Metrc Support Bulletin

Bulletin Number: DC_IB_0063	Distribution Date: 04/24/2024	Effective Date: 04/08/2024
Contact Point: ABCA	**Subject:** Updated Registration Term for Patients and Caregivers	
Reason: Washington DC Alcoholic Beverage and Cannabis Administration is informing licensees of an update to the registration term for patients and caregivers in the district.		

Greetings,

On Monday, April 8, 2024, District Mayor Muriel Bowser signed the *Medical Cannabis Patient Card Extension and 4/20 Medical Cannabis Sales Tax Holiday Week Emergency Amendment Act of 2024*. To read more, please visit this website.

Please note the following important information:

- This permanently extends the valid period of medical cannabis patient and caregiver registrations from two (2) years to six (6) years.

- The extension applies only to new registrants and does not retroactively extend to existing registrations.

- Registration remains free for DC-residents, and applicants 21 years of age and older can self-certify.

- Cannabis facilities do not need to take any action.

For any questions related to this update, you may contact medicalcannabis@dc.gov.

For information regarding Metrc Support and Metrc Learn resources, please see below.

Metrc LLC
For additional support,
please visit Support.Metrc.com

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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 the Support area dropdown on the navigational toolbar and click support.metrc.com to 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 was recently redesigned to offer interactive educational opportunities to enhance Metrc system users' skills and provide various training options based on experience level.

In addition, the learning system is organized into facility-specific programs made up of various courses. To log in or register for an account, visit Metrc Learn.

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

Thank you for your continued partnership.