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To: Current AUCP Licensees  
From: Director John Hudak, Office of Cannabis Policy  
Date: May 8, 2023  
Subject: Requesting a Replacement Individual Identification Card (IIC) Online

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Adult Use Cannabis Program (AUCP) licensees can now submit an online request for a replacement Individual Identification Card (IIC) if they have changed their name, or their card has been lost or stolen. The process for requesting a replacement card is as follows.

**Step 1:**

Visit OCP's [online application portal](#).

**Step 2:**

From the list of options, select "Individuals".

**Step 3:**

From the list of options, select "Request a Replacement ID Card".

**MAINE ADULT USE CANNABIS PROGRAM**

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Individual Options

Please select from the following options:

- Apply for an Individual Identification Card**  
Select this option to initiate the application process for a Maine Adult Use Individual Identification Card.
- Upload Outstanding Application Documents**  
For applications in process, select this option to upload additional documentation.
- Update Contact Information**  
Update address, phone, and email information.
- Renew an Individual Identification Card**  
Select this option to submit your application for renewal of a current Maine Adult Use Individual Identification Card.
- Request a Replacement ID Card**  
Select this option if you have changed your name or your card has been lost or stolen.
- Change Account Information**  
*Individual Licensees Only* Change your password or secret question. This option is not available for companies.

**Step 4:**

Enter your IIC number (e.g., IIC#####).

**Step 5:**

Enter your access code or password.

**Step 6:**

Click the "Request Replacement Card" link.

**Step 7:**

From the list of options, select either “Replace lost or stolen card”, or “My name has changed”.

*Note:* You can also edit your address on this screen if that has changed.

For name changes, enter your new name and upload supporting legal documentation.

**Step 8:**

Click “Submit”.

**Step 9:**

You will receive a confirmation email notifying you of the \$50 fee for your replacement card.

The confirmation email will state that your request will be processed once OCP receives your payment.