

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

Greetings,

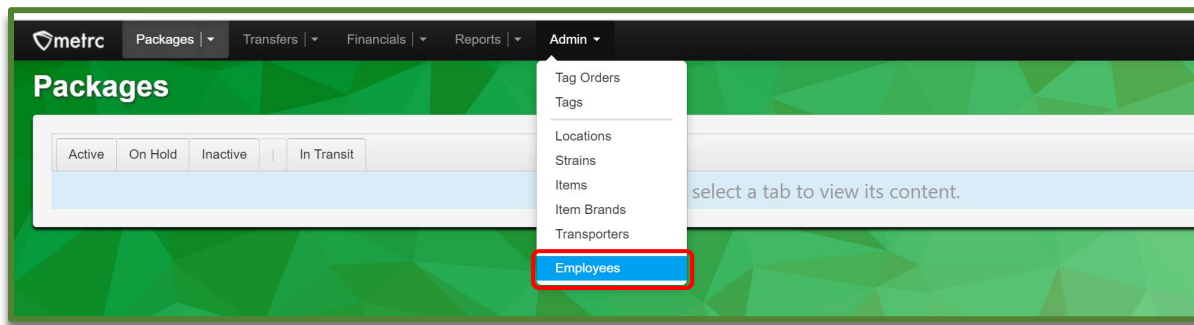
Metrc is pleased to provide information on a recent change to industry user's email. Each employee can now update their Login & Account E-mail as needed and Industry Admin or an employee with Manage Employee Permissions can update the Notification E-mail for each employee listed in Metrc for a license.

Please read on for more information regarding the updated functionality.

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

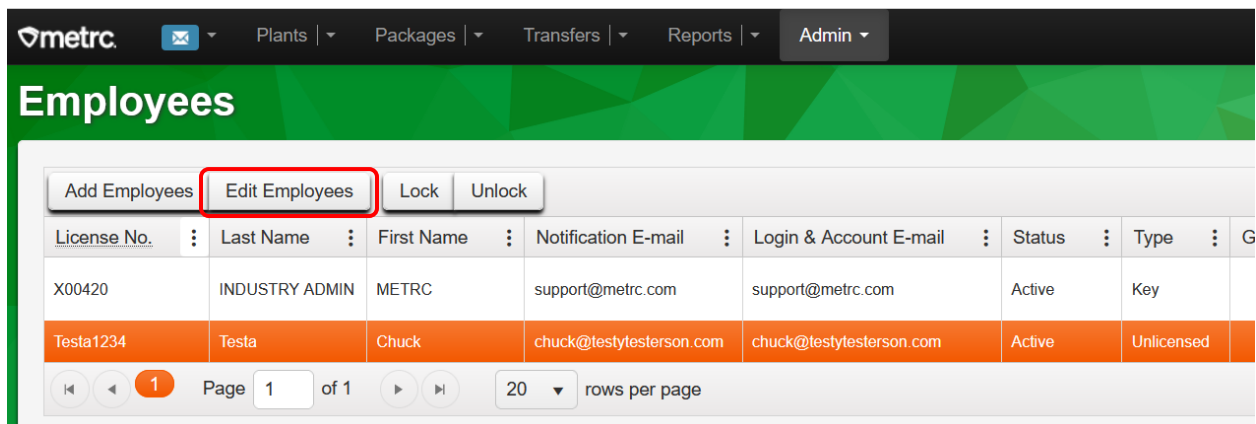
- Metrc Notification E-mail
- Login & Account E-mail

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.**



**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.**



**Figure 2: Edit Employees Button in Employees Grid**

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 Metric 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.

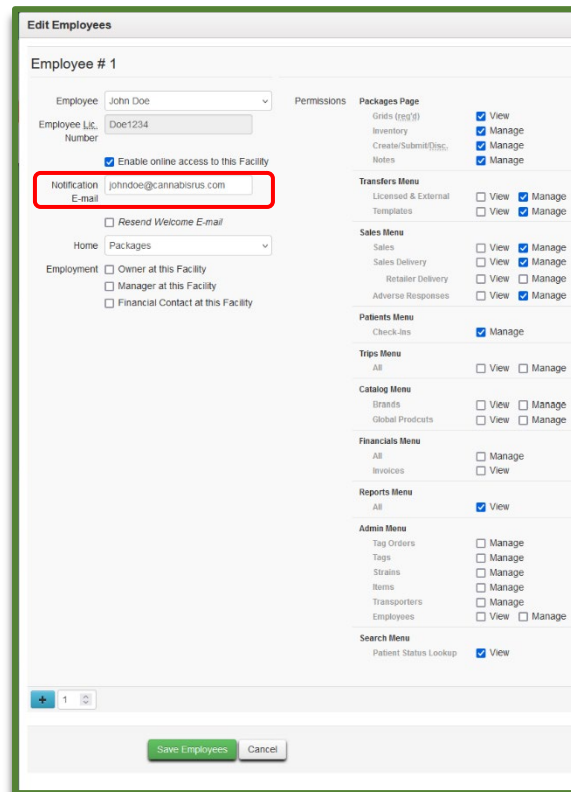


Figure 3: Edit Employees Action Window

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.

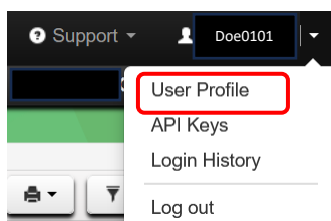
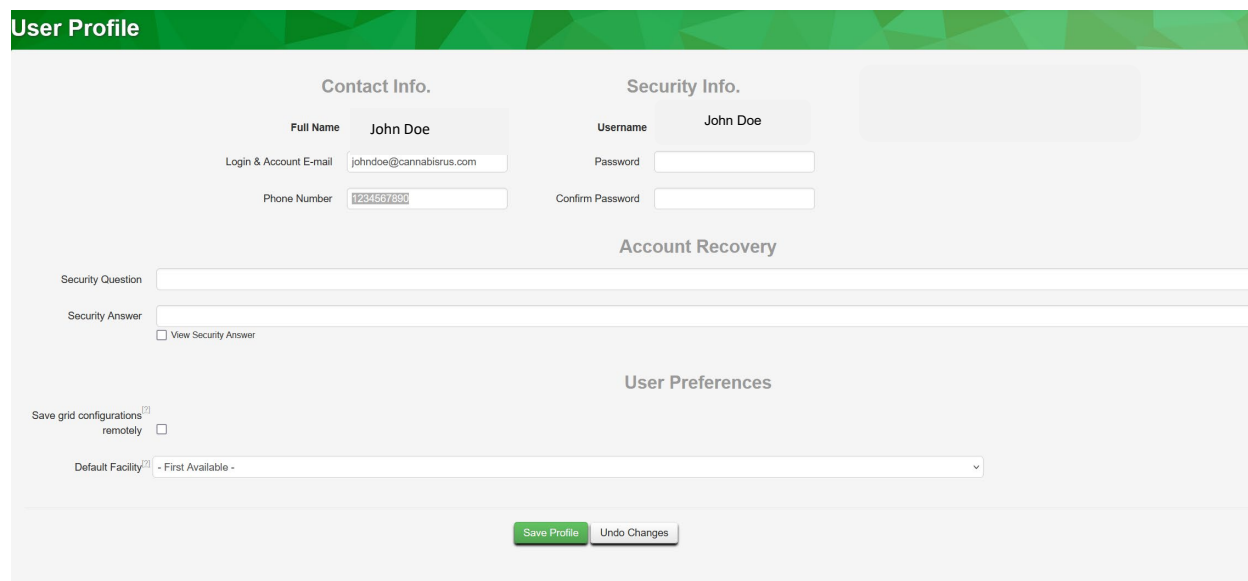


Figure 4: User Profile option

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**.



The screenshot shows the 'User Profile' page with a green header. The page is divided into several sections: 'Contact Info.' with fields for Full Name (John Doe), Login & Account E-mail (johndoe@cannabisrus.com), and Phone Number (1234567890); 'Security Info.' with fields for Username (John Doe), Password, and Confirm Password; 'Account Recovery' with fields for Security Question and Security Answer, and a checkbox for 'View Security Answer'; 'User Preferences' with a checkbox for 'Save grid configurations remotely' and a dropdown for 'Default Facility' (First Available); and two buttons at the bottom: 'Save Profile' and '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 [Support.Metrc.com](https://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 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.