

April 15, 2016

****Change To Log-In Protocol****

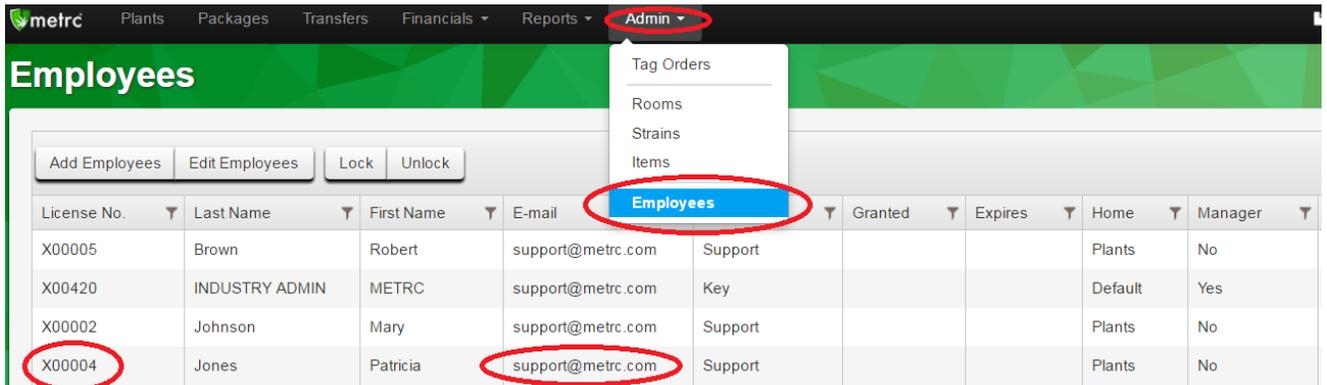
We would like to alert you of a **significant change** to the User log in process for Metrc. This will be in effect on **Monday, April 18th**. The information below outlines this change.

There will now be an additional element required for each User's log-in to the Metrc system. This element will be a **required email address** to be entered in addition to the standard User Name and password currently in effect. The email address entered for log in **MUST** coincide with the **email address used to credential the user/employee into the system**.

The Marijuana Enforcement Division (MED), in conjunction with Franwell, believes this is an important step to further protect the security of each state-badged person's information as well as the data for all business licenses.

Any Metrc User who does not know what email address was used to credential them into the system can find it as shown below. Metrc administrators should help Users from their licenses be ready for the transition on Monday, April 18th.

In addition, when a User does not know or remember what email address was used for credentialing; the **Metrc Support Team will ONLY execute a password reset and cannot give out the email address**.



License No.	Last Name	First Name	E-mail	Support	Granted	Expires	Home	Manager
X00005	Brown	Robert	support@metrc.com	Support			Plants	No
X00420	INDUSTRY ADMIN	METRC	support@metrc.com	Key			Default	Yes
X00002	Johnson	Mary	support@metrc.com	Support			Plants	No
X00004	Jones	Patricia	support@metrc.com	Support			Plants	No

Any questions about this added security feature can be directed to the Metrc Support Team by emailing support@metrc.com or calling 877-566-6506.