Metrc Support Bulletin

Bulletin Number: MS_IB_08 Password Reset Package Sum Edit Employees Note for Immature Destruction	**Distribution Date:** 7/21/2023	**Effective Date:** 7/24/2023
Contact Point: Metrc Support	**Subject:** New updates now available in Metrc	
Reason: New functionality and features are now available in Metrc.		

Greetings Metrc® users,

Metrc is pleased to provide information on the latest system enhancements that will be available on 7/24/2023, including:

- Password Reset Fix and Self-serve Guidance
- Package Sum Button
- Editing Employees across multiple Facility Licenses
- Note Requirement on all Immature Plant Destruction

Please read on for more information regarding this new functionality.

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Password Reset Fix and Self-serve Guidance

When resetting your password, the password must meet a minimum set of requirements to be accepted by the system. Previously, if you entered a password that did not meet the requirements, you were redirected to a screen that read "An error occurred" with no further information on what the error was or how to correct it. Now, when you enter a password that does not meet the requirements, you will receive a pop-up window notifying you the password does not meet the requirements. The minimum requirements for an acceptable password are:

- At least eight characters
- A combination of uppercase _and_ lowercase letters
- At least one number
- At least one special character (e.g. !@#$%^&*)
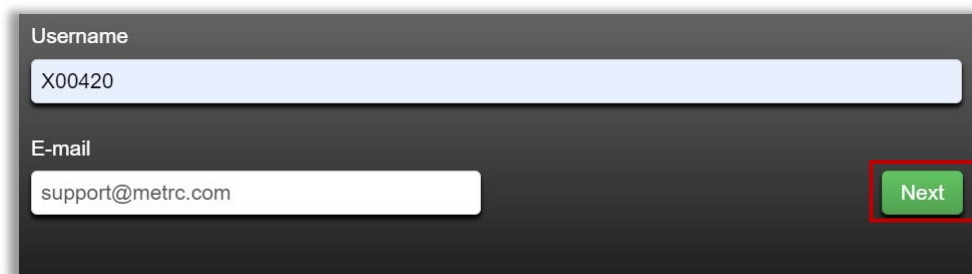
Metrc makes it easy for users to reset their passwords without the need to contact support for assistance. On the login page, click the link with a white gear icon next to it that reads Can't access your account? Reset your password as seen in **Figure 1.**
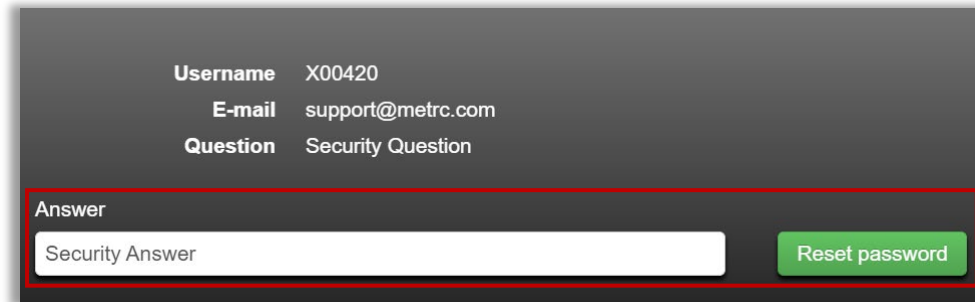

Figure 1: Link to reset password

You will be redirected to a page requesting your Username and E-mail. Fill these in and click the green Next button as seen in **Figure 2.**

Figure 2: Required Username and E-mail fields

To ensure that your account is only reset by you, the final step in the password reset process requires you to answer your security question. Answer the question correctly and click the green Reset password button to complete the process as seen in **Figure 3.**

Figure 3: Security Answer Field to verify reset

Package Sum Button

The auto-sum function is now operating correctly. This optional feature within the New Packages action window allows users who create new packages to automatically sum the quantities from the selected source package(s). When using the auto-sum feature, users can also toggle between any selectable unit of measure so long as the source package(s) have a compatible unit of measure (Weight, Count, or Volume).
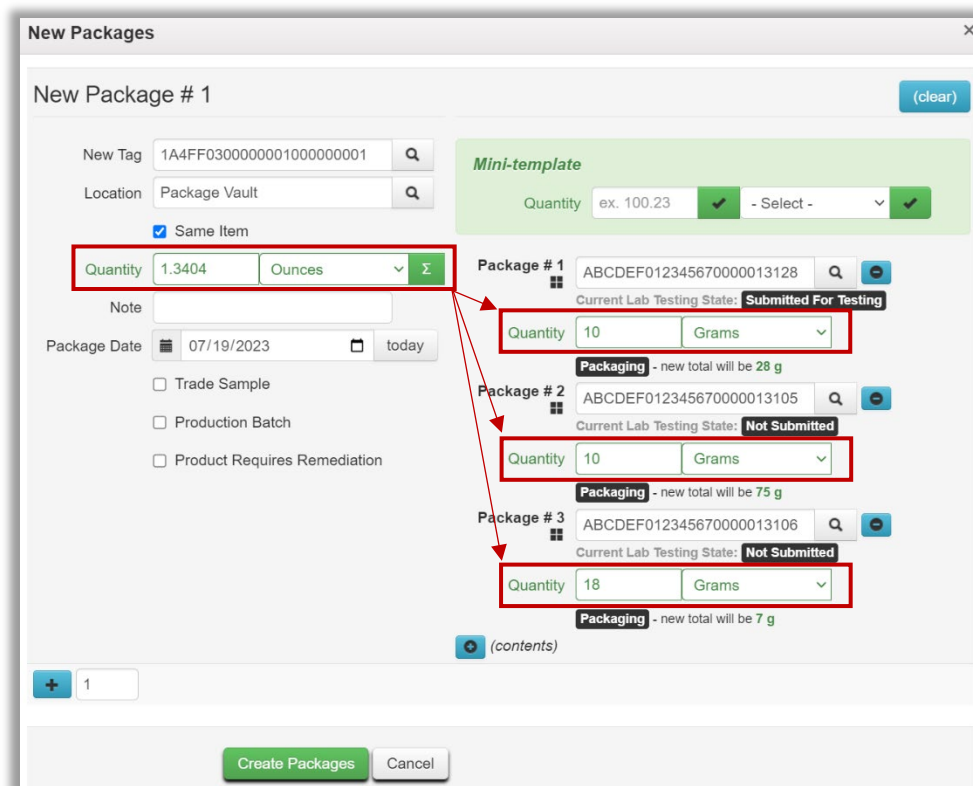

Figure 4: Auto-sum functionality in New Packages action window

Editing Employees across multiple Facility Licenses

When editing an employee, the action window has been updated to list all available facilities for which the update will be applied. While the functionality to add employees has existed within the system, the action window previously did not have the list of facilities available to apply the changes to. **Figure 5** shows the updated action window that now allows this.
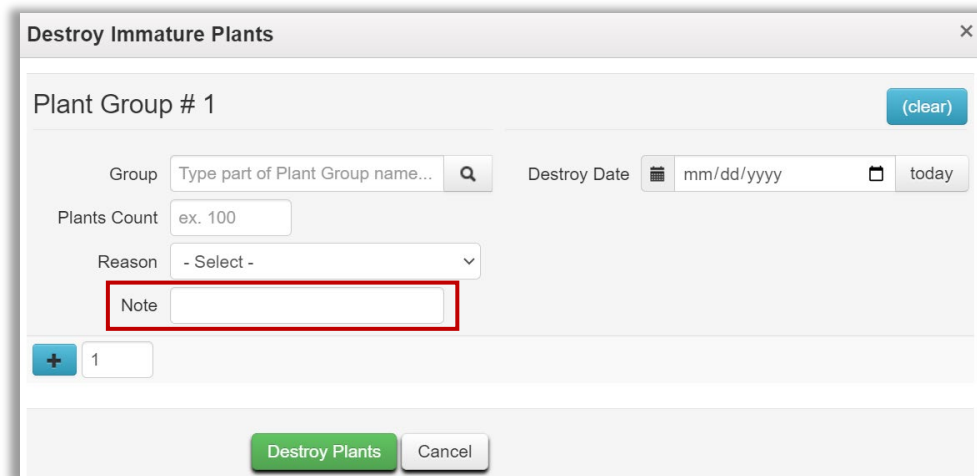

Figure 5: Updated Facility List for Editing Employees

<u>Note Requirement on all Immature Plant destruction</u>

A Note is now required on the Destroy Immature Plants action window, regardless of what Reason is selected from the dropdown. The note was previously a standard requirement on all plant destruction reporting events and this update will require the note once again as it was originally required. The Note provides users with the ability to input further details during the destruction process.

Figure 6: Required Note Field

Please feel free to contact support at support@metrc.com or 877-566-6506 with any questions.