



TO: Licensed Cannabis Establishments

FROM: Connecticut Consumer Protection, Drug Control Division

DATE: March 22, 2024

RE: Requests for Support to BioTrack

Licensed cannabis establishments that require technical support or are having functionality issues with BioTrack should submit a support ticket by going to <https://BioTrack.com/contact-us/> and submitting a case. For faster service, please submit a ticket *before* calling BioTrack or contacting DCP for support.

Examples of when to submit a support ticket to BioTrack include:

- Inability to generate reports;
- Issues with Point-of-Sale (POS) systems, or other software Application Programming Interfaces (API);
- Corrections to information entered into BioTrack for cannabis products, flower lots and transportation manifests; and
- Other routine requests.

Requests to release product lots for retesting should continue to be emailed to the Department for review and approval at dcp.cannabislicensing@ct.gov. All other BioTrack-related support requests should have a ticket submitted. Should you contact the Department for an issue related to BioTrack, you may be directed by the Department to submit a ticket to BioTrack as appropriate.

When submitting a support ticket be sure to include the following information:

- **Name of the Licensed Establishment**
- **Point of Contact**
- **Call back number**
- **Detailed description of issue**
- **TeamViewer ID and password (if applicable)**

Once you have submitted your support ticket, you will receive an automated reply with your support ticket number. Please reference this number when speaking to a BioTrack support team member or when contacting the Department.

For additional information or services, please visit the BioTrack website at www.BioTrack.com