Cannabis Seed to Sale

Patient Purchase Portal Project

Medical Patient Frequently Asked Questions

10-29-2026

Additional Resources

Desktop web browser user guide

Mobile web browser user guide

Video tutorial

FAQs

I. Login problems

a. What is my username?
A: Your username is the email that you used to set up your account. If you have not registered in the new Medical Cannabis Patient Registry System, please go to Logging In for instructions.

b. I'm getting a "single sign-on error" message when I try to log in.
A: Use the email you use with State of Illinois programs, including the email you used in the previous system. If you no longer have access or forgot your email, please contact IDPH to assist by calling 855-636-3688 or emailing DPH.MedicalCannabis@illinois.gov.

c. Why is it not letting me use my email?
   i. I no longer have access to the email I used to log in to the Medical Cannabis Patient Registry Portal, how do I register for an account?
   A: Use the email you use with State of Illinois programs, including the email you used in the previous system. If you no longer have access or forgot your email, please contact IDPH to assist by calling 855-636-3688 or emailing DPH.MedicalCannabis@illinois.gov.

   ii. My current email is not letting me log in to this patient portal?
   A: Please use the email you use with State of Illinois programs. If you have not registered in the new Medical Cannabis Patient Registry System, please go to Logging In for instructions. Please contact IDPH to assist by calling 855-636-3688 or emailing DPH.MedicalCannabis@illinois.gov.

iii. I don't know what email I used, how do I access my account in this portal?
A: Use the email you use with State of Illinois programs, including the email you used in the previous system. If you no longer have access or forgot your email, please contact IDPH to assist by calling 855-636-3688 or emailing DPH.MedicalCannabis@illinois.gov.

iv. How do I change my email?
A: The "Update Information" section in your IDPH Medical Cannabis Patient Portal Account that allows you to change your email in our system. Please remember to also change your email in your login account; here are the instructions: Email Change.

v. I changed my email with DPH, why can't I access both their registry and this patient portal anymore (Or vise versa, they changed their email here or with Okta)
A: Aside from changing your email in the IDPH system, you will also need to change your email for your ILogin, follow the instructions here: Email Change.

d. Why is it not letting me use my usual password?
A: If you forgot your password or need to reset it, please go to Recover Account or Password for instructions.
If you are trying to use the username and password from our old system, the old account no longer works. Instead, you will need to register for an account using the email that you have in our previous system. You will then establish a new password. Please go to Logging In for additional information.

e. How do I reset my password?
A: If you forgot your password or need to reset it, please go to Recover Account or Password for instructions.

f. I think someone else accessed my email and this portal.
A: Your account and information should be confidential and only available to you and people you authorize. Please contact IDPH to report any unauthorized use, disclosure or breaches of security that may compromise

the confidentiality of your data. You may also notify IDPH by calling 855-636-3688 or emailing DPH.MedicalCannabis@illinois.gov.

g. How do I get to the Medical Cannabis Patient Registry Portal?
A: Go to Medical Cannabis Patient Program, scroll to Application Resources and click the choice that is applicable to you. If you have an account in our old system, please use "Existing Patient Resources."

h. How do I know if this information is mine or related to my patient ID?
A: The information from the old system was migrated to the new Medical Cannabis Patient Registry Portal. The information you enter will be matched to your old account, which is why it is important to enter the same information you had in our previous system, so that your account is matched and linked. If you run into an issue, please contact IDPH to assist by calling 855-636-3688 or emailing DPH.MedicalCannabis@illinois.gov.

II. Sales issues

a. Allotment Limit is wrong

i. Why isn't the Allotment Limit what I thought it should be?
A: Most medical patients receive a 2.5-ounce allotment, meaning patients are only permitted to buy up to 2.5 ounces in the past 14 days. Patients may apply for a waiver of up to 10 ounces of cannabis in the past 14 days. For the typical medical patient with an allotment of 2.5 ounces, that is 70.87 grams.

ii. How do I change my Allotment Limit?
A: Please contact your Health Care Provider (HCP) who issued your medical cannabis certification. They will need to request an allotment change. Your provider will submit an online waiver request that will then be reviewed by IDPH before approval or denial. Please check your email and visit your application in the Patient Registry to see if the waiver request was approved.

b. Allotment calculations wrong

i. How do **Flower purchases**, like buds, eighths, or pre-rolled flower products, deduct from my limit?
A: Flower products deduct their weight from the allotment limit. For example, a purchase of an eighth (3.5 grams) of raw flower deducts an

eighth of an ounce (3.5 grams) from your limit. An ounce is 28.35 grams. For the typical medical patient with an allotment of 2.5 ounces, that is 70.87 grams.

ii. How do **Edibles purchases**, like gummies, chocolates, or beverages, deduct from my limit?
A: Edibles are considered "cannabis-infused products" that deduct the amount of flower used to produce the THC included in those products. For example, a purchase of a 100 milligram gummie-package would deduct 0.333 grams from your limit. An ounce is 28.35 grams. The equation is:
→ [Total THC in grams] x [3.33] = amount to deduct in grams

iii. How do **Concentrate purchases**, like vape cartridges, cannabis oils, or resin/wax products, deduct from my limit?
A: Concentrates are considered "cannabis-infused products" that deduct the amount of flower used to produce the THC included in those products. For example, a purchase of a 1-gram vape cartridge deducts 2.66 grams from your limit. An ounce is 28.35 grams. The equation is:
→ [Total THC in grams] x [2.66] = amount to deduct in grams

iv. Why does the calculation look wrong? How do the calculations round?
A: On the backend, the system calculates all decimals to the thousandths (0.001, rounding to three digits). The purchase portal just displays hundredths (0.01, rounding to two digits). Please note that the Available Allotment automatically rounds down to avoid ever showing more than allowed. For example:
*→ **2.499** available allotment remaining will show as **2.49**. The dispensary may sell that patient 0.009 more than shown without exceeding their allotment.*

v. Why is this item deducting X amount? Should it deduct more/less?
A: You may check the calculations above and ask your local dispensary about the accuracy. If the dispensary finds an issue, they may contact the State for more information.

vi. Can you explain why each item deducts what it does?
A: You may check the calculations above and ask your local dispensary about the accuracy. Note that sometimes system rounding makes numbers appear slightly off when they are correct but simply displayed differently.
Each item deducts a different amount based on (1) the products weight, (2) the THC included, and/or (3) the equivalent flower that was used to create that amount of product or THC. The calculations are:
Edibles: → [Total THC in grams] x [3.33] = amount to deduct in grams
- *Note that edibles often list total THC in milligrams (i.e., 100mg)*

Concentrates: → [Weight in grams] x [2.66] = amount to deduct in grams
To convert the deductions in grams to ounces, divide by 28.35.
For example,
1) *100 milligram of THC beverage purchased in past 14 days*
2) *Total THC in grams (0.1g) x 3.33 = 0.333g*
3) *Convert to ounces: 0.333 / 28.35 = 0.012 ounce deduction*

vii. Why does the deduction amount not appear on the product label?
A: The deduction amount should appear on the product label. The weights and total THC may be used to calculate the exact deductions.

viii. Why didn't my allotment refresh?
A: Sales and transactions must be reported into the State system by the dispensary. There may be transmission and processing delays that may result in updates not immediately appearing in the purchase history.

c. Items appear

i. Why is "Item X" appearing when I didn't buy that?
A: The product's name listed in the purchase history should directly match the name on the packaging label. If you see a discrepancy, please report it to the dispensary. The dispensary should confirm the patient number, sale time, and product name to find any issues. A typo in a patient number or product identifier could explain the incorrect information appearing to the medical patient.

ii. Why does the name of the item not match my receipt?

A: The product's name listed in the purchase history should directly match the name on the packaging label. Dispensary's internal point-of-sale systems may list the product slightly differently. Please report any issues with the dispensary to determine if the information is correct in all systems.

iii. How do I remove "Item X" from my history?
A: Please work with your dispensary to reverse incorrect items from your purchase history. Dispensaries can correct errors, but their audit policies require documentation and justification for changing data records. These policies protect the accuracy of the data. Please report errors and be patient with the process to correct the issue.

iv. What is this item, I don't remember buying that?
A: Please work with your dispensary to investigate items in your purchase history. Dispensaries can explain products, identify and correct errors, and describe deduction calculations. If there are identified errors, their audit policies require documentation and justification before changing data records. These policies protect the accuracy of the data. Please report errors and be patient with the process to correct the issue.

v. I returned "Item X" immediately after purchasing it and had the dispensary void the sale. Why is it still appearing?
A: Please work with your dispensary to reverse incorrect items from your purchase history. Returns may take additional time to process depending on the policies and procedures for each dispensary. Please contact your dispensary about returns to find out if they are offered and what the process for a return is. Dispensaries can correct errors, but their audit policies require documentation and justification for changing data records. These policies protect the accuracy of the data. Please report errors and be patient with the process to correct the issue.

d. Items not appearing

i. Why does nothing show up?
A: The purchase history shows all purchases recorded to your current patient number in the past 30 days. If a purchase occurred earlier,

under your previous patient number, or a mistake (entering the wrong patient number, recording it as an adult use sale, etc.), it may not appear. There may be transmission and processing delays that may result in updates not immediately appearing in the purchase history. Please check with the dispensary that your patient number was correctly entered and that the data was uploaded to the State system.

ii. Why isn't something I bought a long time ago showing up?
A: Currently, the purchase history is only able to show purchases that occurred in the past 30 days.

iii. Why is "Item X" not appearing after I bought it?
A: Sales and transactions must be reported into the State system by the dispensary. There may be transmission and processing delays that may result in updates not immediately appearing in the purchase history. Please check with the dispensary that your patient number was correctly entered and that the data was uploaded to the State system.

iv. I just bought something, and it hasn't shown up yet—where is it?
A: Sales and transactions must be reported into the State system by the dispensary. There may be transmission and processing delays that may result in updates not immediately appearing in the purchase history. Please check with the dispensary that your patient number was correctly entered and that the data was uploaded to the State system.

v. What is this item that appears in my history? I bought something else.
A: Please work with your dispensary to investigate items in your purchase history. Dispensaries can explain products, identify and correct errors, and describe deduction calculations. If there are identified errors, their audit policies require documentation and justification before changing data records. These policies protect the accuracy of the data. Please report errors and be patient with the process to correct the issue.

e. Items confusing

i. Why does the name in the portal not match the label?

A: The product's name listed in the purchase history should match the name on the packaging label. Dispensaries' internal data systems may list the product slightly differently. Please report any issues with the dispensary to determine if the information is correct in all systems.

ii. What do all these terms mean?
*"**Date**" means the date and time of checkout.*
*"**Dispensary**" means the store where the product was purchased.*
*"**Item**" means the product's name that was purchased.*
*"**Quantity**" means the number of those items purchased. For example, if a patient buys 2 packages of the same product, the "Quantity" column will list 2.*
*"**Ounces used**" means what was deducted from your allotment, in ounces. If the date was 14 or more days ago, the ounces used will not deduct from your available allotment's ounces remaining.*

iii. What does "item" mean in the Purchase History view?
A: The "Item" is the product's name that was purchased. If there are any issues or concerns with the name of the item purchased, please report the issue to the dispensary to get more information.

iv. Why do I only see one when I bought two? Or two and bought one?
A: The "Quantity" should show how many items were recorded for the purchase. If there are any inaccuracies or concerns with the quantities, please report the issue to the dispensary to get more information.

v. I know I bought something that was $X. Can I see how much I paid for an item?
A: Please work with your dispensary to investigate additional details about your purchase history. You can provide them with your patient number, date and time of the record and they should be able to find the receipt and provide any additional information.

f. Dispensary appearing

i. What dispensary is this? I don't remember shopping there.

A: The dispensary name reflects the official business name recorded in the State's licensing system, which may be different from the storefront's signs. You can use the State's map (https://cannabis.illinois.gov/about/locations.html) and lookup tools (https://idfpr.illinois.gov/content/dam/soi/en/web/idfpr/forms/cannabis/all-cannabis-licenses.pdf) to find the dispensary's name and address. Please report any issue to the dispensary or the State if you identify any problems or have any concerns.

ii. Where is the dispensary name listed?
A: The dispensary name is the second column in the purchase history. Note that the dispensary name is the official business name, not necessarily what the store calls itself. You can use the State's map (https://cannabis.illinois.gov/about/locations.html) and lookup tools (https://idfpr.illinois.gov/content/dam/soi/en/web/idfpr/forms/cannabis/all-cannabis-licenses.pdf) to find the dispensary's name and address.

iii. Why does it show me two dispensaries when I only shop at one?
A: Please work with your dispensary to investigate items in your purchase history. Dispensaries can explain products, identify and correct errors, and describe deduction calculations. If there are identified errors, their audit policies require documentation and justification before changing data records. These policies protect the accuracy of the data. Please report errors and be patient with the process to correct the issue.

g. Dispensary not appearing

i. Why does it show me only one dispensary when I shop at two?
A: Please work with your dispensary to investigate items in your purchase history. Your dispensary may have incorrectly added your patient number or have issues reporting transactions to the State system. If there are identified errors, their audit policies require documentation and justification before changing data records. These policies protect the accuracy of the data. Please report errors to both the dispensary and State at FPR.CROO@Illinois.gov. Please be patient with the process to correct the issue.

ii. I usually shop at "X Dispensary," but it isn't showing up?
A: Note that the dispensary name is the official business name, not necessarily what the store calls itself. You can use the State's map (https://cannabis.illinois.gov/about/locations.html) and lookup tools (https://idfpr.illinois.gov/content/dam/soi/en/web/idfpr/forms/cannabis/all-cannabis-licenses.pdf) to find the dispensary's name and address. Please check to ensure your dispensary is licensed to serve medical patients (not all are).

iii. Why is my dispensary adult use only and not medical?
A: Adult use dispensaries may, but are not required to, apply for medical cannabis dispensary licenses. Please contact your dispensary to find out more.

III. Caregiver questions

a. Why is my allotment limit 2.5 ounces when I am just a caregiver?
A: Caregivers see the allotment limit of their qualified patient. When they click on the "Available Allotment and Purchase History" button, they will see the purchases made by or on behalf of their medical patient by any authorized caregiver. In other words, if Caregiver 1 and Caregiver 2 both buy products for one patient, all three people will see the available allotment and purchase histories made for that patient number.

b. Do my caregiver purchases show up here?
A: If you are a patient, you will see any purchases made by your caregiver(s) that used your patient number.
If you are a caregiver, you will see the purchases made by or on behalf of their medical patient by any authorized caregiver.
If you are a caregiver and a patient, you will be able to select your caregiver or patient dashboard to see purchases for each of those patient identification numbers. Purchase history for yourself and the patient you support will be shown separately.

c. Does it show me which caregiver purchased for me?
A: No. All purchases made by or on behalf of a medical patient by any authorized caregiver will appear in the same purchase history. In other words, if Caregiver 1 and Caregiver 2 both buy products for one patient, all

three people will see the available allotment and purchase histories made for that patient number.

d. What can my caregiver see?
A: Caregivers will see the same purchase history as patients. Caregivers will see the purchases made by or on behalf of their medical patient by any authorized caregiver.

IV. Other questions

a. Definitions:

i. What does "Allotment" mean?
A: "Allotment Limit" on the patient dashboard lists the certified maximum ounces for a 14-day period.
"Available Allotment" in the "Available Allotment & Purchase History" button shows the remaining balance after subtracting purchases shown in the purchase histories.
For example, most qualified medical patients receive a 2.5 ounce Allotment Limit. If a patient purchases 1 ounce of flower, the Available Allotment would be 1.5 ounces (2.5 ounce limit – 1 ounce purchased).

ii. What is an "ounce"?
A: An "ounce" is 28.35 grams. In this context, ounces are the quantity of dried cannabis flower. Cannabis-infused products, such as edibles, beverages, concentrates, oils, and other non-flower products, are converted to the pre-mix weight of dried flower before deducting from the ounces.

iii. What is my "limit period"?
A: The limit period is 14 days. All medical purchases made within the past 14 days are deducted from the Allotment Limit.

b. Who can see my sales data?
A: Purchase History is available to medical patients and their registered caregivers. Only authorized users will view or use the data to implement the Compassionate Use of Medical Cannabis Program Act. No authorized user will connect the data to any other data, information, or outside database. Dispensaries can see their own sales receipts, including patient numbers, from purchases in their own store. Dispensaries are limited to only seeing

their own sales and will not see purchases at any other stores. However, medical dispensaries may look up the Available Allotment for a patient number. You may choose to share additional information—like your name and contact information—with dispensaries but you are not required to do so.

c. How long does my data last here?
A: Purchase History temporarily pulls and displays sales from the past 30 days. Your Available Allotment is calculated in real time and changes with your purchases. Your Allotment Limit and sales data are stored longer, but the Purchase History function shows only the past 30 days when accessed and the sales data are not stored in the Patient Registry.

d. My patient number changed, how do I see purchases from my old/new card?
A: You may only see the purchases on your current patient identification number. Please contact dispensaries you visited if you wish to view purchases under your prior patient number(s). If the dispensaries cannot help you, please contact IDPH.

e. Can I share this data with my health care provider or friend?
A: The Purchase History is available for the Qualified Patient's viewing, use, or sharing. The data are not intended for commercial use. However, please do not share your login credentials.

f. Who can I give feedback to about this system / X?
A: Please contact your dispensary for any questions regarding information shown in the Purchase History. Please contact IDPH or FPR.CROO@Illinois.gov for feedback or complaints about the system's functionality.

g. I entered my QP number and I am unable to access this patient portal?
A: Please login to your patient portal using your email, password, and security question. Once in the patient portal, you may then click on the "Available Allotment & Purchase History" to see your sales information.
If you provided the wrong patient number to a dispensary, please contact that dispensary to correct the information and have it updated.