



Welcome to Metrc

Testing Labs webinar – March 27, 2025

Thank you for joining us today!

Meet the Metrc team



Myra Chinn

Customer Success Manager, Operations & Technology

Agenda

1 **Metrc implementation**

2 **Metrc onboarding**

3 **Key system features**

4 **Metrc resources**

5 **Q&A**

Implementation plan

Metrc implementation overview

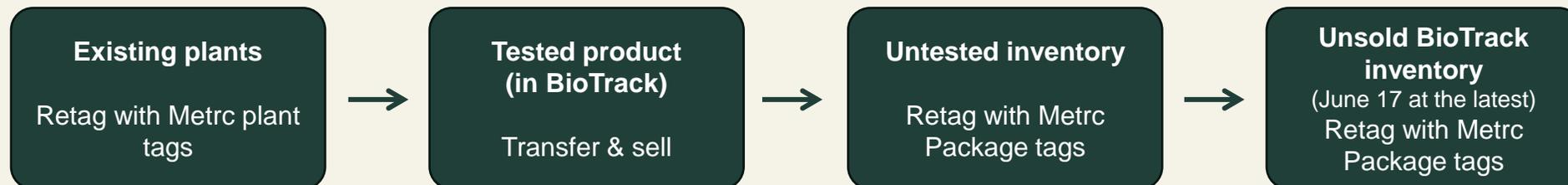
The Metrc migration plan will follow a phased approach to onboard licensees in a timely fashion across the supply chain and to allow dispensaries time to sell through as much BioTrack tracked inventory before converting to Metrc.

Phase 1:
Testing Labs &
Transporters

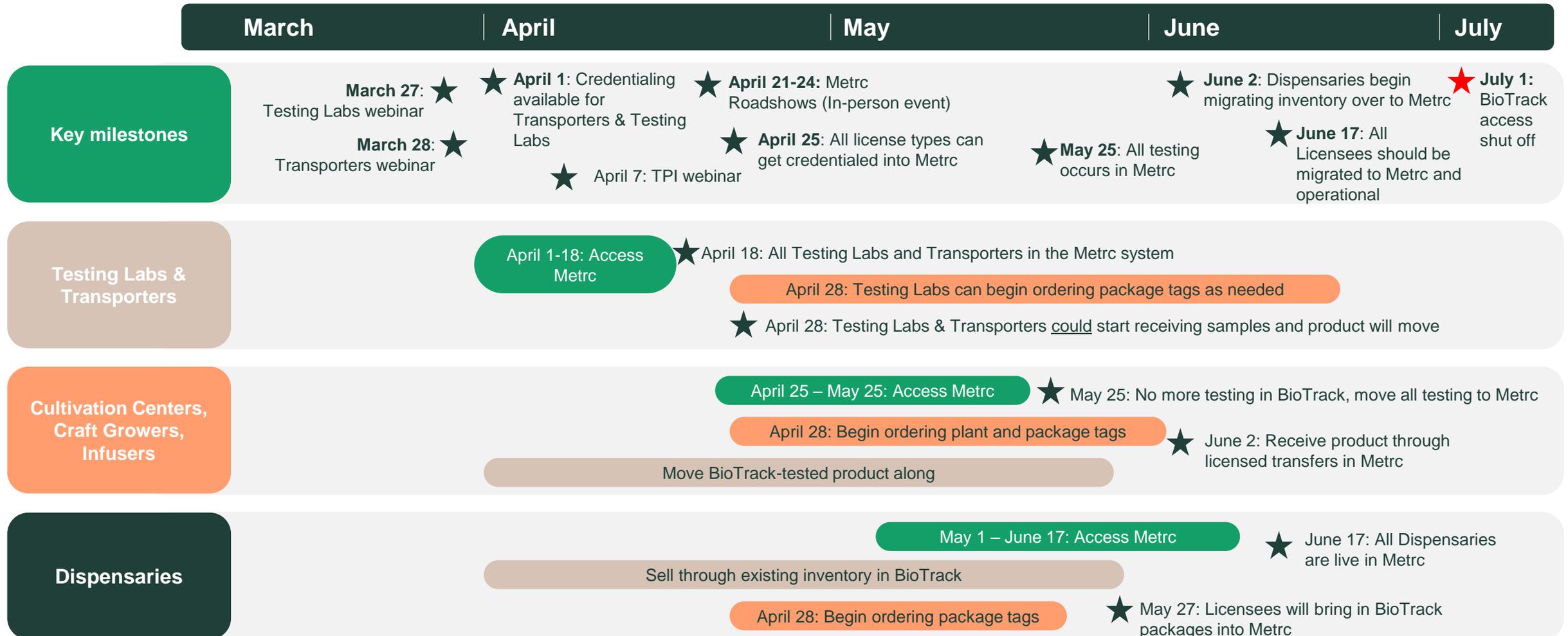
Phase 2:
Cultivation Centers,
Craft Growers &
Infusers

Phase 3:
Dispensaries

Tagging inventory in Metrc



Implementation timeline



Testing Labs

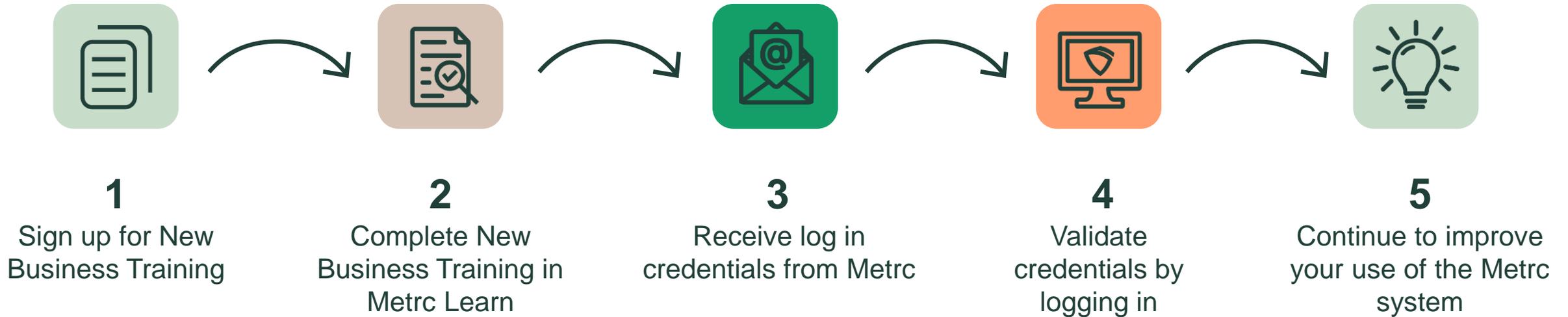
What to expect as a Testing Lab in your first few weeks onboarding into Metrc. The following actions and timeline are recommended to ensure a smooth and complete market transition to Metrc by the end June.

Timing	Actions	Documentation
Date: March 27	<ul style="list-style-type: none"> Welcome to Metrc – Next steps webinar 	
Week 1 Date: April 1-5	<ul style="list-style-type: none"> Register for Metrc Learn and complete New Business Training Get Credentialed in the Metrc system Set up your business and Admin dropdown (Employee permissions, etc.) Important: Coordinate with LIMS integrator system on migration plan 	<ul style="list-style-type: none"> Metrc Learn Metrc Support (portal) Getting started with Metrc
Week 2 Date: April 6-12	<ul style="list-style-type: none"> Continue set up of Admin dropdown Coordinate with LIMS integrator system for transition plan Take the required Advanced Testing Facility training in Metrc Learn 	<ul style="list-style-type: none"> Best practices documents Metrc Learn
Week 3 & 4 Date: April 13-26	<ul style="list-style-type: none"> Develop Standard Operating Procedures (SOP) for Metrc Prepare for Metrc test samples 	<ul style="list-style-type: none"> Metrc Expert (in system)
Week 5 & beyond Date: April 27-June 30	<ul style="list-style-type: none"> Order Metrc package tags Begin receiving Metrc test sample packages Important: Last day Testing Labs should be receiving BioTrack test sample packages is May 25 	<ul style="list-style-type: none"> Metrc Expert (in system)

Onboarding to Metrc

Getting started with Metrc

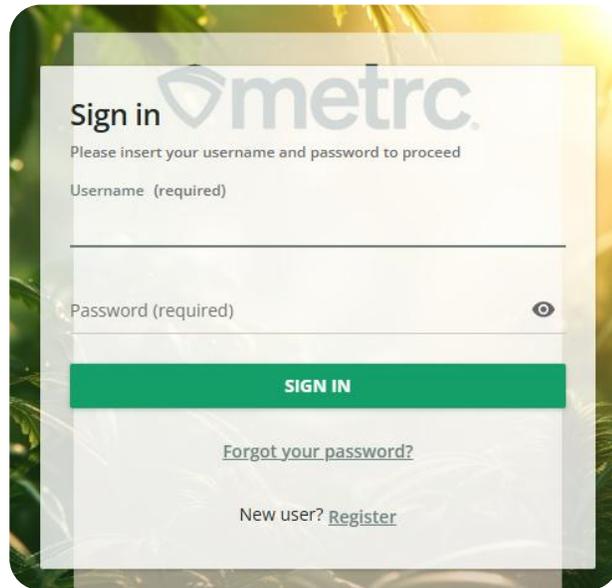
Your first steps in getting credentialed into the system.



Metric New Business Training

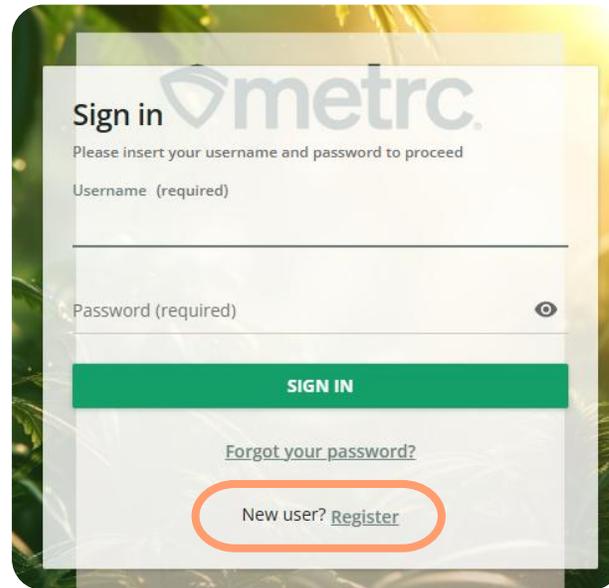
Available April 1

To begin with Metric, all new users must create an account in Metric Learn.



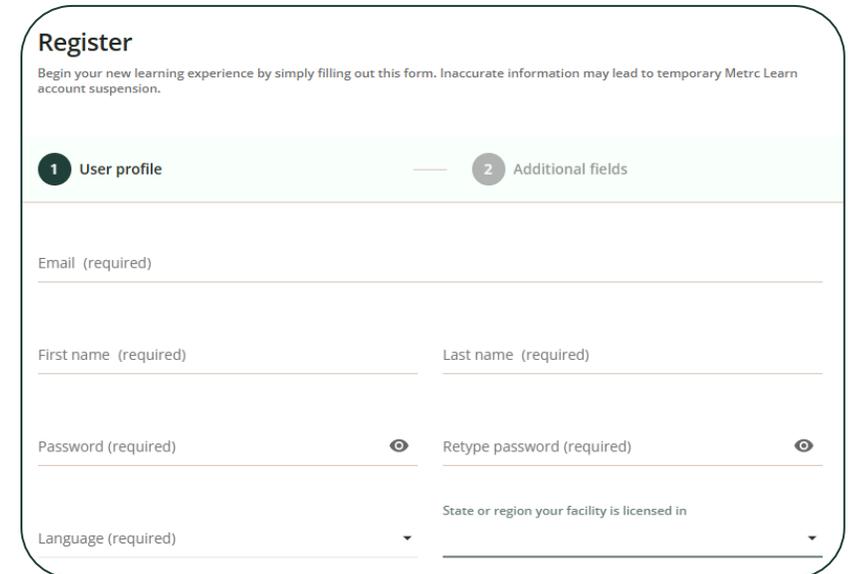
1

Navigate to Metric Learn
<https://learn.metric.com>



2

Click “Register” next to
New user?



3

Complete registration to
setup your user profile

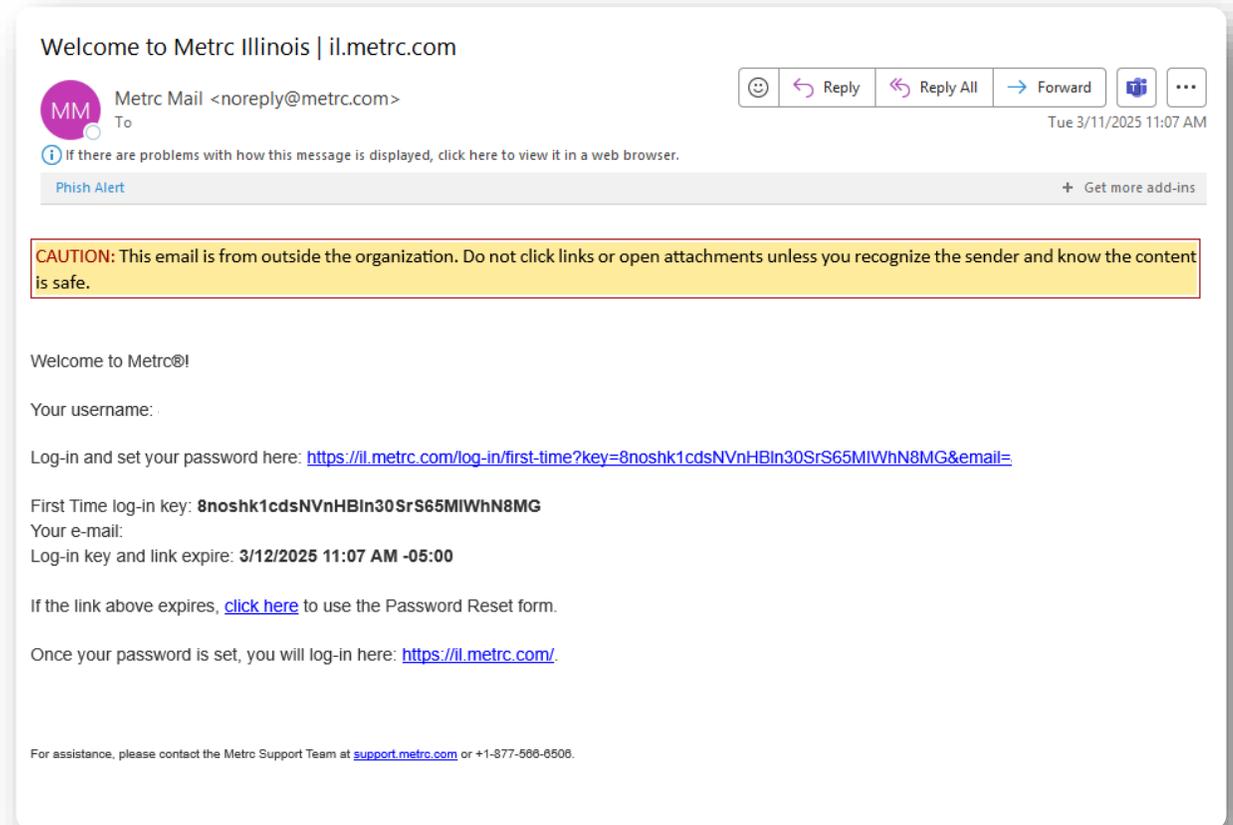
Metric New Business Training

Once you complete the training and pass your assessment, your information will be sent to Metric Support.



Receive and validate Metrc login credentials

- 1 You will receive an email from Metrc containing user credentials for the Metrc system.
- 2 Log into Metrc within 72 hours of receiving your welcome email to begin working in Metrc.
- 3 Setup your User Profile including a password and security question.



Additional Metrc Learn training

Advanced Testing Facility training is required.

- 1 Login to Metrc Learn
- 2 Navigate to Assigned Coursework
- 3 Take the Advanced Testing Facility training
- 4 Receive the Metrc resource materials



Setting up your business

Adding Employees

Admins should setup employees and system permissions.

Adding employees and setting employee permissions is accessible through the Admin dropdown on the navigational toolbar.

- All Employees information should be entered and saved.
- Online access does not need to be granted.
- Proper View or Manage permissions should be set based on the user's role.
- Employees and permissions can be added or removed at anytime.

Add Licensed Employees

Employee # 1

Employee Lic. Number	<input type="text"/>	Permissions	Packages Page	<input type="checkbox"/> View
			Grids (req'd)	<input type="checkbox"/> Manage
			Inventory	<input type="checkbox"/> Manage
<input checked="" type="checkbox"/> Enable online access to this Facility			Create/Submit/Disc.	<input type="checkbox"/> Manage
Notification E-mail	<input type="text"/>		Notes	<input type="checkbox"/> Manage
Home	- Select Home -		Transfers Menu	
			Licensed & External Templates	<input type="checkbox"/> View <input type="checkbox"/> Manage
Employment				
<input type="checkbox"/> Owner at this Facility			Trips Menu	
<input type="checkbox"/> Manager at this Facility			All	<input type="checkbox"/> View <input type="checkbox"/> Manage
<input type="checkbox"/> Financial Contact at this Facility			Financials Menu	
<input type="checkbox"/> Budtender (Agent)			All	<input type="checkbox"/> Manage
<input type="checkbox"/> Manager			Invoices	<input type="checkbox"/> View
<input type="checkbox"/> Manager (Agent-in-Charge)			Reports Menu	
<input type="checkbox"/> Owner			All	<input type="checkbox"/> View
<input type="checkbox"/> Trimmer			Admin Menu	
			Tag Orders	<input type="checkbox"/> Manage
			Tags	<input type="checkbox"/> Manage
			Locations	<input type="checkbox"/> Manage
			Strains	<input type="checkbox"/> Manage
			Items	<input type="checkbox"/> Manage
			Transporters	<input type="checkbox"/> Manage
			Employees	<input type="checkbox"/> View <input type="checkbox"/> Manage

+ 1

Please note:
All new employees granted online access via the "Enable online access to this Facility" checkbox above will receive an e-mail with instructions and a hyperlink to log directly into their User Profile.
If online access is granted:
Once logged in, the User will need to update their security settings. The e-mail will contain the User's Username, link expiration date/time, and the Metrc web address.

Create Employees **Cancel**

Locations in Metrc

Locations should mirror how your testing lab is set up physically.



Package tracking

Leveraging effective RFID technology, the Metrc platform offers rich functionality to all parties in the ecosystem while using barcodes as a redundancy system.

Each tag is fitted with electronic chips that carry proprietary coding about the plants they are assigned to and includes supplemental information unique to each licensed business.

Available to order April 28

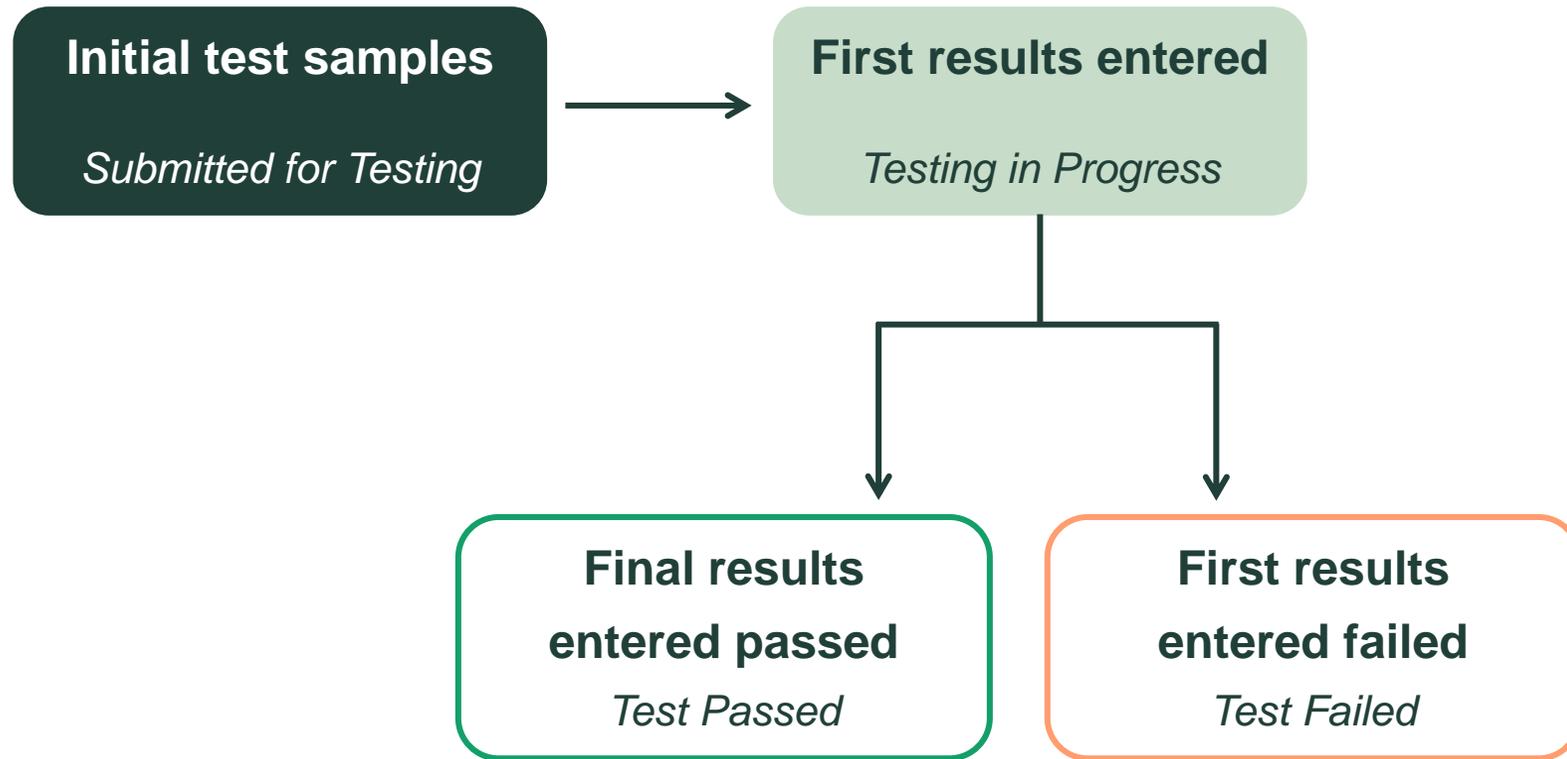
- Blue package tags will be available for Adult Use (AU)
- Package tags come printed with an adhesive backing to affix to package



Key system features

Product testing overview

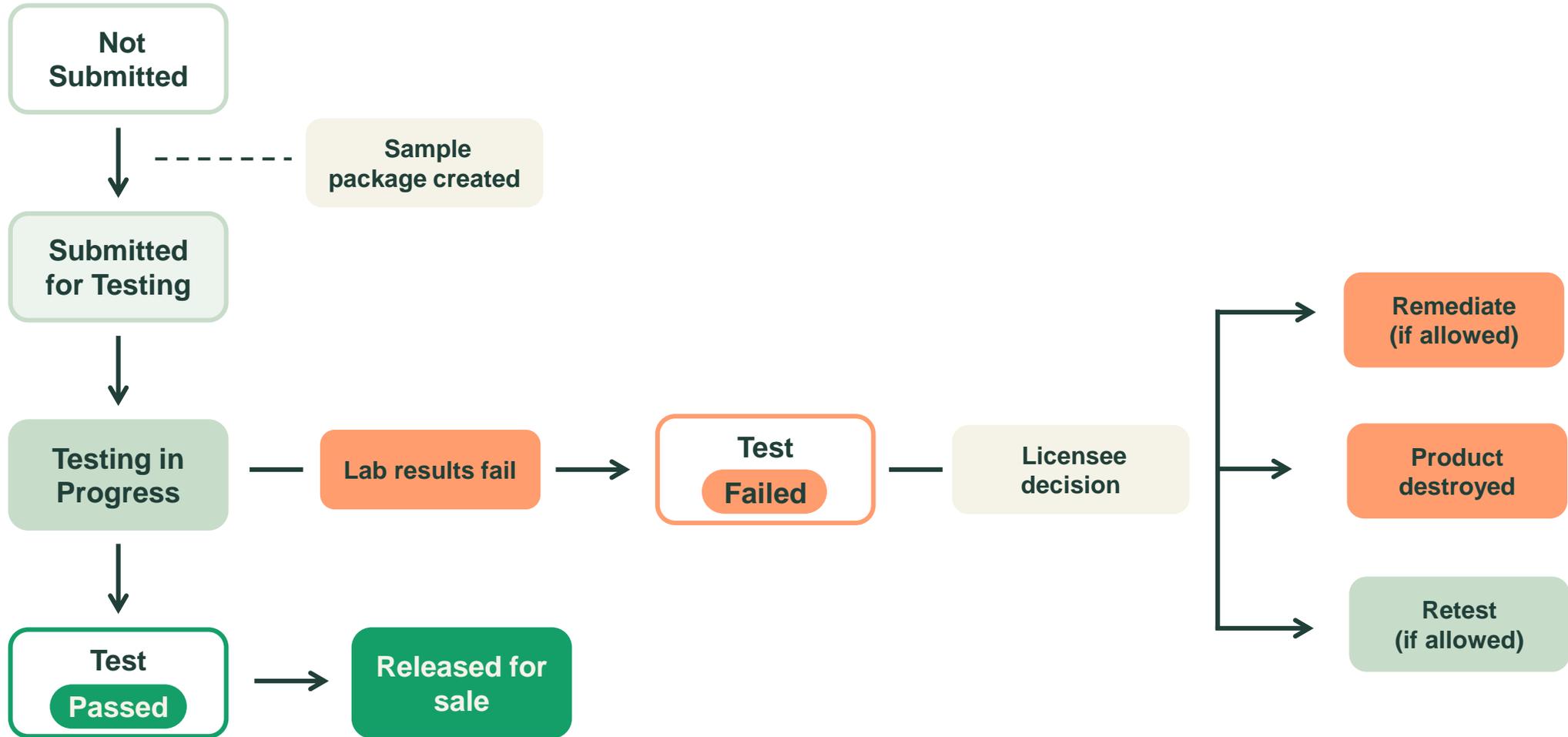
Below is the simplest flow of product testing in Metrc.



Possible testing statuses in Metrc

- Not Submitted
- Submitted for Testing
- Testing in Progress
- Test Passed
- Test Failed
- Retest Passed
- Retest Failed

Lab Test “Passed” vs. “Failed”



Transfer Manifests

Key takeaways for receiving a transfer.

- A transfer can be rejected entirely or one or more packages from it can be rejected.
- When Testing Labs sign the Metrc manifest and accept the test samples into their possession, they are responsible for ensuring the information on the manifest is correct & accurately reflects the samples collected.

Note: Detailed information and best practices will be provided in the Metrc New Business Training.



METRC®
MARIJUANA TRANSPORTATION MANIFEST

All sales transactions are to be completed prior to transportation of any MARIJUANA. The receiving entity may reject product delivered, but amount delivered must be limited to amount agreed upon in prior sales transaction.

Manifest No.	000000802	Date Created	2/11/2025 12:13 PM
Originating Entity	AJ Cultivation Center	For Agency Use Only	
Originating License Number	020-X0001		
Address of Originating Entity	1901 W Madison St Chicago, IL 60612		
Phone No. of Originating Entity			
1. Destination	AJ Dispensary	Destination Phone No.	
Invoice Number	1468541		
Destination License Number	050-X0001	Date and Approx. Time of Departure	2/11/2025 12:12 PM
Address of Destination	951 Chicago Ave Oak Park, IL 60302	Actual Date/Time of Departure	2/11/2025 12:14 PM
		Date and Approx. Time of Arrival	2/11/2025 4:12 PM
		Actual Date/Time of Arrival	2/11/2025 12:14 PM
		Date/Time Received	3/8/2025 8:15 AM
Route to be Traveled	East on Belmont Ave, South on Oak Park Ave, East on Chicago Ave.		Notes: details for extenuating circumstances (e.g., road closure, flat tire, etc.)
1. Return Transporter	Transporter	No Layover Scheduled	
Transporter License Number	406-X0001		
Address of Transporter	230 N Michigan Ave Chicago, IL 60601		
Contact Phone No. for Inquiries: 13126542356			
Name of Person Transporting	Richard Dent	Employee ID of Driver	IL6595
State Driver's License No.	IL-1989-13		Signature of Person Transporting
Make, Model, License Plate No.	Ford Van CARGO		Leg of Layover Trip
1. Package Accepted	Production Batch No.	Item Name	Quantity
1A4FF03000001600000009 Lab Test: TestPassed		Buds - Cubbie Kush (Bud/Flower (Bulk))	Shp: 250 g Rcv: 250.0000 g
Item Details	Strain: Cubbie Kush		
Source Harvest	CK 01062025		
Source Package(s)	1A4FF0300000016000000001		
2. Package Accepted	Production Batch No.	Item Name	Quantity
1A4FF0300000016000000024 Lab Test: TestPassed		Buds - Cubbie Kush (Bud/Flower (Bulk))	Shp: 250 g Rcv: 250.0000 g
Item Details	Strain: Cubbie Kush		
Source Harvest	CK 01062025		
Source Package(s)	1A4FF0300000016000000009		
PRODUCT REJECTION (if only a portion of shipment is rejected, circle that portion above)			
Name of Person Receiving or			
I confirm that the contents of this shipment match weight records entered above, and I agree to take custody of those portions of this shipment not circled above. Those portions circled were returned to the individual delivering this shipment.			
Signature		Date	
Signature of individual taking receipt of rejected portion of this shipment			

3/25/2025 7:07:27 PM -05:00
Page 1 of 1
Transfer Form (Demo-All)
Metro® Form rev. 2019-08.2

Viewing Information on a Manifest

Ability to view the Quantity of the Source Package that was sampled from once that sample is received.

The screenshot displays the 'Packages' interface with a green header. Below the header, there are tabs for 'Active', 'On Hold', 'Inactive', 'Lab Samples', 'In Transit', and 'Transferred'. A secondary row of buttons includes 'New Packages', 'Submit for Testing', 'Test Status', 'Record Tests', 'New Transfer', 'Change Locations', 'Change Items', 'Change Req'd LTBs', 'Adjust', 'Change Notes', and 'Finish'. The main table lists package details with columns: Tag, Src. H's, Src. Pkg's, Src. P's, Location, Item, Category, Item Strain, Quantity, P.B. No., L.T. Status, A.H., A.R., Date, and Rcv'd. A specific package is highlighted with a red box, showing a quantity of 11.3 g. Below this, a sub-section titled 'Source Packages' is highlighted with a red box. It contains a table with columns: Tag, Package Type, Source Harvest Names, Source Package Tag, Item, Category, Creation Quantity, Creation Unit Of Measure, and Creation Lab Testing Status. A row in this table shows a creation quantity of 780 grams. A red callout box points from the 'Source Packages' table to a dark green rounded rectangle containing the text 'Source Package information'.

Tag	Src. H's	Src. Pkg's	Src. P's	Location	Item	Category	Item Strain	Quantity	P.B. No.	L.T. Status	A.H.	A.R.	Date	Rcv'd
1A4FF0300000016000000043	2023-02-27-Harvest Location-M	1A4FF0300000016000000038	Food Grade Rosin	Vault	Food Grade Rosin	Concentrate (Bulk)		11.3 g		TestPassed	No	No	03/26/2025	03/26/2025

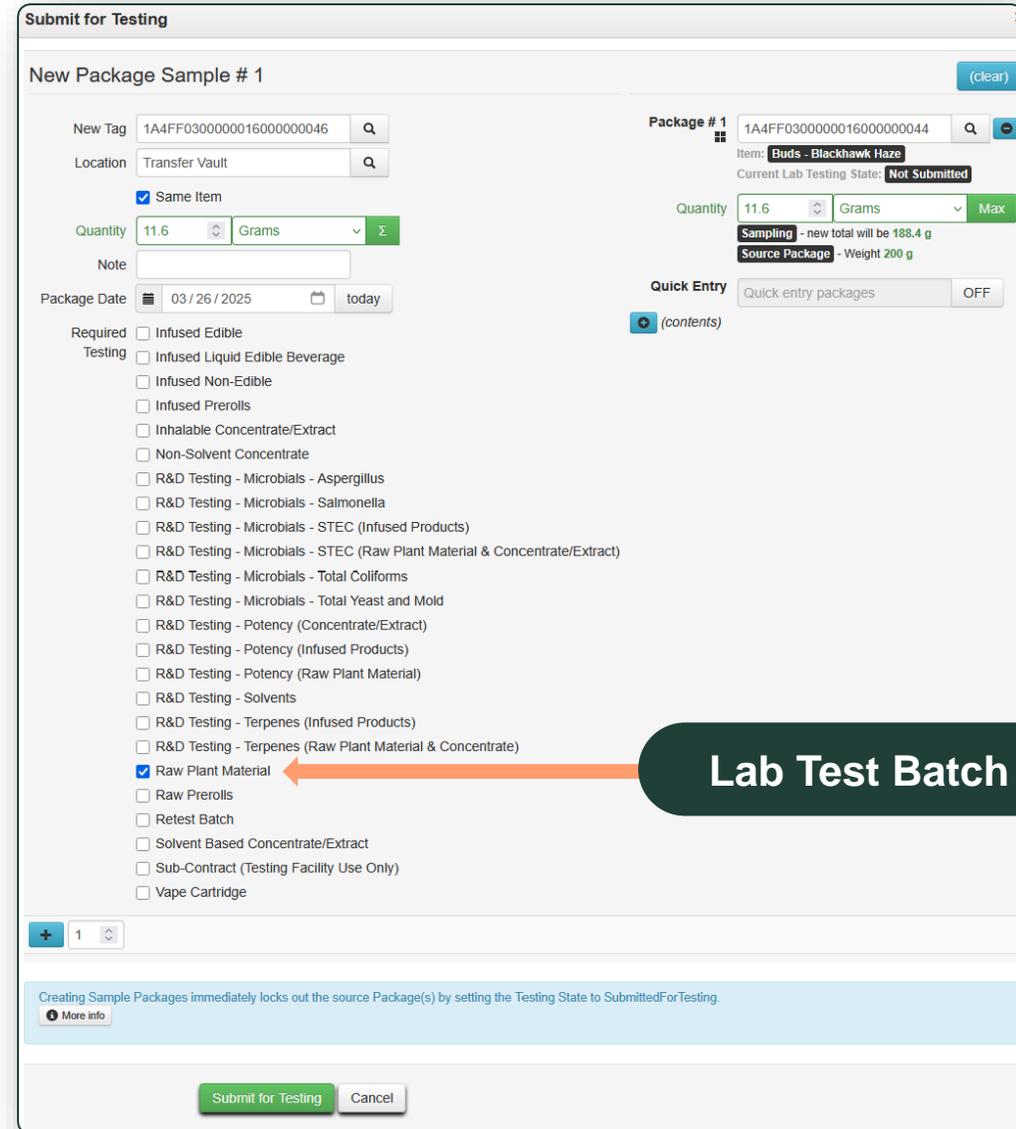
Tag	Package Type	Source Harvest Names	Source Package Tag	Item	Category	Creation Quantity	Creation Unit Of Measure	Creation Lab Testing Status
1A4FF0300000016000000043	Product	2023-02-27-Harvest Location-M	1A4FF0300000016000000038	Food Grade Rosin	Concentrate (Bulk)	780	Grams	NotSubmitted

Source Package information

Creating a test sample

Creating a test sample

The Lab Test Batch is chosen when creating a test sample.



Submit for Testing

New Package Sample # 1 (clear)

New Tag: 1A4FF030000016000000046

Location: Transfer Vault

Same Item

Quantity: 11.6 Grams

Note:

Package Date: 03 / 26 / 2025 today

Required Testing

- Infused Edible
- Infused Liquid Edible Beverage
- Infused Non-Edible
- Infused Prerolls
- Inhalable Concentrate/Extract
- Non-Solvent Concentrate
- R&D Testing - Microbials - Aspergillus
- R&D Testing - Microbials - Salmonella
- R&D Testing - Microbials - STEC (Infused Products)
- R&D Testing - Microbials - STEC (Raw Plant Material & Concentrate/Extract)
- R&D Testing - Microbials - Total Coliforms
- R&D Testing - Microbials - Total Yeast and Mold
- R&D Testing - Potency (Concentrate/Extract)
- R&D Testing - Potency (Infused Products)
- R&D Testing - Potency (Raw Plant Material)
- R&D Testing - Solvents
- R&D Testing - Terpenes (Infused Products)
- R&D Testing - Terpenes (Raw Plant Material & Concentrate)
- Raw Plant Material
- Raw Prerolls
- Retest Batch
- Solvent Based Concentrate/Extract
- Sub-Contract (Testing Facility Use Only)
- Vape Cartridge

Package # 1: 1A4FF03000000160000000044

Item: Buds - Blackhawk Haze

Current Lab Testing State: Not Submitted

Quantity: 11.6 Grams Max

Sampling - new total will be 188.4 g

Source Package - Weight 200 g

Quick Entry: Quick entry packages OFF

(contents)

Lab Test Batch

Creating Sample Packages immediately locks out the source Package(s) by setting the Testing State to SubmittedForTesting.

Sub-contract test samples

Creating a sub-contract test sample in Metrc.

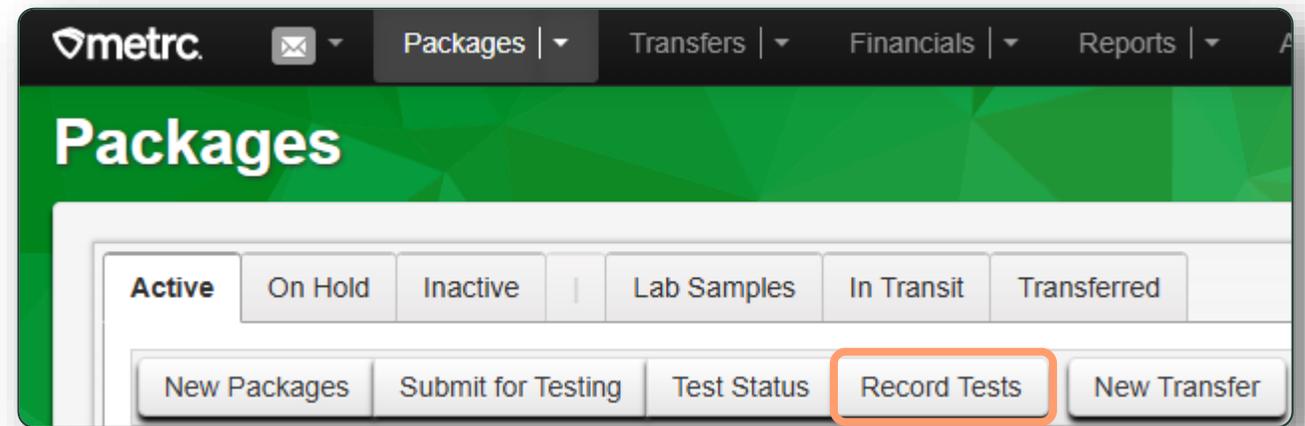
- Sub-contract test samples are created from existing test samples.
- Retention samples are created at the licensee's location as regular packages.

The screenshot shows the 'Submit for Testing' window in Metrc. The window title is 'Submit for Testing'. The main heading is 'New Package Sample # 1'. There are several input fields: 'New Tag' (1A4FF030000016000000046), 'Location' (Transfer Vault), 'Quantity' (11.6 Grams), and 'Package Date' (03 / 26 / 2025). A 'Package # 1' field is also present with the same ID and a dropdown menu showing 'Buds - Blackhawk Haze'. The 'Current Lab Testing State' is 'Not Submitted'. There are 'Quick Entry' options for 'Quick entry packages' (OFF) and '(contents)'. A list of 'Required Testing' options is shown, with 'Sub-Contract (Testing Facility Use Only)' selected. An orange arrow points from a dark green callout box labeled 'Lab Test Batch' to the 'Sub-Contract (Testing Facility Use Only)' checkbox. At the bottom, there are 'Submit for Testing' and 'Cancel' buttons. A blue banner at the bottom of the window reads: 'Creating Sample Packages immediately locks out the source Package(s) by setting the Testing State to SubmittedForTesting. More info'.

Recording a test sample

Recording a test sample

Located in Metrc under
Packages > Active >
Record Tests.



Recording test results

There are three ways to record test results:

CSV

API

Manual entry

The screenshot shows a software window titled "Record Tests" with a close button in the top right. The main content area is titled "Test Package # 1" and includes a "(clear)" button. Below the title, there are three input fields: "Package" with the value "1A4FF03000000160000000027", "Result Date" with a calendar icon and the value "03/26/2025" (with a "today" button), and "Test Batch" with a dropdown menu showing "Raw Plant Material" and a plus icon. To the right of these fields is a green "Mini-template" section with a "Status" field containing radio buttons for "Passed" and "Failed", with "Failed" selected and a green checkmark. Below this, there are three "Result" entries. Each entry has a dropdown menu for the result name, a "Test Result" input field, and a "Status" field with "Passed" and "Failed" radio buttons. The first entry is "Abamectin (ppm) Raw Plant Mater" with a test result of "100.243" and "Passed" status. The second and third entries are "- Select -" with test results of "ex. 100.2345" and "Failed" status. Each entry also has a "Notes" field with the placeholder text "Additional notes...". At the bottom left of the main area, there is a plus icon and a small input field containing the number "1". At the bottom right, there is a "(results)" label with a plus icon. At the very bottom of the window, there are two buttons: "Record Tests" (green) and "Cancel" (grey).

Recording test results

Located in Metrc under Packages > Active > Record Tests.

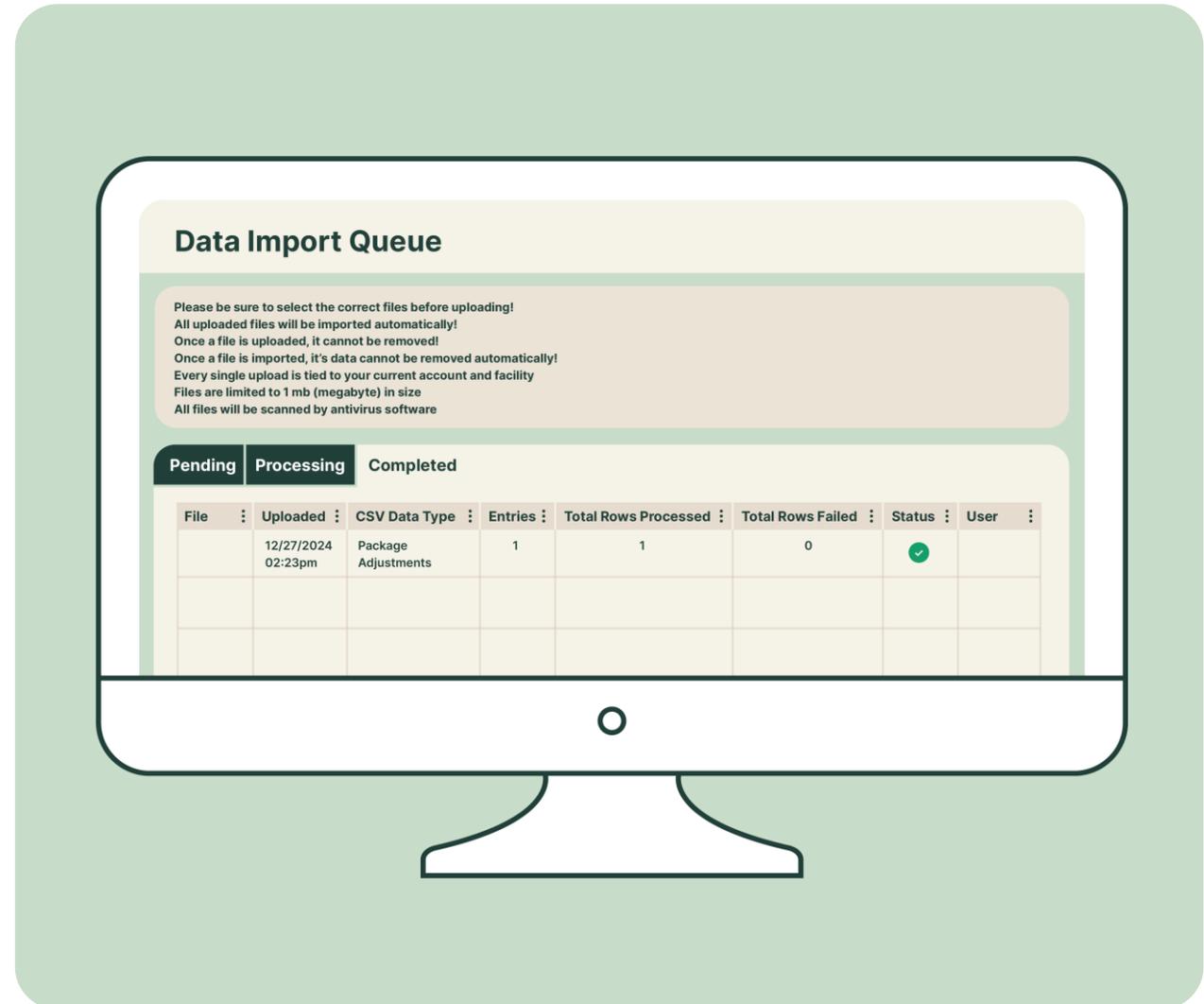
- The appropriate Test Batch must be selected from the dropdown options.
- Once selected, make sure to click the “Apply” checkmark icon.
- To add another Test Batch to the Test Package, click the “Add” icon.

Data Import Queue

Allows users to upload and manage large volumes of data efficiently while reducing manual work and errors.

Located next to Support on the navigational toolbar and marked with this icon 

- ✓ 10,000 rows (1 MB in size) capacity
- ✓ Concurrent file processing
- ✓ Error handling
- ✓ Real-time notifications



Lab test results tracking

All test results that were entered by the testing lab for the product that is in the package is visible.

The screenshot displays the 'Packages' interface with a green header. The top right corner shows 'Testing Facility | 010-X0001' and 'Illinois Testing'. Below the header, there are tabs for 'Active', 'On Hold', 'Inactive', 'Lab Samples', 'In Transit', and 'Transferred'. A secondary set of tabs includes 'New Packages', 'Submit for Testing', 'Test Status', 'Record Tests', 'New Transfer', 'Change Locations', 'Change Items', 'Change Req'd LTBs', 'Adjust', 'Change Notes', and 'Finish'. A search bar contains the tag '1A4FF0300000016000000043'. The main table lists package details: Tag, Src. H's (2023-02-27-Harvest Location-M), Src. Pkg's (1A4FF0300000016000000038), Src. Pj's (Food Grade Rosin), Location (Vault), Item (Food Grade Rosin), Category (Concentrate (Bulk)), Quantity (11.3 g), P.B. No., LT Status (TestPassed), A.H., A.R., and Date (03/26/25). Below this, a 'Lab Results' tab is active, showing a table of test results. The 'Overall' column in this table is highlighted with an orange box. A callout bubble 'Test status tracking' points to the 'LT Status' field in the package table, and another callout bubble 'Lab test results' points to the 'Overall' column in the lab results table.

Test Date	Overall	Test Name	Test Passed	Result	Notes	Released Date	Sample Package
03/26/2025	Passed	Abamectin (ppm) Solvent Based Concentrate/Extract	Passed	0	OK	03/26/2025 01:20 pm	
03/26/2025	Passed	Acephate (ppm) Solvent Based Concentrate/Extract	Passed	0	OK	03/26/2025 01:20 pm	
03/26/2025	Passed	Acequinocyl (ppm) Solvent Based Concentrate/Extract	Passed	0	OK	03/26/2025 01:20 pm	
03/26/2025	Passed	Acetamiprid (ppm) Solvent Based Concentrate/Extract	Passed	0	OK	03/26/2025 01:20 pm	
03/26/2025	Passed	Acetone (ppm) Solvent Based Concentrate/Extract	Passed	0	OK	03/26/2025 01:20 pm	

Lab test results

Package History

Easily view the Package History Source – User or CSV (File Import).

The screenshot displays the 'Packages' interface with a green header. The top right corner shows 'Testing Facility | 010-X0001' and 'Illinois Testing'. Below the header, there are tabs for 'Active', 'On Hold', 'Inactive', 'Lab Samples', 'In Transit', and 'Transferred'. A secondary row of buttons includes 'New Packages', 'Submit for Testing', 'Test Status', 'Record Tests', 'New Transfer', 'Change Locations', 'Change Items', 'Change Req'd LTBs', 'Adjust', 'Change Notes', and 'Finish'. A search bar and a list of columns are visible. The main table shows package details for tag '1A4FF0300000016000000043'. Below this, a 'History' tab is selected, showing a table with columns: Description, Employee, Date, Reported, Sources, and External App. The 'Sources' column is highlighted with an orange box, showing entries like 'User' and 'FileImport, User'.

Tag	Src. H's	Src. Pkg's	Src. Pj's	Location	Item	Category	Item Strain	Quantity	P.B. No.	LT Status	A.H.	A.R.	Date	Rcv'd	L.T.E.
1A4FF0300000016000000043	2023-02-27-Harvest Location-M	1A4FF0300000016000000038	Food Grade Rosin	Vault	Food Grade Rosin	Concentrate (Bulk)		11.3 g		TestPassed	No	No	03/26/2025	03/26/2025	

Description	Employee	Date	Reported	Sources	External App
Package's Lab Testing set to SubmittedForTesting	Myra Chinn (Chinn0●●●)	03/26/2025	03/26/2025 01:07 pm	User	
Package added to Manifest # 0000001401 - From: IL Testing - AU Cultivation Center (020-X0001) - To: IL Testing - Testing Facility 01 (010-X0001) - License Type: Licensed - Transfer Type: Testing Facility Transfer	Myra Chinn (Chinn0●●●)		03/26/2025 01:08 pm	FileImport, User	
11.3 Grams accepted from Manifest # 0000001401 by IL Testing - Testing Facility 01 (010-X0001) - Location: Vault - Location Type: Default	Myra Chinn (Chinn0●●●)		03/26/2025 01:08 pm	FileImport, User	

Package History

Easily view the Package History Source – API and LIMS.

Packages Testing Facility | 010-X0001
Illinois Testing

Active | On Hold | Inactive | Lab Samples | In Transit | Transferred

New Packages | Submit for Testing | Test Status | Record Tests | New Transfer | Change Locations | Change Items | Change Req'd LTBs | Adjust | Change Notes | Finish

Tag	Src. H's	Src. Pkg's	Src. Pj's	Location	Item	Category	Item Strain	Quantity	P.B. No.	LT Status	A.H.	A.R.	Date	Rcv'd	L.T.E.
1A4FF0300000016000000043	2023-02-27-Harvest Location-M	1A4FF0300000016000000038	Food Grade Rosin	Vault	Food Grade Rosin	Concentrate (Bulk)		11.3 g		TestPassed	No	No	03/26/2025	03/26/2025	

Source Harvests | Req'd Lab Test Batches | Lab Test Batches | Lab Results | **History** | Source Packages

Description	Employee	Date	Reported	Sources	External App
Packaged 11.3 Grams of Food Grade Rosin from another Package - Took 11.3 Grams of Food Grade Rosin from Package 1A4FF0300000016000000038 - Package Type: Product - Location: Packages Vault - Location Type: Default - Required Lab Test Batches: --- Solvent Based Concentrate/Extract	Myra Chinn (Chinn0●●●)	03/26/2025	03/26/2025 01:07 pm	API	Element LIMS; EnviroChain
Package's Lab Testing set to SubmittedForTesting	Myra Chinn (Chinn0●●●)	03/26/2025	03/26/2025 01:07 pm	API	Element LIMS; EnviroChain
Package added to Manifest # 0000001401 - From: IL Testing - AU Cultivation Center (020-X0001) - To: IL Testing - Testing Facility 01 (010-X0001) - License Type: Licensed - Transfer Type: Testing Facility Transfer	Myra Chinn (Chinn0●●●)		03/26/2025 01:08 pm	API	Element LIMS; EnviroChain
11.3 Grams accepted from Manifest # 0000001401 by IL Testing - Testing Facility 01 (010-X0001) - Location: Vault - Location Type: Default	Myra Chinn (Chinn0●●●)		03/26/2025 01:08 pm	API	Element LIMS; EnviroChain

Certificate of Analysis (COA)

Uploading a COA button

Packages

Active | On Hold | Inactive | Lab Samples | In Transit | Transferred

New Packages | Submit for Testing | Test Status | Record Tests | New Transfer | Change Items | Change Req'd LTBs | Adjust | Change Notes | Finish | Edit Shelf Life

Tag	Src. H's	Src. Pkg's	Src. Pj's	Item	Category	Item Strain	Quantity	P.B. No.	LT Status	A.H.	A.R.	Date	Rcv'd	Exp.	L.T.E.
1A4FF0100000001000000020	MN Wild 4/13/22	1A4FF0100000001000000014		Blue Dream Buds	Buds	Blue Dream	1 g		TestPassed	No	No	03/25/2025	03/25/2025		

Source Harvests | Req'd Lab Test Batches | Lab Test Batches | **Lab Results** | History

Test Date	Overall	Test Name	Test Passed	Result	Notes	Released Date
03/25/2025	Passed	Abamectin (ppm) Raw Plant Material	Passed	0		03/25/2025 03:21 pm
03/25/2025	Passed	Acetamiprid (ppm) Raw Plant Material	Passed	0		03/25/2025 03:21 pm
03/25/2025	Passed	Aflatoxin B1 (ppb) Raw Plant Material	Passed	0		03/25/2025 03:21 pm
03/25/2025	Passed	Aflatoxin B2 (ppb) Raw Plant Material	Passed	0		03/25/2025 03:21 pm
03/25/2025	Passed	Aflatoxin G1 (ppb) Raw Plant Material	Passed	0		03/25/2025 03:21 pm
03/25/2025	Passed	Aflatoxin G2 (ppb) Raw Plant Material	Passed	0		03/25/2025 03:21 pm
03/25/2025	Passed	Aldicarb (ppm) Raw Plant Material	Passed	0		03/25/2025 03:21 pm

Upload

Certificate of Analysis (COA)

COA uploaded – Licensee view

Test Date	Overall	Test Name	Test Passed	Result	Released Date	Sample Package	
▶ 10/12/2021	Passed	Aflatoxin B1 (ppb) Infused Edible (Capsule Only)	Passed	0	10/12/2021 03:23 pm	ABCDEF012345670000016124	Doc
▶ 10/12/2021	Passed	Aflatoxin B2 (ppb) Infused Edible (Capsule Only)	Passed	0	10/12/2021 03:23 pm	ABCDEF012345670000016124	Doc
▶ 10/12/2021	Passed	Aflatoxin G1 (ppb) Infused Edible (Capsule Only)	Passed	0	10/12/2021 03:23 pm	ABCDEF012345670000016124	Doc
▶ 10/12/2021	Passed	Aflatoxin G2 (ppb) Infused Edible (Capsule Only)	Passed	0	10/12/2021 03:23 pm	ABCDEF012345670000016124	Doc
▶ 10/12/2021	Passed	Ochratoxin A (ppb) Infused Edible (Capsule Only)	Passed	0	10/12/2021 03:23 pm	ABCDEF012345670000016124	Doc
▶ 10/12/2021	Passed	Water Activity (Aw) Infused Edible (Capsule Only)	Passed	0.17	10/12/2021 03:23 pm	ABCDEF012345670000016124	Doc

Licensees can view the uploaded COA by selecting the “Doc” button

API connections

Third-party Integrators in Illinois

Coming soon! All TPIs will be on Metrc Connect.

[Metrc.com/validated-integrators/](https://metrc.com/validated-integrators/)

- Easy to find licensed businesses in Metrc's validated integrators list.
- Search and sorting functionality helps users find what they need quickly and easily.

Reminder: LIMS integrators must go through the standard integration process. Please coordinate with your provider on the transition plan.



Metric resources

Metric resources

A glance at several resources to support your journey with Metric



Support

Our dedicated support team is available through phone and online portal access.

- **Phone:** 877-566-6506
- **Online:** Support.metric.com
- **Available:** M-F, 7 a.m. CT – 9 p.m. CT
- **What to know:** Our team is here to help in your journey with cannabis compliance. We not only have a dedicated team for answering specific questions, but a library of self-help materials for navigating the system.



Training

On-demand training platform with over 300+ courses right at your fingertips.

- **Access:** Learn.metric.com or through mobile app: Go Learn
- **Available:** 24/7, 365 days
- **What to know:** Metric Learn, our on-demand training portal allows for users to create persona-based learning journeys, access over 300 courses and more! Select trainings also include interactive pieces allowing you to practice new skills out of the production environment.



Metric Expert

Access support documentation directly in the Metric system.

- **Access:** Available when you log in to your Metric instance
- **Available:** 24/7, 365 days
- **What to know:** Metric Expert is our AI-powered chat tool that allows you to ask questions in the Metric system as you work in real time without having to spend time sifting through documentation.



Metric.com

Additional information and resources to supplement your needs are available on Metric.com

- **Access:** Metric.com
- **Available:** 24/7, 365 days
- **What to know:** Metric.com offers additional resources including case studies, blogs, guides, and more! Also, for state specific information, navigate to your state partner page to access bulletin documentation (which can also be found in the support portal).

Metrc Support

The Metrc team is here to help!

Every question and conversation counts, and our dedicated support team is here to help.

Our support teams have been with us for a long time – they know and love the industry – so whether you are seeking help navigating the Metrc system, facing technical challenges, or have a general inquiry, we take every interaction seriously and do everything we can to find a resolution quickly.

You can access Metrc Support by phone or online through our Metrc Support portal, which offers the ability to:

- Create a new support case
- View real-time case status
- Live chat with a Metrc Support agent
- Access help documentation and articles

To sign up for the portal, ensure you have Metrc system access.

Scan this QR code
to access the portal



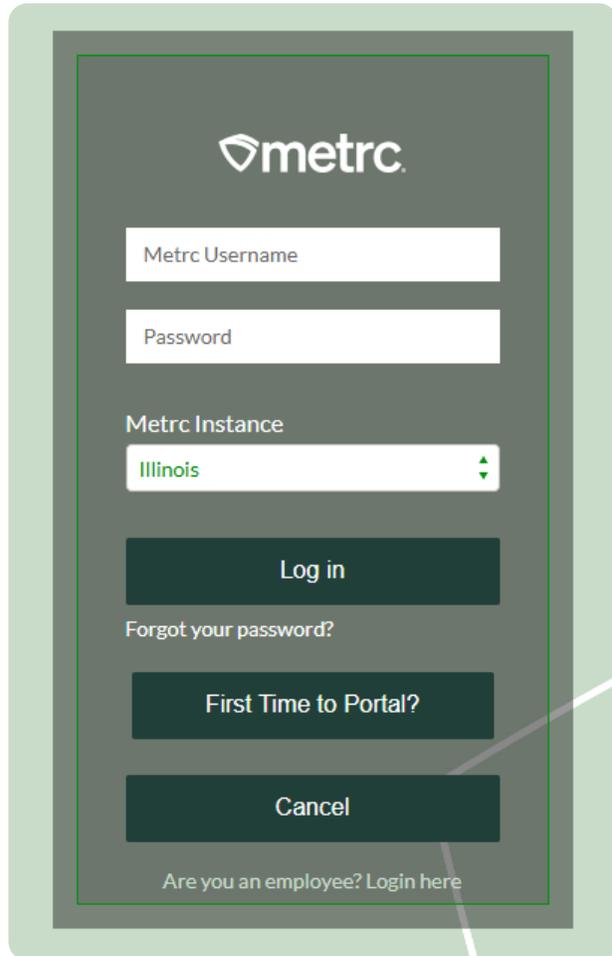
Live chat or online via
the Support Portal



Phone: 877-566-6506

Access the Support Portal

Login page and first-time users



A screenshot of the Metrc login page. At the top is the Metrc logo. Below it are two input fields: "Metrc Username" and "Password". Underneath is a dropdown menu for "Metrc Instance" with "Illinois" selected. There are three buttons: "Log in", "First Time to Portal?", and "Cancel". At the bottom, there is a link that says "Are you an employee? Login here".

Complete this form to access the Metrc Support portal

If this is your first time on the Help Portal, please provide your **Metrc Username** and a **Facility License Number** that it is associated with.

* Username

* Metrc Facility License Number

Metrc Instance

Next

Sharpen your Metrc skills

Access Metrc Learn, our interactive training resource with 300+ courses

- ✓ On-demand training available 24/7
- ✓ System functionality training, by facility type
- ✓ Easily track and share your progress
- ✓ Available on-the-go through a mobile app



Access help right in the Metrc system

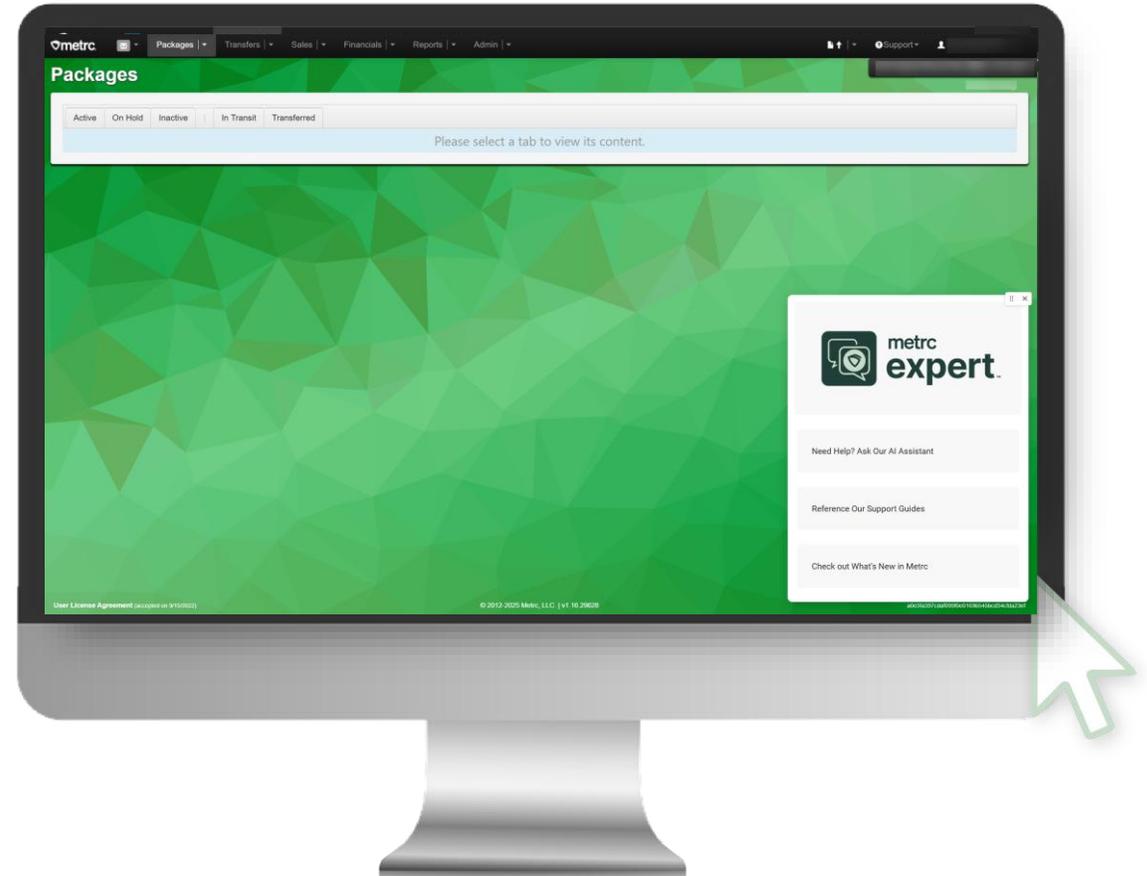
Metrc Expert

knowledge base

An innovative state-specific knowledge base is accessible through a widget in the Metrc system.

Leveraging AI, as you interact with the tool and ask questions, it will drive automated responses and deliver personalized customer support with faster responses.

- ✓ Access knowledge base resources directly in the system
- ✓ Minimized disruption to workflows
- ✓ Answers to your questions in seconds
- ✓ Generate a support case or live chat with Metrc Support if further help is needed



Metrc website & Illinois partner page

Access state-specific information, and more!



Welcome to the Illinois partner page! This page provides essential information regarding Illinois' transition to Metrc as the track-and-trace system of record. The implementation plan and timeline outline the transition by license type. For additional details about this transition, please see the full implementation plan and FAQ below.

[Implementation plan](#)

- **Implementation plan**
- **FAQs**

Coming soon!

- **Program overview**
- **Training information**
- **Other resources and information**

Questions?

Thank you!

If you have additional questions, reach out to Metrc Support



Phone: 877-566-6506



**Live chat or online via the
Support Portal**