Metrc Support Bulletin

Bulletin Number: MD_IB_0099	Distribution Date: 02/06/2025	Effective Date: 03/05/2025
Contact Point: Metrc® Support	Subject: Virtual Industry User Group for Maryland	
Topic: Metrc is hosting a Virtual Industry User Group on March 5th, to provide updates about Metrc system, demonstrate new functionality, and share information about Metrc resources.		

Greetings,

Metrc and the Maryland Cannabis Administration (MCA) are pleased to notify all industry users of the upcoming Metrc Virtual Industry User Group meeting being held on Wednesday, March 5th, 2025, from 2:00 – 3:00 p.m. EST.

During the Virtual Industry User Group, Metrc will share a presentation to cover recent updates about Metrc and the system, new features and functionality updates, recent industry bulletins, and available Metrc resources. There will also be an opportunity for attendees to ask questions and provide feedback.

Metrc Users in Maryland will receive credit in Metrc Learn for attending the Virtual Industry User Group.

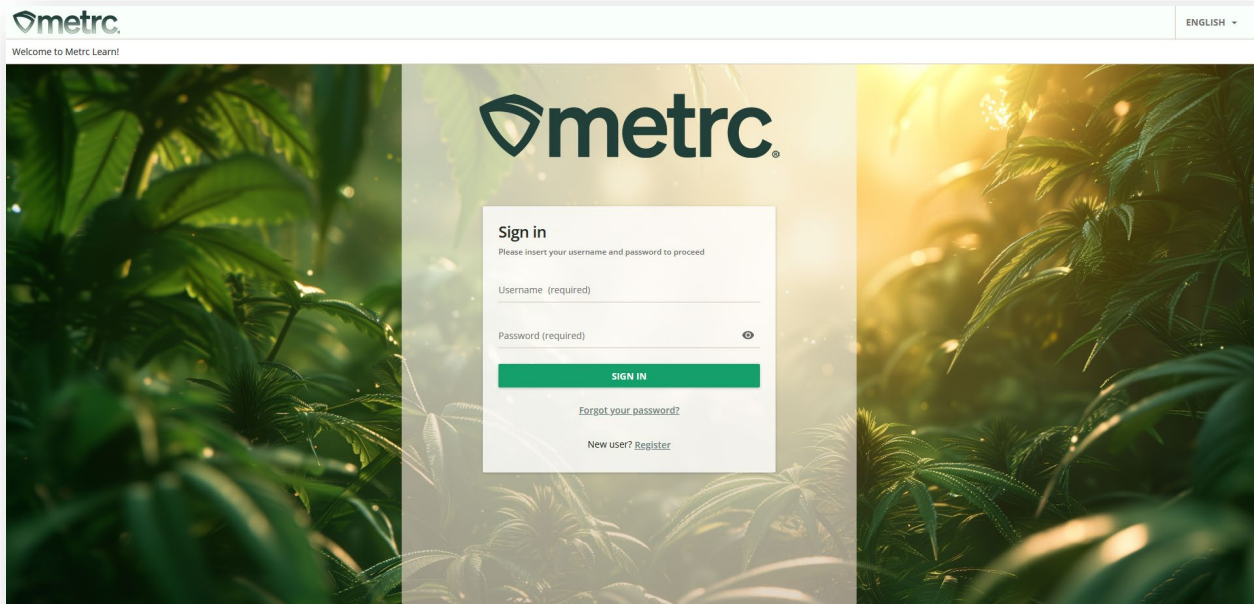To register for the Metrc Virtual Industry User Group, follow the steps below:

- All licensees attending the Virtual Industry User Group must first be registered for Metrc Learn, learning management system (detailed steps below).
    - Once registered for Metrc Learn, licensees must complete the New Business Training.
    - Upon completing New Business Training, the course titled **MD Metrc Industry User Group 3/5/25** will be available.

- Licensees will be able to join the User Group meeting via the Microsoft Teams link provided in Metrc Learn once registered for the event.

- If there are any issues joining the virtual meeting, please call Metrc Support at 877-566-6506 or email learn@metrc.com.

Please read on for more details.

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For additional support,
please visit Support.Metrc.com

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Register for Metrc Learn

Metrc Learn was redesigned to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies. To register for a Metrc Learn account, take the following steps:
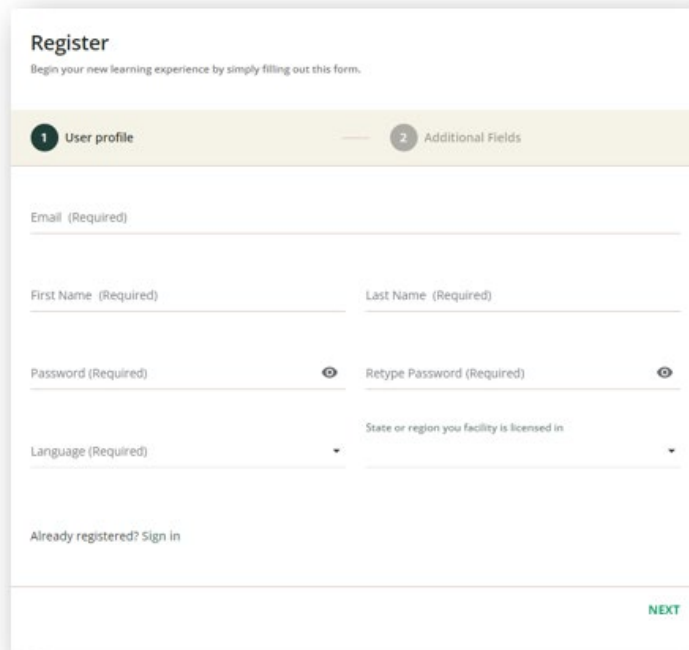
1. Navigate to the Metrc Learn login page by:
    o   Using the new link: **learn.metrc.com**; or
    o   From within the Metrc system – Navigate to the Support area dropdown on the navigational toolbar and select "Sign up for Training".

2. Click the 'Register' link next to 'New user?' **– see Figure 1**.

Figure 1: Metrc Learn login page

Once the 'Register' link is clicked, the registration page will appear.

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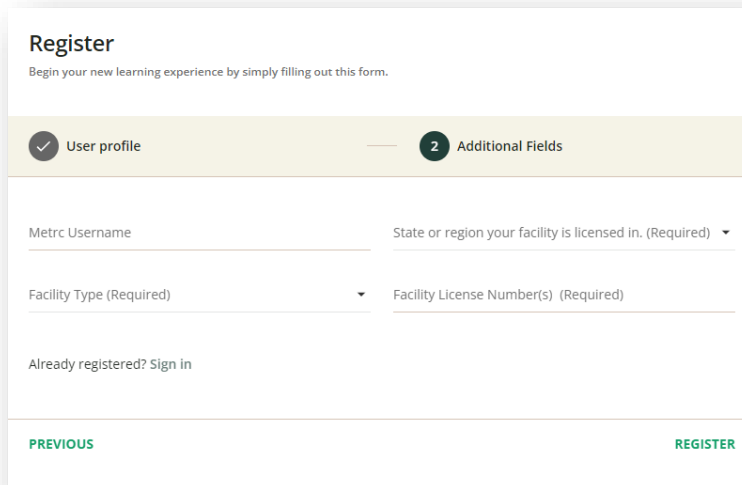For additional support,
please visit Support.Metrc.com

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3. From the registration page, complete all required information on the form. The password must include at least 9 characters. When complete, click 'Next' – **see Figure 2.**

Figure 2: Registration – User profile

4. On the next page, fill in all additional fields and click 'Register' – **see Figure 3.**

Figure 3: Registration – Additional fields

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Upon approval of active Metrc Learn status, which can take up to 48 hours, or 2 business days, an email invitation will be sent to the email provided to set a password.

Note: If working in multiple licenses, enter all licenses on the lines provided, and then select the license type that reflects the area of the role requesting access to Metrc training.

Once the email invitation is received, navigate to the **Metrc Learn login page** to sign in and access training.

For more information about Metrc Learn, consult **MD Industry Bulletin #82** and **MD Industry Bulletin #86**.

<u>Virtual Industry User Group details</u>

Wednesday, March 5th, 2025

2:00 PM – 3:00 PM EST

Register in Metrc Learn to access meeting link

We look forward to seeing you there!