Metrc Support Bulletin

Bulletin Number: MD_IB_0053	**Distribution Date**: 3/30/21	**Effective Date**: Ongoing
Contact Point: Metrc® Support	**Subject**: Agent Badge Expirations	
Reason: Agents who have renewed their badges in the previous month still show expired under their Employee ID.		

Greetings Metrc Users,

The MMCC's rollout of a new licensing software, Maryland OneStop, included a change to the existing agent badge number. Agent badges will now include a prefix indicating the Facility Type of the employee. For example, if the agent's badge number was "12345" prior to the OneStop rollout, and the employee works at a dispensary, that badge number will now reflect "D-12345".

This change will only impact agents who have renewed their badges recently, within the past month. This will not affect new agents or agents who have not yet expired.

Since these renewed agents essentially have "new" badge numbers, they will have to be added back into their Metrc administrators' facility.

Please see the following pages for more details.
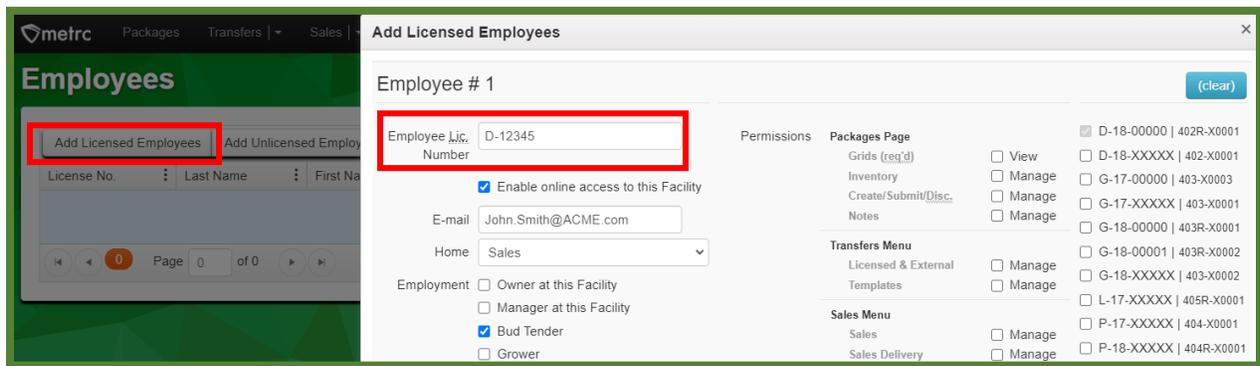
Add Licensed Employee

The Metrc Administrator will have to add employees to their Facility when an employee renews their badge number. The Administrator will follow the same exact steps as adding a new employee.

First, navigate to the Admin area drop-down and select Employees.
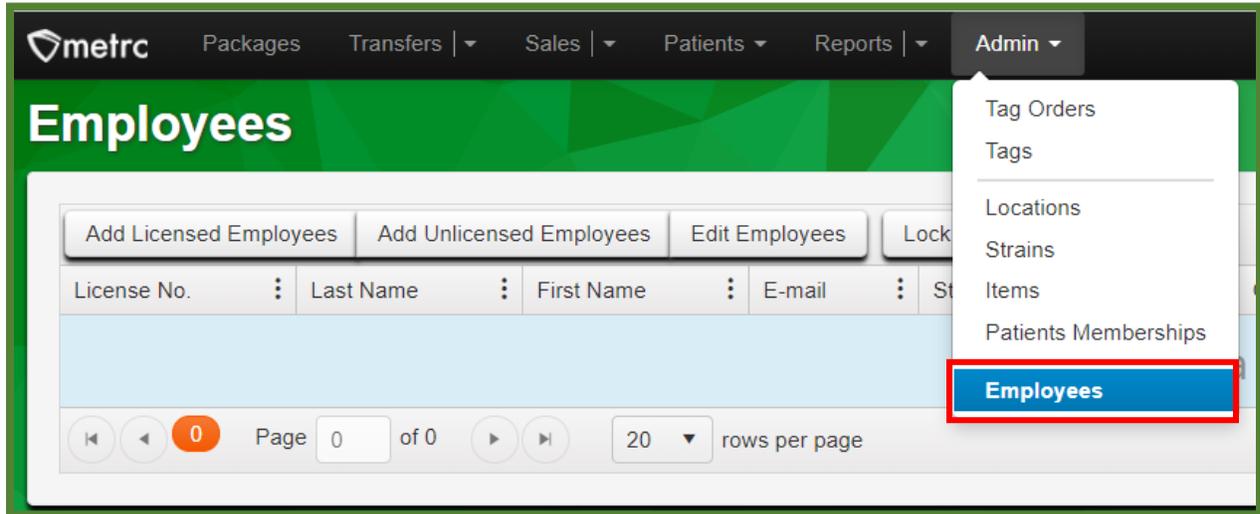
Figure 1: Select Employees from Admin Menu

Next, the Administrator will click on Add Licensed Employees and add the new assigned Agent Badge Number in the Employee License Number field. The action window to add employees with open to complete the rest of the required information and set the appropriate permissions for this employee.

Figure 2: Entering New Agent Badge Number

Once this has been completed, click green "Create Employees" button at the bottom of the page.

Figure 3: Creating New Employee

Disable Licensed Employee

When the new agent badge number/license number has been created in the Licensees' Employee grid, you will want to disable the previous badge number/license number.

Locate the old badge number, and select that user. Next, on the far right of the line, you will notice a "trashcan icon." Click on this Disable icon.

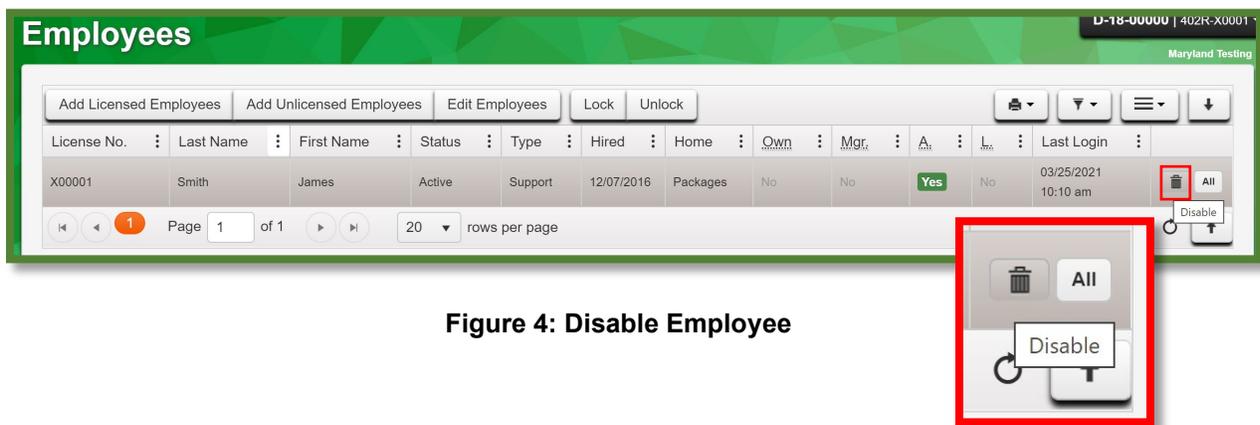The employee will now use their new badge number for their login.

Figure 4: Disable Employee

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