

<b>Bulletin Number:</b> CA_IB_2025-001	<b>Distribution Date:</b> 02/13/2025	<b>Effective Date:</b> Ongoing
<b>Contact Point:</b> Metrc Support	<b>Subject:</b> Employee E-mail Updates	
<b>Reason:</b> Different e-mail addresses can now be used for user account management and system notifications.		

Greetings,

A system change was recently implemented which provides an option for Metrc users to specify an e-mail address to be used specifically for system notifications sent by Metrc that is different than the e-mail address used for logging in and accessing their account.

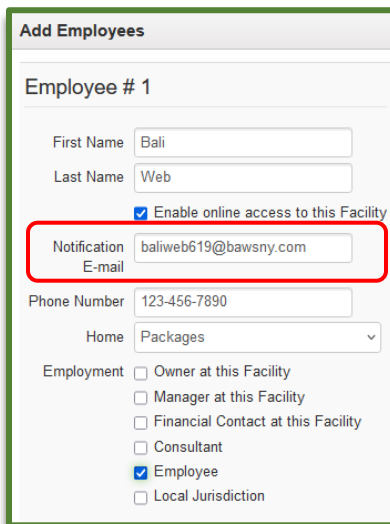
Metrc has created two categories for e-mail addresses that can be associated with Metrc users with online access:

- Notification E-mail: Used for system generated e-mails related to CSV processing and notifications of Metrc holds (if applicable).
- Login & Account E-mail: Used for system generated e-mails related to logging into Metrc, password resets, user facility permission changes. This e-mail address serves as the username for logging into Metrc.

The e-mail address for each category can be the same or it can be different depending on user preference. Please read on for more information regarding the updated functionality.

## Adding a New Employee to Metrc

When adding a new employee to Metrc, the Industry Admin (Account Manager) or an employee with the *Manage Employees* permission must specify a single e-mail address in the *Notification E-Mail* field on the *Add Employees* action window, as highlighted in **Figure 1** below.



**Add Employees**

Employee # 1

First Name

Last Name

Enable online access to this Facility

Notification E-mail

Phone Number

Home

Employment  Owner at this Facility  
 Manager at this Facility  
 Financial Contact at this Facility  
 Consultant  
 Employee  
 Local Jurisdiction

**Figure 1: Add New Employee – Notification E-Mail**

The initial value entered in the *Notification E-Mail* field will be used for both system notifications AND the *Login & Account E-mail* and will also be populated in the *License No.* field, as shown on the *Employees* grid in **Figure 2** below.



Employees						
Add Employees		Edit Employees		Lock	Unlock	
License No.	Last Name	First Name	Notification E-mail	Login & Account E-mail	Status	
baliweb619@bawsny.com	Web	Bali	baliweb619@bawsny.com	baliweb619@bawsny.com	Active	

**Figure 2: – Notification E-Mail and Login & Account E-Mail in Employees Grid**

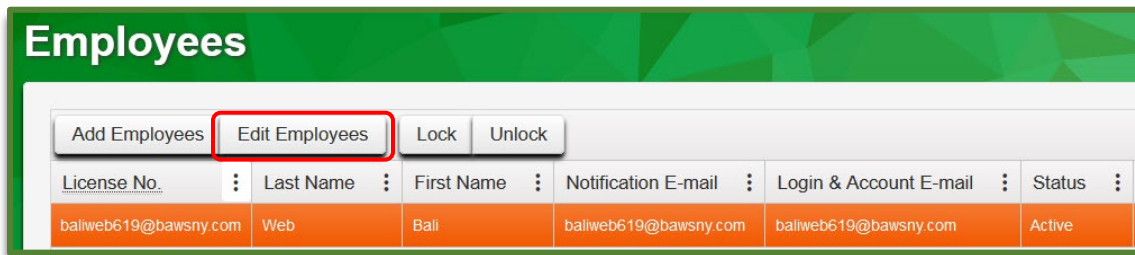
However, the Industry Admin (Account Manager) or an employee with the *Manage Employees* permission can subsequently update the *Notification E-Mail* as described in section *Editing Existing Employee – Update Notification E-mail* below.

Likewise, the employee can choose to update the *Login & Account E-mail* as described in section *Update Login & Account E-mail* below.

## Editing Existing Employee – Update Notification E-Mail

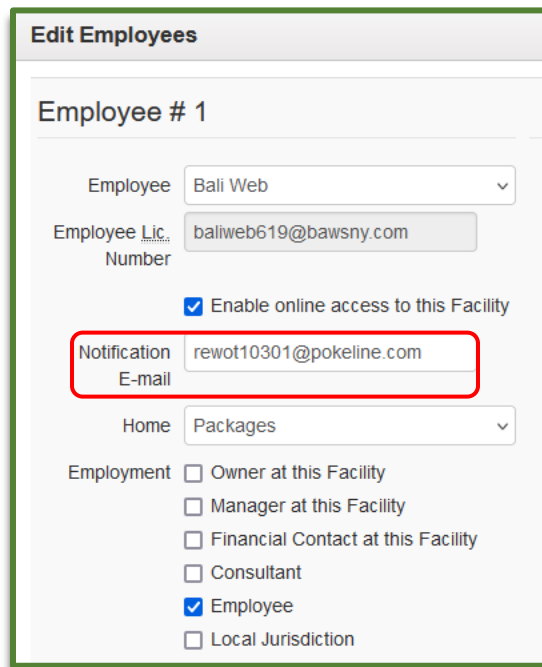
If a *Notification E-Mail* address needs to be changed so that system notifications are sent to a different e-mail address than the e-mail address used for an employee’s username and user management e-mails, the Industry Admin (Account Manager) or a user with the *Manage Employees* permission can do so by editing the employee’s *Notification E-mail*.

To edit an employee’s *Notification E-mail*, select the employee on the *Employees* grid and then click the *Edit Employees* button as highlighted in **Figure 3**.



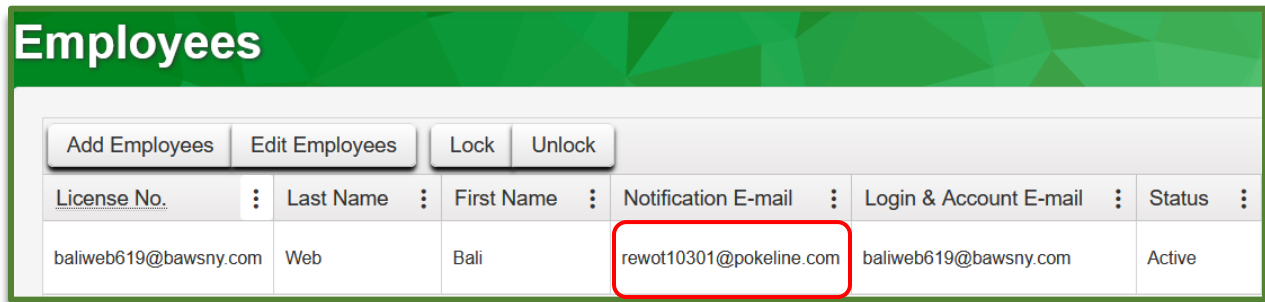
**Figure 3: Edit Employees Button in Employees Grid**

On the *Edit Employees* action window, enter the e-mail address for system notifications in the *Notification E-mail* field highlighted in **Figure 4** below and then select the *Save Employees* button.



**Figure 4: Edit Employees – Update Notification E-mail**

As shown on the *Employees* grid in **Figure 5** below, only the *Notification E-mail* is updated. The *Login & Account E-mail* and *License No.* (username) remain unchanged.



License No.	Last Name	First Name	Notification E-mail	Login & Account E-mail	Status
baliweb619@bawsny.com	Web	Bali	rewot10301@pokeline.com	baliweb619@bawsny.com	Active

**Figure 5: Employees Grid – After Editing Notification E-mail**

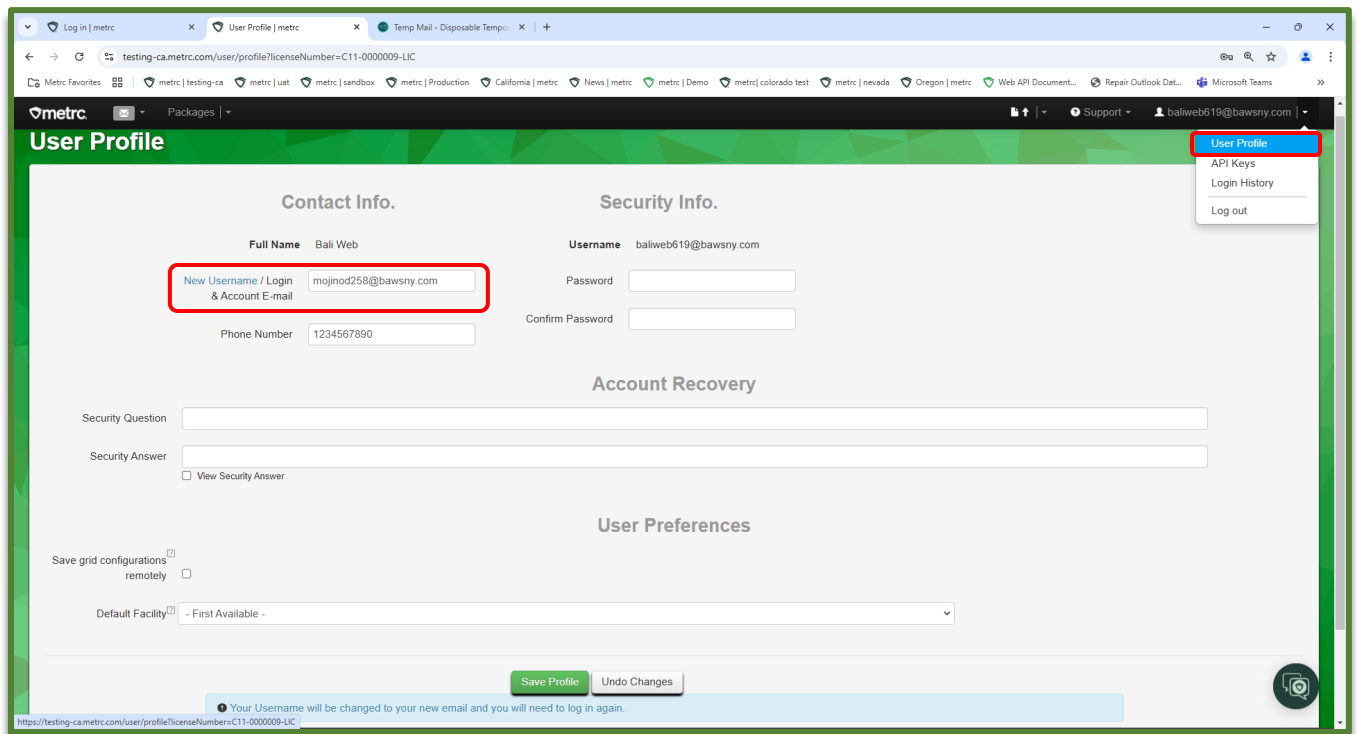
**Important:**

California requires Account Managers to review all system communications. Please ensure that the *Notification E-mail* is set to an accessible e-mail address that is reviewed regularly for business operations.

## Update Login & Account E-mail

While the initial *Login & Account E-mail* is set when an employee is added into Metrc as described in section *Adding a New Employee to Metrc* above, going forward it can only be updated by the employee on their user profile.

To update your *Login & Account E-mail*, navigate to your *User Profile*. On the *User Profile* page you can edit the *Login & Account E-mail* as well as your phone number, password, security question/answer, save grid configuration, and the default facility license number. Once the information in the *New Username /Login & Account E-mail* field and any other applicable fields have been updated, click the *Save Profile* button to complete the updates, as highlighted in **Figure 6**.



**Figure 6: User Profile – Login & Account E-Mail**

After saving the change, you will need to log in again with the new *Username*.

If an employee no longer has access to their current *Login & Account E-mail*, the Industry Admin (Account Manager) or another employee with the *Manage Employees* permission must add them to Metrc as a new employee with a different e-mail address that the employee can access. If the employee is the Industry Admin (Account Manager) for the license, they will need to contact DCC at [trackandtrace@cannabis.ca.gov](mailto:trackandtrace@cannabis.ca.gov) for assistance with updating their *Login & Account E-mail*.

## **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 e-mail 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.