Metrc Support Bulletin

Bulletin Number: MI_IB_0039	Distribution Date: 09/13/21	Effective Date: 9/13/21
Contact Point: Metrc® Support	Subject: Multi-Factor Authentication	
Reason: Metrc and MRA are providing guidance on the new Multi-Factor Authentication process for users logging in		

Greetings Metrc Users,

As first communicated in July, Metrc is now requiring Multi-Factor Authentication (MFA) when logging in to your Metrc account. This update is based on requirements by the State of Michigan that enhances the security of each user's account. Please note, if you lose your keys or do the process incorrectly, you will need a password reset to reset the MFA.

The process for setting up MFA are outlined within this bulletin as follows:

1. Enabling Multi-Factor Authentication
2. Download and Using Authenticator Application
3. Download Backup Codes
4. Log In Requirements

Please find on the following pages detailed steps on the process outlined above:

Enabling Multi-Factor Authentication

When you log into your Metrc account, there is an updated landing page for your User Profile. Once in the profile, you will need to reconfirm your password and personal information, and then enable MFA as seen in Figure 1.
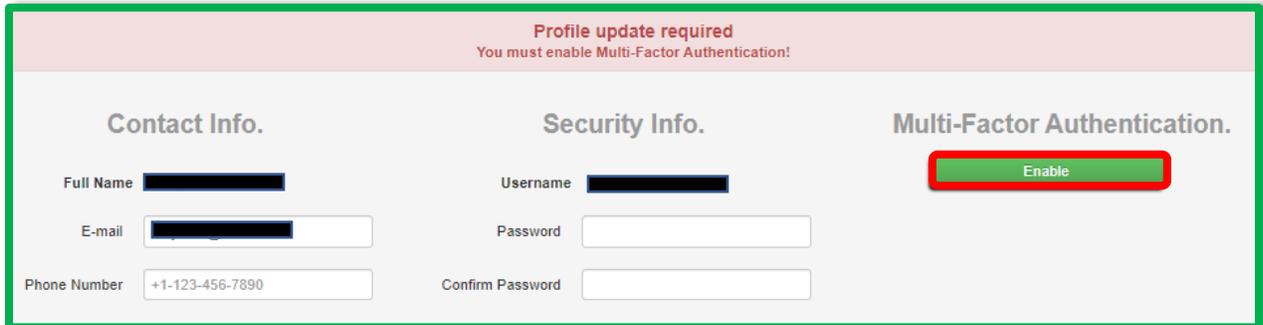

Figure 1: Profile Update

Downloading and Using Authenticator App

When selecting to enable MFA, you will be prompted with the steps to finalize the setup. You'll either be able to use the QR code within the action window as seen in Figure 2 or use the Manual Entry key to receive your six-digit code.
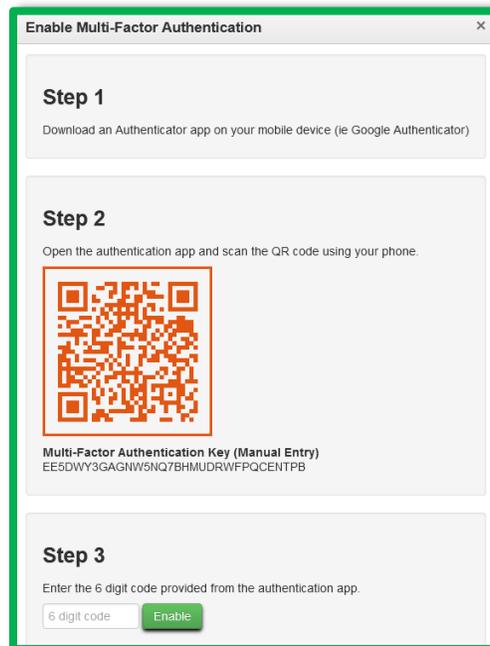

Figure 2: Authenticator Instructions

Download Backup Codes

Once your MFA is completed, it is highly recommended to download backup codes in the chance you lose your authenticator device or do not have it on hand for log in. These backup codes will not require access to the authentication application and can be stored in a safe location for usage when logging in going forward.

Figure 3: Download Backup Codes

Please note that if you lose your backup codes and no longer have access to your authentication application, you can reach out to support@metrc.com to reset your MFA which will prompt you to start the process of enabling it over again.

Log In Requirements

After MFA has been enabled and backup codes are downloaded. Future log in requirements will prompt the Username and Password information to be entered as it currently works today and outlined in **Figure 4**.
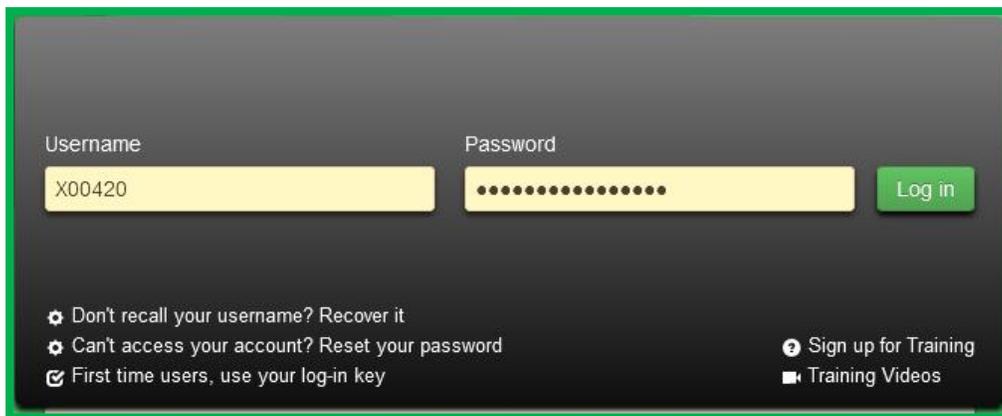

Figure 4: Download Backup Codes

Once the Username and Password have been correctly entered. You will be prompted to input either the MFA from the authentication app or a downloaded backup code. After that information is correctly validated, you will be directed to the standard home page to begin your session in Metrc.
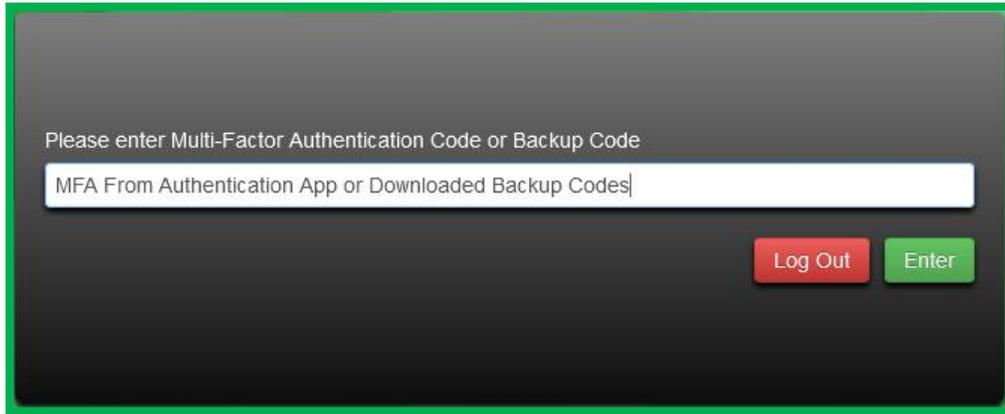

Figure 5: Download Backup Codes

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