Metrc Support Bulletin

Bulletin Number: ME_IB_029	Distribution Date: 03/21/2023	Effective Date: 03/23/2023
Contact Point: Metrc Support	Subject: New Updates now available in Metrc	
Reason: New functionality and features are now available in Metrc.		

Greetings,

Metrc, is pleased to provide information on the latest system enhancements that will be available on 3/23/2023, including:

- Increased new user "Welcome Email" and "Password Reset" expiration windows.

Please read on for more information.

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New user "Welcome Email" and "Password Reset" Expiration Window

When a new licensed user is granted access to the Metrc system or a password reset is required, an email is generated and sent for account registration or password reset. The registration and password reset links, which currently expire after 24 hours and requires Metrc Support or the Administrator(s) to reissue a new link, will be extended to a 72-hour expiration window. This extended window will provide adequate time to access the account and reduce time spent contacting Metrc Support or an Administrator to reissue a new link. See Figure 1.
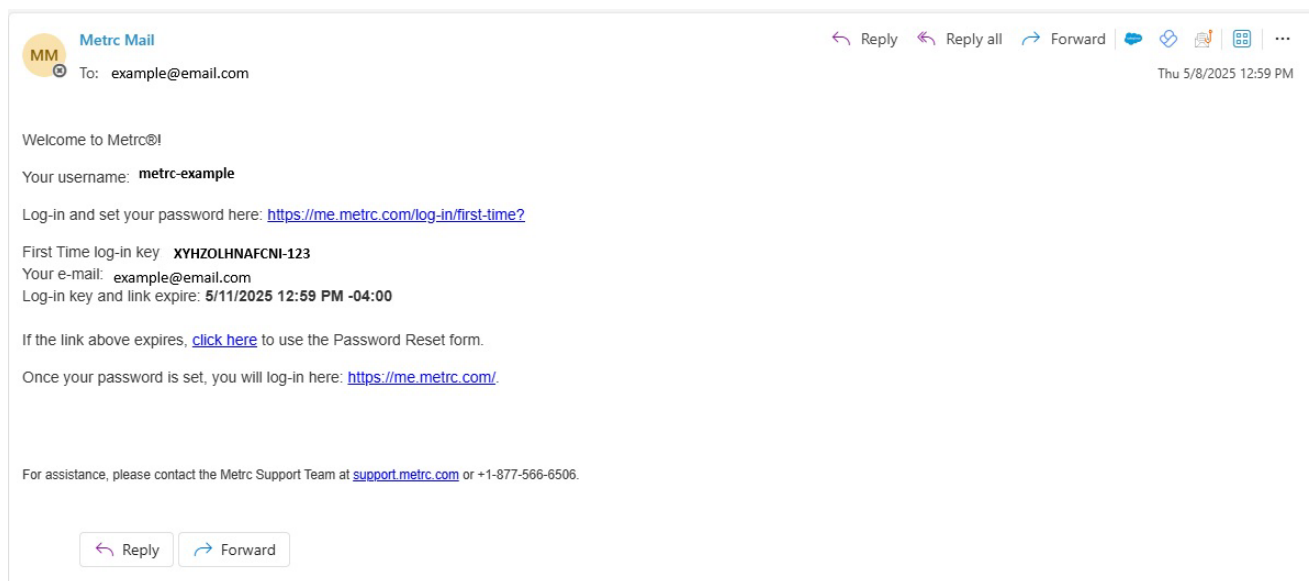

Figure 1: Welcome Email Example

Metrc LLC
For additional support,
please visit Support.Metrc.com

Metrc resources

If you have any questions, or need additional support, the following resources are available:

Contact Metrc Support by navigating to Support.Metrc.com, or from the Metrc System, click the Support area dropdown on the navigational toolbar and click support.metrc.com to redirect to the portal.

Please note: If accessing the portal for the first time, a username (which is established when logging in), the respective state and "Facility license number", and a valid email to set a password are required.

Metrc Learn: Metrc Learn was designed to offer interactive educational opportunities to enhance Metrc system users' skills and provide various training options based on experience level.

In addition, the learning system is organized into facility-specific programs made up of various courses. To login or register for an account, visit Metrc Learn.

Thank you for your continued partnership.