



Cannabis Control Division

September 3, 2026

**NEW MEXICO'S
TRACK-AND-TRACE
IS CHANGING**



Dear Licensee,

The Cannabis Control Division and Real Time Solutions remain dedicated to assisting you throughout the transition to NMS2S. We are actively pursuing strategies to support users during their acclimation to the new system.

Alongside our existing helpline, user manuals, and how-to videos, we will be developing a customized walkthrough designed to address your specific questions about NMS2S and provide comprehensive guidance. Your submitted questions will play a crucial role in ensuring the walkthrough addresses your needs. To facilitate this, please utilize the link to the form below to submit your questions regarding NMS2S usage. The form will be available until **12 a.m. on September 8.**

The tailored walkthroughs will be released as soon as possible, with publication scheduled no later than Thursday, September 10 on the [NMS2S webpage](#) and disseminated via email.

We appreciate your engagement and look forward to providing thorough answers and equipping you for successful use of NMS2S.

[Submit Your Questions about Using NMS2S](#)

Sincerely,

Cannabis Control Division

New Mexico Regulation & Licensing Department

The New Mexico Regulation and Licensing Department regulates more than 400,000 individuals and businesses in 35 industries, professions and trades across the state. Its mission is to ensure qualified professionals provide quality care and services to all people of New Mexico.



SERVICE | DEDICATION | INTEGRITY

