Metrc Support Bulletin

Bulletin Number: OH_IB_0059: Employee Relicensing	Distribution Date: 05/22/2024	Effective Date: 05/01/2024
Contact Point: Metrc Support	**Subject**: Important Employee Re-Licensing updates	
Reason: Important updates on Employee Re-Licensing consolidation.		

Greetings,

To create an easier single sign-on experience, the Ohio Medical Marijuana Control Program (MMCP) and the Ohio Division of Cannabis Control (DCC) are reissuing current employee licenses from *one employee license per facility* to *one employee license number for all affiliated facilities*.

Please read on for additional information and updates regarding this process.

Employee Re-Licensing Process

It is important to be aware of this process and its impact on individual employees compared to facility-wide roles so necessary actions are taken in a timely and efficient manner. The following steps outline the re-licensing process flow.

1. The Ohio Division of Cannabis Control will contact Facility Admins about the need to apply for Re-Licensure beginning May 1st, 2024.
2. Once the state processes the application, the new CCE number will be communicated to the Facility Admin.
3. The Admin should log a case through the [Metrc Support portal](#) to request that an update be made to the administrator of their aligned facilities to the new CCE employee number and remove the current MMCP number from the facility.
4. After submitting the request to Metrc Support, Admins will be re-credentialed with their new employee license number. During this step, previous employee records will be removed by Metrc.
5. Once re-credentialing is completed, an automated email will be sent to the email address associated with the new CCE number and will indicate when to log in to set up the new CCE account.
6. Admins should log in to the Metrc system using the new CCE number and set up the User Profile, or password.
7. Once the new CCE number is obtained, the Facility Employee should notify their Admin and provide the new CCE number. At this time, the Facility Admin can add the employee to the license using their new CCE number and then remove that employee's old account.

Important API notes:

After logging in with a new CCE number, a new API Key needs to be generated and communicated to the appropriate third-party integrator. Third-party integrators are aware of the re-licensing process changes and impact to API keys.

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For additional support,
please visit Support.Metrc.com

Metrc resources

If you have any questions or need additional support, the following resources are available:

Contact Metrc Support
By using the new full-service system by navigating to Support.Metrc.com, or from the Metrc System, click Support and navigate to support.metrc.com and it will redirect to the portal.

Please note: If accessing the portal for the first time, a username (which is established when logging in), the respective state and "Facility license number", and a valid email to set a password are required.

Metrc Learn
Metrc Learn has been redesigned to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing the new Metrc Learn LMS is simple through multiple convenient locations:

> *From within the Metrc system*
> Navigate to the drop-down Support menu in the navigational toolbar and select "Sign up for Training" to register.
>
> *From the Metrc website*
> Navigate to your state's partner page and scroll down to the "Metrc's Training Resources" section to find the link.

Also, save the link – *learn.metrc.com* – as a bookmark in your preferred web browser. If you have the existing link saved as a bookmark, please replace it with the new link.

Access additional resources
In the Metrc system, click on the Support area dropdown on the navigational toolbar and select the appropriate resource, including educational guides, manual, and more.

Thank you for your continued partnership.

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For additional support,
please visit Support.Metrc.com