


<b>Bulletin Number:</b> MA_IB_0083 COA Download & View	<b>Distribution Date:</b> 10/29/2024	<b>Effective Date:</b> Ongoing
<b>Contact:</b> Metrc Support	<b>Subject(s):</b> Downloading and viewing COAs	
<b>Reason:</b> Providing information and guidance on the ability to download and view COAs.		

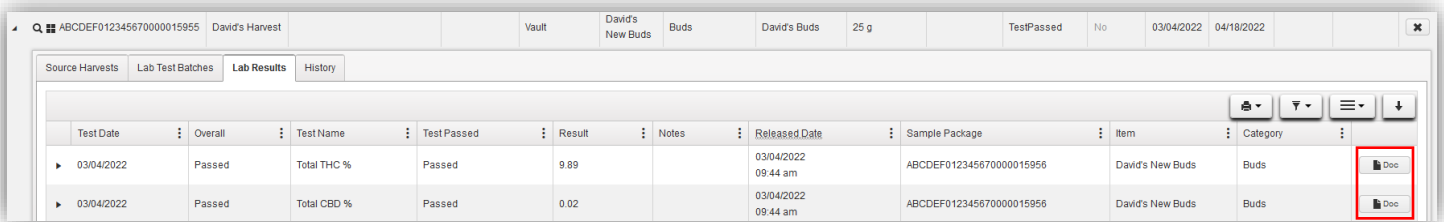
Greetings,

Metrc and the CCC are pleased to provide information on the ability to download and view Certificates of Analysis (COA) within Metrc. Testing Facilities can upload a COA that is associated to all recorded test results of a specific test sample package.

Below includes detailed information.


## Viewing a Certificate of Analysis (COA)

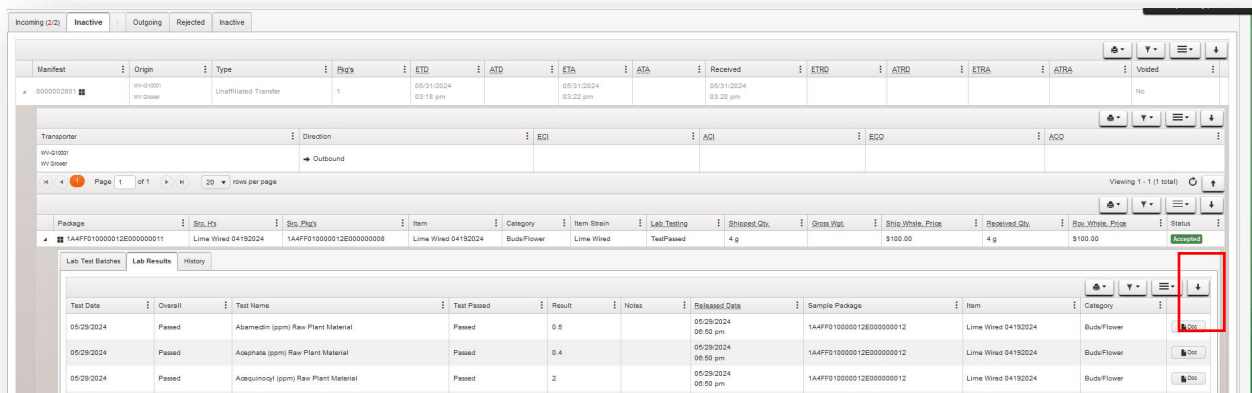
Once a Testing Facility has uploaded the test results and the COA into Metrc, both the Testing Facility user(s) and the License user that created the test sample package, with the proper employee permissions, will be able to view the uploaded test results and the COA. Those can be viewed in the Lab Results tab of the test sample package and the source package that the test sample was pulled from. The COA can be downloaded to be viewed and/or printed by selecting the  button in the Lab Results tab – see **Figure 1**.



**Figure 1: Selecting Doc button to download COA**

## Viewing COA from Transfer/Manifest grid

The COA is also able to be downloaded within the Transfers grid in Metrc as well. Select the arrow to the left of the transfer manifest and then select the Details tab to reveal the packages on the manifest. From the list of packages, select the arrow to the left of the package. Then select the Lab Results tab and the Doc button can be seen to the right of the test results in the last column. To view the COA from the Lab Results tab, select the  button to download the pdf version of the COA so it can be viewed and/or printed – see **Figure 2**.



**Figure 2: Selecting the Doc button to download the COA**

## **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](https://Support.Metrc.com), or from the Metrc System, click Support on the navigational toolbar and click support.metrc.com to 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 Support area on the navigational toolbar and select “Sign up for Training” to register option from the dropdown.

#### ***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 on the navigational toolbar and select the appropriate resource, including educational guides, manual, and more from the dropdown.

Thank you for your continued partnership.