Metrc Support Bulletin

Bulletin Number: WV_IB_0013	Distribution Date: 8/11/2023	Effective Date: 8/14/2023
Contact Point: Metrc Support	**Subject:** Metrc Service Cloud	
Reason: Metrc is providing details for the new full-service ticketing system		

Greetings Metrc® users,

Metrc is excited to announce that we're upgrading our support ticketing system to a more robust, full-service system (Service Cloud) that will improve your experience with our Support services.

Please note, this update will not impact your login to the Metrc system, only the Metrc Support Portal (referred to as the Knowledge Center in our materials/guides/previous bulletins).

This system will go live on Monday, August 14th. See next steps and actions needed below to take advantage of the revamped Support Portal.

In preparation for the launch of the new system, we wanted to let you know what changes you can expect.

- Greater visibility into cases and real-time status
- Open a ticket in real-time by contacting support through the portal or live chat, in addition to our existing phone and email options
- Access to help articles and support documentation
- An improved experience when contacting support via phone
- A more streamlined support experience through all channels including phone, online, and live chat

Next steps and actions to take on or after Monday, August 14th:

On Monday, August 14th the system will change; therefore, when logging in for the first time, users will need to create new logins to access the Portal.

How to set up access to the portal:

- To access the portal, navigate to **Support.Metrc.com,** or from the Metrc System, click Support and navigate to support.metrc.com and it will redirect you to the portal.
- If you are accessing the portal for the first time, you will need to have: a username (which you will establish when logging in), select your respective state and "Facility license number", and provide a valid email to set your password.
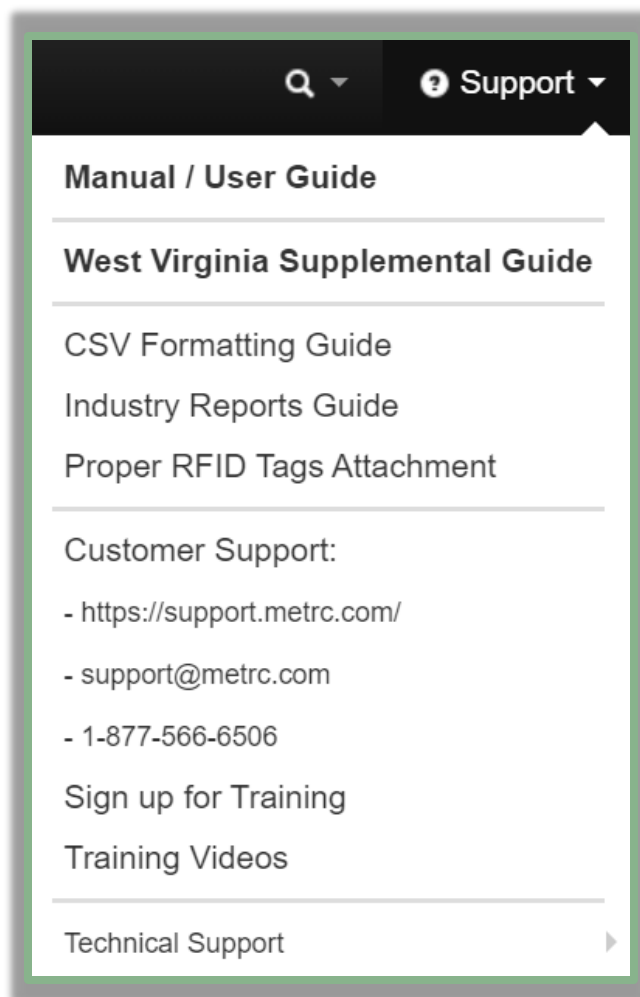
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Email Support@metrc.com or call 877-566-6506

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Figure 1: Metrc Support Drop-down Menu

- Follow these steps as a first-time user:
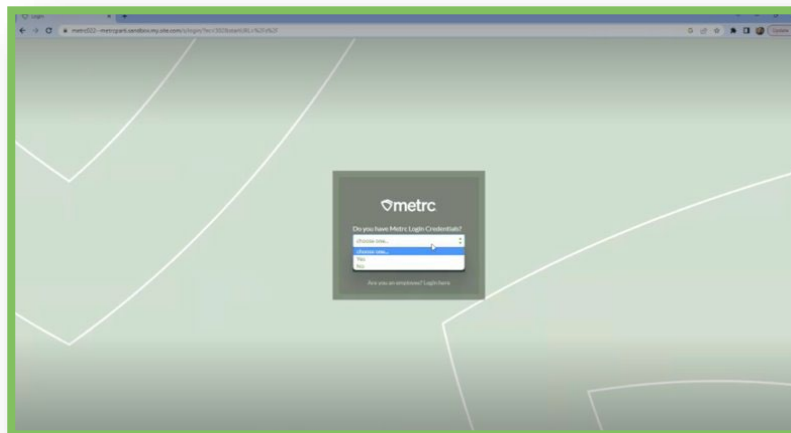   1. Navigate to the portal and choose "Yes" to the question "Do you have Metrc Login Credentials".

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Figure 2: Metrc Service Cloud Portal

2. Choose "First time to Portal".
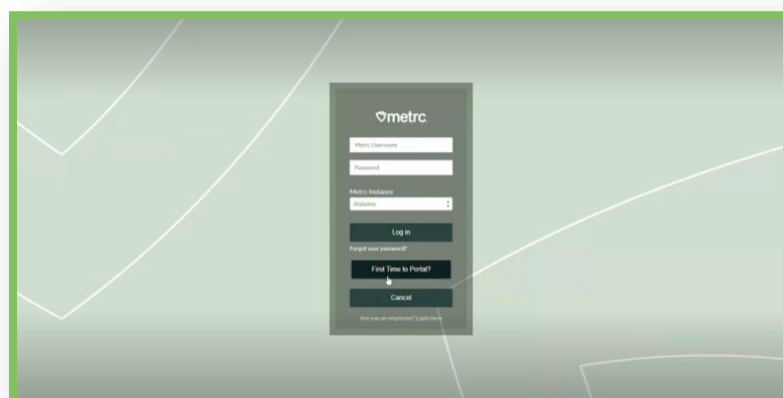
Figure 3: Metrc Service Cloud Portal First-time Login

3. Enter your username and Facility License Number. Choose your respective state from the drop-down.
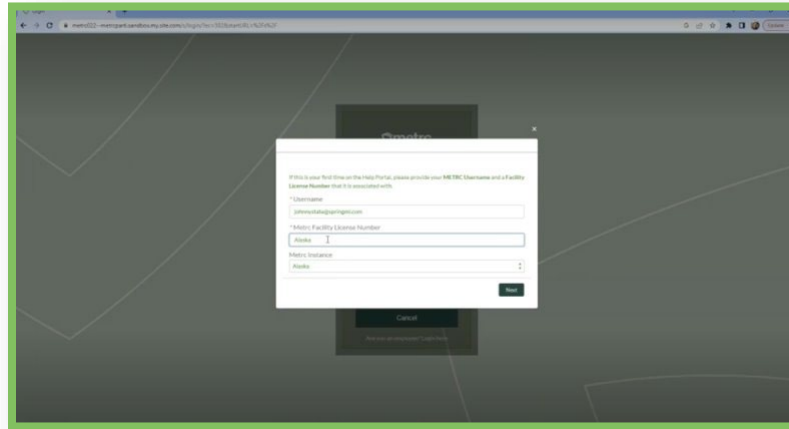
Figure 4: Metrc Service Cloud Portal User Details

4. Provide the email address you'd like attached to your support portal account and then choose next. This will generate an email to the email address entered with a verification number.
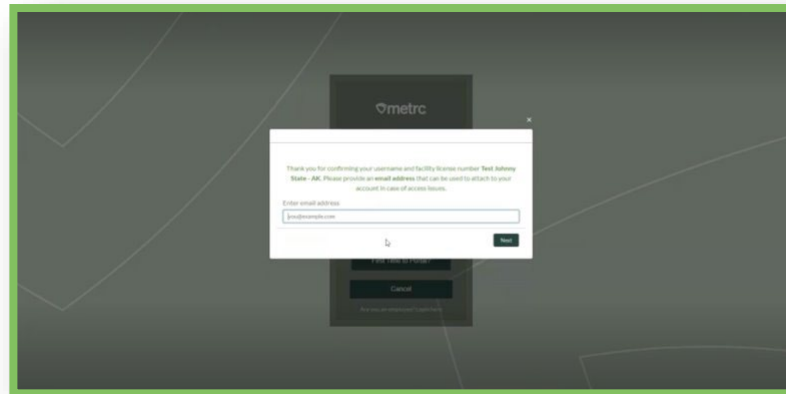

Figure 5: Metrc Service Cloud Portal User Email Address

5. Enter the verification number from the email you received into the pop-up box and choose next.

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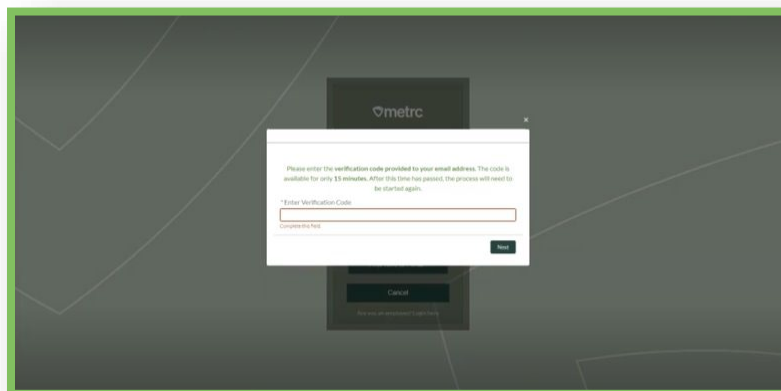Email Support@metrc.com or call 877-566-6506

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Figure 6: Metrc Service Cloud Portal Verification Code

6. A new pop-up box will alert you that another email has been sent to that address with a link to set your password.
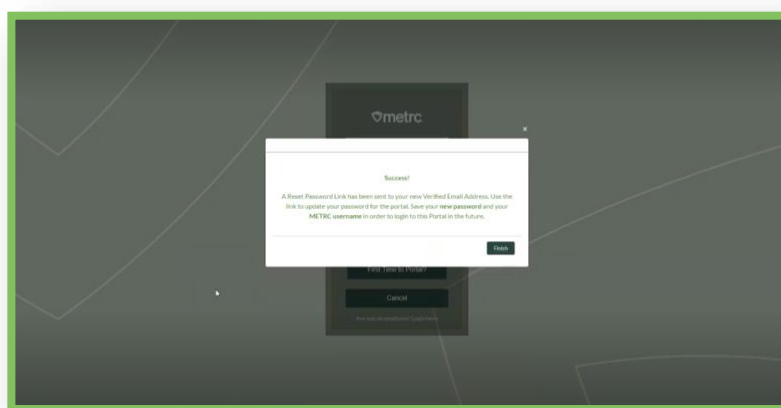

Figure 7: Metrc Service Cloud Portal Success Confirmation

7. Click on the link in the email you receive to change your password. Choose "Change Password" once completed.
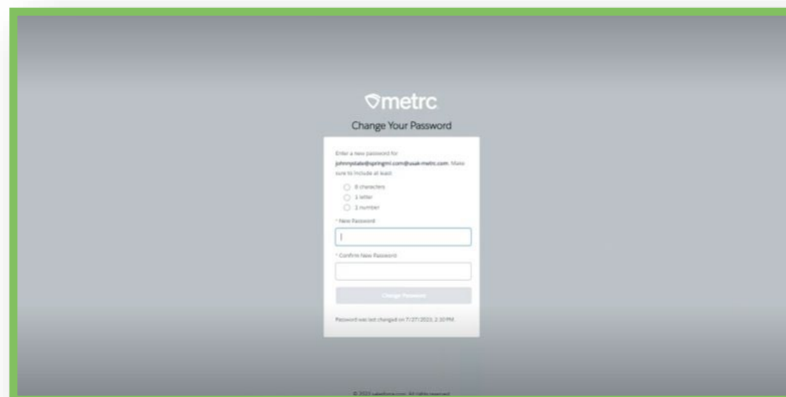
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Figure 8: Metrc Service Cloud Portal Change Password

8. You are now in the Support Portal! From here you can access:
   i. Support cases (top bar)
   ii. Search articles and links
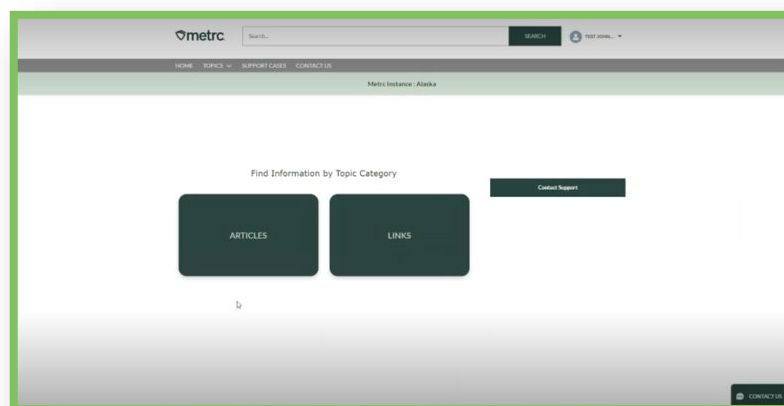   iii. Contact support directly (Live chat or Contact us).

Figure 9: Metrc Service Cloud Portal Topics

Note: *These steps are for users logging in for the first time. Once you have set your new login and password to access the portal, you will not need to go through this again, unless you need to reset your password. You can* *access the step-by-step guide here* *or a* *video demo here.*

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