



505.503.8962

Info@aimmedicalcannabis.com

www.AimMedicalCannabis.com

Step by step patient portal set up

NM DOH MCP has created a state patient portal allowing patients and caregivers direct access to their health information. Each patient that creates their account will have access to sales, units available and used, submit patient applications, review previous applications and check submitted application status. We encourage all patients who have not already created their portal do so prior to your recertification, making for a smooth paperless renewal process.

1. In a web browser copy this web address: <https://mcp-patient-tracking.nmhealth.org>
2. To create a new account click [create an account] in the top right-hand corner of your page.



3. Complete the new account registration questions:



You will need the following:

- ✓ An email address.
- ✓ Complete full name as printed on cannabis card.
- ✓ Card barcode or ID Code on patient card

Create an Account

* First Name

* Last Name

* Date of Birth

I have a Card and want access to the Sales and Units history and my Applications

* Email

* Password

* Password confirmation

This box **MUST** be checked to receive health information as well as submit applications electronically. If you do not check this box you will need to contact the DOH to have them correct this oversight.

4. Link your account to your current and future Cannabis information:

Create an Account

* First Name [Redacted]

* Last Name [Redacted]

* Date of Birth [Redacted]

I have a Card and want access to the Sales and Units history and my Applications

You have **three attempts** to match your application, then your existing account will be blocked for 24h. Please, be cautious while filling First Name, Last Name, DOB and Barcode fields. Filled data should be exactly the same, as you have it on your active card, otherwise system will not be able to match your application.

* Barcode [Redacted]

* Email [Redacted]

* Password [Redacted]

NOTE: You will have three (3) attempts to match your application. If you exceed three (3) attempts your account will be locked for 24 hours. Be diligent while filling out your information. Best practice would be to copy your information exactly as it is printed on your card.

Medical Cannabis Division

Success!

Application Record was matched successfully, you can continue registration process to get an access to your existing applications.

OK

* Last Name [Redacted]

* Date of Birth [Redacted]

I have a Card and want access to the Sales and Units history and my Applications

You have **three attempts** to match your application, then your existing account will be blocked for 24h. Please, be cautious while filling First Name, Last Name, DOB and Barcode fields. Filled data should be exactly the same, as you have it on your active card, otherwise system will not be able to match your application.

* Barcode [Redacted]

A successful match will give you this error message. If you get an error message, please review the information on your card and make sure they match.

4. Submit your application. By clicking the blue [submit] button an email confirmation will be submitted to your email for verification. Your account is not complete until you follow the verification link. Be sure to check your spam account for no-reply@biotrakthc.org.

New Mexico Department of Health Medical Cannabis Program

Create an Account Login into Your account

Home / Create an Account

Please check your email for confirmation and follow the instructions within the email to confirm your registration. Check your spam folder, if you do not receive the email within 5 minutes of completing the registration process.

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If you have any issues matching your account, please call the State of New Mexico Department of health 505-827-2321 Ext 6. AIM does not have any backside access to this portal. If you have questions about setting up the portal call AIM at 505.503.8962.

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