it is not essential to add PAKE details in the same order, but it is encouraged for data management purposes.
9	Which Application fields are required for completion?	Required fields are marked with an asterisk (*). When submitting payment at the completion of Application, if an Application is missing required information, the system will alert the user that required information is missing and automatically revert to the Application section with the first missing field.
10	How often should I save my work?	The system times out after 20 minutes of inactivity. When completing the Application, you are encouraged to save frequently. This is especially important after completing questions with large content or attachments, since the system times out after 20 minutes of inactivity. For reading-intensive sections remember to save often. During the Application Period, but before payment has been submitted, any content on the Application can be modified.
11	Do I need to use a specific browser to complete the Application?	The Application is fully compatible and secure on several browsers tested during the development phase.
12	Should I be concerned about submitting an Application during a high volume time?	The Application and technology infrastructure has been thoroughly tested and is prepared for simultaneous high volume activity. Nonetheless, Applicants are encouraged to begin working on their Application as soon as possible and to save frequently. Starting the Application at the end of the Application Period is strongly discouraged.