



Getting Started with Metrc Guide

The US Virgin Islands regulatory agency, in conjunction with Metrc, are pleased to provide information to USVI cannabis licensees regarding next steps to prepare for a successful transition onto Metrc's track-and-trace compliance system. Please read on for important details related to onboarding:

Step 1: Complete Metrc New Business Fundamentals Training

Each licensed cannabis facility must have a designated Industry Administrator in the Metrc system to complete credentialing. The designated Industry Administrator must be an owner and each Metrc designated Industry Administrator must take the Metrc New Business Fundamentals Training course and Administrator Training at least once.

All employees at a licensed facility must be trained in the proper use of Metrc. The Metrc New Business Fundamentals training is available for all licensed business owners, managers and employees. This course will provide an overview of the Metrc system and its basic functions for all licensed facility types. **Note:** All Metrc Training courses are offered on demand and there is no additional cost for these classes.

To access Metrc's New Business Fundamentals Training, take the following steps:

- Have the following required information ready when signing up for the Metrc New Business Fundamentals course:
 - Cannabis Business License Number (given by the state)
 - Business Name
 - E-mail
 - First and Last Name
 - Phone Number
- Visit <https://www.metrc.com/partner/us-virgin-islands/>
- Click the "New Business Fundamentals" Training button and complete the registration.
- After registering, you'll be directed to the [Metrc Learn](#) site to complete the New Business Fundamentals, which takes approximately 1.5 hours to complete.
- After completing the New Business Fundamentals Training, participants will take a quiz. Once the quiz is completed, the designated Industry Administrator will be prompted to request credentials.

Step 2: Submit Credentials

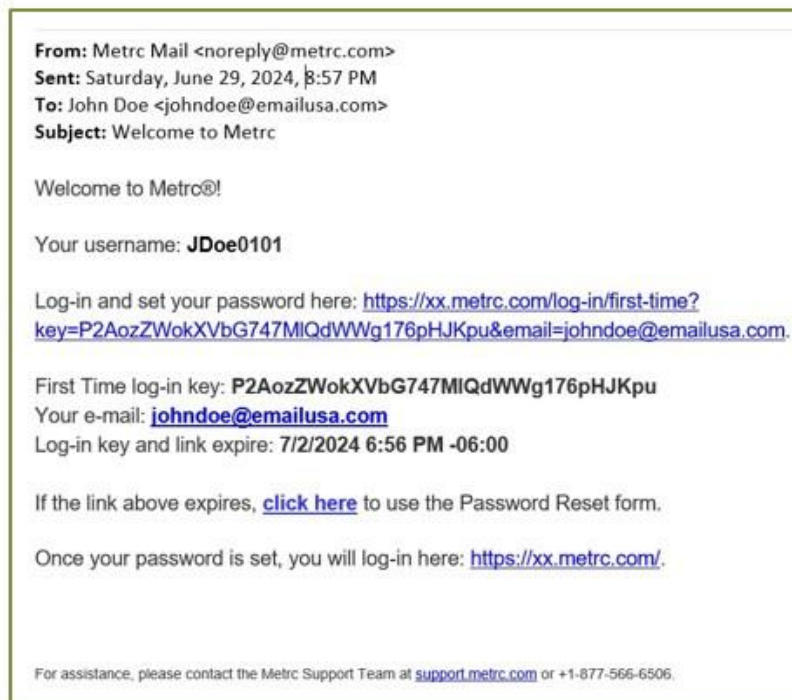
When at least one Business Owner, or designated Industry Administrator completes the Metrc New Business Fundamentals Training course, the business' designated Industry Administrator should submit the form requesting log-in credentials by following the screen prompts to enter the Cannabis Business License number.

Important note: The initial credentialing request must be submitted by an owner or designated Industry Administrator, who will be assigned as the facility Metrc Industry Admin. (Metrc can only designate one Industry Administrator.

Once the form and training certificate(s) have been submitted, Metrc Support will verify the credentials and training information within 72 hours to ensure they meet prerequisites.

Step 3: Access Metrc

After the verification of prerequisites has been completed, Metrc Support will respond within 72 hours via a "Welcome to Metrc" email with instructions and a link for the initial login and account setup – see example below:





Please note: The link will expire 72 hours after it is generated. If the link expires, the designated Industry Administrator should reach out to Metrc Support to request a new link via the Metrc Support portal at <https://support.metrc.com> or by phone at 877-566-6506.

The Industry Administrator will then add in all other administrators and employees.

Metrc New and Metrc Learn Trainings: Once the license has been credentialed and an employee has been added to Metrc, all employees need to complete the New Business Fundamentals Training, and the Metrc Training: Facility Type Training classes based on their facility type. The Metrc Learn Facility Type training sessions that are available are:

- Metrc Training Facility Type Training courses provide guidance and best practices for day-to-day use of Metrc and are specific to each facility type (Cultivation, Processing/Product Manufacturing, Dispensary/Store, etc.). For example, Metrc users will learn how to document plants, create packages, create a transfer, etc. These training courses consist of short videos, each lasting between 2-8 minutes, on average. These videos cover specific functionality used on a daily basis available at the facility. After watching a video, a user can practice the corresponding functionality to practice and demonstrate their proficiency and understanding.

Step 4: Conduct Beginning Inventory

Once your cannabis licensed facility has been set up in Metrc, the Beginning Inventory Guide will be shared via email with the Industry Administrator and should be reviewed to begin the process of entering initial inventory into the Metrc system.

If you have questions as you're getting started with Metrc, please contact Metrc Support at <https://support.metrc.com> or 877-566-6506. We look forward to supporting your licensed business!