



<b>Bulletin Number:</b> AK_IB_64_Release Updates	<b>Distribution Date:</b> 04/24/2024	<b>Effective Date:</b> Available
<b>Contact Point:</b> Metrc Support	<b>Subject:</b> Metrc system updates	
<b>Reason:</b> Updates to allowable special characters, assigning a default login license, admin hold notifications, new permissions, and removal of the Request Remediation button.		

Greetings,

Metrc is pleased to provide information on the latest system enhancements that are now available, including the addition of View permissions to the following areas of the Metrc system:

- Special Characters
- Setting Default Licenses
- Admin Hold Notifications
- Additional View Permissions

**In collaboration with AMCO, Metrc has removed the ability for Cultivators to Request Remediation directly from a Harvest. This was done in Metrc by selecting the “Product Requires Remediation” checkbox in the New Packages action window. An important note however is that this is not the correct way to mark products as remediated in Metrc and has resulted in some misrepresentations of actual product status, creating additional support cases. The figure below outlines the checkbox that is now removed in Metrc Production and includes some information on Remediating correctly in Metrc.**

## Special Characters

Metric currently supports several string fields for users to input information such as Strain Names, Item Names, Locations, Harvest Batches, Plant Batches, Production Batches, Drivers, Vehicles, and Notes. The table below outlines accepted characters the Metric system will receive for string fields – **see Figure 1**.

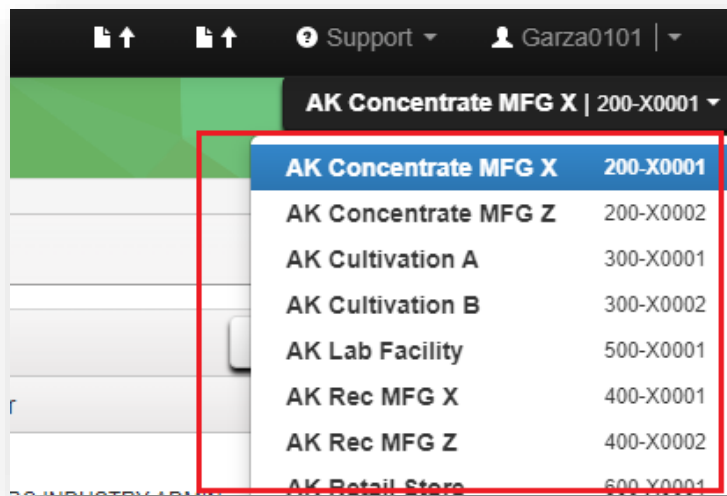
<b>Characters</b>	<b>Accepted</b>
Lower Case Letters	a-z
Upper Case Letters	A-Z
Numbers	0-9
Special	'?!@#\$\$%^&*()[]\ >+~_`~:,

**Figure 1: Accepted Characters in Metric**

If a character is submitted that is not deemed acceptable, the Metric system return an error message. The error message will indicate "Invalid character or sequence in parameter {name}." The {name} will represent the name of the field where the invalid character or sequence was attempted to be used.

## Setting Default Licenses

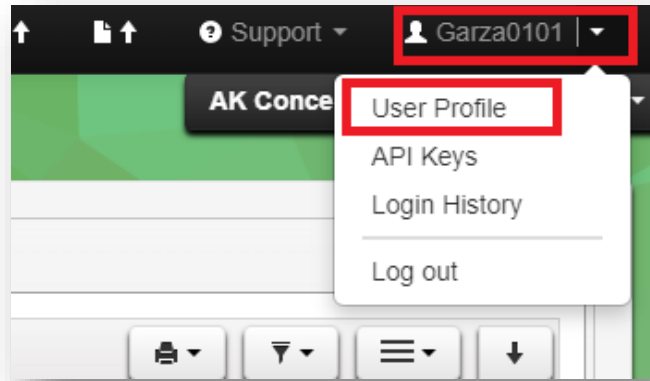
Previously, users who have access to multiple Metrc facilities are automatically directed or defaulted to the licensed facility that the user was first credentialed into when logging into the system. Below shows all accessible Metrc facilities within a user’s license dropdown located at the top right of the grid – **see Figure 2.**



**Figure 2: Available facilities in License drop-down**

Now, new functionality offers the ability to change the default license setting through a user’s profile. To update this setting, please take the following steps:

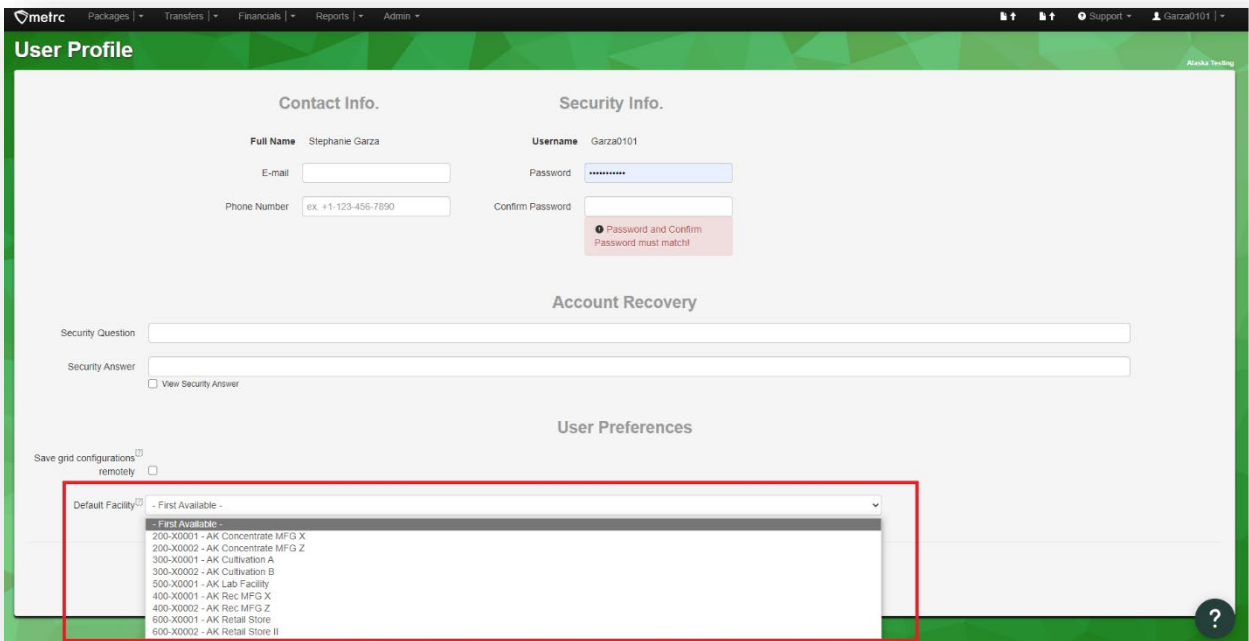
1. Click on the drop-down arrow to the right of the username on the navigational toolbar to access the User Profile – **see Figure 3.**



**Figure 3: Access the User Profile**

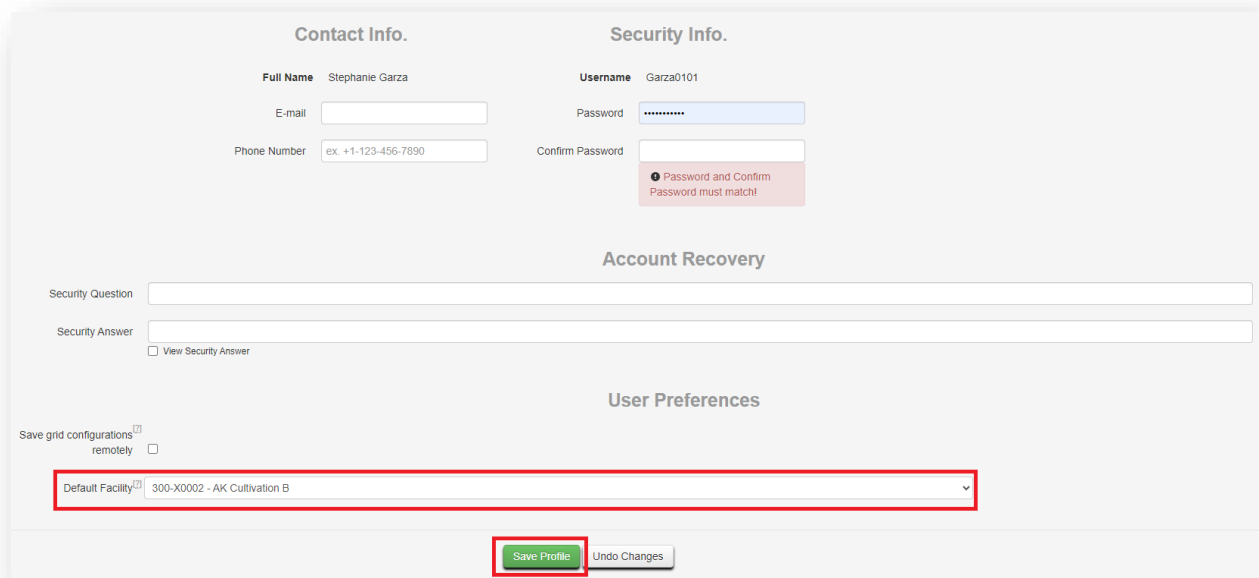
Once on the User Profile page:

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



**Figure 4: Default Facility drop-down**

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



The screenshot displays a user profile form with the following sections:

- Contact Info.**
  - Full Name: Stephanie Garza
  - E-mail:
  - Phone Number: ex. +1-123-456-7890
- Security Info.**
  - Username: Garza0101
  - Password:
  - Confirm Password:
  - Message: Password and Confirm Password must match!
- Account Recovery**
  - Security Question:
  - Security Answer:
  - View Security Answer
- User Preferences**
  - Save grid configurations remotely:
  - Default Facility: 300-X0002 - AK Cultivation B (highlighted with a red box)

At the bottom of the form, there are two buttons: **Save Profile** (highlighted with a red box) and **Undo Changes**.

**Figure 5: Save Default Facility**

## Admin Hold Notification

Metrc now sends automated email notifications to owners and managers of facilities when plants, harvests, and packages are placed on administrative hold. This notice will include the tag numbers for anything placed on hold since the last email notification.

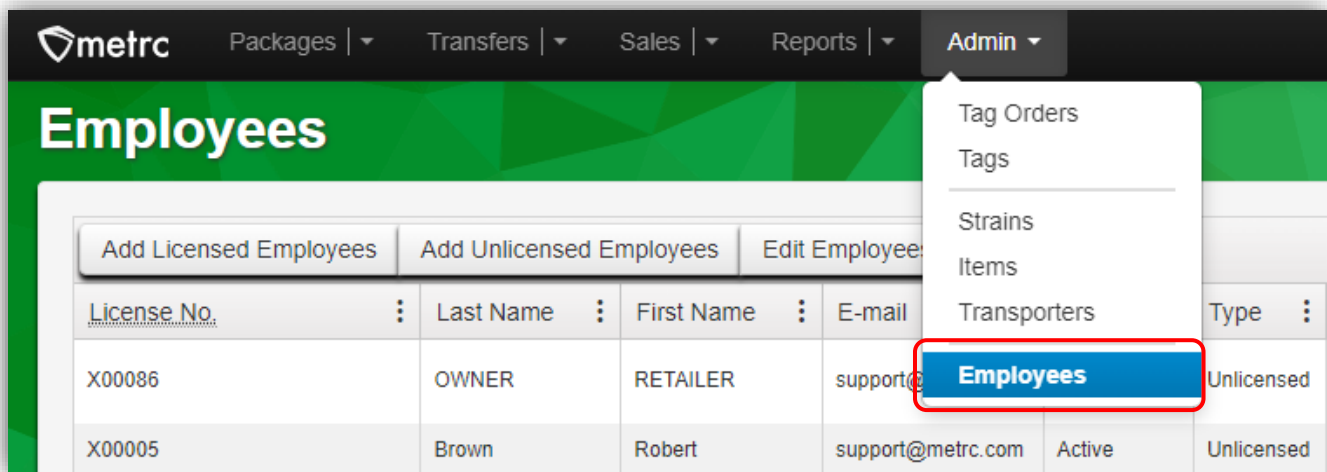
Please take note of the following email subject line and email sender for the email notification.

- *Email address sender:* [noreply@metrc.com](mailto:noreply@metrc.com)
- *Subject Line:* Admin Hold Notice

## Additional View Permissions

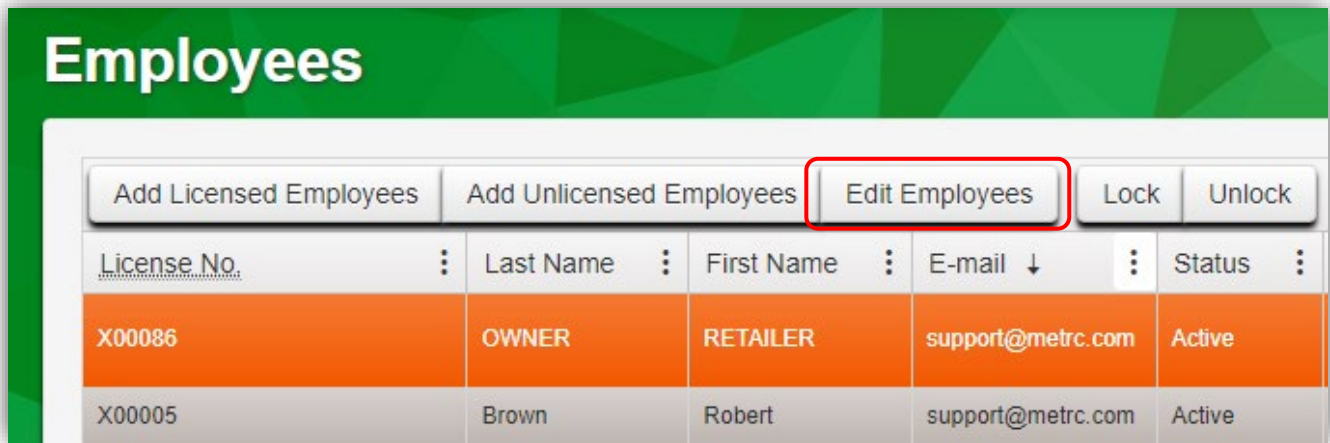
Based on the collaboration between and feedback received from industry licensees, state agency representatives, and Metrc during the quarterly User Groups, the addition of View permissions to all three Transfer Menu options as well as the Employees grid found in the Admin area is now available.

To set up these permissions, first navigate to the Admin area dropdown on the navigational toolbar and select the Employees option – **see Figure 6.**



**Figure 6: Employees option in Admin area dropdown**

From the Employees grid, highlight the employee required edited permissions and select the Edit Employees button to access the Edit Employees action window – **see Figure 7.**



**Figure 7: Edit Employees button**

Within the Edit Employees action window, the option to grant View only access to the Transfers Menu and Admin Menu – Employees is now available. Users can select either View or Manage for these permissions, but not both. Selecting Manage grants both manage and view permissions – **see Figure 8.**

**Edit Employees**

Employee # 1

Employee: RETAILER OWNER

Employee Lic. Number: X00086

Enable online access to this Facility

E-mail: support@metrc.com

Home: Packages

Employment:  Owner at this Facility  
 Manager at this Facility  
 Checks/Verifies customer identification  
 Compliance Officer or Security  
 Data entry/Records inventory in Metrc  
 Directly handles marijuana items  
 None of the above

**Permissions**

**Packages Page**

Grids (req'd)	<input checked="" type="checkbox"/> View
Inventory	<input checked="" type="checkbox"/> Manage
Create/Submit/Disc.	<input checked="" type="checkbox"/> Manage
Notes	<input type="checkbox"/> Manage

**Transfers Menu**

Licensed & External	<input checked="" type="checkbox"/> View	<input type="checkbox"/> Manage
Templates	<input checked="" type="checkbox"/> View	<input type="checkbox"/> Manage
Hub	<input checked="" type="checkbox"/> View	<input type="checkbox"/> Manage

**Sales Menu**

Sales	<input checked="" type="checkbox"/> Manage
Sales Delivery	<input type="checkbox"/> Manage
Adverse Responses	<input type="checkbox"/> Manage

**Patients Menu**

**Trips Menu**

All	<input type="checkbox"/> View	<input type="checkbox"/> Manage
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**Financials Menu**

All	<input checked="" type="checkbox"/> Manage
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**Reports Menu**

All	<input checked="" type="checkbox"/> View
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**Admin Menu**

Tag Orders	<input checked="" type="checkbox"/> Manage	
Tags	<input type="checkbox"/> Manage	
Strains	<input checked="" type="checkbox"/> Manage	
Items	<input checked="" type="checkbox"/> Manage	
Transporters	<input type="checkbox"/> Manage	
Employees	<input checked="" type="checkbox"/> View	<input type="checkbox"/> Manage

**Search Menu**

Search Facility	<input type="checkbox"/> Manage
Caregiver Status Lookup	<input type="checkbox"/> View

**Figure 8: New View permissions for Transfers and Admin Menu**



## 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 by navigating to [Support.Metrc.com](https://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 are required.

**Metrc Learn:** Metrc Learn has been redesigned to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing the new [Metrc Learn](#) LMS is simple through multiple convenient locations:

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

- Navigate to the Support area dropdown on 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](https://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.

**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.