# **Metrc Support Bulletin**



Bulletin Number: Distribution Date: Effective Date:					
MA_IB_0085 Employees	12/17/2024 Ongoing				
Email Updates					
Contact Point:	Contact Point: Subject: Metrc User E-mail updates				
Metrc Support					
Reason: Metrc User's E-mails can be updated for Notifications E-mail as well as					
Login & Account E-mail functionality updates.					

Greetings,

Metrc is pleased to provide information on a recent change to industry user's email. Each employee can now update their Login & Account E-mail as needed and Industry Admin or an employee with Manage Employee Permissions can update the Notification E-mail for each employee listed in Metrc for a license.

Please read on for more information regarding the updated functionality.

# **Metrc Support Bulletin**



Metrc has created two areas of e-mail that would be associated for Metrc users with online access:

- Metrc Notification E-mail
- Login & Account E-mail

Employees are now able to update their own Login & Account E-mail. The Industry Admin or any employee with Manage Employee permissions for the license are now able to update the Notification E-mail for any notifications from Metrc including Administrative Holds and/or Recalls for all employees with online access. The emails can be the same or they can be different. If a Notification email address needs to be updated, navigate to the Admin area on the navigational toolbar. Then, select the Employees option from the drop-down menu – **see Figure 1**.

Packages	Tag Orders Tags
Active On Hold Inactive   In Transit	Locations Strains Items Item Brands Transporters
	Employees

Figure 1: Employees Option to Add Unlicensed Employees Under Admin

From the Employees grid, both columns of the Notification E-mail and the Login & Account E-mail for each of the employees in the license will be able to be seen. To edit an employee's Notification E-mail, select the Employee that needs to have the Notification E-mail updated and then click the Edit Employees button – **see Figure 2**.

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Add Employees	Edit Employees	Lock Unlock				
License No.	Last Name	First Name	Notification E-mail	Login & Account E-mail	Status :	Туре
X00420	INDUSTRY ADMIN	METRC	support@metrc.com	support@metrc.com	Active	Key
Testa1234	Testa	Chuck	chuck@testytesterson.com	chuck@testytesterson.com	Active	Unlicensed

Figure 2: Edit Employees Button in Employees Grid

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This will open the Edit Employees action window. An updated field will be visible for the employee's Notification E-mail to be typed in. This is the email that will be used by Metrc to notify the employee of Administrative Holds and/or Recalls. Once all information has been updated for the employee, select the Save Employees button – **see Figure 3**.

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Figure 3: Edit Employees Action Window

All Industry users are now able to edit or update their own Login & Account E-mail as needed. Those with Manage Employee permissions can no longer edit or update other employee's Login & Account E-mails. For an industry user to update their own Login & Account E-mail address, navigate to their User Profile page – **see Figure 4**.

3 Support <del>▼</del>	L Doe0101	-
	User Profile	
	API Keys	
	Login History	
	Log out	

Figure 4: User Profile option

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## Metrc Support Bulletin



This will open the User Profile page to edit the Login & Account E-mail as well as the phone number, password, security question, save grid configurations, and set default facility license number. Once the information Login & Account E-mail and any other information has been updated, click the Save Profile button to complete the updates – **see Figure 5**.

User Profile		< A						
	Co	ntact Info.	Sec	curity Info.				
	Full Name	John Doe	Username	John Doe				
	Login & Account E-mail	johndoe@cannabisrus.com	Password					
	Phone Number	12:4567890	Confirm Password					
			Acc	ount Recovery				
Security Question								
Security Answer								
	View Security Answer							
	User Preferences							
Save grid configurations <sup>[2]</sup> remotely								
Default Facility <sup>[2]</sup>	- First Available -				~			
Save Profile Undo Changes								

Figure 5: User Profile Page

If an industry user no longer has access to the email being used, they will need to:

### Licensed employee (Those with an employee ID - badge, agent card, etc.)

- Licensed employees who no longer have access to their email will need to contact Metrc Support to have the email updated.
- Licensed employees are also encouraged to update their email on MassCIP licensing site.

### Unlicensed employee

- Unlicensed employees who no longer have access to their email will need to have someone with Manage Employee permissions add them into Metrc as a new employee with a different email that the employee does have access to. It is recommended that a personal email address is used for their Login & Account email.
- If the unlicensed employee is the Industry Admin for the license, then they will need to contact Metrc Support to have their email edited or updated.
- Unlicensed employees are also encouraged to update their email on MassCIP licensing site.



# **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 <u>Support.Metrc.com</u>, 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 <u>Metrc Learn</u> 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.

### Access additional resources

In the Metrc system, click on the Metrc Expert widget icon and search for the appropriate topic or type in a question.

Thank you for your continued partnership.