

# Metrc Support Bulletin



<b>Bulletin Number:</b> MO_IB 0038	<b>Distribution Date:</b> 5/13/2025	<b>Effective Date:</b> 6/1/2025
<b>Contact Point:</b> Metrc Support	<b>Subject:</b> Timed Password Expirations	
<b>Reason:</b> User passwords will expire 60 days after being set.		

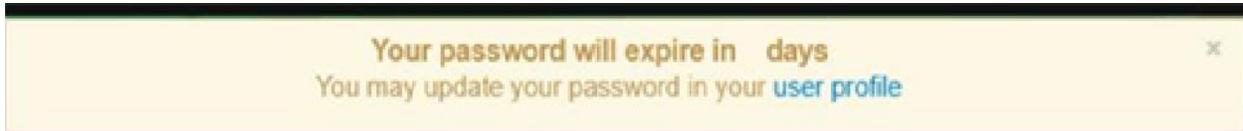
Greetings,

On June 1<sup>st</sup>, 2025, the Division of Cannabis Regulation (DCR) will be implementing timed password expirations for all users. All passwords will expire and need to be reset after 60 days.

Please read on for more information.

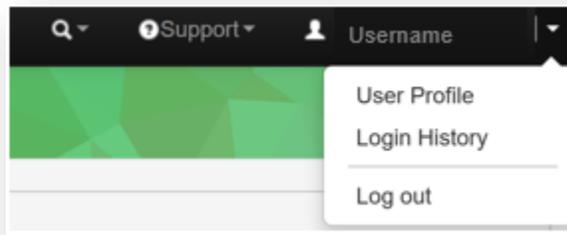
Starting June 1<sup>st</sup>, 2025, all users' passwords will be valid for 60 days before automatically expiring.

Ten days prior to password expiration, users will receive a notification on the Metric login screen – **see Figure 1**. This notification will continue counting down until the password is reset or the password expires.



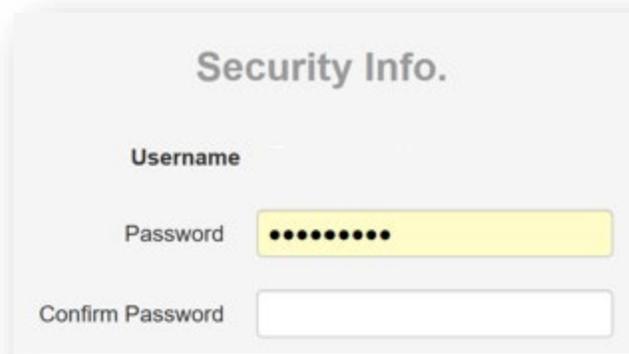
**Figure 1: User Notification that Password is Expiring**

A user can access their profile via the link in the banner (in blue font) or by selecting their User Profile from their username dropdown on the far right of the navigational toolbar – **see Figure 2**.



**Figure 2: User Profile on Navigational Toolbar**

Once in the user profile page, the password can be updated in the Security Info area of the User Profile action window – **see Figure 3**.

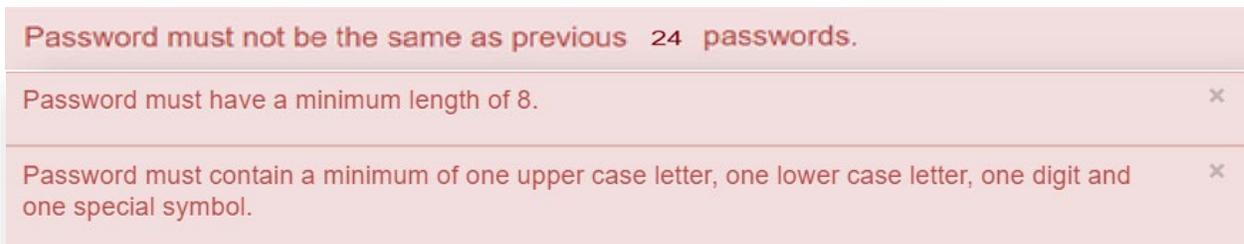


**Figure 3: Updating Password in Security Info Area of User Profile**

When resetting the password, the password must meet a minimum set of requirements to be accepted:

- The new password must not be the same as previous 24 passwords.
- A minimum of 8 letters, numbers and characters.
- At least one uppercase letter, one lowercase letter, one number (or digit) and one special character (or symbol, such as !, \*, etc.)

If the password does not meet the requirements, a pop-up window will appear notifying the user – see **Figure 4**.



**Figure 4: Error Messages for Password Requirements Not Being Met**

After a user password has expired, the user will not have access to Metric. A user must reach out to Metric Support to regain access to their account after a password has expired. Please see instructions for contacting Metric Support below.

## 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 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 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 on the navigational toolbar and select “Sign up for Training” to register option from the dropdown.

#### ***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.

Thank you for your continued partnership.