Metrc Support Bulletin

Bulletin Number: SD_IB_0029	Distribution Date: 12/11/2024	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Metrc User E-mail updates	
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. The Industry Admin, or an employee with Manage Employee Permissions, can update the Notification E-mail for each employee listed within their license.

Please read on for more information regarding the updated functionality.

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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**.
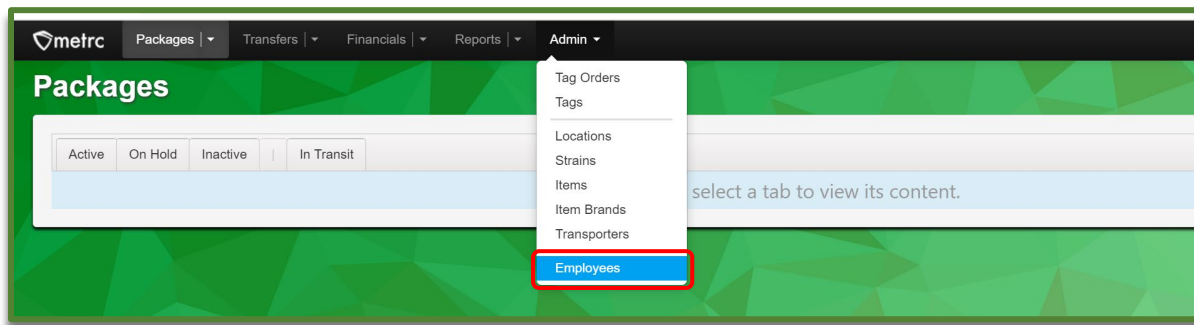

Figure 1: Employees Option to Add Unlicensed Employees Under Admin

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**.
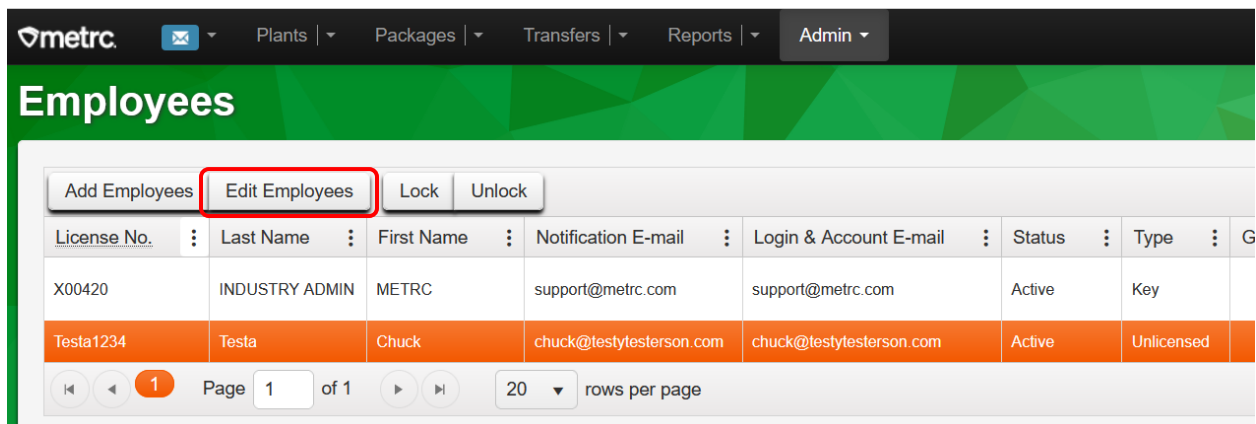

Figure 2: Edit Employees Button in Employees Grid

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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**.
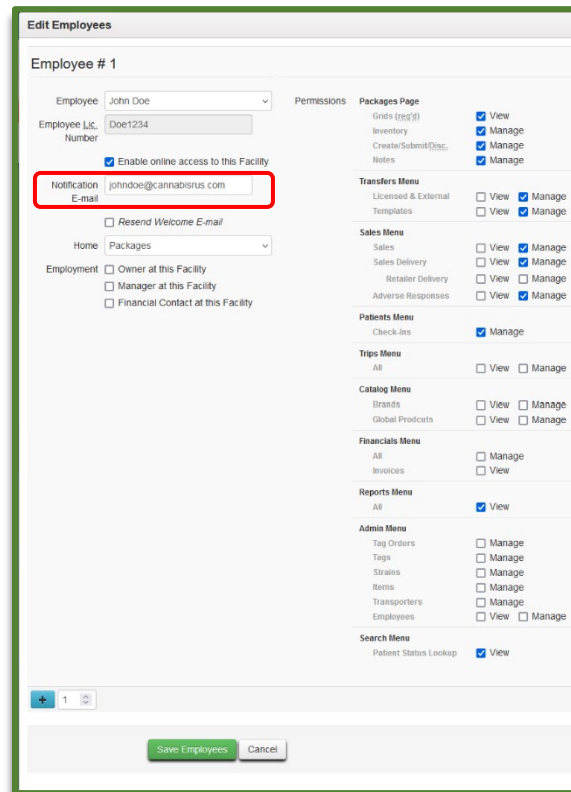

Figure 3: Edit Employees Action Window

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**.
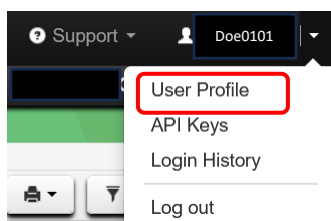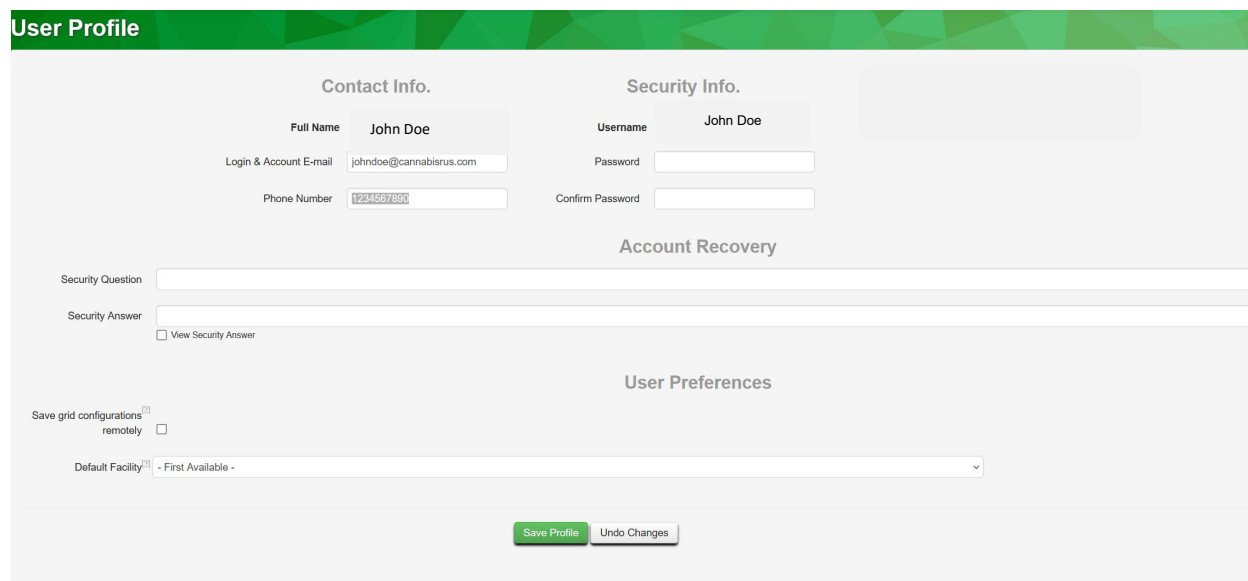

Figure 4: User Profile option

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**.

Figure 5: User Profile Page

If an industry user no longer has access to the email being used, they will need to do one of the following based on if they are a Licensed (those with an employee ID – badge, agent card, etc.) or 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. 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.
- Licensed employees who no longer have access to their email will need to contact their state's licensing agency to have that email updated. Licensed Employee IDs are sent to Metrc from the licensing agency. Therefore, that information must be updated by the licensing agency.

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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, 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.