

Metrc Support Bulletin



Bulletin Number: ME_IB_0032	Distribution Date: 7/21/2023	Effective Date: 7/24/2023
Contact Point: Metrc Support	Subject: New updates now available in Metrc	
Reason: New functionality and features are now available in Metrc.		

Greetings Metrc® users,

Metrc is pleased to provide information on the latest system enhancements that will be available on 7/24/2023, including:

- Password Reset Fix and Self-serve guidance.
- Package Sum Button
- Note Requirement on all Immature Plant destruction.
- Immature plants grid

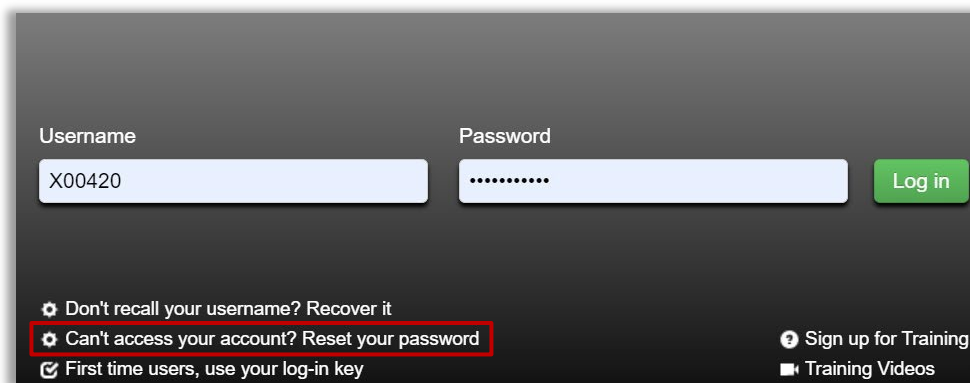
Please read on for more information regarding this new functionality.

Password Reset Fix and Self-serve Guidance

When resetting your password, the password must meet a minimum set of requirements to be accepted by the system. Previously, if you entered a password that did not meet the requirements, you were redirected to a screen that read “An error occurred” with no further information on what the error was or how to correct it. Now, when you enter a password that does not meet the requirements, you will receive a pop-up window notifying you the password does not meet the requirements. The minimum requirements for an acceptable password are:

- At least eight characters
- A combination of uppercase and lowercase letters
- At least one number
- At least one special character (e.g. !@#\$\$%^&*)

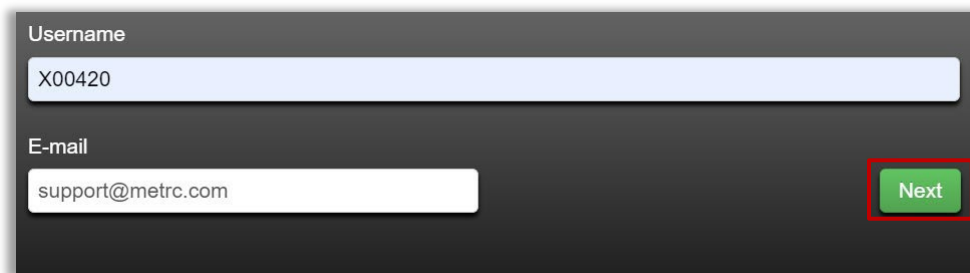
Metrc makes it easy for users to reset their passwords without the need to contact support for assistance. On the login page, click the link with a white gear icon next to it that reads Can't access your account? Reset your password as seen in **Figure 1**.



A screenshot of the Metrc login page. It features a dark grey background with white text. At the top, there are two input fields: 'Username' with the value 'X00420' and 'Password' with masked characters '.....'. To the right of the password field is a green 'Log in' button. Below the input fields, there are three links, each preceded by a white gear icon. The link 'Can't access your account? Reset your password' is highlighted with a red rectangular box. The other two links are 'Don't recall your username? Recover it' and 'First time users, use your log-in key'. On the right side of the page, there are two more links: 'Sign up for Training' and 'Training Videos'.

Figure 1: Link to reset password

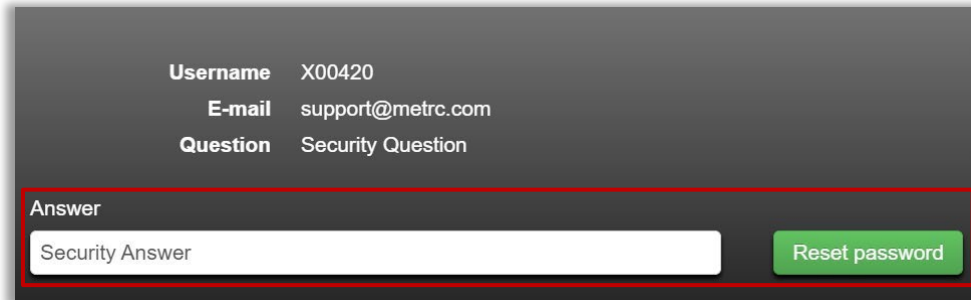
You will be redirected to a page requesting your Username and E-mail. Fill these in and click the green Next button as seen in **Figure 2**.



A screenshot of the Metrc password reset page. It features a dark grey background with white text. There are two input fields: 'Username' with the value 'X00420' and 'E-mail' with the value 'support@metrc.com'. To the right of the E-mail field is a green 'Next' button, which is highlighted with a red rectangular box.

Figure 2: Required Username and E-mail fields

To ensure that your account is only reset by you, the final step in the password reset process requires you to answer your security question. Answer the question correctly and click the green Reset password button to complete the process as seen in **Figure 3**.



The screenshot shows a dark gray form with the following fields and buttons:

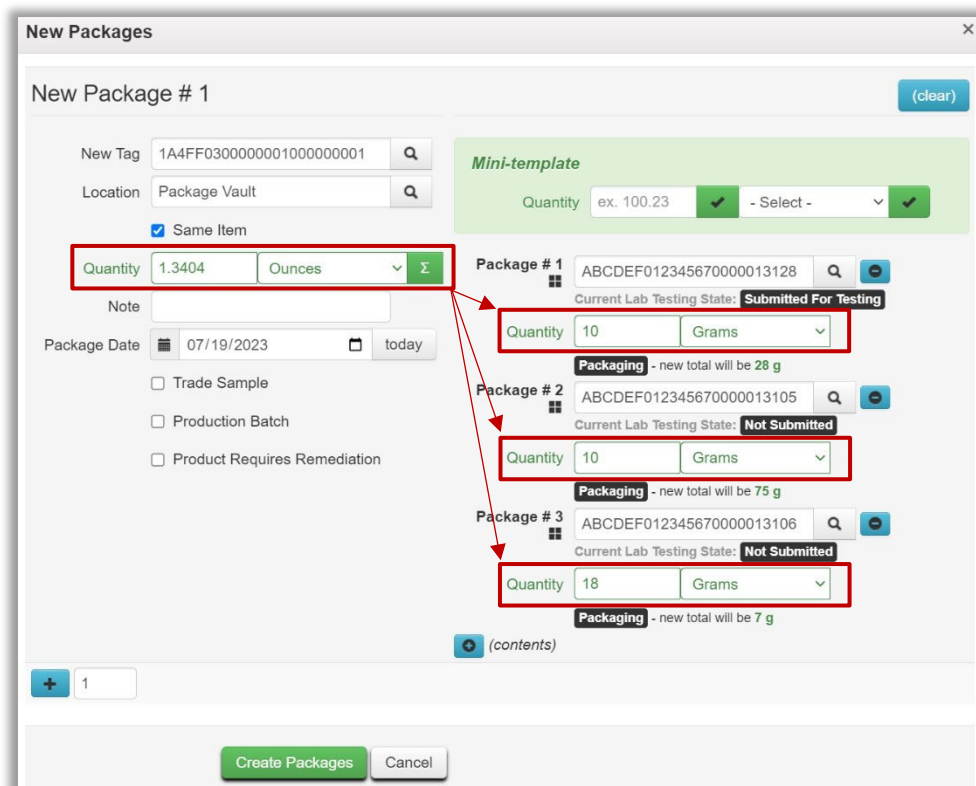
Username	X00420
E-mail	support@metrc.com
Question	Security Question

Below these fields is a section labeled "Answer" which contains a text input field with the placeholder text "Security Answer" and a green button labeled "Reset password". A red rectangular box highlights the "Answer" section.

Figure 3: Security Answer Field to verify reset

Package Sum Button

The auto-sum function is now operating correctly. This optional feature within the New Packages action window allows users who create new packages to automatically sum the quantities from the selected source package(s). When using the auto-sum feature, users can also toggle between any selectable unit of measure so long as the source package(s) have a compatible unit of measure (Weight, Count, or Volume).



New Packages

New Package # 1 (clear)

New Tag: 1A4FF0300000001000000001 Q

Location: Package Vault Q

☒ Same Item

Quantity: 1.3404 Ounces Σ

Note:

Package Date: 07/19/2023 today

☐ Trade Sample

☐ Production Batch

☐ Product Requires Remediation

Mini-template

Quantity: ex. 100.23 ✓ - Select - ✓

Package # 1 ABCDEF012345670000013128 Q ⓘ

Current Lab Testing State: **Submitted For Testing**

Quantity: 10 Grams

Packaging - new total will be 28 g

Package # 2 ABCDEF012345670000013105 Q ⓘ

Current Lab Testing State: **Not Submitted**

Quantity: 10 Grams

Packaging - new total will be 75 g

Package # 3 ABCDEF012345670000013106 Q ⓘ

Current Lab Testing State: **Not Submitted**

Quantity: 18 Grams

Packaging - new total will be 7 g

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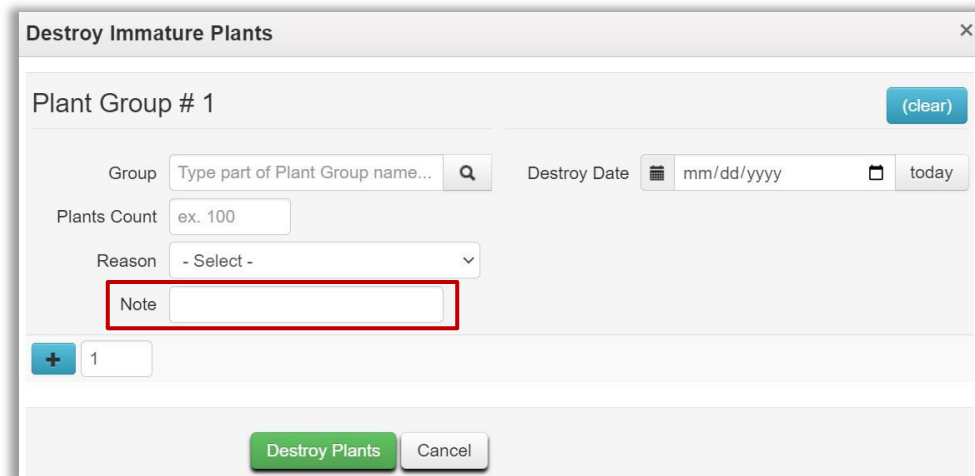
+ 1

Create Packages Cancel

Figure 4: Auto-sum functionality in New Packages action window

Note Requirement on all Immature Plant destruction

A Note is now required on the Destroy Immature Plants action window, regardless of what Reason is selected from the dropdown as shown in **Figure 6**. The note was previously a standard requirement on all plant destruction reporting events and this update will require the note once again as it was originally required. The Note provides users with the ability to input further details during the destruction process.



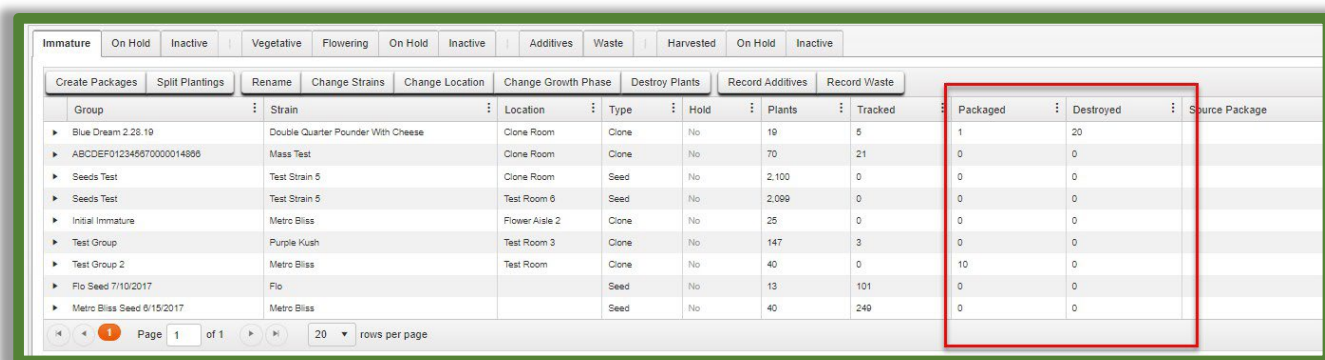
The screenshot shows a web application window titled "Destroy Immature Plants". Inside the window, there is a form with several fields: "Plant Group # 1" with a "(clear)" button; "Group" with a text input "Type part of Plant Group name..." and a search icon; "Destroy Date" with a calendar icon, a date input "mm/dd/yyyy", and a "today" button; "Plants Count" with a text input "ex. 100"; "Reason" with a dropdown menu showing "- Select -"; and "Note" with a text input field that is highlighted with a red rectangular border. Below the "Note" field is a blue "+" button and a text input "1". At the bottom of the window are two buttons: "Destroy Plants" (green) and "Cancel" (grey).

Figure 6: Required Note Field

Updated Feature: Immature Plant Grid

An update is being made for users who have access to the Immature Plants section in Metrc related to the packaged and destroyed columns representing plant counts. Previously, users would see the packaged and destroyed plant counts update for all plants sourced from the immature plant batch. Now, users will see the packaged and destroyed columns representing the plant counts updated directly within the immature plant grid – **see Figure 7.**

Note: Immature plants packaged and destroyed columns will be updated to reflect the accurate count information to mirror the changes.



Group	Strain	Location	Type	Hold	Plants	Tracked	Packaged	Destroyed	Source Package
Blue Dream 2.28.19	Double Quarter Pounder With Cheese	Clone Room	Clone	No	19	5	1	20	
ABCDEF012345670000014895	Mass Test	Clone Room	Clone	No	70	21	0	0	
Seeds Test	Test Strain 5	Clone Room	Seed	No	2,100	0	0	0	
Seeds Test	Test Strain 5	Test Room 6	Seed	No	2,069	0	0	0	
Initial Immature	Metro Bliss	Flower Aisle 2	Clone	No	25	0	0	0	
Test Group	Purple Kush	Test Room 3	Clone	No	147	3	0	0	
Test Group 2	Metro Bliss	Test Room	Clone	No	40	0	10	0	
Flo Seed 7/10/2017	Flo		Seed	No	13	101	0	0	
Metro Bliss Seed 9/15/2017	Metro Bliss		Seed	No	40	249	0	0	

Figure 7: Immature Plant Grid Packaged and Destroyed Columns

Additional resources and Metrc Support

Additional resources are available in Metrc in the Support dropdown located in the upper right corner of the navigational toolbar and can be utilized to access the Metrc Manual/User Guide, the State Supplemental Guide, and other helpful information.

See Figure 8.

In addition, on-demand training is available in [Metrc Learn](#), an interactive learning management system, and the [Metrc Knowledge Center](#), a portal that provides on-demand access to various resource materials, including past bulletins and other helpful links.

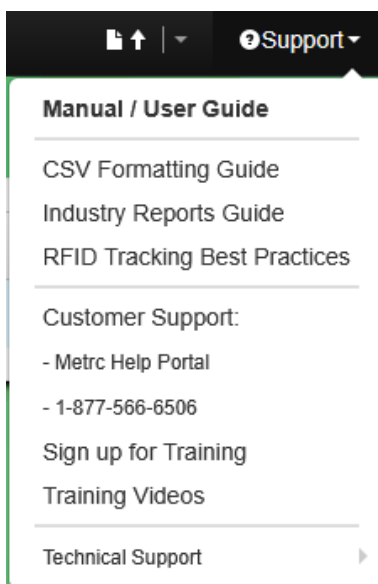


Figure 8: Metrc system – Access additional resources and/or Metrc Support

Metrc Support can be reached via phone, email, or live chat through the Metrc system or by referencing the information below. Thank you for your continued partnership.

Please feel free to contact support at [Support.Metrc.com](mailto:Support@Metrc.com) or 877-566-6506 with any questions.