Metrc Support Bulletin



Bulletin Number: ME_IB_0051 Employees Email Updates	Distribution Date: 12/19/2024	Effective Date: Ongoing			
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 Track and Trace Admin or an employee with Manage Employee Permissions can update the Notification E-mail for each employee listed in Metrc for a facility. Please read on for more information regarding the updated functionality.

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Metrc has created two areas of e-mail that is 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 Track and Trace Admin or any employee with Manage Employee permissions for the facility are now able to update the Notification E-mail for any notifications from Metrc including Administrative Holds 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 Transfers Financials Reports Financials Financials <th>Admin -</th>	Admin -
Packages	Tag Orders Tags
Active On Hold Inactive In Transit	Locations Strains Items select a tab to view its content. Item Brands
	Transporters Employees

Figure 1: Employees Option to Add 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 facility 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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Employee	s					
Add Employees	Edit Employees	Lock Unlock	(
License No.	Last Name	First Name	Notification E-mail	Login & Account E-mail	Status :	Туре : С
X00420	INDUSTRY ADMIN	METRC	support@metrc.com	support@metrc.com	Active	Key
Testa1234	Testa	Chuck	chuck@testytesterson.com	chuck@testytesterson.com	Active	Unlicensed
Page Page Of Page Page Of Page Page Of Page						



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 Metrc to notify the employee of Administrative Holds. Once all information has been updated for the employee, select the Save Employees button – **see Figure 3**.

Employee #	# 1				
Employee	John Doe 🗸	Permissions	Packages Page		
Employee Lic. Number	Doe1234		Grids (reg'd)	 View Manage Manage Manage 	
			Inventory Create/Submit/Disc.		
	Enable online access to this Facility		Notes		
Notification	johndoe@cannabisrus.com		Transfers Menu		
E-mail			Licensed & External	🗌 View 🗹 Manag	
	Resend Welcome E-mail		Templates	🗌 View 🗹 Manag	
	-		Sales Menu		
Home	Packages v		Sales	Uiew Manag	
Employment	Owner at this Facility		Sales Delivery Retailer Delivery	View Manag View Manag	
	Manager at this Facility		Adverse Responses	□ View □ Manag	
	Financial Contact at this Facility			U VICW Violitag	
			Patients Menu Check-Ins	Manage	
				Manage	
			Trips Menu	🗆 View 🗖 Manag	
			Catalog Menu		
			Brands	🗌 View 🔲 Manag	
			Global Prodcuts	View Manag	
			Financials Menu		
			All	Manage	
			Invoices	View	
			Reports Menu		
			All	View	
			Admin Menu		
			Tag Orders	Manage	
			Tags	Manage Manage	
			Strains Items	Manage Manage	
			Transporters	Manage Manage	
			Employees	View Manag	
			Search Menu		
			Patient Status Lookup	View	
+ 1 0			Patient Status Lookup	View	
TIN					
	Save Employees Cancel				

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**.

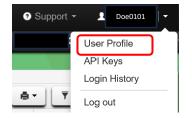


Figure 4: User Profile option

Metrc LLC For additional support, visit <u>Support.Metrc.com</u>

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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								
	Contact Info.		Security Info.					
	Full Name	John Doe	Username	John Doe				
	Login & Account E-mail	johndoe@cannabisrus.com	Password					
	Phone Number	1284567890	Confirm Password					
			Acce	ount Recovery				
Security Question								
Security Answer								
	View Security Answer							
	User Preferences							
Save grid configurations ^[2] remotely								
Default Facility ^[2]	- 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 contact Metrc Support to have the email updated.



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 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.