Metrc Support Bulletin

Bulletin Number: WV_IB_007	Distribution Date: 07/27/22	Effective Date: 07/29/22
Contact Point: Metrc® Support	Subject: New upcoming training registration process – July 2022	
Reason: Metrc is providing details for process change for industry registration of training classes.		

Greetings Metrc® Users,

Metrc is launching a new training registration process that will be available to the industry for training classes effective July 29th, 2022. The new process is the first step in a migration of our training resources being accessed through **Metrc Learn**, **an interactive learning management system (LMS)**. The new LMS, Metrc Learn, allows users to take the **'New Business' and 'Advanced' classes on demand**, and complete **modular training** for multiple areas of Metrc. Metrc Learn will teach the user specific functionality and processes, allow the user to practice, and test the user on the information provided. Additionally, Users will be able to export and share their record of trainings they've completed.

Below, please find a detailed description of the new process on the following pages.
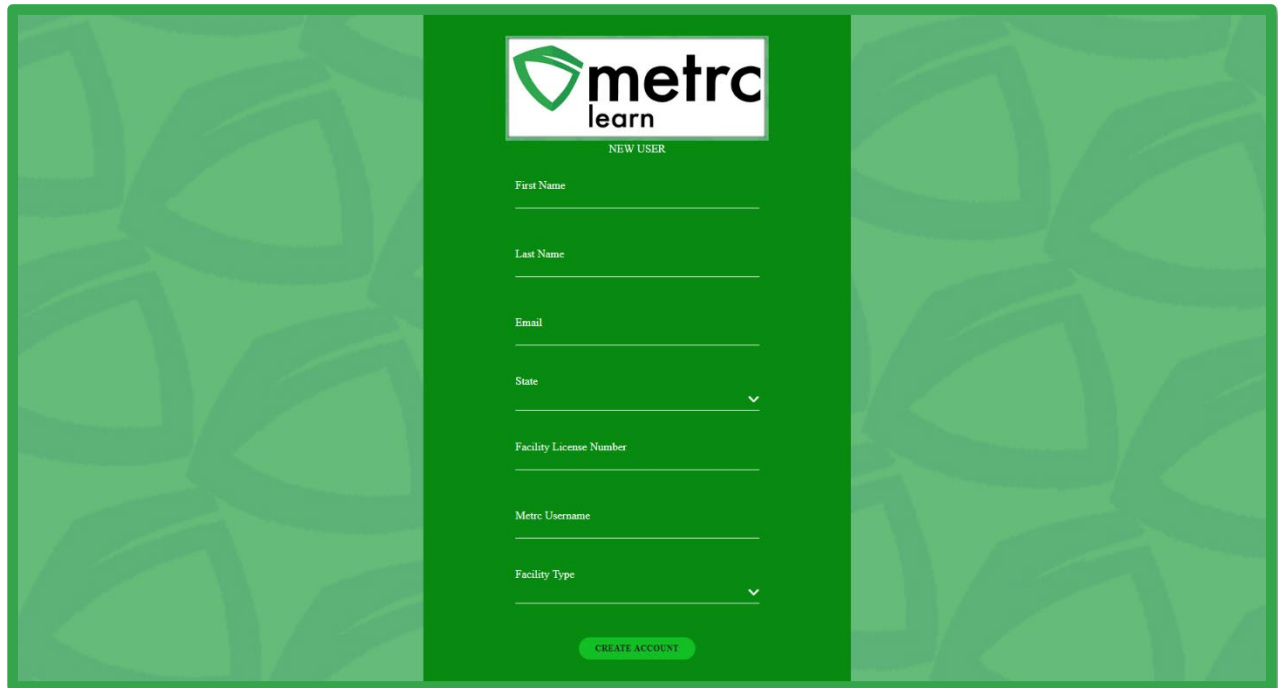
If you are in need of assistance through any of this process, please remember you can reach out to Metrc Support by: contacting the [Metrc Knowledge Center](#), email [support@metrc.com](#), or call 1-877-566-6506.

Register for Metrc Learn – An Interactive Learning Management System

Metrc Learn is designed to provide Users with skills on the functionality available within Metrc which they will need to use the system effectively. The New Business and Advanced trainings are available through the Learning Library in Metrc Learn and the licensee will log into Metrc Learn to take the training on demand. The LMS is organized into role-specific programs made up of various courses; each course is focused on one function in Metrc. For example, the Cultivator program might include different courses, such as "Creating an Immature Plant Batch," "Tracking Additives," "Reporting Waste," etc.

Accessing Metrc Learn (the new LMS)

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To access Metrc Learn, the User will self-register for their account ([Metrc Learning Registration](#)). They will enter the information and click on the 'Create Account' button at the bottom of the page. Upon approval of active Metrc status, the user will be sent an email invitation to set their password. If a user is working in multiple licenses, they may enter all the licenses on the lines provided, and then select the license type that reflects the area of the role they are looking to have additional training on first. This registration page is shown below in **Figure 1**.
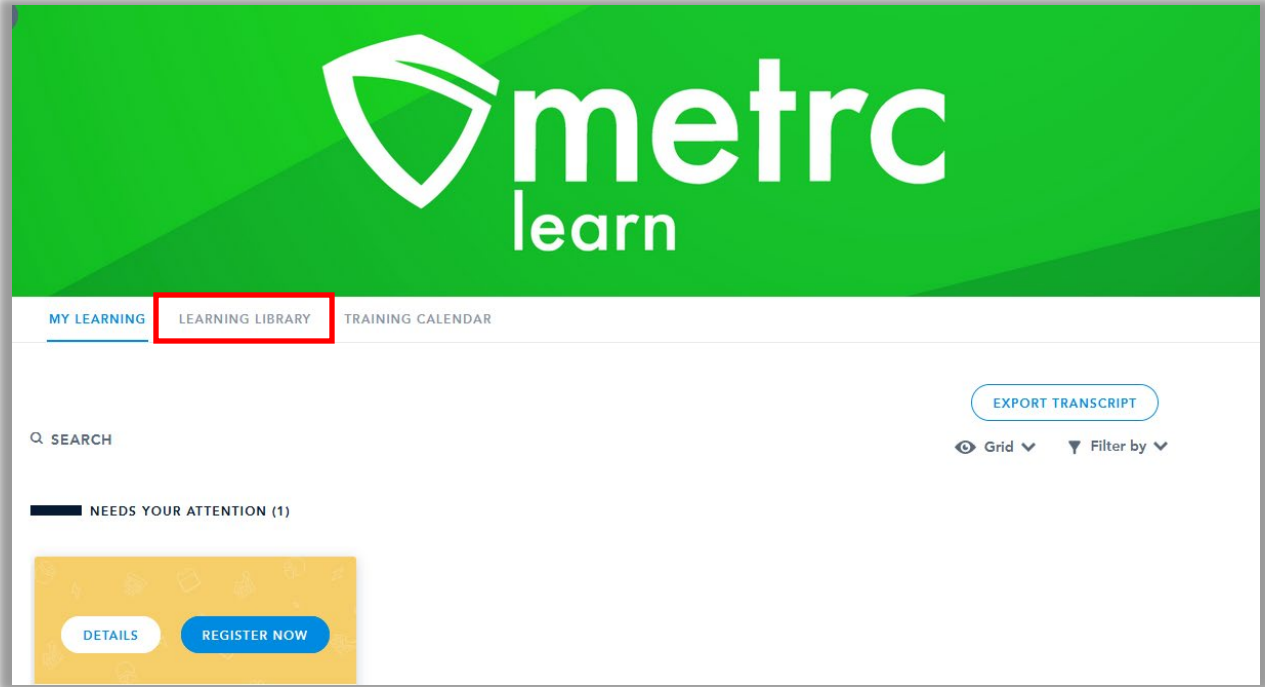

Figure 1: Metrc Learn Registration Page

Please Note: *Users are encouraged to use an email they will have access to regardless of business association for their registration to ensure that any training transcripts are still accessible if email access is no longer available.*
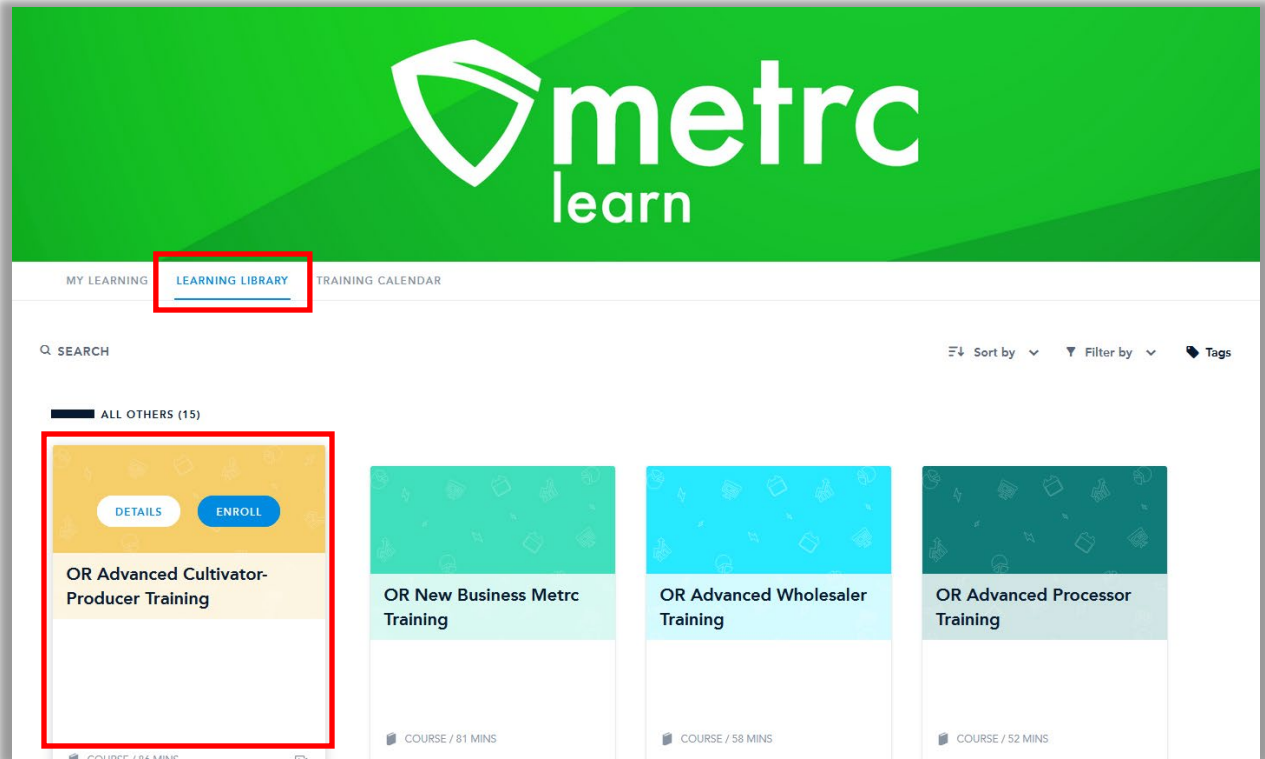
Take the New Business or an Advanced Training through the Learning Library

Once the user has access to Metrc Learn they will be directed to the dashboard shown below and will select the 'Learning Library' tab available as shown below in **Figure 2.**
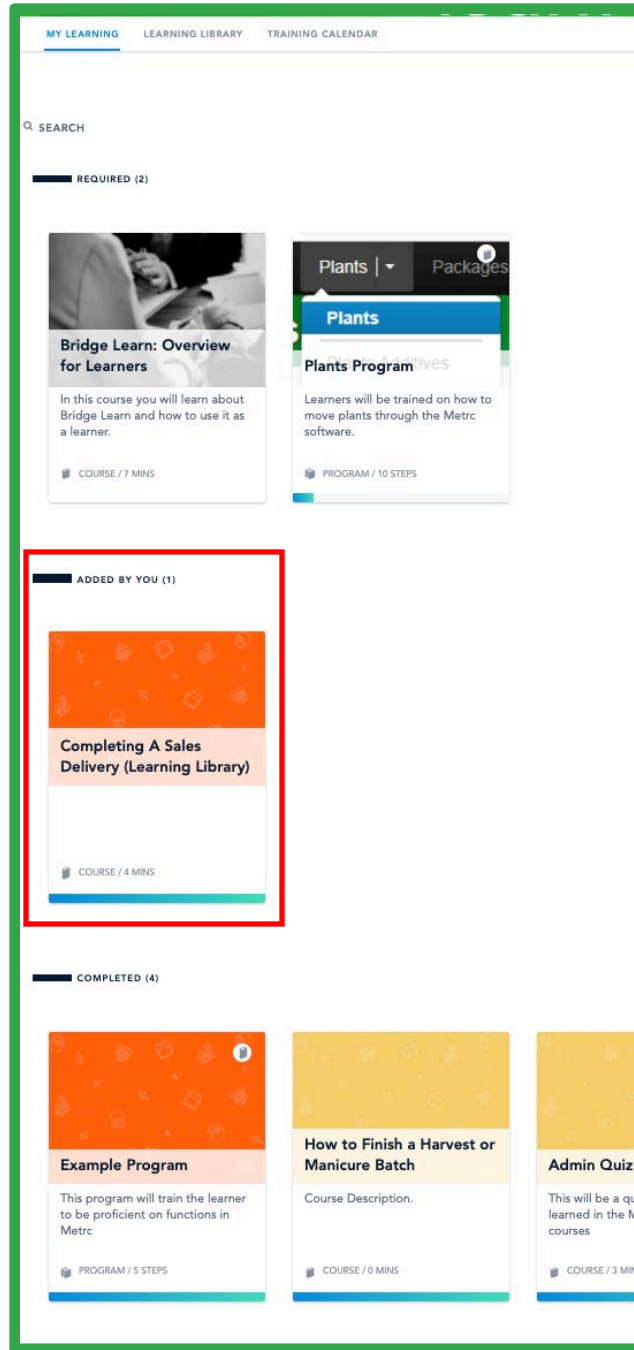
Figure 2: Metrc Learn Registration Dashboard

After selecting the "Learning Library" tab the learner will see content available to them including the New Business and Advanced trainings. They will choose the training they would like and click on the Enroll button to have it assigned to them as shown in **Figure 3.**

Figure 3: Enroll in the Training

After clicking 'Enroll' for the desired training, it will then be available for the user in the second, 'Added By You', row of their My Learning page. This is shown below in **Figure 4.**

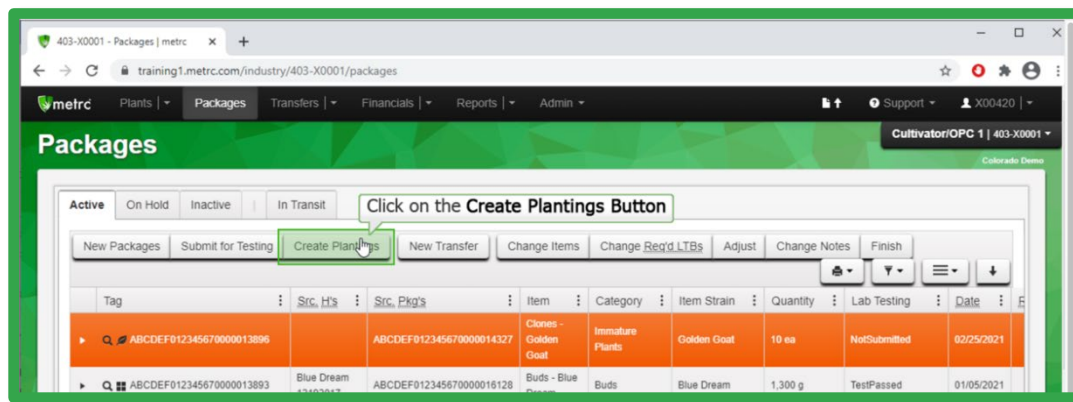**Figure 4: Trainings Added By You**

Metrc Learn – An Interactive Learning Management System

Metrc Learn has organized role-specific journeys that are made up of three programs consisting of various courses; each course is focused on one function in Metrc. For

example, a Cultivator Program might include 15 courses, such as "Creating an Immature Plant Batch," "Tracking Additives," "Reporting Waste," etc.

At this time, Metrc Learn offers five programs—Cultivator, Manufacturer, Sales, Transporter, Testing—and 62 courses. Additional programs and courses are currently under development.

Course trainings are interactive and iterative to reinforce learnings and ensure knowledge retention. Each course includes a demo and a hands-on component. The demo visually walks users through each step of the process and includes guidance via pop-up windows and voice narration. An example is shown below in **Figure 5**.

Figure 5: Demonstration Example

After viewing the demo, Users can try it themselves. As they step through the process on their own, they receive prompts and guidance if they make any errors. They can review the demo and try it themselves <u>as many times as they'd like</u>. This feature can is shown below in **Figure 6**.
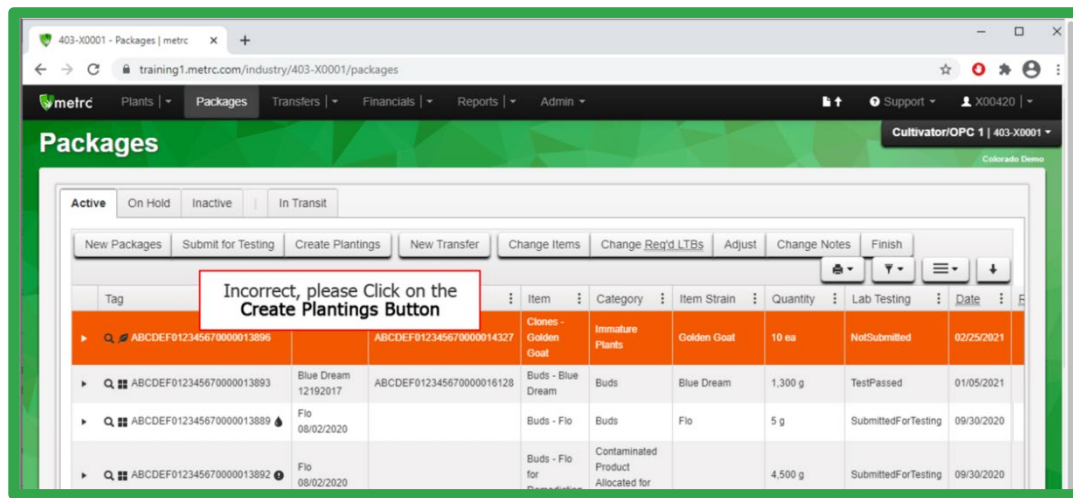
Figure 6: Interactive Demo Example

Users can either self-select or be assigned programs and can take each course at their own pace. This approach gives users the flexibility to learn about other areas of the system that may interest them, as well as the ability to see what courses are mandatory for their role. Once they complete all courses in a program, they take a comprehensive quiz, which they must pass (scoring 70% or higher) before the program is considered complete.

Metrc Learn tracks and displays all completed coursework. Users will even have opportunities to receive badges and certificates upon completion of a program. And, if they want, they can print out a transcript of all their trainings for record keeping and ongoing training exercises.

Export Transcripts

Users will be able to export and share their achievements in the training portal by using the "Export Transcripts" button under their learning library. This feature is shown below in **Figure 4**.
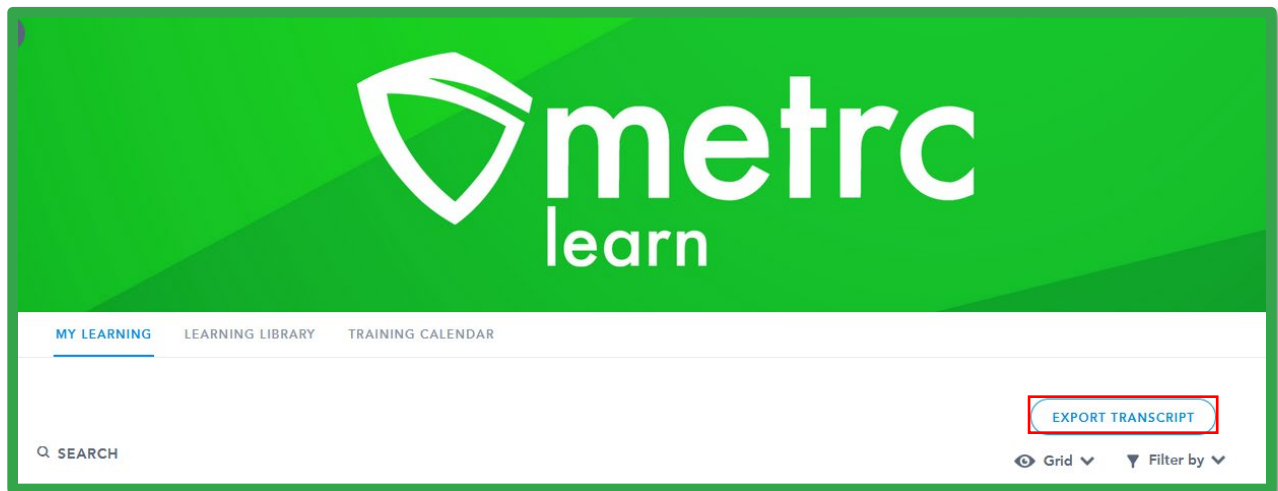

Figure 4: Export Transcript Feature