

Metrc Support Bulletin



Bulletin Number: MI_IB_060	Distribution Date: 3/9/2023	Effective Date: Ongoing
Contact Point: Metrc® Support	Subject: Feature Updates in Metrc	
Reason: Provide information on the latest feature release.		

Greetings Metrc® users,

Metrc is pleased to provide information on the latest updates to the software that is currently available. These enhancements include:

- I. Adding employees across multiple licenses
- II. Restriction on editing sales receipts

A detailed description of these enhancements is provided on the following pages.

Adding Employees Across Multiple Licenses

Industry administrators can create user accounts for employees at multiple of their managed facilities. The only prerequisite will be the employee ID numbers. We'll be detailing the process of adding employees and highlighting how to add across multiple licenses.

To access the Employee options, click on the 'Admin' heading in the top navigation bar. From the drop down, click on the Employees option. Once the Employees page loads, click on 'Add Employees' above the table of employees.

The Add Employee form will appear as shown in **Figure 1** below. The admin will enter the employee information (Date of Birth and last four of your SSN) that will generate their login. In the Email field, enter an accessible, valid email address provided by the person in need of an employee account.

In the Permissions section, check all the boxes except for 'Administration'. Please make sure to select a homepage from the 'Home' dropdown. It's crucial to select something the employee has permission to access, or it will error out when they attempt to log in.

Make sure to check the box to "Enable online access to this facility", to give the employee access to the facility you are currently in. You can also add the employee to other licenses within this same form. At the top right corner of **Figure 1**, all the licenses are listed out with a check box in front of each. There are also two buttons below the list that allow you to "Check all" or "Check none" of the licenses available.

Click 'Create Employees' at the bottom of the form. Once the Add Employees form closes, verify the created employee is present in the employee section.

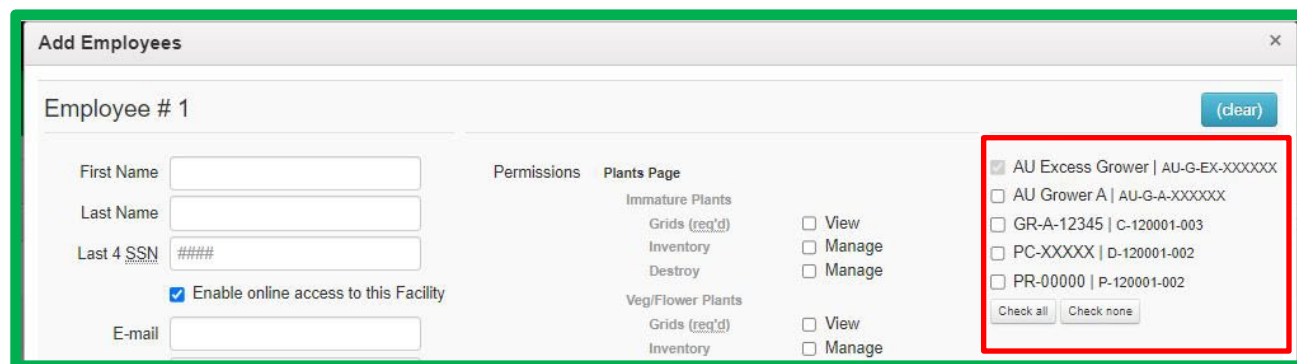


Figure 1: Add Employees Form

Restriction on editing sales receipts

Moving forward, editing sales receipts will be limited to within 60 days of the sale being recorded. This is to ensure the data integrity of sales for reporting purposes. If there is a need to edit older receipts, there will need to be a request submitted to the CRA at CRA-Compliance@michigan.com .

Metrc Resources

On the far right of the long black navigational toolbar, there is a Support dropdown as shown in **Figure 22** below. This dropdown can be utilized to reference the Metrc Manual/User Guide, Colorado Supplemental Guide, Industry Reports Guide, info to contact Metrc Support, and sign up for training. These tools can be used anytime for no additional charges as long as you are entered within an active licensed business.

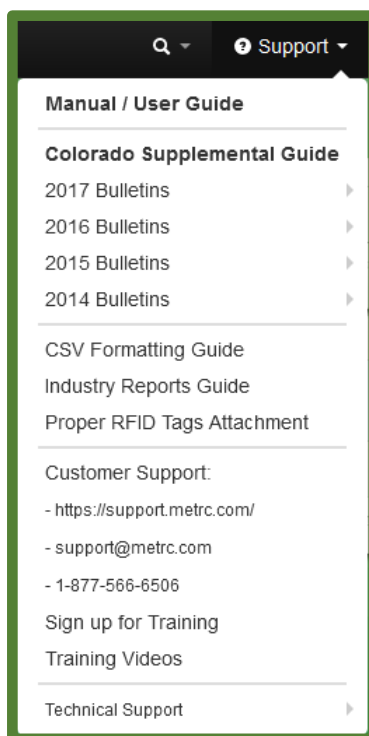


Figure 22: Support Section

[Metrc Learn](#) and the [Metrc Knowledge Center](#) may also be accessed using these links.

Metrc Learn is an interactive learning management system, that allows users to complete all training on demand including Advanced trainings by facility type and modular training for multiple areas of Metrc. The system will teach specific functionality and processes, allow the user to demonstrate the functionality being discussed. Completed training information will even be able to be exported.

The Metrc Knowledge Center is a portal that provides on-demand access to various resource materials including past bulletins and helpful links to users. This center is designed to be a supplemental resource to Metrc Support, providing options for self-assistance with documentation, a live-chat feature, and the ability to submit support tickets directly to the Support team.

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