Metrc Support Bulletin

Bulletin Number: ME_IB_0040	Distribution Date: 02/22/2024	Effective Date: 02/14/2024
Contact Point: Metrc Support	**Subject:** Setting Default Landing Page	
Reason: Provide instruction on new functionality allowing users to select their default landing page upon login		

Greetings,

Metrc is pleased to provide information on the latest system enhancement that became available on 02/14/2024:

- Setting default facility landing page

Please read on for more information regarding this new functionality.

Metrc LLC
For additional support:
metrc.support.com

1

Setting Default Licenses

Previously, users who have access to multiple Metrc facilities are automatically directed, or default, to the facility of their first credentialed license upon logging into the system. For example, **Figure 1** shows all accessible Metrc facilities within the license dropdown located at the top right of the screen.
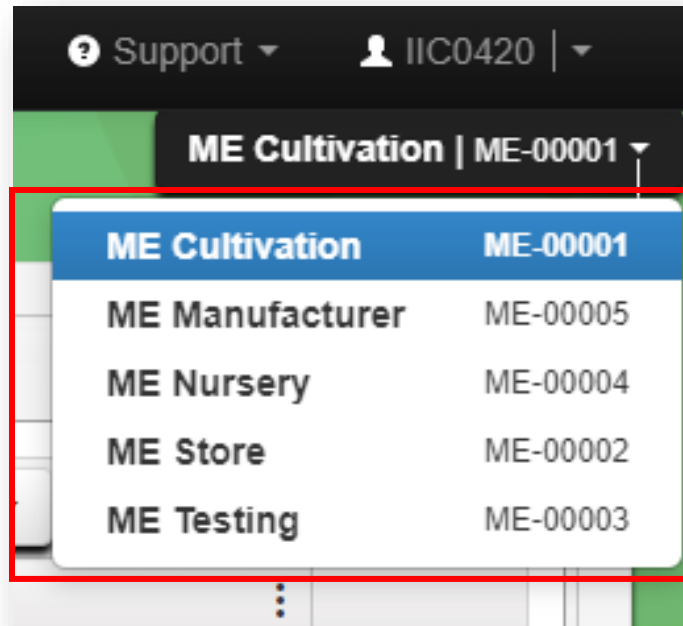

Figure 1: Available facilities in License drop-down

Now, new functionality offers the ability to change the default license setting through the user's profile. To update this setting, please follow the steps outlined below.

1. Login to the Metrc system.
2. Click on the drop-down arrow to the right of your username on the navigational toolbar to access your User Profile – see **Figure 2.**
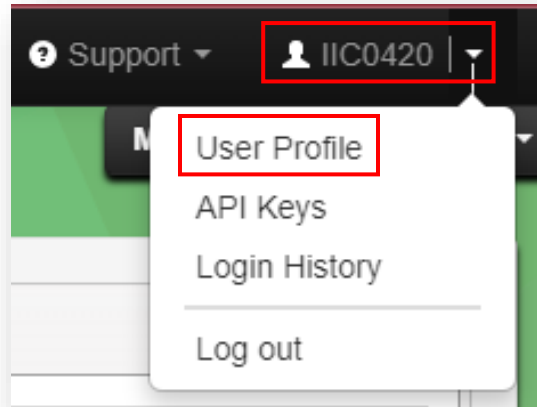

Figure 2: Access the User Profile

From the User Profile page:

3. Select the Default Facility drop-down at the bottom of the screen.
4. Select the preferred facility to use as the default – **see Figure 3**
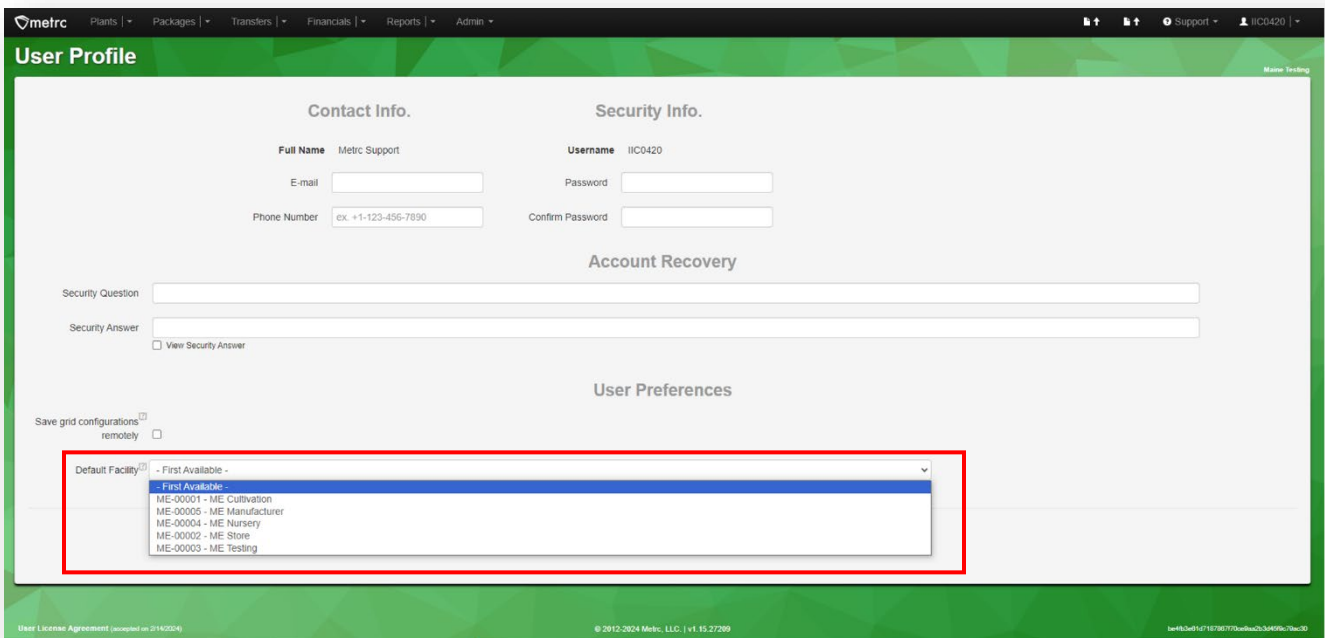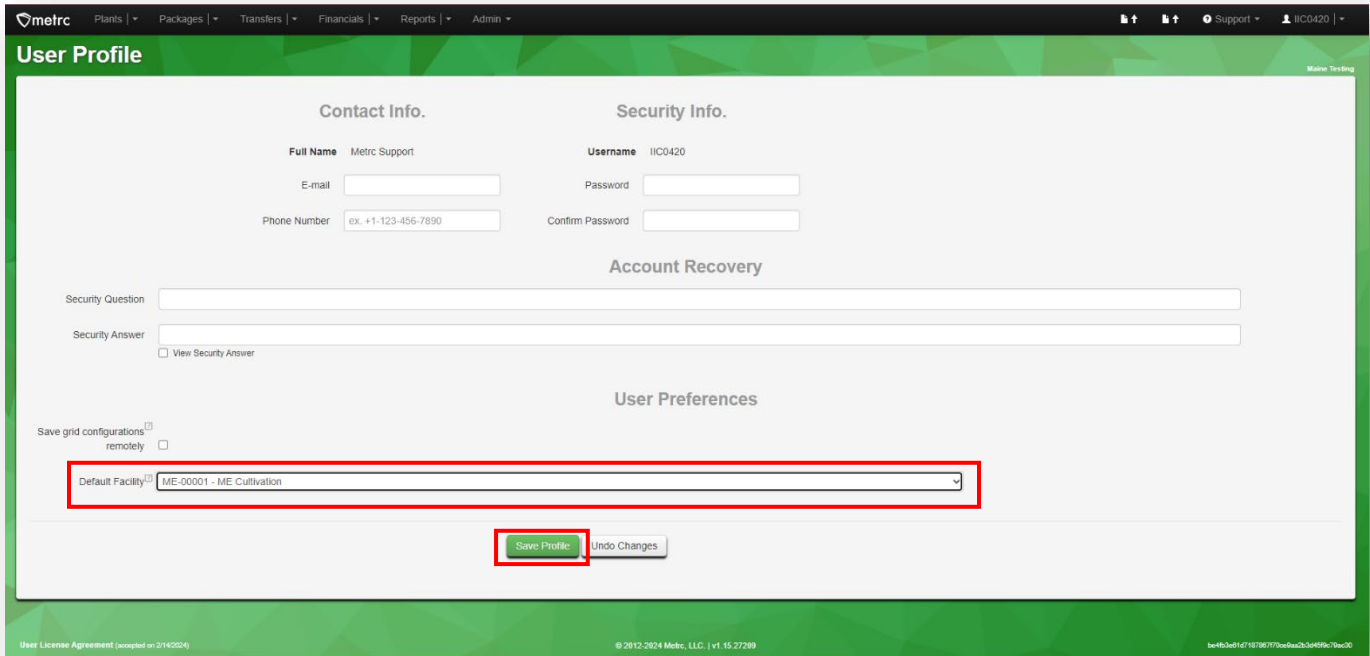

Figure 3: Default Facility drop-down

5. Once the preferred default facility is selected, click the green Save Profile button at the bottom of the User Profile page – **see Figure 4**.

Figure 4: Save Default Facility

Metrc LLC
For additional support:
metrc.support.com

4

Metrc resources

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

Contact Metrc Support by using the new full-service system – Service Cloud – by navigating to Support.Metrc.com, or from the Metrc System, click Support and navigate to support.metrc.com and it will 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, the "Facility license number", and a valid email is required to set a password. For additional information, please review the step-by-step guide or the video demo.

Metrc Learn: Metrc Learn is designed to offer educational opportunities to enhance users' skills within the Metrc system and provides 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, visit Metrc Learn and enter your login credentials, or to access, register by visiting the Metrc Learn Registration**.**

Access additional resources: In the Metrc system, click on the Support dropdown on the navigational toolbar and select the appropriate resource, including educational guides, the Metrc manual, and more.

Thank you for your continued partnership.

Metrc LLC
For additional support:
metrc.support.com