

Technical Support Guide for Medical Cannabis Card Applications

Common issues accessing the Patient and Caregiver Registration Portal

Email verification

You will receive an **email to verify your account** after registering here: <https://ky-chfs-public.nls.egov.com/login>

 **Tip:** Check the spam and junk folders in your inbox.

➔ **Contact Tyler Technologies** if you do not receive the verification email.

Email: nlssupport-ky-chfs@tylertech.com
Phone: 502-875-3733

Incorrect birthdate or social security number on account

If your **birthdate or social security number is incorrect on the account you created**, you will not be able to retrieve your written certification to apply for a registry ID card.

➔ **Contact Tyler Technologies** if you need to correct the birthdate or social security number on your account.

Email: nlssupport-ky-chfs@tylertech.com
Phone: 502-875-3733

Common issue retrieving a written certification

Accessing a written certification

A practitioner and patient will receive an **email when a written certification is available in the portal**. If you cannot access your written certification:

- ☞ **Try** registering and verifying an account to view issued written certifications by selecting “View Available Certifications” on the “Practitioner Written Certification Information” tab on a New Patient Registration.
- ✓ **Confirm** your birthdate and social security number are correct on your account.

➔ **Contact your Authorized Practitioner** to confirm the birthdate and social security number are correct on the written certification. If it's not, the **Authorized Practitioner needs to issue a new written certification**.

Common issues accessing or updating your account

Forgot password

You can **select “Forgot Password” from the portal landing page** to send a reset email to the inbox associated with your account.

 **Tip:** Have you registered for an account? If not, you must **register** before being able to log in. Register here: <https://ky-chfs-public.nls.egov.com/register>

➔ **Contact Tyler Technologies** if you do not receive the password reset email.

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Account updates

You can update most information on your account via the account update.

- To submit an account update, log into the online portal: <https://ky-chfs-public.nls.egov.com/login>
- Select **+Create New Application**, then select **+Patient/Caregiver/Practitioner Update**.

➔ **Contact Tyler Technologies** if you are having trouble updating your registration.

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Resources

- ▶ For more information, visit the Kentucky Medical Cannabis Program website at: <https://kymedcan.ky.gov/>, including Patient and Caregiver FAQs, the Qualified Patient and Designated Caregiver Guide, and Quick Reference Guides for Designated Caregiver, Visiting Qualified Patient, and In-state Minor Qualified Patient applicants.