

Bulletin Number:	Distribution Date:	Effective Date:			
OH_IB_0065	12/16/2024 Ongoing				
Employee Email Updates					
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.

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

• Licensed employees (Those with an employee ID- badge, agent card, etc.) who no longer have access to their email will need to contact Metrc Support to have the email updated.

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**.

Ometrc Packages ▼ Transfers ▼ Financials ▼ Reports ▼	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 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**.

0	♥ Transfers ▼ Reports ▼ Admin ▼									
E	mployee	es								
Add Employees Edit Employees		Lock Unloc	k							
	License No.	Last Name	First Name	Notification E-mail	Login & Account E-mail	:	Status	Туре	:	G
	X00420 INDUSTRY ADMI		METRC	support@metrc.com	support@metrc.com		Active	Key		
Testa1234 Testa		Testa	Chuck	chuck@testytesterson.com	chuck@testytesterson.com		Active	Unlicens	sed	
		Page 1 of 1	> > > 2	0 ▼ rows per page						

Figure 2: Edit Employees Button in Employees Grid

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



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**.

Employee 7	¥ 1			
Employee	John Doe 🗸	Permissions	Packages Page	
Employee Lic. Number	Doe1234		Grids (reg'd) Inventory	View Manage
	Enable online access to this Facility		Notes	Manage
Notification E-mail	johndoe@cannabisrus.com	ו	Transfers Menu Licensed & External	🗆 View 🔽 Mana
	Resend Welcome E-mail		Templates	🗌 View 🗹 Manag
Home	Packages		Sales Menu	🗆 View 🔽 Manar
Employment	Owner at this Eacility		Sales Delivery	Ulew Manag
Lingdyment	Manager at this Facility		Retailer Delivery	View Manag
	Financial Contact at this Facility		Adverse Responses	🗌 View 🔽 Manag
			Patients Menu	-
			Check-Ins	Manage
			Trips Menu All	🗌 View 🗌 Mana
			Catalog Menu	
			Brands Clobal Bradevite	View Manag
			Giobal Prodetts	
			All	Manage
			Invoices	□ View
			Reports Menu	
			All	View
			Admin Menu	
			Tag Orders	Manage
			Strains	Manage Manage
			Items	Manage
			Transporters	Manage
			Employees	View Manag
			Search Menu	
			Patient Status Lookup	View
+ 1 0				
		-		
	Save Employees Can	el		

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 ▼	L Doe0101	-
	User Profile	
	API Keys	
	Login History	
	Log out	

Figure 4: User Profile option

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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						
	Co	ntact Info.	Sec	urity Info.		
	Full Name	John Doe	Username	John Doe		
	Login & Account E-mail	johndoe@cannabisrus.com	Password			
	Phone Number	1234567890	Confirm Password			
			Acco	ount Recovery		
Security Question						
Security Answer						
	View Security Answer					
			Use	r Preferences		
Save grid configurations ^[2] remotely						
Default Facility ^[2]	- First Available -				~	
			Save Profile Undo Chang	es		

Figure 5: User Profile Page

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.

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



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.