

Bulletin Number: MA_IB_81	Distribution Date: 08/09/2024	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Adding an Admin process	
Reason: Reminder of the process to add an Administrator to a license.		

Greetings,

Metrc is pleased to provide information on the process for adding a new Administrator (Admin) to your Metrc account.

Note: A request must be submitted through the Metrc Support Portal to ensure that a new Admin is properly set up with the necessary credentials and training.

Please read on for more information regarding this process.

Adding a new Administrator to a Metrc account

If a new administrator needs to be added to a Metrc account, please follow the detailed steps below to submit a request through the Metrc Support portal. This process ensures that a new Admin is set up correctly and efficiently.

1. Log in to Metrc.
2. Navigate to the Support area dropdown in the upper right-hand corner of the navigational toolbar.
3. Click the dropdown arrow next to “Support”.
4. Click “Metrc Help Portal” under “Customer Support” – **see Figure 1.**

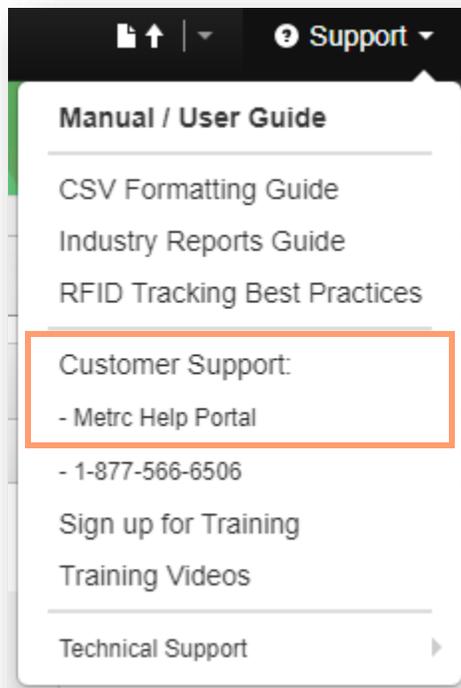
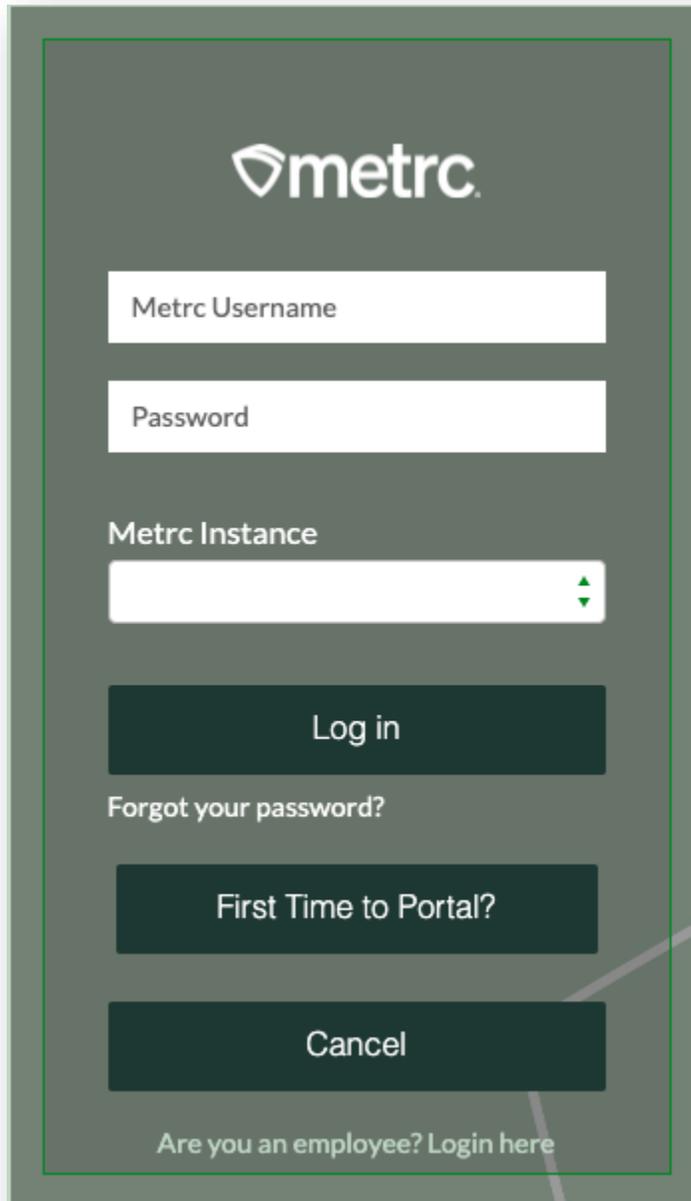


Figure 1: Navigate to the Metrc Support portal

Alternatively, you can navigate directly the Metrc Support portal by clicking this [link](#), or copying and pasting the hyperlink into a secure web browser.

From the Metrc Support portal login page, take the following actions:

1. Enter your Metrc Username and password.
2. Select the Metrc Instance, or state, from the dropdown list.
3. Click the “Log in” button – **see Figure 2.**



The image shows a login form for the Metrc Support portal. At the top is the Metrc logo. Below it are three input fields: 'Metrc Username', 'Password', and 'Metrc Instance' (a dropdown menu). There are three buttons: 'Log in', 'First Time to Portal?', and 'Cancel'. At the bottom, there is a link: 'Are you an employee? Login here'.

Figure 2: Metrc Support portal login page

Once logged in to the portal, the homepage will appear. Then, click the Contact Support button – see Figure 3.

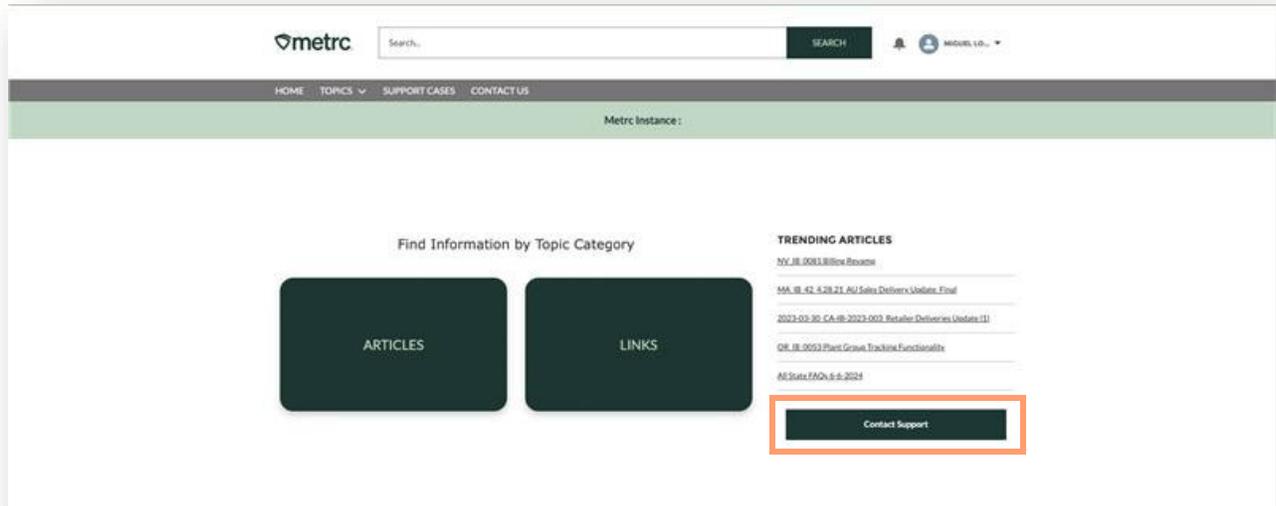


Figure 3: Metric Support portal homepage – Contact Support button

To submit the new Admin request, select “Metric System (Metric Track and Trace)” from the dropdown menu to create a new support case – see Figure 4.

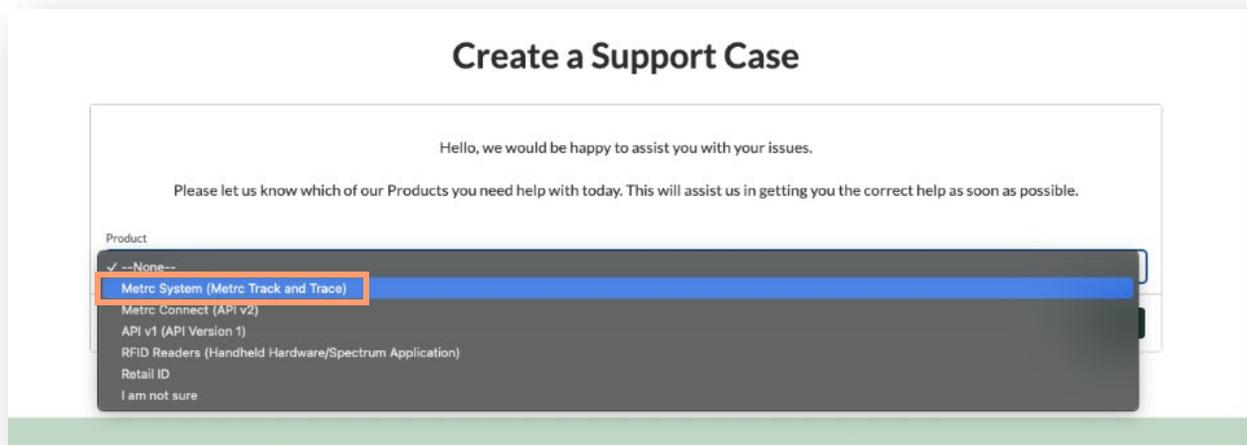


Figure 4: Create a new support case

To submit the new Admin support case, please provide the following information about the new administrator and note the request is to add a new Admin:

- Facility License Number(s)
- Designated Administrator's Full Name
- Badge Number/Username
- Phone Number
- Email Address

Note: The new designated administrator is required to complete the New Business Training in Metric Learn – found [here](#) – to be credentialed and added as an Admin.

Once the case is submitted, the following will occur:

Notification of case status:

The licensee who submits the ticket can view the case status directly in the Support portal and will also be notified once the request is closed.

Administrator setup completion:

Upon successful setup, the new Admin will receive an automated email from Metric confirming their new access rights.

Additionally, the Metric Credentialing team will send a separate update confirming that the request for credentials has been completed.

This streamlined process is designed to ensure that new administrators are added to the Metric system as quickly and smoothly as possible, with all necessary training and credentials in place.

To view more information on the Metric Support portal, including how to register for an account, please reference bulletin [MA IB 0070](#).

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.

Metrc resources

Below are additional Metrc resources available:

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 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* – 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.

Thank you for your continued partnership.