

Bulletin Number: KY_IB_0010	Distribution Date: 10/03/2025	Effective Date: 10/06/2025
Contact Point: Metrc Support	Subject: Metrc Industry Sandbox coming soon	
Reason: To announce the availability of a new Metrc Industry Sandbox for licensees to use to explore, train, and experiment with the Metrc system risk-free.		

Greetings,

We are pleased to announce that a secure, simulated training system – Metrc Industry Sandbox – will be made available in Metrc the evening of October 6th.

Developed in response to user feedback, the Metrc Industry Sandbox is a risk-free solution that closely mirrors the main Metrc system, allowing you to:

- **Practice without pressure:** Safe for mistakes — you can confidently practice, test workflows, experiment with different scenarios, navigate system features, and explore functionality without any real-world consequences.
- **Train more effectively:** Ideal for onboarding and training — Learn in a realistic environment with sample demo data, so nothing is permanent.
- **Enjoy streamlined access:** Easy setup and access through the main Metrc system.
- **Know you're in a safe testing environment:** Clear distinctions and alerts prevent confusion between the sandbox and the main Metrc system.
- **Experiment more:** Access license types and permissions that may not be available in the main Metrc system, enabling more comprehensive testing and learning opportunities.

The Metrc Industry Sandbox is pre-configured to reflect state-specific Metrc system settings and will use demo data so you can experiment with core system features.

Accessing Metrc Industry Sandbox

Active credentials for the main Metrc system are required to access the Metrc Industry Sandbox. Once logged in to the Metrc system:

- Navigate to Metrc Support section from the navigation menu.
- Select Metrc Sandbox from the dropdown options – **see Figure 1.**

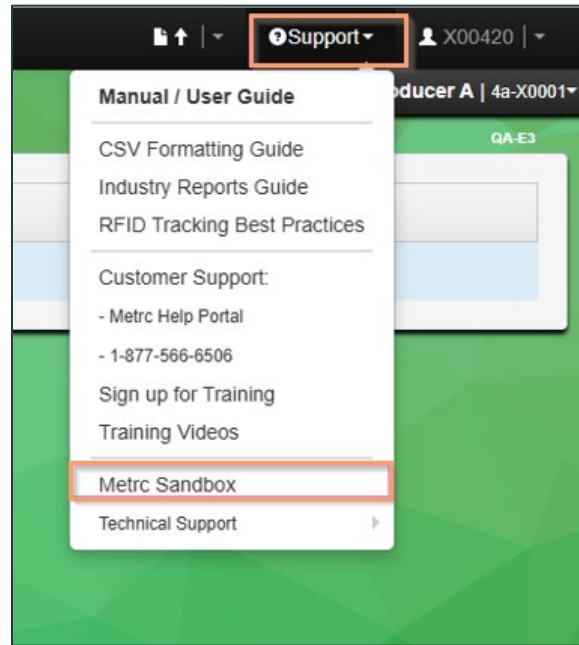


Figure 1: Accessing Metrc Industry Sandbox

- A setup notification pop-up window will appear. Enter the email address associated with your Metrc account to initiate the setup process. This email entry is required for both initial setup and after any future system resets – **see Figure 2.**

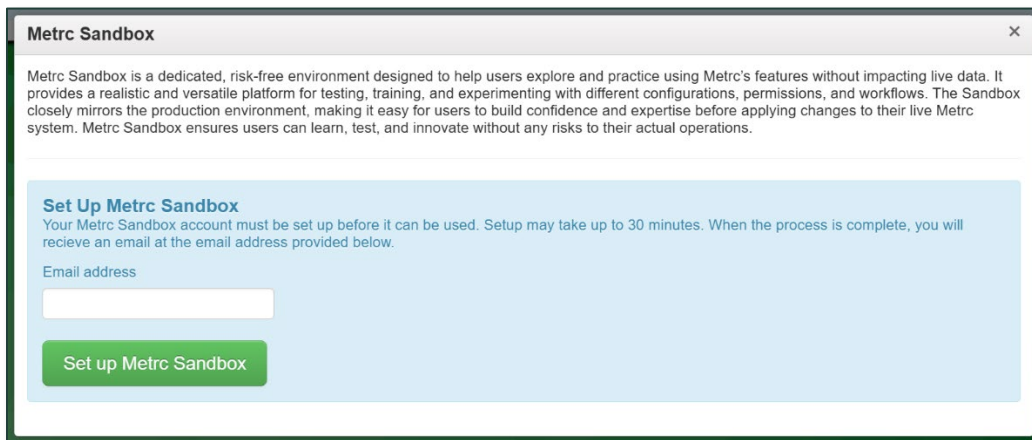
A screenshot of the 'Metrc Sandbox' setup notification window. The window has a title bar with 'Metrc Sandbox' and a close button. The main content area contains a paragraph explaining the purpose of the sandbox. Below this is a section titled 'Set Up Metrc Sandbox' with a sub-message: 'Your Metrc Sandbox account must be set up before it can be used. Setup may take up to 30 minutes. When the process is complete, you will receive an email at the email address provided below.' There is a text input field for 'Email address' and a green button labeled 'Set up Metrc Sandbox'.

Figure 2: Metrc Industry Sandbox setup notification window

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For additional support,
please visit [Support.Metrc.com](https://support.metrc.com)

- After entering your Metrc account email address, click “Set up Metrc Sandbox” to submit the setup request. This action will begin the sandbox environment preparation. After submitting your setup request, a confirmation banner will appear to notify you that the setup process is underway – **see Figure 3**.

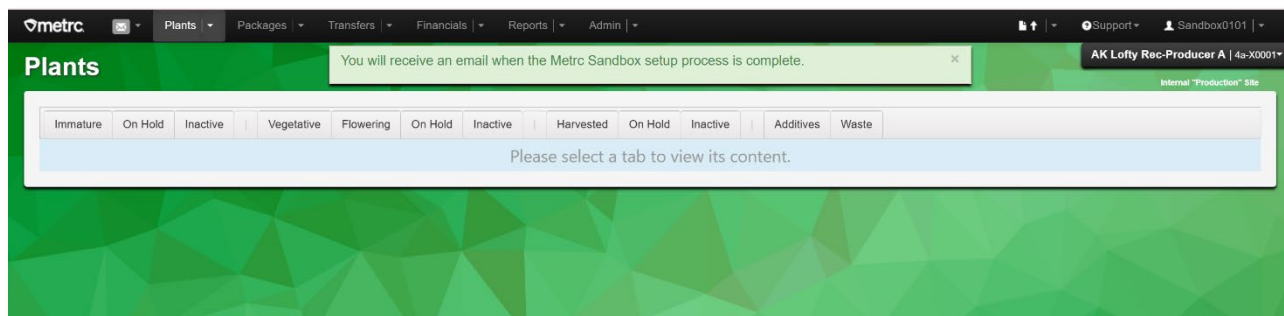


Figure 3: Confirmation banner for Metrc Industry Sandbox setup initiation

- The system will begin preparing your access to the Metrc Industry Sandbox. Then, an email will be sent to the email you input into the setup action window once the sandbox is ready. This usually takes between 5–15 minutes – **see Figure 4**.

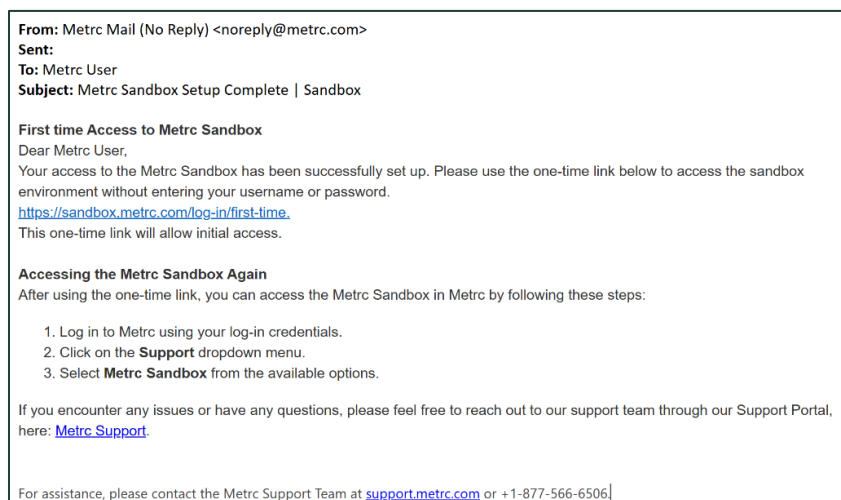


Figure 4: Metrc Industry Sandbox setup notification email

- Monitor your email inbox for the Metrc Industry Sandbox setup notification email. The email will contain a direct access link.
 - **Note:** The email link will include an expiration date. Make sure to click the link to access the sandbox before the link expires.
- Click on the link in the notification email. This will automatically redirect you to the Metrc Industry Sandbox without requiring additional navigation.

- Once the link takes you to the Metrc Industry Sandbox, you'll be presented with a user agreement. Review and accept this agreement to proceed with access.
- After accepting the user agreement, you will be automatically logged into the Metrc Industry Sandbox and can begin using it immediately – **see Figure 5.**

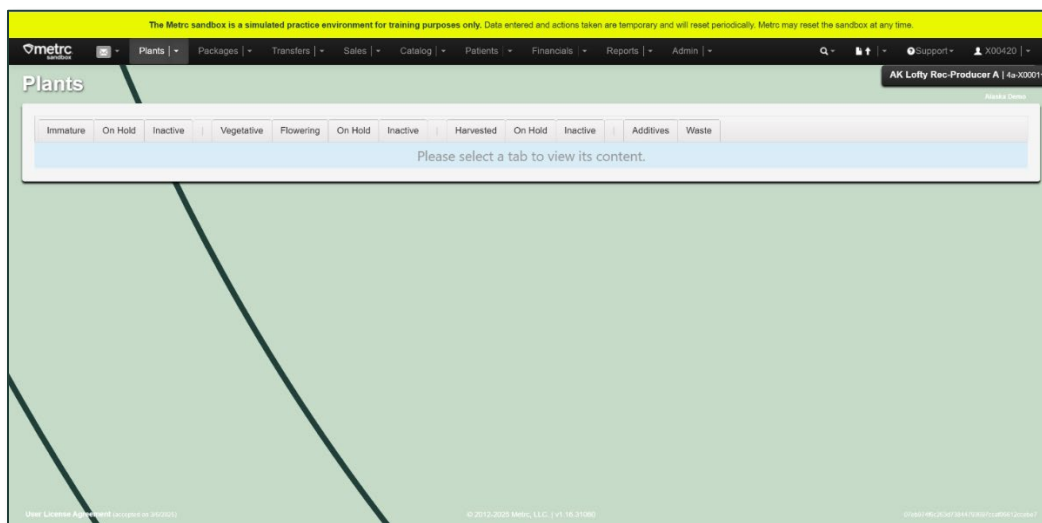


Figure 5: Metrc Industry Sandbox

Important reminders:

- You must use the email address associated with your Metrc account for setup. This same email entry and link process applies to both initial setup and any future sandbox resets.
- The setup process typically takes 5–15 minutes from initiation to email delivery.
- The email link provides direct, secure access without additional login steps.
- Always check the expiration date on email links before attempting access.

After using the one-time link, you can access the Metrc Sandbox in Metrc by following these steps:

- Log in to Metrc using your log-in credentials.
- Click on the Support dropdown menu.
- Select Metrc Sandbox from the available options.
- Click the “Go to Metrc Sandbox” button on the pop-up window – **see Figure 6.**

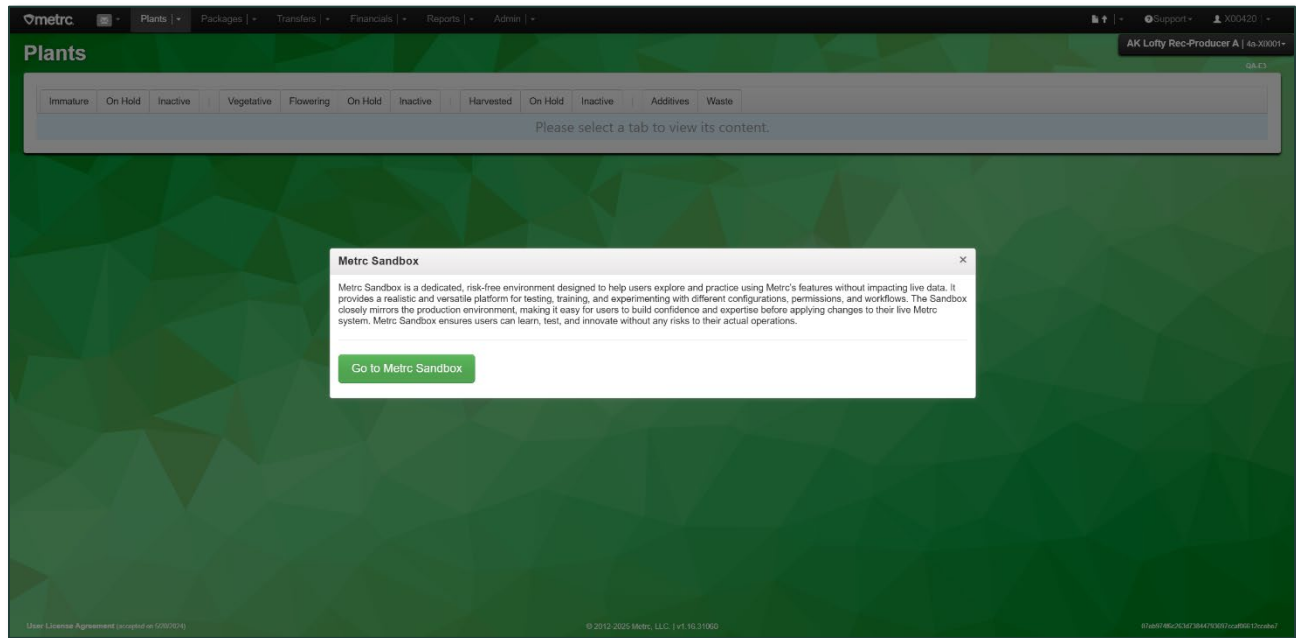


Figure 6: Exit main Metrc system and access Metrc Industry Sandbox notification

If you encounter any issues or have any questions, please feel free to reach out to our support team through our Support Portal, here: [Metrc Support](#).

To exit the Metrc Industry Sandbox and return to the main Metrc system, simply exit out of the window, or you will be logged out automatically after the timeout duration has been reached.

Important Metric Industry Sandbox Information

With the Metric Industry Sandbox, you are free to explore different features and workflows risk-free while accessing various license types and permissions; however, some features may not be fully functional.

Data, acknowledgment reminder and notifications

The Metric Industry Sandbox will mirror your main Metric system permissions, but with demo data instead of live compliance reporting data.

- Demo data will be periodically reset on a quarterly basis, with historical data being cleared during each reset.
- A notification banner will always display above the Metric navigational toolbar that will read:

“The Metric sandbox is a simulated practice environment for training purposes only. Data entered and actions taken are temporary and will reset periodically. Metric may reset the sandbox at any time. The next reset is currently planned for MM/DD/YYYY.”

These reminders are intended to notify you of upcoming resets and reinforce that actions taken are temporary and will not affect compliance reporting data.

User Profiles

Metric Industry Sandbox users will not see password or security question fields in their profile; however, users can still update the preferred default facility to practice in.

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.