Metrc Support Bulletin

Bulletin Number: ME_IB_0041	Distribution Date: 03/15/2024	Effective Date: 03/13/2024
Contact Point: Metrc Support	**Subject:** Updates to Permissions	
Reason: To grant employees permission to View Transfer and Employees grids		

Greetings,

Metrc is pleased to provide information on the latest system enhancements that became available on 3/13/2024, including:

- The addition of View permissions to the following areas of the Metrc system
  - Transfers grids
  - Employees section within Admin

Please read on for more information regarding this new functionality.

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Additional View permissions

Metrc appreciates the collaboration with both the state and its licensees to continue making improvements to the system that benefit all users. Events held in each state, known as User Groups, provide us with invaluable feedback that can at times result in system updates. One such update that resulted from a state User Group is the addition of View permissions to all three Transfer Menu options as well as the Employees grid found in the Admin area.

To set these permissions, go to the Admin area dropdown on the navigational toolbar and select the Employees option – **see Figure 1.**
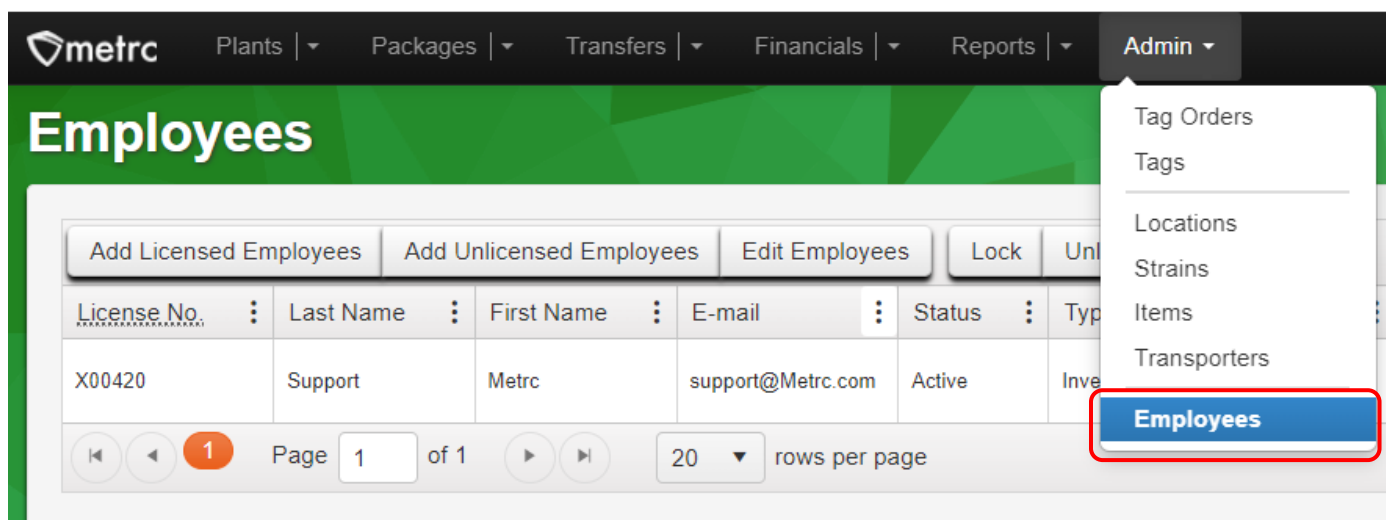

Figure 1: Employees option in Admin area dropdown

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Once on the Employees grid, highlight the employee you would like to edit permissions for and select the Edit Employees button to access the Edit Employees action window – **see Figure 2.**
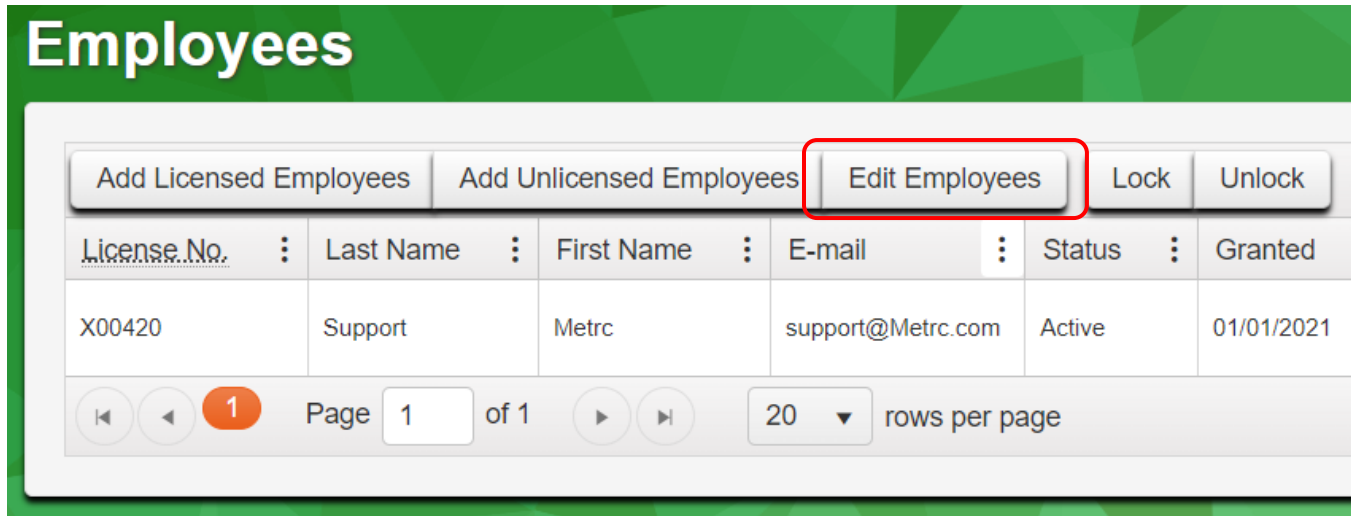

Figure 2: Edit Employees button

Within the Edit Employees action window, users now have the option to grant View only access to the Transfers Menu and Admin Menu – Employees. Users can select either View or Manage for these permissions, but not both. Selecting Manage will uncheck the View permission because Manage grants both manage and view permissions – **see Figure 3 below.**

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Figure 3: New View permissions for Transfers and Admin Menu

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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 and "Facility license number", and a valid email to set a password is required. For additional information, please review the step-by-step guide or a video demo.

Metrc Learn: Metrc Learn is designed to offer educational opportunities to enhance users' skills with 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 area dropdown on the navigational toolbar and select the appropriate resource, including educational guides, manual, and more.

Thank you for your continued partnership.

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