

<b>Bulletin Number:</b> WV_IB_0019	<b>Distribution Date:</b> 3/25/2024	<b>Effective Date:</b> 03/31/2024
<b>Contact Point:</b> Metrc Support	<b>Subject:</b> Metrc Learn training – Important updates	
<b>Reason:</b> The Metrc Learn training platform is re-launching with exciting changes and new enhancements to improve users' learning experience.		

Greetings,

At Metrc, we remain dedicated to improving users' experience and knowledge through continued innovation and are thrilled to announce the upcoming re-launch of Metrc Learn – our newly enhanced interactive learning management system (LMS).

Thanks to the insightful feedback gained from licensees and state users across the markets we serve, the new and improved Metrc Learn platform has been designed to revolutionize how you learn and grow with Metrc. Our new LMS will play a pivotal role in:

**Empowering talent**

By offering cutting-edge learning tools and resources, navigating the Metrc system will be easier, creating workflow efficiencies critical to licensed businesses' success.

**Driving compliance**

In a highly regulated industry, compliance is non-negotiable. The new Metrc Learn LMS will ensure that every licensed user is equipped with the knowledge and resources needed to adhere to industry regulations to further enable improved compliance outcomes.

Please read on for more information on how to leverage the new Metrc Learn to the fullest and begin benefiting from enhanced training, regardless of current Metrc skill level.

## Metrc Learn overview

Metrc Learn was redesigned to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies. Here's what to expect with the initial rollout:

- **Enhanced user experience:** We've revamped the user interface to make learning more intuitive and seamless for a smoother and more visually engaging learning experience.
- **Facility- and role-specific content:** We understand that different facility types and roles within an organization require specialized knowledge and skills. While facility-specific content will be available at launch, we will be introducing role-specific content in the coming weeks and months to address the unique challenges in the industry and objectives of various positions as it relates to the Metrc system.
- **New Business training:** Newly revamped content will now be available.
- **Progress tracking:** Users can export and share a record of training completed. In addition, Managers or Owners can request to become a power user to view what training employees have taken.
- **On-demand mobile experience:** Metrc Learn will now be available through a mobile application to make training more accessible and convenient.

Additional enhancements, new functionality, and updated content are currently in development and when available, more information will be provided.

## Accessing the new Metrc Learn

Effective March 31<sup>st</sup>, the existing Metrc Learn platform and login link will be decommissioned and will no longer work. However, accessing the new [Metrc Learn](#) LMS will be simple through multiple convenient locations:

### ***From within the Metrc system***

- Navigate to the drop-down Support menu in the navigational toolbar and select "Sign up for Training" to register.

### ***From the Metrc website***

- Navigate to your [state's partner page](#) and scroll down to the "Metrc's Training Resources" section to find the link.

Also, save the link – [learn.metrc.com](http://learn.metrc.com) – as a bookmark in your preferred web browser. If you have the existing link saved as a bookmark, please replace it with the new link.

## Existing Metrc Learn account users:

The Metrc team has already transitioned existing user accounts to the new platform. To explore the new features and improvements available on March 31<sup>st</sup>, simply take the following steps:

1. Navigate to the Metrc Learn login page using the new link: [learn.metrc.com](https://learn.metrc.com)

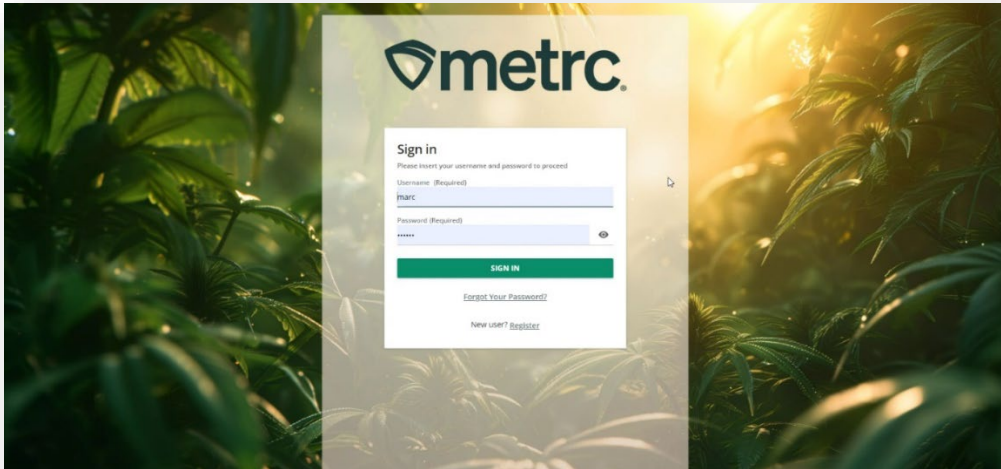


Figure 1: Metrc Learn login page

2. Enter your existing username.
3. Click the “Forgot Your Password?” link

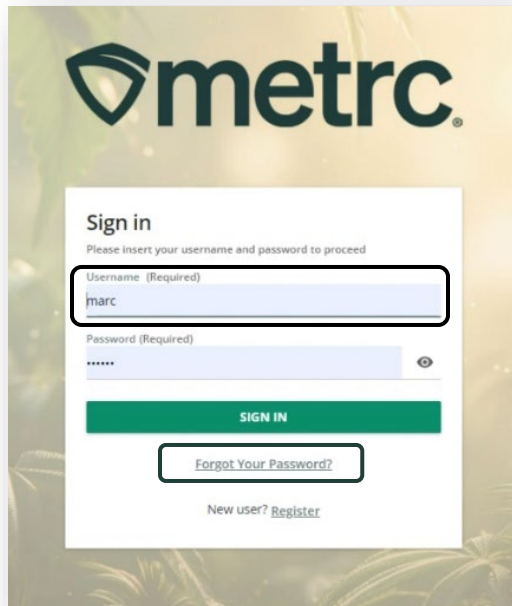


Figure 2: Metrc Learn sign-in and password reset

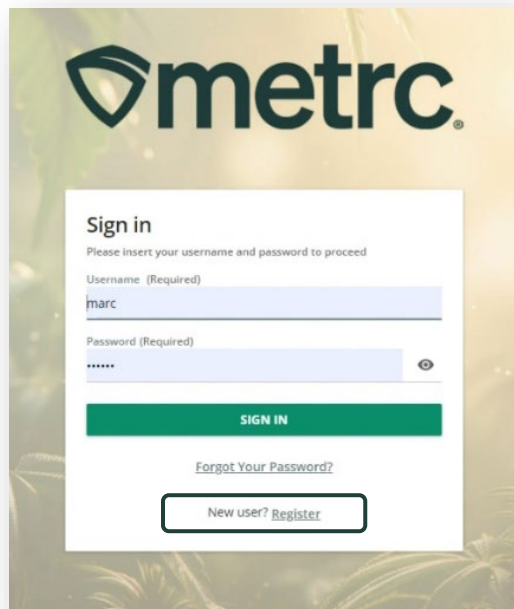
A password reset link will then be sent to the email associated with the Metric Learn account. Please make sure the new password contains at least 6 characters. For security reasons, the new password must also be different from the last 3 passwords used.

Once the new password is set, return to the [login page](#) and enter the username and new password to access Metric Learn.

### New to Metric Learn? Here's how to register:

To register for a Metric Learn account, the following steps should be taken:

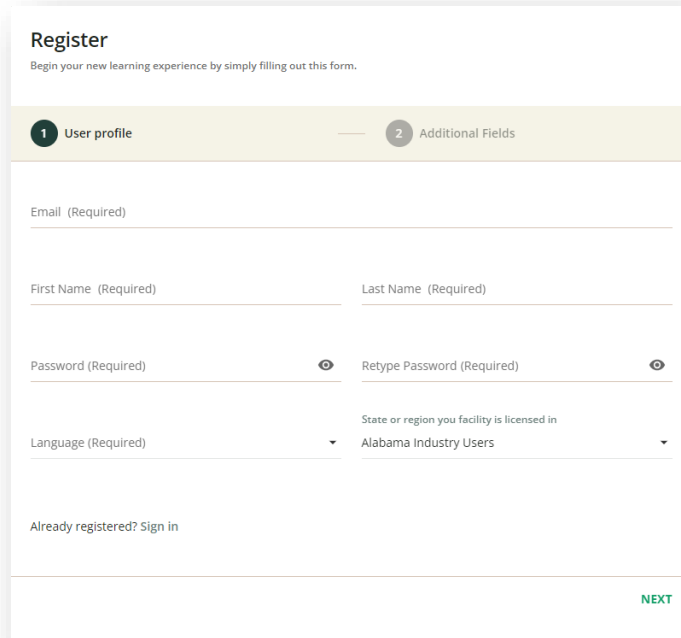
1. Navigate to the Metric Learn login page by:
  - Using the new link: [learn.metric.com](https://learn.metric.com); or
  - From within the Metric system – Navigate to the drop-down Support menu in the navigational toolbar “Sign up for Training”.
2. Click the ‘Register’ link next to ‘New user?’ – **see Figure 3.**



**Figure 3: Register for a Metric Learn account**

Once the ‘Register’ link is clicked, the registration page will appear.

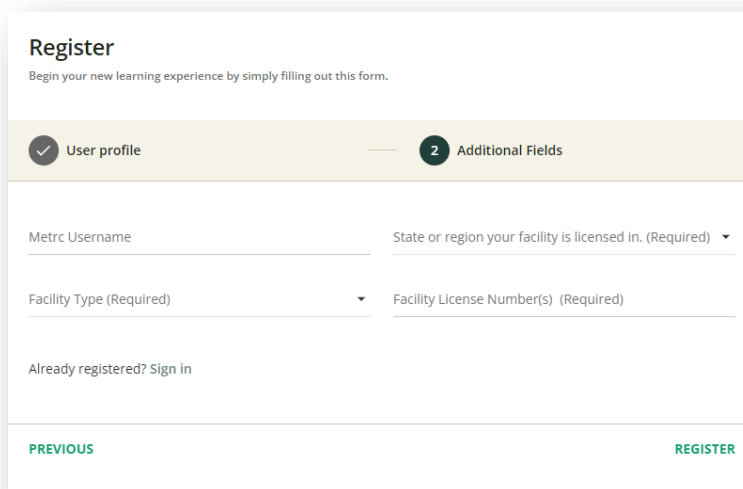
- From the registration page, complete all required information on the form. The password must include at least 6 characters. When complete, click 'Next' – see **Figure 4**.



The screenshot shows the 'Register' form with the title 'Register' and the subtitle 'Begin your new learning experience by simply filling out this form.' Below the subtitle is a progress bar with two steps: '1 User profile' (active) and '2 Additional Fields'. The form contains the following fields: 'Email (Required)', 'First Name (Required)', 'Last Name (Required)', 'Password (Required)', 'Retype Password (Required)', 'Language (Required)', and 'State or region your facility is licensed in' (with a dropdown menu showing 'Alabama Industry Users'). At the bottom left, there is a link 'Already registered? Sign in' and at the bottom right, a green 'NEXT' button.

**Figure 4: Registration – User profile**

- On the next page, fill in all additional fields and click 'Register' – see **Figure 5**.



The screenshot shows the 'Register' form with the title 'Register' and the subtitle 'Begin your new learning experience by simply filling out this form.' Below the subtitle is a progress bar with two steps: '1 User profile' (completed with a checkmark) and '2 Additional Fields' (active). The form contains the following fields: 'Metric Username', 'State or region your facility is licensed in. (Required)' (dropdown menu), 'Facility Type (Required)' (dropdown menu), and 'Facility License Number(s) (Required)'. At the bottom left, there is a link 'Already registered? Sign in' and at the bottom right, a green 'REGISTER' button. A green 'PREVIOUS' button is also visible at the bottom left.

**Figure 5: Registration – Additional fields**

Upon approval of active Metrc Learn status, which can take up to 48 hours, an email invitation will be sent confirming registration.

Once the email invitation is received, navigate to the [Metrc Learn login page](#) to sign in and access training.

## Metrc Learn mobile experience

Starting on March 31<sup>st</sup>, Metrc Learn will be available through the Go.Learn mobile application – Apple iOS and Android – to make training more accessible and convenient.

To take advantage of on-the-go access to Metrc training, simply scan the QR code below based on mobile device type, to download the free application – **see Figure 6**.

Login credentials will be the same as accessing through a web browser and a WiFi connection will be required.



**Figure 6: Metrc Learn mobile application**

## Metrc Learn future enhancements

Additional exciting enhancements are currently in development – see what's on the horizon:

- **Improved interactive learning experiences:** Refined course content and learning materials tailored to specific needs for a more engaging, informative, and relevant learning journey. With new features like interactive multimedia content, gamified quizzes, and collaborative learning activities, learning will become more immersive and fun to bring concepts to life and foster deeper understanding.
- **New modules:** Covering a more diverse range of topics and foundational principles of Metrc, its software, features, and functionality in a user-centric manner.
- **Streamlined learning journeys:** Say goodbye to scattered resources and disjointed learning paths. The new LMS will provide a centralized hub where to access all learning materials, courses, and resources effortlessly.
- **Persona-based learning experience:** We understand that everyone learns differently, so the new LMS will offer personalized learning paths tailored and adaptive to individual needs and goals.
- **Real-time progress tracking:** Keep tabs on completed courses, achievements unlocked, and areas for improvement – all in real-time – so you can take control of your learning journey and stay motivated to reach new milestones.
- **On-demand mobile experience:** To further enhance this new feature, 'Offline Mode' functionality will allow users the ability to access content when no WiFi connection is available.

To share feedback with our team, you can reach out directly to our Training and Learning Experience team at [learn@metrc.com](mailto:learn@metrc.com).

For general Metrc system-related inquiries, please submit a case with Metrc Support at [support.metrc.com](https://support.metrc.com).

We're here to help you make the most of your learning experience and remain dedicated to supporting you every step of the way. Thank you for your continued partnership and for choosing Metrc Learn to continue on our journey of collective growth.