Metrc Support Bulletin

| Bulletin Number: MA_IB_0102	Distribution Date: 09/10/2025	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Business Best Practice – Disable Outgoing Employees	
Reason: To lock and disable employees from your facility.		

Greetings Metrc Users,

This bulletin is to provide guidance on how to lock and disable employees from your facility.

Please read on for more information regarding this functionality.

Metrc Support Bulletin

Disabling an Employee

If an employee is no longer employed at your facility, please complete the following steps to permanently remove them from a Metrc account.

First, access the "Admin" area on the navigational toolbar and select "Employees" from the drop-down menu.
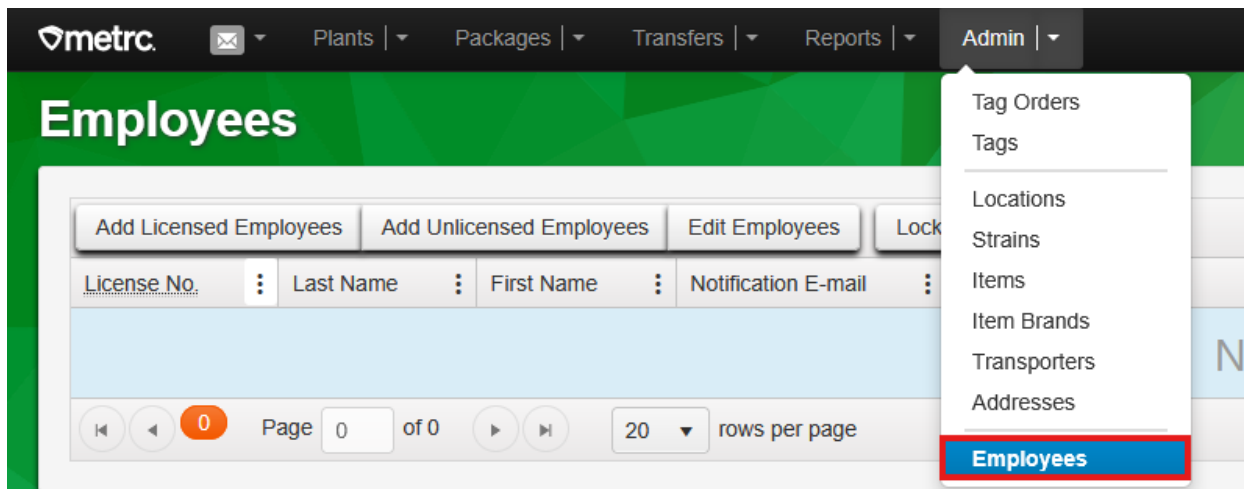

Figure 1: Select Employees from Admin Menu

Once on the Employees grid, click on either the trashcan button or the All button next to the employee you wish to remove from the license.

The trashcan button permanently removes the employee from the current license.

The All button permanently removes the employee from all your licenses.

Confirm the action when prompted.
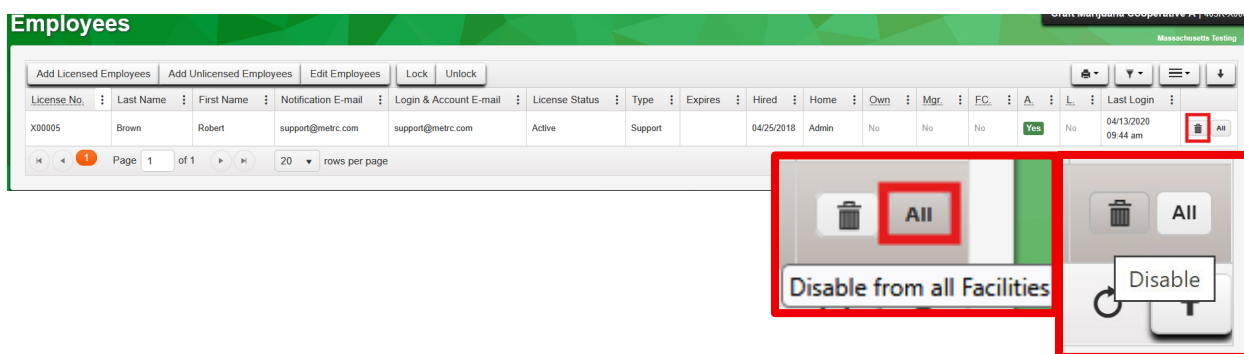
Figure 2: Disable Employee

Locking an Employee's Access

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To temporarily revoke an employee's access without removing them from your Metrc account, use the lock feature. This prevents the employee from accessing your license data—ideal for extended leaves or temporary inactivity.

Access the "Admin" area on the navigational toolbar and select "Employees" from the drop-down menu.
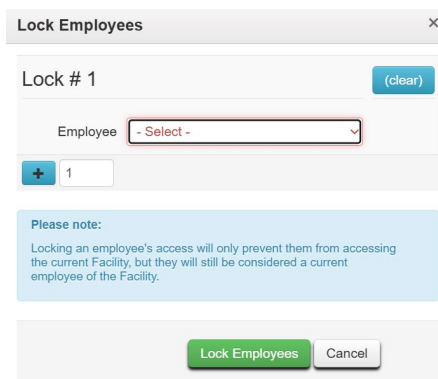
Select the employee and click the "Lock" option.
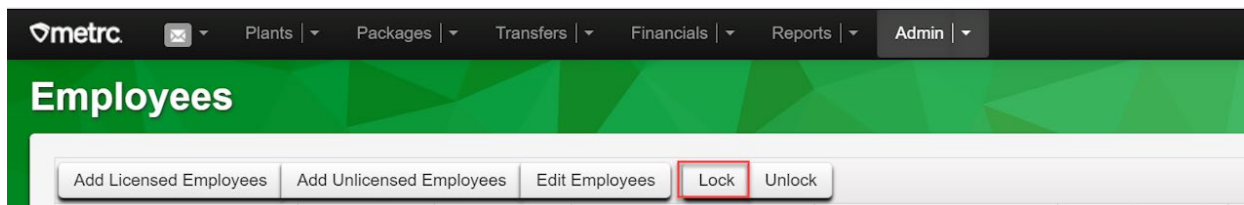
Figure 3: Locking Employee Access

Confirm by selecting "Lock Employees" in the Lock Employees action window.

Note: You must lock the employee in each facility where access was previously revoked.

Figure 3: Locking Employee Access

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

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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 login or register for an account, visit Metrc Learn.

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

Thank you for your continued partnership.