Metrc Support Bulletin

Bulletin Number: DC IB 0066	Distribution Date: 07/19/2024	Effective Date: Ongoing
Contact Point: Metrc Support	**Subject:** Metrc Learn – Training enhancements update	
Reason: To communicate important updates released in the Metrc Learn training platform.		

Greetings,

We are excited to introduce significant updates to **Metrc Learn** – our enhanced interactive learning management system (LMS) – with over 50 new learning assets, including interactive scenario-based training that supports specific roles and a variety of levels of expertise.

These enhancements are designed to provide a more engaging, effective, and accessible learning experience. Here's what's new with Metrc Learn:

- **Improved interactive learning experiences:** Enhanced with multimedia content and visual-based learning.
- **New modules:** Covering a wider range of topics and scenario-based learning.
- **Personalized role-based learning paths:** Tailored to individual needs and goals based on role type and knowledge within the industry.
- **Real-time progress tracking:** Track progress, view transcripts, and print or share reports.
- **Improved accessibility features:** Closed captioning, full-screen display, and control over play speed.
- **Content management:** Managers for Metrc Learn can assign specific content to employees based on their roles and monitor their progress, ensuring that training is relevant and effectively tracked.

The importance of clear and accessible learning is key in helping Metrc users unlock greater workflow efficiency and strengthen system skills, which is why Metrc Learn will continue to be enhanced based on industry feedback.

For detailed information on new features and learning content, please read on.

Metrc LLC
For additional support,
please visit Support.Metrc.com

1

![metrc logo]

Expanded interactive, role-based learning experiences

Metrc Learn now offers additional course content and learning materials, including interactive scenario-based training, which provides reinforcement opportunities in four primary areas:

- Budtender
- Trimmer
- Testing Facility Technician
- Processing/Manufacturing Employee

For example, a Processing/Manufacturing Employee might navigate a common scenario like handling a shipment with damaged product. If the correct action is chosen, the scenario progresses, providing live demos and explanations for why certain answers work or don't work. This interactive approach, featuring timely and relevant clickable demos, transforms training from static recordings to dynamic, engaging learning experiences.

To locate new scenario-based training, navigate to and click on "My Courses and Learning Plans" from the navigational drop-down menu – **see Figure 1.**
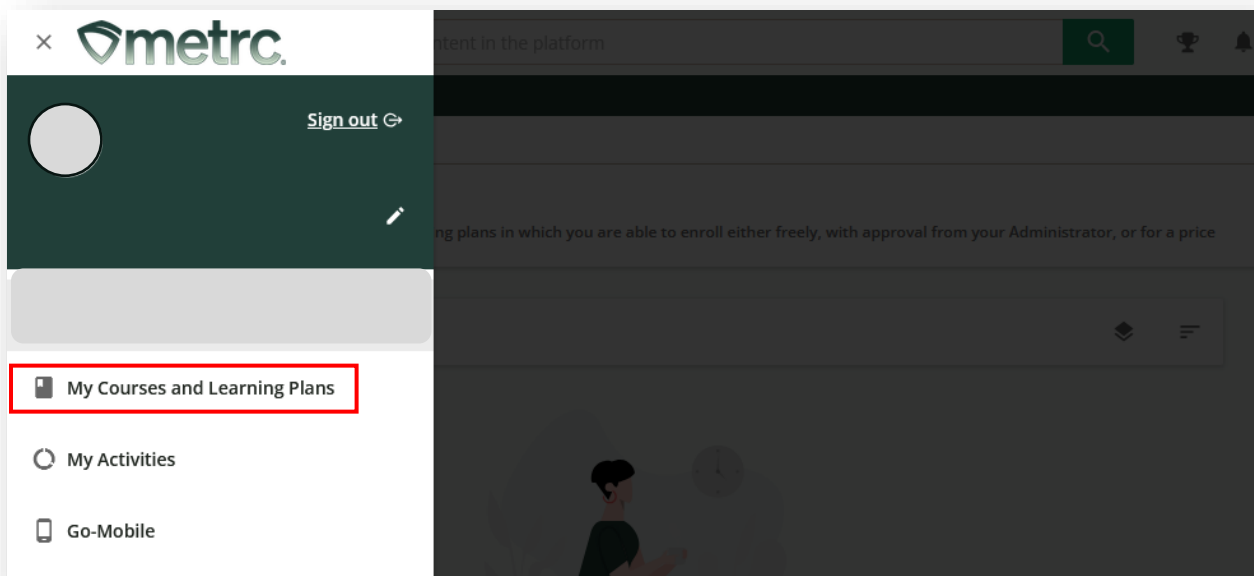

Figure 1: My Courses and Learning Plans

Metrc LLC
For additional support,
please visit Support.Metrc.com

2

In addition, Metrc Learn now offers personalized learning paths tailored to the specific needs and goals of unique roles within the industry. As of July 1st, role-based content is available for the four main license types:

- Cultivation
- Manufacturing
- Retail
- Testing

Metrc Learn training continues to be tailored to varying levels of expertise to enable employees to progress and deepen their knowledge and skills over time.

Plus, podcasts will be a new, interactive way to learn more from industry peers and other industry experts. Currently, the first podcast – *Buzz Episode 1: From Driver to CEO*" – is available via the Metrc Learn homepage and features an interview with a licensed microbusiness owner. Additional podcasts are planned for release and will be designed to enhance your on-the-go learning experience.

Progress tracking updates

New enhancements offer the ability for users to keep tabs on completed courses, achievements unlocked, and find areas for improvement in real-time. To track progress, navigate to Completed Coursework where key deadlines, assigned coursework, and completed coursework can be located – **see Figure 2.**
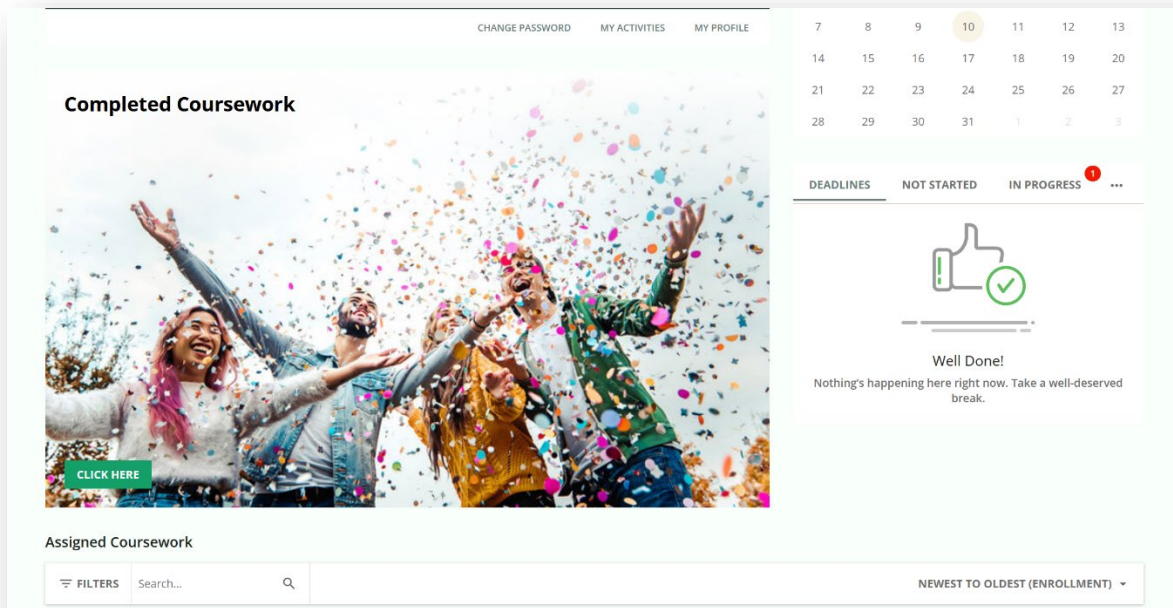

Figure 2: Progress tracking

Metrc LLC
For additional support,
please visit Support.Metrc.com

3

Certificates can be found by selecting the "Click Here" button from the Completed Coursework page, locating the appropriate course that was completed, and downloading the certificate – **see Figure 3.**
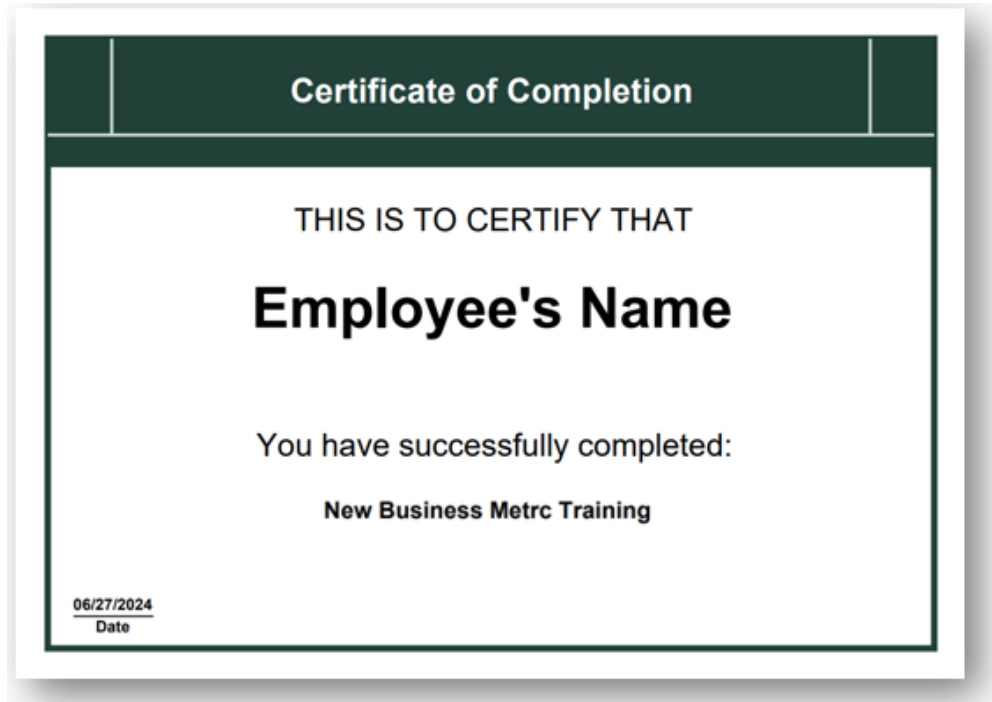

Figure 3: Certificate of Completion

Improved accessibility and content management

While Metrc Learn continues to support closed captioning and full screen display, Metrc Learn has expanded to support playing speed control. Increasing playback speed allows for time efficiency for users who want to consume content quickly without losing context. Increasing or decreasing playback speed allows for processing information at variable and preferred speeds.

In addition, Managers can assign specific content to employees based on their roles and monitor progress, ensuring that training is relevant and effectively tracked.

To assign content, navigate to the navigational drop-down menu in the top-left corner and select 'My Team.'

From the 'My Team' page, team members, checklists, and reports can be accessed to aid in tracking and supporting team members' progress and growth – **see Figure 4.**
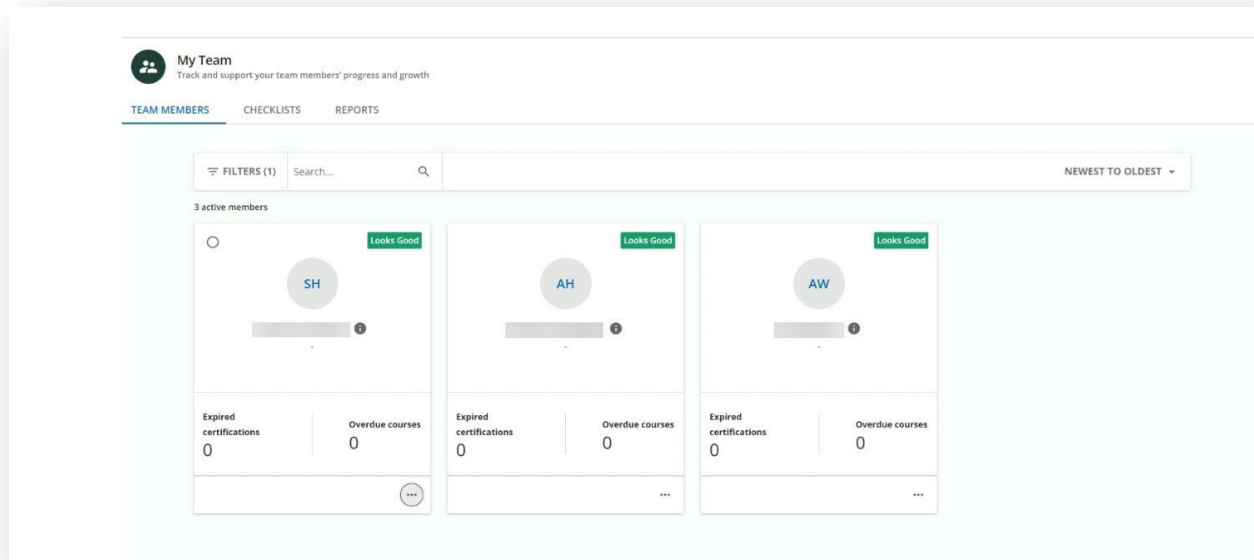
Metrc LLC
For additional support,
please visit Support.Metrc.com

4

Figure 4: Assigning Content for Managers – My Team page

Note: To become a Manager in Metrc Learn, there are two options to request this level of access:

1. Submit a new case in the Metrc Support portal, or
2. Send an email to learn@metrc.com

Regardless of the option selected, a list of employee's full names and the email (or username) they used to register for Metrc Learn will be required.

To provide more timely learning modules and content, New Business Training will be updated quarterly to reflect new state regulations while new training modules and content updates are planned monthly.

We are excited to offer these new and improved learning tools and resources and will communicate additional enhancements as we continue to develop Metrc Learn to better serve your needs.

Metrc LLC
For additional support,
please visit Support.Metrc.com

5

Accessing the Metrc Learn

Accessing Metrc Learn is simple through multiple convenient locations:

From within the Metrc system
Navigate to the drop-down Support menu on the navigational toolbar and select "Sign up for Training" to register or to access the main login page.

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.

Save the link
From a preferred web browser, save learn.metrc.com as a bookmark.

Metrc Learn mobile experience
As of March 31st, Metrc Learn is available through the Go.Learn mobile application for Android and Apple iOS to access training courses anytime, anywhere. Plus, download courses to take while offline — progress is automatically tracked and synced when you are back online.

Login credentials will be the same as when accessing Metrc Learn through a web browser.

Follow these steps to download the app:

1. Download the Go.Learn app in the Apple or Google Play stores or scan the QR codes below:

Apple/iOS

Android

Metrc LLC
For additional support,
please visit Support.Metrc.com

6

2. Enter the Platform URL: **learn.metrc.com**
3. Launch the Go.Learn app and login using your learner's username and password – **see Figure 5.**
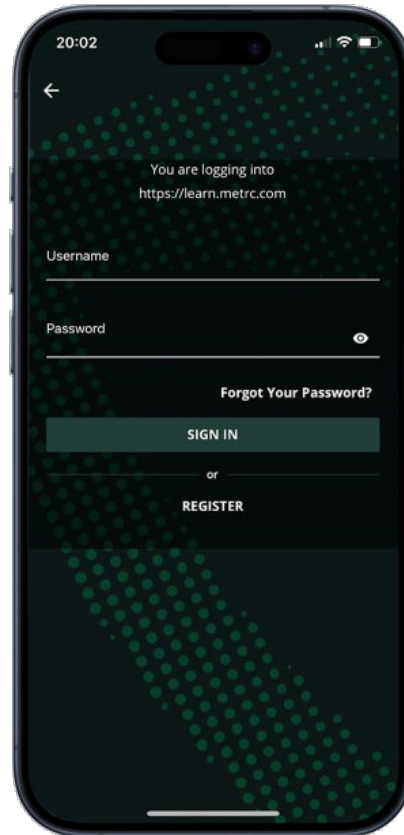

Figure 5: Metrc Learn mobile device access

Existing Metrc Learn account users:

To explore new features and improvements, take the following steps:

1. Navigate to the Metrc Learn login page using the new link: learn.metrc.com
2. Enter your existing username and password.
3. If you've forgotten your password, click the "Forgot Your Password?" link.
4. A password reset link will then be sent to the email associated with the Metrc Learn account.
5. Click the link to reset your password. **Note:** The new password must contain at least 9 characters. For security reasons, the new password must also be different from the last 6 passwords used.
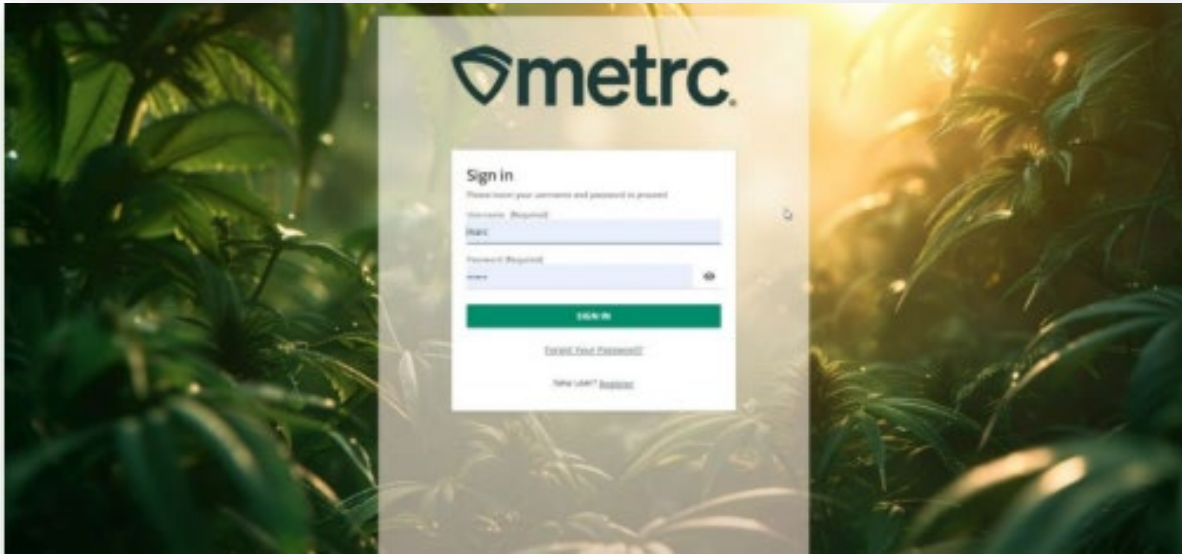
Metrc LLC
For additional support,
please visit Support.Metrc.com

7

Figure 6: Metrc Learn login page

Once the new password is set, return to the login page and enter the username and new password to access Metrc Learn.

New to Metrc Learn? Here's how to register:

To register for a Metrc Learn account, the following steps should be taken:

1. Navigate to the Metrc Learn login page by:
    *   Using the new link: learn.metrc.com; or
    *   From within the Metrc system – Navigate to the drop-down Support menu on the navigational toolbar and select "Sign up for Training".
2. Click the 'Register' link next to 'New user?' – **see Figure 7.**

Metrc LLC
For additional support,
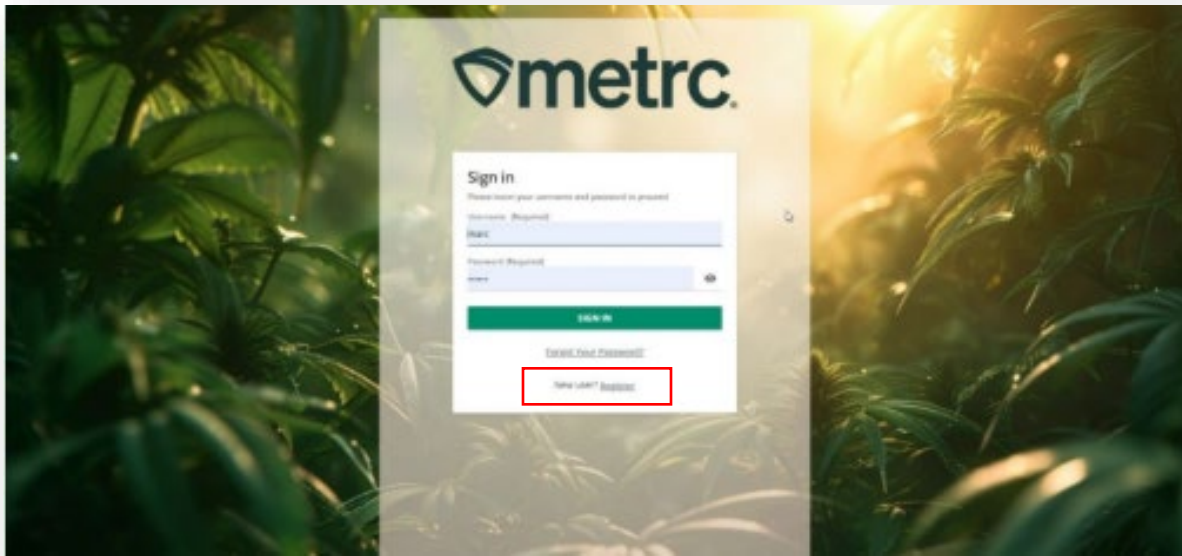please visit Support.Metrc.com

8

Figure 7: Metrc Learn Registration

Once the 'Register' link is clicked, the registration page will appear.

3. From the registration page, complete all required information on the form. The password must include at least 9 characters. When complete, click 'Next' – **see Figure 8.**
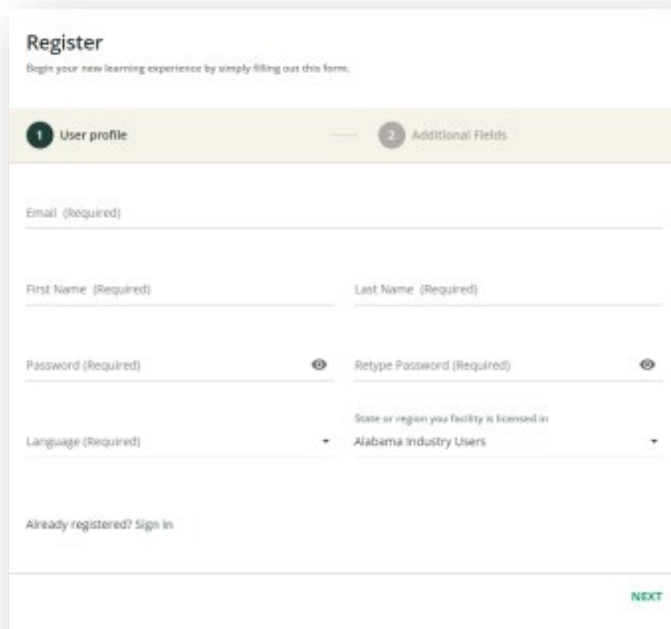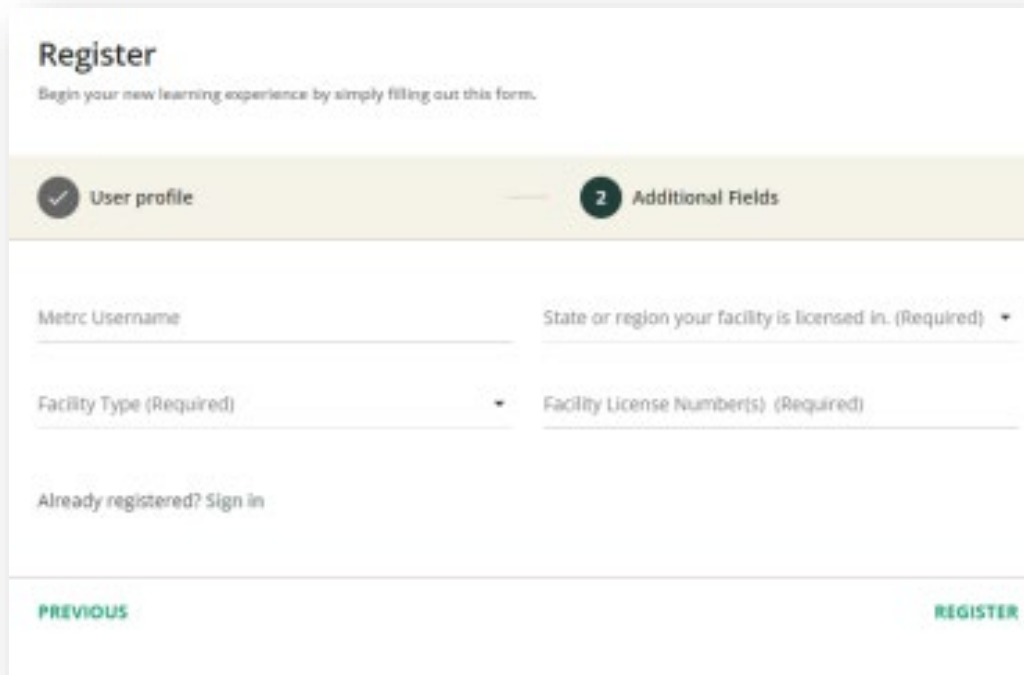

Figure 8: Metrc Learn Registration Page

Metrc LLC
For additional support,
please visit Support.Metrc.com

9

4. On the next page, fill in all additional fields and click 'Register' – **see Figure 9.**

Figure 9: Metrc Learn Registration Page

Once the email invitation is received, validate your e-mail address, and navigate to the Metrc Learn login page to sign in and access training.

Metrc LLC
For additional support,
please visit Support.Metrc.com

10

Metrc resources and training feedback

Whether you choose to learn through our revamped user interface or the Go.Learn mobile application, available on the Apple Store and Google Play Store, training will continue to be more convenient and accessible.

To share feedback with the Metrc Training team, you can reach out directly at learn@metrc.com.

For general Metrc system-related inquiries, please submit a case with Metrc Support through the support portal.

Contact Metrc Support

Navigate 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 is required.

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, manuals, and more.

We are excited to offer these new and improved learning tools and resources. Stay tuned for more updates and enhancements as we continue to develop Metrc Learn to better serve your needs.

Metrc LLC
For additional support,
please visit Support.Metrc.com

11