

Bulletin Number: KY_IB_0002	Distribution Date: 06/16/2025	Effective Date: 06/24/2025
Contact Point: Metrc Support	Subject: New feature: Sessions saved	
Reason: A new navigation menu option will now display saved current session work as well as view previously saved sessions.		

Greetings,

We are pleased to announce that a new Session Timeout/Recovery feature is now available that allows work to be saved and restored even after a session timeout occurs. Instead of losing progress due to inactivity, a prompt will be received to access the previous session so you can continue exactly where you left off previously.

The Metrc system will now automatically save work that is input when users are logged out due to a session time out for each of the following:

- Licensed Transfers
- External Transfers - Incoming
- External Transfers - Outgoing
- Manicure - Vegetative
- Manicure - Flowering
- Harvest – Flowering

When the user logs back in to Metrc, a new notification (in blue) will pop-up noting that the previous session was saved. If multiple sessions are saved, a list will populate – **see Figure 1.**

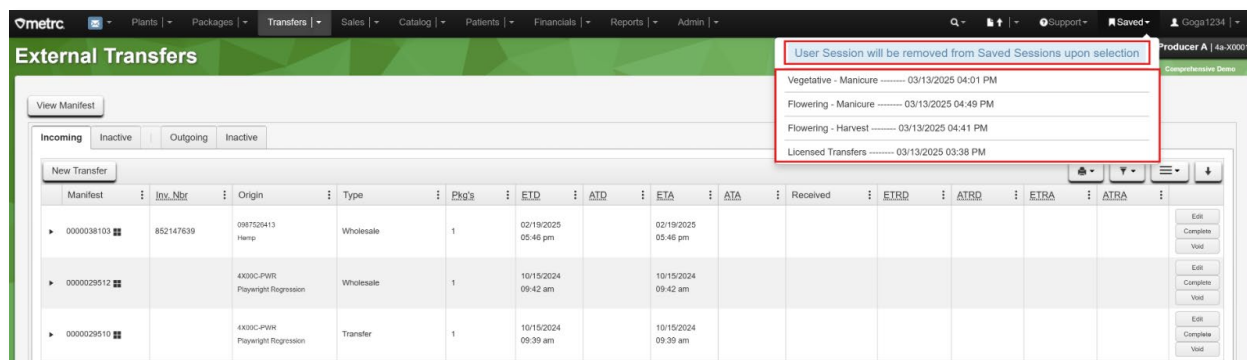


Figure 1: Saved Session(s) notification list

To access a saved session, log into the system and click on the preferred saved session from the dropdown to open the saved session in a new tab and restore the session as it was left prior to the timeout.

Note: When this action is taken, the session will be removed from the saved session dropdown to help eliminate redundancies in the application.

What happens when a user opens the same facility in two different web browsers?

When working in different web browsers and if the sessions timeout, only the latest session worked in is saved.

To access this saved session, log into the system and the same steps apply as listed above – see **Figure 2 & 3**.

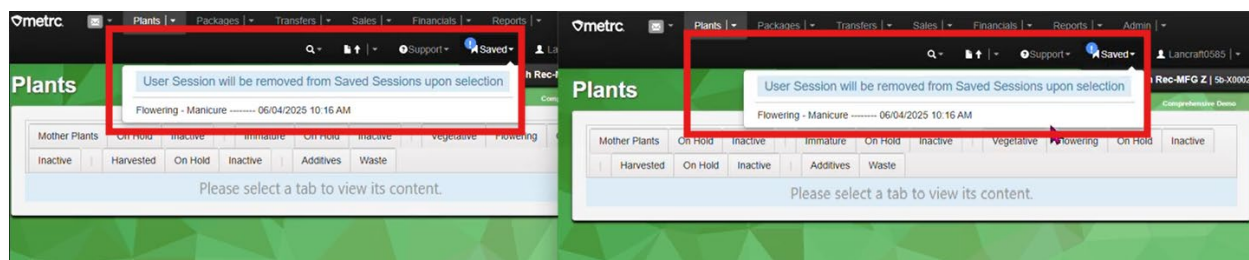


Figure 2: Same Facility in two different web browsers

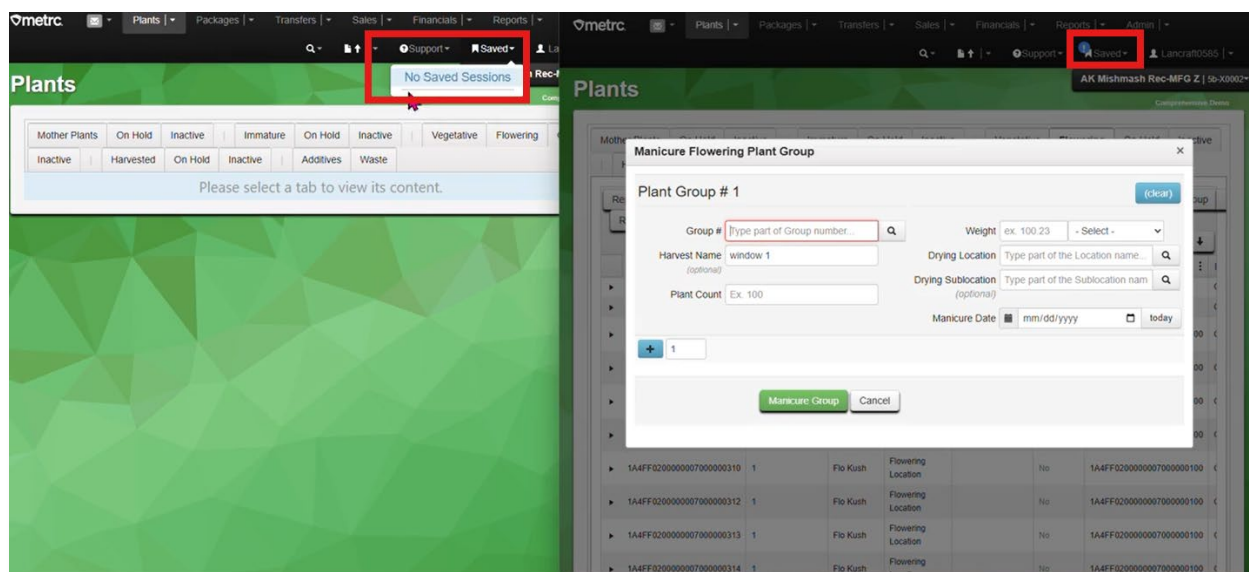


Figure 3: No Duplicates are allowed in Save sessions

Please note: It is recommended to work in the Metrc system on one tab versus having multiple tabs open at a time.

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 is designed to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing [Metrc Learn](#) is simple through the following convenient locations:

From within the Metrc system

Navigate to the Support area on the navigational toolbar and select “Sign up for Training” to register.

Access additional resources

In the Metrc system, click on the Metrc Expert icon and search for the appropriate topic or type in a question.

Thank you for your continued partnership.